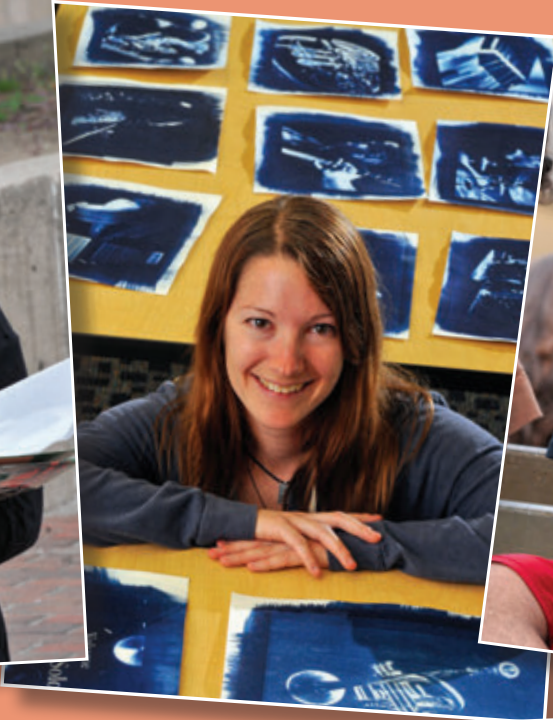


# Student Handbook



**HOLYOKE**  
COMMUNITY COLLEGE  
Futures Inspired

2011-2012

## A Message from President William F. Messner



This Student Handbook provides important information on HCC policies, resources, offices, and activities. It is your guide to the academic requirements and rules of conduct that apply to everyone in our community. All of us at HCC - faculty, administrators, and staff - want you to succeed. Read this and you'll discover how many resources are devoted to that outcome. From academic advisors to tutors and mentors, from one-on-one to group and online support, there are a multitude of people and resources available to help you achieve your goals.

I encourage you to take advantage of your time at HCC and explore all that we offer. Take a class in an unfamiliar subject. Get involved in a student club or participate in an activity. Above all, find advisers you like and trust, and don't be afraid to ask them for guidance.

Whether you are full time or part time, coming straight from high school, or juggling a family and a job, I know you will find HCC a vibrant and welcoming environment in which to lay the foundation for your future.

William F. Messner

## Hop Aboard the HCC Express - La Guagua pa'l College!

Free evening  
shuttle bus  
service for HCC  
students between  
downtown  
Holyoke and HCC.



Servicio de transporte  
gratis para  
estudiantes de Holyoke  
Community College  
desde el centro de  
Holyoke hasta HCC y  
de regreso a Holyoke.

## ¡Súbete al Expreso de HCC - La Guagua pa'l College!

For more information call (413) 552-2000. Schedule and route information also available online at [www.hcc.edu](http://www.hcc.edu).

**Free!**

Para más información, favor de llamar al (413) 552-2000. Los horarios de la guagua y la información sobre las rutas están disponibles en el internet en [www.hcc.edu](http://www.hcc.edu).

**¡Gratis!**

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## FALL 2011 CALENDAR

TBA ..... Program day for new students (required as scheduled by division). \*See college website for details.

M, Sep 5 ..... Labor Day holiday

T, Sep 6 ..... **Classes begin**

Sep 6-9 ..... Add/drop period for all classes-4 days

F, Oct 14..... Honors Convocation-7:00p.m.

M, Oct 10..... Columbus Day holiday

T, Oct 11 ..... Day and evening classes follow a Mon. schedule

Nov 2-16 ..... **Priority registration period for Spring 2012**

F, Nov 11..... Veterans Day holiday

**T, Nov 22 ..... Last day to withdraw with "W"**

W, Nov 23 ..... Day classes follow a Fri. schedule. Thanksgiving holiday-no Wed. evening classes

Th-S, Nov 24, 25 & 26.. Thanksgiving Recess-college closed

F, Dec 16 ..... End of Fall classes

S, Dec 17 ..... End of Saturday classes

Dec 19, 20, 21, 22 ..... Final exams

F, Dec 23 ..... Make-up period for day canceled final examinations

Dec 26-Jan 2..... College closed for winter holiday

Jan 3 ..... College reopens

## SPRING 2012 CALENDAR

TBA ..... Program Day\*

M, Jan 23 ..... **Classes begin for the second semester**

Jan 23-26 ..... Add/Drop Period for Day & Evening Classes- 4 Days

M, Feb 20 ..... Presidents' Day: HOLIDAY

T, Feb 21..... Day & Evening Classes Follow a Monday Schedule

Mar 12-16..... Spring Recess

Th, Mar 16..... Evacuation Day: HOLIDAY CAMPUS CLOSED

W-W, Mar 28-Apr 11 .... **Priority Registration Period**

M, Apr 16..... Patriots' Day: HOLIDAY

W, Apr 18..... Professional Development Day (required for faculty/ staff - no day classes)

**F, Apr 20 ..... Last day for withdrawal with a "W" for Full Semester Day, Evening & Online Classes**

W, May 9 ..... End of Evening Classes

Th, May 10..... Make up day for cancelled classes

M-Th, May 14-17 ..... Final Examinations (required as scheduled)

Th, May 17..... Awards Night - 6:30 p m

S, May 26 ..... Commencement - 10:00 a m

### Contact Us!

**General Information:**  
(413) 538-7000

**Welcome Center:** (413) 552-2000  
Here's where to get started!

**Academic Affairs:** (413) 552-2770  
For help changing your major or switching your advisor.

**Admissions:** (413) 552-2321  
email: admissions@hcc.edu

**Advising Center:** (413) 552-2722  
email: advisingcenter@hcc.edu  
For assistance with academic advising.

**David M. Bartley Center for Athletics and Recreation:** (413) 552-2161

**Bookstore:** (413) 552-2521  
Buy and sell back class books.

**Career Center:**  
(413) 552-2597 or 2322  
Help searching and applying for jobs.

**Cooperative Education (Co-op):**  
(413) 552-2322 or 2342  
Opportunity for students to apply knowledge and skills learned in classroom through real work experiences.

**Center for Academic Support:**  
(413) 552-2584  
Problems with math or writing?  
Can't figure out English Lit? This is the place to call.

**Center for Business & Professional Development:** (413) 552-2122  
Training for business and industry, professional development, and more.

**Community Services:**  
(413) 552-2324  
Fun and informative non-credit courses and workshops and Adult Basic Education.

**Counselling Services:**  
(413) 552-2232  
Confidential, personal, and academic counseling

**Financial Aid:** (413) 552-2150  
Student loans, grants, and other resources to help finance your education.

**Kittredge Center for Business and Workforce Development:**  
(413) 552-2500  
kittredgecenter@hcc.edu

**Library:** (413) 552-2733  
More books, microfilms, periodicals, and online resources than you could read in a lifetime!

**New Directions:** (413) 552-2346  
Pre-admission counseling & services for adult women returning to school

**Online Learning Advising:**  
(413) 552-2236  
dladvising@hcc.edu

**Online Technical Help:**  
(413) 552-2075  
helpdesk@hcc.edu  
Online help for: Moodle, MyHCC (self-service), student email

**Placement Testing and Assessment:**  
For placement Testing and photo IDs  
(413) 552-2055

**Student Account Services:**  
(413) 552-2101  
Questions about your bill?  
Call or stop by Frost 201.

**Student Affairs:** (413) 552-2100  
Great resource for campus activities, or any questions about student life.

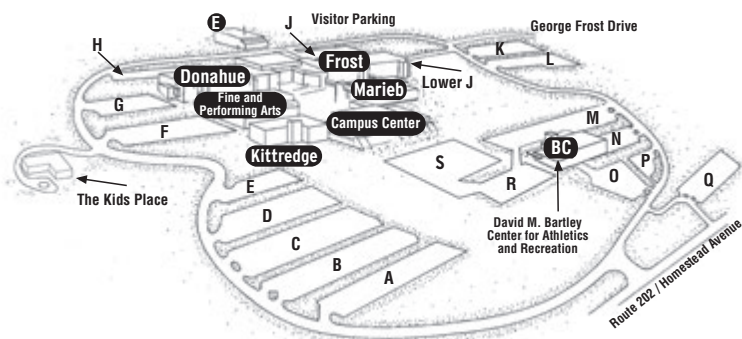
**Student Records/Registrar:**  
(413) 552-2319

**Transfer Affairs:** (413) 552-2498  
Want to take everything you've learned at HCC and transfer to a four-year college?

**Transcript Request Information Line:** (413) 552-2142  
For recorded instructions on requesting an official HCC transcript.

**Weather Hotline:**  
(413) 552-2900, ext. 1418  
Call this number during winter storms to find out if the college is open.

## Holyoke Campus Map / Parking



**Parking:** All credit and non-credit students are required to register their vehicles with the Campus Police Department. During the evening, students may register their cars at the switchboard located on the third floor of Frost. You must provide a valid vehicle registration. Consult the campus map (above) for student parking areas. There is no charge for a parking sticker.

## BUILDINGS

<b>Donahue</b>	Business Admin. & Office Admin., Social Sciences, Humanities, Library, AV/TV Center
<b>Frost</b>	Administration (Welcome Center, Student Records, FR 221), Admissions
<b>Fine &amp; Performing Arts</b>	Leslie Phillips Theater
<b>Marieb</b>	Health; Science, Engineering, Mathematics
<b>E</b>	Power Plant, Campus Police Department
<b>Campus Center</b>	Bookstore, Cafeteria
<b>BC</b>	David M. Bartley Center for Athletics & Recreation
<b>KC</b>	Kittredge Center for Business and Workforce Development

## PARKING LOTS

### STUDENTS (Permit required)

Day Parking: 6 a.m. - 4 p.m. A, B, C, D, M, N, O, P, Q, R, S

Evening Parking: 4 p.m. - 11 p.m. A, B, C, D, E, F, H, K, L, M, N, O, P, R, S

**Students may not park in Upper J, Mini J, or G lot at any time.**

### STAFF (Permit required)

Day Parking: E, F, H, K, L • Evening Parking: G, J, L

### VISITORS

J, E • for Special Events: F • Handicapped: G (Permit required)

## BUILDING KEY

<b>DON</b>	Business Admin. & Office Admin., Social Sciences, Humanities, Library, AV/TV Center
<b>FR</b>	Administration (Welcome Center, Student Records, FR 221), Admissions
<b>FPA</b>	Fine Arts, Leslie Phillips Theater
<b>Marieb</b>	Health Sciences, Science, Engineering, Mathematics
<b>E</b>	Power Plant, Campus Police Department
<b>CC</b>	Campus Center
<b>BC</b>	David M. Bartley Center for Athletics & Recreation
<b>KC</b>	Kittredge Center for Business and Workforce Development

## Other Locations

### Picknelly Adult and Family Education Center

at the Holyoke Transportation Center  
206 Maple St., Holyoke, MA 01040  
(413) 552-2990 ext. 3

Free pre-GED and GED instruction, basic computer skills, college prep for adults, credit college classes, career assessment and job search assistance. Open days and evenings.

### Ludlow: Ludlow Area Adult Learning Center (LAALC)

54 Winsor St., Ludlow, MA 01056  
(413) 583-0320  
www.ludlowcenter.org

Free English for Speakers of Other Languages (ESOL) instruction, academic advising, and basic computer skills during the day and evening throughout the year.

It is the policy of Holyoke Community College not to discriminate on the basis of sex, creed, color, race, age, national origin, sexual orientation, gender identity, or disability in its educational programs, activities, or employment policies as required by Title IX of the 1972 Education Amendments and other Federal and State anti-discrimination laws.

# First Year Experience (FYE)

## For New\* Students



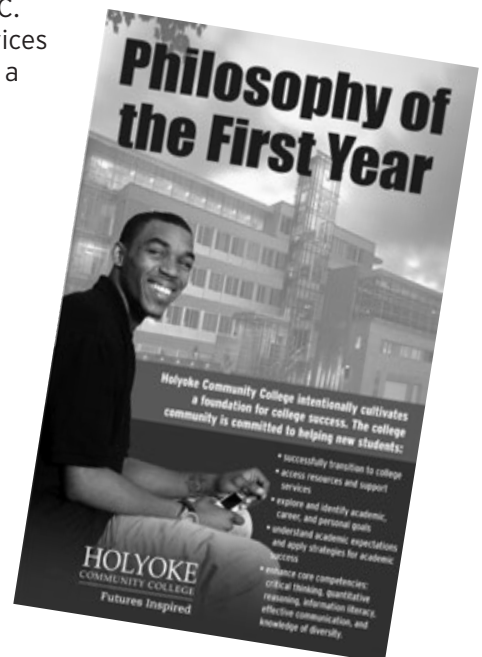
HCC's Philosophy of the First Year means that college faculty and staff intentionally cultivate a foundation for college success and are committed to helping new students:

- successfully transition to college;
- access resources and support services;
- explore and identify academic, career, and personal goals;
- understand academic expectations and apply strategies for academic success; and

- enhance core competencies: critical thinking, quantitative reasoning, information literacy, effective communication, and knowledge of diversity.

### **\*Are you a NEW student?**

First Year Experience offerings are directed toward anyone new to HCC. By taking an FYE course and participating in HCC's programs and services designed for new students, you'll experience a great year—the start of a successful college career.



**NOTE:** This publication contains current information regarding college policies for Holyoke Community College. It is not, however, intended to be and should not be relied upon as a statement of the college's contractual undertakings. The Holyoke Community College Board of Trustees and the Massachusetts Board of Higher Education reserve the right to alter its policies, procedures, and fees as set forth in this manual. This document is available in an alternative format through the marketing and public relations office (413) 552-2259. The college reserves the right to add, revise, withdraw, or cancel courses and programs and to make changes to its academic calendar, policies, tuition, and fees at its discretion.

## Student Resources & Programs

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### **ABE Transition to College and Careers Program and Bridge to ABE TCC (413) 552-2346/2852**

The ABE Transition to College and Careers Program (ABE TCC) and Bridge to ABE TCC help students prepare for college readiness once they have completed their GED, (at anytime) or a high school diploma from at least four years ago. Applicants must be at least 18-years-old (There is no maximum age.) and planning to enter college in pursuit of a certificate or degree after the program. We offer a supportive learning community environment and classroom instruction that help prepare students for college-credit classes. The instructor will focus on math, algebra, reading, writing and development of critical thinking skills, computer skills in a college context and study strategies. We offer extensive hours of mentoring/tutoring in addition to in-class instruction. Our mentors are program graduates as well as volunteers from local colleges and agencies. Mentors serve one-on-one as assistants in the classroom as well as being available outside of class hours.

The day program is based at HCC and the class is given on campus. The evening Bridge to ABE TCC and ABE Transition to College and Careers classes are held at the Picknelly Adult & Family Education Center (PAFEC) in downtown Holyoke. These free (non-credit) programs are offered Spring, Summer and Fall semesters. The Program offers intensive support, counseling in English and Spanish, and transition services to eligible students enrolled in Adult Basic Education programs (advanced ESOL and GED) in Hampden and Hampshire counties as well as to other college-bound individuals. Career counseling is an integral part of the ABE TCC program, with a speaker series featuring guest professionals, faculty from different departments and career development workshops and field trips. Staff assists participants with admissions, financial aid, and connecting students to college resources and services.

For more information about these classes, or if you are interested in becoming a mentor, please contact Elia Dreyfuss, the ABE Transition to College & Careers Program Coordinator at (413) 552-2852 or email [edreyfuss@hcc.edu](mailto:edreyfuss@hcc.edu).

### **Advising**

**FR 271, (413) 552-2722**

The Advising Center is a “one-stop” student service center for new and continuing students. The center offers academic advising, educational planning, college placement testing and assessment, and college enrollment services. The center is located in FR 271. All services provided through the center are free, Monday through Thursday, on a walk-in basis or by appointment. The center opens each weekday 8:30 a.m. Please contact the Advising Center for information regarding evening hours at (413) 552-2722, or in Frost 271.

### **ACADEMIC ADVISORS**

Every matriculated student enrolled in credit courses at the college is assigned to a faculty or staff member for the purpose of academic advising. Together the student and advisor plan the student's program of study during the Priority Registration periods in the fall and spring. The final responsibility for selecting courses fulfilling graduation requirements rests solely with the student. Students can stop in the Welcome Center (FR 221) or Academic Affairs (FR 317) to find out their advisor's name and contact information. Students may also check their student account, available on the HCC website by clicking the My HCC link. Evening, weekend, and online students may obtain advising through the Advising Center (FR 271).

There are two Priority Registration periods for current students: one in March (for the fall semester) and the other in October/November (for the spring semester). Students are encouraged to meet with their advisor and preregister for courses during Priority Registration. Exact dates are listed in the academic calendar posted on the college's website.

### **Alumni Office**

**DON 172, (413) 552-2253**

The Alumni Association is dedicated to serving the college, the alumni body, and current students. The Alumni Council, the governing board of the Alumni Association, sponsors social and educational events and assists with annual fundraising efforts. Alumni contributions fund several scholarships for continuing and transferring students, as well as providing equipment for classrooms and labs. Information regarding scholarships is available through the Financial

## Student Clubs and Organizations (all phone numbers are in Area Code 413)

IDENTITY CLUBS	ADVISOR	ADVISOR LOCATION	ADVISOR PHONE
Baha'i Club	Gail Hilyard	DON 246A	552-2552
Black Student Alliance	Pedro Rodriguez	FR271	552-2028
Campus Ministry	Gerry Bates	KC 415	552-2302
Helping Our Troops Veterans Support	Gail Golas	DON 370	552-2270
Latino International Student Assoc.	Myriam Quinones	FR 262	552-2539
	Jossie Valentin	FR 236	552-2829
SHALOM! Jewish Students Club	Lois Koltz	KC 401	552-2314
Spanish Christian Club	Gladys Montero	DON 203	552-2553
Spectrum: Queer/Straight Alliance	Elise Robinson	DON 270	552-3296
TransCampus (Transgender alliance)	Jane Vecchio	FPA 312	552-2414

INTEREST CLUBS	ADVISOR	ADVISOR LOCATION	ADVISOR PHONE
Bike Club	Laura Hutchinson	BC 204	552-2300
Computer Tech Club	TBA	More information in student activities	
Creative Writing Club	Dave Champoux	DON 363	552-2364
Drama Club/HCC Players	Pat Sandoval	FPA 220	552-2486
Fashion Club	John Donellan	KC 417	552-2146
Game Masters Guild	TBA	More information in student activities	
Japanese Anime Club	Idelia Smith	FR 317	552-2228
Military Appreciation/Career Options	Monica Perez	FR 166	552-2413
Phoenix Press (Student Newspaper)	Fred Cooksey	FPA 306	552-2538
Photography Club	Frank Ward	FPA 230	552-2487
Pulp City Literary Magazine	Dave Champoux	DON 363	552-2364
Radio Club (103.5 FM, WCCH)	Joanne Kostides	FPA 226	552-2326
Social Justice Club	Mark Clinton	DON 247	552-2330
	Vanessa Martinez	DON 245	552-2858
STRIVE Club	Denise Salgado	DON 237	552-2044
Student Senate	Liz Golen	DON 102C	552-2418
UNITY Club - Community Service	Dorothy Blair	MRB 319	552-2064
	Sharon Cenedella	DON 137	552-2139
Wildlife Society	Joe Bruseo	MRB 335	552-2516
Yoga Club	MaryJane O'Connor	DON 239	552-2422

ACADEMIC CLUBS	ADVISOR	ADVISOR LOCATION	ADVISOR PHONE
Criminal Justice Association	Alex Sanchez	FR 176	552-2841
Education Students Club	April Graziano	DON 261	552-2016
Engineering Club	Ileana Vasu	FR 364	552-2438
	Mark Normantowicz	FR 359A	552-2560
Entrepreneur Club	Kelly O'Connor	KC 419	552-2315
HOSA (Health Occupations Students Association)	Rebecca Osborn	MRB 217	552-2426
Human Services	Jackie Griswold	DON 265	552-2333
Psychology Club	TBA	More information in student activities	
Vet Tech Club	Walter Jaworski	MRB 243	552-2459

All Club Advisors can be contacted through email by using the first letter of their first name and full last name @hcc.edu  
 Questions? Interested in getting involved or forming a new club? Contact Veronique Leroy at vleroy@hcc.edu or Liz Golen at egolen@hcc.edu or in DON 102



Aid Office. Graduates of HCC (those who have completed an associate degree or certificate program), automatically become members of the Alumni Association. Former students with nine credits or more may request membership by calling the alumni director at the above telephone number.

## **Athletics**

**BC 204, (413) 552-2161**

HCC offers women's cross-country, soccer, golf, basketball, volleyball, softball, and tennis, while the men's athletic program includes cross-country, baseball, basketball, golf, soccer, and tennis. HCC's athletic program is a member of the Massachusetts Community College Athletic Conference (MCCAC) and the National Junior College Athletic Association (NJCAA). The college also has a variety of sports that are conducted as intramural, recreational, and/or club activities. Check with the athletic office in the David M. Bartley Center for Athletics and Recreation for details.

## **Athletic Facilities**

**BC 204, (413) 552-2160**

All athletic facilities are accessible to students, employees, the college community and to community users through various programs and activities. **Outdoor facilities** include fields for softball, baseball, soccer and other sports, tennis courts, a track, and woodland trails for orienteering, hiking, etc.

**Indoor facilities** are housed in the David M. Bartley Center for Athletics and Recreation. Note: Students taking credit courses have free access to the Bartley Center with a valid ID. Among the many features of the facility are:

- three-court gymnasium with 32 foot ceilings and bleacher seating (the People's Bank Gymnasium can accommodate basketball games, recreational activities, volleyball matches, and larger events)
- three locker rooms (men, women and visitors)
- sauna and steam rooms for both men and women
- training and assessment room for fitness and wellness
- multipurpose room for group exercise, dance, martial arts, yoga, Pilates, etc.
- lobby/lounge for informal and formal gatherings
- seminar/classroom with multimedia capability
- fully outfitted fitness, wellness, and training center with strength training, plate loaded, weight, cardiovascular, and check-out equipment

## **AudioVisual Department**

**DON 106, (413) 552-2252/2590**

Semester Hours:

Mon.–Fri., 7:30 a.m.–5:30 p.m.

Mon.–Thu., 5:30 p.m.–9:30 p.m.

*(when evening classes are in session)*

The department maintains all types of audiovisual and computer presentation equipment and also includes a video

conferencing facility, a distance learning studio, and a media distribution system.

## **Bookstore**

**CC Building, first floor, (413) 552-2521**

The HCC bookstore is open Monday-Friday, 8:30 a.m.–3:45p.m. except during winter break, and after May final exams through the last week of July. Call (413) 552-2521 to confirm hours during these times. Bookstore hours are always posted on the door. Cash, check, Visa, Mastercard and Discover are accepted. Books can also be ordered online at [www.ehccbookstore.com](http://www.ehccbookstore.com).

## **Bus Passes and Schedules**

Bus schedules are located at the switchboard. All students pay a \$20 per semester transportation fee which provides unlimited service on a regular basis during the fall and spring semesters. HCC students are eligible to receive a PVRTA bus pass valid for the entire semester on any bus route in the PVRTA system. These passes must be used with a valid HCC student ID card. Students who use the bus must have their ID cards validated every semester in Student Account Services in FR 201. PVRTA passes will be provided to each student free of charge as part of the Transportation Fee (there is a \$7 replacement fee should the card be lost or stolen). PVRTA bus passes can be picked up at the Student Account Services Office, Frost 201.

The college operates La Guagua Pa'l College, a free evening shuttle bus service for students between city-center Holyoke and surrounding neighborhoods, and HCC. During fall and spring semesters, the bus runs Monday-Thursday on the half hour, starting at 5:00 p.m. when PVRTA service ends, and ending at 10:00 p.m. For schedule and route information, visit [www.hcc.edu](http://www.hcc.edu) or pick up a brochure in the Welcome Center.

## **Campus Communication**

There are a variety of communication options available on campus:

### **BULLETIN BOARDS**

There are bulletin boards in all buildings on campus. Information on social, athletic, academic and other activities are posted on these boards. See the bulletin board policy, page 30, before posting any material.

### **EMAIL ACCOUNTS**

All students registered for credit classes at the college are provided a personal email account. The HCC portal contains student email and Online Services (self-service) accounts. The college uses this email account or the messaging system to send communications to the student body. Student email addresses will be recorded in the college's electronic directories and records. Students are responsible for reading official college email and messages in a timely fashion.

New portal accounts may take up to 24 hours after registration to be created. The MyHCC icon on the HCC home-

age ([www.hcc.edu](http://www.hcc.edu)) and on the E-Institute website ([webtide.hccdl.org](http://webtide.hccdl.org)) will bring you to the page containing links to online options.

It is extremely important that students log into this system, as it is an important communication tool between student, professor, and administration. Also, urgent college-wide information and announcements concerning closings and events are transmitted through this medium.

### **THE PHOENIX**

The *Phoenix* is the HCC student newspaper and covers topics of student interest.

### **PULP CITY**

*Pulp City* is a student literary magazine published at the end of each academic term. Students interested in writing or in the graphic arts are encouraged to contribute to the publication. Contact Dave Champoux (DON 363, (413) 552-2364, [dchampoux@hcc.edu](mailto:dchampoux@hcc.edu)) if you are interested in submitting a piece of writing. Contact Beverly Wodicka (C 322, (413) 552-2572) if you are interested in submitting a piece of artwork or photography.

### **WCCH**

The HCC radio station, WCCH, operates a Class D educational FM stereo broadcast station at 103.5 on the dial. Those interested in publicizing an event or organization may drop off material at the station, located near the student lounge on the first floor between Donahue and Frost buildings, or call (413) 552-2488.

## **Campus Police Department**

### **E Building, (413) 552-2400**

The Campus Police Department is staffed by full-time commissioned police officers. Officers are on duty 24 hours a day, 365 days of the year, and each is a graduate of the Massachusetts Criminal Justice Training Academy or the Massachusetts State Police Training Academy. All have been trained in emergency medical procedures. Each officer undergoes continuous training to upgrade skills. Campus police work closely with state and local police.

The mission of the Campus Police Department is to provide the highest level of safety, security and service to the college community. In order to carry out this mission, officers are expected to do the following:

- Provide service to the college community,
- Protect life and safeguard property,
- Prevent, control and investigate crime and apprehend criminal offenders,
- Maintain peace and order, and peacefully resolve conflict,
- Enforce college and departmental policies and procedures, Massachusetts General Laws, the rules and regulations of the Registrar of Motor Vehicles, the Constitution of the Commonwealth of

Massachusetts and the Constitution of the United States of America.

Campus police have the authority to apprehend and arrest anyone involved in illegal acts on campus. If the offense is committed by a student, campus police may also refer the individual to the dean of students' office. The dean will conduct a preliminary investigation and determine the need to appoint a disciplinary board.

Information regarding campus safety and security is provided to new students at orientation sessions each semester. Additional information is available at the Campus Police Department, in E 212 or at [www.hcc.edu/campus/safety.html](http://www.hcc.edu/campus/safety.html).

## **Career Services**

### **KC 322, (413) 552-2597**

Career Services include career exploration, planning, counseling, job search, and placement assistance. The computerized career resources, print materials, and workshops in the Career Center help students choose career paths based upon their abilities, interests, academic backgrounds, and job market information.

The Center has computerized and print resources for career exploration and the assessment of student interests and aptitudes. Students have access to the FOCUS2 and Career Cruising computerized assessment programs as well as the Massachusetts Career information System (MassCIS) Program for information on specific occupations and a listing of careers/majors for which they would be best suited.

In addition, the Career Center maintains a web site where students can find employment information through local, regional, and national job listing sites and career fairs. Resources and career counseling are available to help students develop resumes and prepare for job interviews.

Career workshops are offered on a regular basis, and students are encouraged to use the Center's resources during their entire time at Holyoke Community College.

Students interested in transfer information have access to programs that can help them identify possible transfer colleges. MassCIS and Career Cruising provide information on virtually all U.S. colleges and many others worldwide. Students who choose to transfer should consult with the College's transfer counselor or attend a group workshop. Computerized financial aid information is also available through the Career Center.

## **Center For Academic Program Support (CAPS)**

### **DON 240, (413) 552-2584**

The Center for Academic Program Support (CAPS) provides free tutoring and other support services to help students succeed in their classes. Tutoring is available Monday through Friday in a variety of subjects on a walk-in basis and by appointment. Please visit or contact the CAPS Center for tutoring schedules (DON 240, (413) 552-2584). Walk-in tutoring for writing and math is available daily in the

Writing Center and the Math Center from 9 a.m.–6 p.m., Monday– Thursday, and 9 a.m.–2 p.m. on Friday. CAPS also offers individual professional counseling, study skills assistance, supplemental instruction, study groups, and workshops.

#### **CAPS MATH CENTER**

**DON 246, (413) 552-2596**

The Math Center offers free tutoring for any college math course and math topics related to science, business, health, and other fields. The center offers help with course content, study procedures, problem-solving strategies, and ways to overcome math anxiety. The Math Center also offers Math Mini Prep classes which prepare students for the CPT (Computerized Placement Testing). Handouts, math textbooks, videos, and software dealing with algebra, basic math, calculus, and other topics are available. Additionally, online tutoring is available at [etutoring.org](http://etutoring.org).

#### **CAPS TUTORING**

**DON 244, (413) 552-2416**

Free, one-on-one or small-group tutoring is available for any course HCC has to offer (depending on tutor availability). Tutoring addresses such concerns as understanding course content, reading textbooks, preparing for tests, or writing papers. Tutoring is available during both day and evening hours; call for more information. Appointments can be scheduled two weeks in advance. Additionally, online tutoring is available at [etutoring.org](http://etutoring.org).

#### **CAPS WORKSHOPS AND SEMINARS**

**DON 240, (413) 552-2416/2584**

Small group instruction is offered throughout the academic year on topics designed to improve a student's progress at the college. Topics include stress management, assertiveness, note-taking and test preparation. Schedules and announcements for these events are posted on college bulletin boards and are often published in the Phoenix.

#### **CAPS WRITING CENTER**

**DON 238, (413) 552-2599**

The Writing Center offers students walk-in consultation and assistance related to any college course that requires written assignments, such as essays, research papers, or literary analysis. The center also offers workshops covering writing and research projects. Handouts, videos, and software are available on the writing process, grammar, punctuation, and other topics. Additionally, online tutoring in writing is available at [etutoring.org](http://etutoring.org)

### **Child Care**

**The Kids Place (413) 538-7742**

Child care services are available on campus through The Kids Place, located on the campus access road between parking lots E and F. The Kids Place provides year-round early childhood programs for a fee (vouchers accepted) to students whose children are between the ages of four weeks and seven years of age. The center opens at 7 a.m. daily. Parents need to register and enroll their children.

### **Clubs and Student Activities**

**DON 102, (413) 552-2418**

HCC encourages students to become involved in the wide variety of activities and organizations on campus. Participation in these clubs often provides students with new skills, knowledge, and friendships. For those transferring to a four-year institution, involvement in one or several organizations can add significantly to a student profile.

The formation of extracurricular organizations is encouraged by the college. Clubs will vary in activity from year to year and a current listing of clubs and their advisors appears on page 6.

In September and January, a club fair is held in the courtyard and the cafeteria. Advisors and members of clubs are present to answer questions. This provides the opportunity for students to join the club of their choice.

There are a variety of procedures and policies governing the operation of clubs, student transportation, and student activities on campus. The HCC Club Manual outlines the policies and procedures of clubs on campus and can be obtained the Student Activities Office (DON 102). The HCC travel policy is available in the Student Affairs Office (FR 224) or at the Bartley Center. Call (413) 552-2161 for more information.

### **Community Based Federal Work Study**

**FR 201, (413) 552-2150**

Community Based Federal Work Study positions allow qualified students to work in a variety of community settings in paid positions that compliment academic and career goals. Interested students should inquire about eligibility at the Financial Aid office, obtain a FWS Authorization and then contact Dorothy Blair at (413) 552-2064.

### **Computing Facilities**

HCC has extensive computing facilities available for use by any HCC student with a valid ID. HCC alumni with written authorization from the alumni director may also use the computer center.

To use the computer labs, students must register in the logbook and agree to use the facilities within the guidelines of the college's acceptable use policy ([www.hcc.edu/about/college\\_pol.html](http://www.hcc.edu/about/college_pol.html)). Students must also sign out when they are finished. Student ID cards will be held until students leave the lab. Open lab users of DON 142, 144, and 146 must register in DON 142. The list of computer labs and their schedules can be accessed on the HCC website at [www.hcc.edu/campus/computerlabs.html](http://www.hcc.edu/campus/computerlabs.html)

## **Cooperating Colleges of Greater Springfield (CCGS)**

HCC is a member of CCGS, along with American International College, Bay Path College, Elms College, Springfield College, Springfield Technical Community College, Western New England College, and Westfield State College. CCGS serves to integrate the resources of its eight member colleges. Students who are taking daytime courses and already carrying at least six credits are eligible to enroll in up to two courses at participating CCGS institutions. Note that evening and online courses are not available through CCGS. Please contact the Student Records Office (FR 221), (413) 552-2319 for more information. Cooperative Education (Co-op)

## **Cooperative Education (Co-op)**

**KC 319, (413) 552-2322/2342**

Cooperative Education provides students with the opportunity to apply the knowledge and skills learned in the classroom through real work experiences (paid or unpaid) while becoming familiar with the conditions and demands of employment in their chosen career fields for academic credit. Co-op partners with local employers and community agencies, in every industry, while being a valuable resource for workforce development.

Cooperative Education provides opportunities for students to work in degree-related supervised experiences with local employers for a minimum of 150 hours and attend a weekly 50-minute seminar to develop technical and professional communication skills; gain an understanding of organizational structures, culture, and ethics; apply and reflect on the connections to academic theory and practice; strengthen critical thinking, research, and problem-solving skills; develop a greater awareness and appreciation of self, others and social responsibility in a work, career, and global context; and establish a network of professional contacts, mentors, and references.

## **Counseling Services**

**FR 233, (413) 552-2232**

HCC offers counseling to all students to assist in educational, career, and personal/social development. The goal of Counseling Services is to assist students in defining and accomplishing personal and academic goals. Counseling Services strives to provide a supportive learning environment to help students overcome barriers to successful college performance and grow toward attaining a satisfying and meaningful lifestyle.

A staff of professional counselors assists students in exploring their educational and career goals, planning their educational programs, and identifying the various demands and implications of college life. Services are provided individually and in groups.

Services such as psychological testing, clinical diagnosis and treatment, psychotherapy or family therapy are not provided

by the college. Should a student require assistance outside the scope of college counseling services, referrals are made to appropriate community agencies.

The counseling staff utilizes the ethical standards of professional organizations. Accordingly, each individual's right to privacy is maintained. A staff of highly qualified counselors is available to meet with students. To make a day or evening appointment, stop by or call.

## **Credit by Examination**

**High Stakes Testing Center, KC 204, (413) 552-2112**

HCC grants credit for sufficient scores on certain CLEP examinations (College-Level Examination Program) once scores are received by the HCC Registrar's Office from CLEP. Please contact the High Stakes Testing Center for more information and testing dates/times. Also, check with your adviser and/or Admissions to determine which CLEP exams are right for you.

## **Dining Services**

**CC, second floor (413) 552-2740**

Dining services at HCC are available to all students, staff, faculty, and visitors to the college. Tentative operating hours during fall and spring semesters are Mon.– Fri.: 7:30 a.m.– 2:00 p.m. Operating hours are limited during final exams and vacations. A snack bar is located in the student lounge area on the first floor between Frost and Donahue buildings. Tentative operating hours during fall and spring semesters are Mon.– Thu. 7:30 a.m.–8:00 p.m., Fri.: 7:30 a.m.–2:00p.m. Catering services are available and can be arranged by calling Aramark.

## **Distance Education**

**(413) 552-2236**

Because many students have busy home and work schedules, HCC offers both online and Brick & Click courses as an additional option for pursuing a college education. Online learning means that the student and the instructor do not have to be at the same place at the same time for teaching and learning to occur. However, online courses are not self-paced and do have time-oriented assignments. Through HCC's online learning platform, Moodle, your classroom is a website that can be accessed from anywhere in the world, and the lectures are read instead of sitting and listening to the instructor. Discussions and communication with the instructor and classmates takes place in a web-based message area and are typed instead of spoken. You will need to log onto the class several times a week to see if there is anything new that pertains to your studies. Most courses require student participation of a minimum of three to five days a week.

To be successful, online students must be self-motivated, enjoy learning independently, and possess basic computer skills (emailing, attaching files, word processing, etc).

Brick & Click courses combine classroom instruction with computer-based learning. Because portions of the course requirements are completed online, Brick & Click courses

reduce the amount of time the student spends in the classroom. For a complete listing of degree and certificate programs that are 50%, 80% or 100% on-line, please go to the E-Institute home page at [webtide.hccd.edu](http://webtide.hccd.edu)

#### **HELPFUL INSTRUCTIONS:**

- Contact [dladvising@hcc.edu](mailto:dladvising@hcc.edu) regarding academic advising for online or Brick & Click course information
- Beginning August 22 go to the new homepage of HCC's E-institute [holyokecc.mrooms3.net](http://holyokecc.mrooms3.net)
- View "Preview a Course" on the left side of the web page.
- View "ONLINE COURSE INFORMATION" link to see course specific information.
- View "Enrollment Information" link.
- Review the "Semester Calendar and Online Instructions" on the main page for E-institute
- Complete the "Browser Tune-up" Look for "Instructions/Calendar" for specifics. Please follow the directions carefully
- Review the orientation course provided in your account along with your semester courses. To log on, please follow the directions in the "Online Learning Instructions". See the online instructions for the specific dates when Moodle and the semester courses will be available.

If you encounter any problems, please call or email the help desk at (413) 552-2124 or [helpdesk@hcc.edu](mailto:helpdesk@hcc.edu).

Self-help files can be found on our main webpage under "technical help for online learning."

#### **ESL Support Program**

**DON 203, (413) 552-2553/2234**

The ESL Support Program serves students whose native language is not English. The college offers English as a Second Language (ESL) courses and an array of services to help students succeed in college. ESL courses prepare students for college-level courses in associate degree or certificate programs.

#### **ASSISTANCE AVAILABLE**

- Bilingual services
- Pre-college advising
- Orientation seminars for new students
- Financial aid consultation
- Language assessment/placement
- Academic and career counseling
- Individual and group tutoring
- How to study and career development courses
- Student advocacy and referrals

#### **ESL ACADEMIC COURSES**

Students may earn up to 15 credits in ESL courses, some of which can be applied to degree programs at HCC. Five levels of instruction are offered in each of the following areas: reading and writing, speaking and listening, grammar, and pronunciation. Classes focus on skill areas essential to students who want to continue their education. Students enrolled in advanced levels of ESL may also take courses in their chosen field of study when appropriate.

To learn more, call or stop by.

#### **Inglés como Segundo Idioma**

La Oficina de Servicios de Apoyo de Inglés como Segundo Idioma les ofrece servicios a estudiantes cuyo idioma nativo no es el Inglés. El programa ofrece cursos de Inglés como Segundo Idioma (ESL) y una selección de servicios para ayudar a los estudiantes a tener éxito en el Colegio. Los cursos de ESL preparan al estudiante a tomar cursos a nivel universitario en programas de grado asociado o de certificados.

#### **ASISTENCIA DISPONIBLE EN:**

- Servicios bilingües
- Talleres de ingreso al colegio
- Seminarios de orientación para estudiantes nuevos
- Consulta sobre ayuda financiera
- Evaluación de lenguaje/ubicación
- Consejería académica y de carrera
- Tutoría individual y en grupo
- Talleres de Cómo Estudiar y Exploración de Carreras
- Asesoría estudiantil y referidos

#### **CURSOS ACADÉMICOS DE ESL**

Los estudiantes pueden utilizar un total de 15 créditos de los cursos de ESL, algunos de los cuales pueden ser convalidados a programas de grado asociado del Colegio. Cinco niveles de instrucción son ofrecidos en las siguientes áreas: Inglés conversacional, lectura y escritura, gramática y pronunciación. Las clases se concentran en las áreas de destrezas esenciales para los estudiantes que continúan su educación. Los estudiantes matriculados en clases avanzadas de ESL también pueden tomar cursos correspondientes a sus carreras cuando sea apropiado.

Para saber más sobre el Programa de Apoyo de Inglés como Segundo Idioma, visite nuestra oficina en el edificio DON, número 203, o llame al (413) 552-2553/2234.

#### **Facilities Use**

Campus fields, track, courts, and the Bartley Center are available for students, faculty, and staff. Use of the Art Department studios and equipment by students and faculty must have Art Department approval at (413) 552-2489, (413) 552-2485, or (413) 552-2270. To reserve rehearsal

rooms, scene and costume shops, dressing rooms, or box office contact the Drama Department at (413) 552-2485, (413) 552-2508, or (413) 552-2270. To reserve the music rehearsal room, call the Music Department at (413) 552-2480 or (413) 552-2485. Faculty and staff can arrange to reserve classroom space and the Leslie Phillips Theater.

## **Financial Aid**

### **FR 201, (413) 552-2150**

The Financial Aid Office is open from 8:30 a.m.–6 p.m., Monday–Thursday; and from 8:30 a.m.–4:30 p.m., on Friday. The staff is available to answer any financial aid questions.

A student at Holyoke Community College may apply for financial aid through a variety of grant programs, as well as for a Federal Direct Stafford Loan and a federally funded work-study job. Financial aid may help not only with the direct expense of tuition, fees, and books, but also with other expenses, such as lunches, transportation, child care, and room and board. High-need students eligible for resident tuition rates may receive more than enough grant aid to cover the cost of tuition, fees, and books, particularly if they qualify for state-funded programs and apply relatively early. If a student does not qualify for enough grant aid to cover direct costs, educational loans are offered to cover the short-fall. A student who needs additional help with out-of-pocket expenses may want to request additional loan funds or a part-time work-study job. Loans of more than \$3,000 toward out-of-pocket expenses may require extensive loan counseling.

The HCC Foundation, Inc. offers more than 80 scholarships. Scholarship applications are available from February 1 through the middle of March in the Foundation office, Academic Affairs, division offices and online at [www.hcc-scholarships.org](http://www.hcc-scholarships.org). For more information, visit the Foundation office (DON 101) or call (413) 552-2182.

## **Health Services**

### **FR 101, (413) 552-2401**

The Student Health Services Office (FR 101) is staffed by a registered nurse. Available services include first aid treatment, medical referrals, and information on how to develop and maintain a healthy lifestyle.

Students can also obtain information about the Student Injury and Sickness Insurance Plan and immunizations required to comply with Massachusetts immunization law. For detailed information regarding immunization requirements, please refer to page 35 of this handbook. Concerns necessitating hospitalization, surgery, or psychiatric treatment are referred to appropriate agencies and nearby hospitals. Other services include immunization clinics and physical exams for students participating in HCC sports programs.

## **Honors Program**

### **DON 170, (413) 552-2197**

The Honors Program offers the opportunity for intellectual challenge to gifted students in every discipline. To be accepted into the Honors Program, a student usually must

either enter HCC as an honors student or achieve a GPA of at least 3.50 after earning at least 12 college credits. Students who complete the Honors Option are guaranteed admission to the Commonwealth Honors College at the University of Massachusetts at Amherst. The program offers several components:

## **HONORS PROJECTS**

After completing 12 credit hours of work at HCC, a student who achieves a GPA of 3.5 or receives an instructor's permission may elect to attach an Honors project to any college-level course (with the exception of ENG 101).

An Honors project consists of additional independent work a student chooses to undertake in conjunction with an instructor. Such work may consist of an extra paper, a paper of greater length or complexity, a research project in a practical setting such as a lab or darkroom, or creative work such as painting, sculpture, writing, or performance. A brief essay in which the student reflects upon his/her learning experience must be attached to all completed projects. Project topics are limited only by the student's imagination or ability, the instructor's course guidelines, and a regard for the degree of academic rigor expected by the HCC Honors Program.

Students need not complete an Honors project in the semester in which they began it, but the project must be completed before graduation in order to receive credit. Completed projects must be approved by the participating instructor and by the Honors Committee. Upon successful completion of an Honors project, a student will register for HON 201, a one-credit course. The student's transcript will list the title of his or her Honors project and the name of the course in which it was undertaken next to the grade received for HON 201.

## **HONORS COLLOQUIUM (HON 206)**

The Honors Colloquium is an interdisciplinary, team-taught course for which students may receive "B" or "C" credits. Colloquia are reading and writing intensive, and examine a central theme from a variety of academic perspectives. Past themes have included "Evil," "Colonialism," "Biotechnology" and "Value." The Honors Program provides all required texts for each semester's 15 colloquium students. Students who plan to transfer to the Commonwealth Honors College at UMass or to a private college or university will find the colloquium an excellent place to hone their reading, writing and research skills. Students who have completed 24 credits (including ENG 102) and achieved a 3.5 GPA are eligible for the Honors Colloquium. Enrollment is by instructor invitation; qualified students who do not receive an invitation should contact the program coordinator or the colloquium instructors.

## **HONORS LEARNING COMMUNITIES**

The Honors Program offers two seven-credit first-year learning communities (LC) that combine ENG 101 (fall semester) and ENG 102 (spring semester) with different "topics in science" courses (SEM 130). Students who take both the fall and the spring first-year LCs will fulfill both their English and lab science requirements. Incoming students who receive scores of

100 or better on their English placement exam will be invited to join the fall Honors LC. Students who complete the fall Honors LC may continue on in the spring. Students who complete English 101 with a grade of “B+” or better will also be invited to enroll in the spring Honors LC. Eligible students who do not receive an invitation should contact the program coordinator or the Honors LC instructors.

A sophomore-level Honors LC is offered in the spring. The course combinations for this LC will vary. Students who take the Honors colloquium in the fall will be invited to join the spring sophomore Honors LC. Students who have completed 24 credits (including ENG 102) and achieved a 3.5 GPA are eligible for the course.

### **THE HONORS SEMINAR**

The Honors Seminar is a one-credit, seven-week course that focuses upon the conventions of efficient and ethical research, and upon effective methods of research presentation, written and oral. Seminar students will read and discuss a single text, use research to deepen their understanding of the work, and share their discoveries with the class. This course is offered in conjunction with the University of Massachusetts Amherst’s Commonwealth Honors College, so students who plan to transfer to the CHC may use the Honors Seminar in partial fulfillment of the CHC’s Dean’s Book requirement. Students who have completed ENG 101 with a grade of B+ or better are eligible for this course.

### **COMMONWEALTH HONOR SCHOLAR DESIGNATION**

The Commonwealth Honors Scholar designation recognizes the achievements of students who have completed at least nine credits of Honors-level work in fulfillment of (or in addition to) their regular degree requirements. This designation may be attached to any of Holyoke Community College’s existing A.A. or A.S. degrees.

To graduate as a Commonwealth Honors Scholar, students must complete nine Honors credits, at least six of which must be earned in interdisciplinary Honors courses (Honors Learning Communities or Honors Colloquia). The remaining three credits may be earned in stand-alone Honors courses or by completion of one-credit Honors Projects. Check “Honors, Academic” in the Glossary of Academic Policies, Procedures and Terms for more information about Honors courses.

Students must complete all Honors courses with a grade of B or better and have earned a 3.5 GPA at the time of graduation to qualify for this designation. Students who meet these criteria will be recognized as Commonwealth Honors Scholars on their academic transcript and in the Commencement Program.

### **Honors - Dean’s List**

Students of superior academic achievement are recognized at the end of each semester. Full-time students who have earned a grade point average (GPA) of 3.2 or better and who have earned at least 12 semester hours of work in a semester will be

awarded the distinction of having their names placed on the Dean’s List. Students in the current term carrying fewer than 12 attempted hours are considered part-time students for the Dean’s List. Upon the completion of each increment of 12 semester hours, those part-time students who have a GPA of 3.2 or higher shall be recognized for academic achievement by being placed on the Dean’s List. There can be no carry-over of credits. NOTE: Developmental courses and credits earned in S/U (Satisfactory/Unsatisfactory) courses are not counted towards determination of the Dean’s List.

### **Honors - Graduation**

To graduate with honors from HCC, the minimum cumulative GPA required is 3.2. The minimum GPA for high honors is 3.7.

### **Honors - Phi Theta Kappa**

Phi Theta Kappa is an international honor society for community and junior colleges. The purpose of Phi Theta Kappa is to recognize and encourage scholarship among associate degree students. To be eligible for induction into Phi Theta Kappa, a student must meet the following criteria;

1. Have earned at least 30 semester hours at HCC (transfer hours not included).
2. Have a minimum cumulative GPA of 3.50 (not counting the current semester).
3. Have no zero (0) level courses count toward the 30 on-campus earned hours.
4. Have never graduated from HCC.

All students who meet these criteria will be invited to join Alpha Xi Omega, the HCC chapter of Phi Theta Kappa. Inductions will take place at the Honors Convocation in the fall semester. Spring inductions will also be offered, with an inductions ceremony at Awards Night. HCC currently pays membership fees for all students. Limited scholarship and transfer benefits are available, and members are eligible to wear the Phi Theta Kappa gold stole and tassel at commencement. For further information, contact Kim Hicks, the Phi Theta Kappa advisor (FR 270, (413) 552-2197).

### **Joint Admissions Programs**

The Joint Admissions Program applies to students who matriculated prior to fall 2009. To receive the benefits of the Joint Admissions Program, students are required to complete their associate degrees by August 2013 and must matriculate at a Massachusetts state college or University of Massachusetts campus by fall 2014. Students enrolling fall 2009 or later will find information on the new state-wide transfer policy in this section of the Handbook under Transfer Opportunities.

### **Labs**

Academic Computing Lab (DON 142), (413) 552-2359  
Adaptive Lab (FR 149), (413) 552-2156

Anatomy and Physiology Lab (Marieb 220),  
(413) 552-2526

Biology Today Lab (Marieb 226), (413) 552-2517

Botany Lab (Marieb 308), (413) 552-2518

Chemistry Lab (FR 375), (413) 552-2514

Environmental Lab (Marieb 106), (413) 552-2523

Hospitality Management Lab (FR 261), (413) 552-2380

Language Lab (DON 148), (413) 552-2794

Learning Lab (DON 248), (413) 552-2103

Microbiology Lab (Marieb 220), (413) 552-2526

Nursing Lab (Marieb 118), (413) 552-2110

Pharmacy Tech Lab (Marieb 202), (413) 552-2053

Physics/Engineering Lab (FR 369), (413) 552-2513

Veterinary Science Lab (Marieb 236/240),  
(413) 552-2507 and (413) 552-2516

Videoconferencing Lab (DON 104), (413) 552-2082

**Note:** *Not all labs are available on a walk-in basis. Please consult with department office before using.*

## Library

### DON

Semester Hours:

Monday–Thursday, 8 a.m.–8:30 p.m.

Friday, 8 a.m.–4:30 p.m.

Saturday, 10 a.m.–2 p.m.

Non-semester hours: as posted

The mission of the library is to ensure that students become efficient and effective consumers of information. To that end, the library provides a wide selection of books, journals, audiovisuals, and online databases selected to support the academic programs of the college.

Reference librarians are available Monday through Friday and on Saturday during the academic year to assist with student research needs and to provide instruction in information literacy. In addition, students are able to borrow materials from the following members of the Cooperating Libraries of Greater Springfield: American International College, Bay Path College, Elms College, Springfield College, Springfield Technical Community College, Western New England College, and Westfield State College. Students may also request material from the C/W MARS library network and have it sent to the HCC library for pickup. C/W MARS includes over 140 academic, public, and special libraries located in Central and Western Massachusetts.

A valid HCC ID card is required for borrowing HCC library resources, for accessing HCC library databases from home, for borrowing material from CLGS libraries, or requesting material online from C/W MARS libraries. Policies governing the circulation of library materials are available from the circulation desk and are posted on the library webpage.

Overdue materials charges:

- 20 cents a day per item for overdue books
- \$1 a day per item for overdue videotapes/DVDs
- 25 cents an hour for two-hour reserve material on the day taken out, \$2 per day thereafter.
- \$1 a day for one- and two-day reserve materials

In addition to the service charges above, a \$2 flat fee will be assessed for material more than a month overdue.

It is important to keep student library accounts in good standing because delinquent students are denied borrowing privileges and are not issued grades, diplomas, or transcripts.

In exceptional cases, the dean of library services reserves the right to limit the number of items that a student may borrow if the student has demonstrated a consistent abuse of circulation privileges at the HCC Library or any other C/W MARS library. Full borrowing privileges will be restored at the end of the semester if the student has no outstanding obligations to any C/W MARS library.

Library material is considered state property and any student responsible for its defacement will be treated according to the Student Code of Conduct.

## Multicultural Academic Services (MAS)

**(413) 552-2539/2052**

Multicultural Academic Services is a transitional support program for English as a Second Language, Avanza2College and international students. MAS advisors assess individual student needs, identify academic and career goals, and engage each student in the strategies and resources that engender success in the college environment. MAS promotes academic and campus participation through peer mentoring, workshops, student conferences, and one-on-one sessions. Students challenged by issues of language, cultural identity, and isolation learn the tools that inspire self-authorship, self-advocacy, and leadership, within the broader context of community.

## MyHCC (Student Self-Service)

**FR 221, (413) 552-2000, [www.hcc.edu](http://www.hcc.edu)**

All students registered for credit classes at the college are provided a personal email account.

The HCC services page contains links to student email and online services (self-service) accounts. The college will use this email account or the messaging system to send communications to the student body. Student email addresses will be recorded in the college's electronic directories and records. Students are responsible for reading official college email and messages in a timely fashion.

New accounts may take up to 24 hours after registration to be created. The MyHCC icon on the HCC homepage ([www.hcc.edu](http://www.hcc.edu)) and on the E-Institute website ([webtide.hcccl.org](http://webtide.hcccl.org)) will bring you to the HCC Services page.



It is extremely important that students log into this system, as it is an important communication tool between student, professor and administration. Also, urgent college-wide information and announcements concerning closings and events are transmitted through this medium.

The HCC Online Services area (tab) of the portal contains personal academic information and access to the following:

#### **VIEW AND PRINT:**

- Mid-term and final grades
- Class schedule
- Unofficial transcripts (course history)
- Check course availability
- Review your financial aid info
- Check account balances/pay online
- Apply for parking permits

Directions (manuals), including information on IDs and passwords for these services, can be found on the HCC Services page: <https://myportal.hcc.edu>.

For help signing on to MyHCC, stop by the Welcome Center, Frost 221, phone, (413) 552-2000 or for online help, email [dlhelp@hcc.edu](mailto:dlhelp@hcc.edu), phone (413) 552-2124.

### **New Directions**

#### **FR 232, (413) 552-2065**

New Directions is a support program for women returning to college (age 24+), young mothers of any age, and female veterans. The program provides admission counseling, enrollment, help with “red tape,” orientation workshops, academic advising, career and transfer guidance, and ongoing support. New Directions students have access to study space and computer assistance in the Elaine Marieb Center. The program also helps identify and encourage women interested in exploring transfer to Smith or Mount Holyoke College.

### **Office for Students with Disabilities and Deaf Services (OSDDS)**

#### **DON 139, (413) 552-2417**

Students with disabilities are guaranteed equal access to college programs and services. The Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 prohibit discrimination on the basis of disability. The college provides accommodations for students with documented disabilities. Requests for educational accommodations should be made through the OSDDS (DON 139), (413) 552-2417 (536-0602 TTY). Students who need auxiliary aids for effective communication and/or other educational accommodations in programs and services of HCC are invited to make their needs and preferences known to the (OSDDS). For information on parking for disabled students, please see information below.

### **Parking**

Students who park on campus must register their vehicle. This may be done one of two ways.

### **ONLINE VEHICLE REGISTRATION**

You may register your vehicle online by going to the MyHCC Section of the HCC website ([www.hcc.edu](http://www.hcc.edu)) and logging in, using your student identification number and your password. You will then be prompted to enter your driver's license number and your car registration number. Then, you will be get a receipt, which you should print out and bring to the Campus Police Department, room 214. The police will issue a parking decal.

### **IN-PERSON VEHICLE REGISTRATION**

1. Register the vehicle with Campus Police (E Building during the day, at the Frost Building switchboard during the evening). Bring valid vehicle registration.
2. Maintain valid parking decals on the vehicle.
3. Park in the designated student parking lots and in accordance with the current traffic rules and regulations (available in Campus Police Department, E Building).
4. Obtain a temporary parking pass for temporary cars.
5. Students will be fined for failing to register a vehicle or not displaying a decal.
6. Vehicles parked in tow zones, fire lanes, faculty/staff lots, playing fields, lawn areas and other restricted areas will be towed from 6 a.m. to 4 p.m. The owner of any vehicle parked in violation of regulations on campus after 4 p.m. shall be subject to an additional \$30 penalty in lieu of tow.
7. All towing resulting from parking violations is done at the student's expense.
8. College records, grades, and transcripts will be withheld from those students who do not pay their fines.

**No overnight parking on campus is permitted.**

### **Parking for Students with Disabilities**

#### **DON 139, (413) 552-2417**

In accordance with the Americans with Disabilities Act (ADA), special parking accommodations for disabled persons with Registry-issued HP plates or placards are available at HCC. Such persons should bring their vehicle registration and a copy of their placard to the Office for Students with Disabilities and Deaf Services (OSDDS) (DON 131, (413) 552-2417). Students may receive assistance from the Welcome Center in the evenings.

Accommodations for permanently disabled people who are waiting for a placard may also be arranged on a short-term basis through OSDDS, but applicants must apply for the state placard. Persons with acute injuries or illnesses requiring temporary accommodations may apply at OSDDS in the Donahue Building, (413) 552- 2417. Evening students may apply at the Welcome Center. Recent documentation from a physician is required.

## **Pathways Program**

**(413) 552-2857/2346**

The Pathways Program helps promising students to succeed at HCC and prepare to earn their baccalaureate degree from a selective liberal arts college, such as Mount Holyoke, Smith, and Amherst Colleges. It provides a variety of services, including academic advising, assistance with the financial aid (“FAFSA”) and scholarship applications, guidance through the transfer process, and mentoring.

## **Scholarships**

**DON 101, (413) 552-2182**

The HCC Foundation, Inc. has more than \$100,000 in scholarship funds to award—80 endowed scholarships for students of all ages and abilities. Every student—full-time, part-time or transfer—is encouraged to apply. For more information, please stop by the Foundation office, email [sdoyle@hcc.edu](mailto:sdoyle@hcc.edu), or visit [www.hcc.edu](http://www.hcc.edu). For more information on financial aid, see page 19.

## **School-to-Career Transition**

**KC 319, (413) 552-2387**

### **CO-OP AND CAREER SERVICES DEPARTMENT**

School-to-Career transition is a federal initiative that provides an opportunity for a seamless path of work and learning beginning in high school and continuing through college. Students enter the job market upon graduation from HCC or continue on to a four-year college or university.

## **Senior Waiver**

**FR 271, (413) 552-2054**

School-to-Career transition is a federal initiative that provides an opportunity for a seamless path of work and learning beginning in high school and continuing through college. Students enter the job market upon graduation from HCC or continue on to a four-year college or university.

## **Service Learning**

**DON 357, (413) 552-2369**

Service-Learning (SL) is a way to earn college credit for community service. The Office of Service Learning (SL) can advise students about courses that offer SL as a requirement or option. The office can also make contacts with community service agencies and organizations. Club members seeking to fulfill community service requirements may contact the coordinator for suggestions about where and how to meet that obligation. Students who are eligible for the federal work-study program may find a work placement in the community by contacting Dorothy Blair at (413) 552-2064.

## **STRIVE: Student Support Services**

**DON 235, (413) 552-2332/2505**

Student Support Services is a nationwide TRIO program designed to provide assistance to low-income, first-generation college and disabled students. Staff members work with new and continuing students to ensure progress towards the

attainment of an associate degree, a certificate, and/or a transfer.

## **Student Account Services**

**FR 201, (413) 552-2556**

The Student Account Services Office is open 8:30 a.m.–6 p.m., Monday–Thursday; and from 8:30 a.m.–4:30 p.m., on Friday. All fees and tuition are paid in the Student Account Services Office or online at [www.hcc.edu](http://www.hcc.edu) select “My HCC.” For information on fees, see page 25.

## **Student Affairs**

**FR 224, (413) 552-2100**

The Student Affairs staff is committed to making students’ experiences at the college successful. The office provides services that contribute to a student’s academic success and personal growth including Admissions and Transfer Affairs, Welcome Center, Student Records, Financial Aid, Student Services, and the Bartley Center for Athletics and Recreation.

## **Student Government**

**DON 102, (413) 552-2418**

### **STUDENT SENATE**

The HCC Student Senate is an active and vital organization serving the HCC community. The senate works with students, faculty, and administration to promote the interests of the student body, address student issues and concerns, oversee college cultural, social and recreational events, and monitor distribution of the budget. Any student with a 2.35 GPA who is enrolled for at least one credit is eligible for election and service to the senate. The senate meets every Wednesday at 2:30 p.m. Contact the Coordinator of Student Activities in DON 102, (413) 552-2418, for further information.

### **STUDENT TRUSTEE**

Section 9 of Chapter 15A of the Massachusetts General Laws provides for a member of the student body to be elected to the position of student trustee in an annual election by the student body, held no later than May 15. The term of office is one year, commencing on July 1 following the election and terminating the following June 30. The trustee must be a full-time undergraduate student. Membership on the HCC Board of Trustees is terminated if the student ceases to be a full-time undergraduate, and the vacancy created is filled by a student body election for the remainder of the term. The student trustee attends monthly meetings of the HCC Board of Trustees and reports regularly to the HCC Student Senate. No employee of the Commonwealth may be elected to the board.

## **Taber Art Gallery**

**Library lobby, (413) 552-2614**

The Taber Art Gallery is in the second floor of the Donahue building, accessed through the library. The gallery features art exhibitions throughout the year and is open to the public. Call for exhibit information and gallery hours.

# HCC CAREER CENTER

- Unsure about your future?
- Want to try doing something new?
- Need a job?
- Like to find a better job?

The HCC Career Center can help you find the right answers to your career questions. We're your central campus source for information on careers, education and training programs, job search planning, and employment opportunities and we'd like to help you.

**For more information, come to the  
HCC Career Center, room 322,  
Kittredge Center or call (413) 552-2597,  
or email: [rpowers@hcc.edu](mailto:rpowers@hcc.edu)**

## InternHere.com

*Where employers  
and students connect...*

InternHere.com is a **free, easy-to-use website** that connects students with local employers in Connecticut and Western Massachusetts

For top 10 reasons to hire an intern, visit [www.InternHere.com/top10](http://www.InternHere.com/top10)

For information, come to the **HCC Career Center** in the Kittredge Center, room 322, or contact Andrea Picard (413) 552-2342.

## Academic Support Helps You Succeed!

### Center for Academic Program Support (CAPS)

Donahue Building, 2nd Floor, (413) 552-2584

Hours: Mon-Thu 9:00 a.m.-7:00 p.m.; Fri 9:00 a.m.-2:00 p.m. (unless otherwise noted)

#### Comprehensive learning support: Math, Writing, Tutoring Centers, and Learning Lab

- Free walk-in tutoring
- Workshops
- Internet access & word processing
- Study groups
- Handouts and instructional software
- Knowledgeable and friendly staff

#### Math Center (DON 246)

Drop-in for tutoring or math prep help for all HCC math or math-related courses. Professional and peer tutors, assistance through videos, computer software/tutorials, workshops, and other resources to help you master math. Open until 3 on Fri.

#### Writing Center (DON 238)

Drop-in assistance with your writing needs for all HCC courses' writing assignments, not just English. Professional and peer tutors help you brainstorm to get started, polish up your first draft, review grammar, and help with research paper format.

#### Tutoring Center (DON 244)

Drop-in tutoring and tutoring by appointment in most subjects offered at HCC—from Accounting to Zoology. If we don't have a tutor for a particular class, fill out a Tutor Match Form and we will find one for you.

#### Online Tutoring

([www.etutoring.org](http://www.etutoring.org)) Available to all HCC students. Live one-on-one tutoring seven days a week in math, accounting, statistics, and life sciences. Submit subject-specific questions or your draft paper to an e-Tutor for suggestions and receive a response in 24 to 48 hours.

#### Learning Coaches: your personal coach for academic success

If you're anxious about keeping it all together or wish to become a better student, CAPS's learning coaches can help. Get support in reading, writing, math, study skills, getting organized, test-taking, and time management in weekly sessions.

#### METS (Mathematics, Engineering, Technology, and Science) mentoring program

Academic and personal support for women and students from under-represented groups who are pursuing majors in math, engineering, technology, and science.

#### ALANA Men in Motion Program

Academic support and mentoring for empowerment and academic success for HCC's self identified African American, Latino, Asian American, Native American and Multiracial men.

## Tech Prep

KC 319, (413) 552-2267

Tech Prep is a program of study in the last two years of high school and the first two years of post-secondary education. It provides academic and career pathway leading to an associate degree or certificate and possible further study at a four-year college or university. HCC has articulation agreements with a number of high schools in many areas of study. These agreements enable tech prep students to receive college credits at HCC for courses taken in high school.

## Transfer Opportunities

### MassTransfer

In June 2008, the Board of Higher Education accepted the Final Report from the Commonwealth Transfer Advisory Group which included a new statewide transfer policy: MassTransfer. MassTransfer seeks to provide a broad population of students with straightforward and understandable options toward the completion of associate and baccalaureate degrees, clearing the way for student access and student success in Massachusetts' public higher education system.

MassTransfer has two main purposes:

- to provide community college students who complete designated **associate degrees under MassTransfer** with the benefits of the full transfer and applicability of credit, guaranteed admission, and a tuition discount (each benefit based on the student's final grade point average) to linked baccalaureate programs; and
- to provide any student in the Massachusetts public higher education system the intermediate goal of completing a portable transfer block ("**MassTransfer Block**") which satisfies general education/distribution/core requirements across institutions (with the receiving institution able to add no more than six additional credits/two courses).

MassTransfer integrates and replaces the Commonwealth Transfer Compact, Joint Admissions, and the Tuition Advantage Program. The MassTransfer policy for community college students who complete designated associate degrees applies to students who matriculate in or after fall 2009 at a Massachusetts community college. The MassTransfer policy for any student in the Massachusetts public higher education system who completes the MassTransfer Block will apply beginning fall 2010, regardless of initial date of enrollment.

### SECTION I: FOR STUDENTS COMPLETING AN ASSOCIATE DEGREE UNDER *MassTransfer* AT A MASSACHUSETTS COMMUNITY COLLEGE.

A student completing an associate degree program under *MassTransfer* will have graduated with a minimum of 60 credit hours and will have completed the following 34-credit general education transfer block, exclusive of developmental coursework.

English Composition/Writing	6 credit hours
Behavioral and/or Social Sciences	9 credit hours
Humanities and/or Fine Arts	9 credit hours
Natural or Physical Science	7 credit hours
Mathematics/Quantitative Reasoning	3 credit hours

Each associate degree program under *MassTransfer* is linked to baccalaureate degrees and schools at the Massachusetts state colleges and University of Massachusetts campuses across the Commonwealth. The list of associate degree programs and linked baccalaureate programs under *MassTransfer* will be available at [www.mass.edu](http://www.mass.edu), as well as on the transfer websites at the individual public higher education institutions.

### Benefits

A student completing an associate degree who seeks admission to a linked baccalaureate program under *MassTransfer* will be entitled to the following benefits based upon the final cumulative grade point average at the community college awarding the degree:

- A final cumulative grade point average of a 2.0 or higher
  - Waives the admissions application fee and essay
  - Guarantees the full transfer of college-level credits, including "D" grades, applied to the degree requirements of the linked baccalaureate degree or school at the state college or University of Massachusetts campus such that the *MassTransfer* student will be required to complete no more credits or courses than a native student with the following stipulations:

The student changes his or her major.

If the linked baccalaureate program requires a higher grade point average or specific courses for the major which are required of native students, the *MassTransfer* student must meet these requirements.

- Satisfies the general education requirements at the receiving institution with the receiving institution able to add no more than six additional credits / two courses in compliance with the New England Association of Schools and Colleges' Standards for Accreditation. This will apply when the receiving institution already places these requirements on its native students and will determine at its discretion which credits, if any, shall be required.

Note: College-level course credits consistent with the standards set forth in the Undergraduate Experience recommendations are included under *MassTransfer*. Credits awarded by the sending institution through CLEP, challenge examinations, and credit for prior learning shall

be included when a student qualifies under *MassTransfer*.

B.A final cumulative grade point average of a 2.5 or higher

- i.Grants all of the benefits outlined in section 1A.
- ii.Guarantees admission to the linked baccalaureate degree or school at a Massachusetts state college or University of Massachusetts campus with the following stipulations:

If the linked baccalaureate program requires a higher grade point average which is required of native students, the *MassTransfer* student must meet this requirement.

If because of space or fiscal limitations the receiving institution does not admit all qualified applicants to a given major or program, the receiving institution will use the same criteria for *MassTransfer* applicants as it does for its native students.

Students must be in good academic, fiscal and disciplinary standing with all previous institutions.

C.A final cumulative grade point average of a 3.0 or higher

- i.Grants all of the benefits outlined in sections 1A and 1B.
- ii.Guarantees a tuition waiver equal to 33% of the Massachusetts resident tuition rate at a state college or University campus for two years of undergraduate enrollment with the following requirements:

Enrollment is continuous at the state college or University campus.

The student earns a cumulative grade point average of a 3.0 or higher for the first year of enrollment at the state college or University of Massachusetts campus.

Note: For students demonstrating compelling hardships, institutions may exercise professional judgment regarding the above conditions.

## **SECTION II: FOR STUDENTS COMPLETING THE GENERAL EDUCATION TRANSFER BLOCK AT ANY MASSACHUSETTS HIGHER EDUCATION INSTITUTION WITH A 2.0 OR HIGHER GRADE POINT AVERAGE.**

A student completing the general education transfer block will have earned the following 34 credit hours outlined below, exclusive of developmental coursework.

English Composition/Writing	6 credit hours
Behavioral and/or Social Sciences	9 credit hours
Humanities and/or Fine Arts	9 credit hours

Natural or Physical Science 7 credit hours

Mathematics/Quantitative Reasoning 3 credit hours

### **Benefit**

Students completing the 34-credit general education transfer block (exclusive of developmental coursework) with a 2.0 or higher grade point average will be entitled to the following benefit:

Satisfies the general education requirements at the receiving institution with the receiving institution able to add no more than six additional credits / two courses in compliance with the New England Association of Schools and Colleges' Standards for Accreditation. This will apply when the receiving institution already places these requirements on its native students and will determine at its discretion which credits, if any, shall be required. Students enrolled in a specific major or degree program may be required to take additional courses if these courses are specifically required for the major or program and are required of native students.

For full details about the *MassTransfer* policy, please see the Transfer Counselor or go to [www.mass.edu](http://www.mass.edu).

### **Veteran/National Guard Benefits**

#### **FR 221, (413) 552-2265**

**Armed Forces Veterans:** Eligible veterans, active duty personnel, reservists, disabled veterans, and dependents of deceased or 100% total and permanent disabled veterans may qualify for monthly educational benefit payments from the Veterans Administration. Certain eligible veterans residing in Massachusetts are also entitled to a tuition waiver for classes. Students with tuition waivers are responsible for all fees other than tuition. Veterans may also be eligible for health benefits to satisfy HCC's health insurance requirement.

**National Guard:** Massachusetts National Guard members in good standing are eligible for a tuition and fee waiver for classes. For information, contact HCC's veterans' representative, (FR 221), the Student Records Office in the Welcome Center, (413) 552-2265.

### **Voter Registration**

#### **FR 221**

In accordance with state law, students who wish to register to vote in Massachusetts may do so by filling out and providing postage for, a voter registration form, available near the Welcome Center, Frost 221. For more information on how to vote, visit the HCC webpage at [www.hcc.edu](http://www.hcc.edu) and click on "Life at HCC" to find a link to voter registration information.

## **Welcome Center**

**FR 221-223, (413) 552-2000**

(Admissions, Student Accounts, Transfer, Financial Aid, Student Records)

The Welcome Center is open year-round, 8:30 a.m.–6 p.m., Monday–Thursday; and from 8:30 a.m.–4:30 p.m., on Friday. Student services include official HCC transcripts, enrollment verification letters, admissions and financial aid applications, bill payment, ID validation, PVRTA bus passes, add/drop classes, certification of veterans for VA benefits, and graduation applications. Students can also sign up for the college payment plan, obtain degree and certificate information, advisor information, submit a change of address, get a copy of their academic schedule, grades, or unofficial HCC transcript, submit course withdrawal forms, and get answers to general questions about a bill, applying to the college, financial aid and advising services.

To order HCC transcripts please go to [www.hcc.edu](http://www.hcc.edu) or call (413) 552-2142.

## **HCC's Honors Program: A Chance to Shine**

If you did well in high school Advanced Placement courses or on college placement tests, or received a recommendation from your HCC professors, the HCC Honors Program may be the place for you. Eligible students explore their intellectual passions in a challenging but rewarding environment through options including Learning Communities, Honors Colloquia, and Honors Projects.

HCC's Honors Program is recognized by admissions officials at many elite institutions in Massachusetts and beyond. Recent graduates of HCC's Honors Program have gone on to excel at Cornell University, and Amherst, Smith, Wellesley, and Mount Holyoke colleges. Honors Program graduates are automatically offered admission into the honors programs at all Massachusetts state colleges and universities.

**For more information call Kim Hicks at  
(413) 552-2197 or contact the admissions office  
(413) 552-2321; [admissions@hcc.edu](mailto:admissions@hcc.edu)**

# Financial Information

## Financial Aid

**FR 201, (413) 552-2150**

The Financial Aid Office is open from 8:30 a.m.–6 p.m., Monday–Thursday; and from 8:30 a.m.–4:30 p.m., on Friday. The staff is available to answer any financial aid questions.

A student at Holyoke Community College can apply for financial aid to help cover the costs of tuition, fees and books, as well as other expenses such as lunches, transportation, child care, and room and board. Financial aid consists of grants, loans, and work-study. High need students often receive enough grant (“free”) aid to cover the direct cost of tuition, fees and books, particularly if they qualify for state-funded programs and file by our May 1 priority deadline. If a student does not qualify for enough grant aid to cover direct costs, educational loans are offered to cover the short-fall.

The vast majority of financial aid funds at Holyoke Community College come from federal and state programs for which eligibility is need-based. Students must reapply for this aid each academic year. State-funded programs require the student (and parent) to have been Massachusetts residents for at least one year before the start of the school year. All awards are subject to the availability of funds and changes in federal, state, and college regulations, policies and procedures.

### HOW TO APPLY FOR FINANCIAL AID

Financial aid applicants are required to annually submit a properly completed Free Application for Federal Student Aid (FAFSA). This federal application is submitted electronically through FAFSA on the Web ([www.fafsa.gov](http://www.fafsa.gov)). In order for HCC to receive the application, HCC’s Federal School Code (#002170) must be included on the FAFSA. Applicants are welcome to use the self-service computers in the lobby of HCC’s Financial Aid Office (Frost Building, Room 201) to submit the application.

In order to meet both the HCC and the State MASSGrant deadlines, the student’s FAFSA must reach the federal processor before May 1 for the school year starting in September. In addition to meeting the May 1 deadline, to receive the best possible aid award, applicants should also submit all other required documentation to the Financial Aid Office by June 30. If a student misses the May 1 FAFSA deadline, he/she should apply as soon as possible thereafter in order to receive the best possible aid package, even if not starting school until the following spring.

In addition to completing the general financial aid application requirements described above, applicants should:

- PROMPTLY respond to all requests for additional information.

- GET ADMITTED to a degree program or to an eligible certificate program.
- PREREGISTER for courses as early as possible.
- SIGN and return all award letters offering aid.
- NOTIFY the Financial Aid Office about funding from any other source, such as a scholarship organization

### INCOMPLETE APPLICATIONS

If the financial aid applicant is selected for verification by the federal processor, or the school, additional documentation is required, such as verification worksheets and tax returns. It is our policy to ask that the documents be submitted to the Financial Aid Office within three weeks of the date we notify the applicant that we need the additional information. If we do not receive the documents within that time frame, we consider the file incomplete and take no further action on the application while it remains in incomplete status. (If the documents are submitted after the 3-week period, we may take action on the application if federal and state rules allow us to do so). If corrections to the application are required after receipt of the requested documents, we make the corrections on our computer system and, when necessary, submit the corrections to the federal processor.

### HOW AID IS AWARDED AND DISTRIBUTED

In general, to receive financial aid students must meet the following requirements:

- Be a U.S. citizen or eligible noncitizen.
- Have a high school diploma, General Educational Development (GED) certificate, pass an approved “ability to benefit” test, or have completed a high school education in a home school setting that is recognized as a home school or private school under the law.
- Enroll in an eligible program of study as a regular student seeking a degree or a financial aid eligible certificate.
- Be registered with Selective Service, if required (in general, this applies to males age 18 through 25).
- Meet satisfactory academic progress standards at the school.
- Are not in default on a federal student loan or owe money on a federal grant.
- Have certified that the financial aid will be used only for educational purposes.
- Have not been convicted of a drug offense that occurred while enrolled in school and receiving federal financial aid.

The types and amount of financial aid that a student is eligible to receive is determined by the Financial Aid Office based on the following factors:

- Date of application
- State of legal residence
- Incoming and assets reported on the FAFSA
- Number of people in the household as reported on the FAFSA
- Number of college students in the household as reported on the FAFSA
- Enrollment status (full-time, three-quarter-time, half-time or less-than-half-time)

The following packaging policies are also followed at HCC:

- Federal Supplemental Educational Opportunity Grants (SEOG) are normally restricted to students with Expected Family Contributions (EFC) = \$0
- Less-than-half-time students are normally restricted to Federal Pell Grants
- College-based grants based on need are not reduced for private scholarships unless required by regulation

Awards to students with bachelor's degrees or higher are limited to loans and jobs. Also, students who are simultaneously enrolled in high school and HCC are not eligible for any financial aid.

Students enrolled in a study abroad program that has been approved by the college should contact the Financial Aid Office for information about financial aid eligibility for the program.

### **AID PACKAGING**

Holyoke Community College uses a form of **“EQUITY PACKAGING”** to award financial aid grants. Under equity packaging, an attempt is made to cover a pre-determined target amount through grant aid and the student's expected family contribution (EFC). The EFC is determined according to a federal formula based on the FAFSA application data and is reported to the family via the resulting “Student Aid Report.” The target amount is determined by the financial aid office based on the amount of funds that are available and the number of students who are expected to apply for these funds.

Listed below is an example of a financial aid grant package that would be awarded to on-time full-time Massachusetts resident students with a pre-determined target amount of \$6,400 and an expected family contribution equal to \$0:

\$5,550	Federal Pell Grant
\$200	Federal Supplemental Educational Opportunity Grant
\$432	Financial Aid Tuition Waiver
\$218	Mass Furcolo Access Grant

The students in this example are receiving a total of \$6,400 in grant aid which is the target amount minus their expected family contribution of \$0. Since these grants exceed the amount needed for tuition, fees and books, the excess would be available to help with out-of-pocket expenses such as room and board, lunches, transportation, and daycare.

Three-quarter-time and half-time students are packaged with grants that are three-quarters and one-half of the amounts packaged for full-time students with the same EFC's. Their direct costs (tuition, fees and books) are also proportional to enrollment status.

If a student does not qualify for enough grant aid to cover direct costs, educational loans are offered to cover the short-fall.

A student who needs help with out-of-pocket expenses can complete a Loan Request in the Financial Aid Office for additional loan funds for these other costs. Loans of more than \$3,000 toward out-of-pocket expenses may require extensive loan counseling.

Work-study funds are awarded to students who met the financial aid priority deadline, have relatively high financial need and who indicated an interest in jobs on their Free Application for Federal Student Aid (FAFSA).

A student's initial financial aid eligibility for each semester is based on the enrollment status at the end of the add/drop period (for summer this normally means the first add/drop period).

The college does reserve the right to adjust awards due to changes in students' eligibility or the availability of funds.

### **FINANCIAL AID LIMITATIONS**

- Financial aid can only be used for up to 30 credits of developmental coursework (not counting ESL courses).
- A student cannot receive financial aid for a course the student never attended.
- All first-time Pell Grant recipients (since 2008-09) are limited to 18 full-time semesters of Pell Grant.
- Financial aid cannot pay for health insurance without the student's written permission.
- A student cannot receive financial aid for audited coursework.

### **BOOK VOUCHERS**

Students who have anticipated financial aid that exceeds their tuition and fee charges are automatically issued a financial aid book voucher for the HCC bookstore. Approximately 3 weeks before the start of a semester, a student's eligibility for the book voucher is calculated based on the student's billed charges minus pending financial aid. Once calculated, it is posted to the student's account and electronically forwarded to the bookstore. The amount of the book voucher can be viewed on the student's record on



the HCC on-line services ("MY HCC"). To use the voucher, the student goes directly to the bookstore with his/her class schedule and student ID. Books can be purchased with the voucher through the first 3 weeks of the semester. After the 3-week period, the bookstore notifies the school's Student Accounts Office of the *actual* amount of book charges that should be placed as a charge on the student's account.

#### **TIMING OF FINANCIAL AID PAYMENTS**

The first aid payment for a term normally occurs on the student's account around 30 days after classes start. A student with a credit balance resulting from aid in excess of the balance due receives a check within 14 days of disbursement.

#### **UNEARNED FINANCIAL AID**

If a student stops attending classes before completing 60% of the semester, the student is considered to have earned only a percentage of his/her aid equal to the percentage of the term completed. In such cases the school must apply federal and state rules to determine how much unearned aid must be repaid respectively by the student and the school. Until the student repays the unearned aid, he/she is considered to have a financial aid overpayment. Federal overpayments prevent a student from receiving federal or state aid at any school. State overpayments disqualify the student for state aid at any school. In addition, the return of aid by the college can leave an unpaid balance on the student's college account.

When calculating the unearned aid, the regulations require schools to use the date the student begins the withdrawal process as the "date of withdrawal." Holyoke Community College defines the date the student begins the withdrawal process as the date the student obtains withdrawal forms with the intention to completely withdraw from school.

If a student stops attending, and fails to officially withdraw from classes, the school normally uses the 50% point of the term as the "withdrawal date," although a different date may be used if the school has received a last date of attendance from an instructor.

#### **FEDERAL STUDENT FINANCIAL AID PENALTIES FOR DRUG LAW VIOLATIONS**

Students convicted under any federal or state law for the possession or sale of illegal drugs for any offense that occurred while receiving federal student aid are ineligible for aid for a period of time based on the type and number of convictions.

#### **FINANCIAL AID CONTACT INFORMATION**

A student can obtain more information on the college's financial aid programs at the following sources:

- Financial Aid Office (Frost Building, Room 201)
- General Contact - (413) 552-2150 or [studentfinancialservices@hcc.edu](mailto:studentfinancialservices@hcc.edu).
- Director of Financial Aid - (413) 552-2248 or [kderouin@hcc.edu](mailto:kderouin@hcc.edu)

#### **STUDENT LOAN INFORMATION**

Holyoke Community College processes student loans through the William D. Ford Federal Direct Stafford Loan Program (Federal Direct Loan Program) administered by the Federal Department of Education. There are two types of Federal Direct Stafford Loans, subsidized and unsubsidized. A subsidized Stafford Loan is awarded on the basis of financial need. If a student is eligible for a subsidized loan, the government will pay (subsidize) the interest on the loan while the student is enrolled at least half-time (6 credits). Unsubsidized Stafford Loans, on the other hand, are not based on financial need. Interest accrues on an unsubsidized Stafford Loan from the time the loan is disbursed until it is paid-in-full. Eligibility for a subsidized loan vs. an unsubsidized loan is determined by the Financial Aid Office based on the student's cost of attendance, eligibility for other types of financial aid and expected family contribution (EFC). Both types of Stafford Loans must be repaid six (6) months after the student leaves school or drops below half-time (6 credits).

Applicants are notified of a loan offer on a financial aid award letter. Students have the option of accepting the entire amount offered, reducing the amount offered or declining the offer.

All first-time student loan borrowers at HCC are required to complete a student loan entrance interview. To complete this requirement, the college uses the on-line entrance counseling tutorial provided by the U.S. Department of Education at [www.studentloans.gov](http://www.studentloans.gov). First-time student loan borrowers are also required to complete an electronic Master Promissory Note (MPN) at the [www.studentloans.gov](http://www.studentloans.gov) web-site.

Prior to ceasing enrollment at HCC (or dropping below half-time) all student loan borrowers must also complete a loan exit interview. The exit interview requirement can also be completed on the [www.studentloans.gov](http://www.studentloans.gov) website.

The disbursement of Direct Loan funds is in two equal payments over the period of the loan. Minimal loan fees are deducted from the loan at the time of the loan disbursement. To remain eligible for the funds, students must maintain at least half-time enrollment (6 credits). In some cases, a student may be eligible for a late disbursement of loan funds after he/she has dropped below half-time, however, a student is never eligible for payment of the second half of his/her loan after dropping below half-time.

After the loan has been disbursed the college notifies the student of the loan disbursement to his/her student account and provides an opportunity for the student to cancel all or a part of the loan.

As required by law, each borrower's specific loan information is reported by the college to the National Student Loan Data System (NSLDS) and is accessible by guaranty agencies, lenders and institutions determined to be authorized users of the data system. Students themselves can track their own

student loan indebtedness through the NSLDS website [www.nsls.ed.gov](http://www.nsls.ed.gov).

Additional information on the Federal Direct Loan Program can be obtained at the Direct Loan website [www.ed.gov/DirectLoan](http://www.ed.gov/DirectLoan). At this site information can be downloaded pertaining to such things as repayment plans, deferments, forbearance, cancellation provisions and consolidation opportunities.

Information about a borrower's right to contact the Federal Student Aid Ombudsman to help resolve a problem or dispute related to his/her loan can be found at [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov).

### **FEDERAL WORK-STUDY**

Federal Work-Study provides jobs to students, allowing them to earn money to help pay school expenses. To be able to work through the work-study program, a student needs to receive a work-study award by the Financial Aid Office. Applicants are notified of a work-study award offer on a financial aid award letter. If the applicant wants to accept the work award, he/she needs to indicate the acceptance on the letter and return it to the Financial Aid Office.

The number of hours a student can work depends on his/her award and rate of pay. Most students are able to work an average of 10-12 hours per week. Sometimes additional hours are available during the summer or other vacation periods, but rarely would total hours exceed 30 per week.

Hourly rates for work-study positions range from \$8.00 to \$9.15 and vary depending on the type of position and the length of time the student has been employed in the position.

Receiving a work-study award does not guarantee a job placement for a student. Students must apply for work-study positions and be hired by a supervisor before they can start to earn funds from their award. To begin the job placement process, students obtain a work-study packet from the Financial Aid Office. This packet contains information and instructions about the work-study job hiring process.

Available work-study positions are posted on a bulletin board outside the Financial Aid Office and on the HCC website. Some of the positions are classified as "community service" jobs because they provide services that are designed to improve the quality of life for community residents, particularly low-income individuals, or to solve particular problems related to their needs. Most of the community service jobs are located off-campus at local nonprofit organizations.

Students are not allowed to work during time periods when they are scheduled to be in class, except in the event of a special circumstance (e.g., class cancellation). Any changes to the work schedule that conflict with the student's class schedule must be documented by the student's supervisor.

To receive payment for hours worked, time slips are submitted to the HCC payroll office at the end of the student's

employment period for the week. As with other HCC employees, work-study students are paid on a bi-weekly basis. Students can have the wages paid through direct deposit or through a paper check that must be picked up in the HCC payroll office.

Work-study re-hiring is not an automatic process. A work-study student needs to receive a determination of award eligibility from the financial aid office each semester. In addition, the student must be re-hired by the supervisor at the beginning of each new employment period (usually the beginning of the semester).

Because work-study earnings are subject to all federal and state income taxes, students must complete a federal W-4 form and a state M-4 form prior to beginning employment.

### **Financial Aid Satisfactory Academic Progress Policy**

For most Federal and State Financial Aid Programs, students must meet both a qualitative and quantitative standard of academic progress.

#### **QUALITATIVE STANDARD**

To meet the qualitative standard a student must maintain a cumulative grade point average high enough to avoid **academic probation**, specified below:

<b>Cumulative Grade Point Hours</b>	<b>Cumulative G.P.A. Required</b>
Below 9	No minimum
9 – 30	1.75
Above 30	2.0

#### **QUANTITATIVE STANDARD FOR FINANCIAL AID RECIPIENTS**

The quantitative standard, which has two aspects, is based on the United States Department of Education requirement that recipients of federal student aid complete degree or certificate requirements within 150 percent of the "normal time frame." The limit of the maximum time frame is one aspect of the quantitative standard; the complementary incremental progress standard requires that the student make reasonable progress toward earning the degree or certificate within that time frame as he/she attempts coursework along the way.

#### **MAXIMUM TIME FRAME**

The maximum time frame for students in both degree and certificate programs is stated in terms of attempted semester hours. The maximum number of semester hours that can be attempted equals 150 percent of the number of semester hours required at HCC to complete the program. For purposes of this calculation associate degree programs are considered to involve 60 semester hours, although some in fact require more. Thus, a student would be expected to earn a degree within 90 attempted hours. Likewise, a student in a 24 semester hour certificate program, would be expected to earn the certificate within 36 attempted hours. The time frame can be automatically extended without requiring an

appeal for up to 36 semester hours of attempted ESL course-work.

### **INCREMENTAL PROGRESS**

For a student to make satisfactory incremental progress he/ she must earn semester hours at HCC equal to at least two-thirds (2/3) of his/her cumulatively attempted semester hours. In order for a student to earn a degree requiring more than 60 semester hours, a student must in fact earn more than the required two-thirds in order to graduate within the required maximum time frame. Transfer credits accepted at HCC count toward both the credits attempted and the credits earned.

### **PREVIOUS ENROLLMENT IN OTHER PROGRAMS AT HCC**

Even if a student has been enrolled in one or more previous academic programs, HCC policy is to consider all previous semester hours attempted.

### **INCOMPLETES, WITHDRAWALS, REPETITIONS, AND NONCREDIT REMEDIAL COURSES**

Courses for which a student receives a grade of “incomplete” or “withdrawal” (I,W, WX, AW) all count as attempted semester hours. Repeated courses are counted as attempted each time a student enrolls, but the semester hours of credit can be counted only once. Noncredit remedial/developmental courses are counted in determining a student’s enrollment status and attempted semester hours, and are considered “earned” if a passing grade is attained.

### **REPEAT POLICY**

Financial aid can only pay for one repeat of a previously passed course. This policy applies even if the student did not receive financial aid when enrolled in the course in the past.

### **REINSTATEMENT OF ELIGIBILITY**

Students who do not meet the normal standards of satisfactory academic progress may have their eligibility reinstated once they have brought their record up to standard, or been granted an appeal.

### **APPEAL**

Students who believe that extraordinary circumstances prevented them from attaining financial aid satisfactory academic progress according to this policy may submit a written appeal. Such written appeals should be submitted on the currently approved form and directed to the Academic Progress Appeals Committee through the Financial Aid Office (FR 201).

Reasonable bases for an appeal may include, among other reasons based on the judgment of the Academic Progress Appeals Committee, student illness or injury, death of a relative, or a significant and reasonable change in educational objective.

If a student was granted an appeal, he/she is considered to meet the incremental progress standard, if he/she subsequently passes all courses attempted. Likewise, the student would be considered to meet the qualitative grade point

standard, if the grade point average for such subsequent term(s) is at least 2.0.

### **FINANCIAL AID PROBATION**

If a student is granted an appeal, s/he is considered to be on financial aid probation. A student on financial aid probation will be eligible to receive financial aid for one semester. To receive financial aid beyond that point, s/he must meet normal SAP standards and/or fulfill the requirements of an academic plan.

### **FREQUENCY OF REVIEW**

The GPA, maximum time frame, and incremental progress standards are checked after the end of each term and before the beginning of the next term of enrollment for both degree and certificate students.

### **WARNING PERIOD**

The Financial Aid Warning Period is a one-time, one semester, warning period for students who fail to meet the satisfactory academic progress standards for the very first time. Students in this category are warned of their failed status but do not lose their financial aid for that one semester.

## **Tuition and Fees**

All tuition, fees, and expenses are subject to state and legislative action. This, and other circumstances, may require adjustments in the tuition and fees stated in this handbook. HCC reserves the right to make such adjustments in these charges as may, from time to time, be required by the Department of Higher Education or the HCC Board of Trustees. HCC reserves the right to change class times or instructors, to cancel or add classes, and to alter any policy statement. Students affected by time changes or cancellations will be notified. Cash, personal check, Visa, MasterCard, or Discover Card may be used for payment. Information on the rates for out-of-state, international, and Regional Compact students may be obtained from the Bursar's Office, and is published in the college's *Registration Booklet*.

### **FALL/SPRING SEMESTER**

#### **TUITION AND FEES BREAKDOWN FOR**

#### **MASSACHUSETTS RESIDENTS:**

Tuition .....	\$24 per credit
Educational Service Fee (ESF) .....	\$113 per credit
Technology Fee .....	\$55 per semester
Student Service Fee .....	\$15 per semester
Transportation Fee .....	\$20 per semester

### **OTHER CHARGES AND FEES**

**CEM (Course Equipment and Materials) Fee:** (applied to designated equipment or materials-intensive courses) \$50 per CEM designated course (applied to maximum of two courses per semester for total of \$100).

**Health Insurance:** The \$928 fee covers the students from September 1, 2011 until August 31, 2012. This is mandatory for students taking nine semester hours or more. It may be waived only upon documentation of comparable coverage.

The insurance underwriter is Harvard Pilgrim Health Care, and the insurance broker is Gallagher Koster Insurance.

**MASSPIRG:** This \$7 fee supports the consumer and environmental work of the Massachusetts Public Interest Research Group. It is charged to students enrolled in any class that starts before 4 p.m. or is taught by a full-time instructor, regardless of the number of credits. The fee may be waived by completing a form that is available in the Student Account Services office. It can be waived only when tuition is paid; later waiver requests are not accepted. This fee does not apply to the summer semester.

**Music Fee:** see the individual programs for details.

**Bad Check Fee:** \$20

**Lost Check Fee:** \$20

**Late Payment Fee:** \$20

**Transcript Fee:** \$5 per copy

**ID Replacement Fee:** \$7 for any ID issued after student's first card

**Collection Costs:** Past due accounts referred to collection agencies will be charged legal fees, plus collection company fees and other costs. Collection costs can be as high as 40 percent of past-due balances.

Holyoke Community College offers its students a way to pay their tuition/fees on a monthly basis during the semester, rather than all at once before the start of classes. Enrollment in the HCC payment Plan must be processed online and is only complete when accompanied by the initial payment.

- View a list of charges, credits and financial aid eligibility.
- Make payments online using a Credit Card or Personal Check (also includes option to set up automatic monthly payments).
- Receive e-mail notifications as your plan adjusts to changes in your account status.
- Assign an "Authorized User" (i.e., parent is paying your account)

To enroll in HCC's Monthly Tuition Payment Plan refer to the instructions included with your bill or contact the Student Accounts Office.

## Refund Policy

A Withdrawal Form must be completed to receive any refund. Refunds are based on the date the form is received, regardless of registration date or attendance. Processing of refunds takes 3-4 weeks. Do not fax Withdrawal Forms.

## REFUND SCHEDULE - FALL AND SPRING SEMESTERS

Full-term classes

1. Prior to and including the first week of classes: 100% of tuition/ESF/fees
2. During the second week of classes: 50% of tuition/ESF only
3. After the second week of classes: No refund (outstanding balance due in full)

Short-term classes

(beginning week two or later of the semester):

1. Prior to and including the first three business days of the session (including the first day of class): 100% refund of tuition/ESF/fees
2. During the 4th and 5th business days from (and including) the first day of class: 50% refund of tuition/ESF only
3. Anytime after # 2 above: No refund (outstanding balance due in full)

## REFUND SCHEDULE - SUMMER SEMESTER

1. Prior to the session's first day of classes and including the Add/Drop period: 100% of tuition/ESF/fees
2. During the two business days after the Add/Drop period: 50% of tuition/ESF only
3. Anytime after # 2 above: No refund (outstanding balance due in full)

## REFUND POLICY-FEES

**Student Services Fee and PVTA transit and technology fees refunds:** 100% prior to, and through, the first week of classes.

**Health Insurance Fee:** 100% prior to, and through, the Add/Drop period.

**Payment Plan Enrollment Fee:** Non-refundable prior to or after the start of classes.

## New! Computer Lab & Library Printing Policy

Part of our effort to reduce waste, protect the environment, and keep costs down, HCC's Computer Lab and Library Printing Policy provides each student with a print allocation in the fall and spring semesters. To learn more, go to [www.hcc.edu/policies](http://www.hcc.edu/policies) and look for the Computer Lab & Library Policy.

# Academic Policies

## Academic Probation and Dismissal

Academic probation or dismissal is determined by the cumulative grade point average (GPA) and credit. Students who have earned less than nine credit hours have no minimum GPA. Those who have completed between nine and 30 credit hours must attain a GPA of 1.75 or above. Those who have completed more than 30 credit hours must attain a GPA of 2.0.

### PROBATION

The first time a student fails the minimum required GPA (grade point average) as listed above, he or she will be placed on Academic Probation.

### DISMISSAL

At the end of two semesters of probation, if the cumulative GPA remains below the minimum standard, the student will be dismissed. However, the student will not be dismissed if, during a probationary semester, he or she earns a GPA of 2.0 or better.

### GRADUATION

A minimum cumulative GPA of 2.0 is required to graduate in degree and certificate programs.

## Attendance and Tardiness

All students are required to report to all classes on time. Persistent absence or tardiness may result in grading penalties or the student's dismissal from class and a grade of AW (Administrative Withdrawal). Students will be informed in writing of each instructor's attendance policy at the start of classes and are required to adhere to them. It is the prerogative of the instructor in cases of extended illness or serious accident whether or not the student will be allowed to continue in the course.

### RELIGIOUS BELIEF ABSENCES POLICY

Chapter 151 C, Section 2B, of the Massachusetts General Laws allows students who cannot attend classes, take examinations, study or fulfill work requirements on a particular day due to their religious belief, to be excused from such obligations. Students must be provided with opportunities to make up exams, and study or work requirements, provided that this does not create an unreasonable burden upon the instructor. Students may not be charged for such makeup opportunities, or be adversely or prejudicially affected for taking advantage of these provisions. Students should notify instructors in advance so that accommodations can be made if necessary.

## Curriculum Change

Students who wish to change their program of study may go to the Office of Academic Affairs (FR 317) before

they begin the following semester. Students making such a change may lose credit for courses that are not required in the new curriculum. Students should check on the requirements for the new degree, or their graduation may be delayed because of the change. There are some limited enrollment programs that require a separate application process. They are: Nursing, Radiologic Technology, and Veterinary and Animal Science. Other curricula may also require prior approval by the program coordinator. They are: Art, Early Childhood Education, Music. For assistance in making a program of study decision, contact Career Services or Counseling Services.

## Degree Requirements

It is the student's responsibility to carefully note all requirements for his/her chosen degree or certificate program and abide by them.

Candidates for the degrees of Associate in Arts (A.A.) or Associate in Science (A.S.) must:

1. Complete the requirements of the degree program. In addition to courses pertaining to the major, each program includes a general education core as follows:

a. Associate in Arts (except the A.A. in Music)	35 credits
Eng. 101–102	6 credits
Laboratory science	8 credits
Mathematics elective	3 credits (minimum)
Social science electives	9 credits
Humanities electives	9 credits
b. Associate in Science	20 credits
Eng. 101–102	6 credits
Laboratory science	8 credits
Social science electives	6 credits
2. Present at least 60 credits, of which at least 30 must be earned at HCC. However, students may request a waiver of this requirement, through the office of the vice president of Academic Affairs.
3. Achieve a cumulative GPA of at least 2.0.
4. Satisfy all financial obligations to the college.
5. Demonstrate basic computational skills competency—applies to all students beginning their studies at HCC in Fall 2007 or later. This may be demonstrated by:

## Grading Policy

Grade	Numerical Score	Credit Points
A	93-100	4.00
A-	90-92	3.65
B+	87-89	3.35
B	83-86	3.00
B-	80-82	2.65
C+	77-79	2.35
C	73-76	2.00
C-	70-72	1.65
D+	67-69	1.35
D	63-66	1.00
D-	60-62	0.65
F	0-59	0.00
AW	Administratively withdrawn from class due to excessive absences; not calculated into GPA.	
I	Incomplete	
S	70-100	
U	0-69	
W	Withdrew from class. (Not calculated into GPA)	
WX	Administratively withdrawn from class; never attended. (Not calculated into GPA).	
Audit	Auditing a course	

*For more information on withdrawals, see page 25. For more information on the grading system and the Grade Point Average, consult the College Catalog.*

- a. Achieving a score on the arithmetic portion of the Math Placement Exam sufficient to be excused from Basic Mathematics (MTH 075);
- b. Completing Basic Mathematics (MTH 075), with a "C-" grade or better;
- c. Receiving transfer credit or CLEP exam credit for a college-level math course;

Students completing degree programs in A.A. Arts and Science options may count no more than six credits outside of Arts and Sciences subject areas toward their degree credits (except the Nutrition Transfer Option). For more information on Arts and Sciences courses, consult the College Catalog. Students seeking an additional associate degree must complete all of the requirements for the second degree program, and must earn at least 15 credits beyond the first degree, for a total of 75 credits minimum. Developmental (zero-level) courses are not counted toward degree or certificate credits.

Candidates for certificates must:

1. Complete the requirements of the certificate program in which enrolled.
2. Achieve a cumulative GPA of at least 2.0.
3. Satisfy all financial obligations to the college.

### Developmental Courses

Developmental courses (courses numbered below 100) do not count toward graduation and are not counted towards a student's attempted hours, earned hours, credit hours, or grade point average.

### Exams

There are at least three one-hour exams (or their equivalent) scheduled in every three or four-credit course. There is a final exam period when examinations are scheduled for two-hour periods for each course taken. Some instructors may choose to excuse students from finals if they consistently earned superior grades throughout the semester. Instructors will inform students if that is their policy. Final exam schedules are posted outside the Welcome Center (FR 221), and on the HCC website after the mid-term marking periods.

### Fresh Start Option

Once in a lifetime, after a three-year minimum absence from HCC, a student with a Grade Point Average of less than 2.0 may elect Fresh Start. All course work prior to Fresh Start is excluded from the GPA. Certain past courses will be accepted into the Fresh Start record in accordance with the college's transfer credit policy. All previous course work remains on the transcript.

Fresh Start students attending in summer 2008 or later will have one continuous academic record (transcript) of all courses.

es taken before and after the election of Fresh Start. Earlier Fresh Start students will have two records, Undergraduate and Fresh Start. For more information about Fresh Start, contact Academic Affairs (FR 321, (413) 552- 2770).

## Incomplete Grades

If a student is temporarily unable to complete final course requirements due to extenuating circumstances (e.g., illness), an instructor may agree to issue a grade of “I” (Incomplete).

It is the student’s responsibility to contact the instructor to make arrangements for completion and submission of the work due.

A student may not take a course if he or she has an “I” grade in the prerequisite course—for example, a student with an “I” grade in ENG 101 may not take ENG 102. Students are urged to finish incomplete work as soon as possible, though the final deadline is the mid-term date of the following semester. If the work is not completed by that time, an administrative failure (“F”) grade will be recorded for the course. Degree candidates with “I” grades must complete all remaining work prior to the date of their anticipated graduation. Otherwise, the graduation date recorded will be the next future date. For more information on incomplete grades or how they affect graduation, contact the Student Records Office in the Welcome Center at FR 221, (413) 552-2319.

## Placement Testing

Holyoke Community College assesses all newly admitted students before they schedule classes for their first semester of study. The purpose of these required tests is to assess achievement in the basic skills of reading, writing, and mathematics. Students who do not demonstrate collegelevel basic skills are required to take developmental courses that are designed to improve the skills needed to be successful in college. The Office of Admissions and Transfer Affairs notifies students of the dates and locations of placement tests after they are admitted to the college. No credit toward graduation is awarded for developmental courses. The Assessment Center is located in FR 271, (413) 522-2055.

**If a student’s English or math placement test scores are more than two years old, and the student has not been enrolled in a related math or English course, a retest is required.**

### RETEST PROCEDURES

#### English Placement Test

- Students may retake the reading/writing placement tests only once per academic year.
- Students who have passed the reading portion of the English placement test, but not the writing portion, may write a sample essay that will be evaluated by the English Department. If the readers of the sample essay agree that the sample is of ENG 101 quality, the student will be placed in ENG 101.

- Students who receive lower than a C- in Developmental English may not retake the placement test that semester without the English instructor’s permission.

### Math Placement Test

- Students who place just below a cutoff score or those who think they might place higher are encouraged to take the test a second time.
- **New Students.** Prior to enrolling at HCC and during the Add/Drop period of the student’s first semester, the student may take the math placement test no more than two times (for initial course placement).
- **Continuing Students.** Any student who is enrolled at HCC (regardless of whether he/she is currently taking a mathematics course) may take the math placement test up to two times during each semester.
- If the math placement test is taken after the end of the Add/Drop period, the results will not become effective for course placement until the following semester.

## Registration for Classes

### PRIORITY REGISTRATION

There are two Priority Registration periods for current students: one in March/April (for the fall semester) and in October/November (for the spring semester). Exact dates are listed in the Academic Calendar posted on the college’s website.

Students are encouraged to meet with their advisor and pre-register for courses during Priority Registration. HCC provides academic advising to all students. Students can look up their advisors name and contact information online at [www.hcc.edu](http://www.hcc.edu). Select the link labeled "MY HCC" then click on "My Online Services." Or visit the Welcome Center (FR 221). Students not assigned an advisor can meet with an Educational Planner in the Advising Center (FR 271).

### REGISTRATION AND SCHEDULE CHANGES USING MY ONLINE SERVICES

Students enrolled in the current term may schedule and add/drop courses online during the Self-Service registration period. Students need to obtain an alternate PIN from their advisor and enter that PIN online to access registration. Students enrolled in only evening or online courses can access advising and receive an alternate PIN in the Advising Center.

*NOTE: Students who have earned 24 or more HCC credits (excluding transfer) and who have a cumulative HCC GPA of 2.5 or higher may schedule, add, and drop courses online without an alternate PIN. For more information, go to MY HCC then My Online Services during the Priority Registration sign-up period.*

## ADD/DROP PERIOD

Add/Drop is the four-day period at the beginning of each semester when course changes may be made without a formal withdrawal. Courses dropped during Add/Drop do not appear on the student's HCC transcript. After Add/Drop, students wishing to leave a course must officially withdraw, and the course and withdrawal ("W" grade) are recorded on the transcript.

Students who do not meet the Self-Service registration criteria (see previous section on online services) or have not received an alternate PIN from their advisor must receive written approval from a college advisor or counselor to make course schedule changes. A discussion with an instructor does not constitute an official course change. Section changes within the same course do not require approval. Both course and section changes are subject to availability of seats in the desired course.

Add/Drop for the 2011-2012 academic year will take place on the following dates: September 6-9, 2011 and January 23-26, 2012.

## Withdrawal

### WITHDRAWAL FROM A COURSE:

Students are withdrawn from a course in the following ways:

- **Add/Drop:** A student may drop a course during the Add/Drop Period (first four days of the semester) without being recorded as enrolled in that course. Refunds for dropped courses are made in accordance with the college's refund policy.

Students registered in a full-semester class that begins after the Add/Drop period has ended may drop the class and add another if they meet the following conditions: they must obtain a signed authorization from the instructor of the class they wish to add, and they must submit this form to the Student Records Office for processing no later than the end of the second week of classes.

- **Administrative Withdrawal from Course for Non-Attendance:** Instructors will notify the registrar of any student on their class list who does not attend the course during the first two weeks. The registrar will issue a WX grade and consider the student to be withdrawn from the course. A student who is issued a WX grade is not eligible for any refund for that course. In addition, a student who is issued a WX is not eligible for financial aid for that course.
- **Administrative Withdrawal from Course for Excessive Absences:** Instructors may dismiss a student from a class due to excessive absences, issuing an AW grade. AW is not calculated into the GPA and may not be removed if the student later withdraws from the course.

- **Course Withdrawal by Student:** The student must bring to the Welcome Center a completed Course Withdrawal form. For courses that begin before 4 p.m., the form must include the course instructor's signature. An instructor must honor a student's request to withdraw from a course (provided no previous "WX" or "AW" grade was issued.) For the fall 2009 semester, a student may withdraw from a course through November 24. For the spring 2010 semester, a student may withdraw until April 23. The withdrawal grade assigned is "W" as the student's final grade.

### WITHDRAWAL FROM THE COLLEGE

College withdrawals must occur before the last day of classes. The date the Welcome Center receives the completed form becomes the official withdrawal date. A withdrawal grade for each course is determined in accordance with the policy for course withdrawals. AW and WX grades that were previously issued in a course remain on record, even when a student withdraws from the college.

### FINANCIAL AID AND WITHDRAWALS

A student's initial financial aid eligibility for each term is generally based on the enrollment status at the end of the add/drop period (usually the first four days of the term). If the student subsequently withdraws from the college before completing 60 percent of the term, the college must apply a federal and/or state formula to determine how much unearned aid must be repaid respectively by the student and the college. When calculating the unearned aid, the college must use the date the student began the withdrawal process as the date of withdrawal from the college. This date normally is the date the student obtained the withdrawal form(s) with the intention of fully withdrawing from school. Contact the Financial Aid Office (FR 201) for more detailed information.



# General Policies & Procedures

## Bulletin Board Policy

### GENERAL

1. General college-related information may be posted on all bulletin boards (see below on campus and community postings) except for those boards designated for department or union purposes. Requests for bids and proposals are posted on a board on the third floor of Frost building and are coordinated by the Business Services Department. Union bulletin boards are located on the second and third floors of Frost, the second floor of Donohue, the first floor of C, and the second and third floors of Marieb building. Department bulletin boards are designated by the department name placed at the top of the board. No materials are to be posted on walls, doors, or windows.
2. Use only thumb tacks on bulletin boards. Do not use staples, glue or stickers, or any other adhesive.
3. Materials will be removed periodically.

### CAMPUS POSTINGS

All materials which members of the college community wish to post must be clearly identified by the name of the originating office or group. Postings should be removed after an event has occurred. Unidentified postings will be removed. The campus postings boards are located in the following locations:

Building	Floor	Board Location
Frost Building	2nd floor	mid-hallway; across from middle elevator
Marieb Building	3rd floor	under clock on south end of building
Bartley Center	1st floor	across from the Check-In and Control Room

### COMMUNITY POSTINGS

Individuals or organizations not having a relationship to the college may post only on bulletin boards designated as Community Boards. At Holyoke Community College these boards are located in the following locations:

Building	Floor	Board
G Building	1st floor	across from the Bookstore
G Building	3rd floor	outside entrance to building (in walkway)

### JOB POSTINGS

Student job postings must be advertised through the Career Services Office, on the third level of the Kittredge

Center. The office will identify the prospective employer to the potential student applicant. On-campus student work-study jobs are posted outside the Financial Aid Office, FR201.

College job opportunities are posted on the Human Resources board certain other bulletin boards on campus. These job postings may only be removed after the closing date noted on the posting. Further information on the positions may be obtained from the Human Resources Office.

## Campus Closing Notification

If an instructor is late arriving for a class, he/she may be out ill and the class may be cancelled. For cancellations of individual classes, check the bulletin board outside Office Services in FR 225.

If the campus offices will be closed or there will be delayed opening, the announcement will be posted on the college website. The website provides the earliest posting and most detailed information. In addition, the following radio and television stations will carry announcements

WACE, WHYN, WHMP, KIX 97.9, WGGB-TV and WWLP-TV, WRSI, WSHM TV-3.

Students may also call the HCC Hotline at (413) 552-2900, ext.1418 for information about cancellation of classes due to bad weather. Please do not call the college switchboard for this information. Note that cancellation of day classes and evening classes sometimes differs.

### DELAYED OPENING

Because classes and labs start at different times, the “delayed opening” notices that are run on the television will give a definite time (instead of saying “two hour delay”).

Classes or labs that start at the time of the delayed school opening or thereafter will be held as scheduled. Example: if HCC has delayed classes until 10 a.m. and you have a class starting at 10 a.m. and another at 11 a.m., both classes will meet as scheduled. Similarly, a class scheduled for 9-9:50 a.m. will not meet.

Classes or labs that have a starting time prior to the delayed school opening will begin at the time of school opening if there are 45 or more minutes remaining in the originally scheduled class period. Example: If HCC delays opening until 9 a.m., and you have a class from 8-9:15 a.m., you will not have that class. Similarly, if you have a laboratory scheduled from 8 -10:45 a.m., you should plan on attending.

**Note:** *The closure or delayed opening of the Holyoke Public Schools does not translate to a closure or delayed opening of*

HCC. The radio or television station must announce "Holyoke Community College."

## Children on Campus Policy

Although the college does not discourage the presence of children if they are under visual and physical control of a parent or guardian, safety issues have prompted the development of a campus-wide policy for college protection.

1. No child shall be on campus unattended by a parent or guardian. The college and its employees can assume no responsibility for the care and supervision of visiting children. Children may accompany a parent or guardian on campus, but are not to attend classes or other learning environments (for example, seminars, laboratories, clinics, field trips, learning centers or work stations).
2. Children of work-study students shall not be brought to the job.
3. Children who are sick are not permitted on campus.

## Confidentiality of Student Records

The Family Educational Rights and Privacy Act (FERPA) affords Holyoke Community College students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the college receives a request for access. Students should submit to the registrar a written request that identifies the record(s) they wish to inspect. The registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the college official to whom the request was submitted does not maintain the records, the registrar shall advise the student of the correct official to whom the request should be addressed. Copies may be obtained at \$1 per page.
2. The right to request the amendment of student's education records that the student believes are inaccurate or misleading or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the college to amend should write the college official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the college decides not to amend the record as requested by the student, the college will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to provide written consent before the college discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without

consent. The college discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the college in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the college has contracted as its agent to provide a service instead of using college employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the college discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

4. The right to be notified annually by the college of what student record information the college designates as "directory information," and the right to request that no student information be designated as directory information.

### DIRECTORY INFORMATION

The following is considered directory information by Holyoke Community College and may be released to third parties without student consent: student name, address, telephone listing, major field of study, dates of attendance, enrollment status, participation in officially recognized activities and sports; height, weight, high school, and hometown of athletic team member; degrees and certificates awarded, dates of graduation and official college distinctions such as Dean's List and honors.

Directory information may be released by the college to a requesting third-party without a student's prior written consent. A student has the right to request that none or only some of his/her student record information be designated as directory information. A student must notify the registrar, in writing, within two (2) weeks of the beginning of each academic semester if he/she does not wish to have any or some of his/her student information designated as directory information.

### NON-DIRECTORY INFORMATION

All other information is considered non-directory information and will not be released by the college to anyone, except in cases where FERPA requires or authorizes disclosure without consent. Contact the registrar for more detail about specific FERPA provisions.

### RELEASE OF INFORMATION TO PARENTS

When a child was in elementary and high school, FERPA gave the parent rights to access his/her child's

educational records. Now that the child is in college, these same laws transfer ownership of the records directly to the son or daughter. According to FERPA, college students are considered responsible adults and are allowed to determine who will receive information about them. Parents are not automatically granted access to a student's records without written consent of the student. Parents are encouraged to consult with the student if academic information is needed. The son or daughter may give permission for the parent to access his/her records by filing a release form in the Student Records Office.

#### **RELEASE OF INFORMATION TO THE U.S. MILITARY**

Notwithstanding the college's definition of directory information, the department of defense (the "dod"), pursuant to the omnibus consolidated appropriations act of 1997 (the "solomon amendment"), identifies the following information as "student recruiting information": name, address, telephone listing, age (or year of birth), place of birth, level of education (e.g., freshman, sophomore), degree awarded, most recent educational institution attended, and current major(s). If the college receives a request for student recruiting information from the DOD, or one of its affiliated agencies, the college will release the student recruiting information requested. Because the information sought by the DOD may include information not designated as directory information under the college's policy, compliance with the DOD's request may result in the release of personally identifiable information. When student recruiting information is released pursuant to a DOD request, notice of the request and the release of the information will be posted in a conspicuous location in the Student Records Office for a period equaling one academic year. If a student has exercised his/her right to request that no information be designated as directory information, then no information shall be released to any third party, including the DOD.

5. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 20202-5901.

### **CORI/SORI Policy**

#### **Criminal Offender Record Information (CORI) and Sexual Offender Registry Information (SORI)**

##### **INTENT**

Holyoke Community College recognizes the need to ensure a safe environment for those we serve. As one means of

providing a safe and credible environment, the college has implemented a Criminal Offender Records Information and Sex Offender Registry Information Check Policy which is reviewed on an annual basis.

##### **POLICY STATEMENT**

People who provide service and/or support to any state program or facility and whose duties entail the potential for unsupervised contact with persons from a vulnerable population will undergo CORI and SORI checks. Massachusetts law, as well as regulations promulgated by the Commonwealth Executive Office of Health and Human Services (EOHHS), states that individuals convicted of certain crimes pose an unacceptable risk to vulnerable populations (i.e. underage, elderly, disabled or persons receiving care due to illness) and are therefore ineligible to provide services or support in such state programs or facilities.

##### **POLICY PURPOSE**

Standardized procedures for the review of criminal and sex offender records help ensure that candidates under consideration are appropriate for serving in their positions. The Criminal History Systems Board has authorized Holyoke Community College to receive criminal record information regarding those individuals who need CORI clearance to work and/or provide voluntary services in educational worksites.

##### **SCOPE**

As required by law, the CORI and SORI checks apply to employees, volunteers, and/or trainees/students who provide service or support to any state program or facility in either a paid or unpaid capacity whose services entail the potential for unsupervised contact with vulnerable populations. Further, many private facilities also require employees, volunteers, and trainees/students to undergo CORI checks in order to be eligible for placements.

##### **PROCEDURE**

Students will be subject to a CORI/SORI check prior to being placed or accepted into certain programs in which a clinical, field or any other practical experience working with vulnerable populations is a required part of the program, including but not limited to, Nursing, Radiologic Technology, or Early Childhood Education. Furthermore, students in other programs who may have unsupervised contact with persons from vulnerable populations must complete CORI/SORI applications and receive clearance prior to beginning their work or service with vulnerable populations. Additionally, candidates for employment, employees, and volunteers who may have unsupervised contact with persons from vulnerable populations must complete CORI/SORI applications and receive clearance prior to beginning their work at the college or their work with vulnerable populations.

The CORI application is sent to the Criminal History Systems Board (CHSB) and the Sex Offender Registry Board (SORB) which generally respond within four to six weeks. A college CORI and SORI reviewer examines the confidential CORI and SORI records and makes a deter-

mination as to the candidate's eligibility based on the standards established by the EOHHS. The candidate is notified of eligibility. A person who is the subject of CORI and SORI checks is entitled to review the information received by the college.

### **APPEALS PROCESS**

If an individual believes that his or her CORI or SORI report contains an error, the individual should contact the CHSB or the SORB directly. If it is determined that there was an error that was subsequently corrected, the individual should so inform the CORI/SORI reviewer who will repeat the CORI/SORI check. If the report is correct, the individual may appeal the decision by providing to the college within thirty (30) calendar days, a written statement from a Criminal Justice Official (CJO) stating that the candidate does not pose an unacceptable risk of harm and reasons for that belief.

This statement should also include a professional assessment of the individual in question and the risk posed to the general population and/or any specific groups or populations. In addition, the statement must include the CJO's current position and position at the time of supervising the candidate, dates during which the CJO supervised the candidate and all relevant information that may assist the college in considering the candidate's eligibility to interact with vulnerable populations in an unsupervised setting.

Upon receipt of this statement from a CJO, the CORI Review Committee will reconsider eligibility and will notify the candidate of the decision. If still determined to be ineligible, the candidate may submit a final written appeal to the chief CORI officer within ten working days of the issuance of the committee's decision.

### **Disability Policy and Procedures**

Holyoke Community College does not discriminate on the basis of disability in admissions or access to, or treatment of, or employment in its programs, services, or activities. Holyoke Community College strives to provide an effective educational environment so that all students may develop to their fullest potentials. The Americans with Disabilities Act (PL 101-336) is a civil rights law which protects the rights of individuals with disabilities. Specifically, the Americans with Disabilities Act states:

A public entity may not deny the benefits of its programs, activities, and services because its facilities are inaccessible. A public entities' services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities (Title 11, subtitle A).

In keeping with the federal regulations including the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, Holyoke Community College is committed to providing reasonable accommodations and individual attention to qualified disabled students enrolled in its academic programs.

Individuals protected under the law include those having physical disabilities, sensory disabilities, learning disabilities, medical/mental health conditions and also those recovering from alcohol or drug abuse.

Students with disabilities are enrolled in regular college classes in the programs of their choice. The college supports their right to access the same academic and student life opportunities as other students.

It is the student's responsibility to make his or her needs known to the college and to provide appropriate documentation of disability if services are requested. Timely self-identification will ensure that the student's needs are addressed by the beginning of each semester. If accommodations are desired, the student should contact the Office for Students with Disabilities and Deaf Services (OSDDS) immediately upon receiving a letter of acceptance to the college. If a student needs alternative arrangements for the college placement test, he or she must contact the OSDDS to arrange an intake and provide appropriate documentation of disability prior to the testing.

Potential students or their advocates who are uncertain whether the college can provide for their specific needs are invited to contact the director of Admissions and Transfer Affairs prior to applying to the college. All communications are kept strictly confidential and are shared only with the student's permission.

Discrimination complaints under the ADA should be directed to:

The Dean of Students Office  
(413) 552-2390 (FR 224)

Students who need auxiliary aids for effective communications and/or other educational accommodations in programs and services of Holyoke Community College are invited to make their needs and preferences known to:

Office for Students with Disabilities and Deaf Services  
(OSDDS)  
(413) 552-2417 (v/tty) or 536-0602 (TTY)  
(DON 139)

### **Dress Code**

The official policy of the college is to leave the mode of dress to the good taste and judgment of the student. No bare feet are allowed in any college building.

### **Emergencies**

#### **911**

If an emergency situation occurs on campus, including medical emergencies, students should call 911. In addition, emergency telephones are located in parking lots D, K, M, O and Q and are continuously monitored by college staff. Persons in need of assistance may utilize the phones at any time. For more information, contact the Campus Police.

Students are encouraged to familiarize themselves with the “Emergency Guide” posted near the telephone in each classroom throughout campus.

## Fire Drills

When the fire alarm sounds, immediately leave the building and walk a safe distance from the buildings (parking areas). During evacuation, each faculty/staff member is charged with the prompt and safe exit of students, visitors, and themselves. The fire alarm will stop only when all buildings are vacated. Once the all clear signal is given, students may re-enter the building.

## Health Insurance

Massachusetts General Law Chapter 15A, Section 18 requires that all students attempting nine (9) or more semester hours have health insurance. This charge, currently \$928, accompanies the student’s tuition bill if he or she is carrying nine or more semester hours. The health insurance fee may be waived if the student’s own (or parental/spousal) insurance provides him or her with comparable coverage.

To obtain information about waiving or purchasing the insurance, please contact Student Account Services in Frost 201. HCC cannot accept a waiver of insurance if the student is covered by a non-USA insurance company. The health insurance fee is non-refundable unless the student withdraws from the college before 4:30 p.m. on the last day of add/drop.

For claims and coverage information, please contact the Gallagher Koster Insurance Customer Service team at 1-877-306-9317 or at [HCCstudent@gallagherkoster.com](mailto:HCCstudent@gallagherkoster.com). For general assistance, students may visit HCC Health Services in Frost 101 or contact Mitchell Pyszniak, Coordinator of Health Services, at 413-552-2180 or [mpyszniak@hcc.edu](mailto:mpyszniak@hcc.edu).

## HIV/AIDS Policy

The deans of Student Services of the Community Colleges in Massachusetts have agreed to follow guidelines set by the American College Health Association (ACHA) published in the ACHA Special Report, 1986. The positions taken and recommendations made by ACHA derive from the best medical information available about AIDS and its transmission. Because of issues that balance private rights with the public health, ACHA recommends analyzing and responding to each case individually. The most appropriate and primary response of colleges must be using education to increase awareness of accurate information regarding the modes of transmission of the disease and preventive practices. Current knowledge indicates that health risks do not often exist in the normal and usual educational setting. Students in the health professions study areas constitute a separate category since they are in a clinical setting where exposure to blood and body fluids while caring for their patients requires a different standard for self-protection.

## ID Cards

HCC students are expected to carry their validated HCC student ID cards when on campus. Cards are issued to new and readmitted credit course students when they register for classes in FR 271. There is a \$7 fee for replacement ID’s. Payment is made in the Student Account Services Office (FR 201).

ID cards must be validated each semester upon payment of tuition or presentation of a financial aid extension in the Student Account Services Office. Students who pay by mail may also obtain their validation sticker in the Student Account Services Office. ID cards are validated during normal business hours at no charge. Students use validated ID cards to borrow books from the HCC library and for faculty reserves, to access college computer labs, to attend college-sponsored events, and to use PVRTA busses and for all college transactions.

## Immunization Requirements

Massachusetts law (Chapter 76, Section 15C) requires that all students carrying 12 or more credits must submit proof, within 30 days of registering for courses, of immunization against the following: measles, mumps, and rubella (need two MMR shots), pertussis-containing tetanus shot called Tdap (administered after 2005), hepatitis B (need 3 shots), and varicella (chickenpox, need 2 shots or documentation by an MD of date of history of disease). Official documentation of positive antibody titers for measles, mumps, rubella, hepatitis B, and varicella is acceptable. Immunization records can be obtained from the student’s high school, physician’s office, military records, or other colleges attended, and must be submitted to HCC Health Services (Frost 101) for review. Students may request the transfer of immunization records from HCC to another college by requesting it in writing from HCC Health Services. The fee for this request is \$1; please allow five business days to process. Students with incomplete or outdated immunizations are required to receive updated vaccinations and are invited to receive them, contingent upon availability, at HCC Health Services office for a nominal fee; please call (413) 552- 2401 for an appointment and more information. Students in the following majors must supply complete immunization records upon application to the program, regardless of the number of semester hours carried: Early Childhood Education (prior to practicum); Nursing (ADN and PN programs); Radiologic Technology; Medical Assistant; Certified Nursing Assistant; Pharmacy Technician; and Veterinary and Animal Sciences. Note: Career students in the Veterinary and Animal Science Program must have proof of vaccination against rabies, in addition to all of the immunization record requirements listed above, upon acceptance to the program.

## Weather Hotline

**(413) 552-2900, ext. 1418**

The HCC Hotline at (413) 552-2900, ext. 1418 reports college closings due to inclement weather. Please do not call the college switchboard for this information.

# Campus Conduct Policies

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## Academic Integrity Policy

Holyoke Community College is committed to academic integrity—the honest, authentic and independent pursuit of knowledge. As members of the academic community, students are expected to be responsible for all of their own academic work without dishonesty or deception; joint work is legitimate only when assigned or approved by the instructor. HCC faculty members will take reasonable precautions to eliminate opportunities for academic dishonesty.

Violations of academic integrity include, but are not limited to, the following general categories:

### USING OR OBTAINING UNAUTHORIZED ASSISTANCE IN ANY ACADEMIC WORK:

- Copying from another student's examination.
- Communicating with another student or using electronic communications devices during an examination.
- Using notes, books or aids of any kind during an examination when prohibited by the instructor. (Students with disabilities should discuss educational accommodations with the Office for Students with Disabilities and Deaf Services.)
- Obtaining prior knowledge of examination questions or obtaining or possessing a stolen copy of an examination.
- Using another student to take an examination for oneself.
- Submitting another student's class assignment as one's own.

### PROVIDING FRAUDULENT ASSISTANCE TO ANOTHER STUDENT:

- Completing an academic assignment, paper or project or taking an examination for another student.
- Giving answers to or sharing answers with another student during an examination.
- Sharing answers during an examination by using a system of signals.

### SUBMITTING THE WORK OF OTHERS AS ONE'S OWN (PLAGIARISM) OR REPRESENTING PREVIOUSLY COMPLETED WORK AS CURRENT:

- Submitting a paper, lab report or other academic work for credit, which includes words, sentences, ideas, data or creative work of others without enclosing them in quotation marks, without paraphrasing them or without acknowledging the source.

- Submitting work copied in any medium from another individual or from the Internet.
- Submitting the same paper or academic assignment to other classes without the permission of the instructors.

### FURNISHING FALSE INFORMATION TO ANY OFFICIAL OR FACULTY MEMBER OR FABRICATING DATA IN SUPPORT OF AN ACADEMIC ASSIGNMENT:

- Forging a signature or falsifying or altering an academic or college record or document in any way.
- Falsifying bibliographic entries.
- Submitting academic materials, reports or projects containing falsified or fabricated facts, data or results.

### AVOIDING ACADEMIC DISHONESTY

Academic dishonesty is a serious offense. Careful attention to academic responsibilities is the best way to avoid allegations of academic dishonesty. Students are reminded that material obtained from the Internet is subject to the same principles of submission as materials obtained from any other media. HCC faculty members will provide students with specific expectations about academic integrity in the course syllabi. Students are referred to their course instructor for clarification of these expectations and can also seek assistance from the college library or CAPS Writing Center.

### CONSEQUENCES OF ACADEMIC DISHONESTY

A Holyoke Community College faculty member who concludes that a student is in violation of the academic integrity statements set forth in the course syllabus will determine the appropriate response which may include a lower or failing grade for the examination, paper, project, or for the course. If a student wishes to appeal the outcome of an instructor's finding of academic dishonesty, he or she is directed to the Grievance Procedure.

If a faculty member believes that the seriousness of an incident warrants additional action beyond a grading consequence, he or she may also file a charge of academic dishonesty under HCC's student code of conduct that can result in sanctions ranging from a warning through suspension or dismissal from the college. Such a charge will be filed with the dean of Student Services.

Students enrolled in online courses should also review the online Academic Integrity Policy at [webtide.hccd.org](http://webtide.hccd.org).

### Acceptable Use Of Information Systems

*This section explains the college's policies governing computer use, email, and the Internet.*

## 1. GENERAL PRINCIPLES

Access to computer systems and networks owned or operated by Holyoke Community College imposes certain responsibilities and obligations and is granted subject to college policies, local, state and federal laws. Acceptable use is always ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and the individuals' rights to privacy.

Additionally, the privilege of accessing the college's computer networks carries certain responsibilities for all users of desktop and laptop computing systems. These include, but are not limited to, performing required operating system updates, ensuring proper anti-virus software is installed and periodically run, maintaining adequate data backups and protecting the systems integrity. Prior to accessing any network owned or operated by HCC, employees and students will be required to attend a computer security training program offered by HCC's Information Technology Department (ITD), where these protective measures will be reviewed and explained.

## 2. GUIDELINES

In making acceptable use of resources remember:

- Never place hardware or software from an outside vendor or private party on the network. All computers accessing the campus network from on campus must be purchased, maintained, screened, secured and set up for operation by ITD.
- Individual end users are personally responsible for their data backups and storage. ITD plays no role in the management of end-user data, but will provide training during orientation and other course offerings.
- Use resources only for college business and for purposes authorized by the college.
- End users are responsible for all activities on your user ID or that originate from your system that result from your negligent failure to protect your user ID or to protect against such unauthorized use.
- Access only files and data that are your own, that are publicly available, or to which you have been given authorized access.
- Be sensitive to the concerns of the taxpayers who support us.
- Use only legal versions of copyrighted software in compliance with vendor license requirements.
- Be considerate in your use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, or wasting computer

time, connect time, disk space, printer paper, manuals, or other resources.

- Individual end users are responsible for ensuring their operating system and anti-virus software is updated and periodically run to protect their desktop/laptop from infection.

In making acceptable use of resources you must not:

- Visit obscene sites. College resources may not be used to access them.
- Use another person's system, login, password, files, or data.
- Use computer programs to decode passwords or access control information.
- Download or display obscene material.
- Circumvent, subvert—or attempt to circumvent or subvert—system or network security measures.
- Engage in any activity that might be harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files.
- Use college systems for commercial, personal or partisan political purposes, such as using electronic mail to circulate advertising for products, for political candidates, or for any profit-making company, an enterprise, or yourself.
- Make or use illegal copies of copyrighted software, store such copies on college systems, or transmit them over college networks.
- Download any on-line software without authorization of the director of Information Technology Operations or the chief information officer.
- Use the network for purposes that place a heavy load on scarce resources (e.g., dial-in phone lines).
- Waste computing resources, for example, by intentionally placing a program in an endless loop or by printing excessive amounts of paper.
- Use the college's systems or networks for personal gain; for example, by selling access to your login or to college systems or networks, or by performing work for profit with college resources in a manner not authorized by the college.
- Use the college's systems or networks to transmit any material in violation of United States or Massachusetts laws or regulations.
- Engage in any other activity that does not comply with the general principles presented above.
- Use Holyoke Community College's computers or networks to libel, slander, or harass any other person. The following shall constitute computer harassment:

- (1) Intentionally using the computer to annoy, harass, terrify, intimidate, threaten, offend or bother another person by conveying obscene language, pictures, or other materials or threats of bodily harm to the recipient or the recipient's immediate family.
- (2) Intentionally using the computer to contact another person repeatedly with the intent to annoy, harass, or bother, whether or not any actual message is communicated, and/or where no purpose of legitimate communication exists, and where the recipient has expressed a desire for the communication to cease.
- (3) Intentionally using the computer to contact another person repeatedly regarding a matter for which one does not have a legal right to communicate, once the recipient has provided reasonable notice that he or she desires such communication to cease (such as debt collection).
- (4) Intentionally using the computer to disrupt or damage the academic research, administrative, or related pursuits of another.
- (5) Intentionally using the computer to invade the privacy, academic or otherwise, of another or the threatened invasion of privacy of another.

### 3. ENFORCEMENT

College officials will review alleged violations of Acceptable Use policies on a case-by-case basis. Violations of policy will result in appropriate action, such as: loss of electronic mail privilege, loss of computer privilege, consideration of appropriate disciplinary measures and/or referral to appropriate authorities responsible for enforcing state and federal laws concerning computer use.

Users who breach this code of practice may, after due process, be refused access to the college's computer and communications networks and may be subject to further disciplinary action. In an emergency, in order to prevent further possible unauthorized activity, the college may temporarily disconnect that user from the network. If this is deemed necessary by college staff, every effort will be made to inform the user prior to being disconnected, and every effort will be made to re-establish the connection as soon as the college determines it is appropriate.

The college considers any violation of acceptable use principles or guidelines to be a serious offense and reserves the right to copy and examine any files or information residing on college systems allegedly related to unacceptable use. Violators are subject to disciplinary action as prescribed in student and employee policies, handbooks, or contracts.

Offenders also may be prosecuted under laws including (but not limited to) the Privacy Protection Act of

1974, The Computer Fraud and Abuse Act of 1986, The Computer Virus Eradication Act of 1989, Interstate Transportation of Stolen Property, Family Educational Rights and Privacy Act (20 U.S.C. Section 1223g), Massachusetts Wiretap Statute (G>L. c.272, Section 99), Massachusetts Privacy Statute (G.L. c. 214, Section 1B), Copyright Infringement laws (17 U.S.C. Section 101 et seq.), the Communications Decency Act of 1996 (47 U.S.C. Section 223 (d) - (h)) and the Electronic Communications Privacy Act of 1986 (18 U.S.C. Sections 2510-21, 2701-10, 3121-27). Access to the text of these laws is available through the Reference Department of the Library of Holyoke Community College.

If you have reason to believe that this policy is being violated, you should report it as follows:

- Student violations: report to the vice president for Student Affairs.
- Staff violations: report to the vice president for Administration & Finance.
- Faculty violations: report to the vice president for Academic Affairs.

### 4. USE PRIORITY

While supporting the general principle of open and universal student access, eligibility for systems access will be determined by the following priorities if insufficient resources are available:

1. The highest priority is awarded to students where network access is a mandatory requirement of a course in which they are currently enrolled.
2. At the next level, access will be granted where there is a demonstrated, but non-mandatory requirement for network access as described in a course guide.
3. The lowest or non-essential level of access will be based upon the general principle of universal access and support for academic pursuit while not directly stipulated within a prescribed course of study.

### 5. PRIVACY

Computers owned by the college are provided for business and educational use only. Note that the college retains ownership of all communications as business records and these records may be subject to discovery in litigation. Any information on a college computer may be subject to the state's public records law and may, therefore, be subject to disclosure on request. By using computers on campus, employees and students are waiving their right to privacy and are consenting to college review and monitoring of communication and of their computer use.

The college does not routinely monitor computer files or content unless it has received notice of possible misuse, security incident, or violation of policy. But in the course of routine maintenance, the content of your com-



puter files may become visible and an apparent violation may be reviewed. The authorization to review files and computer logs rest with the president, who may delegate this responsibility to the Chief Information Officer or chief financial officer.

Private communications across the college's data networks will have the same protection as private communications via telephone. Unauthorized interception, reading, copying or modifying of private electronic data by a student or an employee will be in breach of this policy and subject to disciplinary or legal proceedings. The college will not guarantee this privacy as a result of routine maintenance, technical fault or criminal activity. See also comments under the Electronic Mail Policy. Note that any electronic mail message may be forwarded by the recipient or printed and distributed. The privacy of email, therefore, cannot be guaranteed.

Further:

- Except in the course of investigation of an alleged violation of policy or a security incident, no college employee will be permitted to intercept, read, copy or modify private electronic data (either in transit across a network or stored within a computer system) without the written consent of the President or the consent of the addressee or sender.

While the college will endeavor to maintain the privacy of personal communications, it will monitor traffic load, and where necessary, take action to protect the integrity and operation of its networks. Further the college will:

- Collect utilization statistics based upon network address, network protocol, and application use.
- Progressively restrict non-essential users where network utilization results in performance degradation. Such restriction will be publicized to users through appropriate means.

## 6. SECURITY

The college does not permit the transfer of logins and passwords between authorized and non-authorized persons. Such action is deemed unacceptable and will be the subject of disciplinary action. Further:

Persons requiring systems access may not borrow another person's login. That person must request his/her own login from the appropriate staff member i.e. product manager, CIO or vice president.

If it is necessary to allow an authorized third person to access a user's files or data, as in the case of illness or changing of positions, this information will be transferred by the system administrator rather than via the transfer of the login and password. Banner users will contact their respective product manager. Network and email accounts are administered by ITD.

Staff user accounts and all data found in staff user accounts will be removed from all college facilities following the termination of employment.

Student user accounts and all data found in student user accounts will be removed at the end of each academic year.

Banner security and password protection is the responsibility of the respective supervisor and the individual end user. Each supervisor, working through their respective product manager and vice president will initiate training that will result in password authorization and issue orders for password revocation. Revocation can be for cause or at the end of employment and is processed through the Banner Product Manager. Password for network access will be changed every semester and Banner passwords changed every 90 days. These changes will be forced by the respective systems administrator.

## 7. ELIGIBILITY FOR, AND COST OF, ACCOUNTS

The following persons are eligible to hold accounts on the college computer network:

- Employees (full or part-time)
- Members of the Board of Trustees (as space allows)
- Members of the Board of Directors of the HCC Foundation, Inc. (as space allows)
- Retired employees of the college (as space allows and with consent of Human Resources)
- Student email

Holyoke Community College owns all computer accounts and grants to the user the privilege of using such accounts. There is no cost to employees, retirees, trustees or directors for computer accounts, but file space will be limited for all users. Students may access computer resources, including the Internet and the World Wide Web, at no charge, from campus-based machines.

## 8. ELECTRONIC MAIL POLICY

### General

Electronic mail (email) is an official method of communication at the college, delivering information in a convenient, timely, cost-effective, and environmentally sensitive manner. Printing and manual distribution of emails is highly discouraged and cost prohibitive. It is the policy of this institution that:

- All students, faculty and applicable personnel have access to email.
- The college may send official communications via email and electronic mailing lists.
- No permission to forward email to a private account is authorized.

### Student Email

All students registered for classes at the college are provided an email account. The college may use this email

account or the messaging system to send communications to the student body. Student email addresses will be recorded in the college's electronic directories and records. Students are responsible for reading official college email and messages in a timely fashion.

### Privacy Issues

While email is personalized and relatively confidential, there is no guarantee of absolute privacy in a computer system. Computer users should be aware that state law applies to records stored in computers as well as on paper. Recent rulings indicate that the public has a right to review any documents created on email by government officials and that companies who own the media on which email is implemented have the right to read that email. Federal and state law may require the college to examine email under some circumstances including provision of messages to outside agencies. However, employees of Information Technology Division (ITD) at the college are prohibited from accessing information for which they have no job-related "need to know." They are also expected to maintain the strictest confidentiality regarding any information obtained during the course of fulfilling their job function.

### Appropriate Use of Email

Use of electronic mail is to be consistent with the Acceptable Use Policy of Holyoke Community College. Use of HCC computers for electronic mail that is not consistent with HCC's Acceptable Use Policy may result in termination of electronic mail privileges. Electronic mail should be used as a source of information and efficient communication by students, faculty and staff.

### Email Guidelines

Sending email messages:

- Create single subject messages whenever possible.
- Exercise caution: The confidentiality of your message cannot be guaranteed. Messages can be misdirected and/or be forwarded by recipients to other electronic mail addresses.
- Because messages can be saved on storage media or be forwarded to recipients at other electronic mail addresses, assume that any message you send is permanent.
- Separate opinion from non-opinion and clearly label each.
- If emotion is included in a message, clearly label it.
- Identify yourself clearly.
- Be selective in sending messages to listserves, interest groups, bulletin boards, etc.
- Do not insult or criticize third parties without giving them a chance to respond.

Receiving email messages:

- If you receive a message intended for another person, notify the sender.
- Avoid responding while emotional.
- If a message generates emotion, look again.

## 9. TARGETED ANNOUNCEMENTS

Luminis, the college's portal, has the ability to communicate with specific groups of users through the use of personal or campus announcements using a targeted announcement process. These announcements can be either official/unofficial announcements of college information and serve as a form of communication. Training on the use of targeted announcements is mandatory. Campus departments will have a limited number of individuals having this access. The purpose of this policy is to set guidelines for the Luminis users. Targeted announcements are categorized into two classifications:

1. Campus announcements are created for the entire campus community; faculty, staff and students to view in the Campus Announcements section of Luminis.
2. Personal announcements are based on a variety of attributes, including role (student, faculty, etc.), major, and course. The announcement will be configured to appear on the main page for each recipient.

### Appropriate Use of Announcements:

Although Luminis Announcements are "internal" in the sense that they are only received by faculty, staff, and students of the college, care should be taken to ensure that text is composed using an appropriate tone or attitude. Announcements are meant to be both informative and cordial in their composition. Blunt statements and brash directives must be avoided. Users having access to create announcements are responsible for their content and must consider the appropriate use of the media. In general, announcements should not be made for activities or events concerning entities, clubs, or organizations not chartered or approved by the college. Messages that are fraudulent, harassing, defamatory, obscene, threatening, or in violation of state laws shall not be posted.

**1. Campus Announcements.** Campus Announcements appear as content announcements linked from the home page on Luminis. In order to regulate the volume of messages at any given time on the system, a limit on the number of messages will be imposed due to a time restriction placed on each message by the content manager.

- Title – The title of the message should be short, but clear enough to convey the subject of the message linked to it. Because it is a title, proper punctuation rules should apply.
- Announcement – The text of the announcement should be brief and include all necessary items such as time, location, room, etc. A point

of contact (name, department, and phone or college email address) for more information should always be included as well as a “by line” stating who posted the message. Example: Posted Wednesday, September 11, 2002 by Charles A. Brown. The “by line” should be the last sentence of the message.

- Expiration Date – All messages must have an expiration date no longer than five days after posting or not past the date of the event, deadline, or activity being advertised.

## 2. Personal Announcements: Personal

Announcements can be sent to subsets of users based on role, major, and/or selected classes. Individual departments or organizations on campus should limit the number of postings to the greatest extent possible during the business day. In addition, the following guidelines must also be followed:

- Title – The title of the message should be short, but clear enough to convey the subject of the message linked to it. The title will also serve as the subject for Personal Messages that are sent as email.
- Announcement – The text of the announcement should be brief include all necessary items such as time, location, room, etc. A point of contact (name, department, and phone or college email address) for more information should always be included as well as a “by line” stating who posted the message. Example: Posted Wednesday, September 11, 2002 by Charles A. Brown. The “by line” should be the last sentence of the message.
- Attributes for Delivery Information – Users may target messages using the selection criteria available in the “Build Attributes” tab in the message facility. The use of “Imported Group” must be handled carefully and used only by those having an understanding of the populations defined within each group.
- Method of Delivery –By default, personal messages are to be sent for display in the “My Announcements” channel. This method should be used for most messages which announce activities or other general information. Email should only be used when the announcement requires the recipient to take action, respond, or meet a deadline, etc. Posting announcements to both email and the “My Announcements” channel is redundant and should be avoided.
- Expiration Date – Expiration dates apply only to messages posted to “My Announcements”. All messages must have an expiration date no longer than five days after posting or not past the date

of the event, deadline, or activity being advertised. Messages sent by email do not expire.

## 3. Creation of Targeted Groups for Announcements:

- Approval of Groups. The process for creating groups to be used for targeted communications will require approval from campus officials prior to creating a group. This approval is necessary because of the potential for a group to be created based on sensitive data. It may also be necessary to limit the use of some groups or require rapid expiration of the group based on the nature of the selection criteria. The Banner Steering Committee will have the authority to create groups and content administrators.
- Ownership of Groups. Groups will be identified with an owner who will be responsible for answering questions concerning the composition of the group and perform overall group management.
- Restricted Groups. Various reasons could necessitate a group being “restricted.” Groups identified as such must not be used without permission.
- Access to Banner in order to create population selections is limited to users that have been formally trained in this process.
- Once a group is formally approved by the Steering Committee, ITD will setup the group in Luminis. Training will consist of content management and end user training.

## 10. LUMINIS CALENDARS

- The college will create a number of calendars targeted to specific groups. Each of these calendars will have a specific content administrator, who will author content and grant access to the calendar. The Steering Committee will authorize calendar for use within the Luminis system, and ITD will train content administrators and end users on functionality.

## 11. CHANNELS

- The creation of channels will be at the discretion of Steering Committee with the advice of ITD. ITD will create any channels authorized by the Steering Committee.

Failure to comply with this policy can result in revocation of access to the programs associated with Campus and Personal Announcements within Luminis.

## 12. PASSWORD POLICY

### General Policy Provisions:

Passwords are an essential aspect of computer security, providing important front-line protection for electronic resources by preventing unauthorized access. Passwords help the college limit unauthorized or inappropriate

access to various resources at HCC, including user-level accounts, web accounts, email accounts, screen saver protection, and local router logins.

A poorly chosen password may result in the compromise of HCC systems, data or network. Therefore, all HCC students, faculty and staff are responsible for taking the appropriate steps to select appropriate passwords and protect them. Contractors and vendors with access to HCC systems also are expected to observe these requirements.

#### **Creation of Passwords:**

Passwords created by users of college systems, should conform to the following guidelines:

- Must be different than the user's login name or the reverse of the name and must avoid use of knowable personal information (names of family, etc.).
- Consist of more than four characters and contain a combination of upper and low case letters
- Contain a least one number

These provisions will be enforced electronically whenever possible.

#### **Changing Passwords:**

Network passwords should be changed once a semester. The new password must differ from the old password by at least three characters. Passwords are not allowed to be repeated within one year. Banner passwords will be changed every 90 days to ensure the integrity of those accessing student data.

#### **Protecting a Password:**

- Passwords should be treated as confidential information.
- Passwords should never be written down or posted for reference.
- Passwords should not be included in email messages or other forms of electronic communication.

#### **Sharing a Password:**

- Sharing or allowing another person to use an individual account password is a violation of this policy, unless the person is an information technology professional assisting you with a technical problem. Departmental account passwords should be shared only with appropriate departmental personnel.
- It is recommended that passwords be changed after allowing use as permitted in this section.
- Approval of ITD is required prior to sharing a password with a vendor (approval may be granted on a one-time or continuing basis), and this vendor access may require implementing the appropriate technology infrastructure to accommodate the access (depending on the circumstance, and as determined by ITD).

#### **Reporting a Password Compromise:**

- Suspected compromises of passwords must be reported immediately to the Helpdesk at (413) 552-2075
- The password in question should be changed immediately.

#### **Responsibilities of Information Technology Division**

- The ITD may require a more restrictive policy, such as stronger passwords, in some circumstances.
- The ITD or its delegates may perform password assessments on a periodic or random basis. If a password is guessed or cracked during one of these assessments, the ITD will promptly notify the listed contact and require that the password be changed.

#### **Consequences:**

Any individual who violates this policy may lose computer or network access privileges and may be subject to disciplinary action in accordance with acceptable use policy of the college, which may result in a range of sanctions up to and including suspension or dismissal for repeated or serious infractions.

### **Affirmative Action Policy**

It is the policy of Holyoke Community College not to discriminate on the basis of age, sex, creed, color, race, national origin, sexual orientation, religion, or disability in its educational programs, activities, or employment policies as required by Title IX of the 1972 Education Amendments and other federal and state anti-discrimination laws. Inquiries regarding compliance with Title IX may be directed to:

Idelia Smith  
Affirmative Action Officer  
Holyoke Community College  
303 Homestead Avenue, Holyoke, MA 01040  
(413) 552-2228

#### **OVERALL POLICY STATEMENT**

The community colleges affirm the commitment to Affirmative Action and equal opportunity. The efforts are on behalf of women, minorities, the disabled, and persons at least 40 years of age, known as the "protected group." Affirmative Action will include those with veteran status when such status is considered part of the "protected group."

Community colleges truly committed to equal employment opportunity and Affirmative Action can go beyond developing policies and practices that prohibit employment discrimination on the basis of race, color, age, gender, sexual orientation, religion, national origin, or disability. They can take meaningful steps to recruit, hire, transfer, promote, and train women and minorities to enhance their representation.

Affirmative Action requires the college to do more than ensure employment and education neutrality. As the phrase implies, Affirmative Action requires the college

to make positive efforts to educate, recruit, employ, and promote qualified members of the protected group who may have been excluded, even if that exclusion cannot be traced to particular discriminatory actions on the part of the college. The premise of the Affirmative Action concept is that unless positive action is undertaken to overcome the effects of systemic institutional forms of exclusion and discrimination, a benign neutrality in employment and education practices will tend to perpetuate the status quo ante indefinitely.

The following specific policies are established:

1. Affirmative Action and equal opportunity shall apply to all segments of the college; full- and part-time employment; day, evening and online; the curriculum and offerings of the college.
2. Equal opportunity and Affirmative Action shall be applied to the recruitment process for employment and/or access to education.
3. Students will have access to the college, programs of study, activities, and other resources intended to serve them, according to the policies of the individual colleges.
4. Affirmative Action and equal employment opportunity will be realized in all personnel employment, including recruitment, application for employment, hiring, compensation, training, promotion, and termination.
5. All policies, procedures, privileges, and conditions of the college will follow and incorporate applicable Affirmative Action and equal opportunity rules and regulations.

The above stated policies are intended to be broad on behalf of the protected group and the goal of promoting diversity in community colleges. The community colleges pledge to apply all policies consistently, fairly, and vigorously. Attempts to subvert or abuse these policies will not be tolerated. Appropriate action will be taken in the case of infraction. All policies are made in compliance with applicable laws and executive orders promulgated by the federal and state governments and other appropriate agencies and authorities.

## Social Media Guidelines

### INTRODUCTION

Social media offers HCC a tremendous opportunity to connect with and better serve its community. These guidelines were drafted in an effort to address use of blogs, Facebook, Twitter, and social networking sites and tools by Holyoke Community College and its employees. Employees using these college resources shall have no expectation of privacy over such use. This is a living document and will be reviewed and updated as needed.

In developing these guidelines, the marketing and communications staff drew upon the excellent resources made

available by the University of Kansas, DePaul University, IBM, and the Social Media Business Council, in their *Disclosure Best Practices Toolkit*. These and other social media resources can be found at: [brandresources.depaul.edu/vendor\\_guidelines/g\\_socialmedia.aspx](http://brandresources.depaul.edu/vendor_guidelines/g_socialmedia.aspx), [www.socialmedia.org/disclosure/](http://www.socialmedia.org/disclosure/), and [www.ibm.com/blogs/zz/en/guidelines.html](http://www.ibm.com/blogs/zz/en/guidelines.html)

General questions regarding the use of social media or these guidelines should be referred to JoAnne Rome, director of marketing and strategic communications, (413) 552-2183, [jrome@hcc.edu](mailto:jrome@hcc.edu).

Those wishing to launch and maintain a Facebook page or other social media account on behalf of an HCC department, student club or organization, or any other officially sanctioned HCC entity or activity must first meet with JoAnne Rome, director of marketing and strategic communications, for guidance about requirements specific to Facebook pages and practical tips for optimizing your Facebook presence.

### SOCIAL MEDIA GENERAL REQUIREMENTS

College staff and those of HCC-affiliated programs or activities that manage or in any way participate in social media on behalf of HCC (including officially-sanctioned student clubs and organizations) must be familiar with and adhere to applicable laws and college policies, including but not limited to those outlined in HCC's "Acceptable Use of Information Systems" and "Use of Copyrighted Material" college policies pursuant to The Family Educational Rights and Privacy Act (FERPA); social media sites' terms of use and codes of conduct, the Commonwealth's public employee conflict of interest laws; and the requirements and guidelines outlined in this document.

In summary, these documents address responsibilities and obligations associated with access to computer systems and networks owned or operated by Holyoke Community College; HCC's and social media sites' communications standards; applicable local, state and federal laws; ethics; and privacy and intellectual property rights.

### POSTING OF SOCIAL MEDIA CONTENT: FACEBOOK, BLOGS, ETC.

Social media can create numerous issues for the college. For example, most people do not realize that by posting college content to Facebook, they authorize Facebook to make copies of the college content posted and to use the content for virtually any purpose. In addition, copyright claims could be asserted against the college if a department posted content (such as text, image, or video) in which a third party claims a copyright. Further, posting of inappropriate content, could subject the college to embarrassment or legal action.

### Consider the following prior to posting content—Dos and Don'ts:

Remember that content posted may be redistributed through the Internet and other media channels and may be viewed by the general public. If deleted or modified, older versions may continue to exist online. Content should not be posted

unless it is related to official college business and is consistent with the college's mission. Share only information appropriate for the public.

Content that promotes or depicts illegal activity, is threatening or harassing, includes obscenities, or defames a person is prohibited. Further, social media shall not be used for political or commercial purposes.

Do not include any personally identifiable information that can be used to locate someone offline. This includes anyone's screen name, personal photo, hobbies, identification numbers such as social security numbers or student IDs, addresses and phone numbers (other than an authorized business address or business phone number).

Do not upload, post, transmit, share, store or otherwise make publicly available on the site any private information of any third party, including, addresses, phone numbers, email addresses, Social Security numbers and/or credit card numbers.

Student record information shall not be transmitted via Facebook or other social media. The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student education records. The college must have written permission from a student in order to release any information from his or her education record, other than directory information as defined by HCC. In order to comply with FERPA, the college's email system (and not Facebook) must be used when communicating about an issue involving a specific student. For questions regarding FERPA, contact Tony Sbalbi, registrar, at (413) 552-2550, tsbalbi@hcc.edu.

To avoid discrepancies and minimize the need for updating, social media shall not be used to post policy or detailed information, for example, program admission criteria. Rather, users should be directed to the official college sources (electronic and print publications) for such information.

#### **Use of college logo, marks, and images**

Use of college marks, such as logos and graphics, must comply with the college's graphic identity, image use, and style guidelines available from the marketing & communications department. Questions regarding the use of college marks should be directed to the director of marketing and strategic communications (413) 552-2183, jrome@hcc.edu.

#### **Use of copyrighted or proprietary materials**

All faculty, staff and students must adhere to the college's "Use of Copyrighted Materials" policy and respect the intellectual property of others and use works owned or created by others only to the extent such use is permitted by law. The college must secure written permission prior to using/incorporating any copyrighted or proprietary materials. Permission to use or reproduce copyrighted works is required unless the intended use is clearly permitted under the doctrine of "fair use." This includes music, art, literary works, copyrighted photographs or texts, snippets of copyrighted video, audiovisual works and sound recordings, or information considered

to be a trade secret by a college contractor. Questions regarding fair use and HCC's "Use of Copyrighted Materials" policy can be directed to the vice president of Administration and Finance at (413) 552-2800; email: bfogarty@hcc.edu

Questions about the appropriateness of a posting should be addressed to JoAnne Rome, director of marketing and strategic communications (413) 552-2183, jrome@hcc.edu.

#### **Use of e-commerce**

At present, HCC has not authorized the sale of college publications, products, or paraphernalia via e-commerce.

#### **Use of people's images**

The marketing & communications department makes it a practice to obtain permission in the form of a model release from individuals whose readily identifiable images will be used to promote the college on the web and in publications. We encourage this practice among other college departments. Forms may be downloaded at [www.hcc.edu/about/camp\\_news\\_deptofmktg&pr.html](http://www.hcc.edu/about/camp_news_deptofmktg&pr.html).

Because there is no expectation of privacy, the marketing and communications department does not obtain model releases from those participating in and/or attending public and HCC events and activities. They include but are not limited to: commencement, alumni events, open houses and information sessions, student activity period events, as well as other gatherings.

Use of identifiable images of minors is prohibited without written permission from parent or guardian.

#### **Sharing content: posting "share" buttons**

A "share link" is a button and/or a text link appearing on a webpage that, upon being clicked by a user, enables the launch of a sharing mechanism through which users can share with others or post to their own member profile, links and content from that page. Use of such links is permissible and users should consult with the director of marketing and strategic communications for details.

#### **Social media: "comments" guidelines**

Holyoke Community College encourages interaction from social media users, but is not responsible for comments or wall postings made by visitors. Comments posted also do not in any way reflect the opinions or policies of the college.

HCC asks that people making comments on HCC pages show respect for other users by ensuring the discussion remains civil, especially since sites such as Facebook allow individuals as young as age 13 to join. Comments and content are also subject to the site's Terms of Use and Code of Conduct. Remember that your name and photo will be seen next to your comment, visible to the tens of thousands of visitors to the page.

HCC reserves the right, but assumes no obligation, to remove comments that are not related to official college business and consistent with the college's mission. We also

do not permit messages selling products or promoting commercial or other ventures.

If you as the administrator delete a post or a comment, it is best to state in general terms what the post was and why you took it off. If you are criticized for infringing on users' right of free speech, acknowledge those posts, open up the comment thread, and encourage comments. Generally, people understand and support page managers who practice fairness, transparency, and full disclosure.

### **Social media: negative comments**

Negative comments can be challenging to deal with, particularly those that land beyond the border of respectful communication, but far short of an offense grievous enough to warrant removal (see "Comments" section above). It takes restraint to deal with negative comments. In some cases, you can resolve a problem with a careful response. Always try to:

- Provide a polite and friendly answer to the question/criticism.
- Direct him/her to a source of information/assistance or offer to assist if you can.
- Remember that a negative comment is an opportunity to showcase HCC.

Sometimes, no response may be the best response of all. If your attempts to resolve or assist are rebuffed and it is clear that nothing productive can come of further back-and-forth, let subsequent posts go without comment. Often, friends or fans will counterbalance the negative feedback with their responses.

Other content managers and HCC's director of marketing and strategic communications can provide support and feedback if you are struggling with negative comments.

### **Social media: questions and reporting problems**

Facebook accepts complaints regarding abuse and other issues, for example harassing messages. This can be done via "Report" links below a piece of content, or located via Facebook's "help" page. Twitter users should report abuse of Twitter Rules and/or Terms of Service to [terms@twitter.com](mailto:terms@twitter.com). Problems or concerns regarding the use of a college Facebook page, Twitter account, or blog should be reported immediately to the HCC director of marketing and strategic communications.

## **CREATING AND MANAGING A FACEBOOK PAGE**

### **First step**

If you wish to launch a Facebook page, first meet with JoAnne Rome, director of marketing and strategic communications, for guidance about requirements outlined in this document and practical tips to help you understand your relationship and responsibility for pages you create, and help you optimize your Facebook presence (413) 552-2183; [jrome@hcc.edu](mailto:jrome@hcc.edu).

### **Facebook page registration**

Pages created by a department on behalf of the college must be created as "Facebook pages" rather than groups or personal profiles. A Facebook page is a profile used by an entity (i.e. a non-individual) for business purposes. Such pages may only be created by authorized representatives of the college.

### **Facebook page creators and administrator(s)**

At present, Facebook page creators have permanent, non-revocable, non-transferable, super-administrator rights over the pages they create. Should they leave HCC, they retain the right to remove any and all other administrators, edit content, even delete the page. To reduce the number of potential problems down the road, it is recommended that a permanent, long-term employee create the page. You may also ask the college director of marketing and strategic communications to create the page. This is solely for the purpose of maintaining HCC ownership of the page. The administrators designated by the department or program will control content and maintain the page as described in this document.

To comply with Facebook terms of service and enable the college to track authorized college pages, any group or department wishing to create such a page must provide the director of marketing and strategic communications with the name and contact information for the individual(s) who will be authorized by the department to administer the page on an ongoing basis. Students may not be named as page administrators.

In addition, the department's initial page creator must include HCC's director of marketing and strategic communications as a page administrator. While the director of marketing and strategic communications does not intend to actively engage in maintaining or monitoring department sites, this designation will enable the marketing & communications department to properly track college Facebook pages and respond quickly in the event of a problem, such as the unavailability or departure of the staff member who has administrative control of the page.

### **Account security**

The department's authorized page administrator(s) must maintain the security of his or her Facebook password and is fully responsible for all use of and any actions that take place using his or her account, including those that result from the negligent failure to protect his/her user ID against unauthorized use. Any changes in the designated page administrator(s) must be promptly communicated to the director of marketing and strategic communications. Departments may not register for more than one User account, or register for a User account on behalf of another individual, group, or entity.

### **Graphics**

Facebook pages should feature the department or program's official image or identifying mark if one exists. If one does not, contact the director of marketing and strategic communications to discuss creation of an appropriate mark.

Departments and programs also are encouraged to use photographs to display campus beauty. Photos suitable for web posting are available through the director of marketing and strategic communications.

### **Collecting user information**

Facebook may not be used to collect personal information of users. Facebook terms and conditions, as well as state and federal law, impose significant requirements and restrictions on the collection of personal information of users. In the case of minors, significant additional penalties can apply to violations.

### **Facebook page monitoring**

Facebook pages must be monitored and updated on an ongoing basis by the departments or units that create them to enable rapid response to any problems that may arise and to ensure an engaging, interesting environment for visitors. Minimally, pages should be reviewed on a daily basis, and ideally they should be checked morning and afternoon. To be effective, pages must be dynamic and updated more frequently than a website. A stale page can cause more damage to the image of an entity than having no page at all.

### **Social media: personal/unofficial blogs & posts**

If an HCC employee writes anything related to the business of HCC on personal pages, posts, or comments, they must clearly identify their official title and affiliation with the college. The manner of disclosure shall make it clear to the average reader that the employee is stating an official position of the college.

Employees will specifically clarify which posts/comments are their own opinions vs. official HCC statements.

Writing that does not mention HCC-related topics does not need to mention the employment relationship.

If employees blog anonymously, they should not discuss matters related to the business of HCC. If HCC-related topics are mentioned, they should disclose their affiliation to the college.

## **TIPS FOR SUCCESSFUL SOCIAL MEDIA INTERACTIONS**

### **Be responsive**

Social media demands a degree of responsiveness that many are unaccustomed to providing. While you aren't required to be available 24/7, you are expected to check in and respond as necessary on a daily basis, Monday-Friday.

### **Be transparent**

- Whenever possible, always identify yourself, your relationship with HCC, and any other relevant affiliations from the very first encounter.
- Provide a means of communication (e-mail, v-mail, etc).
- Never use a false or obscured identity or pseudonym.

### **Be honest**

- When it comes to honesty and accuracy, be the first to respond to your own mistakes. If you make an error, acknowledge and correct it quickly. In a blog, if you choose to modify an earlier post, make it clear that you have done so.
- Be honest.
- Proactively ask bloggers to be transparent about their relationship with you and/or HCC.
- Never ask bloggers to fabricate an endorsement or write anything they do not believe.

### **Respect others**

- Respect differing viewpoints and personalities
- Keep in mind that the absence of body language and/or intonation makes it difficult to interpret meaning. If emotion is included in a post, clearly label it. Separate opinion from non-opinion and clearly label it. Always clarify.

### **Respect the work of others**

- Respect copyright and fair use
- Always get permission to use content created or supplied by others.
- Always give credit when using content created or supplied by others

## **Gender Identity/Expression Policy:**

Every student and employee of the college shall be responsible individually and collectively for promoting and maintaining a safe environment which is conducive to learning and which embraces the accords of civility and of human dignity. The college regards discrimination on the basis of gender identity/expression to be inconsistent with the establishment of an atmosphere that supports the full engagement of HCC students, faculty, and staff. Gender identity is an individual's personal sense of being male, female, or elsewhere on the spectrum of gender (including those who identify as transgender, or are non-traditional in their gender identity). Gender expression includes external characteristics and behaviors of gender identity such as dress, mannerisms, speech patterns, and social interactions. HCC will take reasonable measures to prevent and discourage all acts of intolerance and harassment on the basis of gender identity/ expression and will act positively to investigate alleged harassment or discrimination and to affect a remedy or resolution when an allegation is determined to be valid.

## **Grievance Procedure for Students**

### **POLICY GOAL: CONFLICT RESOLUTION**

Before invoking the student grievance procedure, a reasonable effort shall be made by those involved in a dispute to resolve it amicably. A dispute is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, it is in the best interest of the student, the potential subject of a grievance, and the college to resolve disputes through open



and cooperative dialogue. Only when such efforts are unsuccessful should the student grievance procedure be invoked. Throughout all phases of the student grievance procedure, all reasonable efforts shall be made to maintain confidentiality in accordance with applicable law.

#### **DEFINITIONS:**

1. **Complaint:** the informal, unwritten stage of an allegation of mistreatment.
2. **Grievance:** a written complaint filed by a student with the person designated by the president as the student grievance officer specifically alleging an abridgment of his or her rights as a student.
3. **Grievant:** the student or students filing the complaint or grievance. The grievant must have been a registered student of the college at the time of the alleged mistreatment.
4. **Responding party:** the person against whom a complaint or grievance is directed.
5. **Student Grievance Officer:** a college employee assigned responsibility for administering the student grievance procedure, including the maintenance of specified records. The student grievance officer is the dean of student services. If this individual is the person against whom the grievance is filed, the president shall designate another college official to act as the student grievance officer.
6. **Time:** the number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the president or his/her designee may extend the time limits in extenuating circumstances with notice to both parties in writing, or by mutual written agreement between the grievant and the responding party.
7. **Day:** as used in this policy, shall mean a calendar day.
8. **Senior Officer:** senior level employee who reports to the president for the responding party's work area.
9. **Instructional Period:** the academic semester, summer session, or intersession when a grievant knows or should have known of a grievable act or inaction. The Instructional Period shall end on the last day of final exams.

#### **UTILIZING THE STUDENT GRIEVANCE PROCEDURE**

The student grievance procedure may be used by a student to address complaints concerning the alleged abridgment of the student's rights, student grievant or the responding party may consult with the student grievance officer or his/her designee at any time. The college's student grievance officer is the dean of Student Services (FR 224), (413) 552-2390.

#### **DISCRIMINATION COMPLAINTS**

The student grievance procedure may not be used for complaints alleging sexual harassment or discrimination. When

a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, age, disability, veteran status, genetic information or national origin, the college's Affirmative Action grievance procedure is a mechanism for resolution. The college's Affirmative Action grievance procedure is contained in the college's Affirmative Action plan. The college's Affirmative Action officer is Idelia Smith (FR 317), (413) 522-2228.

#### **GRADE DISPUTES**

If a complaint involves a grade dispute, a student shall process the complaint in accordance with the student grievance procedure, even if the student alleges that a grade was improper because of discrimination.

#### **MEDIATION**

At any level of the student grievance procedure, either party may request mediation by contacting the student grievance officer or his/her designee. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The student grievance officer or his/her designee shall select an impartial mediator who shall be mutually agreed upon and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation process, and inform the parties of the timetable in writing. Where practicable, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by the parties. The purpose of mediation is to resolve the dispute to the satisfaction of both parties. If a resolution cannot be achieved, the grievant may proceed with the grievance process.

A claim of physical or sexual assault shall not proceed under the student grievance procedure. A student claiming physical or sexual assault by an employee of the college shall report the incident to the college's security department and/or the director of human resources. A student claiming physical or sexual assault by another student or an employee claiming physical or sexual assault by a student shall report the incident to the college's police department and/or the dean of Student Services. Further, in matters involving physical assault, students and employees are strongly encouraged to report the incident to the local authorities.

Except for under extenuating circumstances, as determined by the president or his/her designee, failure by either party to comply with the student grievance procedure during the course of a grievance shall result in the waiving of the non-compliant party's rights under the procedure.

#### **LEVEL I: INFORMAL PROCEDURE**

This is the informal stage where most complaints are resolved. The grievant and the responding party should consult with the student grievance officer or his/her designee at this time.

A student grievant initiates the informal phase of the grievance process. The grievant shall first present his/her complaint orally and informally to the responding party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period

when the grievant knew or should have known of the grievable act or inaction.

The responding party must respond to the grievant's complaint within ten (10) days. Though this phase of the process is informal, the parties may present their positions in writing. If the matter is not resolved informally within ten (10) calendar days from the date a response to the complaint was due, the grievant may proceed to level two.

#### **LEVEL II: FORMAL PROCEDURE**

Prior to filing a written grievance at level two, a grievant must consult with the student grievance officer or his/her designee. The responding party should also consult with the student grievance officer or his/her designee at this phase of the process.

##### **Level II: Step One**

The student grievance officer or his/her designee shall notify the parties in writing when a complaint is not resolved informally at level one.

The grievant may, within ten (10) calendar days after receipt of the student grievance officer's or his/her designee's written notice, file with the student grievance officer or his/her designee a formal written grievance. The grievance shall contain the following information: the name and title of the person(s) against whom the grievance is directed, a statement of all known facts, documents and materials supporting the grievance, a list of individuals who have information pertinent to the grievance, and the relief sought by the grievant. All supporting documents, if any, shall be attached to the grievance as part of the grievance. The grievance shall also state the date it is filed and that it is being filed at "level two, step one."

The grievance may be filed with the student grievance officer or his/her designee by regular mail, certified mail, or in hand. Thereafter, the student grievance officer or his/her designee shall deliver the grievance, and all supporting documents, if any, to the responding party within five (5) calendar days. If the responding party is unavailable at the time the grievance is filed, the student grievance officer or his/her designee shall use reasonable means to deliver the grievance within a reasonable period of time.

The responding party shall forward a written level two - step one response to the student grievance officer or his/her designee within ten (10) calendar days of his/her receipt of the grievance. The student grievance officer or his/her designee shall deliver the written response to the grievant within five (5) calendar days of receipt.

##### **Level II: Step Two (Supervisor)**

If the grievance is not resolved to the satisfaction of the grievant within ten (10) calendar days after his/her receipt of the step one response, or if no written response is submitted, the grievant may, within ten (10) calendar days after the written response was received or due, request the student grievance officer or his/her designee to forward the written grievance and response, if any, to the supervisor of the responding party, with a copy to the senior officer of the work area of the responding party.

The supervisor shall investigate the grievance and confer with the senior officer. The supervisor shall forward his/her written decision to the student grievance officer or his/her designee, within ten (10) calendar days after receipt of the step two grievance. Thereafter, the student grievance officer or his/her designee shall deliver the decision to the grievant and the responding party within five (5) calendar days.

At any time before the issuance of the supervisor's step two decision, the senior officer may request that the parties meet to discuss the issue and attempt to resolve it.

Grade appeals do not go beyond this step (level two - step two) per the section on grade appeals. Neither party to a grievance may raise new issues or allegations after step two.

##### **Level II: Step Three (Student Grievance Committee)**

If the grievance is not resolved to the satisfaction of the grievant within the period allowed at level two - step two, the grievant may request a hearing before a student grievance committee. Such a request must be in writing and presented to the student grievance officer or his/her designee within ten (10) calendar days from the issuance of the supervisor's level two - step two decision.

Within ten (10) calendar days of the student grievance officer's or his/her designee's receipt of the grievant's request for a hearing, the student grievance officer or his/her designee shall arrange a hearing before a Student Grievance Committee. The student grievance officer or his/her designee shall use reasonable efforts to schedule the hearing at a time mutually convenient to the parties. At least twenty-four (24) hours prior to the hearing, the student grievance officer or his/her designee shall provide each member of the committee and all parties to the grievance with copies of the grievance, responses to the grievance, decisions issued, and all relevant supporting documentation and materials. The committee's make-up and hearing rules are discussed later in this policy.

The committee shall deliver its findings and recommendations to the student grievance officer or his/her designee within ten (10) calendar days following the hearing. A copy of the committee's findings and recommendations shall be delivered to the grievant, the responding

party, and the president or his/her designee, within five (5) calendar days of receipt.

Within ten (10) calendar days of the president's receipt of the committee's findings and recommendations, the president or his/her designee, shall issue a written statement accepting, modifying, or rejecting the committee's recommendations.

The decision of the president, or his/her designee, shall be final and binding on all parties.

### **GRADE APPEALS**

Complaints or grievances filed in connection with assigned grades represent a special case within the grievance procedure. Grading reflects careful and deliberate assessment of a student's performance by the instructing professional(s). As such decisions are necessarily judgmental, the substance of those decisions may not be delegated to the grievance process. Nevertheless, the college recognizes that in rare cases the process of grading may be subject to error or injustice.

Except as otherwise provided by separate appeals procedures for clinical programs as approved by the president of the college, a student who alleges an error or injustice in the grading process may file a grievance under the student grievance procedure. A grade appeal grievance shall proceed no further than level two, step two. For purposes of a grade appeal, the senior academic officer of the college, or his/her designee, shall serve as the student grievance officer or his/her designee throughout the grade appeal process.

If the faculty member who assigned the challenged grade is no longer employed by the college or is not available within the timelines specified (see "Time" definition), the student may initiate his/her level one complaint with the chief administrator of the appropriate instructional division (who shall be identified by the senior academic officer).

If at any level substantial evidence of error is produced, the grading process may be remanded to the instructor of record for reassessment. If the instructor of record is no longer available, the chief administrator of the appropriate instructional division or his/her designee shall instead reassess the grading process.

### **MEMBERSHIP OF THE STUDENT GRIEVANCE COMMITTEE**

The composition of the college's Student Grievance Committee shall consist of five members: one student, one unit professional, one faculty member, one non-unit professional, and one unit classified employee. The president or his/her designee shall appoint each member from among the recommendations submitted by the student grievance officer or his/her designee.

Service on a committee shall be voluntary, provided that a member who has a personal interest in the particular grievance shall be ineligible to serve on a grievance committee. All college employees serving on a student grievance com-

mittee, and acting within the scope of their official duties on the committee, shall be covered to the full extent provided under Massachusetts General Laws, Chapter 258, including, the indemnification provision contained in M.G.L., Chapter 258, Section 9. All Student Grievance Committee members, as well as all others in attendance at a student grievance proceeding, shall maintain the confidentiality of the proceedings. The student grievance officer or his/her designee shall attend all committee hearings but shall not vote.

### **GUIDELINES FOR COMMITTEE HEARINGS**

The following guidelines provide the framework for conducting a Student Grievance Committee hearing:

1. Prior to the hearing, the newly impaneled committee shall meet to elect a committee chair. The chairperson shall be selected by a simple majority vote
2. The chair of the committee shall be responsible for conducting the hearing and drafting the decision of the committee, but shall vote only in the event of a tie.
3. All hearings shall be closed and deliberations of the committee shall be confidential and conducted in private.
4. The grievant and the responding party shall be in attendance at the hearing. Each party may be accompanied by an advisor at the hearing. The advisor, however, may not participate in the hearing or question witnesses. Either party may at anytime during a hearing consult in private with his/her advisor.
5. Witnesses may be asked by the committee to remain outside of the hearing room until they are called to testify.
6. The grievant will address the committee first. The grievant will state the nature of his/her grievance and may present relevant evidence and/or witnesses in support of the grievance.
7. The responding party may respond to the grievant's complaint and present relevant evidence and/or witnesses in opposition to the grievance.
8. Once the parties have presented their respective positions, the committee may question the parties and/or witnesses.
9. After the committee has questioned the parties, each party will be given the opportunity to question the other party and their respective witnesses. All questions must be directed through the committee. If the committee determines that a question is relevant to the grievance, the party or witness to whom it is addressed will be asked to respond.
10. Following the parties' questioning of each other, the committee will have another opportunity to question the parties and witnesses.

11. Hearings before the committee shall not be subject to the formal rules of evidence. In all cases, the hearing shall be conducted in a fair and impartial manner.
12. If a party to a grievance fails to appear for a scheduled hearing, the committee has the discretion to proceed with the hearing and issue its findings and recommendations in the party's absence.
13. The decision of the committee shall be based on the relevant evidence presented at the hearing. The decision shall be in writing and include: a list of all documentary evidence and witnesses presented; a summary of the testimony offered by both parties and their respective witnesses; the findings of the committee and its recommendations. Copies of the decision and recommendations of the Student Grievance Committee shall be forwarded by the student grievance officer or his/her designee, to the grievant, the responding party, and the president or his/her designee.
14. When deciding upon a grievance, the committee shall consider whether a finding against the responding party is fundamentally fair and reasonable under the circumstances and in accordance with applicable college rules and procedures.

#### **WITHDRAWAL**

A student may withdraw his/her complaint or grievance at any time. Withdrawal must be accomplished in writing or by oral agreement confirmed in writing.

#### **REPRISALS**

No member of the college community shall retaliate or threaten to retaliate against, interfere with, restrain, or coerce any student in the exercise of his/her rights under the student grievance procedure or his/her participation in any grievance proceedings.

#### **COLLATERAL RIGHTS OF PERSON GRIEVED BY STUDENT**

If the recommendations made at any level of the grievance procedure result in sanctions against a college employee, the sanctions shall be regarded as administrative actions subject to all conditions of applicable collective bargaining agreements and college or Board of Higher Education personnel policies.

#### **ALTERNATIVE FORUMS**

Filing a grievance in accordance with the student grievance procedure in no way abrogates a student's right to file a complaint with an appropriate state or federal agency or in another forum.

*April 2001. Additional Revision to Informal Procedure: November 2001.*

#### **Harassment**

Refer to the list of protected groups in either the Sexual Harassment Policy or the Affirmative Action Policy. Individuals should contact the director of Affirmative Action at (413) 552 -2228, in FR 317.

#### **Hazing Law**

Sections 17, 18, and 19, Chapter 269 of the Massachusetts General Laws on hazing and the penalties for perpetrators, organizers and persons who have knowledge of such events, must be provided to students in their entirety as stated below:

#### **CHAPTER 269:17 HAZING PROHIBITED; DEFINITION; PENALTIES**

Section 17. Whoever is a principal organizer or participant in the crime of hazing, as defined herein, shall be punished by a fine of not more than three thousand dollars or by imprisonment in a house of correction for not more than one year, or both, such fine, and imprisonment.

The term "hazing" as used in this section and in Sections 18 and 19, shall mean "any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person." Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any such student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.

Notwithstanding, any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under this action.

#### **CHAPTER 269:18 FAILURE TO REPORT HAZING; PENALTY**

Section 18. Whoever knows that another person is the victim of hazing as defined in Section 17 and is at the scene of such crime shall, to the extent that such person can do without danger or peril to himself or others, report the crime to an appropriate law enforcement official as soon as reasonably practicable. Whoever fails to report such crime shall be penalized by a fine of not more than three thousand dollars or imprisonment of not more than one year, or both.

#### **CHAPTER 269:19 NOTIFICATION BY SCHOOLS OF HAZING LAW; REPORT BY SCHOOLS; DISCIPLINARY POLICY**

Section 19. Each institution of secondary education and each public and private institution of post-secondary education shall issue to every student group, student team, or student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an

unaffiliated student group, student team or student organization, a copy of this section and Sections 17 and 18; provided, however, that an institution's compliance with this section's requirements that an institution issue copies of this section and Sections 17 and 18 to unaffiliated student groups, teams or organizations shall not constitute evidence of the institution's recognition or endorsement of said unaffiliated student groups, teams or organizations. Each such group, team, or organization shall distribute a copy of Sections 17 and 18 to each of its members, plebes, pledges, or applicants for membership. It shall be the duty of each such group, team or organization, acting through its designated officer, to deliver annually to the institution an attested acknowledgment stating that such group, team or organization has received a copy of this section and said Sections 17 and 18, that each of its members, plebes, pledges, or applicants has received a copy of 17 and 18, and that such group, team, or organization understand and agrees to comply with the provision of this section and Sections 17 and 18. Each institution of secondary education and each public or private institution of post or secondary education shall, at least annually, before or at the start of enrollment, deliver to each person who enrolls as a full-time student in such institution a copy of this section and Sections 17 and 18. Each institution of secondary education and each public or private institution of post-secondary education shall file, at least annually, a report with the Board of Higher Education, and, in the case of secondary institution, the Board of Education, certifying that such institution has complied with its responsibility to inform student groups, teams, or organizations and to notify each full-time student enrolled by it of the provision of this section and Sections 17 and 18, and also, certifying that said institution has adopted a disciplinary policy with regard to the organizers and participants of hazing, and that such policy has been set forth with appropriate emphasis in the student handbook or similar means of communicating the institution's policies to its students. The Board of Higher Education, and, in the case of secondary institutions, the Board of Education, shall promulgate regulations governing the content and frequency of such reports, and shall, forthwith, report to the attorney general and any institution which fails to make such report.

### **Life and Health Threatening Behavior**

Holyoke Community College is committed to providing a safe and healthful environment to support the success of students. It recognizes that certain life threatening behaviors that include but are not limited to suicide threats or attempts, eating disorders, or self-mutilation are signs of personal distress. The college will help students by providing support or appropriate medical and mental health referrals, but also recognizes that the college must take action when any student demonstrates life threatening or self-destructive behavior while on the campus.

Any student who demonstrates such behavior will be required to meet with the dean of Student Services prior to returning to his or her studies at Holyoke Community College. The dean of Student Services may establish certain

conditions for the student being allowed to return to the college. Such conditions may include but are not limited to:

- A psychological or medical assessment by professional community mental health or medical personnel.
- Documentation by the professional mental health or medical personnel establishing that the student is in treatment and does not pose a threat to him or herself and can function in the college environment.
- An assessment by a college counselor and the establishment of regular counseling services for a specified period of time.
- Regular monitoring by the dean of Student Services Office.

A decision to allow a student to return to his or her studies at Holyoke Community College will be based on concern for the safety and welfare of the student and members of the college community. If it is determined that the student poses a threat to him or herself or the college community, he or she may be suspended from the college until such time as he or she is no longer a threat.

In instances where a group or groups of students on the campus or within classes were disturbed or upset by the life threatening or disruptive behavior of an individual student, counseling services and other appropriate resources will be offered to the affected students individually or in groups.

### **Pluralism Policy**

The community colleges have historically been a major contributing element to the emergence of our nation as one of the most technologically and economically advanced societies of the world. The important role that the community colleges can play is profoundly dependent upon the extent to which they may draw from the full collective of intellectual resources within each college's community of scholars, students, and administrators. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequence for the development of our Commonwealth and, ultimately, our nation.

Community college students, faculty, staff and visitors must be free from conduct that has the purpose or effect of interfering with an individual's academic or professional performance and creating an intimidating, hostile or demeaning educational or employment environment. Therefore, the community colleges establish a policy of unequivocal condemnation of all forms of ethnic, religious, cultural, or racial intolerance within the 15 college communities.

This policy condemns all conditions and all actions or commissions, including all acts of verbal harassment or abuse, which deny or have the effect of denying to an individual his/her rights to equality, dignity and security in violation of

his/her rights guaranteed under the law. The policy reaffirms the doctrine of civility, appreciation for pluralism and the pre-eminence of individual human dignity as preconditions to the achievement of an academic community that recognizes and utilizes the resources of all persons, while recognizing and reaffirming the tenets of academic freedom. The community colleges recognize their obligation to protect the rights of free inquiry and expression, and nothing, herein, shall be construed or applied so as to abridge the exercise of rights under the Constitution of the United States and other federal and state laws.

The community colleges will vigorously strive to achieve diversity that is sufficiently reflective of our society. However, diversity alone will not suffice. There must be a unity and cohesion in the diversity which we seek to achieve, thereby creating an environment of pluralism.

The community colleges bear a responsibility, by edict, and an obligation, by social morality, to promote understanding and acceptance of ethnic, cultural, religious and racial diversity as we strive to create an atmosphere of dignity for all individuals and groups within our system of public higher education. The president will take reasonable measures to prevent and discourage harassment and will act positively to investigate alleged harassment and to effect a remedy or resolution when an allegation is determined to be valid.

### **Sexual Assault Policy and Procedures**

Holyoke Community College is committed to providing an atmosphere for learning that is free of any conduct that could be considered harassing, abusive or disorderly. In order to assure that the college meets its obligations to all members of the community, the procedures and programs have been established and are available in the offices of: the director of facilities, vice president for Student Affairs, dean of Student Services, Affirmative Action officer, and dean of human resources.

Sexual assault is a criminal offense. Sexual assault in any form, including acquaintance rape, will not be tolerated. Sexual assault, as defined in the Federal Bureau of Investigation Uniform Crime Reporting System, includes forcible and nonforcible offenses.

The Crime Awareness and Campus Security Act of 1990 Section 485 (f) (1) (F) of 20 U.S.C. 1092 (a) (1) (Public Law 101 -542) requires that the college collect information with respect to sexual assault on campus and, beginning in September 1993, to include such information in an annual security report. The Higher Education Amendments of 1992 (Public Law 102-325) provide further that as part of the annual security report the college shall include, develop, and distribute a statement of policy regarding the college's sexual assault programs and the procedures to be followed once a sex offense has occurred.

When an allegation of sexual assault is made, the college will encourage the alleged victim to pursue criminal prosecution

under the Massachusetts criminal statutes. In addition, appropriate campus disciplinary action may be pursued. Sanctions for sexual assault violations may include, in addition to criminal charges, suspension, dismissal or expulsion from the college.

All allegations of sexual assault will be handled confidentially and will be investigated. Both the accuser and the accused will have equal opportunity for hearing.

### **WHOM TO CONTACT**

In the event that you are the victim of sexual assault on the campus, first and most importantly get yourself into a place of safety if at all possible where you are able to call one or more of the following:

1. The Campus Police at (413) 552-2211(ext. 2211 on campus phones) to report the incident and receive prompt assistance.
2. The local police at (413) 536-0111.
3. A friend or family member.
4. Abuse and Rape Crisis Hotline (Western Mass.) (413) 733-7100 or (800) 796-8711

### **STUDENT RIGHTS AND RESPONSIBILITIES**

1. If a student receives a report of or discovers a possible sexual assault on campus, he/she must immediately notify the campus police or the dean of Student Services. It is extremely important that these procedures are followed to ensure that appropriate medical and administrative services are provided. The campus police or dean of Student Services will be responsible for implementing the procedures.
2. The college and/or the alleged victim may initiate college disciplinary action against the person accused of rape, acquaintance rape, or other sex offenses, forcible or nonforcible. Possible sanctions to be imposed following the final determination of an on-campus disciplinary procedure regarding rape, acquaintance rape, or other sex offenses, forcible or nonforcible, may include the following: restitution, disciplinary probation, suspension, dismissal for an indefinite period, or expulsion.
3. If on-campus disciplinary action is instituted, the college shall follow its disciplinary procedures. The student code of conduct and student disciplinary sanctions are stated in this handbook.

### **Sexual Harassment Policy**

Sexual harassment is a form of illegal discrimination which is defined as "unwelcome sexual advances, requests for sexual favors and/or other verbal or physical conduct of a sexual nature which has the effect of denying equal educational or employment opportunities." There are two types of sexual harassment:

1. *Quid pro quo*, in which educational or employment benefits are conditioned on the granting of

sexual favors. An example would be a request by an instructor for sexual favors in return for a passing grade; and,

2. *Hostile Environment* claims abusive, intimidating or harassing verbal or expressive behavior which is directed toward an individual based on a protected characteristic, such as sex.

Federal and state standards for determining whether a sexual harassment claim is actionable vary. There are five fundamental guidelines:

1. The individual belongs to a protected category (sex).
2. The individual was subjected to unwelcome sexual harassment.
3. The harassment complained of was based upon sex.
4. The harassment complained of affected a term, a condition or a privilege of education or employment.
5. The institution or its representatives knew, or should have known, of the harassment and failed to take prompt, effective, remedial action.

Students' rights are protected under Title IX. It states "no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." [20 U.S.C. 1681 (1982)]

Students who feel they have been subjected to sexual harassment, either *quid pro quo* or a *hostile environment*, should report this to the Affirmative Action officer (FR 317), (413) 552-2228. As an agent of the institution, the student grievance officer is required by law to investigate and meet with the accused to obtain his or her version of the events. The individual making this claim is given the option of meeting the accused; however, he or she is not required to do so. The institution will conduct an investigation, a written warning or other appropriate disciplinary action against the accused (provided that sufficient evidence supporting the alleged victim's allegations is uncovered) will be taken.

## Smoking Policy

Smoking is prohibited in all Holyoke Community College buildings and state-owned vehicles, as well as within 20 feet of entryways. If you smoke, please be considerate of others and follow the regulations. Beginning in September 2012, smoking will be banned in the vicinity of all campus buildings, and will be allowed in designated student parking lots and private vehicles only. Information about smoking cessation programs available at HCC may be obtained by visiting Health Services in Frost 101 or contacting Mitchell Pyszniak, Coordinator of Health Services at mpyszniak@hcc.edu .

## Student Code of Conduct

### INTRODUCTION

Holyoke Community College is committed to providing a collegiate atmosphere that is free of any conduct that could be considered harassing, abusive, disorderly, or disruptive. The college recognizes and will endeavor to protect the rights of all students, faculty and staff members to be treated with respect and courtesy. Any behavior which may have been influenced by a student's mental state (irrespective of the ultimate evaluation), or use of drugs or alcoholic beverages, shall not in any way limit the responsibility of the student for the consequences of his or her actions.

All students are expected to abide by the rules and regulations of the college and local, state and federal laws. For cases where violations occur, policies and procedures have been developed to protect the rights of all members of the college community, individually and collectively. The procedures described below are not intended to prohibit the involvement of civil authorities in cases related to violation of laws.

### DEFINITIONS

**Accused Student:** The student who is alleged to have violated the college's Student Code of Conduct.

**Administrative Disposition:** A resolution of a complaint, which is mutually agreed upon by the Code of Conduct Officer and the accused student. An administrative disposition shall result in an accused student waiving his/her right to a judicial board hearing or appeal.

**Appeals Officer:** The person designated by the college's President to hear student appeals of a judicial board finding. The appeals officer is the Vice President for Student Affairs.

**Code of Conduct Officer:** The college official charged with the responsibility of the college's Student Code of Conduct. The Code of Conduct Officer is the Dean of Student Services. A member of the MCCC shall not be selected to serve as the Code of Conduct Officer.

**College Property:** Includes all land, buildings, facilities, and other property in the possession of or owned, used or controlled by the college including adjacent streets and sidewalks.

**Complaint:** An allegation of a violation of the Student Code of conduct, which is filed with or by the Code of Conduct Officer.

**Day:** As used in this policy shall mean a calendar day. The number of days indicated at each level shall be considered as a maximum. Reasonable efforts shall be made to expedite the process, but the Code of Conduct Officer may extend the time limits at his/her discretion with notice to both parties in writing.

**Judicial Board:** A panel of members of the college community designated by the Dean of Student Services or designee to conduct a hearing after the Dean has determined that a violation of the Student Code of Conduct has occurred. Members of the Judicial Board shall act in a fair and impartial manner.

**Student:** Includes all persons taking courses at the college, both full-time and part-time, credit and non-credit. Persons who are not officially enrolled for a particular term but who have a continuing relationship with the college are considered “students.”

### DISCIPLINARY OFFENSES

The college’s jurisdiction under this policy shall extend to student conduct occurring on college property, property under the management and/or control of the college, and/or off-college property when such conduct adversely affects the college community, poses a risk of harm or the threat of harm to the college community and/or interferes with the college’s pursuit of its objectives and mission.

A student shall be subject to the disciplinary sanctions outlined in this policy for acts including, but not limited to:

1. Physical violence or the threat thereof and/or any conduct that threatens or endangers the health or safety of any person.
2. Creating or false reporting of bombs.
3. Extortion - the use, or the express or implicit threat of the use, of violence or other criminal means to cause harm to person, reputation, or property as a means to obtain property from someone else without his/her consent.
4. Unauthorized use of fire alarm or fire equipment.
5. Unauthorized or illegal gambling.
6. Hate crimes as defined under state or federal law.
7. Hazing as defined under state or federal law.
8. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.
9. Conduct resulting in a violation of the college’s Computer/Technology Acceptable Use, Social Networking and/or Email policies.
10. Failure to comply with directions of college officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.
11. Use, possession, or distribution of alcoholic beverages or public intoxication except as expressly permitted by law and/or college regulations. In accordance with Massachusetts Department of Higher Education policy, the college will notify the parents or legal guardians of students under age 21 each time they have been determined to be in vio-

lation of campus alcohol policy. NOTE: Alcohol is prohibited from campus, all student functions and all student trips. Please see Substance Abuse Prevention Policy.

12. Breach of peace; including disorderly, lewd, or indecent conduct, or aiding, abetting or procuring another person to breach the peace on college premises or at functions sponsored by, or participated in, by the college.
13. Defacement or destruction of college property, including graffiti.
14. Attempted or actual theft, or unauthorized use of and/or damage to property of the college or property of a member of the college community or other personal or public property.
15. Acting in a manner or participating in an event which disrupts the normal operations of the college, including but not limited to disruption or interfering in the educational process.
16. Harassment, bullying (verbal or physical) and or intimidation of a member of the college community.
17. Acts of dishonesty, including but not limited to the following:
  - a. Forgery, alteration, or misuse of any college document, record, or instrument of identification;
  - b. Furnishing false information to any college official, faculty member or office;
  - c. Disrupting or tampering with the election of any college recognized student organization; or
18. Acts of academic dishonesty, including but not limited to the following:
  - a. Use of any unauthorized assistance in taking quizzes, tests, or examinations;
  - b. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; or
  - c. The acquisition, without permission, of tests or other academic material belonging to a member of the college faculty or staff.
  - d. Plagiarism, which is defined as the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. Taking credit for work done by another person or doing work for which another person will receive credit. Copying or



purchasing other's work or arranging for others to do work under a false name.

19. Abuse of the disciplinary process, including but not limited to:
  - a. Falsification, distortion, or misrepresentation of information before a judicial board.
  - b. Disruption or interference with the orderly conduct of a judicial proceeding.
  - c. Attempting to discourage an individual's proper participation in, or use of, the judicial system.
  - d. Attempting to influence the impartiality of a member of a judicial board prior to, and/or during the course of, the judicial proceeding.
  - e. Harassment (verbal or physical) and/or intimidation of a member of a judicial board prior to, during, and/or after a judicial proceeding.
  - f. Failure to comply with the sanction(s) imposed under the Student Code of Conduct.
  - g. Influencing or attempting to influence another person to commit an abuse of the judicial system.
20. Unauthorized possession, duplication, or use of keys to any college premises or unauthorized entry to or use of college premises.
21. Unauthorized solicitation, including but not limited to sale of goods and services for personal profit.
22. Unauthorized activity that constitutes forgery.
23. Violation of state or federal laws not otherwise enumerated herein.
24. Violation of published college policies, rules, or regulations not otherwise enumerated herein.

#### **DISCIPLINE IN THE CLASSROOM OR ON COLLEGE PROPERTY**

Students are expected to follow all college rules and regulations while in the classroom. Disrupting or interfering in the educational process is prohibited under this policy. If a student engages in disruptive conduct in the classroom or anywhere on campus, a faculty member or other college employee may address and informally resolve the matter without filing a complaint under the Code. A faculty member or other college employee may exercise his/her right to immediately remove a disruptive student from a class meeting or other college area. On the first occasion when a student is removed from a classroom or other college area the faculty member or other college employee is strongly encouraged to notify the Dean. In all subsequent cases of removing a student from a classroom or other college area, the faculty member or other college employee shall notify the Dean of Student Services. A faculty member or other college employee may seek the assistance of the campus police if necessary to remove the student from the class meeting or other college area. If the removal of a student from the classroom is intended to be

permanent, a complaint under this policy shall be filed with the Dean of Student Services by the faculty member. The Dean can exercise his/ her discretion to allow the accused student to attend class during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her designee.

#### **INTERIM SUSPENSION**

The college reserves the right to issue an interim suspension when it reasonably concludes that a student poses a threat to: (a) him/herself or others; (b) college property or equipment; or (c) disrupts or interferes with the normal operations of the college. During an interim suspension, a student is prohibited from entering upon college's property or participating in any college activities.

#### **COMPLAINTS ALLEGING SEXUAL HARASSMENT OR DISCRIMINATION**

Claims of discrimination or sexual harassment shall be pursued under the college's Affirmative Action Plan. For more information, please contact Idelia Smith, the college's Affirmative Action officer, in Fr 317, (413) 552-2228.

#### **OFF-CAMPUS BEHAVIOR**

The college reserves the right to take disciplinary action against a student for off-campus conduct when such conduct adversely affects the college community, poses a threat of harm to the college community; interferes with the college's pursuit of its objectives and mission, and/or if a student is charged with a violation of state or federal law. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.

#### **CODE OF CONDUCT DISCIPLINARY PROCESS**

The Disciplinary Process is initiated once a complaint is filed against a student by a member of the college community or by the Dean of Student Services. This policy is not intended to prevent members of the college community from attempting to resolve matters informally. Failure to cooperate with the College's investigation of an alleged Code of Conduct violation will result in the student forfeiting his/her rights to a hearing or appeal and/or may result in disciplinary action.

##### **1. Disciplinary Process**

- a. All complaints under the Code of Conduct shall be filed with or by the Dean of Student Services or designee.
- b. When the Dean of Student Services files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the Dean initiates the disciplinary process by meeting with the accused student, putting him/her on notice of the alleged violation and providing him/her an opportunity to respond to the allegations. The Dean may conduct a further investigation if necessary.

- c. If the Dean determines that a violation exists, three (3) procedural options are available.
  - (1) Verbal or written warnings - For low-level offenses, the Dean may issue a verbal or written warning to the accused student. Warnings shall not be subject to a hearing before a judicial board or an appeal.
  - (2) Administrative Disposition - Under an administrative disposition, the accused student and the Dean mutually agree upon a disciplinary remedy. By accepting the administrative disposition, the accused student waives his/her right to a hearing before the judicial board or an appeal.
  - (3) Judicial Board Hearing-When an administrative disposition cannot be reached, the Dean shall refer the alleged violation to a judicial board for a hearing.

Failure to cooperate with the college's investigation of an alleged Code of Conduct violation, which includes appearing before a judicial board or college official if summoned to do so, will result in the student forfeiting his/her rights to a hearing or appeal and/or may result in disciplinary action.

#### Appointment of a Judicial Board:

If the accused student is to appear before a judicial board, the Dean of Student Services or designee will appoint a judicial board consisting of two (2) members of the faculty/professional staff (one unit and one non-unit) and one (1) member of the student body with no member having a vested interest in the matter. This board shall elect its own chairperson. The Dean or designee may extend the time frame for each step in the hearing process.

#### 2. Judicial Board Hearing

- a. A hearing with the judicial board shall be scheduled by the Dean not later than thirty (30) days following an accused student's request for a hearing.
- b. A written statement of charges shall be presented to the accused student not less than five (5) days prior to the hearing.
- c. A judicial board hearing is an administrative hearing. The rules of evidence do not apply.
- d. In a matter involving more than one accused student, the judicial board may permit at its discretion individual hearings for each accused student.
- e. The accused student has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense. The advisor may be an attorney. An advisor's role is limited to advising the accused student directly. An advisor

is not permitted to participate directly in the hearing.

#### 3. Conduct of Hearing

- a. A hearing is normally conducted in private.
- b. There shall be a record created of all hearings. The record shall be the property of the college.
- c. All procedural questions are subject to the final decision of the judicial board.
- d. Admission of any person(s) to the hearing shall be at the discretion of the judicial board.
- e. A hearing shall proceed as follows:

The Dean presents the statement of charges on behalf of the college. The Dean may present documents, materials and/or witnesses in support of the statement of charges.

The accused student responds to the statement of charges. The student may present documents, materials and/or witnesses in response to the statement of charges.

Following the parties' presentations, the judicial board may question each party, their witnesses and/or review all information presented. The judicial board has the discretion to request additional documents, materials or information from either party.

While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question the other by presenting questions through the judicial board. If the board determines a question is relevant, the other party will be asked to respond.

The board shall have a final opportunity to question the parties.

- f. After the hearing, the judicial board shall determine by majority vote whether the statement of charges has been proven.
- g. In reaching its decision, the judicial board shall determine whether it is more likely than not that the accused student violated the Student Code of Conduct based on the information presented.
- h. Within fifteen (15) days of the conclusion of a hearing, the judicial board shall issue a written decision outlining its findings and disciplinary action, if any, to the parties.

#### 4. Disciplinary Sanctions

A student found in violation of the college's Student Code of Conduct shall be subject to one or more of the following sanctions:

- **Verbal or Written Warning**
- **Restrictions/Loss of Privileges**
- **Community/Educational Service**
- **Restitution**
- **Probation**
- **Suspension**
- **Expulsion**

The intent of the college is to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on the nature and severity of a student's violation, the college reserves the right to impose any of the above referenced sanctions at any time.

## 5. Appeal

- Within five (5) days of receiving the judicial board's decision, either the Dean or the accused student may appeal the judicial board's decision to the college's Appeals Officer.
- An appeal must be in writing. An appeal is permitted only to consider new evidence, which was not presented at hearing because it was not reasonably known to the accused student at that time, and which is sufficiently relevant such that it could alter the judicial board's decision.
- The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject or modify the judicial board's decision or sanction.
- The Appeals Officer's decision shall be final.

### RECORDS AND CONFIDENTIALITY

The Dean of Student Services or designee shall maintain disciplinary records and a disciplinary tracking system, which shall include, but not be limited to, the student's name and related identifying information, parties involved, description of the incident, sanction(s), expiration dates, agreements or restrictions, and any other data deemed relevant. Disciplinary records and related information shall be made available to disciplinary boards and college personnel. Students may arrange to view their own disciplinary records and related information by contacting the Dean of Student Services. Except as provided in the college's FERPA policy, the college shall not communicate a student's disciplinary record and related information to any person or agency without the prior written consent of the student. Disciplinary proceedings shall be confidential.

### Student Groups and Organizations

Student clubs, organizations and groups are expected to adhere to student conduct standards. Disciplinary offenses as stated in the Student Code of Conduct may lead to disciplin-

ary action. Sanctions such as the following may be imposed upon student groups or organizations:

- **Warning:** A notice in writing to the group/organization that the group/organization is violating or has violated institutional regulations.
- **Probation:** A written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the group/organization is found to be violating any institutional regulation(s) during the probationary period.
- **Loss of Privileges:** Denial of specified privileges for a designated period of time.
- **Fines:** Previously established and published fines may be imposed.
- **Restitution:** Compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement.
- **Deactivation:** Loss of all privileges, including college recognition, for a specified period of time.
- **Other Sanctions:** Other sanctions may be imposed instead of, or in addition to, those specified above. Examples include discretionary assignments such as college service, mediation, or educational sessions.

### Student Gatherings

Holyoke Community College is committed to creating an environment where issues and opposing views are openly expressed and discussed. Freedom of expression and freedom of assembly are essential to the pursuit of the college's academic mission. The open expression of ideas and diverse perspectives is encouraged. Each member of the college community is free to express his/her point of view on any issue of public interest individually or as a group. Each member is also expected to respect the right of others to freely express themselves.

Freedom of expression and assembly, however, are subject to reasonable guidelines related to time, place, and manner so as to promote civil discourse and inquiry, protect the academic function from disruption, and ensure the safety of all members of the college community. Rights are properly exercised only when due respect for the rights of others is assured. Therefore, at Holyoke Community College, students and staff are expected to maintain a free and respectful learning environment.

### GUIDELINES FOR AUTHORIZED STUDENT GATHERINGS

Student gatherings are authorized campus events that include, but are not limited to, meetings, public forums, rallies, and demonstrations.

## Sponsor

All student gatherings need a faculty/staff sponsor and a specifically designated responsible student. If this is a college club(s) or organizational activity, the advisor(s) and a club officer(s) will serve as the sponsor(s) and responsible student(s). If no faculty or staff sponsor is available, the responsible student may request that the coordinator of student activities or dean of Student Services assist in obtaining a sponsor. The sponsor and responsible student will:

- Develop the goals and program for the event.
- Complete and submit a Student Gathering Authorization Form.
- Collaborate with the coordinator of student activities to reserve the event location and equipment.
- Outline procedures to encourage civility during the event.
- Publicize the event in accordance with established college procedures.
- Attend the event in its entirety.

## THE STUDENT GATHERING AUTHORIZATION PROCESS

1. Complete and submit to the student activities office a Student Gathering Authorization Form at least four business days prior to event. (Can be obtained from Student Activities Office or dean of Student Services.) The authorization form must be completed in full and signed by the faculty/staff sponsor and responsible student.
2. All details about the event (time, place and manner) must be approved by the coordinator of student activities or dean of Student Services at least two days prior to the event. A location will be reserved by the student activities coordinator with the college scheduling office. No scheduled campus event will be cancelled due to a student gathering.
3. Once approval is obtained, the following are notified of the event: scheduling office; public relations; vice president for student affairs, dean of Student Services, chief of police, switchboard operator.
4. The sponsor of the event may make arrangements for approved microphones directly with the technical operations manager once the gathering is approved.
5. Arrangements for other equipment should be made with the scheduling office.

## DURING THE STUDENT GATHERING

- Civility is expected at all student gatherings.
- Student gatherings are expected to be respectful and peaceful. An authorized event may not:
  1. Interfere with the normal operation of the college and its instructional programs and services;

2. Interfere with the normal flow of students in and out of campus facilities;
3. Jeopardize the safety, welfare or rights of of themembers of the college community, their guests or visitors;
4. Cause damage or destruction to campus, public or private property.

- An event may not interfere with regularly scheduled classes and events. Bullhorns or other unauthorized amplification equipment are prohibited.
- All college practices governing the posting and distribution of printed or other materials and solicitation on campus will apply.
- The college recognizes that various persons or groups may be opposed to certain viewpoints expressed during an authorized student gathering. While respectful disagreement may be expressed, the college will not tolerate any behavior that amounts to physical assault, threats of physical assault or harassment.
- Event sponsors will be responsible for the actions of gathering participants whether those participants are HCC students or not.
- Persons who violate college rules and regulations will be subject to disciplinary action under the HCC student disciplinary policy.

## DISCIPLINARY PROTOCOL

- Student groups will be educated on the policy, along with student group advisors and other key personnel of the college.
- Where feasible, student groups will be reminded of the policy on student gatherings in a pro-active fashion.
- Students who are acting in violation of the student gatherings policy will be notified by the vice president of Student Affairs, the dean of Student Services, or a designee. The students will be clearly requested to cease the violating activity.
- If appropriate, students in violation of this policy will be clearly directed to disperse by the vice president of Student Affairs or a designee. Students will be warned that they face on the spot disciplinary action if they do not comply.
- If appropriate, students who do not comply with a request to disperse will face immediate disciplinary action by the vice president for Student Affairs, the dean for Student Services, or a designee.
- If students remain in violation of this policy they are subsequent to disciplinary action, up to and including interim suspension. The vice president of Student Affairs and the vice president of

Administration and Finance will confer and determine the risk of continued violation to the college campus. The dean of Student Services and the director of Public Safety (or designees) will confer if the appropriate vice president is not on campus.

- If a risk to safety or to college business is determined, then the Campus Police will be notified by the vice president of Finance, the director of Public Safety, or a designee. Massachusetts State law stipulates that the placing of hands on campus police can be considered assault and battery upon public employees and subject to penalty under Chapter 265: Section 13D of Massachusetts law.

*The cooperation of the entire college community is needed to support free expression and assembly while respecting the rights of others to engage peacefully.*

## **Student Rights and Responsibilities**

1. To be knowledgeable of and comply with the directives, regulations, and laws as established by the Board of Higher Education, the Holyoke Community College, and the student government.
2. To respect the rights of individuals and groups to independent action as long as those rights do not interfere with the rights of others—minorities and majorities alike—including the avoidance of action interfering with those educational processes under the auspices of the college.
3. To be knowledgeable of and comply with the directives, regulations, and laws of duly constituted civil authorities.

### **STUDENT RIGHTS**

1. To have the opportunity to pursue higher education.
2. To have the freedom to exercise the rights of citizenship, association, inquiry, and expression.
3. To have the right of privacy and confidentiality.
4. To have the right of quality education, including, but not limited to:
  - a. The right to competent instruction in courses and programs offered by the college.
  - b. The right to assistance in overcoming educational, cultural, emotional and economic disadvantages which hinder the educational process.
  - c. The right to receive, in writing, from each faculty member during the first week of classes of every semester, a brief written course description, an outline of the material to be covered, course requirements including a specific list of information and techniques which the student is expected to acquire, attendance policy, and the grading system to be utilized.

5. To have the right to fair and equal treatment, including, but not limited to, instruction, evaluation, and services by faculty, staff, students and administrators.
6. To have the right to procedural due process in grievance and disciplinary hearings.
7. The right to file a complaint under the Grievance Procedure for students
8. The right to file a complaint through the customary channel of communication which first includes discussion of the issue with the involved faculty or staff member. If the issue is not resolved, it may be brought to the individual's immediate supervisor. If the issue is still not resolved, it may be appealed to the appropriate vice president. A final appeal may be made to the president of the college.

## **Substance Abuse Prevention Policy**

On December 12, 1989, Congress amended Title XII of the Higher Education Act of 1965. This amendment, known as the "Drug-Free Schools and Communities Act of 1989," requires that every educational institution receiving federal funding certify its adoption and implementation of programs designed to prevent use of illegal drugs and abuse of alcohol by students and employees. Prior federal law applicable to the college regulated only criminal drug activity of federally grant-funded employees and recipients of federal aid.

Holyoke Community College, in accordance with legal mandates and its philosophy of establishing and maintaining an environment of learning and a supportive environment in which to conduct the business and mission of the college, will enforce the following policies:

1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or of a controlled substance is prohibited on the campus of Holyoke Community College or as part of any college-related activity. Students or employees who violate these restrictions shall be subject to appropriate disciplinary action, up to and including suspension, expulsion or discharge, and shall also be subject to referral for criminal prosecution. Where students or employees are convicted of violating a criminal drug or alcohol statute related to a college activity, the college shall ordinarily expel or discharge the offender, absent of mitigating circumstances. Mitigating circumstances shall include, but shall not be limited to, considerations of handicap under federal and state law.
2. Holyoke Community College shall cooperate in the enforcement of federal and state laws concerning illegal drugs and alcoholic beverages. Massachusetts statutes pertaining to illegal drugs and alcohol include:

Massachusetts General Laws, Section 32L of Chapter 94C (Controlled Substances Act) enacted in 2009, changed penalties for possession of one ounce or less of marijuana to civil action, which may be a fine of \$100 and forfeiture of the substance. However, possession of marijuana remains a violation of the HCC Student Code of Conduct.

Massachusetts General Laws, Chapter 272, Section 59 (Public Drinking)

Massachusetts General Laws, Chapter 90, Section 24 (Operating Under the Influence, Open Containers)

Prescribed penalties under Chapter 94 range from mandatory probation for a first conviction for possession of a class E substance, e.g. marijuana, to a period of imprisonment of up to two years and a fine of two thousand dollars for each subsequent conviction related to sale or distribution. Prescribed penalties under Chapter 90, Section 24, range from a fine of one hundred dollars to one thousand dollars. Federal judicial guidelines also exist which suggest penalties for violation of federal criminal statutes related to drugs and alcohol.

3. Alcohol is prohibited at Holyoke Community College functions and on any part of the campus.
4. Prescription drugs are highly regulated and are only legal and safe for the person for whom they are prescribed. Sharing of drugs is illegal and also dangerous. Legal possession of a prescription drug exists only when in a prescription bottle labeled with appropriate information.
5. Employees working under federally funded grants are additionally subject to the Drug-Free Workplace Act of 1988. The Act creates the following obligations:
  - a. Employees convicted of any criminal drug statute violation occurring in the workplace must notify the director of human resources of Holyoke Community College, no later than five (5) days after such conviction. Such notification must be in writing.
  - b. The college shall notify the appropriate federal agency, within ten (10) days after receiving notice from the employee, regarding such conviction. Such notification will be in writing.
  - c. The college, within thirty (30) days of receiving notice, with respect to any employee who is convicted, will:
    - i) Take appropriate disciplinary action against the employee, up to and including termination of employment; or
    - ii) Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program

approved for such purposes by a federal, state, or local health, law enforcement or other appropriate agency.

5. The college will present campus-wide drug and alcohol education programs on an annual basis. This is in addition to other educational opportunities available in current or future academic offerings.
6. The following medical risks are associated with drug and alcohol use:

**a. Overdose**

An overdose can happen due to uncertain purity, strength or even type of drug one gets illegally. It can also happen due to increased tolerance, because one needs increased dosages to achieve the same effect. An overdose can cause psychosis, convulsions, coma or death. While the risks of drug overdose are more common, frequently more severe, extreme quantities of alcohol can similarly result in psychosis, convulsions, coma or death.

**b. Dependence**

Continued use of drugs or alcohol can lead to a psychological and/or physical need for them.

**c. Ill Health**

Long-term drug or alcohol use can destroy a healthy body and mind. Generally, drug or alcohol abuse can lead to organic damage, mental illness, malnutrition, failure to get treatment for existing diseases or injuries, and even to death. Chronic drinking also has been associated with increased rates for heart disease, liver damage, ulcers and gastritis, and adrenal and pituitary gland damage. Injection of drugs presents special risks of getting AIDS, hepatitis and other infectious diseases.

Drugs and alcohol use can also affect the health of a child in the womb and result in birth defects, fetal alcohol syndrome, drug dependency or death.

Because the quantity of alcohol likely to injure a developing fetus is unknown, the United States Surgeon General has specifically counseled women not to drink any alcohol during pregnancy.

**d. Accidents**

When drugs or alcohol affect an individual's perception and/or reaction time, accidents become more likely.

7. For any member of the college community who is experiencing substance abuse problems, Holyoke Community College stands ready to offer supportive services and referral for treatment, as appropriate and available. Information concerning substance abuse and rehabilitation counseling programs is

available through Counseling Services (FR 233). These include 24-hour crisis services, outpatient treatment, and other resources. Assistance and information related to substance abuse issues for employees can be obtained through the Employee Assistance Program, accessible through Human Resources.

8. Treatment Covered by Required Student Medical Insurance:  
Massachusetts General Laws, Chapter 15A, 7B (St. 1988, Chapter 23, 22) and 117 Code of Massachusetts Regulations Section 3.04 require that students certify their participation in a qualifying student health insurance program, or in a health benefits program with comparable coverage. Full-time students who do not possess adequate medical insurance must purchase the Massachusetts Regional Community Colleges' Student Accident and Sickness Insurance plan. This plan provides benefits related to drug and alcohol abuse, including hospital confinement and non-hospital (outpatient) confinement benefits. A full list of the benefits are available in the student insurance brochure.
9. The college shall conduct a biennial review of these policies and programs and implement changes as necessary.

individuals subject to this policy are expected to obtain permission from the copyright owners unless the intended use is clearly permitted under the doctrine of "fair use."

- "Fair Use" shall not be abused. The college will not tolerate copying instead of purchasing copyrighted works where such copying would constitute copyright infringement.
- For purposes of this policy copyrighted material means any work or intellectual property which may be subject to copyright under the laws of the United States. This includes but is not limited to literary works, including computer programs and compilations; musical works, including any accompanying words; dramatic works, including any accompanying music; pantomimes and choreographic works; pictorial, graphic, and sculptural works; motion pictures and other audiovisual works and sound recordings. For example, this policy applies to photocopying for classroom use, use of computer software, use of videocassettes, and off-air videotaping.
- This policy is not intended to waive any rights, remedies, immunities or defenses available to the college in the event of an infringement or alleged infringement of the copyright law and such rights, remedies, immunities and defenses are specifically reserved.

## Use of Copyrighted Materials

- The college recognizes that accomplishment of its mission may be facilitated by the use of works owned or created by others. All faculty, staff and students shall recognize those accomplishments by respecting the intellectual property of others and using such works only to the extent such use is permitted by law.
- This policy shall apply to students, employees, and other individuals who use college equipment and/or facilities and to students, employees, and other individuals who use off-campus non-college facilities and/or equipment in connection with college related activities or on behalf of the college. For example, this policy applies when photocopying is undertaken at a commercial copying center, at a self-service coin-operated machine in the library, or on any other reproduction equipment owned or leased by the college or used in connection with college activities or on behalf of the college.
- Students, employees and other individuals subject to this policy who use material originated by others shall not, as a matter of policy, when using such materials, infringe on those rights of the originator which are protected by copyright laws and shall secure permission to use or reproduce copyrighted works when such permission is required under copyright law and/or pay royalties when such payment would be required. Students, employees and other

# Right to Know

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## It's Your Right to Know...

The Student-Right-to-Know law is a federal law that mandates the disclosure of certain types of information. Below is a directory that will guide you to that information. If you have questions about how to access information please call (413) 552-2000.

## Accreditation

Holyoke Community College is accredited by the New England Association of Schools and Colleges. The college has received the endorsement of the Massachusetts Department of Education and is a member of the American Association of Community College Council.

It is the policy of Holyoke Community College not to discriminate on the basis of sex, creed, color, race, sexual orientation, age, national origin, or disability in its educational programs, activities, or employment policies as required by Title IX of the 1972 Education Amendments and other Federal and State anti-discrimination laws. Inquiries regarding compliance with Title IX may be directed to Title IX Coordinator Idelia Smith, Affirmative Action Officer at Holyoke Community College, 303 Homestead Avenue, Holyoke, MA 01040, or telephone (413) 552-2770.

The Holyoke Community College Catalog contains current information regarding areas of study, career opportunities, student services, and admissions. However, it is not, intended to be and should not be relied upon as a statement of the college's contractual undertakings. The Holyoke Community College Board of Trustees and the Massachusetts Department of Higher Education reserve the right to alter the college's academic policies, procedures, course offerings, and fees as set forth in this catalog.

Accreditation by the New England Association is not partial but applies to the institution as a whole. As such, it is not a guarantee of the quality of every course or program offered, or the competence of individual graduates. Rather, it provides reasonable assurance about the quality of opportunities available to students who attend the institution.

Inquiries regarding the status of an institution's accreditation by the New England Association should be directed to the administrative staff of the school or college. Individuals may also contact the association:

New England Association of Schools and Colleges  
209 Burlington Road  
Bedford, MA 01730  
(781) 271-0022 NEASC.Org

Massachusetts Department of Higher Education  
Room 1401  
One Ashburton Place,  
Boston, MA 02108-1696

*Note: Certain programs have industry-specific accreditations. For individual academic program information, please refer to the HCC Catalog, [www.hcc.edu/about/camp\\_news\\_pub.html](http://www.hcc.edu/about/camp_news_pub.html).*

## Athletic Participation Rates

Holyoke Community College complies with the requirements of Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex in all programs and activities receiving federal financial assistance. HCC receives such assistance and complies with this law and its implementing regulation at 34 C.F.R. Part 106. The Annual Equity in Athletics Disclosure Act Report is available at the Athletics Department office, room 204 of the Bartley Center for Athletics and Recreation.

## Degrees and Certificates

Holyoke Community College offers more than 100 associate degree and certificate options. Degrees are designed to be completed with two years of full-time study. Degrees prepare students for specific careers and/or transfer to four-year institutions. Certificate programs prepare students for highly specialized careers and are designed to be completed with one year of full-time study or less. For a list of associate degree and certificate programs, see HCC's Course Bulletin, which is published three times each year and is available in the Welcome Center and online at [www.hcc.edu](http://www.hcc.edu). You may also view a list by going to the Academic Programs page of the HCC website, [hcc.edu/programs/programs.html](http://hcc.edu/programs/programs.html).

## Facilities

HCC provides a variety of academic and recreational facilities for students, faculty, and staff. For a complete list of labs, see page 12. For athletic recreational opportunities, see page 4. For a list of parking options, see pages 15. For more information on the HCC library, see page 13.

## Facilities and Services for Students With Disabilities

To see HCC's disabilities policy, please see page 33.

For information on services available to students with disabilities, see page 14.

## Faculty and Instructional Personnel

For a list of HCC faculty and administrative personnel, see the administration and faculty pages (234-244) in the HCC



Catalog. The catalog may be viewed online by going to the college publications page of the HCC website, [www.hcc.edu](http://www.hcc.edu).

## Financial Aid Information

For information on the cost of attending HCC, see page 24. For information on the requirements associated with federal student aid, see pages 20-21.

## GED Services

In addition to providing day and evening GED testing on campus, HCC offers GED study guides, short-term GED seminars, and evening fee-based 10-week preparation courses that meet on Tuesdays and Thursdays. The college also offers a variety of free services through the HCC Adult Learning Center located at CareerPoint on High Street in downtown Holyoke. Services include basic literacy, GED preparation, and Fast-Track math courses. For information, contact the dean of Community Services at (413) 552-2324 or CareerPoint at (413) 532-4900 x 116.

## Graduation and Transfer Rates

The federal government mandates that all institutions participating in Title IV or HEA programs disclose to current and prospective students graduation and transfer-out rates of first-time, full-time, degree/certificate seeking (FTFTDS)

students. In compliance with these mandates, HCC followed 1,343 first-time, full-time students who enrolled in one of HCC's degree or certificate programs in Fall 2007. As of Fall 2010, 21% of these students had graduated; 19% transferred to another institution prior to graduating from HCC; and 16% are still enrolled at HCC. In sum, 56% of the first-time, full-time degree/certificate seeking college students entering HCC in Fall 2007 have, as of Fall 2010, graduated or continued their studies at HCC or at another public or private university in the United States. Rates are based on status at 150% "time-to-credential" (i.e. 1.5 years for certificates and 3 years for degrees).

## Privacy

HCC complies with the Family Education Rights and Privacy Act (FERPA), which is designed to protect the privacy of student educational records. The law governs access to records maintained by educational institutions and the release of information from those records. FERPA affords parents and students certain rights with respect to their records. For more information, see page 27.

## Campus Safety and Crime Statistics

*see next page*

# Hop Aboard the HCC Express - La Guagua pa'l College!

**Free evening  
shuttle bus  
service for HCC  
students between  
downtown  
Holyoke and HCC.**



**Servicio de transporte  
gratis para  
estudiantes de Holyoke  
Community College  
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Holyoke hasta HCC y  
de regreso a Holyoke.**

# ¡Súbete al Expreso de HCC - La Guagua pa'l College!

For more information call (413) 552-2000. Schedule and route information also available online at [www.hcc.edu](http://www.hcc.edu).

Para más información, favor de llamar al (413) 552-2000. Los horarios de la guagua y la información sobre las rutas están disponibles en el internet en [www.hcc.edu](http://www.hcc.edu).

**Free!**

**¡Gratis!**

## Campus Safety and Crime Statistics

The Jeanne Clery Disclosure of Campus Security Police and Campus Crimes Statistics Act (formerly the Campus Security Act) requires HCC to prepare and distribute an annual report which gives statistics on the number of specific crimes (murder, rape, robbery, aggravated assault, burglary, motor vehicle theft, sex offenses, and hate crimes) which have occurred on campus and the number of arrests on campus for liquor law violations, drug abuse violations and weapons possessions (statistics are reported for the calendar year).

Crime statistics for calendar years 2008, 2009, and 2010 are published here, but may also be obtained through the Campus Police Station, Building E, room 214. These statistics cover crimes that were committed on campus, off-site campus buildings, and those committed on public property in the surrounding area. For more information on campus security and safety, or to view these statistics online, you may visit the Campus Safety page of the HCC website, [www.hcc.edu/campus/safety.html](http://www.hcc.edu/campus/safety.html). The Annual Security Report is available to download at: [hcc.ingeniuxondemand.com/xml/Documents/Publications/Annual\\_Security\\_Report.pdf](http://hcc.ingeniuxondemand.com/xml/Documents/Publications/Annual_Security_Report.pdf)

Sex offender information will be provided to any person who is seeking the information for his or her own information, or for the protection of a child who is under 18, or for the protection of another person for which requesting person has the responsibility, care, or custody. Sex offender information can be requested at either the Holyoke Police Department by appearing in person or filling out a form, or from the Sex Offender Registry Board by mail. Sex Offender information request forms are available online at [www.state.ma.us/sorb/forms.htm](http://www.state.ma.us/sorb/forms.htm). Please note that sex offender information is available to the public by Massachusetts law only if the party has a duty to register and has been finally classified by the Sex Offender Registry Board as a Level 2 or Level 3 offender. Additional information about the Massachusetts Sex Offender Registry is available at [www.state.ma.us/sori](http://www.state.ma.us/sori).

### 2010

Total Fall Enrollment - 7,404

Offense	On Campus	In Dorms	Non Campus	Public Property
Murder	0	0	0	0
Manslaughter	0	0	0	0
Sex Offense				
Force	0	0	0	0
No Force	0	0	0	0
Robbery	1	0	0	0
Aggravated Assault	2	0	0	0
Burglary	10	0	0	0
Arson	0	0	0	0
M/V Theft	1	0	0	0
<b>Arrests/Referrals for Disciplinary Action:</b>				
Liquor Violations	0	0	0	0
Drug Violations	18	0	0	1
Weapon Violation	2	0	0	0

### 2008

Total Fall Enrollment - 6,592

Offense	On Campus	In Dorms	Non Campus	Public Property
Murder	0	0	0	0
Manslaughter	0	0	0	0
Sex Offense				
Force	0	0	0	0
No Force	0	0	0	0
Robbery	1	0	0	0
Aggravated Assault	0	0	0	1
Burglary	0	0	0	3
Arson	0	0	0	0
M/V Theft	0	0	0	2
<b>Arrests/Referrals for Disciplinary Action:</b>				
Liquor Violations	3	0	0	0
Drug Violations	6	0	0	3
Weapon Violation	2	0	0	0

### 2009

Total Fall Enrollment - 7,473

Offense	On Campus	In Dorms	Non Campus	Public Property
Murder	0	0	0	0
Manslaughter	0	0	0	0
Sex Offense				
Force	0	0	0	0
No Force	0	0	0	0
Robbery	1	0	0	0
Aggravated Assault	2	0	0	0
Burglary	0	0	0	0
Arson	0	0	0	0
M/V Theft	1	0	0	0
<b>Arrests/Referrals for Disciplinary Action:</b>				
Liquor Violations	0	0	0	0
Drug Violations	13	0	0	0
Weapon Violation	2	0	0	0

## Alumni Profile: **Ruben Sepulveda**

### From high school dropout to Amherst College, following a “dream of more”

By Beatrice Dewberry

**H**olyoke Community College graduate Ruben Sepulveda will be the first to tell you that dreams never die—they just wait to be achieved.

He dropped out of high school at 17, lived homeless at times, and for a while hustled in pool halls to make a living, sleeping in a boiler room to make ends meet. When he became a father at age 30, he realized he needed to make a change. He had already earned his General Equivalency Degree (GED), yet harbored a bigger dream—a desire to go to college in order to make a better life for himself and his daughter.

“Contrary to what most people think about under-privileged people—those with substandard education, those who are part of the cycle of mediocrity, those people we see on the bus, or dragging baby carriages with babies in tow, or just released from prison—they are not empty

inside. They are not content with the lives they have, they want more, they dream of more,” Sepulveda, now 36, once wrote in an essay.

It wasn’t a lack of desire or ability that hindered Sepulveda, rather a lack of opportunity. As a young child, he lived between two countries—in the United States attending schools in New York City, and in Ponce, Puerto Rico, where he finally dropped out of high school. He moved around frequently before landing in Holyoke, where he met HCC Adult Learning Center (ALC) Director Aliza Ansell, who he credits with giving him the opportunity he needed. He met her by chance at a gas station across from CareerPoint, an employment center where ALC is housed.

In the ALC program, Sepulveda said he met students who had experienced the same kind of life he did—many much worse. Inspired by them, Sepulveda took Ansell’s advice to take a college placement test. He scored well and enrolled at HCC.

Though he worked an overnight shift at a motel, he took more and more classes during the day; history, psychology, and honors, until “all a sudden I was transformed into a full-time student. Now you couldn’t pay me to stop going to school. It’s so much fun learning,” he said. HCC was the right environment at the right time, he said, with a friendly campus atmosphere, engaging and supportive professors, and a diverse student population. “I never felt like I didn’t fit there,” he said.

Facing each class, each paper and each test as it came—one day at a time—Sepulveda said he still took time to look ahead. After a tutoring session with a student from Amherst College, he knew he wanted to transfer to a four-year school and began carrying an Amherst College business card in his wallet. “I felt like I had to see the dream to achieve it,” he explained.

In December, Sepulveda finished his HCC requirements for an Associate



in Arts in Liberal Arts. In January, he enrolled at Amherst College, where he is majoring in psychology. He wants to better understand what leads people down destructive paths like those he traveled early on, and he wants to help people make better choices. “I had an opportunity to change my life with ALC and HCC, to write a new story for myself. Now I want to help others do the same.”

[www.hcc.edu](http://www.hcc.edu)

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For help signing on to My HCC, stop by the Welcome Center, Frost 221-223, email [dlhelp@hcc.edu](mailto:dlhelp@hcc.edu), or call (413) 552-2124.

# 2011-2012

# STUDENT HANDBOOK

(413) 552-2000 [www.hcc.edu](http://www.hcc.edu)

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The screenshot shows the Holyoke Community College website interface. At the top, there are navigation tabs for 'PROSPECTIVE STUDENT', 'CURRENT STUDENT', 'HIGH SCHOOL', 'BUSINESS & COMMUNITY', 'ALUMNI & FRIENDS', and 'FACULTY & STAFF'. Below these is the college logo and 'Futures Inspired' tagline. A search bar is present with a 'Show me...' dropdown and a 'Search Site' button. The main content area features a large image of a track and field team. To the right of the image is a section titled 'Beyond the Classroom' with the text: 'Join a team, nurture your health, get fit, challenge yourself! From nationally ranked athletic teams to a state-of-the-art health and fitness center, HCC has what you need to achieve your personal best.' Below this is a 'Read More' link. At the bottom, there is a grid of six columns of links: 'About HCC' (Fast Facts, Welcome, Maps and Directions, Alumni, Futures Inspired), 'Admission' (Getting Started, Steps to Enroll, Paying for College, Transfer, Visit Campus), 'Courses & Programs' (Areas of Study, Class Schedule, Personal Enrichment, Online Learning, Academic Calendar), 'Student Services' (Academic Resources, Campus Resources, Health Services, Disability & Deaf Services, Counseling Services), 'Community & Business' (Summer Youth Programs, Pickens Center, Professional Development, Adult Basic Education, The HCC Foundation), and 'Campus Life' (Athletics, Fitness, Student Clubs, Student Activities, Dining Services).