MASSACHUSETTS BAY COMMUNITY COLLEGE STUDENT HANDBOOK 2017-2018

PUBLISHED BY
STUDENT DEVELOPMENT
Dear MassBay Student:

With great pleasure, I welcome you to the 2017-2018 academic year at Massachusetts Bay Community College.

MassBay is your college. This handbook serves as your guide to the support and resources available at MassBay, as well as the policies and regulations you will need to know as a student here. As a member of our community, you have full access to the College's resources, and I invite you to take advantage of all we have to offer:

1. **Get to know your professors.** Our distinguished faculty are not only experts in their areas of study, but leaders in their fields. They are committed to your learning and dedicated to your academic success. The relationships you build with them will enhance your academic experience, enrich your personal development in and out of the classroom, and broaden your professional connections.

2. **Let us support you.** We offer a variety of services aimed at your success – from free tutoring to academic advising to mental health counseling services. Seek out faculty and peer tutors at the Academic Achievement Center for the extra help and academic support you need in your classes. Your faculty advisor, along with professional academic advisors in the Academic and Transfer Advising Office, can help you choose your courses and guide you on your path to a higher degree. Student Development has a myriad of resources to support and enrich you in your personal and social-emotional growth during your time at MassBay.

3. **Get involved.** MassBay is alive with learning, discovery, and innovation – be a part of it. With more than 30 student clubs, competitive athletics programs, service learning opportunities and student leadership positions, you have many avenues to participate in life and learning at the College.

Whether you are new to MassBay or are a returning student, we want you to feel at home here. Know that we are here for you. This is your community, and our goal is to help you have the best possible educational experience.

Now, let’s get started. I wish you the best for this academic year.

David Podell, Ph.D.
President
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SECTION I: GENERAL INFORMATION

ABOUT THE COLLEGE
Massachusetts Bay Community College (MassBay) is a publicly supported, accredited institution of higher learning. The College offers career and transfer associate degree and certificate programs, as well as non-credit courses for part-time study and personal and professional enrichment. MassBay was founded in 1961 and is one of 15 community colleges in the Commonwealth of Massachusetts. The College is a diverse learning community committed to academic excellence, student success, community service, and leadership.

MISSION, VISION AND VALUES STATEMENT
MISSION:
MassBay Community College fosters educational excellence and student success, prepares students for local and global citizenship, anticipates and responds to the needs of surrounding communities, and contributes to evolving regional economic development.

INSTITUTIONAL DESCRIPTION:
MassBay is a comprehensive, open-access community college, offering associate degrees and certificate programs. The College is dedicated to student learning and achievement through academically rigorous courses and programs. MassBay provides its diverse student body with a strong foundation in the liberal arts and state-of-the-art career preparation. The College enriches student experience and encourages civic engagement through academic and co-curricular activities, student services, and partnerships with local businesses, civic organizations, and schools.

VISION:
MassBay Community College aspires to be a catalyst for transformation—calling for the best in students, preparing them as engaged citizens, and enabling them to realize their dreams.

VALUES:
Accessibility and Affordability
MassBay is an affordable, open-access public institution, which meets the immediate and long-term needs of diverse students and communities that the College serves.

Communication
MassBay is committed to a culture of open communication and transparency.

Diversity
MassBay values and pursues diversity and teaches students the importance of inclusion and collaboration in a global context.

Professional Development
MassBay invests in professional development for faculty and staff to ensure the excellence of its programs and services.

Respect
MassBay promotes mutual respect and creates a forum for vigorous questioning and debate among faculty, staff, and students.

ACCREDITATION & APPROVALS
MassBay Community College is accredited and/or approved by:
• New England Association of Schools and Colleges (NEASC),
• Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC-STSA),
• Commission on Accreditation of Allied Health Education Programs (CAAHEP),
• Joint Review Committee on Education in Radiologic Technology (JRCERT),
• Massachusetts Board of Registration in Nursing (BORN),
• Massachusetts Department of Public Health Office of Emergency Medical Services (OEMS),
• National Association for the Education of Young Children (NAEYC),
• National Automotive Technicians Education Foundation (NATEF),
• Accreditation Commission for Education in Nursing (ACEN),
• The Criminal Justice program is approved as a Police Career Incentive Program (Quinn Bill) by the Massachusetts Department of Higher Education.
# SECTION II: ACADEMIC CALENDARS

## FALL 2017

### DAY & ONLINE CLASSES - FALL 2017

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Labor Day (College Closed)</td>
<td>September 4</td>
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<tr>
<td>First Day of Classes</td>
<td>September 5</td>
</tr>
<tr>
<td>Add/Drop</td>
<td>September 5-11</td>
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<tr>
<td>Constitution Day Observed (Classes Held)</td>
<td>September 18</td>
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<tr>
<td>Professional Day (No DAY Classes)</td>
<td>September 22</td>
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<tr>
<td>Columbus Day Observed (College Closed)</td>
<td>October 9</td>
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<td>Mid-Semester Exams</td>
<td>October 16-20</td>
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<td>Faculty Submit Mid-Semester Grades</td>
<td>October 30</td>
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<td>Application Deadline for December Graduation</td>
<td>November 1</td>
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<tr>
<td>Spring 2018 Course Registration/Advising Begins</td>
<td>November 6</td>
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<tr>
<td>Veterans’ Day Observed (College Open/No Day Classes)</td>
<td>November 10</td>
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<tr>
<td>Veterans’ Day (College Closed)</td>
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<td>Thanksgiving Day (College Closed)</td>
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<td>Thanksgiving Recess (Friday/Saturday/Sunday Classes Held)</td>
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<td>Last Day to Withdraw from Classes</td>
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<td>Last Day of Classes</td>
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<td>Reading Day</td>
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<td><strong>Final Exams</strong></td>
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### DAY - FIRST 8-WEEK CLASSES

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Classes Begin</td>
<td>September 5</td>
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<tr>
<td>Add/Drop</td>
<td>September 5-11</td>
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<tr>
<td>Constitution Day Observed (Classes Held)</td>
<td>September 18</td>
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<tr>
<td>Professional Day (No DAY Classes)</td>
<td>September 22</td>
</tr>
<tr>
<td>Columbus Day (College Closed)</td>
<td>October 9</td>
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<tr>
<td><strong>Last Day to Withdraw</strong></td>
<td>October 13</td>
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<tr>
<td>Last Day of Classes &amp; Final Exams</td>
<td>October 23-29</td>
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### DAY - SECOND 8-WEEK CLASSES

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Classes Begin</td>
<td>October 30</td>
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<tr>
<td>Add/Drop</td>
<td>October 30-31</td>
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<tr>
<td>Veterans’ Day Observed (College Open/No Day Classes)</td>
<td>November 10</td>
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<tr>
<td>Veterans’ Day (College Closed)</td>
<td>November 11</td>
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<td>Thanksgiving Day (College Closed)</td>
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<td>Friday/Saturday/Sunday Classes Held</td>
<td>November 24-26</td>
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<tr>
<td><strong>Last Day to Withdraw</strong></td>
<td>December 8</td>
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<tr>
<td>Last Day of Classes &amp; Final Exams</td>
<td>December 16-22</td>
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EVENING CLASSES - FALL 2017

Labor Day (College Closed)         September 4
First Day of Classes              September 5
Add/Drop                           September 5-18
Constitution Day Observed (Classes Held)  September 18
Professional Day (Only EVENING Classes held)  September 22
Columbus Day Observed (College Closed)  October 9
Mid-Semester Exams                  October 16-20
Faculty Submit Mid-Semester Grades  October 30
Application Deadline for December Graduation November 1
Spring 2018 Course Registration/Advising Begins November 6
Veresters’ Day Observed (No Classes) November 10
Veterans’ Day (College Closed)       November 11
Thanksgiving Day (College Closed)    November 23
Thanksgiving Recess (College Open/No DAY classes) November 24
Friday/Saturday/Sunday Classes Held November 24-26
Last Day to Withdraw from Classes   November 24
Last Day of Classes & Final Exams   December 24

EVENING - FIRST 8-WEEK CLASSES

Classes Begin                       September 5
Add/Drop                            September 5-11
Constitution Day Observed (Classes Held)  September 18
Professional Day (No DAY Classes)    September 22
Columbus Day Observed (College Closed)  October 9
Last Day to Withdraw                 October 13
Last Day of Classes & Final Exams    October 23-29

EVENING - SECOND 8-WEEK CLASSES

Classes Begin                       October 30
Add/Drop                            October 30-November 3
Veterers’ Day Observed (No Classes) November 10
Veterers’ Day (College Closed)       November 11
Thanksgiving Day (College Closed)    November 23
Thanksgiving Recess (College Open/No DAY classes) November 24
Friday/Saturday/Sunday Classes Held November 24-26
Last Day to Withdraw                 December 8
Last Day of Classes and Final Exams  December 16-22
SPRING 2018

WINTER SESSION (JANUARY) - DAY & EVENING CLASSES
First Day of Classes January 2
Add/Drop January 2-3
Last Day to Withdraw from Classes January 10
Last Day of Classes January 12

DAY & ONLINE CLASSES - SPRING 2018
Martin Luther King Jr. Day Observed (College Closed) January 15
First Day of Classes January 16
Add/Drop January 16-22
Professional Day (No DAY Classes) February 2
Presidents’ Day Observed (College Closed) February 19
Mid-Semester Exams March 5-9
Spring Recess (No Classes) March 12-16
Faculty Submit Mid-semester Grades March 23
Application Deadline for May Graduation March 30
Fall 2018 Course Registration/Advising Begins April 2
Last Day to Withdraw from Classes April 6
Patriots’ Day Observed (College Closed) April 16
Last Day of Classes May 7
Reading Day May 8
Final Exams May 9-15
Commencement May 17

DAY - FIRST 8-WEEK CLASSES
Classes Begin January 16
Add/Drop January 16-22
Professional Day (No DAY classes) February 2
Presidents’ Day Observed (College Closed) February 19
Last Day to Withdraw from Classes February 23
Last Day of Classes & Final Exams March 5-9

DAY - SECOND 8-WEEK CLASSES
Classes Begin March 19
Add/Drop March 19-23
Patriots’ Day Observed (College Closed) April 16
Last Day to Withdraw from Classes April 27
Last Day of Classes & Final Exams May 9-15
EVENING CLASSES - SPRING 2018
Martin Luther King Day observed (College Closed)  January 15
First Day of Classes  January 16
Add/Drop  January 16-29
Professional Day (EVENING Classes Held)  February 2
Presidents' Day Observed (College Closed)  February 19
Mid-Semester Exams
Spring Recess (No Classes)
Faculty Submit Mid-semester Grades  March 5-9
Application Deadline for May Graduation  March 12-16
Easter (No Classes)  March 23
Fall 2018 Course Registration/Advising Begins  March 30
Last Day to Withdraw from Classes  April 1
Patriots' Day Observed (College Closed)  April 2
Last Day of Classes & Final Exams  April 6
Commencement  May 9-15

EVENING - FIRST 8-WEEK CLASSES
Classes Begin  January 16
Add/Drop  January 16-22
Professional Day (No DAY Classes)  February 2
Presidents' Day Observed (College Closed)  February 19
Last Day to Withdraw from Classes  February 23
Last Day of Classes & Final Exams  March 5-9

EVENING - SECOND 8-WEEK CLASSES
Classes Begin  March 19
Add/Drop  March 19-23
Patriots' Day Observed (College Closed)  April 16
Last Day to Withdraw from Classes  April 27
Last Day of Classes & Final Exams  May 9-15
SECTION III: COLLEGE RESOURCES & SERVICES

ACADEMIC ACHIEVEMENT CENTER
FRAMINGHAM, 3rd Floor, 508-270-4213
WELLESLEY HILLS, 2nd Floor, 781-239-2620
The Academic Achievement Center (AAC) employs professional learning specialists and peer tutors across subjects. We can help students with reading and study skills, writing for any class, and all kinds of math and science. The AAC also offers a range of services for students with disabilities.

1. DISABILITY RESOURCES
FRAMINGHAM, Room 306, 508-270-4267 or 508-270-4286
WELLESLEY HILLS, Room 216, 781-239-2234 or 781-239-2626
MassBay provides equal access for each student who self-discloses a disability and requests accommodations for learning, testing, and other areas of need. Students can make an appointment with a disability specialist, provide appropriate documentation of the disability, and request accommodations that will facilitate academic success.

Disability specialists collaborate with faculty, providing guidance to students in the areas of self-advocacy, applying learning strategies for academic success, advising during course enrollment, and finding mentoring and support opportunities.

Disability Resources welcomes each student by providing an open academic environment that facilitates academic excellence.

2. MATH AND SCIENCE CENTER
FRAMINGHAM, 3rd Floor, 508-270-4211
WELLESLEY HILLS, Room 214, 781-239-2774
The Math and Science Center offers free individual or small group assistance from highly qualified learning specialists on a walk-in basis (no appointments needed). On both campuses, learning specialists can help with courses in math, science, and nursing. They provide consultations for general study skills as well as help with subject-specific strategies. Resources are available for self-paced and online learning. The Center also provides study group opportunities.

3. PEER TUTORING PROGRAM
FRAMINGHAM, 3rd Floor, 508-270-4213
WELLESLEY HILLS, 2nd Floor, 781-239-2620
The Peer Tutoring Program offers peer assistance in a wide range of courses. Students can meet with tutors individually or in small groups. Up to three hours of appointments per week are available. Appointments are encouraged, but walk-ins are welcome.

4. READING AND WRITING CENTER
FRAMINGHAM, Room 303, 508-270-4285
WELLESLEY HILLS, Room 215, 781-239-2633
The Reading and Writing Center provides free individual assistance from highly qualified learning specialists. On both campuses, learning specialists can help with reading or writing assignments for any MassBay class. They provide assistance at all stages of the writing process, including getting started. Computers, printers, and writing resources are available within the Center. Walk-ins and appointments are welcome.

5. TESTING SERVICES
WELLESLEY HILLS, 2nd Floor, 781-239-2620
FRAMINGHAM, 3rd Floor, 508-270-4213
Placement Testing: After admission to the College, all new degree-seeking students take tests to determine appropriate placement in math and English courses. To make an appointment or for more information, please call the office or visit www.massbay.edu/placementtesting.

Make-up Exams: Faculty may arrange for a student who misses an exam for a legitimate reason to take a make-up test in the Academic Achievement Center’s testing room. A photo ID and an appointment are required to take a test in the AAC.
Academic advising is a collaborative educational process between students and their advisors that is designed to support students' academic success. An academic advisor is assigned to each full-time student; this advisor may be a member of the faculty, professional staff or Academic and Transfer Advising Center staff. Part-time students are generally assigned to the Academic and Transfer Advising Center. Academic advising provides students with the opportunity to build a relationship with their advisor in order to:

- Explore available academic options, including choice of major.
- Develop an educational plan consistent with a student's life goals and objectives.
- Learn about the resources and support services offered at the College.
- Choose classes each semester, appropriate for graduation and transfer requirements.

The advisor-advisee relationship is based upon shared responsibility. Though the students are ultimately responsible for the choices they make in college, the College realizes that in order to make informed decisions, students need mentoring and the advice of academic advisors and others in the College community. A student’s academic advisor is a primary resource regarding academic issues, programs and opportunities.

We expect that students will:

- Be familiar with the College Catalog and Student Handbook and knowledgeable about College policies and procedures.
- Be familiar with the requirements of the major they select, schedule courses each semester in accordance with those requirements and be aware of the prerequisites for each course being selected.
- Observe academic deadlines - know when to register and when to add/drop or withdraw from courses.
- Monitor and keep a record of their academic progress.
- Take the initiative to contact their advisors, set up appointments and keep them.
- Inform their advisors of any changes in their academic program, progress, and goals.

What if I can’t find my advisor?

We encourage you to email or call your advisor. If you experience difficulty in connecting with your advisor, contact the department in which your advisor works. Lastly, you can contact the Academic and Transfer Advising Center and we will be able to assist you.

How do I change my schedule?

Changes without penalty may be made until the end of the add/drop period, either online or in person. The add/drop period is usually the first week of classes; however, you should consult the academic calendar to determine the exact dates in a given semester. If you withdraw from a class after the add/drop period, you will be required to pay for a percentage of all of the courses from which you withdrew, and you will receive a ‘W’ on your official transcript.

What happens when required courses are offered only once a year or they conflict with other courses which are required for graduation?

The College makes every effort to ensure that students who have remained “on track” are offered courses required to complete their degree or certificate requirements. Contact your academic advisor if a problem arises.
TRANSFER ADVISING
MassBay is committed to assisting students in furthering their education beyond the Associates Degree. The Academic and Transfer Advising Center is well equipped with resources to assist students in making informed choices about their academic plans, in order to make a smooth transition to a 4-year institution.

The Academic and Transfer Advising Center provides the following resources and services for students interested in transfer:

• Transfer Workshops
• Transfer Fairs
• Walk-in hours and appointments
• Comprehensive website with resources for exploration
• Course equivalences
• On-The-Spot Admissions & advising days

MASS TRANSFER
MassTransfer is a state-wide initiative that facilitates the transfer of community college students into Massachusetts State Universities and the UMass campuses. MassTransfer can be utilized in the following ways:

• Commonwealth Commitment
• MassTransfer General Education Foundation
• Associate-to-Bachelor’s (A2B) Degree Transfer Programs
  • MassTransfer A2B Linked Degree Programs
  • MassTransfer A2B ATA (Alternative Transfer Agreements)
• MassTransfer Education Transfer Compact
• MassTransfer Course Equivalency Guide

To view all MassTransfer agreements, visit: www.mass.edu/masstransfer
For more detailed information, please visit MassBay’s Transfer website: www.massbay.edu/transfer

ATHLETICS
WELLESLEY HILLS, Recreation & Wellness Center, 781-239-2664
The College is committed to providing a quality intercollegiate athletics program for all students interested in participating. Students who maintain a full-time status (12 credit hours per semester) and a cumulative GPA of at least 2.0 are eligible to participate on an intercollegiate team. There are exceptions to this rule. Students who are interested but not full-time students should contact the Athletics Director for more information. Those programs include baseball, soccer, basketball and golf.

The College also offers several club and intramural activities. Students enrolled in six (6) or more credit hours per semester are eligible for club programs and all students are eligible to participate in the intramural program. Club programs are made available depending on student interest. The Department of Athletics also sponsors several intramural athletic activities including volleyball, indoor soccer, and basketball.

Whether you are a full-time or part-time student, there is an athletics program that fits your schedule. Intercollegiate teams routinely practice daily with one or more contests per week during their playing season. Club teams generally practice less and schedule a shorter playing season. Intramurals are more of a “drop in” schedule without the travel required for club or intercollegiate teams.

The Department of Athletics also sponsors the Sports Marketing Club, designed for students who want to be close to the action without playing the games. Members of this club write sports articles for the College newspaper, videotape games, develop sports brochures, take sports photos, help promote sports on campus, and work to arrange guest speakers.

The Department’s main goal is to provide a safe environment where student athletes can excel in the classroom as well as in the athletics arena.

MassBay is a member of the Massachusetts Community College Athletic Conference and the National Junior College Athletic Association. Student athletes compete for state, regional and national honors and championships. Coaches and players abide by all Conference standards and ethics regarding eligibility and sportsmanship. All MassBay students are admitted free to all home athletics events.

STUDENT-ATHLETE ADVISORY BOARD
The Student-Athlete Advisory Board (SAAB) is a group of student-athletes representing each varsity sport at MassBay. The purpose of the organization is to promote all MassBay sports and provide student-athletes the opportunity to impact those issues that affect their daily lives.

Members of each team will nominate and select an eligible student-athlete to represent their sport on
the SAAB. An alternate will also be selected in the event that the designated representative cannot attend a meeting. It is expected that each team will be represented at each meeting.

Throughout the year, student-athletes are encouraged to communicate ideas and concerns to the respective representative of their sport.

BOOKSTORE
FRAMINGHAM, 4th Floor, 508-270-4150
WELLESLEY HILLS, 1st Floor, 781-239-2650

Any textbooks that you need for your MassBay classes taken on the Wellesley campus or online are available from the Wellesley Campus Bookstore’s website (www.massbayshop.com).

Any textbooks that you need for your MassBay classes taken on the Framingham and Ashland campuses are available from the Framingham Campus Bookstore’s website (www.massbayframinghamshop.com).

The Bookstores are open Monday through Friday, and schedules are posted at each store. Information on store hours are also available on the Bookstore websites. During the first week of classes, the stores are open extended hours.

WHEN CAN I BUY MY BOOKS?
Textbooks are available well before the start of a semester. Books for courses that are taken on the Wellesley campus or online can be purchased at the Wellesley campus Bookstore or on the Wellesley Bookstore website at (www.massbayshop.com).

Books for courses that are taken on the Framingham/Ashland campus can be purchased at the Framingham campus Bookstore or on the Framingham Bookstore website at (www.massbayframinghamshop.com). Each bookstore website can also be used to look up the names and prices of texts.

WHAT IS THE RETURN POLICY?
A student has seven (7) days from the start of the semester to return a book for a full refund as long as the book is in its original condition with the sales receipt. Books purchased after this period must be returned within two days with the sales receipt for a full refund. Starting with midterms, all texts purchased are final sales.

WILL THE BOOKSTORE BUY MY OLD BOOKS BACK?
The Bookstore may, at its discretion, buy back books during the year. For various reasons, not all books are eligible for buy-back. If the book is to be used the next term, the Bookstore determines how much they will offer for your books. The best time to sell books back is during finals week.

CAN I RENT MY BOOKS?
Textbook rentals are available at the Bookstore and on the Bookstore websites, www.massbayshop.com and www.massbayframinghamshop.com. Not all textbooks will be available for rent.

CAN I PURCHASE E-BOOKS?

DOES THE BOOKSTORE PRICE MATCH?
In store the bookstore price matches against Amazon (Excludes peer-to-peer marketplaces, Amazon’s warehouse deals (Gold Box), aggregator sites, digital books and publisher-direct prices), Barnes & Noble, Chegg, or a local competitor.

Price adjustment differences will be provided on a store gift card. The book must be in stock with us and with the retailer advertising the lower price. If the book is rented, the rental period must be the same as the bookstores’. The lower-priced item must match the exact book ISBN and edition purchased or rented, including accompanying CDs, online access codes, student manuals, etc.

CANCELLATION OF CLASSES
See CANCELLATION OF CLASSES under Section IV

CAREER & INTERNSHIP SERVICES
WELLESLEY HILLS, Room 130, 781-239-3142

Whether you are a current student or alumni of MassBay, we encourage you to meet with Career Services staff to help you:

• Discover professional opportunities and successfully find a job or internship
• Identify your skills and strengths, explore professions, and decide on a career path that would be a good fit for you
• Write a winning resume or cover letter
• Develop job search skills, such as networking and interviewing
• Utilize social media and online tools to advance your career
• Career Services staff meets with students and alumni for individual appointments and runs career development workshops throughout the year. Career Services also administers an exclusive online job/internship bank for MassBay students and alumni and brings employers to recruit on campus.

CHILDCARE ASSISTANCE PROGRAM
Reimbursement for childcare is available for students through a subsidized Childcare Reimbursement Program. Reimbursement is available on a first-come, first-served basis, regardless of the financial need and is distributed monthly.

A Student enrolled in 12 or more credits is eligible to receive a College subsidy for a maximum of 18 hours of childcare per week, while a student enrolled in 6 to 11 credits is eligible to receive a college subsidy for a maximum of 9 hours of childcare per week. Students must maintain a 2.0 grade point average (GPA) for eligibility.

For complete information on guidelines, eligibility, and application procedures, please contact Student Development at 781-239-3142 (Wellesley Hills campus).

COMPUTER & TECHNOLOGY SERVICES
The Office of Information Technology (OIT) provides computer support and a variety of services for MassBay Community College.

COMPUTER CLASSROOMS
There are over 400 computers for student use divided into instructional classrooms, studio classrooms, and open labs. All systems have access to the Internet, Microsoft Office, Google Apps, and specialized course related software. All classrooms are equipped with a multimedia instructor stations and projectors.

STUDENT INFORMATION SYSTEM (BAY NAVIGATOR)
Most of the administrative services that MassBay provides can be accessed through the link for Bay Navigator (baynavigator.massbay.edu). By accessing Bay Navigator, you can:

• Learn your MassBay student ID number
• Find out your advisor

• Review and/or print your mid-term or final grades
• Review and/or print your class schedule
• Print unofficial transcripts
• Request MassBay to mail out official transcripts
• Request MassBay to mail out enrollment verifications
• Pay your account balances using a debit or credit card
• Review if any ‘holds’ are placed on your record
• Register for classes in upcoming semesters and/or drop classes
• Review, change or add addresses
• Search for courses offered
• View transfer credits received
• Look up textbook prices

LEARNING MANAGEMENT SYSTEM (BLACKBOARD LEARN)
Blackboard Learn is a course-management Internet software that is used by many MassBay instructors. If your instructors use Blackboard Learn, you will be able to view and print syllabi, assignments and class readings, use your MassBay email to easily contact your instructor and students in your class, read class announcements, and view your grades.

STUDENT EMAIL
All students who are registered in credit courses are issued a MassBay Student Email Account. During the Fall 2017 semester the College will be transitioning this email from Google Apps GMAIL to Microsoft Office 365. Along with this change your email address will move from @post.massbay.edu to @massbay.edu as the College will all be on the same email system. It is critical that you check this e-mail regularly as it is the primary way in which MassBay communicates. Student e-mail accounts are used as the primary communication by the College to provide students emergency messages, official notices, and other important College-related notifications.

MICROSOFT OFFICE 365
Each student will be provided with access to Microsoft Office 365. Office 365 is a group of software and services subscriptions, which together provide productivity software and related services to subscribers. This will provide access to the cloud versions of Word, PowerPoint,
Excel, and other applications. It will provide you with access to Skype for Business and cloud storage on OneDrive. You can use your credentials to access the Microsoft mobile app version of all the hosted software. Finally, from its portal you can download and install a full version of Microsoft Office for use on G Suite for Education (formerly called Google Apps for Education) The G Suite for Education (formerly called Google Apps for Education) core services are the heart of Google’s educational offering to schools. The core services are Gmail (including Inbox by Gmail), Calendar, Classroom, Contacts, Drive, Docs, Forms, Groups, Sheets, Sites, Slides, Talk/Hangouts and Vault. As shared above the College is moving away from the use of GMAIL and this service will be disabled at the end of the Fall 2017 semester, but all the other services will continue to be available for members of the College.

ONLINE EDUCATION

Online Education is appropriate for highly self-disciplined and self-motivated students who have regular access to a computer and high-speed Internet connection. Students learning online must be comfortable with technologies such as email, the Internet, electronic documents, opening and sending file attachments, and the College’s course management system, Blackboard.

Online courses are equivalent to campus-based courses in terms of academic rigor and credit, and follow the official academic Day calendar.

Online Education courses are not self-paced courses but cover the same material as campus-based courses and follow a weekly schedule. These courses typically include class discussions (usually via a discussion board), instructional media, written assignments, projects, and deadlines just as you would find in campus-based courses.

There are two designations of courses that fall under Online Education methods. They are, fully online courses and hybrid courses.

Fully online courses do not require regular class time on campus, although they may include an on-campus orientation session or proctored examinations. Some online courses may also include real-time online sessions with the instructor and other students.

Hybrid courses contain a blend of classroom instruction and online activities. They feature regular class times on campus, but have reduced seat time requirements. The online instruction portion of these course are similar to the instruction in fully online courses.

Information about the requirements for each specific Online Education course is included in the course syllabus.

WIRELESS INTERNET CONNECTION

MassBay provides wireless internet on all three of its campuses. The MassBay Student wireless network can be connected to with your MassBay network credentials, it offers greater bandwidth and access to internal resources. MassBay also has an open access guest network which is much more restrictive.

WHERE CAN I GET E-MAIL ACCESS?

On the main website for the College there is a link to Student email in the system tray. If you need assistance please see https://helpdesk.post.massbay.edu as we have an extensive library of support materials.

HOW DO I GET A COMPUTER USERNAME & PASSWORD?

Students can retrieve their username and initial password from the following website: http://mbccweb.massbay.edu/info

All students are encouraged to enroll in password reset tool: https://mbccweb.massbay.edu/passwordtool

WHAT IF I NEED HELP WITH A COMPUTER ISSUE?

MassBay OIT provides students with a 24x7 helpdesk. Please click on the Helpdesk link on the main webpage (www.massbay.edu). You can also call 781-239-2440, option #3. On-campus support is located in Wellesley room 242F, and at the IT desk in the Framingham Library during normal business hours. Please note support is limited to accessing MassBay services. OIT does not provide support services to equipment not owned by the College.

WHERE CAN I GET ACCESS TO A COMPUTER TO WRITE A TERM PAPER?

Computers are available for students in all computer labs, as well as the Academic Achievement Centers. Please note the College has moved to a managed print services model, students are provided a semester stipend of $20 per semester for print jobs. To release print jobs or to use copiers you will need to use your student ID.

WHAT IS MY STUDENT ID?
Your MassBay ID is called OneCard. This can be obtained during student orientations. Replacement IDs can be issued by the Enrollment Center at the Wellesley Hills campus or in Student Development on the Framingham campus.

WHAT IS MANAGED PRINT?
Students are provided a $20 print stipend every semester. Pricing for print is .05 for single sided BW, .08 for double sided BW, .25 for single sided color, and .40 for double-sided color. If a student uses up this stipend, they can add more money to it using a secure web interface and the services of PayPal.

If a student does not use all of their $20, it stays in their account to be used when they need it. If a student has a bad print and wants a credit, OIT will have a helpdesk page up where they can request it, and we will do so, but will track instances. We will not refund money from your print account, so we have made the credit minimum $10.

WHAT ARE THE COMPUTER LAB HOURS?
When classes are in session, the hours are:

**Wellesley Hills**
- Monday-Thursday: 7:45 a.m.–10:00 p.m.
- Friday: 7:45 a.m.–5:00 p.m.
- Saturday: 8:00 a.m.–1:00 p.m.

**Framingham**
- Monday-Thursday: 7:45 a.m.–9:45 p.m.
- Friday: 7:45 a.m.–5:00 p.m.

Hours are subject to change during holidays and other special events. Please check posted hours at each facility.

COUNSELING SERVICES
FRAMINGHAM, Room 316, 781-239-3142
WELLESLEY, Room 130, 781-239-3142

Professional Counselors are available at Student Development to help students overcome emotional, psychological, and interpersonal barriers to academic success, for example: addictions, anger, anxiety, depression, stress, relationships, and thoughts of suicide.

Counseling Services provides short-term individual counseling for students and can make referrals to local specialists. Services are free of charge and confidential.

Counseling Services also provides consultation to faculty and staff about student mental health and offers educational programs on a variety of topics throughout the academic year.

DISABILITY RESOURCES OFFICE
See ACADEMIC ACHIEVEMENT CENTER under Section III

EMERGENCY NOTIFICATION SYSTEM
See PUBLIC SAFETY under Section IV

FINANCIAL ASSISTANCE (OFFICE OF FINANCIAL AID)
FRAMINGHAM, Room 100, 508-270-4010
WELLESLEY, Room 111, 781-239-2600

The Financial Aid Office assists all prospective and enrolled students with the financial aid process. Financial assistance to help meet basic college expenses such as tuition, fees and books may be available to qualified students. Financial aid awards can consist of federal grants, loans, or work study funds, as well as state, local, or private sources of funding. Applicant eligibility and program guidelines may differ.

HOW DO I FIND OUT IF I AM ELIGIBLE FOR FINANCIAL AID?
To determine eligibility, students must first complete a FAFSA (Free Application for Federal Student Aid) which is available online at www.fafsa.gov.

Once the Financial Aid Office has received and processed your completed application, you will be notified of your eligibility by email. It is important that students complete the FAFSA before the priority deadline of May 1, so that your financial aid award can be determined prior to the start of the Fall semester.

Financial aid eligibility is determined by strict state or federal guidelines. Financial aid packages may include grants, work-study, and student loans.

HOW MANY CREDITS ARE NEEDED TO RECEIVE FINANCIAL AID?
Most aid programs require that your enrollment be at least half-time, which is six (6) credits or more per semester, in order to receive aid for that semester. However, some grants are available to less than half-time students. Changes in your enrollment can affect the amount of aid you may receive, and the periods of time you may be eligible to receive it. If you change your plans, please notify the Financial Aid Office in writing or by email of your new enrollment plans.
DO I HAVE TO COMPLETE THE FINANCIAL AID PROCESS TO RECEIVE A STUDENT LOAN?

Yes. Students must complete a FAFSA in order to receive a federal student loan. However, there are a variety of banks and private lenders who offer alternative loans for financing education costs for students and their families which do not require completion of this form.

MassBay strongly encourages students to exhaust all federal forms of financial aid before seeking funding from private loan sources. The terms and conditions of private loans, including the interest rates, fees, repayment terms and approval requirements are generally less favorable. Private loans require an applicant to be credit-worthy. If you do decide to apply for a private loan, MassBay recommends starting the application process in early June in order to assure that you have ample time to complete required paperwork by the start of Fall semester.

I DON’T THINK I CAN FILL THIS OUT ON MY OWN, IT LOOKS COMPLICATED; CAN SOMEONE HELP ME?

Yes, complete the FAFSA to the best of your ability first, and then call or visit the Financial Aid Office with any specific questions you may have. The online form is user-friendly and allows you to save your information periodically to avoid losing the work you have already done, and to be able to leave the website and return exactly where you left off. We also invite you to attend one of our hands-on FAFSA workshops which are held each spring.

WHEN WILL I RECEIVE MY MONEY?

Funds are typically credited to a student’s account after the add/drop period each semester following financial aid staff review of students enrollment status, a process which occurs 4-6 weeks into the semester.

If the funds received exceed the bill owed to the College, the College may issue the student a refund check. Please note that the financial aid award sent out is tentative, pending a review of the student’s enrollment status after the add/drop period.

DO I NEED TO APPLY FOR FINANCIAL AID EVERY YEAR?

Yes, financial aid is awarded on an annual basis. Application materials (FAFSA) for the upcoming year are available after October 1 at www.fafsa.gov. Students should complete the process as early as possible to receive priority consideration for all funds available. May 1 is the priority deadline.

Please note that you may use estimated tax information to complete the FAFSA if your taxes are not yet complete, and make subsequent corrections online if needed.

I RECEIVED FEDERAL WORK STUDY ON MY AWARD LETTER. WHAT IS THAT?

Federal Work Study is a program in which students have a job on-campus and are paid with federal funds. There are also limited off-campus opportunities.

Students are eligible to earn up to the amount indicated on their award letter. Students typically work no more than 15 hours per week, although exceptions can be made in cases where both the department and the student would benefit from a different arrangement.

ARE PRIVATE SCHOLARSHIPS AVAILABLE?

The MassBay Community College Foundation provides more than twenty-five (25) unique scholarships to help our students achieve their academic goals. Scholarship applications are completed online, and students are encouraged to apply. These scholarships are made possible through our generous donors. Students who are enrolled at MassBay Community College or newly admitted are eligible to apply for these scholarships. To view a listing and brief description of the scholarships opportunities available, visit www.massbay.edu/scholarships. To view scholarship criteria, application deadlines and/or to submit an application visit www.massbay.academicworks.com.

If additional assistance is needed, please either visit the MassBay Scholarship Office in Room 222 on the Wellesley Hills campus, or contact us by email at foundation@massbay.edu or by phone 781-239-3126.

WHAT IF I AM NOT ELIGIBLE FOR FINANCIAL AID, BUT NEED FINANCIAL ASSISTANCE?

There are several alternative options available to you. The Student Accounts Office offers a payment plan, which divides the bill into monthly installments. Also, the Financial Aid Office can suggest alternative loan options through private lenders in the event that you do not qualify for...
a federal student loan. These alternative loans would require credit approval by the private loan company. Please visit the Financial Aid Office or the College website for further details.

**FOOD SERVICES**

**FRAMINGHAM**, Cafeteria, 3rd Floor  
**WELLESLEY HILLS**, Cafeteria, 1st Floor

Looking for a bite to eat? Full service cafeterias are available on the Framingham and Wellesley Hills campuses. Hours are posted at each location and at [www.massbay.edu/Current-Students/Cafeteria.aspx](http://www.massbay.edu/Current-Students/Cafeteria.aspx). There are also vending machines at all three locations offering an array of food and beverage options.

**MOBILE MARKET**

**WELLESLEY HILLS**, ROOM 130, 781-239-3142

Once a month (excluding some Summer months and January), MassBay in partnership with the Greater Boston Food Bank, hosts an on campus food distribution of fresh produce. Produce is available to students, faculty and staff of MassBay Community College and members should register for the event. For event dates you may contact Student Development or the College’s website. If you are a student who is having concerns about food insecurity, you may contact Student Development at 781-239-3142 for assistance.

**GRADUATION**

The Office of the Registrar processes all Graduation Applications, issues the final approval for all graduates, and determines “Honors” status for Associate degree students.

All diplomas/certificates will be held for students who, although they may have completed all graduation requirements, have outstanding balances owed to the College. All diplomas/certificates will be held for students who have requisite holds on their student accounts or student records.

Students may submit graduation applications until the posted deadline and expect to have their name printed in the Commencement program book. Graduation applications received after the deadline will be processed, but the student names may not be printed in the Commencement program book, and those students may not receive diplomas/certificates at the same time with other graduating students.

Student Development oversees the Commencement process including tickets and invitations. For event details, you may contact the Wellesley Hills Campus at (781) 239-3142.

**HEALTH INSURANCE INFORMATION**

The Massachusetts Universal Health Insurance Law requires students registered for nine (9) or more credit hours (or for students in an allied health program) participate in College student health insurance.

Students can opt out of the participation by providing proof of comparable coverage. To be considered comparable, services covered under their own health insurance plan must be reasonably accessible to the student in the area where the student attends school (Massachusetts 114.6 CMR 3.00).

To verify if your insurance meets these qualifications as comparable coverage, please visit [www.massbay.edu](http://www.massbay.edu), click on the Admissions and Financial Aid tab, select Tuition Information, then Student Accounts from the drop down list. Scroll to midway down the page and click on Health Insurance & Mass PIRG then click on the link to Mass Bay’s insurance broker, Arthur J Gallagher & Co, [www.commonwealthstudent.com](http://www.commonwealthstudent.com).

If you elect to take the health insurance provided by the College, you must pay your premium in full before any claims will be honored. Coverage is effective Sept. 1-Aug. 31 or Jan. 1-Aug. 31, depending on your enrollment date and your credit load. Additional information regarding services may be found at [www.commonwealthstudent.com](http://www.commonwealthstudent.com).

If you elect to not participate in the health insurance provided by the College, you must complete the health insurance waiver form online. You can do so by logging into Bay Navigator, clicking on Self Service, Campus Finances and Waive Health Insurance and filling out the waiver form. You will receive a confirmation email of your submission.

**I ALREADY WAIVED MY INSURANCE LAST YEAR, WHY DO I HAVE TO DO IT AGAIN?**

Insurance coverage is renewable and must be waived each academic year, beginning in September or January 1 through August 31.

All waivers must be completed on-line and you will receive a confirmation email right away. If you do not receive a confirmation email, your waiver was not submitted and you will be charged for
the health insurance. If you have any problems or questions, please contact the Office of Student Accounts for assistance.

HONOR SOCIETIES

ALPHA BETA GAMMA

Alpha Beta Gamma, is a national business honor society established in 1970 to recognize and encourage scholarship among two-year college students in business programs. Alpha Beta Gamma provides leadership opportunities and forums for the exchange of ideas, as well as promotes continuing academic excellence.

Membership requires that students be enrolled in a business division program, with at least 15 credits completed and have a cumulative GPA of 3.0 or higher. MassBay’s Chapter name: Kappa Epsilon. For more information, please contact Office of the Vice President for Academic Affairs/Provost at 781-239-3117.

PHI THETA KAPPA, INTERNATIONAL HONOR SOCIETY

Alpha Kappa Lambda, the MassBay chapter of the International Honor Society of two-year colleges, Phi Theta Kappa (PTK), was chartered at MassBay in 1984. The purpose of the society is to recognize and encourage scholarship among community and two-year college students by providing the opportunity for the development of leadership and service, an intellectual climate, the exchange of ideas and ideals, lively fellowship among scholars, and stimulation of interest in continuing academic excellence.

In order to be inducted into PTK, students must earn a GPA of 3.75 for 15-29 credits or a GPA of 3.5 or higher with 30 or more credits earned at MassBay. For more information, Office of the Vice President for Academic Affairs/Provost 781-239-3117.

PSI BETA, NATIONAL PSYCHOLOGY HONOR SOCIETY

Psi Beta is the national honor society in psychology for community colleges. The purpose of the society is to promote professional development of psychology students through recognition of excellence in scholarship, leadership, research, and community service.

Students who have completed at least twelve (12) semester hours, taken a minimum of three (3) courses in psychology and have earned a grade of “B+” or better in each course, with an overall grade point average of 3.5 or higher are eligible for membership in Psi Beta. For more information, please contact the Office of the Vice President for Academic Affairs/Provost at 781-239-3117.

IDENTIFICATION CARDS

FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS, Enrollment Center

The Student ID (One Card) is the official identification card of MassBay Community College and issued to every student. It is the property of the College and should be carried with the cardholder at all times. It is not transferable. Altering or lending this card will subject the cardholder to disciplinary action. Only the person pictured on the ID card is allowed to use the card. To qualify for a Student ID, you must be a MassBay student registered for at least one credit.

IMMUNIZATIONS

(STUDENT DEVELOPMENT)
FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS, Room 130, 781-239-3142

Immunization records should be submitted to Student Development. Please submit them as soon as possible as state law requires that the immunization forms be submitted within 30 days of the start of the semester. If you have additional questions, please contact Student Development.

INTERNATIONAL STUDENTS

WELLESLEY HILLS, Admissions Office, Room 106, 781-239-2500

MassBay celebrates our diverse College community. The College is committed to supporting the success of international students by providing services to meet their specific needs. Comprehensive support for international students on both academic and personal levels is provided and includes, but is not limited to, international admissions, immigration compliance and guidance, orientation and informational sessions, work authorization, cultural adjustment and academic support.

In addition to welcoming and supporting international students, MassBay provides intercultural programming and events on and off campus to promote knowledge about diverse cultures. We encourage collaboration and student involvement to bring the world right here to MassBay!
LIBRARY
FRAMINGHAM, 3rd Floor, 508-270-4210
WELLESLEY HILLS, 2nd Floor, 781-239-2610
MassBay has a library collection of more than 46,000 volumes. The College is a member of
the Minuteman Library Network (MLN) which provides access to the collections of 36 public
and 7 college libraries in the MetroWest area. Our interlibrary loan and delivery services are
available to students and faculty. Librarians are located on both campuses to assist students
with library research including the catalog and online databases.

DO I NEED A LIBRARY CARD?
Yes, your MassBay Student ID is used as your
library card to check out a book(s). The bar code
number on the card is also used to access the
library’s databases.

HOW LONG CAN I BORROW A BOOK?
Students may borrow books for 21 days with one
renewal of 21 days.

WHAT IS A RESERVE BOOK?
Reserve books are placed on “reserve” by the
instructor, meaning that the text may not be taken
from the library and can be borrowed for two
hours. You must present your MassBay Student ID
to borrow reserve material.

WHAT ARE THE HOURS OF THE
LIBRARY?

**Wellesley Hills**
Monday–Thursday: 7:45 a.m.–10:00 p.m.*
Friday: 7:45 a.m.–5:00 p.m.
Saturday: 8:00 a.m.–4:00 p.m.
Sunday: 11:00 p.m.–3:00 p.m.

**Framingham**
Monday–Thursday: 7:45 a.m.–10:00 p.m.*
Friday: 7:45 a.m.–5:00 p.m.
Saturday: 8:00 a.m.–4:00 p.m.
Sunday: Closed

*When evening classes are in session.

WHERE CAN I MAKE A PHOTOCOPY?
There is a photocopier on each campus library
available for your use. Be sure to comply with
copyright laws when copying parts of textbooks
or articles. If you are not sure, check with
a librarian.

LOCKERS
FRAMINGHAM, 1st Floor, Public Safety Office
WELLESLEY HILLS, 1st Floor, Switchboard
A limited number of lockers are available. If
you would like a locker, please visit the Office
of Public Safety on the Framingham campus or
Switchboard Office on the Wellesley Hills campus.
Locks and locker contents must be removed by
the last day of the Spring semester.

LOST & FOUND
FRAMINGHAM, 1st Floor, Public Safety Office,
508-270-4299
WELLESLEY HILLS, 1st Floor, Switchboard, 781-
239-3000
The Lost and Found department is located at the
Public Safety Office on the Framingham campus,
and at the Switchboard on the Wellesley Hills
campus. Items that are not claimed by the end of
each semester will be donated to a local charity.

SHUTTLES

**METROWEST REGIONAL TRANSIT AUTHORITY**
(MWRTA)
Morning / Afternoon
• Framingham Campus to Wellesley Hills
  Campus (with a stop at the Natick Mall)
• Riverside T Station to Wellesley Hills Campus

**MASSBAY Community College Shuttle**
Late Afternoon / Evening ...
• Wellesley Hills Campus to Riverside T Station

Free Shuttle Services with your MassBay
ONECard. Shuttles run Monday thru Friday.
The shuttle picks up near the flag pole on both
campuses. Shuttle schedules are available at
Student Development, College switchboard,
on the shuttle and on the MassBay website
(www.massbay.edu).

MWRTA also operates many bus routes
throughout the Metro West region:

• MWRTA Route 8 stops at MassBay’s front door
  in Wellesley Hills.
• MWRTA Route 2, Route 3, Route 4N and
  Route 4S all stop at or very near MassBay’s
  Framingham Campus.
• MWRTA Route 6 makes stops very close
  to MassBay’s Auto Technology Center in
  Ashland... MassBay Community College
provides an evening shuttle to and from Riverside T Station.

Please note:
- Shuttle may be delayed due to traffic or inclement weather.
- No food or drinks are allowed on the shuttles.
- Inappropriate behavior may result in suspension of shuttle privileges.
- On days when the College closes due to inclement weather, shuttle and or van service will cease operations for the day 90 minutes after the weather related closing time.
- There is no Saturday or Sunday shuttle or van service or days when there are no classes.
- There is no shuttle or van service on holidays when the College is closed. Please refer to the current Academic Calendar for dates.
- To verify days and times please refer to the on-line schedule or call campus switchboard at 781-239-3000 ext. 0

MBTA GREEN LINE – RIVERSIDE/LECHMERE LINE (D BRANCH)
Exit the train at the Riverside Station and use the free MassBay Shuttle service to campus. MBTA information is available at www.mbta.com or 617-222-3200.

MBTA COMMUTER RAIL – FRAMINGHAM/WORCESTER LINE
If you live in Boston, Newton, Wellesley, Natick, Framingham, Grafton, or Worcester, you can reach either campus using the Framingham/Worcester Line of the MBTA Commuter Rail.
To reach the Wellesley Hills campus, exit the train at the Wellesley Hills station, which is approximately a one-mile walk to the campus. To reach the Framingham campus, exit the train at the Framingham station, where Lift Bus service is available to the campus. For Lift Bus information, please call 508-620-4852. Commuter Rail maps and schedules are available in Student Development of both campuses. Additional information is available at www.mbta.com or 617-222-3200.
To reach the Automotive Technology Center in Ashland, the closest stop is the Framingham station. Taxi service is available from there.

PARKING
On-campus parking is available to all MassBay students. You must register your vehicle with the Office of Public Safety in Wellesley Hills. At that time, you will receive a parking sticker to display on your vehicle. The cost of the parking sticker is included in student fees. Some important reminders are:
- You must show a valid vehicle registration;
- Pedestrians always have the right of way in the College parking areas;
- Drive under 5mph in parking lots or College roadways;
- Stop at all posted stop signs;
- Officers of the Public Safety Department are appointed Special State Police Officers of the Commonwealth of Massachusetts and are allowed to make arrests and issue parking tickets or citations for traffic and moving violations in accordance with the laws of the Commonwealth. Tickets that are issued will be filed with the Massachusetts Department of Motor Vehicles for enforcement;
- The College is not responsible for personal property left in vehicles in the parking lot;
- Overnight parking is not permitted.

WHAT DO I DO ABOUT A PARKING TICKET?
You must adhere to all posted signs regarding parking. If not, you will be ticketed by Public Safety. If you feel you were wrongly ticketed and want to appeal, contact the Office of Public Safety to request an appeal form. All appeals must be registered immediately, upon receipt of the ticket.

RIDE-SHARING
If you would like to share a ride with other MassBay students, a Ride-Share Board is located on both campuses in each cafeteria.

PAYMENT & STUDENT ACCOUNTS (OFFICE OF STUDENT ACCOUNTS)
FRAMINGHAM, Enrollment Center, 1st Floor, 781-239-2540
WELLESLEY HILLS, Enrollment Center, 1st Floor, 781-239-2540

I AM GETTING BILLED FOR A CLASS (OR CLASSES) I DID NOT ATTEND. WHAT DO I DO?
Lack of attendance or course abandonment does not constitute course withdrawal. Students who
do not withdraw in accordance with the College’s procedures are subject to payment of tuition and fees according to the college’s withdrawal policy. If there are unusual or extenuating circumstances that prevented you from completing coursework for a term, you should contact the Student Accounts Office regarding the Financial Petition Review process as you may be able to submit a financial petition, along with supporting documentation. The Financial Petition Review Committee will review the petition. If appropriate, adjustments will be made to your account.

I HAVE FINANCIAL AID, SO WHY AM I STILL BEING BILLED?
The Financial Aid Office may not have finalized your financial aid award yet or your financial aid award may not be sufficient to cover all of your tuition, fees and book charges. Review the charges on your bill. There may be charges on the bill that certain types of financial aid will not cover. When applicable, be sure to review the fees that could be waived, such as health insurance. You should refer to your financial aid award letter to determine what may still be owed to the College or contact the Financial Aid Office to verify that your application is complete and has been processed.

CAN I MAKE MONTHLY PAYMENTS?
You have the option of participating in the Tuition Payment Plan.

Simple Steps to Enroll in the Payment Plan:
• Go to www.massbay.edu;
• Select the Admissions & Financial Aid link, click from the drop down list Tuition Information;
• Select the link to Tuition Payment Plan.

WHAT IS THE TEXTBOOK ENDOWMENT FUND?
This fund was established in 2007 by the Student Government Association (SGA) and the MassBay Foundation in response to escalating textbook costs and to help identify ways to make attaining a higher education more affordable. Full-time and part-time students are eligible to apply for funds. This is a $5/semester fee on your bill. This fee may be waived by logging on to the Self Service section of Bay Navigator, choose the Campus Finances, then Waive Fees.

WHAT IS MASSPIRG FEE?
MassPIRG stands for Massachusetts Student Public Interest Research Group, which is a non-profit consumer and environmental organization, directed solely by students. Students enrolled in at least one (1) day course are automatically assessed a $9 voluntary contribution per term to the MassPIRG organization. You may waive this fee by logging on to the Self Service section of Bay Navigator; choose the Campus Finances, then Waive Fees.

I CHARGED MY TUITION TO A CREDIT CARD WHEN I REGISTERED. WHY AM I STILL GETTING A BILL?
Contact the Office of Student Accounts to address any concerns regarding your bill. If your enrollment has changed or your financial aid has changed, you may have a remaining balance.

I LIVE IN MASSACHUSETTS, AND I AM BEING BILLED TUITION AS A NON-RESIDENT (OUT OF STATE), THIS CHARGE IS MUCH HIGHER. WHAT DO I NEED TO DO TO VERIFY MY MASSACHUSETTS RESIDENCE?
You must meet certain criteria to qualify for the resident tuition rate: You must be a U.S. citizen or permanent resident and reside in Massachusetts for six consecutive months. You may verify your residency status with the Office of Admissions.

I NEVER RECEIVED A BILL IN THE MAIL. WHAT SHOULD I DO REGARDING PAYMENT?
Please ensure the College has your updated address, if you do not receive a bill, you are still responsible for paying tuition and fees by the specified due date. You may confirm your registration, amount due, make a payment and set up a payment plan by logging into your Self Service account in Bay Navigator. MassBay reserves the right to remove any student from their class schedule for non-payment if financial clearance is not given by the tuition due date.

PUBLIC SAFETY
FRAMINGHAM, 1st Floor Lobby, 781-239-2699
WELLESLEY HILLS, Room 122, 781-239-2699
MassBay attends to your safety while on campus with Public Safety staff 24 hours a day, 365 days a year. In addition to assisting you with safety and emergency needs, security escorts are available upon request.
Emergency response procedures are posted conspicuously throughout each campus. In case
of a fire alarm, evacuate the building immediately. For an emergency, dial the public safety office at extension 2222 from any on-campus telephone or 781-239-2222 from your cell phone, or 911. Red emergency telephones are also strategically located in Framingham and Wellesley Hills common areas. State your name, location, and nature of the emergency.

EMERGENCY NOTIFICATION SYSTEM

In the event of a manmade or natural disaster on one of our campuses, the ability to provide the MassBay community with timely, accurate information is vitally important. The College has implemented an emergency notification system (ENS), which will enable College officials to send students, faculty and staff who provide the college with voice, email, and cell phone based text messaging contact information, critical information in a matter of minutes.

In order for you to receive these important text messages, email alerts and/or voice alerts, you must provide the College with your preferred email, landline phone, and/or mobile phone information. This can be done by completing the emergency notification information on your Bay Navigator self-service system.

The ENS system will only be used to distribute information regarding manmade or natural emergencies that dictate immediate action. An emergency is a situation which poses an immediate risk to the health and safety of the campus community or significantly disrupts its programs and activities. Examples of alerts include:

- Cancellation of classes due to a weather emergency.
- A fire or a water or chemical leak requiring the evacuation of the building.
- An ongoing criminal incident requiring the community members to take action to ensure their safety.

The message will direct you to take appropriate action and will explain where to go for further information. The College will also send periodic test alerts to ensure the system remains operational.

SEX OFFENDER INFORMATION
See PUBLIC SAFETY policies under Section IV

STUDENTS “RIGHT TO KNOW”
See PUBLIC SAFETY policies under Section IV

RECREATION & WELLNESS CENTER
WELLESLEY HILLS, 781-239-2664

The MassBay Recreation & Wellness Center (RWC) offers a multi-purpose gymnasium and a fitness and wellness room with exercise equipment. The RWC is available free of charge to students. A MassBay Student ID is required to use the facility, its equipment and locker rooms. MassBay students and College community can enjoy recreational programs, such as intramural basketball, volleyball, and organized exercise classes, in addition to aerobic and weight lifting equipment.

Programming at the RWC is planned by the Director of the RWC in conjunction with the RWC Programming Board. The Programming Board is open to all students. The RWC is open Monday-Friday from 9am-5pm (Hours are subject to change without notice.)

REFUND
See REFUND POLICY under Section IV

REGISTRATION
FRAMINGHAM, Enrollment Center, 1st Floor, 508-270-4050
WELLESLEY HILLS, Enrollment Center, 1st Floor, 781-239-2550

The Office of the Registrar maintains student academic records and ensures that student rights are protected under the Family Education Rights and Privacy Act (FERPA). The Office of the Registrar provides many services to students, alumni, faculty and staff. These services include, but are not limited to registration, schedule adjustment, withdrawals, processing grades, transcript requests, program or major changes, enrollment and graduation verifications, and scheduling of courses. The course schedule is produced through this office as well as the final exam schedule and the academic calendar.

HOW DO I FIND OUT WHAT CLASSES ARE AVAILABLE?

The schedule of classes offered and other related registration information may be obtained from the Enrollment Center, Advising and Transfer Center or online. An electronic version of the schedule of classes offered is available on the MassBay website (www.mbccweb.massbay.edu).

WHEN DO I REGISTER?
Returning students should register as soon as possible (see the Academic Calendar in this Student Handbook) to get the best selection of classes. The last day to register for a Fall 2017 day and online class is September 11. The latest that you may register for an evening class is prior to the second meeting of the particular class. Students are strongly encouraged to register for classes online, via Bay Navigator (for returning students only). Students may also register in person at either of the Enrollment Centers.

WHAT IS ONLINE REGISTRATION?
The Bay Navigator online registration system is available on the College website www.massbay.edu, and is a convenient way to complete your course registration. Instructions for logging onto Bay Navigator student center and for enrolling for upcoming courses, as well as frequently asked questions, may be found at: www.massbay.edu/registrar/

WHEN IS SPRING RECESS?
For the 2017-2018 academic year, spring recess will be March 12 to March 16, 2018.

HOW DO I REQUEST THAT A COPY OF MY OFFICIAL TRANSCRIPT BE SENT TO ANOTHER INSTITUTION OR COMPANY?
Transcript requests may be made online through Bay Navigator’s student center, or by sending a written request that carries your signature and date to the Office of the Registrar, or in person by completing a request form located in the Enrollment Center in Wellesley Hills or the Enrollment Center in Framingham. In your request please provide your full name including any previous name, date of birth, MassBay Student ID, address, approximate dates of attendance, a phone number in case we need to reach you, name and location of the place where you want us to send them to, and number of copies you want. Please understand that, for the safety and security of your personal information, when requesting transcripts, due to its vulnerable nature, we discourage electronic-transmission of such personally sensitive information and data in the email or fax to us. We cannot be responsible for, nor guarantee the safety, security and protection of the privacy of your information when you chose to email or fax your request to us. However, we welcome your request by any method you choose or prefer, or is convenient to you.

No transcript, official or unofficial, or copy of it, will be faxed out or emailed.

HOW DO I VIEW AN UNOFFICIAL COPY OF MY TRANSCRIPT?
Once you’ve logged into Bay Navigator student center, select the following menu choices to view an “unofficial” copy of your transcript: Self Service > Student Center > Drop down “Other Academic” menu and select “Transcript: View Unofficial”. Then change the “Report Type” to Unofficial Transcript and click on the ‘View report’ button.

WILL ANYONE ELSE HAVE ACCESS TO MY GRADES?
The law treats that information as private and only authorized personnel at the College have access (e.g., your academic advisor, the Registrar) unless you give written permission for this information to be released.

HOW DO I FIND OUT ABOUT MY GRADES?
You may access your mid-term and final grades online by logging onto Bay Navigator Student Center, using your username and password. Select the following menu choices: Home> Self Service> Student Center> Drop down “Other Academic” menu and select Grades. Next, select the semester for which you wish to view grades for and click on the ‘Continue’ button. Grades are not mailed to students.

HOW DO I GET A MESSAGE TO AN ADJUNCT FACULTY MEMBER?
Consult the syllabus issued by the faculty member. If this method of communication does not work, contact the appropriate Academic Dean’s Office.

WHAT DO I DO IF I’M HAVING ACADEMIC DIFFICULTY WITH A CLASS?
Talk to and work with your professor for help and to learn more about how to receive additional support from the college. In addition, you can:

1. Meet with your advisor.
2. Form a study group with classmates (Many students find this helpful).
3. Sign up for a tutor in the Academic Achievement Center.

WHAT IF I NEED TO WITHDRAW FROM COLLEGE?
Please contact Student Development to set up a meeting with the Dean of Students, or his/her designee. Staff will consult with you on your current and future options.
STUDENT ENGAGEMENT
FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS, Room 130, 781-239-3053
Students who get involved in campus life report that they feel more connected to the College. By being a part of their college, having a voice, and helping to bring about change, students report to be more invested and have a more positive experience.

MassBay organizations are open to all students. You can get involved by contacting the Office of Student Engagement, attending and participating in events, joining a club/organization, or running for an elected position to address campus issues. Student clubs at MassBay include cultural, social, honor societies, and academic organizations.

Taking a leadership role in a club offers you the opportunity to expand your skills. Students have opportunities to:
- Speak publicly
- Develop critical thinking skills
- Manage and resolve conflict
- Improve interpersonal skills
- Understand community responsibility
- Learn about community organizing
- Learn how to budget money
- Implement and evaluate projects and programs
- Develop the ability to work with groups of diverse people

LEAD: LEADERSHIP ENGAGEMENT AND DEVELOPMENT

The LEAD Program exists to inspire all students to effect positive change through self-exploration, including the positive impact they can have in a group and its community, and why that’s vital for our future.

AT MASSBAY, WE BELIEVE...
- There is no one-size fits all methodology to leadership
- Every student can be a leader
- Leadership is a process, not a position
- Leadership Skills can be developed & learned
- Leadership is building an independent identity

BENEFITS OF THE LEADERSHIP PROGRAM:
- Gain practical experience in cooperative teamwork, creative problem solving, and being an effective leader
- Further develop self-awareness and interpersonal skills, and learn about group dynamics
- Develop relationships with other students, faculty, staff, and administrators
- Have fun!

PROGRAM REQUIREMENTS (3 STEPS):

STEP 1: Attend One Self-Assessment Workshop

STEP 2: Attend TWO of the Following workshops (1 from each category)
- Communication
  - Public Speaking/Presenting
  - Professional Communication & Networking (both in person and through technology)
  - Interpersonal/Listening Skills
- Group Dynamics/Project Management
  - Understanding Group Dynamics
  - Project Management: Turning an Idea into Reality
  - Conflict Resolution: Creating an inclusive team

STEP 3: Complete a Civic Engagement Project of Your Choice

Participants will have an opportunity to practice the leadership skills they have learned in a civic engagement or other campus project.

*Once these three steps are completed, students have completed the Leadership Program!

A new workshop schedule will be created each semester, so students may complete the program over multiple semesters. Certificates for completing the program will be given out during the Student Engagement IMPACT Awards in May. In order to receive an invitation to the awards night, all requirements must be completed by April 20, 2018.

For more information, to apply for the program, or to make a nomination please visit the website at www.massbay.edu/LEAD.

STUDENT DEVELOPMENT
FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS, Room 130, 781-239-3142
Student Development encompasses many
departments including: Athletics, Career and Internship Services, Counseling Services, Veteran and Military Services, Student Engagement and the Dean and Assistant Dean of Students. The role of the staff in this office is to collaborate with students to provide many services and programs that facilitate both personal and academic growth.

Staff members are dedicated to providing an environment that will enable students to effectively engage in academic and intellectual work, community service, and other activities that enrich both their academic and personal growth.

Staff members advise students, plan programs for student transition, uphold standards, provide academic resources and support, offer assistance with academic and career goals, and provide venues to participate in community and cultural events. By doing so, we hope to enhance the quality, character, and perspectives of our students.

STUDENT GOVERNMENT ASSOCIATION (SGA)
FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS Cafeteria, 781-239-2757

All enrolled students at MassBay are members of the Student Government Association (SGA). Each semester, campus-wide elections are held for the student body to choose their officers, who comprise the student government senate.

You must be in good academic standing and disciplinary standing to assume and continue to hold a leadership position on the SGA or in a club. The SGA brings issues of concern to the campus administration, oversees budget allocation for clubs and organizations, and organizes different activities and events for the campus.

There are 16 student government positions. Ten positions are elected in the spring. Six positions are elected in the fall during the elections period, and any current vacancies will also be put on the ballot. The Student Government Association also has many essential volunteers.

**Fall Positions:**
Senators (6)

**Spring Positions:**
President
Vice President of Academic Affairs
Vice President of Finance
Vice President of Internal Affairs
Vice President of Student Affairs
Senators (5)

**Elections**
Elections are held each semester. The spring semester elections are held two weeks before finals, fall elections are held in late September and students are elected for the full academic year, September through May.

**Time Commitment**
Senate meetings are held weekly rotating between campuses or at an acceptable alternative site. The average time commitment is 2 – 4 hours per week, depending on the activities SGA has planned. SGA senators also may be asked to serve on campus-wide and Student Government committees.

TEXTBOOKS

BOOK VOUCHER PROGRAM
(FINANCIAL AID)
MassBay provides financial aid recipients the opportunity to participate in a book voucher program. This program is available to you if you have completed your financial aid application, received a MassBay Financial Aid Notification, and have sufficient aid after tuition and fee charges are subtracted.
Students whose aid package includes a federal student loan must have completed Entrance Counseling and have signed the Master Promissory Note in order to be eligible for a book voucher. If you have not completed these steps, contact the Financial Aid Office to complete your file.

Certain funding such as tuition waivers, cash grants and the Foster Furcolo Community College Access Grant may only be used for tuition and specific fee charges, and may not be used for book vouchers.

FUND FOR STUDENT ENRICHMENT & TEXTBOOKS
The Student Government Association (SGA) and the MassBay Foundation established this fund to help students defray the increasing costs of educational items such as textbooks and other materials. Please contact Student Development at 781-239-3142 for information and an application.

TRANSFER ADVISING
See ACADEMIC & TRANSFER ADVISING under Section III

VETERAN & MILITARY SERVICES
WELLESLEY HILLS, Room 130, 781-239-2753
MassBay is approved by the Department of Veterans Affairs for the training of veterans and their dependents. We are committed to assisting our veterans, reservists, dependents of veterans and active military students to navigate through their education and GI Bill processes. For information about eligibility requirements and application procedures, see the Veteran & Military Services Coordinator located in Student Development.

Please refer to ABSENCE DUE TO ACTIVE MILITARY DUTY under Section IV

WITHDRAWAL
If you are registered and do not attend classes, you are responsible for notifying the Office of the Registrar. Never attending class(es) or abandoning class(es) by not attending them does not constitute official or automatic withdrawal. You must officially drop your course(s) or withdraw from your course(s). You must do that either online via Bay Navigator Student Center or in-person at the Enrollment Center of the Wellesley Hills or Framingham campus by filling out the appropriate drop/withdrawal forms. After the Add/Drop period has ended, if you wish to withdraw from the College by withdrawing from all your courses, you must do it through Student Development. Failure to comply with the above may result in charges and academic penalties.

Students may not take, or re-take, a class without proper registration and payment.

WITHDRAWAL FROM COLLEGE
A student intending to withdraw from class(es), whereby there are no remaining classes for the enrolled semester, must meet with the Dean of Students, or his/her designee, to complete the College withdrawal process.
ABSENCE DUE TO HOSPITALIZATION
Any student who takes a medical leave from the College, or is hospitalized while enrolled at MassBay, must present her or himself for a re-entry interview to determine when and how it is appropriate to resume his or her studies. When ready to return to the College, the student should contact Student Development in order to set up the re-entry interview, and may not return to classes until being cleared to do so.

When the College is first informed of the student's hospitalization, the College will place a general "hold" on the student’s registration, pending the College’s decision on the student’s re-entry. Throughout the process, the highest level of confidentiality will be maintained. Detailed procedural information regarding this process is available through Student Development.

ABSENCE DUE TO JURY DUTY
According to the Office of the Jury Commissioner of the Commonwealth of Massachusetts, "Juror Service in participating counties shall be a duty which every person who qualifies under this chapter [Chapter 234A] shall perform when selected" (https://malegislature.gov/Laws/GeneralLaws/PartIII/TitleII/Chapter234A/Section3).

Students who must miss class in order to fulfill their jury service requirement should notify each of their instructors and make arrangements to complete any missed work. Students may be required to furnish their summons notice or the certificate of service when making these arrangements. Further information can be found in the Office of Jury Commissioner's website at www.massjury.com.

ABSENCE DUE TO PREGNANCY
In accordance with Title IX of the Educational Amendments of 1972, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student’s doctor deems the absences to be medically necessary. When the student returns to the College she shall be reinstated to the status she held when the leave began, which includes the opportunity to make up any missed work. The College may offer the student alternatives to making up missed work, such as retaking a semester, taking part in on-line instruction, or allowing the student additional time in a program to continue at the same pace and finish at a later date.

ABSENCE FOR ACTIVE MILITARY DUTY
Students who are called to active United States Military Duty shall, upon verification, be granted exceptional consideration for making up any missed work should their service cause a temporary interruption in the semester. Students who are unable to complete a semester because they are called to active United States Military Duty shall, upon verification, be granted non-punitive withdrawals in all courses from which they are required to withdraw. Students may also submit a Student Financial Petition for a refund with the Office of Student Accounts.

Verification shall be provided by furnishing the Dean of Students, Registrar, or the Veteran & Military Services Coordinator with a copy of the Order to Active Duty within one week (7 days) of receipt of the Order.

Students who have received any form of Financial Aid, including a scholarship or student loan, or who expect to receive such, must contact the Office of Financial Aid and the Veteran & Military Services Coordinator to make appropriate arrangements.

ABSENCE FOR RELIGIOUS REASONS
If you are unable to attend classes, take an examination or fulfill academic requirement on a particular day due to your religious beliefs, MassBay is required under the Massachusetts General Laws, Chapter 151C to excuse you from your academic obligation. You are encouraged to speak with your instructor prior to your absence. You will be provided with an opportunity to make-up, provided that such make-up does not create an unreasonable burden for MassBay.

ALCOHOL AND DRUG USE
MassBay is committed to promoting responsible decision making related to alcohol and other drug use. Students are prohibited from using alcohol, drugs (including medical and recreational marijuana) in any form on campus. Any student, regardless of age, found to be under the influence of, in possession of, or in distribution of alcoholic beverages, illegal drugs, other controlled substances and/or in possession
of drug paraphernalia at the College will be subject to disciplinary action including probation and/or dismissal. If you are concerned about your behavior and would like to discuss this, please contact Counseling Services in Student Development at 781-239-3142. In a crisis, call the Alcohol and Drug Hotline at 1-800-327-5050.

APPEALS PROCESSES
PLEASE NOTE THAT THESE ARE THREE DISTINCT PROCESSES:

COLLEGE APPEALS BOARD FOR READMISSION (STUDENT DEVELOPMENT)
If you have been academically dismissed from the College, you may appeal for reinstatement through the College Appeals Board process. Appeal forms are available in Student Development. Students may only appear before the College Appeals Board one time for reinstatement.

FINANCIAL PETITION (OFFICE OF STUDENT ACCOUNTS)
The financial petition process is to request a refund if you have had to withdraw from the College or classes, due to extenuating circumstances. These appeals are processed through the Office of Student Accounts and certain restrictions apply. Financial petition forms are available in the Office of Student Accounts.

GRADE CHANGES AND CHALLENGES – GRADE APPEAL (OFFICE OF THE VICE PRESIDENT OF ACADEMIC AFFAIRS)
Course grades are assumed to be correct. It is the responsibility of the student who appeals an assigned grade to demonstrate clerical error, prejudice or capriciousness in the assignment of a grade; otherwise, the judgement of the faculty member is final.

You may appeal a grade by following the Student Grievance Procedure within this Handbook. To be considered, appeals to grades must be initiated within 30 calendar days following the last day of the instructional period for which the grade was granted. For a more detailed description, please see pg. 53.

ATTENDANCE POLICY
It is important to your academic success that you attend all classes in which you are enrolled and make up any work due to absences. For each course, your instructor will establish policies regarding class and/or laboratory absences, and make-ups (if any). Your instructor will include these policies in the course syllabus. Your course instructor has full and final authority to allow make-up work and/or absences.

If you miss more than five (5) class hours, your instructor has the right to withdraw you from the course by notifying the Registrar. Students may not take or re-take a class without proper registration and payment.

If you are enrolled in the Nursing and Health Professions programs at MassBay, you must follow the policies that have been developed to meet the requirements of the program and the relevant accrediting agencies. To ensure your successful completion of the program and accreditation requirements, attendance in all health programs is mandatory for classes, laboratory sessions, and clinical affiliations.

If you have clinical clock hour requirements, you should speak with your instructors about class and clinical attendance policies. Absences may be cause for program withdrawal. Refer to the Health Profession Handbook for more information specific to Division of Health Sciences policies.

Students enrolled in Automotive Technology program on the Ashland campus must follow the program attendance policy as outlined in the course syllabi distributed by your divisional faculty.

As with all MassBay students, Automotive Technology program and Division of Health Sciences students who are enrolled in courses outside the division of their major must comply with the attendance policy stated on that course syllabus.

BATHROOM AND LOCKER ROOM USE POLICY
All Students may utilize bathroom or locker room facilities on campus that are designated as gender-neutral or that are consistent with a student’s sincerely held gender identity. Use of a bathroom or locker room by any student for an improper purpose will result in disciplinary action, up to and including expulsion.

BOOK RETURN AT THE COLLEGE BOOKSTORE
Students have seven (7) days from the start of the semester to return a book with the sales receipt for a full refund as long as the book is in its original condition. Books purchased after this period must be returned with the sales receipt.
within two days for a full refund. Starting with midterms, all texts purchased are final sales.

BULLETIN BOARD & POSTING GUIDELINES (STUDENT DEVELOPMENT)

To post a message on the College bulletin boards, please submit the message to Student Development for approval. MassBay’s guidelines for posting information on bulletin boards:

- Information should be posted no earlier than two (2) weeks prior to an event and should be removed 24 hours following the activity.
- Posted materials must bear the approval stamp from Student Development prior to posting.
- Posted materials must bear the name of the sponsoring office, committee, and student organization or authorized student, as well as a contact phone number and/or email.
- Postings by outside agencies are prohibited. Posting of materials for the purpose of solicitation is strictly prohibited.

CANCELLATION OF CLASSES

If classes at MassBay are cancelled due to weather conditions, an announcement will be made as early as possible using several methods of communication.

The College will activate the emergency notification system, notifying the community via voicemail, text, and email. The announcement will also be broadcast to local television stations (Channels 4, 5, 7 and 25), the College website, and on the College’s Facebook and Twitter pages. An update will also be provided to the main College switchboard (781-239-3000). If no announcement is made concerning class cancellation, classes will be held.

The College’s Emergency Notification System enables College officials to send students, faculty, and staff voicemails, emails, and text messages with critical information in the event of an emergency, including such information as school closures or delays.

Unless you choose to opt out of receiving these important notices, the College will use the contact information you provided in your application to the College. To update your contact information, please take a moment to fill out the emergency notification information on your Bay Navigator self-service system (baynavigator.massbay.edu).

CHILDREN AND GUESTS ON CAMPUS (STUDENT DEVELOPMENT)

The College realizes that unexpected circumstances may arise when it may be necessary to bring your children to campus. When this occurs, the College expects that you keep children with you so they do not disturb the operations and activities of the College. You may not leave children unsupervised on campus. Guests and children should not be brought to a class without prior permission by the faculty member.

Guests serving as academic coaches or note-takers require accommodations approval from the Office of Disability Resources.

COMMUNICABLE DISEASES

Situations relevant to people within the MassBay community diagnosed as having communicable diseases will be addressed on an individual basis, keeping in mind confidentiality and public safety.

COMPUTER CODE OF ETHICS

Information Technology (IT) at MassBay Community College is an important institutional resource. The College community relies heavily on the College’s IT resources to perform a diverse set of tasks. IT enables administrative users to perform functions essential to the business operations of the College. Faculty and students also utilize the growing functionality and availability of Information Technology to perform research and other academic pursuits.

The purpose of this policy is to define acceptable use of the College’s IT resources. The policy also establishes a common understanding between MassBay and the users of College Information Technology (IT resources). As a condition of using MassBay’s IT systems, all users must agree to abide by the terms of this policy.

GUIDELINES

Access to computer systems and networks owned or operated by MassBay Community College imposes certain responsibilities and obligations and is granted subject to college policies, and 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 individual rights to privacy.
Specific policies and examples listed below are not exhaustive; general College rules governing behavior also apply.

**IN MAKING ACCEPTABLE USE OF RESOURCES, YOU MUST:**

- Use the College’s Web Site, Server, and all other related computer equipment and services only for academic, educational, or professional purposes, which are directly related to official College business and in support of the College’s mission.
- Be responsible for all activities conducted on your user ID. A user is prohibited from disclosing his/her user ID to anyone for use on the College’s computer network.
- Access only files and data that are your own, that are publicly available, or to which you have authorized access.
- Be considerate in your use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, or wasting computer time, disk space,

**IN MAKING ACCEPTABLE USE OF RESOURCES, YOU MUST NOT:**

- Use another person’s files or data without permission.
- Use computer programs to decode passwords or access control information.
- View, download, store, or transmit pornographic materials or obscene materials.
- Materials are considered obscene if: (1) the average person, applying community standards, would find the material appeals to the prurient interest; (2) the material describes and depicts sexual conduct in a patently offensive manner; and
- Circumvent, subvert, or attempt to circumvent or subvert system or network security measures.
- Purposely engage in any activity that might be harmful to the system/network or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files.
- Pursuant to Massachusetts Campaign Finance Laws, no governmental resources
- Further, in addition to a prohibition of any type of political fundraising on State property, a public employee is further prohibited from soliciting or receiving, directly or indirectly,
CORI/SORI
Any MassBay Health Sciences program student whose coursework or clinical placement activity requires direct access to children, elderly, patients, or disabled or other at-risk populations, must submit to background checks. These include a CORI (Criminal Offender Record Information) check, a SORI (Sexual Offender Registry Information) check, and a National County Records Search. New Health Sciences students will complete CORI and SORI consent forms at their program orientations. Acceptance or enrollment in a Health Sciences program does not in any way guarantee a student will be allowed licensure. It is the student’s responsibility to work with the appropriate state licensing board to determine eligibility to sit for a licensing examination. The purpose of these checks is to ensure public safety and avoid unacceptable risk to vulnerable populations.

CORI and SORI results are confidential. CORI reports are stored securely at the Division of Health Sciences’ offices and may be kept for up to seven years. A student may obtain a copy of their CORI report by contacting the Division of Health Sciences.

If a CORI, SORI, and or National County Records Search report is returned with a finding(s), it may or may not prohibit progression in a Health Sciences Program. The finding(s) will be forwarded to a College-wide Review Committee and the student may be invited to the review session. A decision regarding the student’s progression in a Health Sciences program will be determined at that time.

FACILITY USE (OFFICE OF THE REGISTRAR AND OFFICE OF SPECIAL EVENTS)

CLASSROOM, LAB, AND AUTOMOTIVE TECH BAY USE
Classrooms, laboratories (computer, clinical, or research), and automotive technology bays are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by an appropriate and authorized College official.

Academic use of, and access to, classrooms and labs (computer, clinical, or research) is granted by the Office of the Registrar only. Academic use of, and access to, the automotive technology bays is granted by the Office of the Registrar or Director of the Automotive Technology Program only.

Non-academic use of, and access to, classrooms and labs (computer, clinical, or research) is granted by the Manager of Special Events only. Non-academic use of, and access to, automotive technology bays and other Ashland facilities is granted by the Manager of Special Events or Director of the Automotive Technology Program only.

Classrooms, labs (computer, clinical, or research), and automotive technology bays will be locked when not scheduled for use.

Students may not be provided with keys to any College facility, including classrooms, labs (computer, clinical, or research), or automotive technology bays, unless authorized by the President or his/her designee.

At all times, students in a clinical or research lab must be accompanied by a faculty member or authorized College personnel.

Use of classrooms, labs (computer, clinical, or research), or automotive technology bays are limited to College course-related instruction, research, or projects, unless authorized by the President or his/her designee.

Upon request, individuals using College facilities will be required to provide proof of registration.

Students must abide by all lab safety procedures. Any action that jeopardizes student safety will not be tolerated and will be handled in accordance with the College’s code of conduct.

GENERAL FACILITY USE
MassBay is a public institution of higher education funded in part by legislative appropriations and student tuition and fees. Over the years, considerable money and other resources have been spent to build, improve, and equip MassBay facilities for students and staff alike, and to provide essential community services. As steward of the public trust, MassBay facilities are operated at all times in a safe, healthy and secure manner for all appropriate, approved users of the College’s physical assets.

Therefore, MassBay physical facilities are for the sole use of current students and staff, approved community users, or other groups or individuals who have, upon appropriate application to the College, been approved by the President or his/her designee to use a specific physical asset of MassBay.

Below are specific policies for internal and external facility use. Failure to comply with the facility use policy by internal individuals and/or groups shall result in discipline, up to and including termination.
or expulsion. Failure to comply with the facility use policy by external individuals and/or groups shall result in immediate contract cancellation. All groups, internal and external, by scheduling an event, meeting or gathering, agree to adhere to these policies. All groups, internal and external, by scheduling an event, meeting, or gathering, agree to follow the published emergency procedures in the event of an emergency.

Additional policies may be implemented at the discretion of the President or his/her designee. Usage policies for new and/or expanded facilities will be adopted and implemented as necessary.

FACILITY USE FOR INTERNAL GROUPS
The President of MassBay Community College or his/her designee is authorized to approve or arrange for scheduling the use of facilities by members of the MassBay community for academic and non-academic uses in concert with and/or in support of the mission statement of MassBay. The right is reserved to revoke any such permit, without liability, should such action be deemed necessary or desirable by the College.

All academic use of MassBay facilities will be coordinated through the Office of the Registrar.

All non-academic use of MassBay facilities will be coordinated through the Manager of Special Events. The following types of activities are specifically prohibited:

- Promoting any theory or doctrine in conflict with the laws of the United States or
- Advocating governmental change by violence;
- Activities that may be injurious to the buildings, grounds, or equipment.

Food and Beverage Service
Student groups and College departments are encouraged to utilize the College’s food service vendor for food and non-alcoholic beverages. All health code regulations must be followed regarding food distribution on campus.

Cleaning Service
If external food and/or beverages have been used during an event, students and designated groups are responsible for cleaning up after the scheduled use of facilities.

Please refer to RECREATION WELLNESS CENTER & ATHLETICS for related policies.

FACILITY USE FOR EXTERNAL GROUPS
Facilities at MassBay are primarily for purposes of college instruction, college programs, student life and public service. At times and with appropriate approvals, facilities may be used by the community but they are not available for unrestricted use by non-college groups.

The President of MassBay or his/her designee is authorized to approve or arrange for scheduling the use of facilities by applicants who may be community members and stakeholders in the mission of MassBay, but in any event are not in direct conflict with the mission statement of MassBay. The right is reserved to revoke any such permit, without liability, should such action be deemed necessary or desirable by the College.

Use of MassBay facilities by external groups will be coordinated through the Manager of Special Events.

The following types of activities are specifically prohibited:

- Promoting any theory or doctrine in conflict with the laws of the United States or any political subdivision thereof;
- Advocating governmental change by violence;
- Activities that may be injurious to individuals, the buildings, grounds or equipment.

All rules, regulations, ordinances and statutes applicable to MassBay Community College apply also to any individual or organization using College facilities. A contract must be executed and signed by both the external client and the College. Proof of comprehensive general liability insurance must also be provided to the College.

Food and non-alcoholic beverages may not be sold, distributed, or served in College facilities by anyone other than the College’s food service vendor without prior written approval from the President or his/her designee. Separate charges apply for both the on-campus and outside food vendors, and payment is to be made directly to the vendor.

Individuals or organizations using College facilities may not bring, store, or serve alcoholic beverages in College facilities. If external groups would like to serve beer and/or wine only, they must arrange for these beverages through the College’s food service vendor, who will obtain the appropriate licenses and permits for sale and distribution of alcoholic beverages. The food service vendor will also provide certified bartenders, at the client’s expense.

Fees for facility rental, IT/AV equipment use, maintenance, security, etc. will be established according to MassBay policies for the specific facility being used, type of activity, numbers in attendance, and/or at the discretion of the
President or his/her designee. The College reserves the right to close the facilities on the day of an event due to an emergency, weather related matter, and/or facility issue. The College assumes no obligation for any business related expenses that may arise from such an occurrence.

FINANCIAL ASSISTANCE (FINANCIAL AID OFFICE)

Policies related to financial aid are aligned with federal regulations and therefore, are outlined separately in the Financial Aid Handbook which is available at the Financial Aid Office and on the College website.

HARASSMENT

MassBay Community College is committed to providing an atmosphere for learning that is free of any conduct that could be considered harassing, abusive, disorderly, discriminatory or criminal.

Harassment includes, but is not limited to any verbal or physical conduct that has the intent or effect of unreasonably interfering with the work and study of any member of the MassBay community or of creating an intimidating or hostile environment and is a violation of the Code of Conduct. Examples of harassment include:

- Intimidation
- Threats
- Stalking
- Coercion
- Threatening or Obscene Graffiti
- Conduct which endangers the health, well-being, or safety of an individual or group.

Complaints of harassment should be reported to the College’s Code of Conduct Officer in Student Development.

Complaints of harassment which are based on a person’s race, gender, sexual orientation, religion, national origin, age, disability, ethnicity or social/political affiliation should be reported to the College’s Affirmative Action Officer. The Board of Higher Education, Massachusetts Community College Policy on Affirmative Action can be accessed at: http://www.mass.edu/forfacstaff/affirmativeaction/documents/CC_EqualOpportunityPlan%282015%29.pdf

HATE INCIDENTS

A hate incident is an act or attempted act by any person(s) against another person, group, or property which in any way constitutes an expression of hostility toward the victim(s) because of his or her race, religion, sexual orientation, national origin, disability, gender, age, ethnicity, or social/political affiliation. This includes, but is not limited to:

- Threats
- Physical assaults
- Vandalism
- Destruction of religious symbols
- Fire bombings

For infractions of the Code of Student Conduct that exhibit hate, harassment, or violence towards a selected person or group because of race, ethnicity, gender, disability, age, religion, sexual orientation, or national origin, the sanction imposed may be “enhanced” or made more severe. Incidents of hate should be reported to the College’s Affirmative Action Officer at (781) -239- 2752.

HAZING

Hazing is a crime in Massachusetts. “Hazing”, under Massachusetts General Laws, Chapter 269, Section 17, is defined as “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 brutality treatment or forced physical activity which is likely to adversely affect the physical health or safety of any student or other person. Such conduct shall include any conduct which endangers the health, well-being, or safety of an individual or group.”

Section 18 of this Chapter states that “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 so without danger or peril to himself or others, report such crime to an appropriate law enforcement official as soon as reasonably practical”. Hazing is strictly prohibited at MassBay.
HEALTH INSURANCE (OFFICE OF STUDENT ACCOUNTS)

The Massachusetts Universal Health Insurance Law requires that students registered for nine (9) or more credit hours (or for students in an allied health program) participate in college student health insurance unless they certify that they have comparable coverage. To be considered comparable, services covered under the health insurance plan must be reasonably accessible to the student in the area where the student attends school (Massachusetts 114.6 CMR 3.00).

You must complete the waiver form by your bill’s due date or at the time of registration in order for the health insurance to be removed from your bill. If you elect to take the health insurance provided by the College, you must pay your bill in full before any claims will be honored. Additional information regarding services may be found at www.commonwealthstudent.com. Insurance coverage is renewable and must be waived each academic year.

IDENTIFICATION CARDS

FRAMINGHAM, Room 316, 508-270-4014
WELLESLEY HILLS, Enrollment Center, 781-239-2518

All students are required to obtain a MassBay photo identification card (ONECARD) that serves as their official College identification. The MassBay Student ID card (ONECARD) must be carried at all times and may not be used by anyone other than the student named on the card; it remains the property of the College and must be surrendered to the College upon demand. When necessary, students are required to identify themselves and to show their MassBay Student ID at the request of a College official (this includes, but is not limited to, admission to exams, buildings, and College events). Alteration or use of the card for any unauthorized purpose will result in confiscation and/or disciplinary action.

IMMUNIZATION (STUDENT DEVELOPMENT)

Massachusetts General Law requires all full-time students, international students and all students in a health science program who have contact with patients to obtain a physician’s certificate that the student has received the following immunizations:

1. Two doses of live measles, mumps, and rubella vaccine given at least four weeks apart beginning or after 12 months of age;
2. A single dose of Tdap (tetanus, diphtheria and pertussis) vaccine if it has been more than five years since the last dose ofTd (tetanus diphtheria). It if has been less than five years since the last dose ofTd, Tdap is not required.
3. Three doses of Hepatitis B; and
4. Two doses of the Varicella vaccine given at least four weeks apart.

The requirements shall not apply where:

1. The student provides written documentation that he or she meets the standards
2. For medical or religious exemption;
3. The student provides appropriate documentation, including a copy of a school immunization record, indicating receipt of the required immunizations; or
4. In the case of measles, mumps or rubella, hepatitis B, or varicella, the student presents laboratory evidence of immunity (titer).

Students enrolled in a health science program shall also comply with immunization requirements outlined by the Division of Health Sciences.

Immunization records are to be submitted to Student Development. Please submit them as soon as possible as state law requires that the immunization forms be submitted within 30 days of the start of the semester. Please note immunization records are retained by the College for five (5) years. For more information please contact Student Development.

JUDICIAL RECORDS

A file will be maintained in Student Development on each case presented to the College’s judicial system according to FERPA. The file will include all related documents and correspondence. All information contained in Student Development files shall be confidential, but may be shared with employees of the College designated as “school officials” as defined by FERPA and having a “legitimate educational interest” in the student information.

The written transcript of a College Judicial Board (CJB) case can be accessed (limited to viewing the written record of the CJB hearing in Student Development area) by both the complainant and respondent in order to formulate an appeal.

For students applying to professional schools, transfer institutions, governmental agencies, or the military, requests for such information are routinely made on student applicants. As part
of the application process to these programs, students often provide formal permission for the release of confidential information. It will be assumed that a request for a Dean’s recommendation provides implied permission for release of this information.

FERPA decisions regarding disciplinary cases are shared with College officials with a “legitimate educational interest” and with Complainants on a “need to know” basis. When an incident involves violence, the Complainant may be informed of the judicial decision.

LIBRARY

Some library services are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by the appropriate and authorized College official. All students must provide a MassBay Student ID in order to use the library services. Students may borrow books for 21 days with one renewal of 21 days.

Academic use of, and access to, the library is granted by the Director of Learning Services. Non-academic use of, and access to, the library is granted by the Office of Special Events and Director of Learning Services only. The library will be locked when not scheduled for use.

LOCKERS (FACILITIES)

Food may not be stored in lockers overnight. Locks and locker contents must be removed by the last day of the Spring semester.

MARIJUANA POLICY

Although Massachusetts law permits the use of medical marijuana and the possession, use, distribution and cultivation of marijuana in limited amounts, federal law, including the Federal Controlled Substances Act of 1970, the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act of 1989, prohibits the possession, use, distribution and/or cultivation of marijuana at educational institutions. Further, as marijuana remains classified as an illegal narcotic under federal law, institutions of higher education that receive federal funding are required to maintain policies prohibiting the possession and use of marijuana on their campuses. Accordingly, the possession, use, distribution or cultivation of marijuana, even for medical purposes, is prohibited on all Community College property or at College sponsored events and activities. Also prohibited is the operation of a motor vehicle while under the influence of marijuana on Community College property or at College sponsored events or activities. Further, this policy prohibits the possession, use, or distribution of all marijuana accessories and marijuana products. Marijuana accessories shall include, but are not limited to, any devise or equipment used for ingesting, inhaling, or otherwise introducing marijuana into the human body. Marijuana products shall include, but are not limited to, products that are comprised of marijuana and other ingredients and are intended for use or consumption, such as, but not limited to, edible products.

Violations of this policy by any student shall result in disciplinary action, up to and including expulsion in accordance with applicable College policies.

PARKING

(Office of Public Safety)

On-campus parking is available to all MassBay students. You must register your vehicle with the Office of Public Safety. At that time, you will receive a parking sticker to display on your vehicle. The cost of the parking sticker is included in student fees.

• Pedestrians always have the right of way in the College parking areas.
• Drive under 5mph in parking lots or College roadways.
• Stop at all posted stop signs.
• The Public Safety staff members are appointed special officers of the Commonwealth of Massachusetts and are allowed to make arrests and issue parking tickets or citations for traffic and moving violations in accordance with the laws of the Commonwealth.
• Tickets that are issued will be filed with the Department of Motor Vehicles for enforcement.
• The College is not responsible for personal property left in vehicles in the parking lot.
• Overnight parking is not permitted.

PAYMENT & STUDENT ACCOUNTS (Office of Student Accounts)

Students are responsible for their charges from the time of class registration. The Student Accounts Office will mail bills to the address on file; however, charges and payment information is accessible electronically by logging into Bay Navigator and accessing the Campus
Finances tab.

Students are responsible for paying their account balance or they may be dropped from classes for non-payment. Registration and/or Fiscal holds will be placed on students’ accounts that have outstanding balances with the College. Students may not take or re-take a class without proper registration and payment.

PREFERRED FIRST NAME POLICY

The College recognizes that some students may prefer to use a first name other than their legal name to identify themselves. As long as the use of a preferred first name is not for an improper purpose, the College acknowledges that a preferred first name can and should be used where possible in the course of College business and education. Student may use a preferred first name wherever a legal name is not required on internal documents, communications, systems, and web portals. Examples include, but are not limited to:

- Student identification cards
- Email and calendar entries
- Class rosters and advisor lists
- Learning Management Systems
- Diplomas, awards and recognitions

To request to use a preferred first name, a student should complete the Preferred First Name Change Form available in the Registrar’s Office.

PUBLIC SAFETY

Emergency response procedures are posted conspicuously throughout each campus. In case of a fire alarm, evacuate the building immediately. For an emergency, dial the public safety office at extension x2222 from any on-campus telephone or 781-239-2222 from your cell phone. Red emergency telephones are also strategically located in Framingham and Wellesley Hills common areas. State your name, location, and nature of the emergency.

SEX OFFENDER INFORMATION

In accordance with Federal law, the College is required to notify the campus community where information concerning registered sex offenders may be obtained.

In order to access information pertaining to registered sex offenders enrolled or employed at the College, please contact:

Commonwealth of Massachusetts Sex Offender Registry Board

P.O. Box 4547
Salem, MA 01970-4547
Tel. 978-740-6400

You may also contact the Police Departments of the municipalities where our campuses are located:

Wellesley Police
485 Washington Street
Wellesley, MA 02482
Tel. 781-235-1212

Framingham Police
One William Welch Way
Framingham, MA 01702
Tel. 508-872-1212

Ashland Police
137 Main Street
Ashland, MA 01721
Tel. 508-881-1212

If you have any questions contact MassBay’s Office of Public Safety at 781-239-2699.

STUDENTS “RIGHT TO KNOW”

MassBay is required by the Student Right to Know and Campus Security Act to provide information about its campus safety policies, procedures and statistics concerning criminal activity on campus. Brochures containing this information are available at the Office of Public Safety, Human Resources and on the College website.

COLLEGE EMERGENCY NOTIFICATION SYSTEM

In the event of a manmade or natural disaster affecting one of the campuses, the ability to provide the MassBay community with timely, accurate information is vitally important.

The College has implemented an emergency messaging system (EMS), which will enable College officials to send students, faculty and staff voice, email, and cell phone based text messaging with critical information in a matter of minutes.

In order for you to receive these important text messages, email alerts and/or voice alerts, you must provide the college with your preferred email, landline phone, and/or mobile phone information. This can be done by completing the emergency notification information on your Bay Navigator self-service system.

This system will only be used to distribute information regarding manmade or natural emergencies that dictate immediate action.

An emergency is a situation which poses an immediate risk to the health and safety of the campus community or significantly disrupts its
programs and activities. Examples of alerts include:
• Cancellation of classes due to a weather emergency.
• A fire or a chemical leak requiring the evacuation of the building.
• An ongoing criminal incident requiring the community members to take action to ensure their safety.
The message will direct you to take appropriate action and will explain where to go for further information. The College will also send periodic test alerts to ensure the system remains operational.

RECREATION AND WELLNESS CENTER & ATHLETICS
Including all Athletic Fields and the Framingham Campus Gymnasium

Students must adhere to the following policies:
• Valid MassBay Student ID must be shown upon entry.
• Proper workout attire must be worn.
• Equipment may be checked out with your MassBay Student ID.
• Cell phones and pagers must be turned off.
• Food, drinks, and smoking are prohibited. (Plastic water bottles are allowed.)
• Day lockers and showers are available.
• Dumbbells and weights should be re-racked when not in use.
• Wipe down equipment after use.

The Recreation & Wellness Center, Framingham Gymnasium, and Athletic Fields are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by the appropriate and authorized College official. These facilities are scheduled by the Office of Special Events and the Athletic Director only.
REFUND POLICY (OFFICE OF STUDENT ACCOUNTS)

Students who withdraw from any course(s) or from MassBay may be granted a reduction of tuition and fees. Lack of attendance, course abandonment, etc., does not constitute an official withdrawal. Note that students will be subject to full payment of tuition and fees if they do not withdraw from their class or MassBay in accordance with College procedures.

Refunds are made according to the following schedule:

### DAY COURSES

**Tuition:**
- Before the 1st day and during the 1st week of scheduled College classes: 100%
- During the 2nd week of scheduled College classes: 50%
- During the 3rd week of scheduled College classes: 25%
- Thereafter: 0%

**All College Fee and other Fees:**
- Before the 1st day and during the 1st week of scheduled College classes: 100%
- Thereafter: 0%

### CONTINUING EDUCATION FOR-CREDIT COURSES, EVENING, WEEKEND, WINTER/SUMMER SESSIONS:

**Tuition:**
- Before the 2nd class meeting: 100%
- Before the 3rd class meeting: 50%
- Before the 4th class meeting: 25%
- Thereafter: 0%

**All College Fee and other Fees:**
- Before the 2nd class meeting: 100%
- Thereafter: 0%

### ACADEMIC ONLINE COURSES

Refunds are based on the percentage of class time and vary by class. Withdrawal dates can be accessed on Bay Navigator under Student Accounts and clicking on the Withdrawal and Refund Policy.

### NON-CREDIT WORKSHOPS AND SEMINARS

Charges are non-refundable after the 1st class meeting.

### FEDERAL/STATE REFUND POLICY/RETURN TO TITLE IV FUNDS

A portion of Title IV, state grants, and/or loan funds, but not Federal work-study funds, may be returned to the appropriate programs upon a student’s withdrawal. Before withdrawing from class(es) you should speak with Financial Aid and Student Accounts on how the withdrawal will affect you financially.
REGISTRATION

ADVISOR SIGNATURE
All students in ‘Restricted’ programs must have an advisor from their program area sign their registration form for any course specific to their program.

NEGATIVE SERVICE INDICATORS (HOLDS)
All ‘holds’, known as ‘Negative Service Indicators’, require the student to contact the specific department to determine the validity of the ‘hold’, and to resolve any obligations.

COURSE CANCELLATIONS
When courses are cancelled at the Divisional level, all students are dropped from the course by the Office of the Registrar and are notified by a representative of the Division in which the course resides. If students who have been dropped from a cancelled course wish to adjust their schedules by selecting another open section of the same course or sign up for another course, they may do so online via Bay Navigator student center or by coming in-person and filling out appropriate forms.

SERVICE ANIMAL POLICY AND ANIMALS/PETS ON CAMPUS
The College reserves the right to impose restrictions on the use of service animals on its property in order to maintain safety or to avoid disruption of College operations.

Due to health and safety issues, pets or animals are not allowed on campus or in College buildings. The only exception to this rule is for animals that are used for assistance, such as a service animal.

MassBay Community College generally permits service animals assisting individuals with disabilities in all facilities maintained by the College. Therefore, an individual with a disability shall be permitted to be accompanied by his/her service animal in all areas of the College’s facilities where members of the public are permitted. The College reserves the right to impose restrictions on the use of service animals on its property in order to maintain safety or to avoid disruption of College operations.

This policy applies only to facilities owned by the College or under its control. Please be advised that there may be restrictions imposed on the use of service animals in non-college facilities, such as hospitals, science laboratories or other clinical or internship experience locations. Such restrictions are established by the individual facilities according to their own policies and procedures and the College has no control over such restrictions.

“SERVICE ANIMAL” DEFINED
The Americans with Disabilities Act’s regulations define “service animal” as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. However, in certain instances, the use of other animals as a service animal may be permitted under other laws so please consult with the College’s Disability Services Officer.

TYPE OF WORK OR TASKS A SERVICE ANIMAL MAY PROVIDE
Work or tasks performed by a service animal must be directly related to its handler’s disability. Examples of work or tasks performed by service animals include, but are not limited to:

- assisting individuals who are blind or have low vision with navigation and other tasks;
- alerting individuals who are deaf or hard of hearing to the presence of people or sounds;
- providing non-violent protection or rescue work;
- pulling a wheelchair;
- assisting an individual during a seizure;
- alerting individuals to the presence of allergens;
- retrieving items such as medicine or the telephone;
- providing physical support and assistance with balance and stability to individuals with mobility disabilities; and
- helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Services that do not qualify as work or tasks performed by a service animal include:

- crime deterrent effects; or
- the provision of emotional support, comfort, or companionship, often referred to as “therapy” or “companion” animals.

SERVICE ANIMAL DOCUMENTATION
Consistent with state law, all dogs on campus shall:
• possess an animal license in compliance with Massachusetts law;
• be properly immunized and vaccinated; and,
• wear a current license and rabies vaccination tag.

It is recommended that a service animal wear some type of recognizable symbol identifying it as a service animal. However, there is no requirement for documentation to prove that the animal has had particular training or is a “certified” service animal.

REGISTRATION OF A SERVICE ANIMAL ON CAMPUS
When practicable, a student or employee seeking to use a service animal is requested to notify the Office of Disability Services prior to bringing the animal on to College property. A service animal’s handler will be asked to complete a voluntary Service Animal Registration Form and an Acknowledgement of Responsibility and Waiver of Liability Agreement. These documents shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with this policy at all times while the animal is on College property. Members of the general public intending to visit the college with a service animal should notify the College’s Office of Disability Services in advance when practicable. Specific questions related to the use of service animals on College property can be directed to the Office of Disability Resources at (781) 239-2626.

PERMISSIBLE INQUIRIES ABOUT A SERVICE ANIMAL
It is permissible for the College to make the following inquiries in order to determine whether an animal qualifies as a service animal:
• Is the animal required because of a disability?
• What work or task is the animal trained to perform?

The College shall not inquire about the nature or extent of a person’s disability. Further, the College shall not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind, pulling a person’s wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

CONTROL OF A SERVICE ANIMAL
The College is not responsible for the care or supervision of a service animal. A service animal must be under the control of its handler at all times. A service animal shall have a leash or other tether, unless the handler is unable because of a disability to use a leash or other tether, or the use of such would interfere with the service animal’s safe, effective performance of its work or tasks. Under those circumstances where a service animal is not tethered, the service animal must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means).

HEALTH, HYGIENE AND CLEANLINESS
Service animals must be clean. Daily grooming and occasional baths should be utilized to keep the animal’s odor to a minimum. Adequate flea prevention and control must be maintained. If a service animal’s odor is offensive to other individuals, the handler will be requested to bathe the service animal prior to returning to the College. A service animal’s handler must clean up after the animal. If due to a disability the handler is unable to do so, the handler shall make alternative arrangements to do so.

EXCLUSION OF A SERVICE ANIMAL FROM COLLEGE PROPERTY
The College may direct an individual with a disability to remove a service animal from the premises if the animal:
• is out of control and its handler does not take effective action to control it (including the animal poses a direct threat to others on campus and/or exhibits behavior that interferes with the educational process);
• is not housebroken, is ill, or presents a reoccurring offensive odor; and/or
• is not properly licensed and/or vaccinated.

If the College excludes a service animal from its premises, it shall still afford the individual with a disability the opportunity to participate in its programs or activity without having the service animal on the premises.

PUBLIC ETIQUETTE RULES
Members of the public should avoid:
• petting a service animal as it may distract the animal from its work;
• feeding a service animal;
• deliberately startling a service animal;
• calling or attempting to attract the attention of
• a service animal; and
• attempting to separate a service animal from its handler.

GRIEVANCES
Any person who believes that his/her rights to use a service animal on College property have been violated may file a complaint under the College's Affirmative Action Plan by contacting the College's Affirmative Action Officer.

SEXUAL MISCONDUCT POLICY
CAMPUS SEXUAL MISCONDUCT:
Sexual Harassment and Sexual Violence which Includes: Rape, Sexual Assault, Sexual Exploitation, Sexual Discrimination, Domestic Violence, Dating Violence and Stalking.

REPORTING SEXUAL MISCONDUCT
A survivor of sexual misconduct/assault, domestic violence, dating violence, or incidents of stalking first priority should be to get to a place of safety and to obtain necessary medical treatment.

MassBay Community College strongly advocates that the survivor report the incident in a timely manner. Time is critical for evidence collection and preservation as well as to assure the medical treatment/well-being of the survivor and safety of the campus community. Whenever possible, a report of an assault should be reported directly to MassBay Community College Office of Public Safety or to the local law enforcement agency serving the campus. The MassBay Public Safety Emergency line is (781) 239-2222 or dial extension 2222 from any on-campus phone.

As a recipient of Federal funds, MassBay Community College is required to comply with Title IX of the Higher Education Amendments of 1972, 20 U.S. C. s. 1681 et seq. ("Title IX"), which prohibits discrimination on the basis of sex in education programs and activities. Sexual misconduct is defined as a form of sexual discrimination prohibited by Title IX. Reports of sexual misconduct are reported to the Title IX coordinator.

A Title IX investigation will immediately be initiated in appropriate circumstances whether or not the issue is the subject of a criminal investigation.

The Title IX investigation is separate from any criminal investigation but may run simultaneously. A dual investigation may ensue.

The complaint procedure within the College will be conducted as confidentially as reasonably possible, to protect the privacy rights of all individuals involved, however information regarding the complaint may be shared with the parties, witness or others on a need-to know basis.

Full information regarding Title IX grievance procedures can be found in the Commonwealth of Massachusetts, Board of Higher Education, Massachusetts Community College Policy on Affirmative Action at:

http://www.mass.edu/forfacstaff/affirmativeaction/documents/CC_EqualOpportunityPlan%282015%29.pdf

Reporting requirements and policies include incidents which occur on campus, during approved school sponsored events (on or off campus) and incidents that occur while in travel using school sponsored transportation. Additionally, the College reserves the right to investigate conduct which may adversely affect the College Community; possess a threat of harm to the College Community; interferes with the College's pursuit of its educational objective and mission; and or if a student or employee is charged with a violation of state or federal laws.

To report an event of Sexual Misconduct, you should contact the College's Title IX Coordinator at (781) 239-2752.

DEFINITIONS
The following definitions come from Commonwealth's policy on Affirmative Action, Equal Opportunity, and Diversity. You may access the Policy at

http://www.mass.edu/forfacstaff/affirmativeaction/documents/CC_EqualOpportunityPlan%282015%29.pdf

1) Consent:
“Consent” must be informed, voluntary, and mutual, and can be withdrawn at any time. There is no consent when there is force, expressed or implied, or when coercion, intimidation, threats, or duress is used. Whether a person has taken advantage of a position of influence over another person may be a factor in determining consent. Silence or absence of resistance does not imply consent. Past consent to sexual activity with another person does not imply ongoing future consent with that person or consent to that same sexual activity with another person. If a person is mentally or physically incapacitated or impaired so that such person cannot understand the fact, nature, or extent of the sexual situation, there is no consent; this includes impairment or incapacitation due to alcohol or drug consumption
that meets this standard, or being asleep or unconscious.

2) Sexual Harassment:

Sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment or academic decisions; or
- Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's academic or work performance by creating an intimidating, hostile, humiliating or sexually offensive learning or working environment.

Under these definitions, direct or implied requests by a supervisor or instructor for sexual favors in exchange for actual or promised job or academic benefits constitute sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work or educational environment that is hostile, offensive, intimidating, or humiliating to another may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and/or its pervasiveness:

- Unwelcome sexual advances - whether they involve physical touching or not.
- Repeated, unsolicited propositions for dates and/or sexual intercourse.
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding
- Displaying sexually suggestive objects, pictures, cartoons.
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments.
- Verbal harassment or abuse on the basis of sex.
- Inquiries into another person's sexual activities, practices or experiences.
- Discussion of one's own sexual activities, practices or experiences.

3) Sexual Violence:

Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent (e.g., due to the person's age or use of drug or alcohol, or because an intellectual or other disability prevents the person from having the capacity to give consent). A number of different acts fall into the category of sexual violence, including rape, sexual assault, sexual battery, sexual abuse, and sexual coercion. Sexual violence can be perpetrated by employees, students, or third parties. All such acts of sexual violence are forms of sex discrimination and are prohibited by Title IX.

Sexual Violence under this Policy includes, but is not limited to:

A. Rape - Defined by the Federal Bureau of Investigation as follows: The penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim.

B. Sexual Assault - Actual or attempted sexual contact with another person without that person's consent. Sexual assault includes, but is not limited to:

- Fondling - The touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of his/her temporary or permanent mental incapacity;
- Incest - Sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law;
- Statutory Rape - Sexual intercourse with a person who is under the statutory age of consent.

C. Sexual Exploitation - Occurs when a person takes sexual advantage of another person for the benefit of anyone other than that person without that person's consent. Examples of behavior that could rise to the level of sexual exploitation include: Prostitution of another person;

- Recording images (e.g., video, photograph) or audio of another person's sexual activity, intimate body parts, or nakedness without that person's consent;
• Distributing images (e.g., video, photograph) or audio of another person’s sexual activity, intimate body parts, or nakedness, if the individual distributing the images or audio knows or should have known that the person depicted in the images or audio did not consent to such disclosure and objects to such disclosure; and

• Viewing another person’s sexual activity, intimate body parts, or nakedness in a place where that person would have a reasonable expectation of privacy, without that person’s consent, and for the purpose of arousing or gratifying sexual desire.

D. Aiding in the Commission of Sexual Violence - The aiding or assisting in the commission of an act(s) of sexual violence is prohibited.

E. Dating Violence - Violence committed by a person: (a) who is or has been in a social relationship of a romantic or intimate nature with the victim; and (b) where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) the length of the relationship; (ii) the type of relationship; and (iii) the frequency of interaction between the persons involved in the relationship. For the purposes of this definition, dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse. Dating violence does not include acts covered under the definition of domestic violence.

F. Domestic Violence - A felony or misdemeanor crime of violence including, but not limited to, attempting to cause or causing physical harm; placing another in fear of imminent serious physical harm; or causing another to engage involuntarily in sexual relations by force, threat or duress, which is committed by (a) a current or former spouse or intimate partner of the victim; (b) a person with whom the victim shares a child in common; (c) a person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner; (d) a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred, or (e) any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred.

G. Stalking - Engaging in a course of conduct directed at a specific person that would cause a reasonable person to: fear for the person’s safety or the safety of others; or suffer substantial emotional distress. For the purposes of this definition, “course of conduct” means two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person’s property. For the purposes of this definition, “substantial emotional distress” means significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling.

SMOKING POLICY

Smoking any tobacco product or use of e-cigarette, vaporizer or inhaler is prohibited inside all MassBay buildings but is permitted on campus grounds in designated areas only. No smoking is allowed within 25 feet of entrance-ways, doorways, or windows of MassBay buildings.

STUDENT ENGAGEMENT - STUDENT CLUBS & ORGANIZATIONS

Policies related to student clubs and organizations are outlined separately in the Club & Organization Handbook which is available at Student Development and on the College website.

STUDENT GOVERNMENT ASSOCIATION (SGA)

All enrolled students at MassBay are members of the Student Government Association (SGA). Each semester, college wide elections are held for the student body to choose their officers, who comprise the student government senate. You must be in good academic and disciplinary standing to assume and continue to hold a leadership position on the SGA or in a club. Other specific rules and guidelines for the Student Government Association are outlined in the SGA Constitution.
FERPA: STUDENT NOTIFICATION OF RIGHTS

The Family Educational Rights and Privacy Act (FERPA) afford students certain rights with respect to their educational records. In addition to this Student Handbook, complete information about student rights under this Act is explained in the Massachusetts Bay Community College Catalog. These rights are as follows:

INSPECTION AND REVIEW

Students have the right to inspect and review their education records within 45 days of the day the College receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The College official 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, that official shall advise the student of the correct official to whom the request should be addressed.

CHALLENGE OF RECORDS

Students have 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.

RECORD DISCLOSURE

Students have 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.

As of January 3, 2012, the U.S. Department of Education’s FERPA regulations expand the circumstances under which your education records and personally identifiable information (PII) contained in such records — including your Social Security Number, grades, or other private information — may be accessed without your consent.

First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities (“Federal and State Authorities”) may allow access to your records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is “principally engaged in the provision of education,” such as early childhood education and job training, as well as any program that is administered by an education agency or institution.

Second, Federal and State Authorities may allow access to your education records and PII without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State
Authorities may collect, compile, permanently retain, and share without your consent PII from your education records, and they may track your participation in education and other programs by linking such PII to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

DIRECTORY INFORMATION
Students have 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.

The College identifies the following student information as directory information: Name, Mailing and Permanent Address, Electronic Mail Address, Telephone Numbers, Date and Place of Birth, Awards, including Dean’s List, Full/Part-time status, Major/Program of Study, Semesters of Attendance, Whether or Not Currently Enrolled, Date of Actual or Expected Graduation, Degree/Certificate Attained, participation in officially recognized activities and sports sponsored by the College, weight and height of athletic team members, and photograph. 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 College’s 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.

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 College’s Registrar’s 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.

RIGHT OF COMPLAINT
Students have 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 D.C. 20202-5901

REFUSAL TO PROVIDE COPIES
MassBay reserves the right to deny transcripts or copies of records not required to be made available by FERPA in any of the following situations:

1. The student has an unpaid financial obligation to MassBay Community College.
2. There is an unresolved disciplinary action against the student.

TICKET POLICIES (STUDENT ACTIVITIES)
The following policies apply to all ticketed events unless otherwise noted.

- Only MassBay students, staff and faculty may purchase tickets;
- Proper identification must be shown before purchasing tickets;
- At least one ticket must be used by a MassBay community member;
- Accurate information must be given on ticket sales slip;
- All ticket sales are final and non-refundable;
- Cash is the only accepted form of payment for tickets;
• Sales are limited to 2 tickets per person during the first week of sales;
• After the first week of sales, purchase limit per person is 4;
• Students are given preference for all tickets. One week prior to event, any remaining tickets will be released for faculty and staff to purchase;
• The Office of Student Activities does not place any tickets on hold;
• All tickets are sold in the Office of Student Development unless otherwise advertised;
• Tickets may not be resold;
• Any issues related to ticket policies should be brought to the attention of the Coordinator of Student Activities.

VOTER REGISTRATION
The Higher Education Act Amendments of 1998 requires MassBay to make voter registration forms widely available to our students. If you are interested, Voter Registration forms are available in the Registrar’s Office. You may also request a form from the Massachusetts Secretary of State Elections Division website at www.sec.state.ma.us/ele/eleidx.htm

WITHDRAWAL FROM CLASSES (OFFICE OF THE REGISTRAR)
If you are registered and do not attend classes, you are responsible for notifying the Office of the Registrar.

Never attending class(es), abandoning class(es), or stop attending them does not constitute official or automatic withdrawal. You must officially drop your course(s) or withdraw from your course(s). You must do that either online via Bay Navigator student center or in-person at the Enrollment Centers on the Wellesley Hills or Framingham campus by submitting the appropriate drop/withdrawal forms.

At any time after start of classes, if you wish to withdraw from the College by dropping or withdrawing from all your courses, you must meet with Student Development.

Failure to comply with the above may result in charges and academic penalties. Students may not take, or re-take, a class without proper registration and payment. The withdrawal date is determined by the date all forms are completed and turned into the appropriate offices.

WITHDRAWAL FROM COLLEGE (STUDENT DEVELOPMENT)
At any time after the start of classes, a student intending to withdraw from all ungraded class(es), when there are no remaining class(es) for the semester enrolled, must meet with the Dean of Students, or his/her designee, to complete the College withdrawal process.
# SECTION V: CODE OF CONDUCT

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INTRODUCTION

MassBay Community College recognizes that all students, as members of the college community, enjoy the freedom of speech and assembly, freedom of association, freedom of the press, right of petition and the right of due process. These rights do not come without responsibilities and respect for others in the College community. Attendance at the College is a privilege and not a right, and enrollment carries with it obligations in regard to conduct, both in and out of class. Students are responsible for knowing and understanding the contents of this Code. Students are responsible for abiding by the laws governing the College and are expected to observe standards of conduct set by the College.

LEARNING OUTCOMES

The College expects its students to act in a mature and responsible manner. Respect for the rights of others, openness to new and challenging ideas, civility and courtesy are examples of this expectation. The Code of Conduct process is intended to be an educational process that supports the mission of the College. This policy is therefore intended to promote personal responsibility, integrity and ethical decision making. Students who participate in this process should achieve the following learning outcomes:

• Understand how the Code supports the goals and mission of the College;
• Understand the possible impact of their choices on their academic and personal success;
• Accept personal responsibility for the choices and decisions made and the impact of their behavior on the College community;
• Reflect on their ethical obligations as a student in the College community;
• Recognize the value of the student conduct process as an educational opportunity; and
• Identify ways to address their behavior so it does not negatively impact their educational goals or the community in the future.

APPLICATION OF THE CODE OF CONDUCT

The Code of Conduct shall be used to address student disciplinary offenses as referenced in this policy. The Code of Conduct applies to student conduct, which occurs at the College, in any of its facilities, on any of its grounds or at any College related activity regardless of location. Under certain circumstances, the Code may also apply to off-campus conduct. Each student shall be responsible for his/her conduct from the time of admission through the actual awarding of a degree, before classes begin and after classes end, and during periods between terms of actual enrollment. The Code of Conduct shall apply to a student’s conduct even if the student withdraws from the College while a discipline matter is pending.

DISCRIMINATION, SEXUAL HARASSMENT, AND SEXUAL VIOLENCE

This Code shall not be used to address complaints of discrimination, sexual harassment and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking. Those complaints shall be investigated according to the College’s Policy on Affirmative Action, Equal Opportunity and Diversity by the College’s Affirmative Action Officer or Title IX Coordinator. For more information, please contact the College’s Affirmative Action Officer or Title IX Coordinator.
OVERVIEW OF CODE OF CONDUCT DISCIPLINARY PROCESS

Complaint of misconduct filed against student with or by the Code of Conduct Administrator (CCA)

Initial meeting held between Accused Student and CCA

CCA conducts investigation if necessary

CCA determines no charges to be filed and dismisses complaint

CCA accepts complaint

For low-level offenses CCA may issue a verbal or written reprimand, which is not subject to a hearing or appeal

Administrative Resolution Meeting held by CCA with Accused Student

Complaint resolved through mutually agreed upon Administrative Resolution

Outcome letter sent to Accused Student – Not eligible for appeal

Violation of Code found and disciplinary sanction imposed

Appeal available to Accused Student

Violation of Code not found

Appeal available to the College

Appeal Officer accepts, rejects or modifies the Judicial Board’s decision and/or sanction
DEFINITIONS

Accused Student – The student who is alleged to have violated the Student Code of Conduct.

Administrative Resolution – A resolution of a complaint, which is mutually agreed upon by the CCA and the Accused Student. An Administrative Resolution shall be put in writing by the CCA, signed by the CCA and the Accused Student and maintained in a student’s disciplinary file. An Administrative Resolution shall result in an Accused Student waiving his/her right to a Judicial Board hearing or Appeal.

Appeals Officer – The College’s senior administrator responsible for student affairs or designee.

Code of Conduct Administrator (CCA) – The College official charged with the responsibility of administering the College’s Student Code of Conduct. A member of the Massachusetts Community College Council (MCCC) shall not be selected to serve as the CCA.

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 Code of Conduct, which is filed with or by the CCA.

Day – Shall mean a calendar day. 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 CCA may extend the time limits at his/her discretion with notice to both parties in writing, including for inclement weather and/or College closures.

Judicial Board – Members of the College community selected by the CCA to conduct a hearing when it has been determined by the CCA that a violation of the Student Code of Conduct may have occurred. Members of the Judicial Board shall act in a fair and impartial manner.

Preponderance of Evidence - The evidentiary standard used in resolving a complaint filed under this Code’s Disciplinary Process. The standard is met if the proposition is more likely to be true than not true (i.e.; more probable than not). Effectively, the standard is satisfied if there is greater than 50 percent chance that the proposition is true.

Sanctions – Disciplinary sanctions under this policy shall include, but are not limited to:

- **Verbal Reprimand** – The lightest form of disciplinary action. A verbal warning may be documented in writing.
- **Written Reprimand** – An official written notice to a student that his/her conduct is in violation of College rules or regulations and will not be tolerated.
- **Restrictions/Loss of Privileges** – Restriction or loss of privileges as a student for a specified period of time, including but not limited to: attending College classes, events and/or activities; accessing College property or specifically designated areas; or participating in College organizations.
- **Community Service** – A student may be required to perform community service as a condition of attendance at the College.
- **Educational Sanction** – A student may be assigned an educational sanction, including but not limited to: preparing a reflection paper or apology letter, developing and presenting an educational seminar, participating in training programs, meeting with academic counselors, and/or researching and proposing alternative educational sanctions.
- **Restitution** – The assessment of financial charges or other forms of recompense for any damage or loss incurred by the College or any members of the College community.
- **Probation** – A student’s status at the College is in jeopardy due to one or more violations of the Code of Conduct. Probation is a more severe sanction than a reprimand. For the duration of a stated probationary period, a student must comply with College rules and regulations or other stipulated conditions or requirements. Unless expressly authorized by the CCA, a student on probation may not represent the College in any context, run for or hold office in any student organization, or attend College-sponsored events or activities.
organizations or participate in intercollegiate athletic teams, intramural programs, or any student clubs or organizations.

- **Suspension** – Temporary removal from the College or a program, without financial reimbursement, for a specified period of time. A suspended student may not enter College property and loses all privileges to participate in any College activities.

- **Expulsion** – Permanent separation from the College or a program without financial reimbursement. An expelled student may not be readmitted to the College or a program and a notation of expulsion from the College may be placed on the student’s official College transcript.

- **Student** – Includes all persons enrolled in 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 academic relationship with the College are considered “students.”

**DISCIPLINARY OFFENSES**

A student shall be subject to disciplinary action under this policy for engaging in acts including, but not limited to:

1. Physical violence and/or threats of physical violence.
2. Any conduct that threatens and/or endangers the health or safety of any person.
3. Creating or false reporting of bombs or other dangerous devices.
4. 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.
5. Unauthorized use of fire alarm or fire equipment.
6. Unauthorized or illegal gambling.
7. Hate crimes as defined under state or federal law.
8. Hazing as defined under state or federal law.
9. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.
10. Conduct resulting in a violation of the College’s Computer/Technology Acceptable Use policies, Email and Social Media policies and/or related Information Technology Resource policies.
11. Failure to comply with the directions of a College official or law enforcement officer acting in the performance of their duties, including failure to identify oneself when requested to do so.
12. Use, possession, manufacturing, or distribution of alcoholic beverages, or controlled substances, including marijuana, heroin or narcotics except as expressly permitted by law. Public intoxication is prohibited.
13. Smoking any tobacco product or use of e-cigarettes, vaporizers or inhalers in violation of state law, including in any public buildings, and in any areas prohibited under College policy.
14. 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.
15. Defacement or destruction of College or personal property.
16. Attempted or actual theft of College or personal property.
17. Acting on or off-campus in a manner that substantially interferes with or disrupts the normal and/or safe operation of the College, including but not limited to disrupting or interfering in the educational process, including teaching, advising, research, administration, disciplinary proceedings, public service or other College activities or functions.
18. Verbal or physical harassment or intimidation.
19. Any unauthorized use of electronic or other devices to make an audio or video recording of any person(s) while on College premises or participating in a College-related activity without the person’s
prior knowledge or without the person’s effective consent due to intoxication, drug use, mental
impairment or other conditions that may impair a person’s ability to convey effective consent. This
includes, but is not limited to, surreptitiously taking pictures of another person in a locker room or
restroom.

20. Acts of dishonesty, including but not limited to the following:
   • Forgery, alteration, or misuse of any College document, record, or instrument of identification;
   • Furnishing false information to any College official, faculty member or office; or
   • Disrupting or tampering with the election of any College recognized student organization.

21. Acts of academic dishonesty, including but not limited to the following:
   • Use of any unauthorized assistance in taking quizzes, tests, or examinations;
   • Dependence upon the aid of sources beyond those authorized by the instructor in writing
     papers, preparing reports, solving problems, or carrying out other assignments;
   • The acquisition, without permission, of tests or other academic material belonging to a member
     of the College faculty or staff; or
   • 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.

22. Abuse of the Disciplinary process, including but not limited to:
   • Falsification, distortion, or misrepresentation of information during the judicial process;
   • Disruption or interference with the orderly conduct of the judicial process;
   • Attempting to discourage an individual’s participation in, or use of, the judicial process;
   • Attempting to influence the decision of a member of a Judicial Board prior to, and/or during the
     course of, the judicial proceeding;
   • Harassment (verbal or physical) and/or intimidation of a member of a Judicial Board, College
     official, party to a complaint or witness participating in the judicial process;
   • Failure to comply with the sanction(s) imposed under the Code of Conduct;
   • Influencing or attempting to influence another person to commit an abuse of the judicial
     process; or
   • Knowingly filing a false complaint under the Code of Conduct.

23. Unauthorized possession, duplication, or use of keys to any College premises or unauthorized entry
    to or use of College premises.

24. Unauthorized solicitation, including but not limited to sale of goods and services for personal profit.

25. Unauthorized activity that constitutes forgery.

26. Violation of state or federal laws not otherwise enumerated herein.

27. Violation of any College policies, rules, or regulations published in written copy or available
    electronically on the College’s website.

**DISCIPLINE FOR DISRUPTIVE CONDUCT**
Disrupting or interfering in the educational process in a class (or clinical site), is prohibited under
this policy. If a student engages in disruptive conduct a faculty member or other College employee
may address and resolve the matter informally without filing a complaint under the Code, including
temporarily removing the disruptive student from a class (or clinical site). On the first occasion when
a student is removed, the faculty member or other College employee is strongly encouraged to notify
the CCA. In all subsequent cases of removing the same student from a class (or clinical site), the faculty
member or other College employee shall notify the CCA. A faculty member or other College employee

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may seek assistance from Public Safety if necessary to remove a student. A student may not be permanently removed from a class (or clinical site) for a conduct-related offense except upon referral to the CCA of a complaint for administration under this policy. The CCA can exercise his/her discretion to allow the accused student to attend class (or clinical site) during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her designee.

**DISCIPLINE FOR ACADEMIC DISHONESTY**

This policy recognizes the right of faculty to manage their class, including addressing directly with students issues of academic dishonesty. When academic dishonesty is suspected, a faculty member may choose to issue a failing grade. If the student believes that there is substantial evidence of error or injustice associated with that grade, the student may file a grievance under the Student Grievance Procedure’s Grade Appeal Process. Alternatively, a faculty member may choose not to issue a grade, but rather refer the matter directly to the CCA for administration under this policy. However, where the issuance of a failing grade by a faculty member for academic dishonesty will result in a student’s dismissal from a program (for example in nursing and other health care programs), the charge of academic dishonesty shall be directly referred to the CCA for administration under this policy, which shall be completed, where practicable, within thirty (30) days.

**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 violating 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.

**INTERIM MEASURES**

Under certain circumstances during the Code of Conduct process interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges or interim suspension. The College reserves the right to issue an interim suspension when it reasonably concludes that a student:

- Poses a threat to others;
- Poses a threat to College property or equipment;
- Substantially disrupts or interferes with the normal operations of the College;
- Engages in off-campus conduct that adversely affects the College community; and/or
- Is charged with a crime in violation of state or federal law.

During an interim suspension, a student is prohibited from entering upon any College property and participating in any College activities.

**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 CCA. 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, including failing to appear for an Administrative Resolution meeting or a Judicial Board Hearing will result in discipline of the Accused Student by the CCA and a forfeiture of his/her rights to a hearing or appeal.

1. **DISCIPLINARY PROCESS**

- All complaints under the Code of Conduct shall be filed with or by the CCA.
- When the CCA files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCA 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 CCA may conduct further investigation if necessary. Under certain circumstances during the Code of Conduct process interim measures may be imposed by the CCA.
including, but not limited to: no-contact orders, restriction/loss of privileges, or interim suspension, in a manner consistent with this Code.

- If the CCA determines that a violation exists, three procedural options are available.

1. Verbal or Written Reprimand - For low-level offenses, the CCA may issue a verbal or written reprimand to the Accused Student. Reprimands shall not be subject to a hearing before a Judicial Board or an appeal.

2. Administrative Resolution - An Administrative Resolution is reached only upon the mutual agreement of the CCA and the Accused Student. By accepting an Administrative Resolution, the Accused Student waives his/her right to a hearing before the Judicial Board or an appeal. If the CCA and the Accused Student cannot agree on an Administrative Resolution the matter proceeds to a Judicial Board hearing. Failure by the Accused Student to appear for an Administrative Resolution meeting with the CCA will result in discipline of the Accused Student by the CCA and a forfeiture of his/her rights to a hearing or appeal.

3. Judicial Board Hearing - When an Administrative Resolution cannot be reached, the CCA shall refer the alleged violation to a Judicial Board for a hearing. Please see Section 2 below for Judicial Board Hearing rules.

2. JUDICIAL BOARD HEARING

- A hearing with the Judicial Board shall be scheduled by the CCA not later than thirty (30) days following an Accused Student’s request for a hearing. If no hearing is requested, the hearing shall be scheduled by the CCA no later than thirty (30) days from the date of the Administrative Resolution meeting.

- A written Statement of Charges shall be presented to the Accused Student not less than five (5) days prior to the hearing.

- A Judicial Board hearing is an administrative hearing. The rules of evidence do not apply.

- In a matter involving more than one Accused Student, the Judicial Board may permit at its discretion individual hearings for each Accused Student.

- 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 another student, faculty member, administrator or an attorney. The advisor may not otherwise be involved in the proceedings. An advisor’s role is limited to advising the Accused Student directly and discretely. 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 CCA presents the Statement of Charges on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Charges.

- 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 Judicial Board determines a question is relevant, the other party will be asked to respond.

- The Judicial 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. A Judicial Board’s decision shall be based on a preponderance of evidence standard.

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. SANCTIONS

A student found in violation of the College’s Code of Conduct shall be subject to sanctions (refer to pg. 48 for definitions), including but not limited to:

- Verbal or Written Reprimand
- Restrictions/Loss of Privileges
- Community Service
- Educational Sanction
- Restitution
- Probation
- Suspension
- Expulsion

A student who violates the Code of Conduct while serving any of the above sanctions shall be subject to further discipline, up to and including expulsion. The intent of the College is to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on factors, such as the nature and severity of a student’s violation and/or prior disciplinary history, 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 CCA or the Accused Student may appeal the Judicial Board’s decision to the College’s Appeals Officer.

- An appeal must be in writing and be based on a credible claim that: the hearing was not conducted in conformity with the Code of Conduct; the decision was not supported by a preponderance of the evidence presented; the sanction imposed was not appropriate in light of the Judicial Board’s decision; or new evidence exists, 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.
SECTION IV: STUDENT RIGHTS AND GRIEVANCE PROCEDURE

STUDENT RIGHTS AND GRIEVANCE PROCEDURE

MassBay is committed to providing a collegiate atmosphere that allows individual freedom, rights and privileges to coexist with reasonable order. The College recognizes and will strive to protect the right of all students, faculty, administrators and staff members to be treated with respect, courtesy and fairness.

The information that follows applies to all MassBay students. Separate documents outline the community responsibilities related to faculty, staff and administrators. Effective July 1, 2001, all rights, responsibilities and procedures included in this section will be considered to be in effect. The College reserves the right to amend the policies and procedures relating to “Student Rights and Responsibilities” at any time giving reasonable notice of the changes.

STUDENT RIGHTS

Your basic rights as a MassBay student are outlined below. These rights were established by the College to help in your academic and personal development. When exercising these rights, you must do so in accordance with local, state and Federal laws, the rules and regulations of MassBay, and the Code of Student Conduct.

1. The Right to Individual Expression- Students have the right to express their ideas, thoughts, and opinions without fear of censure or retribution.
2. The Right to Governance and Participation- Students have the right to establish representative governmental bodies and to participate in College governance in accordance with the rules and regulations of MassBay.
3. The Right to Collective Expression- Students have the right to assemble in order to express themselves. This right extends to the press and broadcast media.
4. The Right to Academic Pursuit- Enrolled students have the right to an environment conducive to the pursuit of academic requirements and interests, and reasonable access to, and support of, faculty and staff.
5. The Right to Non-Discrimination- Students have the right to not be discriminated against by any agent, organization, or member of the MassBay community for reasons of age, ethnicity, national origin, gender, marital status, disability, race, religion, political/social affiliation, or sexual orientation.
6. The Right to Exercise Beliefs- Students have the right to state and exercise their beliefs (including but not limited to religious, political and social beliefs) and to associate with or create organizations in accordance with these beliefs.
7. The Right to a Safe Environment- Students have the right to an environment in which the College takes reasonable measures to offer students protection from foreseeable danger.
8. The Right to Privacy- Students have the right to reasonable privacy in their academic, co-curricular, and personal lives.
9. The Right to Confidentiality- Students have the right to access and control access to their educational records as provided in the federal Family Educational Rights and Privacy Act (FERPA) of 1974, also known as the Buckley Amendment. This includes the right to review and challenge the content of educational records, to control disclosure of personal and academic information to third parties, and to limit the routine disclosure of all or some information defined as “directory information” by the College’s FERPA Notification of Rights Policy. This policy can be found in the College Catalog and the Student Handbook.
10. The Right of Access to College Documents- Students have the right to view and/or obtain any public College documents.
11. The Right to Fair Practice in Disciplinary Matters- Students have the right to a fair process to address all alleged violations of the Code of Student Conduct. MassBay’s judicial process follows procedures of “Fair Practice” as defined in the Code of Student Conduct. Fair Practice includes an initial interview.
with the person bringing the complaint to determine if judicial action is warranted and if so, an
interview with the student responding to the complaint, written notification of the alleged violation
of the Code of Student Conduct, an Administrative Disposition or College Judicial Board Hearing, and
the right of appeal.

12. The Right to Utilize a Grievance Procedure- Students have the right to a fair process to address
alleged violations of their rights.

Student Grievance Procedure (Revised 2013)

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) Day: as used in this policy, shall mean a calendar day.

3) Grievance: a written grievance 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.

4) Grievant: the student filing the Grievance. The Grievant must have been a registered student of the
College at the time of the alleged mistreatment.

5) Instructional Period: the academic semester, summer session or intersession when a grievable act or
omission occurs. The Instructional Period shall end on the last day of final exams.

6) Responding Party: the person against whom a complaint or Grievance is directed.

7) Senior Officer: senior level employee who reports to the President for the Responding Party’s work
area.

8) Student Grievance Officer: a College employee assigned responsibility for administering the Student
Grievance Procedure, including the maintenance of specified records. The Student Grievance Officer
shall ordinarily be the Senior Student Affairs Officer. 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.

9) Substantial Evidence of Error or Injustice: for purpose of Grade Appeals, substantial evidence of
error or injustice is defined as:

- The assignment of a course grade to a student on some basis other than performance in the
course; or

- The assignment of a course grade to a student by resorting to unreasonable standards different
from those which were applied by the same instructor to other students in that course; or

- The assignment of a course grade by a substantial, unreasonable and unannounced departure from
the instructor’s previously articulated standards.

10) 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.

UTILIZING THE STUDENT GRIEVANCE PROCEDURE

The Student Grievance Procedure may be used by a student to address alleged abridgment of the
student’s rights, as stated in the College’s Student Handbook and/or Policy Guide. The student Grievant
or the Responding Party may consult with the Student Grievance Officer at any time. The College’s Student Grievance Officer is the Dean of Students, or his/her designee.

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, 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 the Vice President of Human Resources, or his/her designee.

If a Grievance involves a grade dispute, a student shall process the Grievance in accordance with the Student Grievance Procedure. However, if a grade dispute raises issues of discrimination or sexual harassment, the Grievance should be processed in accordance with the College’s Affirmative Action Grievance Procedure and the Affirmative Action Officer shall conduct the process in collaboration with the Senior Academic Officer or designee.

Claims of physical or sexual assault shall not proceed under the Student Grievance Procedure. A claim of physical assault alleged against a student shall be reported to the Code of Conduct Officer. A claim of physical assault alleged against an employee shall be reported to the Human Resources Office. In both cases, law enforcement authorities shall also be notified. A claim of sexual assault shall be reported to the College’s Affirmative Action Officer and/or Title IX Coordinator and law enforcement authorities and shall proceed under the College’s Affirmative Action Plan. In matters involving physical or sexual assault, alleged victims are strongly encouraged to independently report the incident to the law enforcement authorities. The College’s Campus Police/Security Department can assist with the reporting process.

At any Level of the Student Grievance Procedure, either party may request mediation by contacting the Student Grievance Officer. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The Student Grievance Officer 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 mediated resolution cannot be achieved, the Grievant may proceed with the Grievance Process. The Grievant has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense throughout the grievance process. The advisor may be an attorney. An advisor’s role is limited to personally advising the Grievant only. An advisor is not permitted to participate directly in any aspect of the grievance process.

Except for under extenuating circumstances, as determined by the President or his/her designee, failure by a party to comply with the Student Grievance Procedure during the course of a Grievance may result in the waiving of the noncompliant party’s rights under the Procedure.

**LEVEL ONE – 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 at this time.

A 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 a grievable act or omission occurs.

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 TWO – FORMAL PROCEDURE**

Prior to filing a written Grievance at Level Two, a Grievant must consult with the Student Grievance Officer. The Responding Party should also consult with the Student Grievance Officer at this phase of the process.
Level Two – Step One

The Student Grievance Officer 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 written notice, file with the Student Grievance Officer a 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 by email, regular mail, certified mail, or in hand. Thereafter, the Student Grievance Officer 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 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 within ten (10) calendar days of his/her receipt of the Grievance. The Student Grievance Officer shall deliver the written response to the Grievant within five (5) calendar days of receipt.

Level Two – Step Two (Supervisor Level)

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 to forward the 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, within ten (10) calendar days after receipt of the Step Two Grievance. Thereafter, the Student Grievance Officer 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.

No new issues or allegations may be raised by either party after Step Two.

Level Two – Step Three (Student Grievance Committee Level)

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 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 receipt of the Grievant’s request for a hearing, the Student Grievance Officer shall arrange a hearing before a Student Grievance Committee. The Student Grievance Officer 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 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 within ten (10) calendar days following the hearing. A copy of the Committee’s findings and recommendations shall be delivered to 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 a separate appeal procedure for a clinical program 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 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 or injustice is produced, the grading process may be remanded to the instructor of record for reassessment. If after reassessment, the dispute remains unresolved, the matter shall be referred to the Senior Academic Officer, or his/her designee, for final review. If the instructor of record is no longer available, the Senior Academic Officer 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.

Service on the Committee shall be voluntary, provided that a member who has a personal interest in a particular Grievance shall be ineligible to serve on the Grievance Committee. All College employees serving on the Student Grievance Committee, and acting within the scope of their official duties on the Committee, shall be protected from liability to the full extent provided under Massachusetts General Laws, Chapter 258, and eligible for indemnification as provided for pursuant to 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 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:

• Prior to the hearing, the newly impaneled Committee shall meet to elect a Committee Chairperson. The Chairperson shall be selected by a simple majority vote.

• The Chairperson on 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.

• All hearings shall be closed and deliberations of the Committee shall be confidential and conducted in private.

• 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 any time during a hearing consult in private with his/her advisor.

• Witnesses may be asked by the Committee to remain outside of the hearing room until they are called to testify.

• 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.
• The Responding Party may respond to the Grievant’s allegations and present relevant evidence and/or witnesses in opposition to the Grievance.

• Once the parties have presented their respective positions, the Committee may question the parties and/or witnesses.

• 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.

• Following the parties’ questioning of each other, the Committee will have another opportunity to question the parties and witnesses.

• 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.

• 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.

• 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; and 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 to the President or his/her designee for review and final disposition. The President or his/her designee shall accept, reject or modify the Committee’s decision and/or recommendations and issue a final written decision.

• All findings and decisions reached under this Procedure shall be based on a “preponderance of evidence” standard (i.e., more likely than not). Any action taken hereunder shall be reasonable under the circumstances, in accordance with applicable College rules and procedures and be grounded in fundamental fairness.

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.

RETLIATION
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.

LAST REVISED: JUNE 4, 2013
STUDENTS/STUDENT GRIEVANCE PROCEDURE/2013 REVISED POLICY/SGP REVISED 2013-#T
MassBay’s campuses are located approximately 30 minutes from downtown Boston.

CONTACT US:

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50 Oakland Street
Wellesley Hills, MA 02481
781.239.3000

Framingham Campus
19 Flagg Drive
Framingham, MA 01702
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Ashland Campus
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