

Student Handbook

2026-2027





Student Handbook

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MassBay Community College

Wellesley Hills Campus

50 Oakland Street, Wellesley Hills, MA 02481-5307
781-239-3000

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Framingham Campus

490 Franklin Street, Framingham, MA 01702
508-270-4000

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Ashland Automotive Technology Center

250 Eliot Street, Ashland, MA 01721-2389
781-239-3030

*The complete version of the Student Handbook is available for viewing
and download at **MassBay.edu/Handbook**.*

MassBay.Edu
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Greetings from the President

Dear MassBay Student:

Welcome to the 2026-2027 academic year at Massachusetts Bay Community College!

You are joining our community at a very exciting time. In August, we were named the #1 Community College in Massachusetts, and the 15th in the entire nation for Career Outcomes by the national, award-winning personal finance company WalletHub. Our enrollment is at historic highs, making MassBay the 7th largest community college in Massachusetts. We're launching several new academic programs to meet the needs of the Massachusetts workforce. Our new LEED-Gold Center for Health Sciences, Early Childhood, and Human Services in Framingham has become a jewel of all community colleges in the state. This year, we are adding a new HVAC technician program in Ashland. MassBay is growing, and we're eager to help you grow your skills, knowledge, and work-readiness, too.

Many of you have chosen MassBay due to MassEducate, the state's free community college program. We are grateful to Governor Maura Healey, Senate President Karen Spilka, and the Massachusetts Legislature for their wise investment. Like all of us who work at MassBay, our elected officials realize you are well worth investing in!

Whether you're here to take classes and transfer to a bachelor's degree program, or whether you're here to complete an associate degree or certificate program and enter or go back into the workforce, or whether you're here to try and figure things out, you have made an excellent choice. At MassBay we are proud of our academic rigor. You will receive an exceptional education, training, and hands-on experience that will prepare you for your next step.

And, you are not alone! Everyone who works here is determined to see you succeed. If you need academic support, mental health support, food insecurity support, or childcare support; or if there is any other way the College can make your academic journey smoother, reach out to your professor, your counselor, or any one of the friendly staff members you meet. Supporting you is why we work here!

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

I wish you a healthy, safe, and productive 2026-2027 academic year.

Sincerely,



David Podell, Ph.D.
President



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General Information

ABOUT THE COLLEGE

Massachusetts Bay Community College (MassBay) is a publicly supported and accredited institution of higher learning. The College offers associate degrees and certificate programs, as well as non-credit courses for 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 is a compassionate, student-centered, accessible institution of higher learning, serving a richly diverse population. MassBay is a bridge to equitable opportunities, sustained success, and a lifetime of professional and personal growth. Through transformative education, MassBay contributes to the growing regional economy and cultivates the potential of our students, empowering them to thrive in our local and global communities.

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 Commission of Higher Education,
- 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.

Academic Calendar | Fall 2026

DAY & EVENING 2026

Labor Day (College Closed)	September 7
First Day of Classes	September 8
Add/Drop period for Day & Online Classes	September 8-14
Add/Drop period for Evening Classes	September 8-21
Last day to Add or Change Major	September 21
Professional Day (No DAY Classes, EVENING Classes Held)	September 22
Indigenous Peoples’ Day (College Closed)	October 12
Mid-Term Exams	Oct 26-Nov 1
Application Deadline for December Graduation	November 1
Deadline for Faculty to Submit Mid-Term Grades	November 6
Winter & Spring 2026 Course Registration Begins	November 2
Veterans’ Day (College Closed)	November 11
Thanksgiving Day (College Closed)	November 26
Thanksgiving Recess (College Open/No DAY classes)	November 27
Friday EVENING+Saturday+Sunday Classes Held	November 27-29
Last Day to Withdraw from Classes	November 30
Last Day of DAY & EVENING Classes	December 16
Final Exams	December 17-23

FIRST 8-WEEK CLASSES

First Day of Classes	September 8
Add/Drop	September 8-14
Professional Day (No DAY Classes, EVENING Classes Held)	September 22
Indigenous Peoples’ Day (College Closed)	October 12
Last Day to Withdraw from Classes	October 16
Last Day of Classes & Final Exams	October 26-Nov 1

SECOND 8-WEEK CLASSES

First Day of Classes	November 2
Add/Drop	November 2-6
Veterans’ Day (College Closed)	November 11
Thanksgiving Day (College Closed)	November 26
Thanksgiving Recess (College Open/No DAY classes)	November 27
Friday EVENING+Saturday+Sunday Classes Held	November 27-29
Last Day to Withdraw from Classes	December 11
Last Day of Classes & Final Exams	December 17-23

Academic Calendar | Spring 2027

WINTER INTERSESSION 2026

WINTER INTERSESSION 2027	
First Day of Classes	January 4
Add/Drop	January 4-5
Last Day to Withdraw from Classes	January 13
Last Day of Classes	January 15

DAY & EVENING 2027

Martin Luther King Jr. Day (College Closed)	January 18
First Day of Classes	January 19
Add/Drop period for Day & Online Classes	January 19 - 25
Add/Drop period for Evening Classes	January 19 - February 1
Last day to Add or Change Major	February 1
Professional Day (No DAY Classes, EVENING Classes Held)	February 5
Presidents’ Day (College Closed)	February 15
Summer 2027 Course Registration Begins	March 1
Mid-Semester Exams	March 8 - 14
Spring Recess (No Classes)	March 15 - 21
Deadline for Faculty to Submit Mid-Semester Grades	March 28
Application Deadline for May Graduation	March 31
Fall 2027 Course Registration Begins	April 5
Last Day to Withdraw from Classes	April 16
Patriots’ Day (College Closed)	April 19
Last Day of DAY Classes	May 7
Last Day of EVENING & WEEKEND Classes	May 9
Final Exams	May 10 - 16
Commencement	May 27

FIRST 8-WEEK CLASSES

First Day of Classes	January 19
Add/Drop period for Day & Online Classes	January 19 - 25
Professional Day (No DAY Classes, EVENING Classes Held)	February 5
Presidents’ Day (College Closed)	February 15
Last Day to Withdraw from Classes	February 26
Last Day of Classes & Final Exams	March 8 - 14

SECOND 8-WEEK CLASSES

First Day of Classes	March 22
Add/Drop	March 22 - 26
Patriots’ Day (College Closed)	April 19
Last Day to Withdraw from Classes	April 30
Last Day of Classes & Final Exams	May 10-16

Student Resources

ACADEMIC ACHIEVEMENT CENTER

FRAMINGHAM, Suite 320
WELLESLEY HILLS, 2nd Floor, 781-239-2620

The Academic Achievement Center (AAC), located on both the Wellesley and Framingham campuses, strives to be a welcoming, inclusive, and accessible center dedicated to individual growth, academic success, and professional opportunity for MassBay’s teaching and learning community. The AAC employs Learning Specialists with deep expertise and professional experience in the areas of reading, writing, math, science, and supports the transition to the college learning environment. Highly skilled Peer Tutors, from a wide diversity of backgrounds, offer direct one-on-one instruction in most of the content areas offered at the College.

Working collaboratively with faculty and staff throughout the college, the AAC continues to support students in pursuing their academic goals and in opening new doors for personal and professional opportunity. For more information or to schedule an appointment, please call the AAC at the numbers listed above.

ACADEMIC ADVISING, COACHING, AND TRANSFER

www.massbay.edu/advising
advisingcenter@massbay.edu
WELLESLEY HILLS, Room 11, 781-239-2775
FRAMINGHAM, Room 320, 781-239-2775

Quick Start

- Who is my advisor? Your advisor’s name and contact info are listed in **BayNavigator** and **BayBridge**. You’ll also get a message from your assigned advisor after your Ready2Register session which will include their contact info and a link to book an appointment.
- How often should I meet with my advisor? At minimum, twice a semester, once for academic planning / registration assistance, and during the semester to check in on current courses and start looking ahead.
- Can’t reach your advisor? Email or call them directly, or use their appointment link. Still stuck? Contact the department your advisor belongs to. If that doesn’t work, Academic Advising, Coaching, and Transfer (contact info above) will help you connect.

What Is Academic Advising?

Academic advising is a collaborative process between you and your advisor, designed to support your academic success. Every student is assigned an advisor., Your advisor might be a faculty member, professional staff member, or a member of the Academic Advising, Coaching, and Transfer team.

Advising gives you the chance to build a relationship with your advisor so you can:

- Explore your academic options, including choice of major
- Develop an educational plan that fits your goals
- Learn about the College’s resources and support services
- Choose classes each semester that keep you on track for graduation or transfer

This relationship works best as a partnership. You’re ultimately responsible for the choices you make in college, but good decisions require good information, and that’s where your advisor comes in.

What You Can Expect From Your Advisor

- Help thinking through decisions, setting realistic goals, and building the skills to manage your own academic path
- Accurate, up-to-date knowledge of College resources, policies, and procedures
- Timely, accurate answers
- Scheduled appointments and drop-in availability.
- A thought partner to address academic and personal matters.

What Your Advisor Will Expect From You

- Know your major’s requirements, and check course prerequisites before you register
- Know key academic deadlines, such as registration, add/drop, withdrawal
- Keep your own record of your academic progress; don’t rely solely on your advisor to track it
- Reach out first! Don’t wait for your advisor to find you.
- Schedule appointments, and show up
- Tell your advisor if your goals, program, or progress change

Common Questions

How do I change my schedule?

You can add or drop courses without penalty through the end of the add/drop period — usually the first week of classes, but check the academic calendar each semester for exact dates.

Withdraw after add/drop ends, and two things happen: you’ll owe a percentage of tuition for that course, and it will show as a “W” on your transcript. Always talk to your advisor before dropping or withdrawing — they can help you weigh the impact on financial aid, graduation timeline, or full-time status.

What if a required course is only offered once a year, or conflicts with another required course?

The College works to make sure students who’ve stayed on track can still get the courses they need to graduate or transfer. If a scheduling conflict threatens your timeline, contact your advisor right away — the earlier you flag it, the more options they have to help.

ACCESSIBILITY RESOURCES CENTER

FRAMINGHAM, Room 320, 508-270-4267
WELLESLEY HILLS, Room 216, 781-239-2234

MassBay students register with the Accessibility Resources Center for many reason, including accommodations for learning needs, physical limitations and medical or psychiatric conditions.

MassBay provides equal access for each student who self-disclosed a disability and requests accommodations through the Accessibility Resources Center. Our Accessibility Specialists are available to meet with students to:

- Discuss your experience with disability
- Request accommodations that will facilitate equal access
- Access coaching and mentoring opportunities to promote academic success
- Develop self-advocacy skills
- Seek advising during course enrollment
- Assist in accessing other campus resources

Accommodations are provided in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

CAREER SERVICES

WELLESLEY HILLS, Room 130, 781-239-3142
FRAMINGHAM, Room 320

MassBay students and alumni can connect with Career Services for assistance:

- Finding a job, internship, work-based learning, or volunteer opportunity
- Identifying your skills and strengths, exploring career paths, and setting career goals
- Crafting an impressive resume, cover letter, and LinkedIn profile
- Developing key job search skills such as networking, interviewing, and leveraging social media and online platforms
- Accessing Handshake, our online job and internship platform
- Connecting with mentors and professionals in your field of interest.

MassBay’s Career Services team offers workshops, events, on-campus recruiting, and appointments for students and alumni. Appointments are available both virtually and in person across all three of our campuses.

CHILDCARE ASSISTANCE PROGRAM

WELLESLEY, Room 130, 781-239-3142

Financial support for childcare is available for students on all three campuses through a subsidized Childcare Assistance Program. Assistance is available on a first-come, first-served basis. For complete information on guidelines, eligibility, and application procedures, contact Student Development at 781-239-3142 or studentdevelopment@massbay.edu.

MENTAL HEALTH COUNSELING SERVICES

FRAMINGHAM, Room 320, 781-239-3142
WELLESLEY, Room 130, 781-239-3142

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

Counseling Services offers short-term, individual counseling for students and makes referrals to local specialists. Services are free of charge and confidential for enrolled MassBay students. Students can make an appointment by visiting our website at www.massbay.edu/counseling or emailing counseling@massbay.edu. In an emergency, please call Campus Police at ext. 2222.

EQUITY ASSURANCE OFFICE

WELLESLEY, Room 308, 781-239-3147

MassBay provides equal access to educational, co-curricular, and employment opportunities at the College for all applicants, students, and employees in compliance with all applicable laws, regulations and policies. All benefits, privileges, and opportunities offered by the College are available to all students, employees, and other persons having dealings with the institution on a non-discriminatory basis. The College is committed to taking a pro-active Affirmative Action posture with respect to the recruitment, selection, and promotion of students and employees.

The Associate Dean for Equity Assurance serves as the Title IX Coordinator, Chief Affirmative Action/Equal Opportunity, and American with Disabilities Act/Section 504 Officer.

For more information on the Policy on Affirmative Action, including Title IX policies related to Harassment, Discrimination, and Sex-Based Harassment, please go to www.massbay.edu/titleix.

MATH AND SCIENCE CENTER

FRAMINGHAM, Suite 320
WELLESLEY HILLS, Room 210

In the Math and Science Center, professional learning specialists work with students on their individual learning goals. They hold individual and small-group conferences with students who are working on math or science for any MassBay class. The Math and Science Center offers:

- Individual and group instruction in scientific, nursing, and mathematical course content;
- Opportunities for study groups and homework help with fellow students;
- Consultations for general study skills and subject-specific strategies;
- Workshops in math and science content areas;
- Resources for self-paced learning, review, and self-testing; and Online learning tools.

MATH HOMEWORK CENTER

WELLESLEY HILLS, Room 210

The Math Homework Center provides assistance to help students develop their skills in mathematics. In the center, professional learning specialists and peer tutors aim to:

- Offer support to students with their classroom work;
- Cultivate independent learners by teaching pedagogical strategies such as:
 - Organizational strategies and time management;
 - Helping students understand both the immediate problem and the larger concept;
 - Assisting students in relating concepts and ideas to each other;
 - Teaching principles, applications, and how to build on skills toward future use;
 - Helping students identify other resources, including both online and print, as well as how to look up questions when learning specialists and instructors are not present;
- Connecting students with individuals and resources on campus beyond their immediate faculty.

PEER TUTORING PROGRAM

FRAMINGHAM, 3rd Floor
WELLESLEY HILLS, 2nd Floor

The Peer Tutoring program offers free, student-based assistance in a wide range of subjects. Peer tutors excel in their areas of study and enjoy helping fellow students achieve academic success. A tutor’s goal is to help students become active and independent learners. Tutors use a variety of teaching techniques including questioning, modeling, listening, and demonstration.

ONLINE TUTORING

MassBay students can utilize a free online tutoring service, Brainfuse, from the MassBay OneLogin site. Brainfuse is available 24/7 and is used for many subjects.

PUBLIC SAFETY AND CAMPUS POLICE

Emergency 911 or 781-239-2222

FRAMINGHAM, 1st Floor Lobby, 781-239-2699 (business)

WELLESLEY HILLS, Room 122, 781-239-2699 (business)

MassBay is dedicated to maintaining a safe and secure learning environment for all. Campus Police and Public Safety personnel are present during the College’s operational hours to provide assistance with safety concerns, emergency response, and other support services. For added convenience and peace of mind, 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 dial 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 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, 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.

READING AND WRITING CENTER

FRAMINGHAM, Room 320

WELLESLEY HILLS, Room 215, 781-239-2633

In the Reading and Writing Center, professional learning specialists support and engage MassBay students from every program in developing as readers and writers. Learning specialists hold individual conferences with students. They focus on specific coursework and the improvement of drafts at every stage of the writing process--from getting started with an assignment to revising a paper. Students often focus on improving the following skills:

- Setting challenging, achievable academic goals;
- Understanding a reading/writing assignment for any class;
- Separating an assignment into clear and manageable steps;
- Organizing and outlining ideas;
- Using ideas and notes to plan/revise an essay;
- Examining sources and evidence to establish credibility and authority;

- Revising a paper for improved grammar, punctuation, or word choice;
- Developing effective reading and study skills;
- Becoming a more fluent writer as a non-native English speaker; and
- Citing sources in MLA or APA format.

TESTING SERVICES

WELLESLEY HILLS, 2nd Floor, 781-239-2620

FRAMINGHAM, Room 320

Make-Up Exams

The AAC provides testing services for make-up exams. Faculty members may arrange for a student who misses an exam for an approved reason to take a make-up test. Photo identification is required for all exams.

Placement Testing

All students new to MassBay and seeking a degree or certificate are required by the Massachusetts Board of Higher Education to complete placement testing soon after being accepted to the College. Placement tests determine the English and math classes in which students will begin their academic careers. Photo identification is required for all exams.

Placement Test Workshops

The AAC offers a workshop series to help students prepare for the Accuplacer placement tests. These free, one-to-two-hour workshops help students refresh their skills in arithmetic, algebra, reading, and writing.

TEXTBOOK AND STUDENT ENRICHMENT FUND

STUDENT DEVELOPMENT, 781-239-3142

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. SGA continues to consider student applications and award funding at the beginning of the Fall and Spring semesters. Applications can be found here: www.massbay.edu/student/student-resources/textbook

TRANSITIONAL SCHOLARS PROGRAM

WELLESLEY HILLS, Room 207, 781-239-2625

The Transitional Scholars Program at MassBay is a student-centered program designed for transition-age students with documented intellectual and/or developmental disability. The program serves students, who are currently enrolled in their high school transition program or are transitioning from high school to post-secondary education having earned their diploma. Transitional Scholars is designed for students who are interested in having college experience with the support of our Educational Coaches and programming. Admitted students take one (1) or two (2) college courses per semester (Fall and Spring) for a maximum of three (3) years. While enrolled in the program, Transitional Scholars have the opportunity to participate in campus activities, join clubs and organizations, and have full access to all MassBay supports and services.

Students in the program develop:

- Acquire transferable skills that will assist students in their post-secondary interests and activities;
- Develop the ability to function independently on the college campus;
- Practice self-advocacy skills in a variety of setting, including requesting accommodations.

Students have access to all available supports and services that MassBay provides including, but not limited to tutoring, peer mentoring, student clubs and activities, career planning and counseling, and the Recreation and Wellness Center.

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VETERAN & MILITARY SERVICES

WELLESLEY HILLS, Room 130, 781-239-2663

MassBay is approved by the Department of Veterans Affairs to provide educational programs for veterans and eligible military-connected students.. We are committed to supporting our military-connected students as they navigate their educational journey and VA education benefits, including the GI Bill® . For information about eligibility requirements and application procedures, please email the Veteran & Military Services Coordinator at veterans@massbay.edu. For more information regarding ABSENCE DUE TO ACTIVE MILITARY DUTY please see the Institutional Policies Section.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at www.Benefits.VA.gov/GIBill.

Activities Outside of the Classroom

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. MassBay currently offers varsity opportunities in Men’s Soccer, Women’s Volleyball, Men’s and Women’s Cross Country, Men’s Basketball, Men’s and Women’s Golf, Esports, and Unified Sports.

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’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 Division III member of the National Junior College Athletic Association (NJCAA), and participates in Region XXI. Student athletes compete for regional and national honors and championships. Coaches and players abide by all NJCAA and college standards and ethics regarding eligibility and sportsmanship. All MassBay students are admitted free to all home athletic events.

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STUDENT-ATHLETE ADVISORY BOARD

The Student-Athlete Advisory Committee (SAAC) 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 make an impact on the issues that affect their daily lives.

Members of each team will nominate and select an eligible student-athlete to represent their sport on the SAAC. 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.

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HONOR SOCIETIES

PROVOST OFFICE

WELLESLEY HILLS, Room 224, 781-239-3117

ALPHA BETA GAMMA

Kappa Epsilon Chapter

Alpha Beta Gamma is an international 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 promoting continuing academic excellence.

Membership requires that students be enrolled in a business program with at least 12 credits completed and have a cumulative GPA of 3.0 or higher.

Advisor: Professors Tom Neimi and Susan Wheeler

DELTA ALPHA PI

Theta Theta Chapter

Delta Alpha Pi is an international honor society founded to recognize high-achieving students with disabilities who are attending colleges and universities as undergraduate or graduate students and was chartered at MassBay in 2022. This dynamic organization celebrates and supports academic achievement, leadership and advocacy for post-secondary students with disabilities.

To be eligible, a student must complete a minimum of 24 credits, maintain an overall GPA of 3.10, and demonstrate an interest in disability issues.

Advisor: Lisa Armstrong-Smith

NATIONAL SOCIETY FOR LEADERSHIP AND SUCCESS

Founded in 2001, the National Society for Leadership and Success (NSLS) is an organization that provides a life-changing leadership program that helps students achieve personal growth, career success, and empowers them to have a positive impact in their community. Serving over 800 institutions across the country with a community of more than two million members, the NSLS builds on the traditional honor society model by providing colleges the opportunity to recognize their students for achievements beyond their GPA. In addition, the NSLS is the only accredited leadership honor society providing administrators with leadership development programming to measurably impact student development and engagement. Students also have the opportunity to take their learning with the NSLS deeper and earn academic credit recommendations. To be eligible for membership at MassBay, students must be in their second year and have a grade point average of 3.0 or higher.

Advisor: Mike Lyons

PHI THETA KAPPA

Alpha Kappa Lambda Chapter

Phi Theta Kappa (PTK) is the International Honor Society of two-year colleges and was chartered at MassBay in 1984. PTK recognizes the academic achievement of college students and provides opportunities for its members to grow as scholars and leaders. Over 3.8 million students have been inducted into PTK since 1918, and there are approximately 250,000 active members.

In order to be eligible for induction into PTK, students must complete a minimum of 12 hours of associate degree coursework or 6 hours of certificate coursework and have a GPA of 3.5 or higher.

Advisors: Professors Perry Beardsley and Jason Mazaik

PSI BETA

Psi Beta is the national honor society in psychology for students attending two-year colleges. The purpose of the society is to encourage professional development and psychological literacy of students by promoting and recognizing excellence in scholarship, leadership, research, and community service.

To be eligible for membership in Psi Beta, students must complete a college psychology course with a grade of B or higher, complete 12 units of coursework with a cumulative GPA of 3.25 or higher, have an interest in psychology, and have good standing in the community.

Advisors: Professors Joan Alegi-Feeney and Ruma Mishra

COMMONWEALTH HONORS PROGRAM

The Commonwealth Honors Program at MassBay offers an exciting opportunity for students to learn at a deeper level. The Honors Program provides a place for you to work with dedicated faculty where you participate in seminar style classes, exchange insights and ideas with students and professors, participate in extra-curricular activities, and master research and in-class presentations. Anyone may apply to take an honors course. Enrollment criteria for admission to individual honors courses vary according to the discretion of the faculty and department offering the course. Honors sections are identified as Honors level courses on your outgoing transcript, and enhance your transfer applications. Honors sections offer unique opportunities to work with faculty and other students in an especially motivated and rewarding environment. Students also have the opportunity to complete a sequence of Honors classes and become a Commonwealth Honors Scholar upon graduation. For more information, please visit: www.massbay.edu/honors

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 and must be scanned upon entry. MassBay students and the College community can enjoy recreational programs, such as intramural basketball, volleyball, and organized exercise classes, in addition to aerobic and weight lifting equipment.

Services

BOOKSTORE

Wellesley Hills, 1st Floor

781-239-2650 | Bookstore@massbay.edu

Textbooks are available for purchase online at www.massbay.ecampus.com

WHEN AND WHERE CAN I BUY MY BOOKS?

Textbooks are available well before the start of the semester and can be purchased online at www.massbay.ecampus.com.

The bookstore is open Monday through Friday. Store hours are available at the website above.

A staff member will be available during business hours to assist with purchases, digital material access, or any issues related to your order.

During the first week of classes, the store will offer extended hours.

WHAT IS THE RETURN POLICY?

To be eligible for a refund, returned items must be received at the eCampus warehouse within 15 days of either the ship date or the course start date—whichever allows more time.

Please note: Return policies do not apply to items marked as Non-Returnable during checkout or items owned by, shipped from, or purchased within individual college or university stores.

For any return, you must obtain a Return Merchandise Authorization (RMA) number, which is automatically generated when you complete a return and print your return label via your account.

WILL THE BOOKSTORE BUY MY OLD BOOKS BACK?

eCampus may, at its discretion, buy back books throughout the year. However, not all books are eligible for buyback.

The best time to sell books back is during finals week.

CAN I RENT MY BOOKS?

Yes, textbook rentals are available. Not all textbooks are eligible for rental. If renting is an option, it will appear during the checkout process.

CAN I PURCHASE E-BOOKS?

Yes, many textbooks are available in digital format.

DOES THE BOOKSTORE PRICE MATCH?

eCampus will price match a new, used, or rental textbook within 7 days of purchase from the online bookstore.

Price match requests must be submitted against eligible websites (Amazon.com, Chegg.com, BN.com, TextbookX.com [Akademos], and local brick-and-mortar competitors).

Claims must be for in-stock textbooks purchased by students affiliated with the College.

Visit www.MassBay.ECampus.com/Price-Match for more information.

COMPUTER & TECHNOLOGY SERVICES

The Office of Information Technology (OIT) provides computer support and a variety of services for students enrolled in credit classes at 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 multimedia instructor stations, projectors or interactive displays.

SINGLE SIGN ON DASHBOARD

The College uses OneLogin to give all community members the ability to access the applications and other resources they need to do their work by logging in once to a single interface. Platforms like OneLogin are known as Identity and Access Management (IAM) solutions that are primarily used to provide their users with a Single Sign-on (SSO) experience. It provides enhanced security to your data by enforcing multi-factor authentication (MFA) via push notice, authenticator application (i.e.. Microsoft Authenticator, Google Authenticator, etc) text notice, or shared security questions This is also used for self-service password resets.

STUDENT INFORMATION SYSTEM (BAY NAVIGATOR)

Most of the administrative services that MassBay provides can be accessed through the Bay Navigator tile in OneLogin By accessing Bay Navigator, you can:

- Register for classes in upcoming semesters and/or drop classes;
- Learn your MassBay student ID number;
- Learn your library card number;
- Find out who your advisor is;
- Review and/or print your mid-term or final grades;
- Review and/or print your class schedule;
- Request MassBay to mail out enrollment verifications;
- Pay your account balances using a debit/credit card or echeck;
- Sign-up for tuition payment plans;
- Review any ‘holds’ that are placed on your record;
- Review, change, or add addresses;
- Search for courses offered;
- Waive health insurance;
- View transfer credits received.

LEARNING MANAGEMENT SYSTEM (BLACKBOARD)

Blackboard is Internet-based course-management software. Depending on how your instructors use Blackboard, you may be able to view and print syllabus, assignments, and class readings, read class announcements, and view your grades, among other possible functions.

STUDENT EMAIL

Eligible students are issued a MassBay student email account. Student email accounts are used as the primary communication by the College to provide students with emergency messages, official notices, and other important College-related notifications, so it is critical to check your account regularly. Student email accounts are based on Microsoft 365 services.

MICROSOFT OFFICE 365

Each student will be provided access to Microsoft Office 365 features and services. Office 365 is a group subscription of software and services, which together provide productivity software and related services to subscribers. You receive access to the cloud versions of Outlook, Word, PowerPoint, Excel, and other applications such as access to Skype for Business and cloud storage on OneDrive. You can use your login credentials to access the Microsoft mobile app version of subscribed hosted software. Finally, from its portal, you may download and install a full version of Microsoft Office for use on your personal devices.

ONLINE EDUCATION

Online Education is appropriate for highly self-disciplined and self-motivated students who have regular access to a computer with 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 learning management system, Blackboard Learn.

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 typically follow a weekly schedule. These courses typically include class discussions (usually via a discussion board), instructional media, written assignments, projects, quizzes, and exams just as you would find in campus-based courses.

There are two types of courses that fall under Online Education methods--fully online courses and hybrid courses.

Fully online courses do not require regular class time on campus. Online classes may include an on- campus orientation session or on-campus 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 and replace a portion of the face- to-face instruction with online instruction. The online instruction portion of these courses is similar to the instruction in fully online courses. Information about the requirements for each specific Online Education course is included in the course syllabus, including the requirements set out in the course’s interaction plan.

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 login credentials and offers substantial bandwidth and access to internal resources. MassBay also has an open access guest network which is much more restrictive.

We are also a member of eduroam (education roaming), a secure, world-wide roaming access service developed for the international research and education community. It allows any user from an eduroam participating site to get network access at any institution connected to eduroam. Depending on local policies at the visited institutions, eduroam participants may also have additional resources at their disposal.

WHERE CAN I ACCESS MY EMAIL?

Please visit [MassBay.edu](#) and click the OneLogin link. Once in OneLogin, click the Outlook tile. If you need assistance, please visit the IT Help Desk webpage, also linked at the bottom of the main page.

HOW DO I FIND MY MASSBAY USERNAME & PASSWORD?

MassBay usernames and passwords are emailed to your personal email address the first time you register for a class or complete your MassBay application. User accounts remain active for all systems while students are actively enrolling in classes. Once a student goes three semesters without any enrollment, your OneLogin account and all MassBay system access will be removed.

If you need help logging into your MassBay accounts please visit [www.massbay.edu](#) and click the link for IT helpdesk at the bottom of the page or call 781- 239-2440, option #3.

WHAT IF I NEED HELP WITH A COMPUTER ISSUE?

MassBay OIT provides students with a 24x7 Help Desk. Please click on the **IT Help** link on the main web page [massbay.edu](#). You can also call 781-239-2440, option #3. On-campus support is in the Wellesley Hills Open Lab, room W242F, and at the IT desk in the Framingham Library during normal business hours. Please note, support is limited to accessing MassBay services only. OIT does not provide support services to equipment or software not provided by the College.

WHAT IS MANAGED PRINT?

The College provides a secure print environment that requires a MassBay ID or credentials to be able to print. Students are provided a \$20 print stipend every semester. Pricing for print is \$.05 for single sided black and white (BW), \$.08 for double sided BW, \$.25 for single-sided color, and \$.40 for double-sided color. If a student uses up this stipend, more money can be added to it to it using a secure web interface via the IT Help Desk web page.

If a student does not use all their semester’s stipend, the balance stays on their account to use as long as the account is active.

WHAT ARE THE COMPUTER LAB HOURS?

Please visit [massbay.edu](#) and click the IT Help link (note: support hours are no longer listed there).

Support Hours:

Winter & Spring Semesters:

Mon–Thu: 8:00 am – 9:00 pm
Fri: 8:00 am – 5:00 pm
Sat: 8:00 am – 1:00 pm

All Other Times:

Mon–Fri: 8:00 am – 5:00 pm

For current lab hours, please check the posted schedules at each facility. Hours are subject to change during holidays and special events.

FOOD SERVICES

BUCCANEER CAFÉ

WELLESLEY HILLS, Cafeteria, 1st Floor

VENDING SERVICES

Vending machines are available at all three locations offering an array of food and beverage options.

LIBRARY

FRAMINGHAM, 3rd Floor, 508-270-4210

WELLESLEY HILLS, 2nd Floor, 781-239-2610

MassBay has a library collection of more than 30,000 volumes and a host of electronic resources including e-books, streaming videos, and bibliographic databases. The College is a member of the Higher Education Libraries of Massachusetts (HELM) that provides access to the collections of 13 college libraries across the state. 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 (OneCard) is used as your library card to check out books. The library bar code number located on the back of the card is also used for off-campus access to the library’s electronic resources. Your Library Card Number can also be looked up in Bay Navigator. It begins with 26294

HOW LONG CAN I BORROW A BOOK?

Students may borrow books for 28 days with one renewal.

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 & Framingham

Monday to Thursday: 9 am - 8 pm

Friday: 9 am - 5 pm

WHERE CAN I MAKE A PHOTOCOPY or SCAN?

These services are available in each campus library 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, Floors 1, 2 & 3, Public Safety Office

WELLESLEY HILLS, 3rd Floor

A limited number of lockers are available on both campuses. On the Wellesley Hills campus, lockers 311 to 334 are available. Students are responsible for providing their own lock. The lockers are first come, first served and all locker contents must be removed at the end of the semester.

LOST & FOUND

FRAMINGHAM, 1st Floor, Public Safety Office, 781-239-2699

WELLESLEY HILLS, 1st Floor, Public Safety Office, 781-239-2699

Lost and found property is located at the Public Safety Office on the Framingham campus, and at the Public Safety Office on the Wellesley Hills campus. The Lost and Found cannot accept drink bottles or items containing food for health and safety reasons. Items that are not claimed by the end of each semester will be donated to a local charity.

MASSBAY SHUTTLE/TRANSPORTATION OPTIONS

Check the MassBay website for current transportation schedules and routes. Shuttles and Uber are free for registered students with Student ID cards.

Framingham Campus to Wellesley Campus shuttle with stop at Framingham State University

MetroWest Regional Transit Authority (MWRTA)

The shuttle picks up near the flag pole on the Wellesley campus. Free with Student I.D. Card.

The shuttle schedule is available on the MassBay website (MassBay.edu/Transportation). Shuttle schedules are subject to change.

Please note:

- Shuttles 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 shuttle service on weekends, holidays or when the College is closed. Please refer to the current shuttle schedules for service dates.

Ride Sharing Routes

Students currently enrolled in classes may register for the MassBay ride share program. Please visit www.massbay.edu/transportation for the registration form and for more information about the program.

Please Note: The MassBay ride share program can only be used to travel between specific locations, during specific time periods. Trips to and from personal residences are not allowed. Students tipping their drivers must use personal funds and is not included in the MassBay Ride Share Program.

Other Bus Route Options:

MWRTA also operates bus routes throughout the Metro West region:

These are not specifically MassBay shuttles and a small fee will be charged.

- MWRTA Route 1 stops at MassBay’s front door in Wellesley Hills en route to the Woodland T Station.
- MWRTA Route 6 makes stops very close to MassBay’s Auto Technology Center in Ashland.

Metrowest Regional Transportation Authority (MWRTA) Catch Connect

On-demand public transportation, available Monday-Friday, 6:45 a.m.– 6:45 p.m. Catch Connect will service any address within the Town of Wellesley, as well as: Newton Wellesley Hospital, Natick Community Center, Woodland MBTA Station, Waban MBTA Station.

Download the MWRTA Catch App on your phone to book a trip, or call 508-283-5083. Please allow 10-15 minutes of wait time for the trip. MWRTA Catch Connect >>

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 or the MBTA Commuter Rail.

To reach the Wellesley Hills campus, exit the train at the Wellesley Farms station, which is approximately a one-mile walk to the campus. Uber is available from Wellesley Farms to the Wellesley Campus between 7 a.m. – 6:30 p.m. Monday - Friday. To use Uber, you must use the MassBay Business Uber app.

To reach the Framingham campus, exit the train at the Framingham station, where Lift Bus and MWRTA service is available to the campus. For Lift Bus information, please call 508-620-4852. MWRTA Route 3 Commuter Rail Framingham to Framingham Campus – catch the shuttle at the Banana Parking Lot.

Commuter Rail maps and schedules are available in Student Development on 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 Ashland station. Taxi service is available from there.

For MassBay Transportation questions or concerns, please contact the Transportation Department by phone or email:
Transportation@MassBay.edu
Transportation@massbay.edu | 781-239-2480

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PARKING

FRAMINGHAM, 1st Floor Lobby, 781-239-2699
WELLESLEY HILLS, Room 122, 781-239-2699
On-campus parking is available to all MassBay students. You must register your vehicle with the Office of Public Safety in Wellesley Hills or Framingham.

WHAT DO I DO ABOUT A PARKING TICKET?

All members of the MassBay community and visitors must adhere to posted parking signs and all applicable campus parking regulations. The MassBay Campus Police Department actively enforces parking regulations and may issue citations for violations.
If you receive a parking citation, more information, including the option to make payment, may be found [PlymouthCountyParking.com](https://www.plymouthcountyparking.com) online. Repeated violations or disregard for campus parking policies may result in additional disciplinary action, including referral to the Office of Student Development in accordance with the Student Code of Conduct.

Financial Aid, Course Registration, and Preparing for the First Day of Class

FINANCIAL AID

FRAMINGHAM, Room 110A, 508-270-4010
WELLESLEY, Enrollment Center, Room 103, 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. Students must complete the FAFSA before the priority deadline of May 1 to be considered for State aid. Completing a FAFSA by May 1 also ensures that financial aid awards can be determined before 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.
To assist students with the FAFSA, MassBay has partnered with uAspire to provide free hands-on assistance. If you need advice and help with your FAFSA, Text MassBay to 857-309-2942 and a uAspire Advisor will text you back within 24 hours (Mon-Fri) to help you complete the FAFSA and answer all your financial aid questions. uAspire provides support over text, Zoom, or phone call.

To assist students with the FAFSA, MassBay has partnered with uAspire to provide free, confidential, and personalized, hands-on assistance. Text MassBay to 857-309-2942 if you need help right away and a uAspire Advisor will text you back within 24 hours (Mon-Fri). They can provide support over text, Zoom, or phone call. Otherwise, to get help all in one place, they have a new financial aid support page just for MassBay students www.Uaspire.org/MassBay.

You can also call FAFSA at 800-433-3243, have an online chat, or send them an email. Another resource is the Boston Area Educational Opportunity Center located in the Boston Public Library. You can contact them for FAFSA assistance at 617-267-7597. Starting in October through February each year, FAFSA Day events are held throughout the state at schools, libraries, and colleges.

WHAT IF I DON'T QUALIFY FOR FAFSA?

Undocumented, non-U.S. citizens who have attended high school in Massachusetts for at least three years and earned a diploma (or the equivalent, such as a GED/HiSET) in Massachusetts, may be eligible for in-state tuition at MassBay. To see if you are eligible to complete a MASFA application, visit <https://www.massbay.edu/tuition-equity> for details.

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 through Student Accounts. 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 ACADEMIC YEAR?

Yes, financial aid is awarded each academic year. Application materials (FAFSA) for the upcoming academic 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 to submit the FAFSA for state aid (MASS GRANT). Please note that the tax data that FAFSA requires is two years back, not one year. So, you do not need to wait to submit your FAFSA until your taxes are filed, as your taxes should have been filed by the IRS deadlines since the tax data used goes back two years. Also, please be aware you can submit corrections to your FAFSA online, if needed.

WHAT HAPPENS IF I'M NOT MEETING SATISFACTORY ACADEMIC PROGRESS (SAP), CAN I STILL RECEIVE AID?

Adhering to SAP standards is crucial to maintaining your eligibility for aid and successfully progressing toward your educational goals. If you find that you are not meeting SAP, please review our SAP Policy at wwwMassBay.edu/Finance/SAP. It will outline the financial Aid SAP Appeal Process as well as explain the different SAP statuses.

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 18 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 scholarship opportunities available, visit www.MassBay.edu/Scholarships.

If additional assistance is needed, please either visit the MassBay Foundation Office in Room 222 on the Wellesley Hills campus, or contact us by email at Foundation@MassBay.edu or by phone at 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 for further details.

BOOK VOUCHER PROGRAM (FINANCIAL AID)

MassBay provides financial aid recipients with 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 last dollar aid that is designed to pay only tuition and fees may not be used for book vouchers.

HEALTH INSURANCE INFORMATION

FRAMINGHAM, Enrollment Center, 1st Floor, 781-239-2540

WELLESLEY HILLS, Enrollment Center, 1st Floor, 781-239-2540

The Massachusetts Universal Health Insurance Law requires students registered for nine (9) or more credit hours (or for students in a Health Science program) to participate in the 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).

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 <https://portal.gallagherstudent.com>.

If you elect not to participate in the health insurance provided by the College, you must complete the health insurance waiver form on-line. You can do so by logging into Bay Navigator, clicking on the Student Finances & Aid tile, then Waive Health Insurance. Please have your current insurance card available when waiving the insurance as you will need the information on it. Waivers must be submitted before the bill due date or at the time of registration.

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

Health insurance coverage is renewable and must be waived each academic year, beginning in September or January 1st through August 31st. Health Insurance waivers must be completed online, and you should see the health insurance charge removed from your student bill within 24-48 hours. IF the waiver is not completed correctly and is not removed from the bill, you will be charged for the health insurance. If you have any problems or questions, please contact the Office of Student Accounts for assistance.

IMMUNIZATIONS

FRAMINGHAM, Room 316, 508-270-4014

WELLESLEY HILLS, Room 130, 781-239-3142

All students must be in compliance with our immunization policy as outlined in our Health Related Policies section at MassBay.edu/Immunizations.

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, The International Student Club 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.

PAYMENT & STUDENT ACCOUNTS

FRAMINGHAM, Enrollment Center, 1st Floor, 781-239-2540

WELLESLEY HILLS, Enrollment Center, Room 100, 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 prevent 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. Please review your bill carefully. Some charges may not be covered by certain types of financial aid. If applicable, verify whether any fees on your account are eligible for a waiver, such as the health insurance fee. 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:

- 1. Login to your One Login account via MassBay.edu.
- 2. Click on Bay Navigator.
- 3. Once logged in, click on the Student Finances & Aid tile.
- 4. Click on Make a Payment, and then Make a Payment/Payment Plan or Refunds, which will bring you to our Nelnet Payment processing page.
- 5. Setup your Nelnet Payment Information (if you have not done this already).
- 6. Proceed to setup monthly payment plan via Nelnet, which will prompt your first payment.

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 on your account.

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 Bay Navigator. MassBay reserves the right to remove any students from their class schedule for non-payment if financial clearance is not given by the tuition due date.

REGISTRATION

FRAMINGHAM, Enrollment Center, 1st Floor, 781-239-2550

WELLESLEY HILLS, Enrollment Center, 1st Floor, 781-239-2550

www.massbay.edu/registrar • registrar@massbay.edu

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 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 offerings list and final exam schedule are also produced through this office.

HOW DO I FIND OUT WHAT CLASSES ARE AVAILABLE?

An electronic version of the course schedule and other related registration information is available on the MassBay Office of the Registrar webpage ([MassBay.edu/Registrar](#)). Students can also utilize the class search feature in their Bay Navigator account to search for course offerings.

WHEN DO I REGISTER?

Returning students should enroll in courses as early as possible to ensure the best selection. Please refer to the **Academic Calendar in the Student Handbook for official registration dates and deadlines.**

Registration can be completed:

Returning Students:

- Online via your Bay Navigator account (for returning students only)
- Meeting with your academic advisor and having an Add/Drop Form submitted to the Office of the Registrar on your behalf
- Emailing our office from your MassBay email address with the course details you are looking to add and/or drop

Guest Students:

- Online via your Bay Navigator account (for returning students only)
- Completing a Guest Student Registration form found on our webpage

WHAT IS ONLINE REGISTRATION?

Bay Navigator is available by logging into your OneLogin account. This is the most convenient way to complete your course registration. Instructions for logging into your Bay Navigator account and enrolling in courses can be found at on the IT Help Desk page or the Registrar’s Office page: [www.massbay.edu/registrar](#).

AM I ABLE TO ATTEND A CLASS THAT I’M NOT CURRENTLY ENROLLED IN?

To participate and attend a course, you must be officially enrolled in the course. Students that are not enrolled should visit the Office of the Registrar about enrollment.

WHEN IS SPRING RECESS?

Please review the spring academic calendar at [MassBay.edu/Academics/Academic-Calendar](#)

HOW DO I REQUEST THAT A COPY OF MY OFFICIAL TRANSCRIPT BE SENT TO ANOTHER INSTITUTION OR COMPANY?

Current and former MassBay students may order official transcripts online for a fee through Parchment, our authorized transcript provider. Transcripts can be sent electronically or hard copy mailed to the institution/individual you designate. Tracking capabilities are included in Parchment processing. For more information please visit our transcript ordering page.

HOW DO I VIEW AN UNOFFICIAL COPY OF MY TRANSCRIPT?

When logged into your Bay Navigator account click Academic Records & Grades tile and choose View Unofficial Transcript from the list.

WILL ANYONE ELSE HAVE ACCESS TO MY GRADES?

The law treats that information as private and only authorized personnel at the College have access 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 into your Bay Navigator account. Select Academic Records & Grades tile and choose View My Grades from the list. On the top of the page, select the appropriate semester you wish to view.

HOW DO I SEND 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?

Speak with your professor for help. You can also:

- Meet with your advisor;
- Form a study group with classmates (many students find this helpful); or
- 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.

STUDENT ID CARDS (ONECARD)

Wellesley Hills, Enrollment Center, Room 103G, 781-239-2518

MassBay.edu/OneCard • OneCard@MassBay.edu

The OneCard is the official identification card of MassBay Community College issued to every student and employee and is an essential key to campus life.

HOW DO I GET A STUDENT ID?

OneCard is now exclusively online. Please visit massbay.edu/onecard for detailed instructions on how to submit your photo to have an ID made.

WHAT DOES THE OneCard DO?

- Basic identification
- A library card
- A requisite to print or make photocopies on campus
- Access to the Recreation and Wellness Center
- A ticket to ride the free shuttle between campuses
- A key to student discounts from off campus merchants

****Your OneCard is the property of the College and should be always carried with you. It is not transferable. Altering or lending this card will subject the cardholder to disciplinary action.**

TEXTBOOKS

TEXTBOOK 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, have sufficient aid after tuition and fee charges are subtracted, and have completed the Title IV authorizing MassBay to apply your federal aid to other educationally related charges (such as Student Health Insurance, and bookstore vouchers). Your authorization will remain active for the rest of your academic career at MassBay unless you revoke them in writing to the Student Accounts Office. In order to use your excess financial aid towards these fees you must log into your Bay Navigator account, under the Student Accounts Quick Links, click on Book Voucher Waiver Permission, then Grant Permission, review the Title IV agreement and click Next; then click check the box indicating that you have read the agreement and click Submit. You will then see a message that your permission form has been accepted.

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.

TEXTBOOK BOOK ALLOWANCE FUND (MASSEDUCATE & MASSRECONNECT)

MassBay provides book allowances from MassEducate and MassReconnect to eligible students that are awarded through their financial aid award after completing the FAFSA or MASFA. Students must also complete the Affidavit found in the Task area within the Student Center in Bay Navigator. These funds are anticipated and will be adjusted based on changes to enrollment, which may result in a bill owed to the college should a student reduce their enrollment or not attempt some or all of their courses.

Student Centered Offices and Organizations

STUDENT ENGAGEMENT, IDENTITY & BELONGING

WELLESLEY HILLS, Suite 145, studentengagement@massbay.edu

Students who get involved in campus life report that they feel more connected to the College and have a more positive experience. Many MassBay students have work and family responsibilities in addition to their college demands, but we urge all students to become engaged on campus to the extent they can. You can get involved by 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, and academic organizations, and are open to all students.

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.

Contact the Office of Student Engagement for more information about opportunities to be involved.

he DREAM Ambassador Program (Diverse Roots Empowering All Minds) initiative focused on empowering underrepresented and first-generation students at MassBay. This paid leadership role centers around community building, leadership development, and civic engagement. DREAM Ambassadors assist in planning and promoting events, supporting student engagement initiatives, and fostering a welcoming and inclusive environment across campus.

STUDENT DEVELOPMENT

FRAMINGHAM, Room 316, 508-270-4014

WELLESLEY HILLS, Room 130, 781-239-3142

Student Development encompasses many departments including Athletics and Wellness, Career Services, Counseling Services, Veteran and Military Services, Student Engagement, Essential Student Resources, and the Dean of Students Office. The role of the staff in this office is to collaborate with students to provide services and programs that facilitate both personal and academic growth.

Staff members are dedicated to providing an environment that will support 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 community standards, provide 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)

WELLESLEY HILLS, Room 114, 781-239-2757

www.massbay.edu/sga

All enrolled students at MassBay are members of the Student Government Association (SGA). SGA is an excellent way to get involved on campus, develop leadership skills and find a community of dedicated students here at MassBay. 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. Each semester, campus-wide elections are held for the student body to choose their officers, who comprise the SGA Senate. There are twenty elected SGA Senate positions. Fourteen 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. Note that 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.

Fall Positions:

Senators (6)

Spring Positions:

President

Vice President of Academic Affairs

Vice President of Campus Activities

Vice President of Finance

Vice President of Internal Affairs

Vice President of Student Affairs

Vice President of Public Relations

Senators (6)

Student Trustee

Elections:

Elections are held each semester. The spring semester elections are held 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. The average time commitment is 3–6 hours per week, depending on the activities SGA has planned. SGA Senators must serve on at least one SGA committee and hold one office hour per week.

Graduation

GRADUATION

STUDENT DEVELOPMENT

FRAMINGHAM, Room 316, 508-270-4014

WELLESLEY HILLS, Room 130, 781-239-3142

The Office of the Registrar processes students Graduation Applications, reviews and awards students for degree completion, and determines honors status (high or highest honors) for Associate degree students. Students must complete a graduation application to be reviewed for awarding. This application and additional information about graduation requirements is available on the Office of the Registrar Graduation Information webpage: www.massbay.edu/graduationinformation Applications that are submitted after the deadline date will be processed for the following term. Students who have completed graduation requirements but have an outstanding balance and/or a College hold on their account will not receive their diploma/certificate until the matter is resolved.

For details regarding the Commencement ceremony, including tickets and invitations, please contact Student Development at 781-239-3142 or visit www.MassBay.edu/Commencement.

Institutional Policies

Financial, Registration, and Student Record Related Policies

FINANCIAL AID

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

PAYMENT & 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 are accessible electronically by logging into the Self-Service section on Bay Navigator.

Students are responsible for paying their account balance or they may be dropped from classes for non-payment. Registration and/or financial holds will be placed on students’ accounts that have outstanding balances with the College. The hold will prohibit students from registering for classes. Accounts that remain outstanding will be referred to our collection agency. Students are responsible for all collection costs incurred. The College also participates in the Commonwealth’s Intercept Program where tax refunds and/or other funds dispersed by the Commonwealth may be intercepted for payment of amounts due to the College. Students may not take or re-take a class without proper registration and payment.

CHOSEN FIRST NAME POLICY

MassBay recognizes that members of our community may wish to identify themselves with a first name that differs from their legal name. The College’s chosen name policy strives to support self-identification and believes a chosen name can and should be used wherever possible in the course of College education. Students may use a chosen first name wherever a legal name is not required. A students’ chosen first name will appear on:

- Student ID cards (student must visit the OneCard Office to request an updated ID card)
- Email display name (assigned email address will not change but display name will read as chosen first name)
- Class rosters and advisor lists
- Blackboard
- Diplomas (students will be able to select chosen name when applying to graduate)
- Honors, Awards and recognitions

To add a Chosen First Name, students can do so in their Student Self-Service page within their Bay Navigator account. Once logged in, select “MassBay Profile”, “Personal Details”, “Chosen”, then adjust your first name as desired. Alternatively, a student may change their chosen first name by completing the Chosen First Name Form at www.MassBay.edu/Registrar.

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., do 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 the College in accordance with College procedures. Please visit the Withdrawal and Refund Policy, under the Tuition & Aid tab, on the website each semester for the for the refund dates.

NON-CREDIT WORKSHOPS AND SEMINARS

Charges are non-refundable after the start of 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

If a student is unable to enroll in a course, they should meet with their assigned academic advisor for assistance. This may be necessary if the student has not met the course prerequisites or co-requisites, or if the course is restricted to a specific program and requires advisor approval before enrollment.

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 then dropped from the course by the Office of the Registrar and are notified of the drop.

If students who have been dropped from a canceled 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 through their Bay Navigator Student Center or by emailing the Office of the Registrar from their MassBay email address at Registrar@MassBay.edu with the course they would like to add.

STUDENT RECORDS (OFFICE OF THE REGISTRAR)

FERPA: STUDENT NOTIFICATION OF RIGHTS

The Family Educational Rights and Privacy Act (FERPA) affords 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:

1. 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.

2. 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.

3. 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.

4. 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 (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, if it includes additional personally identifiable information beyond what the college designates as directory information, then 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.

5. 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

STUDENT CONDUCT RECORDS

A file will be maintained in Student Development on each case presented to the College’s student conduct 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.

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.

Facility Use, Guests, Fundraising, and Solicitation Related Policies

FACILITY USE (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 and must have a MassBay faculty or staff member present at the event. 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.

FUNDRAISING & SOLICITATION

Solicitation and commercial activities are prohibited on College property without the College’s prior, written consent. Prohibited solicitation includes, but is not limited to, the posting of advertisements for the sale of goods or services on College property. Fundraising of a personal or political nature are strictly prohibited.

The College may permit fundraising activities by College-affiliated persons or groups, including recognized student groups and organizations, in direct support of their College related activities. All fundraising materials shall bear the name of the person or group conducting the activity. All fundraising activities by College affiliated persons or groups, including fundraising materials, must be authorized by the Coordinator of Orientation & Student Engagement and in compliance with the College’s fundraising guidelines as established by Student Engagement, located in Wellesley, Suite 130. Fundraising activities conducted in noncompliance with this policy are expressly not approved or endorsed by the College and are prohibited.

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;
- 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 required 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. Students or student groups using College facilities may not bring, store, or serve alcoholic beverages in College facilities.

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.

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.

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.

Permits & Insurance

Necessary permits and insurance must be obtained and proof thereof provided for events at which alcoholic beverages are to be served. Fees for facility use, equipment use, maintenance, security, etc. will be established according to MassBay policy for the facility being used, type of activity, numbers in attendance and/or at the discretion of the President or his/her designee.

Cancellation of an Event

Notification of event cancellation must occur five (5) days prior to the event or fees will be forfeited. While facilities are available for use to external clients, the College reserves the right to restrict use by non-College affiliated groups. The right is also reserved to revoke any such permit, without liability, should such action be deemed necessary or desirable.

The following types of activities are specifically prohibited:

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

GUEST SPEAKERS

As part of the educational process, students are encouraged to invite guest speakers to campus who have a demonstrated expertise in an area of interest to the College community. Recognized student clubs and organizations may invite to the College any person who contributes to the intellectual or cultural life of the College. Individual students wishing to invite a speaker to campus should seek the sponsorship of a College Office/Department or recognized student club or organization.

In order to derive maximum benefit from a guest speaker’s presence on campus, it is recommended that prior to extending a final invitation, the sponsoring recognized student club or organization consult with Student Engagement and with faculty in related fields of expertise to assist the College in its efforts to offer a full, varied, and balanced program of guest speakers that will result in the broadest exchange of ideas and opinions.

A guest speaker program may be subject to reasonable and content-neutral time, place, and manner restrictions. Speech that seeks to incite imminent violence or constitutes harassment, threats, defamation, or obscenities are prohibited. It shall not be inferred or implied that any guest speaker program conducted in accordance with this policy is approved or endorsed by the College.

To schedule College facilities for a guest speaker program, please contact Student Engagement at least two (2) weeks in advance in order to ensure proper planning and the availability of police, facility equipment and/or personnel and/or food services, to the extent requested or required. College facilities will be assigned based on space availability.

MINORS AND GUESTS ON CAMPUS

The College realizes that unexpected circumstances may arise when it may be necessary to bring minors to campus. When this occurs, the College expects that you keep minors with you so they do not disturb the operations and activities of the College. You may not leave minors unsupervised on campus. Guests and minors should not attend class without prior permission by the faculty member. Guests serving as academic coaches or note-takers require accommodation approval from the Office of Disability Resources. MassBay students are responsible for the conduct of their guests while on-campus.

TICKET POLICIES

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 for ticket sales slip;
- All ticket sales are final and non-refundable;
- Debit and/or credit cards are the only forms of payment accepted in Student Development. Students who need to pay in cash must pay at the Student Accounts Office;
- Sales are limited to 2 tickets per person (unless otherwise noted);
- 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 Engagement does not place any tickets on hold;
- All tickets are sold in the Student Development office 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 Engagement.

Appeals, Medical Withdrawal, and Leave of Absence Related Policies

ABSENCE POLICY

ABSENCE DUE TO HOSPITALIZATION

Any student who is hospitalized while enrolled at MassBay must meet with Student Development for a re-entry meeting to discuss resuming their studies. When ready to return to the College, the student should contact Student Development in order to complete the necessary paperwork and to schedule a re-entry meeting. Students may not resume their academic coursework until meeting with Student Development. Please note: hospitalization and illness are not considered as excused absences, but are up to the discretion of the faculty member.

When the College is first informed of the student’s hospitalization, the College will place a medical “hold” on the student’s registration, pending the student’s re-entry meeting. Throughout the process, the highest level of confidentiality will be maintained. Please contact Student Development at 781-239-3142 for questions and additional information.

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 are using GI Bill or other military benefits or 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, Chapter151C 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.

APPEALS PROCESSES

PLEASE NOTE THAT THESE ARE THREE DISTINCT PROCESSES:

1. COLLEGE APPEALS BOARD FOR READMISSION (Office of the Provost)

If you have been academically dismissed from the College, and wish to re-enroll at the College, you must apply for reinstatement through the College Appeals Board Process. College Appeals Board application forms are available from the Office of the Provost

2. 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.

3. 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 judgment 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.

ATTENDANCE POLICY

Students are expected to attend all scheduled meetings of the courses in which they have enrolled, and they are responsible for any work missed due to absence. For each course, the policies regarding class and/or laboratory attendance and make-ups (if any) are developed by the instructor and will be specified in the course syllabus. This includes online synchronous courses and online asynchronous courses. Students are expected to attend all scheduled meetings of courses in which they have enrolled, and they are responsible for any work missed due to absence. For each course, the policies regarding class and/or laboratory attendance and make-ups (if any) are developed by the instructor and will be specified in the course syllabus. This includes expectations for participation in synchronous and asynchronous online courses. The course instructor has full and final authority to allow make-up work.

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.

STUDENT SUICIDE PREVENTION PROTOCOL

The College recognizes that a student’s physical, behavioral, and emotional health is an integral component of a student’s academic success at the College. The purpose of the protocol is to protect the health and well-being of all students by having procedures in place to identify, assess the risk of, intervene in, and respond to suicidal behavior. The policy is activated when the College has actual knowledge that a student is actively engaged in suicidal behavior, has previously engaged in suicidal behavior while enrolled at the College or recently before matriculation, or has stated plans or intentions to commit suicide. A student who engages in any of these behaviors may be required to comply with the College’s Re-Entry Policy before being permitted to resume classes. The Student Suicide Prevention Protocol is administered by the Dean of Student’s Office.

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, abandoning, or stop attending classes does not constitute official or automatic withdrawal. Students must officially drop or withdraw from class in order to be reimbursed according to the published Refund and Withdrawal Schedule at www.MassBay.edu/StudentAccounts. You may do so online via your Bay Navigator account or requesting the drop/withdrawal to the Office of the Registrar from your MassBay email address. Please be aware of deadline dates that are included on www.MassBay.edu/Academics/Academic-Calendar.

If at any time after the Add/Drop period you wish to withdraw from the College by withdrawing from all your courses, you must meet with Dean of Students within the Student Development Office. 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 THE COLLEGE & LEAVE OF ABSENCE

STUDENT DEVELOPMENT

A student may withdraw from the College up until the last day of classes for the enrolled academic semester. Students must meet with the Dean of Students, or his/her designee, to initiate the College withdrawal process. Students who withdraw from the College may be financially responsible for tuition and fees, based on the College Refund Policy. Any student withdrawing from the College must meet with the Dean of Students, or his/her designee, to initiate the College withdrawal process.

A Leave of Absence is a temporary leave from the College. A Student may take a leave of absence from the College up until the last day of classes of the enrolled academic semester. The paperwork can be found at www.MassBay.edu/ReEntry. Students who take a leave of absence from the College may be financially responsible for tuition and fees, based on the College Refund Policy. Students must meet with the Dean of Students, or his/her designee, to initiate the College leave of absence process.

Students who are returning from a medical leave of absence must contact Student Development in order to complete the necessary paperwork and to schedule a re-entry meeting. Students may not register for classes until meeting with Student Development. When a student is on a medical leave of absence, the College will place a medical “hold” on the student’s account, pending the student’s re-entry meeting. Throughout the process, the highest level of confidentiality will be maintained. Please contact Student Development at 781-239-3142 for questions and additional information.

Prohibited Substance Related Policies

ALCOHOL AND DRUG USE

MassBay policy prohibits the unlawful possession, use, or distribution of alcohol and controlled/illegal drugs by any member of the MassBay community in full compliance with Section 22 of the Drug-Free Schools and Communities Act Amendment of 1989, entitled “Drug-Free Schools and Campuses.”

All community members are expected to fulfill their obligations and responsibilities pursuant to the College’s policies, and to state and local laws. Any disciplinary action imposed by the College may be in addition to any penalty imposed by an off-campus authority. Both students and employees are subject to prosecution under applicable state and federal laws. MassBay Police Officers are generally responsible for the enforcement of alcohol and other drug laws on campus.

MassBay has many offices that offer education on alcohol and other drugs including the Department of Public Safety, Student Development, and Counseling Services. The College uses a collaborative approach, along with brochures, posters, and confidential counseling services, to educate community members about the dangers of alcohol and other drugs.

Section 22 of the Drug-Free Schools and Communities Act Amendment of 1989, entitled “Drug-Free Schools and Campuses,” requires the annual distribution to each student and employee of the following specific information and standards of conduct:

(A) Standards of conduct that clearly prohibit, at a minimum, the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as part of any of its activities;

- MassBay is committed to promoting responsible decision making related to alcohol and other drug use. Students are prohibited from using alcohol or drugs (including medical and recreational marijuana) in any form on the college campus. Any student found to be under the influence of, in possession of, or in distribution of alcoholic beverages, illegal drugs, or other controlled substances 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 at counseling@massbay.edu. For off campus resources contact the Massachusetts Alcohol and Drug Hotline at (800) 327-5050, <https://helplinema.org/>
- MassBay Community College complies with all state and federal laws with regard to the possession, use, manufacture, and/or distribution of unlawful substances. All such activities are strictly prohibited on the College property, in College vehicles, and at all off-campus College sponsored events. Violation of this policy will normally result in disciplinary action.

(B) A description of the applicable legal sanctions under local, state, or federal law for the unlawful possession or distribution of illicit drugs and alcohol;

- Violators of MassBay alcohol and other drug policies are subject to severe sanctions including, but not limited to suspension and expulsion from the campus and/or termination from employment. Unlawful possession of a controlled substance is prohibited, as defined by Massachusetts General Law (MGL) Chapter 94C, Section 32, which states “no person knowingly or intentionally shall possess a controlled substance, unless such substance was obtained directly, or pursuant to a valid prescription or order; from a practitioner while acting in the course of his professional practice, or except as otherwise authorized by the provisions of this chapter.” Penalties include imprisonment for up to five years or a fine of not more than \$5,000, or both a fine and imprisonment depending on the class of drug and offense.
- Drug paraphernalia used with controlled substances is prohibited, as defined by MGL Chapter 94C, Section 32, which states “no person shall sell, possess with intent to sell, or manufacture with intent to sell drug paraphernalia, knowing, or under circumstances where one reasonably should know, that it will be used to plant, propagate, cultivate, grow, harvest, manufacture, compound, convert, produce, process, prepare, test, analyze, package, repackage, store, contain, conceal, inject, ingest, inhale or otherwise introduce into the human body a controlled substance.” Determination of whether an item is drug paraphernalia will be made considering all relevant facts, including, but not limited to, the proximity of the item to the controlled substances. Penalties include imprisonment and/or fines.

- Unauthorized possession of a hypodermic syringe or needle, or any instrument adapted for the administration of controlled substances by injection is prohibited, as defined by MGL 94C, Section 27.
- Unlawful sale/distribution/manufacture of controlled substances is prohibited, as defined by MGL 94C, Section 32, which states, “any person who knowingly or intentionally manufactures, distributes, dispenses or possesses with intent to manufacture, distribute or dispense a controlled substance in Class A of section thirty-one shall be punished by imprisonment in the state prison for not more than ten years or in a jail or house of correction for not more than two and one-half years or by a fine of not less than one thousand nor more than ten thousand dollars, or by both such fine and imprisonment.”

(C) A description of the health risks associated with the use of illicit drugs and the abuse of alcohol;

- Health risks associated with alcohol and other drug consumption include impaired judgment, vision, speech, coordination, memory, sensation and perception. Long-term use of alcohol and other drugs can negatively impact many of the body’s systems, and cause physical and psychological dependence.

(D) A description of any drug or alcohol counseling, treatment, or rehabilitation or re-entry programs that are available to employees or students;

- Students may seek information, treatment, and referrals through MassBay’s Counseling Services: counseling@massbay.edu, www.MassBay.edu/counseling
- Employees may seek confidential information, treatment, and referrals through MassBay’s Employee Assistance Program: (800) 252-4555, <http://www.higheredeap.com/>, or by contacting the Department of Human Resources.

(E) A clear statement that the institution will impose sanctions on students and employees (consistent with local, state, and federal law), and a description of those sanctions, up to and including expulsion or termination of employment and referral for prosecution, for violations of the standards of conduct required by paragraph (1)(A).

- Sanctions such as the following may be imposed upon a student for violations of the College’s alcohol and drug policies:
 - o Verbal or Written Warning: Notice that continuation or repetition of prohibited conduct may be cause for additional disciplinary action.
 - o Censure: A written reprimand for violation of a specific regulation including the possibility of a more severe disciplinary sanction in the event of conviction for the violation of any other college regulation within a specified period of time stated in the letter of reprimand.
 - o Restrictions/Loss of Privileges: Limitations on campus usage including facilities, courses, labs, or other campus activities related to violation for a specified period of time.
 - o Restitution: Reimbursement for damage or misappropriation of property may take the form of appropriate service, fines, repair, or other compensation for damages. Restitution may be applied, where appropriate, in conjunction with another sanction.
 - o Suspension: Termination of student status, as set forth in a notice of suspension, for a definite period of time.
 - o Dismissal: Termination of student status for an indefinite period of time. The conditions for re-admission, if any are permitted, shall be given in writing to the student at the time the action is taken.
 - o Expulsion: Permanent separation of the student from MassBay Community College. The student will also be banned from the college premises.
- Sanctions such as the following may be imposed upon MassBay employees:
 - o Employees convicted on any criminal drug statute violation in the workplace must, within five days of said conviction, report it to Human Resources through written notification.

The College, within thirty days of receiving such notice with respect to an employee who is convicted, will take appropriate disciplinary action pursuant to the appropriate collective bargaining agreement or handbook which may include termination of the employment; and/or require such employee to participate in an appropriate drug abuse or rehabilitation program.

MARIJUANA POLICY

Although Massachusetts law permits the use of 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 device 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.

SMOKING

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.

Health Related Policies

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. If you believe that you have a communicable disease, do not come to campus. Please contact Student Development, 781-239-3142.

HEALTH INSURANCE

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. More information regarding student health insurance and the waiver form can be found at www.massbay.edu/healthinsurance. Insurance coverage is renewable and must be waived each academic year. Please see the Office of Student Accounts, located in the Enrollment Center for further information.

IMMUNIZATIONS

Massachusetts General Law requires all full-time students, international students, and all full-and part- time 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:

- Two doses of live measles, mumps, and rubella vaccine given at least four weeks apart beginning or after 12 months of age;
- One dose of Tdap (tetanus, diphtheria and pertussis) vaccine, received any time at or after 7 years of age;
- Three doses of Hepatitis B vaccine;
- Two doses of the Varicella vaccine given at least four weeks apart; and
- One dose of MenACWY meningococcal for newly enrolled full-time students 21 years of age or younger received on or after the 16th birthday;
- Influenza vaccine (yearly) for all students, younger than 30 years old, enrolled in on-campus/face to face classes.

The requirements shall not apply where:

- The student provides written documentation that he or she meets the standards for medical or religious exemption;
- The student provides appropriate documentation, including a copy of a school immunization record, indicating receipt of the required immunizations; or
- In the case of measles, mumps, or rubella, hepatitis B, or varicella, the student presents laboratory evidence of immunity (titers).
- In the case of the meningococcal vaccine, the student signs a waiver.

Health Science students are subject to additional vaccine and health screening requirements in accordance with clinical affiliation sites. These include, but are not limited to, annual Tuberculosis Screening, and positive Hepatitis B Antibody Titer documentation. Health Sciences students are required to submit all

documentation by uploading their immunizations to "Viewpoint Screening," a secure, third-party online platform, by the posted deadlines. Students will receive instructions on how to create a Viewpoint Screening account upon acceptance into a Health Sciences program. Students who are not in compliance, by the deadlines, may be subject to administrative action.

Though a student may have uploaded immunization-related documents into Bay Navigator to comply with the Colleges' requirements for all students, a student accepted to a health sciences program must upload the required health-related documents, which more than that required by the college for non-health sciences students, into a different system – ViewPoint Screening – to be in compliance with Health Sciences requirements. The two systems do not integrate.

Non-Health Science students are required to submit all documentation by uploading their immunizations in Bay Navigator. Students who are not in compliance, by the deadlines, may be subject to administrative action. Additional immunization information for non-health science students can be found at www.massbay.edu/immunization.

State law requires that the immunization forms be submitted within 30 days of the start of the semester. Students who are not in compliance, by the deadlines, may be subject to administrative action.

Public Safety, Emergency Notification, Class Cancellation, and Criminal Record/Activity Related Policies

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 social media accounts. 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.

COLLEGE WIDE 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.

CORI/SORI

Any MassBay Health Sciences program student whose coursework or clinical placement activity requires direct access to children, the elderly, patients, 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. The purpose of these checks is to ensure public safety and avoid unacceptable risk to vulnerable populations. Acceptance or enrollment in a Health Sciences program and CORI or SORI clearance does not in any way guarantee a student will be allowed certification or licensure It is the student’s responsibility to work with the appropriate state

certification board to determine eligibility to sit for a licensing examination. Health Sciences students whose programs are longer than 12 months will be asked to authorize renewal CORI and SORI checks. MassBay’s CORI and SORI release forms may not be used by other agencies for criminal history checks.

CORI and SORI results are confidential. CORI reports are stored securely at the Division of Health Science 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.

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 Title IX/Associate Dean of Equity Assurance. The Board of Higher Education, Massachusetts Community College Policy on Affirmative Action includes the process for reporting the complaint and the complaint form which can be accessed at: www.massbay.edu/titleix

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 their 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 Associate Dean of Equity Assurance.

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 another person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.” 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 practicable.” Hazing is strictly prohibited at MassBay.

IDENTITY VERIFICATION POLICY

For identity verification purposes, students must present one valid, original, and unexpired government-issued photo ID when requested by College officials.

For a list of acceptable forms of identification, please refer to the MassBay Identity Verification Policy at www.MassBay.edu/MassBay-Identity-Verification-Policy.

PARKING

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 decal to display on your vehicle.

- 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 College is not responsible for personal property left in vehicles in the parking lot;
- Overnight parking is not permitted.

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.

SEX-BASED HARASSMENT

REPORTING SEX-BASED HARASSMENT

A survivor of sex-based harassment, including /sexual 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 reports 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. Sex-based harassment is defined as a form of sex discrimination prohibited by Title IX. Reports of sex-based harassment are reported to the Title IX coordinator.

A Title IX investigation will promptly 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: www.MassBay.edu/TitleIX

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 Sex-based harassment, you should contact the College’s Associate Dean of Equity Assurance/ Title IX Coordinator who can be reached at 781-239-3147.

DEFINITIONS

For more information, including the definitions on sex-based harassment, Sexual Assault, Dating Violence, Domestic Violence, Staking, and Consent, please access the Commonwealth’s policy on Affirmative Action, Equal Opportunity, and Diversity, which can be found at www.massbay.edu/titleix.

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.

WEAPONS POLICY

Except for authorized law enforcement purposes, no weapons of any kind are allowed on MassBay campus. (Consistent with the College’s Code of Conduct).

Private and Public Student Space Related Policies

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.

LIBRARY

Some library services are restricted to authorized use only by MassBay faculty, staff, registered MassBay students, and others designated by the appropriate and authorized College official. All students must provide their Student ID in order to use the library services. Students may borrow books for 28 days with one renewal.

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.

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 (OneCard) must be shown upon entry;
- Proper workout attire must be worn;
- Equipment may be checked out with your OneCard;
- Cell phones and pagers must be turned off;
- Food, drinks, and smoking are prohibited (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.

Computer Usage Policies

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 utilize the College’s technology to perform research and other academic pursuits.

The purpose of this policy is to define the acceptable use of the College’s IT resources. The policy also establishes a common understanding between MassBay and the users of College 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, as well as 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. Please note the general College rules governing behavior also apply.

IN MAKING ACCEPTABLE USE OF RESOURCES, YOU MUST:

- Use the College’s website, 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 with your user credentials. A user is prohibited from disclosing their user credentials 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 copiers/printers, overloading networks with excessive data, or tying up public workstations for non-academic work;
- Abide by all posted computer lab rules.

IN MAKING ACCEPTABLE USE OF RESOURCES, YOU MUST NOT:

- Use another person’s files or data without their 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 a prurient interest; (2) the material describes and depicts sexual conducts in a patently offensive manner;
- 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, State resources may not be used for election-related purposes;
- Make or use illegal copies of copyrighted software, store such copies on College systems, or transmit them over College networks;
- Download any online software without authorization from the Chief Information Officer or their designee;

- Use the network for purposes which place a heavy work load on scarce resources;
- Use the College’s computers or networks to libel, slander, or harass any other person:
Computer Harassment includes, but is not limited to, using MassBay computer systems or networks: (1) to annoy, harass, terrify, intimidate, threaten, offend, or bother another person (for example, by conveying abusive, profane, defamatory or offensive messages, obscene language, pictures, or other materials, or threats of bodily harm); (2) to contact another person repeatedly to annoy, harass, or bother, whether or not any actual message is communicated, and/or where no purpose of legitimate communication exists, and where the recipient has expressed a desire for the communication to cease; (3) to contact another person repeatedly regarding a matter for which one does not have a legal right to communicate, once the recipient has expressed a desire for such communication to cease; (4) to disrupt or damage the academic, research, administrative, or related pursuits of another; (5) to invade or threaten to invade the privacy, academic or otherwise, of another;
- Waste computer resources, for example, by intentionally placing a program in an endless loop or by printing excessive amounts of paper;
- Use the College’s systems or networks for personal gain; for example, by selling access to your user credentials or to College systems or networks, or by performing work for profit with College resources in a manner not authorized by the College;
- Use the College’s systems or networks to transmit any material in violation of United States or Massachusetts laws or regulations;
- Engage in excessive recreational game playing;
- Engage in any other activity that does not comply with the general principles presented above;
- Install, remove, or reconfigure any computer hardware or software.

IN MAINTAINING YOUR ACCESS AND ACCOUNTS

- The College will indefinitely maintain your Student Information System account as the primary source for your academic records with MassBay. While you are an active student you can access this information via Bay Navigator, once you are inactive you can request from the registrar’s office your transcripts and student records.
- All other accounts (email, network, Blackboard Learn, etc.) will be removed after three semesters (including summer) of no enrollment in classes;
- OIT will conduct a review and clean up of all the Add/Drop period of each June. We will identify the accounts to be removed and send communication of their impending removal. After one week, any remaining identified accounts will be disabled for 28 days, and then they will be permanently deleted;
- OIT does not offer recovery of these deleted student accounts from a backup.

The unauthorized or improper use of computer facilities, including the failure to comply with these guidelines and policies, will subject the violator to disciplinary and/or legal action by the College and, in some cases, criminal prosecution. In addition, the college may require restitution for any use of service, which is in violation of these guidelines. Any questions about this policy or the applicability of this policy to a particular situation should be referred to the Chief Information Officer or IT Help Desk.

Students who compromise their email accounts may have their accounts locked until they speak with a staff member to ensure their accounts have been cleared. Students may also be referred to the Student Code of Conduct.

Student Club / Organization, Expression, and Student-Centered Office Related Policies

BULLETIN BOARDS & POSTING GUIDELINES

1. MassBay Community College recognized and registered student organizations, students, staff, faculty, and programs may use the Student Engagement Public Boards to communicate and advertise events and activities of educational, cultural, and community significance.
2. Posting priority is given to registered student clubs and organizations, departments, campus activities, and committees.
3. All postings must be reviewed, approved, and stamped in the Office of Student Development prior to being posted on designated public bulletin boards.
 - a. Designated public bulletin boards are labeled ‘Public Posting.
 - b. If you wish to post on any other bulletin boards, you must seek approval from the appropriate department/office.
4. All postings must include:
 - a. Event name
 - b. Name of the sponsoring student organization, office, committee, department, or authorized student
 - c. Date/Time/Location
 - d. Description of event/activity
 - e. Contact email and/or phone number where questions can be directed
 - f. Price of admission (if applicable)
5. All postings must be free of spelling errors, torn edges, and highly inappropriate content without an educational purpose.
 - a. Posters that advertise illegal, racist, sexist, homophobic, or other discriminatory and negative images will not be approved.
 - b. Postings for the purpose of solicitation are strictly prohibited.
6. Information should be posted no earlier than 3 weeks in advance of an event and must be removed within 24 hours following the activity.
7. Postings for non-events will be stamped and dated for a maximum of three weeks. Exceptions can be made for student services and resources available to students throughout the semester, but must receive approval. The number of postings that are allowed may be limited to allow more space for other postings.
8. Postings found outside of designated bulletin boards will be removed. Specifically, this includes walls, doors, and the columns in the cafeteria.
9. Postings found without prior approval and a stamp from Student Development will be removed.
10. Postings found that violate any of the above guidelines will be removed.

STUDENT CLUB RECOGNITION

Student Engagement and the Student Government Association (SGA) encourage the formation of new student clubs. Students interested in forming a new student club will need to complete the ‘Start a New Club’ online form, which includes a Club Constitution and Hazing Policy Acknowledgement Form. All materials can be found at www.massbay.edu/clubs All new clubs must have at least 5 members, a faculty or staff advisor, and be open to all members of the student body. Students interested in starting a new club can reach out to the Office of Student Engagement to request a meeting or additional information about starting a new organization. All returning Student Clubs and Organizations must register with the Office of Student Engagement at the beginning of each academic semester by filling out the online registration form and submitting a copy of the Hazing Policy. All student clubs and their members are subject to the College’s policies and procedures, including the MassBay Club and Organization Handbook, the Student Code of Conduct, and Policy on Affirmative Action, Equal Opportunity & Diversity.

STUDENT ENGAGEMENT - CLUBS & ORGANIZATIONS

Student clubs and organizations play a vital role in the quality of life at MassBay. Students are encouraged to get involved. Through clubs and organizations, students can learn to budget money, implement and evaluate projects and programs, manage and resolve conflict, develop critical thinking skills, and improve interpersonal skills. Policies related to student clubs and organizations are outlined separately in the Club & Organization Handbook which can be found at www.massbay.edu/clubs. All student clubs and their members are subject to the College’s policies and procedures, including the MassBay Club and Organization Handbook, the Student Code of Conduct, and Policy on Affirmative Action, Equal Opportunity and Diversity.

STUDENT EXPRESSION

The College recognizes and supports the rights of students to engage in constitutionally protected expressive activities on campus, including speaking, non-verbal expression, distributing literature, displaying signage and circulating petitions. Expressive activities may be conducted at any publicly accessible outdoor area on campus. Nothing in this policy shall be interpreted as limiting expressive activities at any other publicly accessible location on College property so long as the expressive activity or related student conduct does not disrupt College activities or functions or violate any other applicable College policies. Disruptive activities, which are generally prohibited, may include obstructing building entrances or exits, walkways, sidewalks, vehicular or pedestrian traffic on or adjacent to campus, and / or interfering with the College’s academic mission, classes, meetings, events, ceremonies, or with other essential processes of the College. The College reserves the right to impose reasonable and content- neutral time, place, and manner restrictions on expressive activities as constitutionally appropriate and to prohibit any expressive activities that seek to incite imminent violence or constitute harassment, threats, defamation or obscenities. It shall not be inferred or implied that any expressive activity conducted in accordance with this policy is approved or endorsed by the College.

The College strongly encourages students who wish to engage in expressive activities in publicly accessible locations on campus to contact Student Engagement at 781-239-3142 in order to schedule the desired location in advance so as to minimize possible conflicts. Priority for use of specific locations is given to students who register their activities with the College. Use of any non-publicly accessible locations on campus by any student must be scheduled through Student Development at StudentDevelopment@massbay.edu or 781-239-3142.

When distributing literature on campus, it is strongly recommended that all such literature bear the name of the individual, club, or organization distributing the materials. The distribution of literature for the purpose of solicitation or commercial activity is strictly prohibited.

In order to ensure that individuals and groups who are not affiliated with the College understand the College’s policies and procedures concerning expressive activities on campus, all unaffiliated individuals or groups must first contact Student Development at 781-239-3142 at least two (2) weeks before engaging in any expressive activities on College property.

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 its 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 and bylaws. Additional information can be found at www.massbay.edu/sga.

Additional MassBay Policies

CONSTITUTION DAY

Each year the College recognizes Constitution Day in an effort to create awareness of good citizenship and help students learn more about the U.S. Constitution and the government.

SERVICE ANIMAL POLICY & ANIMALS ON CAMPUS

NOTE: 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 their 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 Accessibility Resources Center.

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 Accessibility Resources Center prior to bringing the animal on to College property. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with the College’s 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 Accessibility Resource Center in advance when practicable. Specific questions related to the use of service animals on College property can be directed to the Accessibility Resource Center 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 if 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 REGARDING SERVICE ANIMALS

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 Associate Dean of Equity Compliance/ADA Coordinator.

STUDENT ID CARDS (ONECARD)

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.

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.

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.

Code of Conduct

This Policy and the procedures established herein are administrative in nature and shall not be construed to replace or supersede any state, federal or local laws that also may apply to students or others. The Massachusetts Community College System reserves the right to modify or replace this policy from time to time at its discretion. By enrolling in MassBay Community College, all students voluntarily agree to comply with the standards of performance and behavior that are described in the Code of Conduct and other College policies.

Student Rights and Responsibilities

MassBay Community College expects students to conduct themselves in a manner that is appropriate to a collegiate environment. Students are expected to assume responsibility for their own behavior and learning and to respect the learning environment of others. MassBay Community College strives to maintain a learning environment that enhances the academic, intellectual, cultural and social enrichment of its students, faculty, staff and the community at large. To ensure that no member of the College community is deprived of this collegiate environment, student rights and responsibilities are clearly stated and behavior and discipline codes have been established.

STUDENT RIGHTS

1. The right to pursue their education and assistance in overcoming educational, cultural, emotional and economic disadvantages that may create challenges to the educational process.
2. The right to fair and equal treatment without discrimination based on a student’s identity, including but not limited to race, color, religion, sexual orientation, gender, gender identity, age, disability, genetic information, parental leave, pregnancy, military service, national origin and/or natural or protective hairstyle.
3. The right to privacy and confidentiality under the Family Education Right and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99.
4. The right to interactive engagement, as well as procedural and substantive due process in all disciplinary matters.
5. The right to include an advisor of the student’s choice in the Administrative Resolution and/or Conduct Board Hearing stage of the Code of Conduct process, including a staff or faculty member, student, family member or an attorney, at their own expense.

STUDENT RESPONSIBILITIES

1. To be knowledgeable of and to comply with federal, state, and local laws, and ordinances.
2. To be knowledgeable of and to comply with all directives, policies, and procedures of MassBay Community College, including any applicable academic and cocurricular policies and procedures.
3. To choose behavior that does not interfere with the learning environment of others inside and outside of the classroom, including College events, regardless of whether they occur in person or online.
4. To review all information that is shared with students in official college communications.
5. To regularly check and conduct all official College business using their College-issued email address, which is the official mode of communication of the College.

SECTION 1: INTRODUCTION

The Code of Conduct was created with the goal of fostering an environment that ensures student learning and open access to higher education. All students are responsible for following the policies in the Code.

SECTION 2: PHILOSOPHY & LEARNING OUTCOMES

The Code of Conduct process is intended to be an educational process that supports the mission of the College. The Code is intended to encourage personal responsibility, integrity, and ethical decision-making.

Students who participate in this process should achieve the following learning outcomes:

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

SECTION 3: APPLICATION OF THE CODE OF CONDUCT

Students are provided a copy of the Student Code of Conduct annually in the form of a link on the College website. Print copies are available upon request from the Student Development office. A link to the Code will also be included in all communications with any students involved in the conduct process, regardless of their role in the situation. Students are responsible for reading and following the policy.

The Code of Conduct shall be used to address student behavior as referenced in this policy. The Code of Conduct applies to the conduct of individual students and College-affiliated student organizations. For the purposes of student conduct, the Code defines a student as an individual who:

1. has been issued a student identification number; or
2. has received an offer of admission; or
3. is enrolled in courses, whether full-time or part-time, credit or non-credit; or
4. is participating in a non-degree, dual enrollment, or early college program; or
5. is not currently enrolled but has a continuing educational relationship with the College.

The College retains conduct jurisdiction over students who choose to take a leave of absence, withdraw, or have graduated, for any misconduct that occurred prior to the leave, withdrawal, or graduation, or for any misconduct that occurred during the leave, withdrawal or post-graduation if the student seeks to return to the College. If sanctioned, a hold may be placed on the student’s ability to re-enroll, obtain official transcripts, and/or graduate and all sanctions must be completed prior to re-enrollment eligibility.

The Student Code of Conduct applies to conduct that takes place at the College; in any of its facilities; on any of its grounds, partner sites, or program centers; or at any College related event or activity regardless of location, including in person and online. This also includes, but is not limited to, conduct that takes place via College operated electronic devices, computer and internet networks, digital platforms operated by or used in the operations of the College, and College issued email.

The College reserves the right to take action for off-campus student behavior when such behavior adversely affects the College community, poses a threat to the health or safety the College

community, interferes with the College's pursuit of its objectives and mission, and/or if a student is charged with violating any state or federal law. Proceedings under this Student Code may be carried out prior to or simultaneously with a civil or criminal proceeding.

The Student Code of Conduct may be applied to behavior conducted online or electronically via email, social media, or other electronic format.

SECTION 4: DISCRIMINATION, SEXUAL HARASSMENT, AND SEXUAL VIOLENCE

Claims of discrimination, discriminatory harassment, gender-based harassment, sexual harassment and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking, shall be addressed under the College's Policy on Affirmative Action, Equal Opportunity and Diversity (PAA) by the College's Affirmative Action Officer and/or Title IX Coordinator. For more information, please contact the College's Affirmative Action Officer and/or Title IX Coordinator.

SECTION 5: DEFINITIONS

- A. Academic Exercise.** All forms of work (oral, written, electronic, or otherwise) submitted for credit, non-credit, grading, continuance, graduation, honors, awards, scholarships or recognition at the College, including but not limited to non-graded assignments, in class discussions, and clinical, externship and internship assignments, as well as materials submitted to other institutions, associations, or organizations for evaluation (including evaluation for awards or scholarships) or for publication.
- B. Administrative Hearing Officers.** Members of the College community selected and trained by the CCA, to serve as a designee of the CCA, and to assume responsibility for violations of the Code of Conduct. They may be chosen from a pool of annually trained administrators, faculty or staff.
- C. Administrative Resolution** – A resolution of a complaint which is implemented by the CCA. An Administrative Resolution shall be put in writing by the CCA and maintained in a student's disciplinary file. The Student shall have five (5) days after issuance of the Administrative Resolution letter to request a Student Conduct Board Hearing or Appeal.
- D. Advisor** – A support person selected by the student during the Administrative Resolution and/or Conduct Board Hearing stage of the Code of Conduct process, including a staff or faculty member, student, family member or an attorney, and at their own expense. An advisor's role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the meeting or hearing. The role of advisor is voluntary on the part of College personnel who retain the right to decline a request to serve as an advisor for the Code of Conduct process.
- E. Appeals Officer** – The College's designated administrator responsible for reviewing appeals. In cases of academic dishonesty, the Appeals Officer shall be the College's senior academic officer or designee.
- F. 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.
- G. College Official** – Any person employed or contracted by the College to perform administrative, instructional, or professional duties.
- H. 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.
- I. Complaint** – An allegation of a violation of the Code of Conduct, which is filed with or by the CCA.
- J. Day** – Shall mean a business 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, Student Conduct Board and/or Appeals Officer may extend the time limits at their discretion with notice to both parties in writing, including for inclement weather and/or College closures.

K. Disciplinary Reentry – The process through which a student who was separated from the College through a student conduct-related action is permitted to return.

L. Material and Substantial Disruption or Interference – Material and substantial disruption or interference includes conduct: (1) that affects the day-to-day operations of the College; or (2) where the rights of another are disrupted or interfered with such that they cannot engage in or participate in a college related program, activity or event. Determining what constitutes a “material and substantial disruption or interference” is determined on a case-by-case basis, and in the sole discretion of the CCA. Examples include, but are not limited to: shouting down a speaker; disrupting a faculty member's instruction such that it impedes the learning process; failure to comply with a College Official's appropriate directives or instructions; threats of harm; harassing conduct; fights or violent behavior; blocking access to or from any College facilities, events or services; or conduct that places health or safety at risk. Material and substantial disruption or interference does not include conduct that is protected under the First Amendment.

M. Outcome – The final determination of responsibility in the student conduct process. An outcome may either be “responsible” or “not responsible.”

N. Sanctions – An obligation that a student or student organization must abide by or complete when found responsible for violating the Student Code of Conduct. Sanctions are not required to be imposed progressively, but are based on the severity and/or frequency of the violation.

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

- 1. Written Warning** – An official written notice to a student that their conduct is in violation of College rules or regulations.
- 2. 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.
- 3. Educational Sanction** – A project or developmental activity imposed with the goal of educating the student about personal responsibility and/or the impacts of their behavior.
- 4. Financial Payment** - The assessment of financial charges or other forms of reimbursement for any damage or loss incurred by the College or any members of the College community.
- 5. Disciplinary Probation** – A student's status at the College is in jeopardy due to one or more violations of the Code of Conduct. Disciplinary Probation is a more severe sanction than a written warning. Unless expressly authorized by the CCA, a student on disciplinary probation may not represent the College in any capacity. Examples include but are not limited to: running for or holding office in any student organizations; participating in intercollegiate athletic teams, intramural programs, any student clubs or organizations; representing the college in community service projects; participating in study abroad programs or paid or unpaid internship programs (unless such internship is a required component of their academic program).
- 6. Disciplinary Suspension** – Separation from the College or a program, without financial reimbursement, for a specified period of time not to exceed three academic years. Conditions for readmission may be specified, including a reinstatement review and meeting with the CCA to demonstrate that the student is prepared to return to the college environment and abide by the expectations of behavior outlined in the Student Code of Conduct. Unless expressly authorized by the CCA, a student on disciplinary suspension may not represent the College in any capacity. During the suspension period, the student may not register or participate in classes, use College communication systems such as e-mail, or enter College property, and loses all privileges to participate in any College functions, events, or activities without prior written approval from the CCA.

Any suspension may be deferred for a designated period of time, not to exceed one (1) semester. Deferred suspension will be utilized in unique circumstances where deferring the suspension would be in the best interest of the student as determined by the CCA. A student on deferred suspension

who is found responsible for an additional violation of the Student Code of Conduct may be issued additional sanctions, up to and including Expulsion. A deferred suspension may be rescinded at the discretion of the CCA if, during the time between the issuance of the deferred suspension and when the suspension will go into effect, the student demonstrates a change in behavioral choices indicating that they are effectively able to comport themselves with the behavioral expectations outlined in the Student Code of Conduct.

7. Disciplinary 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 shall be placed on the student’s official College transcript.

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O. Standard of Proof: Preponderance of Evidence – The 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 a fifty percent (50%) chance that the proposition is true.

P. Student – For the purposes of the Student Code of Conduct, “student” means any individual who:

- 1. has been issued a student identification number; or
- 2. has received an offer of admission; or
- 3. is enrolled in courses, whether full-time or part-time, credit or non-credit; or
- 4. is participating in a non-degree, dual enrollment, or early college program; or
- 5. is not currently enrolled but has a continuing educational relationship with the College.

Q. Student Conduct File – The printed/written/electronic file, which may include, but is not limited to, investigatory materials, incident report(s), correspondence, witness statements, and student conduct history.

R. Student Organization – An association or group of persons, including, but not limited to, any recognized student club, organization, or team.

S. Student Conduct Board – Members of the College community selected and trained by the CCA to conduct a hearing when a Student appeals an Administrative Resolution. Members of the Student Conduct Board shall not have any conflict of interest and are required to act in a fair and impartial manner.

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SECTION 6: VIOLATIONS OF THE LAW

Alleged violations of federal, state, and local laws may be reviewed and addressed under the Code. When an offense occurs, the College’s conduct process will go forward regardless of any civil or criminal complaint or process that may arise from the same incident.

The College reserves the right to exercise its authority of interim suspension upon notification that a student is facing a criminal investigation (see Section 8).

SECTION 7: EXPECTATIONS OF BEHAVIOR

A. Core Values and Behavioral Expectations

As a public institution of higher education, which is committed to student access and success, the College maintains the following Core Values and Behavioral Expectations of its students.

- 1. **Integrity.** Students are expected to exemplify honesty, honor, and a respect for the truth in all of their dealings.
- 2. **Community.** Students are expected to positively contribute to the educational community.
- 3. **Safety.** Students are expected to choose behavior that is conscious of the rights and safety of others and the community and promotes a productive and diverse academic environment.
- 4. **Responsibility.** Students are expected to accept responsibility to themselves, to others, and to the community.
- 5. **Communication.** Students are expected to engage in honest, and productive communications with members of the college community to foster an environment of mutual respect.

B. Code of Conduct Violations

The College considers the following behaviors as inappropriate for the College community and in opposition to its core values and behavioral expectations. These expectations apply to all students and student organizations. The College encourages community members to report all incidents of such behavior. Any student or student organization found to have committed or to have attempted to commit any of the following misconduct is subject to the sanctions outlined under this policy.

- 1. **Abuse of Conduct Process.** Abuse, interference, and/or failure to comply with the College’s conduct process, including but not limited to:
 - a. Falsification, distortion, or misrepresentation of information during the conduct process;
 - b. Failure to provide, destroying, or concealing information during an investigation of an alleged policy violation;
 - c. Interference with the orderly conduct of the conduct process;
 - d. Attempting to discourage an individual’s participation in, or use of, the conduct process;
 - e. Attempting to influence the decision of a member of a Conduct Board prior to, and/or during the course of, the Student Conduct proceeding;
 - f. Harassment (verbal or physical) and/or intimidation of a member of a Conduct Board, College official, party to a complaint or witness participating in the conduct process;
 - g. Failure to comply with the sanction(s) imposed under the Code of Conduct;
 - h. Influencing or attempting to influence another person to commit an abuse of the conduct process; or
 - i. Knowingly filing a false complaint under the Code of Conduct.

- 2. **Academic Dishonesty.** Acts of academic dishonesty, including but not limited to the following:
 - a. Cheating. Intentional use, and/or attempted use of any unauthorized assistance in any academic exercise including, but not limited to, unauthorized use of generative artificial intelligence (generative AI) or dependence upon the aid of sources beyond those authorized by the instructor.
 - b. Fabrication. Intentional and unauthorized falsification and/or invention of any information or citation in any academic exercise.
 - c. Unauthorized Collaboration. Deliberately submitting work prepared collaboratively with someone else without explicit permission from the instructor.

- d. **Unauthorized Distribution of Course Materials.** The sharing or distribution of course materials, course content, quizzes, exams, essays, and other assignments, including but not limited to posting to an online medium or study aid website or online academic warehouse (e.g., Course Hero, Chegg, Study Bible, etc.), without the express permission of the faculty member.
- e. **Facilitating Dishonesty.** Knowingly helping or attempting to help another commit an act of academic dishonesty, including students who substitute for other persons in examinations or represent, as their own, papers, reports, projects, or the academic works of others.
- f. **Plagiarism.** Knowingly representing the words, ideas, or artistic expression of another as one's own work in any academic exercise, including but not limited to unauthorized resubmission of previously-submitted assignments for which the student has earned credit, copying other's work, and patchworking source material and representing the work as one's own.
- g. **Submitting, in whole or in part, prewritten term papers of another or the research of another,** including but not limited to commercial vendors who sell or distribute such material.
- h. **Theft of materials.** The acquisition, without permission, of tests or other academic material belonging to a member of the faculty or staff, or another student.
- i. **Testing Procedures:** Failure to follow testing procedures as outlined by college personnel including faculty, other staff, and third-party proctors.
- j. **Academic Fraud.** Misrepresenting one's own academic work including but not limited to: purchasing other's work, arranging for others to do work under a false name, and hiring a proxy or other third party to complete coursework on one's behalf.
- 3. Alcohol.** Use, possession, manufacture, or distribution of alcoholic beverages, on campus or as part of any college-sponsored program, including public intoxication or the operation of a motor vehicle while under the influence of alcohol, in violation of the College's Alcohol Policy and/or state or federal law.
- 4. Cannabis.** Use, possession, manufacture, or distribution of THC-containing cannabis and THC-containing cannabis products or accessories on campus or as part of any college-sponsored program, including the operation of a motor vehicle while under the influence of cannabis. This Code of Conduct violation also includes the use, possession, manufacture and distribution of marijuana products or accessories, in violation of the College's Cannabis Policy, Marijuana Policy, and/or Alcohol & Drug Policy.
- 5. Controlled Substances.** Use, possession, manufacture, or distribution of controlled substances as defined by state and/or federal law.
6. **Damage and Destruction.** Damage, destruction, or defacement of College property or the personal property of others.
- 7. Election Tampering.** Tampering with the election of any College-recognized student organization.
- 8. Extortion.** Threat or the implicit threat of harm to a person's safety, reputation, or property in order to obtain property, including information, from someone else without their consent.
- 9. Failure to Comply.** Failure to comply with the reasonable directives of College officials and/or law enforcement during the performance of their duties and/or failure to identify oneself to these persons when requested to do so.
- 10. False Pretenses.** Engaging in conduct, including making an untruthful statement or misrepresentation, intended to deceive or defraud.
- 11. False Reports of Danger.** False reporting of fire, bombs, other dangerous devices, or emergency situations.
- 12. Falsification.** Knowingly providing or possessing false, falsified, or forged materials, documents, accounts, records, identification, or financial instruments.

13. Fire Safety. Violation of local, state, or federal laws, or campus fire policies including, but not limited, to:

- a. Causing a fire on College property;
- b. Failure to evacuate a College-controlled building during a fire alarm;
- c. Improper use of College fire safety equipment; or
- d. Tampering with or improperly engaging a fire alarm or fire detection/control equipment while on College property.

14. Gambling. Gambling as prohibited by the laws of the Commonwealth of Massachusetts. Gambling may include lotteries, sports pools, and online betting activities.

15. Harassment. Severe or pervasive actions, including, but not limited to written, electronic, voice, physical, or through a third party, directed toward a specific individual, group or entity with the purpose or effect of unreasonably interfering with another's work or education. Discriminatory Harassment and Sexual Harassment are addressed pursuant to the PAA and not the Student Code of Conduct.

16. Harm to Others. Causing physical harm or endangering the health or safety of any person.

17. Hate Crimes. A hate crime as defined by state or federal laws, including but not limited to, any criminal act to which a bias motive is evident as a contributing factor.

18. Hazing. Hazing as defined by state or federal laws, including but not limited to 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. For additional information, consult the Hazing Policy.

19. Interference with the College Environment. Material and substantial disruption or interference includes conduct: (1) that affects the day-to-day operations of the College; or (2) where the rights of another are disrupted or interfered with, such that they cannot engage in or participate in a college related program, activity or event.

20. IT and Acceptable Use. Conduct resulting in a violation of the College's Computer/Technology Acceptable Use policies, Email and/or Social Media policies, Expectations of Behavior policy, and/or related Information Technology Resource policies.

21. Prescription Medication. Abuse, misuse, sale, or distribution of prescription or over-the-counter medications.

22. Public Exposure. Includes but not limited to: deliberately and publicly exposing one's intimate body parts, public urination, defecation, masturbation, and/or other public sex acts.

23. Retaliation. Any adverse action taken against a member of the College community in response to an actual or perceived wrong, or for engaging in a protected action, including but not limited to submitting a complaint, participating in the review of a complaint, or participating in disciplinary proceedings in any capacity. Retaliation may include interference through intimidation, coercion, instilling fear of harm, or taking action which may have an adverse impact on a student's academic success, an employee's work performance, or the college environment.

24. Rioting. Engaging in, or inciting others to engage in, harmful or destructive behavior that breaches the peace.

25. Smoking & Tobacco. Smoking or using any tobacco product or use of e-cigarettes, vaporizers or inhalers on College property.

26. Solicitation and Sales. Unauthorized solicitation and sales, requesting contributions, peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interest or for-profit or personal or professional economic benefit on college property or using college resources without prior authorization.

- 27. Taking of Property.** Intentional and unauthorized taking or possession of College property or the personal property of another, whether actual or attempted, including goods, services, and other valuables.
- 28. Threatening Behaviors.**
- a. Threat. Written or verbal conduct that causes a reasonable expectation of injury to the health or safety of any person or damage to any property.
 - b. Intimidation. Intimidation is defined as implied threats or acts that cause a reasonable fear of harm in another.
- 29. Trademark.** Unauthorized use, including misuse, of College or organizational names and/or images.
- 30. Unauthorized Access and/or Entry.** Unauthorized access and/or entry to any College building (e.g., misuse of keys or access privileges), unauthorized possession, duplication or use of means of access to any college building, or unauthorized entry including trespassing.
- 31. Unauthorized Recording and Dissemination.** Use of electronic or other devices to create and/or disseminate an unauthorized audio or video recording of any person(s) 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, recording administrative activities without the person’s consent, or recording classroom lectures without a college-approved accommodation under the Americans with Disability Act (ADA).
- 32. Violations of Law.** Including arrest, pending criminal charges, or adjudication of any violation of state or federal laws not otherwise enumerated herein.
- 33. Weapons.** Except for those used by authorized law enforcement, or used with written authorization by the Board of Trustees or College Chief of Police, or required for and being used as part of an Academic Exercise, all weapons are prohibited on campus. This includes, but is not limited to:
- a. Possession of firearms, knives, explosives, or dangerous chemicals;
 - b. Possession of a reasonable facsimile, simulated or prop firearm, knife, or explosive; or
 - c. Possession of any other weapon or item used with the intent to cause harm, as determined in the sole discretion of the CCA.
 - d. For additional information, consult the College’s Weapons and Firearms Policy.
- 34. Other Policies.** Violation of any College policies, rules, or regulations published in written copy or posted electronically on the College’s website or available in any program specific handbook.
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SECTION 8: STUDENT CONDUCT PROCEDURES

A. 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:

- 1. Poses a threat to others;
- 2. Poses a threat to College property or equipment;

- 3. Materially or substantially disrupts or interferes with the day-to-day operations of the College, or materially or substantially disrupted or interfered with the rights of another are such that they cannot engage in or participate in a college related program, activity or event;
- 4. Engages in off-campus conduct that adversely affects the College community; and/or
- 5. Is arrested and/or 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 or events until the complaint has been resolved through the Code of Conduct process. Where reasonably practical, within ten (10) days of the issuance of the interim suspension, the CCA shall meet with the Student to determine whether to continue or revoke the interim measure during the conduct process. A student shall be notified in writing of any determination made at that meeting.

B. Discipline for Conduct that Interferes with the College Environment

Interfering in the educational process in a class (or clinical site), is prohibited under this policy. If a student engages in conduct that interferes with the college environment, 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 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 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 their 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 their designee.

C. 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 there is information that academic dishonesty occurred, a faculty member may choose to take action as outlined in the course syllabus, including issuing a failing grade for the assignment or the course. Faculty are encouraged to share that information with the CCA. If the CAA is aware of more than one incident of academic dishonesty by this student, in addition to the issuance of a failing grade by the faculty member, the student may be subject to disciplinary action under this policy. If the student believes that there is substantial evidence of error or injustice associated with a failing grade issued because of academic dishonesty, the student may file a grievance under the Student Grievance Procedure’s Grade Appeal Process.

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.

D. Discipline for 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 to the health or safety to the College community; interferes with the College’s pursuit of its objectives and mission, and/or if a student is charged with violating any state or federal law. Proceedings under this Student Code may be carried out prior to or simultaneously with any civil or criminal proceeding.

E. Group Violations

A student group or organization and its officers and membership may be held collectively and individually responsible for violations of the Code to the same extent as any individual would be.

Investigations involving student groups or organizations follow the same student conduct procedures. In any such action, individual determinations as to responsibility will be made and sanctions may be assigned collectively and individually and will be proportionate to the involvement of each individual.

F. Amnesty

The health and safety of every student at the College is of the utmost importance. The College recognizes that students who have been drinking and/or using drugs may be hesitant to report

violations of the Code due to fear of potential consequences for their own conduct. The College strongly encourages students to report violations to the CCA. The CCA may elect to not pursue a disciplinary action against a reporting individual, acting in good faith, that reports a violation of the Code for violations of alcohol and/or drug use policies occurring at or near the time of the Code violation, provided that the reporting individual did not harm or place the health or safety of any other person at risk. The College may require an educational conference and/or a behavioral plan for an individual who has engaged in the illegal or prohibited use of alcohol or drugs.

G. Complaint of Alleged Violation

Any person may allege a policy violation by any student for misconduct under this code by completing the report available here: INSERT LINK

The CCA may act on a complaint of a potential violation whether a complaint form is completed or not. Allegations may be submitted by the party who was allegedly harmed by the conduct or a third party, and should be submitted as soon as possible, but no later than thirty (30) days after the offending event occurs. The CCA may elect to pursue action under the Code for violations reported after thirty (30) days where the behavior posed or may continue to pose a danger to the health or safety of others, or where the alleged violation is being jointly investigated pursuant to the PAA.

The College has the right to pursue an allegation or complaint of misconduct on its own behalf.

SECTION 9: STUDENT CONDUCT PROCESS

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 a Preliminary Inquiry meeting, an Administrative Resolution meeting or a Student Conduct Board Hearing will result in a decision being made in the student’s absence, discipline up to and including expulsion, and a forfeiture of the student’s rights to a hearing or appeal.

Step 1: Initiation of Student Conduct Process

The Student Conduct Process is initiated once a complaint of an alleged violation is received by the CCA. A complaint is defined as an allegation of a violation of the Code of Conduct, which is filed with or by the CCA. The CCA may act on a complaint of a potential violation whether a complaint form is completed or not.

Step 2: Preliminary Inquiry

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 may conduct a preliminary inquiry into the nature of the complaint, the evidence available, and the parties involved. The preliminary inquiry may lead to:

- a. A determination that there is insufficient evidence to pursue the investigation because the behavior alleged, even if proven, would not violate the Code and therefore the process ends; or
- b. A determination that the alleged behavior constitutes a possible violation of the Code, resulting in a request to schedule an Administrative Resolution meeting with the CCA within five (5) days; or
- c. Further investigation is needed to make a determination.

Step 3: Administrative Resolution

After a Preliminary Inquiry, or when a Preliminary Inquiry is not necessary as determined by the CCA, the CCA will meet with the Student to review the complaint, and provide the Student an opportunity to respond to the allegations.

The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. The advisor may be a staff or faculty member, student, family member or an attorney. An advisor’s role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the meeting.

The possible outcomes of an Administrative Resolution meeting include:

- a. A decision not to pursue the complaint based on insufficient information. The matter should be closed and the records should so indicate; or
- b. The CCA issuing an Administrative Resolution in writing which is maintained in a Student’s disciplinary file. The Student shall have the right to request a Student Conduct Board Hearing five (5) days after issuance of the Administrative Resolution letter.

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.

Failure by the Student to appear for an Administrative Resolution meeting with the CCA will result in a decision being made in the student’s absence, discipline up to and including expulsion, and a forfeiture of the student’s rights to a hearing or appeal.

Step 4: Student Conduct Board Hearing

1. Overview

A hearing with the Student Conduct Board shall be scheduled by the CCA not later than thirty (30) days following a Student’s request for a hearing.

A written Statement of Alleged Violations shall be presented to the Student not less than five (5) days prior to the hearing. The Statement of Alleged Violations shall include a summary of the complaint, administrative or remedial steps taken, the Code of Conduct Violations, and the documentary evidence and witnesses to be presented in support of the Statement of Alleged Violations. A Student Conduct Board hearing is an administrative hearing. The rules of evidence do not apply.

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

The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. An advisor’s role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the hearing.

2. Make-Up of the Conduct Board

The Conduct Board shall consist of 3-5 members selected by the CCA. The CCA shall appoint from the members a Chair of the Conduct Board, who shall be responsible for administering the hearing. In cases involving academic dishonesty, the Conduct Board members may include faculty, although not from the department where the alleged conduct occurred.

3. Student Conduct Board Hearing Procedure

A hearing is normally conducted in private. There shall be a record created of all hearings. The record shall be the property of the College. All procedural questions are subject to the final decision of the Chair of the Student Conduct Board. Admission of any person(s) to the hearing shall be at the discretion of the Chair of the Student Conduct Board.

A hearing shall proceed as follows:

- a. The CCA presents the Statement of Violations on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Violations.
- b. Student responds to the Statement of Violations. The Student may present documents, materials and/or witnesses in response to the Statement of Violations.
- c. Following the parties' presentations, the Student Conduct Board may question each party, their witnesses and/or review all information presented. The Student Conduct Board has the discretion to request additional documents, materials or information from either party.
- d. 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 Chair of the Student Conduct Board. If the Chair determines a question is relevant, the other party will be asked to respond.
- e. The Student Conduct Board shall have a final opportunity to question the parties.
- f. After the hearing, the Student Conduct Board shall determine by majority vote whether the Statement of Violations has been proven.
- g. A Student Conduct Board's decision shall be based on a preponderance of evidence standard.
- h. Within ten (10) days of the conclusion of a hearing, the Student Conduct Board shall issue a written decision that includes a summary of the hearing, findings on each violation contained in the Statement of Alleged Violations, the evidence supporting each finding, and disciplinary action taken, if any.

Step 5: Conduct Board Sanctions

A student found in violation of the College's Code of Conduct shall be subject to sanctions as defined herein.

A student who violates the Code of Conduct while serving an existing sanction 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 sanction at any time.

Step 6: Appeal

Within five (5) days of receiving a written decision from the Student Conduct Board, the Student may file an appeal with the College's Appeals Officer. In cases of academic dishonesty, the Appeals Officer shall be the College's senior academic officer or designee.

An appeal must be submitted in writing and be based on a credible claim that:

- 1. The hearing was not conducted in conformity with the Code of Conduct;
- 2. The decision was not supported by a preponderance of the evidence presented;
- 3. The sanction imposed was not appropriate in light of the Student Conduct Board's decision; or
- 4. New evidence exists, which was not presented at the hearing because it was not reasonably known to the Student at that time, and which is sufficiently relevant such that it could alter the Student Conduct 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 Student Conduct Board's decision or sanction. The Appeals Officer's decision shall be final.

SECTION 10: STUDENT CONDUCT AUTHORITY

A. Authority

The CCA is vested with the authority over administering the Student Code of Conduct and the student conduct process. The CCA may appoint Student Conduct Board members as necessary to efficiently and effectively administer the student conduct process. The CCA, Administrative Hearing Officer or their designee will assume responsibility for the investigation of an allegation of misconduct to determine if the complaint has merit.

B. Gatekeeping

No complaint will be forwarded for administration under the Code unless there is reasonable cause to believe that a policy violation has occurred. Reasonable cause is defined as some credible information to support the allegation including a statement by a credible witness, police reports, or news articles. A complaint wholly unsupported by any credible information will not be forwarded for administration.

Student Grievance Procedures

STUDENT GRIEVANCE PROCEDURE

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

Complaint - The informal, unwritten stage of an allegation of mistreatment.

Day - As used in this policy, shall mean a calendar day.

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.

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

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.

Responding Party - The person against whom a complaint or Grievance is directed.

Senior Officer - Senior level employee who reports to the President for the Responding Party's work area.

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.

Substantial Evidence of Error or Injustice - For the 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.

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 sex-based 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.

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 sex-based harassment, the Grievance should be processed in accordance with the Associate Dean of Equity Assurance.

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 Associate Dean of Equity Assurance 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 Vice President of Academic Affairs 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 Vice President of Academic Affairs).

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.

RETALIATION

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.



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