



# Student Handbook 2014-2015

[northshore.edu](http://northshore.edu)

# STUDENT HANDBOOK

## 2014-2015

Welcome! Your first step toward success at NSCC is to know what to expect and where to find the services you need. This handbook is meant to be a quick reference guide as you get used to your college life here on our campus(es). This information was accurate at printing. However, we sometimes adjust office locations and/or hours to respond to the daily or weekly needs of our students, faculty or the rest of the college community. More in-depth information on programs, courses, and departments is available through our website, [www.northshore.edu](http://www.northshore.edu).

### **Mission Statement**

North Shore Community College is a source of hope and opportunity and a regional leader for social and economic change. Blending tradition and innovation, liberal arts and career preparation, intellectual development and cultural and personal growth, we foster a diverse and caring community of learners where all are welcome and each is challenged. We offer lifelong education responsive to changing community needs, a global economy, evolving technology and the shifting roles faced by individuals and institutions. Our greatest contribution to the Commonwealth is the success and achievement of our students.

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**978-762-4000 or 781-593-6722**  
**[www.northshore.edu](http://www.northshore.edu)**

# WELCOME TO NORTH SHORE COMMUNITY COLLEGE

Dear Student:

Your Student Handbook is designed to provide college information you can use to make your experience at NSCC a rewarding one – and to help you keep track of your busy life. I hope you will find it helpful!

You can also explore a wealth of information online on the College's Website, [www.northshore.edu](http://www.northshore.edu). It is really important to check your Campus Pipeline account and College email regularly, as this is the main way we will communicate with you. Also try following our social media links on Facebook and Twitter to keep current - and a mobile website will be available shortly so you can access services on your smart phone.

While you're here, I encourage you to take full advantage of all that North Shore Community College has to offer. As an NSCC student, you will discover an array of learning opportunities and academic support programs. Whether you are a new student or have been out of the classroom for years, our dedicated faculty and staff work together to create a learning community that puts your needs first and foremost. Our greatest success is your success! As you may know, North Shore Community College offers both degree and certificate programs that meet the needs and requirements of today's businesses and professions. In addition, should you decide to pursue a bachelor's degree, agreements with both state and private colleges and universities help ensure that upon successful completion of your associate degree work at NSCC, you can continue in a four-year college.

Whether you're starting out or starting over, there's something for everyone at North Shore Community College. We are committed to providing pathways for you and assistance to complete your goals.

Welcome, friend!

*Janice Forsstrom*

Interim President, North Shore Community College

## **LYNN LOCATIONS**

### **McGee Building**

LW, LE classrooms  
300 Broad St.

### **T Building**

LT classrooms  
Broad and Market Sts.

### **Modular Building**

LM classrooms

## **DANVERS LOCATIONS**

1 Ferncroft Road, Danvers, MA

### **Math & Science Building**

### **Health Professions & Student Services Building**

### **Frederick E. Berry Building**

DS classrooms DB classrooms

## **HATHORNE/DANVERS LOCATIONS**

Rt. 62, Danvers, MA

### **Agricultural Engineering Building Berry Hall**

EA classrooms EB classrooms

### **Science Building Maude Hall**

ESC classrooms EM classrooms

### **Small Animal Building**

ESA classrooms

## **INSTITUTE FOR CORPORATE TRAINING & TECHNOLOGY**

Suite 121E, Cummings Center, 181 Elliot St., Beverly, MA  
C/CO classrooms

## **CAMPUS & CLASSROOM CODES & LOCATIONS**

**C/CO** Cummings Center, 181 Elliott Street, Beverly

**DS** Math and Science Building, Ferncroft Road, Danvers

**DB** Frederick E. Berry Building, Ferncroft Road, Danvers

**E/B** Berry Hall, Essex Aggie (Hathorne Campus)

**E/SA** Small Animal Building, Essex Aggie (Hathorne Campus)

**L/LE** Lynn Campus, East Wing, 300 Broad Street, Lynn

**L/LM** Lynn Campus, 300 Broad Street, Lynn

**L/LW** Lynn Campus, West Wing, 300 Broad Street, Lynn

**L/LT** Lynn Campus, MBTA Building

**E/A** Agricultural Engineering, Essex Aggie (Hathorne Campus)

**E/M** Maude Hall, Essex Aggie (Hathorne Campus)

## **DIRECTIONS**

### **DANVERS - 1 Ferncroft Rd.**

The Danvers Campus is located off Route 1 south and houses administrative offices, a Health Professions and Science Building, and the Frederick E. Berry Building, a new state-of-the-art academic building, learning resource center and library.

**From the south:** Route 1 north to Danvers or Route 95 north to Danvers, Exit 50. From either route follow signs for NSCC onto Route 1 south. Take right onto Ferncroft Road. NSCC Campus is the first left.

**From the north:** Route 95 south to Danvers, Exit 50, Route 1 south. Right onto Ferncroft Road. NSCC campus is the first left.

**From Route 128 south:** Take Route 62 west toward Middleton to Route 1 north (stay on Route 1, not Route 95). Curve around to left (signs say "Ferncroft") onto Route 1 south, then take first right onto Ferncroft Road, left to NSCC.

### **HATHORNE/DANVERS LOCATIONS**

#### **("Essex Aggie") 562 Maple St.**

The Hathorne Campus, on Route 62 in Danvers, is the site of classrooms and laboratories for our Agricultural, Food, Animal and Environmental Technology Programs.

**From all directions:** College is located on Maple Street (Route 62) in the Hathorne section of Danvers. Take Route 95 to Route 62 west. Campus building is on the right.

## **LYNN - 300 Broad St.**

The Lynn Campus, located at 300 Broad St., adjacent to the Lynnway, includes science and technology laboratories and a library. The College also houses Community Education courses, classrooms, offices and the Campus Police Office at the MBTA station across from the Lynn Campus on the corner of Market and Broad Streets. Classes are also held in the Modular Building adjacent to the main parking lot.

**From the south on Rt. 1A:** Route 1A from Callahan Tunnel onto the Lynnway. Follow signs for Route 1A/Downtown Lynn. At second lights take right onto Broad Street. Campus is immediately on right. To park: right onto Washington Street. Parking lot is on right, behind campus building.

**From north/south:** Route 128 to Route 1 south. From Route 1 south, take Route 129 east. Follow Route 129 past Union Hospital to traffic lights at intersection of Boston Street (pond on your left.) Continue straight onto Chestnut Street (Route 129A) and follow to end (intersection of Lewis & Broad Streets). Right onto Broad Street. Pass through 5 sets of lights, campus (McGee Building) on left.

## **Lynn MBTA Building:**

Located on the corner of Market & Broad Streets across from McGee Building. Entrance to garage parking within facility is directly off Market Street. NSCC classrooms, offices and lecture hall on ground floor.

## **BEVERLY INSTITUTE FOR CORPORATE TRAINING AND TECHNOLOGY Cummings Center, 181 Elliott St.**

**From all directions:** Take Route 128 to Route 62 east. Follow Route 62 (Elliott Street) east approximately two miles to Cummings Center at 181 Elliott Street, Beverly. Cummings Center will be on your left. Campus is located in Suite 121E.

## **OFF CAMPUS**

Call 978-236-1200 for locations and directions. (Directions will be mailed to registered students).

# **GOT QUESTIONS?**

## ***WE'VE GOT ANSWERS...***

### **Where do I park?**

You must get a parking permit from Campus Police (p.13). Then, you may park in the white-lined areas of our campus parking lots.

### **How can I travel between campuses?**

A daily shuttle connects all three campuses while classes are in session. You can check the shuttle schedule by accessing our home page, [www.northshore.edu](http://www.northshore.edu), and selecting "Current Students" and "Student Services." Then, click on the Shuttle Bus Link in the General box.

### **Where do I buy books?**

The campus bookstores (p.12 ) are located in Lynn and Danvers. You must purchase your books at the campus where the class meets. Books for distance learning courses may be purchased at either bookstore If you need, or would prefer to purchase your books online please visit the bookstore website at <http://bookstore.northshore.edu>

### **How do I get a student ID card?**

Student IDs are free. You may get a student ID from the Student Life Office on either campus (p. 21). Your NSCC ID is your Library Card and allows you to take advantage of student discounts offered by area merchants. If you show your student ID at any of the NSCC cafeterias, you will be exempt from the 6.25% Massachusetts Meal Tax.

### **Are there cafeterias on each campus?**

There are cafeterias located in the McGee Building in Lynn, the Frederick E. Berry Building in Danvers, at the Hathorne Campus in Berry Hall while classes are in session.

### **May I use NSCC computers?**

Open, attended computer labs (p. 17) for general student use on a walk-in basis are available at Lynn LE 226 and Berry Building in DB 201. An unattended lab is available in Hathorne B 104. Schedules are posted at each lab. Students with disabilities should visit the Adaptive Labs in Lynn LW 116 and Danvers DH 108. (p.12)

### **Are there services for students with disabilities?**

Yes. Students with disabilities who anticipate the need for accommodations are encouraged to visit [www.northshore.edu/disability](http://www.northshore.edu/disability) and follow the outlined



procedure to request services at least four weeks before the start of classes. Disability Services provides academic accommodations and services for students with disabilities so that these individuals have equal access to programs and activities. Through collaboration, Disability Services works toward assisting students in maximizing their academic potential, while also promoting self-awareness, self-advocacy, and ultimately, personal responsibility and independence.

**Danvers Campus 978-762-4000 x4501, Lynn Campus 781-477-2134**  
TTY Danvers Campus 978-762-4140, Lynn Campus 781-477-2136

### **Is health care available?**

Health insurance is required for all students taking nine (9) credits or more. If you need health coverage, the Massachusetts Community Colleges offer a Student Injury and Sickness Insurance Plan. Brochures are available from Student Financial Services (p. 20) or the Health Services Offices (p. 19). For emergency and/or accident attention contact Campus Police (p. 13). For help with other health concerns, contact Health Services (p. 19).

### **Why do I need an academic advisor?**

An academic advisor helps you select courses and guides your academic progress. He or she will be a faculty or staff member who will best be able to help you with your college program and career development. If you have no advisor listed or cannot reach your advisor, contact the Student Support and Advising Center (p. 21).

### **How do I find out my academic advisor's name?**

Enter your Campus Pipeline Account and select the School Services Tab. Click on Student Services, and Registration. Click on Student Records, Click on Student Information. Select the appropriate semester and click Submit. your Primary Advisor will be listed on the page. If you have Student Support and Advising Center listed as your advisor, any advisor in that office can assist you.

### **Can I change my academic advisor?**

To request a new academic advisor, go to the Student Support and Advising Center in Lynn or Danvers and fill out the Change of Advisor form.

### **What is the difference between a career program and a transfer program?**

Career programs are primarily designed to enable students to begin careers after graduation in technical, supporting, or professional occupations. Transfer programs prepare students for upper-division study at four-year colleges or universities.

## **Do I have to graduate from NSCC to transfer to another college?**

No, but the more credits you have the easier the transfer process becomes.

## **What is Mass Transfer?**

This program maximizes transfer credit and degree completion in Massachusetts public higher education. Transfer to a four year state college or university in Massachusetts is guaranteed. Get all the details at [www.mass.edu/masstransfer](http://www.mass.edu/masstransfer) or contact NSCC Transfer Counselor, Peter Monaco at [pmonaco@northshore.edu](mailto:pmonaco@northshore.edu).

## **How do I add or drop a class in the first week of class?**

Before the semester begins and through the first week of classes, you may adjust your schedule using Campus Pipeline with no penalty. Complete directions are found on pages 27-28 of this handbook. If you cannot access Campus Pipeline, you must contact the Enrollment and Student Records Office in Danvers or the Enrollment Center in Lynn (p.11). **CAUTION!** Failure to attend classes does not withdraw you from a course.

## **How do I withdraw from a class after Add/Drop period?**

Before you withdraw from a course, discuss your options with your advisor or an Academic Counselor in the Student Support Center (p. 21). After the Add/Drop Period, to withdraw from a course and be assigned a grade of W, access your Campus Pipeline Account. Complete directions are found on pages 27-28 in this handbook. **If you cannot access Campus Pipeline**, you must contact the Enrollment and Student Records Office in Danvers, or the Enrollment Center in Lynn (p. 19). **CAUTION! Failure to attend classes does not withdraw you from a course.** You will be assigned a grade of "F" for any enrolled course(s) you did not attend. Be sure you understand how withdrawing may affect your academic standing before deciding to withdraw. In addition there are financial implications. You will still be responsible for your bill. If you have questions about how dropping a class will affect your financial aid, please contact Financial Services at 978-762-4189 or [fin-aid@northshore.edu](mailto:fin-aid@northshore.edu).

## **What do I do if I have a hold on my account?**

There are a number of reasons why you may have a 'hold' on your account: A HOLD may be placed on your account by Health Services if you do not have an up-to-date immunization record, by Student Financial Services if you are behind on your installment plan payments, or by the bookstore or library if you owe them money. A hold may prevent you from registering for classes or getting a transcript. View your hold information through your Campus Pipeline account and contact the appropriate office to have it removed.

### **What is a course prerequisite?**

A course or a documented basic skill level may be required before a student may register for a particular class. Prerequisite requirements are listed in the master schedule above the course description.

### **What is the Communications or Mathematics Proficiency, and how can I obtain these proficiencies?**

Many of the courses offered by NSCC have communication and/or mathematics prerequisites. Students must demonstrate established basic skill levels in communications and/or mathematics before being able to register for these classes. A complete list of ways to meet the proficiency requirements can be found on pages 30-32 of this handbook.

### **I took the Reading CPT (Computerized Placement Test) and the WritePlacer, so why can't I register for Composition 1?**

To place into Composition 1, you will need a Reading CPT score of 68 or higher **AND** a WritePlacer score of **4** or higher. Students who do not meet **BOTH** score requirements place into Basic **Communications (COM099)**, a course that is designed to strengthen college-level writing skills in preparation for Composition 1.

### **Do students have college e-mail accounts?**

All NSCC students have an e-mail account through their Campus Pipeline account (p. 13). E-mail address is username##@northshore.edu. Check your email frequently to receive college communications.

### **Do I have to use Campus Pipeline to access my NSCC email?**

No. You can Auto Forward your Campus Pipeline email to another email address. See your Campus Pipeline User Guide on page 27 of this handbook.

### **How do I leave a message for my instructor or advisor?**

Check your course syllabus for your instructor's office hours, a phone extension, or e-mail address. You may email your instructor through Campus Pipeline. Contact the Academic Affairs Office in Danvers or Lynn (p. 12) if you need more information.

### **Will NSCC help me find a career?**

The Career Placement Services Office (p. 15) helps students explore careers, identify job leads, write resumes and cover letters, and practice interview skills. The Student Support Center (p. 21) offers computerized career and interest inventories.

## How do I get financial aid?

Students seeking federal financial aid must complete a FAFSA form. You may get information and assistance for prospective and current students with financial aid at the NSCC website: [http://www.northshore.edu/financial\\_aid](http://www.northshore.edu/financial_aid).

## Are there jobs on campus?

If you are eligible for financial aid there are many opportunities for work study positions on or off campus. These positions may be in the computer labs, tutoring centers, libraries and many of the college's administration offices. Postings may be found at [www.northshore.edu/work\\_study/jobs](http://www.northshore.edu/work_study/jobs). Depending on funding, non-work study positions may also be available. Check bulletin boards for other postings.

## How do I get a scholarship?

Every academic year, the North Shore Community College Foundation, Inc. awards financial assistance to students through its scholarship program. Recipients are selected on a competitive basis. Academic and non-academic factors are considered, as well as financial need. **A minimum of nine credits earned at NSCC is required to apply.** Ask for an application at the Enrollment Centers, Student Support Centers, Development Office or download one from our website at [www.northshore.edu](http://www.northshore.edu), click on current Students, Scholarships, NSCC Foundation web page link and to the right you will have the option to Download the NSCC Foundation Scholarship Application

## If I think I'm ready to graduate what do I do next?

Fill out an Application To Graduate form, available through our website at <http://northshore.edu/registrar/graduation.html>, from the Enrollment and Student Records Office in Danvers, the Enrollment Center in Lynn, or Hathorne M104. Fax 978.762.4015, mail or drop off the application to Enrollment and Student Records. Personnel will perform a formal evaluation of credits that apply to your program, and will send you a letter in approximately 6 weeks indicating your graduation status. You may access an unofficial degree evaluation through Campus Pipeline.

# NEED HELP?

## WE HAVE RESOURCES...

To reach any office from **off campus**, call **978-762-4000** or **781-593-6722** and **dial the appropriate extension**. On any campus, use a black campus phone to dial the given extension. For more detailed information for any of the college departments, refer to the NSCC website: [www.northshore.edu](http://www.northshore.edu).

### Academic Affairs

The Academic Affairs Office provides information related to programs, faculty and academic policy matters. Address questions relating to the academic calendar, College policies, faculty schedules, semester Master Course Schedule, course and/or program information, to the Academic Affairs Office.

Lynn LE 315, x2150

Monday – Friday 7:30 a.m. – 4:00 p.m.

Danvers DB 314, x5516

Monday – Friday 8:00 a.m. – 5:00 p.m.

### Adaptive Computer Lab

Assistive Technology is available for students with documented disabilities at the College's adaptive computer labs. Lab Specialists assist students in using hardware and software that is programmed to increase, maintain or improve capabilities and ensure equal access. Examples of technology available include: voice recognition software scanners writing assistive software arm/wrist rests

Braille embossers screen readers moveable magnification units (CCTV) Braille translator software. Hours vary by semester according to student needs.

Danvers DH160, x4415

Lynn LW 121, x6608

### Bookstore

The bookstores sell texts, notebooks and other stationery supplies, as well as North Shore Community College clothing and souvenirs.

☛ Purchase texts for courses meeting at **Beverly and Danvers** locations at the **Danvers Bookstore**.

☛ Purchase texts for course sections at **Lynn** locations at the **Lynn Bookstore**.

To be sure of getting the correct texts, students need their Pipeline Bookstore Schedule or course number (three letters and three numbers), section code (usually one or two letters), and CRN (five digit code) for the courses they are taking. Payment may be made by Master Card, Discover, Visa, Cash, Personal checks. Third party company/business checks or out-of-state checks are not

accepted. . You may also shop for your textbooks on the bookstore website at <http://bookstore.northshore.edu>

**Note: Returns policy is given with purchase. When making returns, students must present their receipt and student I.D.**

Lynn Bookstore LE 102, x6687, x2127

Danvers Bookstore DH 113, x4046

## **Campus Pipeline**

Campus Pipeline is a secure, sign-on Web portal that connects you to centralized information about campus activities and provides access to a wide array of Web-based NSCC services including email, course registration, grades, transcripts, financial aid, class schedules, personal web space, online courses, calendars, and more. Pipeline can be accessed at any time, from any computer that has Internet access or a connection to the NSCC network.

To access your pipeline account, open the NSCC home page

<http://www.northshore.edu>, and click on the Campus Pipeline logo to access the logon page.

**Note:** Students registered in credit and non-credit courses have access to Campus Pipeline. Links to assist with your initial account activation, and to recall your user name or password are found on the Campus Pipeline logon page.

Technology Help Desk x 4167

Monday and Friday 8:00 a.m. – 4:00 p.m.

Tuesday – Thursday 8:00 a.m. – 7:00 p.m.

[helpdesk@northshore.edu](mailto:helpdesk@northshore.edu)

## **Campus Police**

### **Emergencies Only - Extension 6222 or 781-477-2100.**

The Campus Police department is responsible for college-wide public safety. Officers are trained and equipped to respond to all types of incidents and emergencies. We encourage you to report all suspicious activity.

- Business Numbers – x6209 or 781-593-7032
- E-mail – [campus-police@northshore.edu](mailto:campus-police@northshore.edu)

## **Emergency Messaging System Sign-up**

The emergency messaging system is a service that allows College officials to reach all *students*, faculty and staff with time-sensitive information during unforeseen events or emergencies. The system uses voice, e-mail, and text messaging to broadcast pertinent information and, when appropriate, provide directions to those in the affected area(s). It's free and the system is only used to broadcast emergency messages.

If you haven't already subscribed we encourage you to sign up. It's easy and only takes a few minutes to do. You choose how your alerts are delivered: text message, e-mail, voice mail or all of the above.

To sign up log into your Pipeline account and click on the red Emergency Contact Information tab in the upper right hand corner of your My Pipeline page. This system is not used deliver routine college messages or advertisements and your information with not be shared with anyone.

Also I would like to amend the opening to the section to include web info following our e-mail address:

*Additional personal safety, fire safety, and campus safety information is available on-line. Please visit the Public Safety pages*

at: <http://www.northshore.edu/safety/>

## **Jeanne Cleary Security Policy & Crime Statistics Act**

North Shore Community College is committed to assisting all the members of the college community in providing for their own safety and security. The annual security compliance document is available on the North Shore Community College website at <http://www.northshore.edu/safety/police>. If you would like to receive a booklet called the JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY & CRIME STATISTICS ACT, which contains this information, you can stop by the Campus Police desk at our Lynn Campus, or you can request a copy be mailed to you by calling 978-762-4090. The website contains information on campus security and personal safety, including crime prevention, college police law-enforcement authority, crime reporting policies, disciplinary procedures, and other important matters about security on campus. It also contains statistics for the three previous calendar years on reported crimes that occurred on campus and certain off-campus buildings or property owned or controlled by North Shore Community College, and on public property within or immediately adjacent to and accessible from the campus. This information is required by law and provided by the Campus Police Department.

## **Community Notification of Where to Access Sex Offender Information**

In accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting the Commonwealth of Massachusetts' Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, 978-740-6400, or the following Police Departments:

- Lynn Police Department – 300 Washington Street, Lynn, MA 01902
- Danvers Police Department – 120 Ash Street, Danvers, MA 01923
- Beverly Police Department – 193 Cabot Street, Beverly, MA 01915

Level 3 offender information is also available online at [www.mass.gov/sorb](http://www.mass.gov/sorb). If you have any questions regarding access to sex offender information, please feel free to contact the College's Chief of Police, Douglas P. Puska, at 978-762-4090.

## **Escort Service**

The Campus Police are available to escort you to and from your vehicle. Call x6209 from any black campus phone or 781-593-7032, 978-762-4000, x6209.

## **Parking**

Vehicles parking in NSCC parking areas must display an NSCC parking sticker. Stickers are free and available from all Campus Police Officers. Students park only in the white lined spaces. The yellow lined spaces are for staff & faculty.

## **Parking Enforcement**

Violators of NSCC parking rules may receive a NSCC parking ticket and/or be towed at the vehicle owner's expense. Parking tickets that are not successfully appealed or paid are reported to the Registry of Motor Vehicles. Fines increase with time, and the vehicle owner's license and registration shall be rendered non-renewable. Questions regarding parking appeals or payments should be directed to the NSCC Parking Clerk in LW 154, or by phone at x6609. Payments must be by check or money order. Cash payment is not accepted.

## **Disability Parking Permits**

Appropriate disability verification issued by the Registry of Motor Vehicles allows students to park in handicap spaces.

## **Short-term Disability Parking**

For information contact the Dean of Students, x2164 or x5536

## **Career Placement Services**

The Career Placement office assists students and alumni with the job search process. Services include but are not limited to resume and cover letter preparation, interviewing techniques, providing access to job leads and assisting with other career/job related activities.

Lynn Marcus, Coordinator  
LW 110, x2167 or 781-477-2167  
lmarcus@northshore.edu

## **Center for Alternative Studies & Educational Testing (CAS)**

CAS is designed to help students explore options for college entrance and alternative credit awards.

CAS provides programs and services throughout the calendar year allowing students to demonstrate proficiencies and earn credits or course exemption through several non-traditional methods.



## **Pre-College Testing**

- Ability-to-Benefit (ATB)
  - GED
  - LPN and RN Entrance Examinations – TEAS and CNET
  - ESL Assessments
  - Computerized Placement Tests (CPT's) – for math and communications proficiency and course placement
- College-Level Testing
- Faculty Testing – for Make-up, Distance Learning and Extended Time testing
  - CLEP and DANTES Exams
  - Challenge Exams
  - Departmental Exams
  - Language Proficiency Exams
  - Prometric IT Certification Tests College-Level Alternatives
  - AP Exam credit awards
  - Evaluation Credit by Certificate/License
  - Evaluation Credit by Portfolio
  - Tech Prep credit
  - Directed Study
  - Contract Learning

CAS locations:

Lynn LE 232 x2135; Danvers DB 213 x5428

CAS provides the above services and advising about testing/alternative credit options in relation to college entrance and program completion. Call for more information or check the CAS website at [www.northshore.edu/spotlight/cas](http://www.northshore.edu/spotlight/cas).

## **Center for Community and Corporate Education**

The non-credit division offers training programs for business and industry as well as a wide range of courses and certificate programs for members of the community. NSCC's Institute for Corporate Training and Technology (ICTT) houses corporate and technical training programs and features high-tech, state-of-the-art computer laboratories and classrooms, plus meeting rooms. The division offers a host of interesting and educational courses for all ages, including career-oriented, continuing education classes and online courses.

Cummings Center, Suite 121E x 1200

Courses offered Monday-Sunday 8:00am-10:00pm

[corptrain@northshore.edu](mailto:corptrain@northshore.edu)

## **Clubs and Organizations**

For a complete listing with descriptions and contact information, please go to the Student Life tab in Campus Pipeline and click on the Student Organizations link.

African Society, Alpha-Eta-Rho (Aviation), Biological Science Club, Chess Club, Christ on Campus, Criminal Justice Club, Delta Alpha Pi, Economics & Finance Club, Engineering Club, Film Club, Financial Accounting and Investments and Club, Food Science Club, Gamers Club, Gerontology Club, Haitian-American Society, La Pomme y Naranjas Spanish/French Club, Marketing Club, Media Club, Multi-Cultural Society, Musique Club, Muslim Student Association, Nursing – Freshmen, Nursing – Sophomore, Pennon, Performing Arts Council (PAC), Phi Theta Kappa, Philosophy Club, Physical Therapy Association Club, PiScience Club, Poets & Writers Society, Pre-Med Club, Program Council, Project Unity, Psychology Club, Queer/Straight Alliance, Respiratory Care Club, SOTA Club, STARS Club, Student Art Club, Student Government Association, Surfriders Club, Veterans Club, Women in Transition, Youth Group United

## **Computer Labs**

### **Educational & Instructional Technology**

Computers labs are available day and evening for use by all students at NSCC.

Website: [www.northshore.edu/labs](http://www.northshore.edu/labs)

Email: [computer-labs@northshore.edu](mailto:computer-labs@northshore.edu)

Facilities include:

- Computers running Windows XP Pro & Mac OS X (10.4.8)
- Microsoft Office 2003 & 2007 (Windows) & 2004 (Mac)
- Adobe Creative Suite Dreamweaver
- QuarkXPress (Mac) QuickBooks Pro (Win)
- Campus Pipeline Access Web Access
- Laser printing for students & faculty

Lynn LE 226 x6296

Danvers DB 201 x5569

## **Disability Services**

Students with disabilities who anticipate the need for accommodations are encouraged to visit [www.northshore.edu/disability](http://www.northshore.edu/disability) and follow the outlined procedure to request services at least four weeks before the start of classes. Disability Services provides academic accommodations and services for students with disabilities so that these individuals have equal access to programs and activities. Through collaboration, Disability Services works toward assisting students in maximizing their academic potential, while also promoting self-awareness, self-advocacy, and ultimately, personal responsibility and independence.

For more information on Disability Services, please visit our website:

[www.northshore.edu/disability](http://www.northshore.edu/disability).

TTY Danvers Campus 978-762-4140 Lynn Campus 781-477-2136

## Distance Learning

[www.northshore.edu/distance](http://www.northshore.edu/distance)

NSCC offers a variety of distance learning courses leading to associate degrees and certificates. Instruction is offered primarily through the Internet, though we also offer courses via other modalities: video (DVD) and audio. Instead of regularly scheduled classes, students work on the days and times convenient to them within the class structure determined by the professor. This structure means that there are assignments due weekly. Online classes offer regular interaction with an instructor and other students. Distance learning interactivity varies by format:

- **(OL) ONLINE COURSES:** Lectures and materials on the web. Students must have daily access to a computer with connection to the Internet, Internet Explorer 7+ or Firefox 3+, and a minimum of Windows XP or Mac OS X. No regular class meetings. Orientations are required each semester. All courses have an online orientation and some courses have on-site orientations. These are scheduled at the discretion of the instructor. For orientation information, please visit the Distance Learning Web site.
- **(CT) HYBRID COURSES:** A combination of classroom and online learning. Required on-campus meetings.
- **(DVD) VIDEOCOURSES:** Course content is available through DVDs. For some courses, DVDs are loaned to student for the semester through the library in Lynn LE 226 or in Danvers DB 230. For other courses, DVDs are purchased as part of the course materials bundle in the NSCC bookstore. Textbooks and study guides are available for purchase in the NSCC Bookstore. No regular classroom meetings. An onsite orientation is scheduled each semester.
- **(AV) AUDIOCOURSES:** Audio CD lectures purchased at the NSCC bookstore plus textbooks and study guides. No regular classroom meetings. An onsite orientation is scheduled each semester.

To see a complete listing of courses available each semester go to the Distance Learning website or see the Distance Learning pages in the print version of the Master Schedule, published each semester. Students register for distance learning courses like any other course. The costs of distance learning courses are the same as the cost for on-site courses.

More information:

[elearning@northshore.edu](mailto:elearning@northshore.edu)

LE 318 or call 781-477-2172

## **English as a Second Language (ESL)**

ESL classes are available for students whose first language is not English. Classes in reading, writing, grammar and listening and speaking at Intermediate and Advanced Levels are held during the day and in the evening at the Lynn Campus. Beginning ESL students can attend noncredit Basic ESL classes, which are offered through the Center for Community and Corporate Education division and are held in Lynn. Placement in ESL levels is determined by a placement test offered in Lynn. Students should register for the placement test at the Enrollment Center in Lynn.

Special features of the program include:

- Multimedia Language Lab
- Computer-aided instruction
- Free tutoring by ESL specialists

Credit classes: Lynn LE 229 x2152

Non-credit classes: Lynn Beverly (Cummings Center) 978-236-1214

Academic advising is available for evening ESL students in the Student Support and Advising Center, LW121, and through evening ESL faculty.

## **Enrollment and Student Records**

The Enrollment and Student Records Office in Danvers and The Lynn Enrollment Center offer information and a variety of services to students.

Services include:

- Course Registration
- Degree Evaluation
- Curriculum Waivers
- Transfer Credit Evaluation
- Add/Drop
- Enrollment Verification
- Matriculation
- Change of Program
- Transcript Requests
- Evening Advising

Danvers DH 105, x4342, x4458, x4341, x4343

Monday – Wednesday 8:00 a.m. – 7:00 p.m.

Thursday and Friday 8:00 a.m. – 5:00 p.m.

Lynn LW 154, x6649, x6202, x2131, 6261

Monday – Wednesday 8:00 a.m. – 7:00 p.m.

Thursday and Friday 8:00 a.m. – 5:00 p.m.

records@northshore.edu

## **Health Services**

Health Services promotes a student's optimal health and well-being.

Confidential, respectful care and assistance with health concerns, insurance

questions and immunization requirements are offered to all students. Office hours and locations: Monday-Friday: 8 AM – 4 PM and by appointment  
Danvers DB 108, 978-739-5535  
Lynn LW 126, 781-477-2196  
Web site: [www.northshore.edu/health](http://www.northshore.edu/health)

## Honors Program

The Honors Program provides high achieving and academically motivated students a stimulating academic environment, including challenging curriculum requirements, social and cultural activities, and enhanced transfer opportunities. Students may apply to the Honors Program if they are accepted in a degree program, have a GPA of 3.5 or higher and have completed nine (9) or more credits. To apply, students also need two letters of recommendation from faculty members. Courses are offered in both Lynn and Danvers.  
Lynn LW 176 x2151, [mmarold@northshore.edu](mailto:mmarold@northshore.edu)

## Library

The libraries are located at the Danvers and Lynn Campuses. As a member of the North of Boston Library Exchange (NOBLE) we provide access to the print collections of 27 other libraries, the Internet, plus an array of electronic databases, many of which include the full-text of articles and e-books. Our multimedia collection includes access to streaming videos as well as DVDs. The libraries are equipped with viewing and listening stations in comfortable, designated areas. For students who need adaptive technology, both libraries have specialized workstations with appropriate software. Bring your NSCC photo ID to the library and the Library staff will activate your ID as your library card. The Library's databases are searchable from campus, home or office. For remote research, you must have your library card. With your library card and password you can search your NOBLE account, select an item and have it sent to the most convenient NOBLE library for pick-up. Students wishing to conduct research should begin in the NSCC Libraries. Professional reference librarians will help students frame their inquiries and match the inquiry with appropriate resources.

### PHONE & EMAIL CONTACTS

Danvers DM247 (978) 762-5526  
Lynn LE127 (781) 477-2133  
[library@northshore.edu](mailto:library@northshore.edu)

Visit [library.northshore.edu](http://library.northshore.edu) for access to the catalog, databases, for our hours and our contact information.

## Student Financial Services

The Student Financial Services Office is responsible for billing, processing payments, and assisting students with the financial aid process. Any questions

concerning financial aid, student accounts, health insurance, veteran's benefits, financial aid awards, refunds, and work study, jobs should be addressed to the Student Financial Services Office.

Danvers DH 106 Monday – Wednesday 8:00 a.m. – 7:00 p.m.

Thursday-Friday 8:00 a.m. – 5:00 p.m.

Lynn LW 155 Monday – Wednesday 8:00 a.m. – 7:00 p.m.

Thursday-Friday 8:00 a.m. – 5:00 p.m.

978-762-4189

781-477-2191

Web site: [www.northshore.edu/financial\\_aid/](http://www.northshore.edu/financial_aid/)

Email: [fin-aid@northshore.edu](mailto:fin-aid@northshore.edu)

## **Student Life**

The Student Life Office coordinates a wide variety of co-curricular and extracurricular activities offering students opportunities for personal growth and social interaction beyond the formal classroom experience. Students may commit as many hours or minutes as they like and can take advantage of the many unique and exciting opportunities available. Involvement enables students to meet new people, develop leadership skills, attend special events, and to feel good about their role in our College community. Meetings and activities are held at multiple campuses and are open to all students, faculty and staff.

Danvers DB 132, x5536

Lynn LW 171, x2164

Monday – Friday 8:00 a.m. – 4:00 p.m.

[www.northshore.edu/student\\_life/](http://www.northshore.edu/student_life/)

## **Student Support/Advising Center (SSAC)**

The Student Support and Advising Center offers a variety of services to promote academic persistence and achievement at the College. The academic counselors help students clarify goals, improve their basic skills, build confidence, solve problems, and cope with stress. All students, day or evening, full or part-time, can meet with an academic counselor for assistance with academic advising, scholarship information, counseling, crisis intervention, transfer or joint admission programs, and computerized career exploration. SSAC also offers credit courses including the College Success Seminar, and Learning Assistance for Math.

Danvers DH 160, x4036

Monday – Friday 8:00 a.m. – 5:00 p.m.

Lynn LW 114, x2132

Monday – Friday 8:00 a.m. – 5:00 p.m.

[Student-support@northshore.edu](mailto:Student-support@northshore.edu)

Advisors are available Monday through Wednesday, 4 – 7 p.m. in the Lynn and Danvers Enrollment Centers.

## **TRiO/Student Support Services**

TRiO/SSS is a federally-funded program offering academic advising and enrichment services to 350 eligible NSCC students each year. Students selected for TRiO must be full-time, day students who are motivated to be successful and graduate from NSCC; willing to work hard; and interested in giving back to others through community service. They must meet federal guidelines (low-income, first-generation-to-college, or documented disability) to be eligible. TRiO students receive an extensive summer orientation, meet regularly with their TRiO academic advisor, and have access to dedicated tutors, opportunities for study groups, free cultural activities, visits to 4-year colleges, opportunities for community service, and much more.

Most students enter TRiO in the fall through TRiO Linked Learning (TLL), a unique collaboration between faculty and TRiO staff. They become part of a small, supportive learning community, taking foundation courses (Composition 1 and Speech are offered in the fall; Composition 2 and Psychology in the spring) in classes that are limited to 15 students. . Advisors will assist students in selecting and registering for additional courses to compliment their TLL courses. TLL faculty and TRiO staff meet several times each semester to review student progress and ensure that students have the help they need to be successful in their courses. Interested students should complete an interest form and return it to one of the TRiO offices. An advisor will then contact them to with more information.

Danvers – DB 104, x5439

Lynn – LW 165, x6626

M-F, 8-4

[www.northshore.edu/trio/](http://www.northshore.edu/trio/)

## **Tutoring Centers**

Students enrolled at the college are welcome to visit our walk-in centers.

Tutoring is a free service designed to help all students improve in course work and study skills. Centers are open daily during Fall and Winter/Spring semesters and have limited hours during Summer sessions. Hours and detailed information are posted at each center and on our website. For requests or comments, please call x4414 or write to [tmahone@northshore.edu](mailto:tmahone@northshore.edu).

## **General Information**

Danvers x4041

Lynn x6254

Hathorne x1544

## **Math/Business/Science/CNET Prep**

Danvers DB 101, x5417

Lynn LW 222, x6679

Hathorne EB 104, x1544

**Writing/Other Content Areas/CNET Prep**

Danvers DS 208, x4359

Lynn LW 219, x6254

Hathorne EB 104, x1544

[www.northshore.edu/tutoring/](http://www.northshore.edu/tutoring/)



# ACADEMIC TERMINOLOGY

**Academic Advisor:** Most students are assigned an advisor who is familiar with the student's academic program and/or stated educational/career interests. The advisor may be a faculty or staff member. Those who are not assigned an advisor may meet with an academic counselor in the Student Support and Advising Center.

**Academic Counselor:** The professional staff of the Student Support Center are academic counselors who can assist students with their adjustment to college, schedule building, transfer counseling, career exploration, and other academic advice.

**Academic Probation:** A student who does not meet the Academic Standing Policy requirements (p. 51) at the end of a semester will be placed on academic probation and will receive a letter of notification. The letter of notification (of being on academic probation) directs a student to meet with an advisor to review the student's academic progress.

**Academic Review Board:** The Academic Review Board will evaluate a student on academic suspension as to his or her academic record, performance and cause of academic difficulties.

**Academic Standing Policy:** The criteria for satisfactory academic progress. Students must maintain a CGPA of 2.0 or above AND successfully earn 60% of credits attempted each semester (p. 92). Please refer to the Financial Aid Satisfactory Academic Progress Policy on page 89 if you are a financial aid recipient.

**Academic Suspension:** A student who does not meet satisfactory Academic Standing Policy requirements for two consecutive semesters will be placed on **academic suspension**. Suspension means that a student is prohibited from enrolling at NSCC until s/he has met with an Academic Review Board to receive permission to re-enroll.

**Add a Course:** Make an addition to a student's schedule during the designated Add/Drop period.

**Add/Drop Period:** Up to and through the first week of classes when a student may adjust his/her schedule without penalty.

**Audit:** To officially attend a class without receiving credit.

**Course Number:** Three letters and digits preceding the course title, indicating the department and level (i.e., AAA###).

**Credit Certification:** Guarantee that a certain amount of academic work has been completed by a student which meets standards set by the College:  
Three-credit course = Three hours/class time per week.

**Credits Attempted:** Credits enrolled at the end of the **add/drop period**.

**CRN (Course Registration Number):** Five-digit code indicated in the NSCC Master Schedule of classes.

**Dean:** An administrative official of a college.

**Department:** Administrative unit in which all courses in a particular area of academic specialization are grouped. All faculty members teaching these courses are considered members of the department.

**Distance Learning:** Independent courses with instruction provided through a variety of technologies (see p. 10).

**Drop a Course:** To officially withdraw from a course during the designated Add/Drop period.

**Elective:** A course that is not required and that a student is free to choose according to his/her own interest, within certain broad categories.

**Enroll:** To enter a degree program or sign up for a course.

**Fees:** The charges for administrative and other specialized services.

**GPA:** Grade Point Average. See page 88 of the Academic Grading Policy in this handbook for more information.

**Liberal Arts:** Course of study that focuses on the ideas and principles of general areas of knowledge such as literature, language, social science, mathematics, and science.

**Master Schedule:** Semester schedule of all courses offered during a particular semester listing the course description, pre-co-requisites, time, location, instructor's name and official **academic calendar**.

**Matriculate:** To officially enroll in a degree or certificate program.

**Part-time Student:** A student who is enrolled in fewer than 12 credits during a semester.

**Prerequisite Course:** A course that a student is required to take before taking a more advanced course.

**Program of Study:** Outline of specific, related courses to prepare a student with a set of specific skills for a particular degree or certificate.

**Registration:** The process of enrolling in classes, usually at the beginning of a semester or session.

**Required Course:** A course that a student must take in order to receive a degree in his/her area of specialization.

**Semester:** A time period of the academic year during which courses are completed.

**Syllabus:** The instructor's outline of material to be covered during the semester with policies and/or assignments.

**Transcript:** The written record of a student's courses, grades and credits. This is maintained by the Director of Enrollment and Student Records.

**Transfer Program:** A degree program of study designed to prepare a student to continue his/her study at a four-year college or university.

**Tuition:** The charge for instruction

**Waive "F" Grade:** An "F" grade received during the first attempted 30 credits may be waived anytime before graduation upon written application to the Enrollment and Student Records Office.

**Withdraw:** To officially remove yourself from a course during the designated Withdrawal Period. A grade of "W" will be assigned. Note: Not attending classes is not an official indication of withdrawal; students must withdraw using Campus Pipeline or by submitting a "Student Action Form." See the master schedule for withdrawal dates or ask in the Enrollment Center.

# CAMPUS PIPELINE USER'S GUIDE

Access the NSCC home page:

**www.northshore.edu** and click on the Campus Pipeline logo. Enter your Campus Pipeline user name and password in associated boxes. Your user name is your first initial followed by up to seven letters of your last name and two digits. You created your password when you set up your Campus Pipeline account. **Note:** Passwords are case sensitive. If you do not remember your user name, click on the link **Forgot your username?** Likewise, if you do not remember your password, click on the link **Forgot your password?** If you are having difficulty with Campus Pipeline, contact the Help Desk through the College's main number 978-762-4000, x4167.


## To Register, add/drop, or withdraw from a course:

1. Login to Campus Pipeline.
2. Click on Student Services, Registration and Financial Aid.
3. Click on Registration.
4. Click on Submit Term and select the current term (i.e. Fall 2011, Spring 2012).
5. Click on Add/Drop Classes.

Note: A "hold" on your account will prevent you from continuing. If you need to withdraw from a course and are unable to access Campus Pipeline, or your account has a hold preventing you from adjusting your course status, you may complete a Student Action Form. Forms are available at the Lynn Enrollment Center, LW 157; the Enrollment and Student Services Office, DH 105; or Hathorne Tutoring Center B104. See the Academic Calendar in the Master Schedule for the Add/Drop and Withdrawal deadlines. If you wish to register, you must first take action to remove the hold. See page 28 for information about holds.

 If you wish to **register** for or **add** a course:

1. Scroll down to enter the CRNs (five digit course reference number) in the boxes provided. (If you do not know what class you wish to add, click on the class search link. See **Search** directions below.)
2. Click on the "Submit the Changes" button at the bottom of the screen for the changes to take effect.
3. Scroll down for Registration confirmation and/or Errors. Remember that you must meet the course prerequisites before registering.
4. Scroll to the bottom and click on Complete your Fall or Winter/Spring registration.
5. Print your bookstore schedule and view your fee assessment.

 If you wish to **drop** or **withdraw** from a class:

Note: Before withdrawing from a class, you should meet with your advisor, an academic counselor, or the instructor to discuss your decision. Withdrawing

from courses may affect your financial aid, health insurance, and/or academic standing.

1. Scroll down to the list of classes for which you are registered.
2. Select Web Drop from the Action box drop-down menu at the beginning of your list of registered classes.
3. Push the Submit Changes button at the bottom of the screen for the changes to take effect.

 If you wish to **Search** for a course:

1. Click on the **Class Search** button.
2. You must select at least one subject to search.
  - a. To select multiple subjects, hold the Control key while highlighting the subjects you wish to search.
  - b. To select all available options, highlight the first subject entry, hold the Shift key, and drag the cursor through the list to highlight all the subjects.
  - c. You may define your search according to several parameters including: campus location, start time, or day of the week.
3. Click the Class Search button at the bottom of the page.

Note: Only those courses with seats available will display on the screen.

Be sure that you have met the course pre/co-requisites

4. To select the course, check the box at the left of the screen.
5. Scroll down and select Add to worksheet if you wish to search for additional classes, OR select Register to add the course.

## **To view information about a hold on your account, view your bill, or check your grades:**

 To view a **HOLD** on your account:

1. Click on the School Services tab.
2. Click on Student Services, Registration and Financial Aid
3. Click on Student Records
4. Click on View Holds.

 To view information about your bill:


Click on Account Summary by Term

 To view information about your grades:

Click on Final Grades

## **To view your Degree Evaluation or a "What if" Analysis:**

**Note:** The Degree Evaluation and "What If" Analysis includes only those courses that are graduation required for the program. For a list of classes not included in the evaluation, select Additional Information button at step 9.

 To view your **Degree Evaluation: Note:** You must be matriculated in a program to use the Degree Evaluation function.

1. Select the School Services tab.
2. Click on Student Services, Registration and Financial Aid.
3. Click on Student Records.
4. Select Degree Evaluation.
5. Scroll down to the bottom and select Degree Evaluation.
6. Select the current term, then click the Generate Request button.
7. Click on the button next to Program indicating your degree/certificate information.

**Note:** The name of your advisor can be found on this page.

8. Click on the Generate Request button. Be sure the Use in Progress courses box is checked
9. Select Detail Requirements.
10. Click on the Submit button.

**Note:** Review your evaluation with your Advisor.

### To view a “What if” Analysis:

4. At the bottom of the page click What If Analysis.
5. Select the entry term (the term you would enter the program).
6. Click the Continue button.
7. Select the program that you wish to evaluate.
8. Select the program information in the First Major drop-down menu.
9. Click on Submit.
10. Click on the Generate Request button.
11. Select Detail Requirements.
11. 12. Click on the Submit button.

### To send/read your email:

Important information is sent to all students from the College administration and faculty through Campus Pipeline e-mail. Be sure to check it often. Notice the envelope icon following the tabs at the top right of the screen.

1. Click on the e-mail (envelope) icon.
2. Your e-mail will open and display the inbox.
3. Read your e-mail by clicking on a message.
4. 4. Send new mail by selecting Compose.
5. Click on Send after writing your email.

If you wish to contact one of your current instructors by e-mail and you don't know his/her e-mail address, select the My Courses tab. **Note:** Check with your instructor to be sure that he/she uses e-mail.

1. Click on View My Courses in the box on the left of the screen.
2. Select the current term in the drop down menu.
3. Click on the link at the right of the course title to create an e-mail message to that instructor.

# METHODS TO DEMONSTRATE PROFICIENCY

**Communications Proficiency** may be achieved in the following ways:

## Testing

A score of 68 or higher on the Reading section of the Computerized Placement Test plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test. A score of 500 or higher on the Reading portion of the SAT plus a score of 500 or higher on the Writing portion of the SAT. If students achieve a 500 or better in Reading but not Writing, they need to pass the WritePlacer Section of the Computerized Placement Test with a score of 7 or higher on the 12 point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test. If they achieve a 500 or better in the Writing but not the Reading, they need to achieve a score of 68 or higher on the Reading section of the Computerized Placement Test.

A score of 80 percent correct or higher on the entry level Massachusetts Firefighters' Exam.

A score at or above 85 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version 3.0/4.0 plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test.

A score at or above 77 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version V plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test.

A score at or above 54 percent correct on the Reading/Reasoning section of the CNET (Center for Nursing Education and Testing) Exam.

A score of 3 or higher on the Advanced Placement English Test.

Acceptance into the VERIZON Next Step Program.

Questions regarding CLEP or other specialized tests may be directed to the Center for Alternative Studies and Educational Testing:

## Coursework

Completing NSCC's COM010, COM011, and COM013 with grades of B+ or better.

Completing NSCC's COM012 and COM 014 with C or better.

Completing NSCC's ESL019 or ESL122 (formerly ESL084) and ESL 126 (formerly ESL086) with A's.

Transferring courses and grades equivalent to the above or higher.

## Degree

An Associate's Degree from a U. S. college or university will be accepted as demonstrated communications proficiency.

A Bachelor's Degree from a U. S. college or university will be accepted as demonstrated communications proficiency.

A Master's Degree from a U. S. college or university will be accepted as demonstrated communications proficiency.

**Mathematics Proficiency** may be achieved in the following ways:

### **Testing**

A score of 56 or higher on the Arithmetic Skills section of the Computerized Placement Test.

A score of 72 or higher on the Elementary Algebra section of the Computerized Placement Test.

A score of 510 or higher on the mathematics SAT. (This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 530 or higher can be used for placement into Precalculus1.)

A score of 80 percent or higher on the entry level Massachusetts Firefighters' Exam.

A score of 44.4 percent or higher on the Mathematics section of the TEAS (Test of Essential Academic Skills) version 3.0/4.0.

A score of 60 percent or higher on the Mathematics section of TEAS (Test of Essential Academic Skills) version V.

A score of 8 or above on Part A of the Numerical Ability portion of the CNET (Center for Nursing Education and Testing) Exam.

A score of 3 or higher on either the Advanced Placement Calculus Exam or Advanced Placement Statistics Exam.

Acceptance into the VERIZON Next Step Program.

### **Course**

Completing or transferring to NSCC MAT013 Pre-algebra or any higher level mathematics with a grade of C or better

Transferring any physics course (PHY) to NSCC.

### **Degree**

A Bachelor's Degree will be accepted as demonstrated mathematics proficiency.

A Master's Degree will be accepted as demonstrated mathematics proficiency.

**NOTE:** Documentation may include a copy of grade reports from other colleges, an unofficial or official transcript, a copy of an SAT report, the completed demographic information on the NSCC registration form, an Associate's (communications only proficiency), Bachelor's or Master's degree. People without documentation may call the Center for Alternative Studies and Educational Testing at 978-762-4000 x4376 or 781-593-6722 x4376 for the most up-to-date preferred placement testing schedule. Placement tests are generally available on a drop-in basis. No appointment is necessary.



## **Developmental Courses**

In order to succeed in college level courses and the programs of study of their choice, students may need to improve their skills in English and mathematics. All students are assessed when they come to the College to determine if they need developmental coursework for college-level writing or to achieve mathematics proficiency. These courses may extend the time it takes a student to complete his or her academic program.

## **English as a Second Language (ESL)**

Students whose first language is not English may need specific courses in ESL. Students are tested to determine their level of proficiency in reading, writing, listening, and speaking. Those who are beginning to learn English will qualify for several levels of non-credit Basic ESL classes. Others may place into courses in Intermediate or Advanced ESL. Students are not required to take all courses in a sequence if they demonstrate required proficiency in that skill. Professional educators are available in the ESL Multimedia Lab to help students study independently outside of class so that they can progress as quickly as possible through ESL classes. The lab is open every day and evening, Monday through Thursday, and Friday during the daytime only.

## **Communication Skills**

Students with developmental needs may test into Communications Skills courses. These courses are designed to increase the student's ability to read critically, increase vocabulary, and to write better paragraphs and essays. Students may test into Level 1 and will take three linked courses in College Reading 1, College Writing 1, and Practical Applications. Students who test into Level 2 will take two linked courses, College Reading 2 and College Writing 2; students are encouraged to enroll in SSC 101 College Success Seminar as well. Students who have strong reading skills but need to strengthen their writing skills will qualify for COM 099 Basic Communications.

## **Mathematics**

Students must exhibit proficiency in basic mathematic concepts prior to graduation. The content of many courses at NSCC assumes that students have mastered these basic concepts. When initially registering for courses at NSCC, students will be assessed for their knowledge of basic mathematic concepts arithmetic, algebraic, and other college-level mathematic operations. Based on the results of this assessment, students may be placed into mathematics courses which build on the skills required for successful completion of college-level mathematics courses.

# STUDENTS' RIGHTS, RESPONSIBILITIES, AND POLICIES

Included in this statement of student rights and responsibilities are policies relating to affirmative action, non-discrimination and diversity that are excerpted from the system wide policy governing community colleges that was implemented by the Massachusetts Department of Higher Education in 2004 and updated in March 2008. This policy in its entirety is available for review at the campus libraries. Copies of the policy are also available upon request and inquiries on the policies or related grievance procedures should be addressed to the College's Affirmative Action Officer, Ngoc-Thanh Giddarie, Director of Human Resource Development, Danvers Campus, 978-762-4000 extension 5470 or tgiddari@northshore.edu.

## **I. Policy Statement on Affirmative Action, Non-Discrimination, and Diversity**

The Department of Higher Education of the Commonwealth of Massachusetts is responsible under Chapter 15A of the General Laws of the Commonwealth of Massachusetts for the overall governance of the public higher education system, which includes the fifteen Community Colleges. The Department of Higher Education and the Boards of Trustees of the Community Colleges maintain and promote a policy of non-discrimination on the basis of race, creed, religion, color, gender, sexual orientation, age, disability, genetic information, maternity leave, and national origin.

Further, this policy incorporates by reference, and where applicable, the requirements of Federal Executive Orders 11246 and 11375 as amended; the Civil Rights Act of 1964 as amended; the Civil Rights Restoration Act of 1988; the Civil Rights Act of 1991; Title IX of the Higher Education Amendments of 1972 as amended; Sections 503 and 504 of the rehabilitation act of 1973; the American with Disabilities Act of 1990; Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974; and pertinent laws; regulations and executive orders; directives of the Department of Higher Education, the Boards of Trustees of the Community Colleges and the Commonwealth of Massachusetts, and other applicable local, state and federal statutes.

The Community Colleges are committed to a policy of Affirmative Action, equal opportunity, equal education, non-discrimination, and diversity. They are committed to providing a learning, working and living environment for their students, employees and other members of the College Community, which values the diverse backgrounds of all people. The Colleges are committed to assuring that the "College Experience" is one that challenges, empowers, supports, and prepares its students to live in, work in, and value our

increasingly global and diverse world. The Colleges believe that the diversity of socioeconomic, racial, ethnic, religious, gender, sexual orientation, age and disability backgrounds of members of the College Community enriches the institutions and their various constituencies. The Colleges will not tolerate behavior based on bigotry, which has the effect of discriminating unlawfully against any member of their communities.

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

## **A. Sexual Harassment**

### **1. Introduction**

It is the goal of the Community Colleges to promote an educational environment and workplace that is free of sexual harassment. Sexual harassment of students or employees occurring in the classroom or the workplace is unlawful and will not be tolerated by the Community College. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by students or employees. Because the Community Colleges take allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and where it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

### **2. Definition of Sexual Harassment**

In Massachusetts, the legal definition for sexual harassment is this: “sexual harassment” means unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

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

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

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

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

- Unwelcome sexual advances - whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

All employees and students should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by the Community Colleges.

### **3. Complaints of Sexual Harassment**

If any student or employee believes that he or she has been subjected to sexual harassment, the student or employee has the right to file an Affirmative Action Grievance Form with the College. If you would like to file a grievance you may do so by contacting the College's Affirmative Action Officer, Ngoc-Thanh Giddarie, Director of Human Resources, at 978-762-4000 extension 5470. The Affirmative Action Officer is also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process. If the Affirmative Action Officer is the person against whom the grievance is filed, the President shall designate another College official to act as the Affirmative Action Officer.

#### **4. Sexual Harassment Investigation**

When we receive a grievance alleging sexual harassment, the matter is handled pursuant with this Policy's Grievance Procedure. The grievance procedure will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. If it is determined that a violation of this policy has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate we will also impose disciplinary action. Such disciplinary action shall be consistent with the appropriate collective bargaining agreement, if applicable.

#### **5. Disciplinary Action**

If it is determined that a violation of this policy has occurred, the College will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment or expulsion from the College. Such disciplinary action shall be consistent with the appropriate collective bargaining agreement, if applicable.

#### **6. State and Federal Remedies**

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with the governmental agencies set forth below. Filing a grievance under this Policy does not prohibit you from filing a complaint with these agencies:

*United States Equal Employment Opportunity Commission* ("EEOC")

One Congress Street • 10th Floor Boston, MA 02114 • (617) 565-3200

*Massachusetts Commission Against Discrimination* ("MCAD")

Boston Office: One Ashburton Place • Rm. 601 • Boston, MA 02108 • (617) 727-3990

Springfield Office: • 424 Dwight Street • Rm. 220 • Springfield, MA 01103 • (413) 739-2145

*The Office For Civil Rights, U.S. Department of Education* ("OCR")

Department of Education • John W. McCormack Post Office and

Courthouse • Room 222 • Boston, MA 02109 • (617) 223-9662 • Records Office

### **B. Support of Pluralism**

The Community Colleges have historically been a major contributing element to the emergence of our nation as one of the most technologically and economically advanced societies of the world. The important role that the Community Colleges can play is profoundly dependent upon the extent to which they may draw from the full collective of intellectual resources within each College's community of scholars, students, and administrators. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequence for the development of our Commonwealth, and ultimately, our nation. Community College students, faculty, staff and visitors must be free from

conduct that has the purpose or effect of interfering with an individual's academic or professional performance and creating an intimidating, hostile or demeaning educational or employment environment. Therefore, the Community Colleges establish a policy of unequivocal condemnation of all forms of ethnic, religious, cultural, or racial intolerance within the fifteen College communities. This policy condemns all conditions and all actions or omissions, including all acts of verbal harassment or abuse, which deny or have the effect of denying to an individual his/her rights to equality, dignity and security in violation of his/her rights guaranteed under the law. The policy reaffirms the doctrine of civility, appreciation for pluralism and the pre-eminence of individual human dignity as preconditions to the achievement of an academic community that recognizes and utilizes the resources of all persons while recognizing and reaffirming the tenets of academic freedom. The Community Colleges recognize their obligation to protect the rights of free inquiry and expression, and nothing herein shall be construed or applied so as to abridge the exercise of rights under the Constitution of the United States and other federal and state laws.

The Community Colleges will vigorously strive to achieve diversity sufficiently reflective of our society. However, diversity alone will not suffice. There must be a unity and cohesion in the diversity that we seek to achieve, thereby creating an environment of pluralism. The Community Colleges bear a responsibility by edict and an obligation by social morality to promote understanding and acceptance of ethnic, cultural, religious and racial diversity as we strive to create an atmosphere of dignity for all individuals and groups within our system of public higher education. The President or his/her designee will take reasonable measures to prevent and discourage harassment and will act positively to investigate alleged harassment and to affect a remedy or resolution when an allegation is determined to be valid.

### **C. Non-Discrimination and Accommodation for Persons with Disabilities**

The Community Colleges recognize the multitude of barriers that confront persons with disabilities in access to both employment and education. Consistent with state and federal statutes that affirm and protect the equal opportunity rights of persons with disabilities, the Community Colleges adopt a policy of non-discrimination and equal opportunity for otherwise qualified persons with disabilities. The Colleges will examine all existing admissions, student support and other student life policies, practices and facilities to assure that they do not disparately treat or impact otherwise qualified disabled persons. Where such disparity is found, it will be corrected as quickly and completely as is reasonable under existing circumstances. Accordingly, all College facilities may not be available and accessible at a particular time. The Colleges will adopt a policy of non-discrimination with respect to admissions, access to programs and facilities and services for all otherwise qualified disabled persons.

In accordance with State and Federal law, the Colleges will provide necessary reasonable accommodations to otherwise qualified students with disabilities to assure equal access to programs, facilities and services. Any employee or student who believes he/she has been a victim of discrimination due to a disability may file a complaint pursuant to the Grievance Procedure contained herein. Further information may be obtained by contacting the Affirmative Action Officer or the Office for Disability Services. For further information on accommodations for students with disabilities, please consult the Guide to Disabilities Services, a supplement to the Student Handbook, which is available from Disability Services, as well as the College's Policy and Procedures Relative to Students with Disabilities, below.

#### **D. Gender and Sexual Orientation Discrimination**

The Colleges are committed to providing a working, living and learning environment that utilizes the resources of all members of the College community and develops the talents of all of its students without regard to gender or sexual orientation. Any condition that interferes with the development of talents by causing discrimination based on gender or sexual orientation constitutes a destructive force within the College community. The Colleges hereby prohibit all forms of discrimination on the basis of gender or sexual orientation. This prohibition bars all acts that have the effect of denying to any person equality of right, entitlement, benefit or opportunity by reason of such person's gender or sexual orientation. Harassment by personal vilification is prohibited whenever such harassment is based on a person's gender or sexual orientation. Examples of actions that may constitute discrimination on the basis of a person's gender or sexual orientation include, but are not limited to:

1. Differences in salaries (or other benefits) that are paid to one or more men and one or more women if the differences are not based on a bona fide occupational qualification.
2. Classifying a position or positions as being suitable only for persons of one gender or of one particular sexual orientation.
3. Developing position descriptions or qualifications that, without lawful justification, are so specific as to have a disparate exclusionary impact on one gender.
4. Using information on marital or parental status for employment decisions where the use of such information has an adverse impact on persons of one gender or sexual orientation.
5. Treating or causing others to treat persons of one gender or sexual orientation differently from persons of the other gender or another sexual orientation differently because of assumptions about or stereotypes of the

intellectual ability, interests or aptitudes of persons of a particular gender or sexual orientation.

6. Harassing or abusing or encouraging others to harass or abuse a person or group of persons because of their gender or sexual orientation, whenever such harassment or abuse constitutes harassment by personal vilification.

Any employee or student who believes he/she has been a victim of gender or sexual orientation discrimination may file a complaint pursuant with the Grievance Procedure contained herein. Further information may be obtained by contacting the Affirmative Action Officer.

### **E. Consensual Relationships**

A consensual relationship may constitute sexual harassment under this policy. When a professional power differential exists between members of the College and a romantic or sexual relationship develops, there is a potential for abuse of that power, even in relationships of apparent mutual consent. Consenting romantic and/or sexual relationships where a professional power differential exists, such as that between faculty and student, librarian and student, administrator and student, classified staff member and student, or supervisor and employee, are considered unprofessional. Because such relationships have the potential to interfere with or impair required professional responsibilities and relationships, they are looked upon with disfavor and are strongly discouraged. An employee in such a relationship should remove himself or herself from decisions affecting the other person in the relationship. Decisions affecting the other person include grading, evaluating, supervising, or otherwise influencing that person's education, employment, or participation in any other College activity.

### **F. Acquired Immune Deficiency Syndrome (AIDS)**

Massachusetts law prohibits discrimination in employment, housing and public accommodation against any person with a physical or mental impairment which substantially impairs one or more major life activities, has a record of such impairment, or is regarded as having such impairment. Discrimination against a person who has Acquired Immune Deficiency Syndrome (AIDS), or who is perceived to have, or be at a risk of having AIDS, is a violation of both state and federal discrimination laws (please see Section III Non-Discrimination and Accommodation for Persons with Disabilities). For purposes of this Plan, the following practices are illegal:

- to refuse to hire or advance in employment, or otherwise discriminate against, a qualified person who has AIDS, is perceived to have AIDS, or is perceived to be at a risk of having AIDS; or
- to make a pre-employment inquiry as to whether an applicant has AIDS or is at risk of having AIDS.



Any employee or student who believes he/she has been a victim of AIDS discrimination may file a complaint pursuant with the Grievance Procedure contained herein. Additionally, the MCAD will receive, investigate and resolve, by conciliation or adjudication, complaints of AIDS-related discrimination that are filed with the agency in accordance with its rules and procedures. Please refer to p. 37 of this policy for MCAD contact information.

## **G. Hazing**

An Act Prohibiting the Practice of Hazing was enacted by the Senate and House of Representatives in General Court in 1985, and amended in 1987. The following three sections of Chapter 269 are relevant:

Section 17. Whoever is a principal organizer or participant in the crime of hazing, as defined herein, shall be punished by a fine of not more than three thousand dollars or by imprisonment in a house of correction for not more than one year, or both such fine and imprisonment. The term "hazing" as used in this section and in sections eighteen and nineteen, shall mean any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any such student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation. Notwithstanding any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under this action. Notwithstanding any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under this action.

Section 18. Whoever knows that another person is the victim of hazing as defined in section seventeen 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. Whoever fails to report such crime shall be punished by a fine of not more than one thousand dollars.

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

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

## **H. Drug and Alcohol Policies**

On December 12, 1989, Congress amended Title XII of the Higher Education Act of 1965. This amendment, known as the "Drug Free Schools and Communities Act of 1989", requires that every educational institution receiving federal funding certify its adoption and implementation of programs designed to prevent use of illegal drugs and abuse of alcohol by students and employees. The College in accordance with legal mandates and its philosophy of

establishing and maintaining an environment of learning and a supportive environment in which to conduct the business and mission of the College, will enforce the following policies:

1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or of a controlled substance is prohibited on the campus of North Shore Community College or as part of any college-related activity. Students or employees who violate these restrictions shall be subject to appropriate disciplinary action, up to and including dismissal, and such disciplinary action will be applied consistently according to the Disciplinary Procedure/Due Process outlined below. Violators shall also be subject to referral for criminal prosecution. Pursuant to BOHE policy, the College will notify the parents or legal guardians of students under 21 years of age each time they have been determined to be in violation of the campus alcohol policy.

2. North Shore Community College shall cooperate in the enforcement of federal and state laws concerning illegal drugs and alcoholic beverages. Massachusetts statutes pertaining to illegal drugs and alcohol include: Massachusetts General Laws, Chapter 94C (Controlled Substance Act) Massachusetts General Laws, Chapter 272, Section 59 (Public Drinking) Massachusetts General Laws, Chapter 90, Section 24 (Operating Under the Influence, Open Containers)

3. Employees (including student employees) working under federally funded grants are additionally subject to the Drug-Free Workplace Act of 1988. The Act creates the following obligations:

a. Employees convicted of any criminal drug statute violation occurring in the workplace must notify the Director of Human Resources of North Shore Community College no later than five (5) days after such conviction. Such notification must be in writing.

b. The College shall notify the appropriate federal agency within ten (10) days after receiving notice from the employee regarding such conviction. Such notification will be in writing.

c. The College, within thirty (30) days of receiving notice, with respect to any employee who is convicted, will:

i. Take appropriate disciplinary action against the employee, up to and including termination of employment.  
and/or

ii. Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health law enforcement or other appropriate agency.

4. The College will present campus-wide drug and alcohol education programs on an annual basis. This is in addition to other educational opportunities available in current or future academic offerings.

5. The following medical risks are associated with drug and alcohol use:

a. Overdose

An overdose can happen due to uncertain purity, strength or even type of drug one gets illegally. It can also happen due to increased tolerance, because one needs increased dosages to achieve the same effect. An overdose can cause psychosis, convulsions, coma or death. While the risks of drug overdose are more common and frequent, extreme quantities of alcohol can similarly result in psychosis, convulsions, coma or death.

b. Dependence

Continued use of drugs or alcohol can lead to a psychological and/or physical need for them.

c. Health

Long term drug and alcohol use can destroy a healthy body and mind. Generally, drug and alcohol abuse can lead to organic damage, mental illness, malnutrition, failure to get treatment for existing diseases or injuries, and even to death. Chronic drinking also has been associated with increased rates for heart disease, liver damage, ulcers and gastritis, and adrenal and pituitary gland damage. Injection of drugs presents special risks of getting AIDS, hepatitis and other infectious diseases. Drug and alcohol use can also affect the health of a child in the womb and result in birth defects, fetal alcohol syndrome, drug dependency or death. Because the quantity of alcohol likely to injure a developing fetus is unknown, the United States Surgeon General has specifically counseled women not to drink any alcohol during pregnancy.

d. Accidents

When drugs or alcohol affect an individual's perception and/or reaction time, accidents become more likely.

6. For any member of the College community who is experiencing substance abuse problems, the College stands ready to offer supportive services and referral for treatment, as appropriate and available. Information concerning substance abuse and rehabilitation counseling programs and the applicability of employee and student insurance is available through the following College office(s):

Student Support and Advising Center

Lynn LW121 (781) 593-6722 x2132  
Danvers DH101 (978) 762-4000 x4036

Health Services

Lynn LW129 (781) 593-6722 x2196  
Danvers DB108 (978) 762-4000 x5535

Human Resources

Danvers DB341 (978) 762-4000 x5422

7. Treatment covered by required student medical insurance: Massachusetts General Laws, Chapter 15A, & 7B (St. 1988, Chapter 23 & 22) and 117 Code of Massachusetts Regulations Section 3.04 require that students certify their participation in a qualifying student health insurance program, or in a health benefits program with comparable coverage. Students who do not possess adequate medical insurance must purchase the Massachusetts Regional Community Colleges' Student Accident and Sickness Insurance Plan. This plan provides the following benefits related to drug and alcohol abuse:

- Hospital Confinement Benefits. (These benefits are subject to change by contractual agreement. Students should consult with the Health Care Coordinator regarding current coverage.)
- Drug Abuse Benefit. When a covered person is confined in a legally operated and duly accredited public or private facility for the care and treatment of drug abuse, the Company will pay the same benefits provided for other illnesses, not to exceed 30 days for the treatment of drug abuse, subject to the policy aggregate maximum benefit of \$25,000.00.
- Non-Hospital Confinement Benefits: Mental illness, Alcohol and Drug Abuse Benefit The Company will pay for treatment by a fully licensed psychiatrist, psychologist, or independent clinical social worker, not to exceed \$50.00 per visit, for an aggregate benefit of \$500.00, during the policy period for treatment of a mental or nervous condition or disorder, or for alcoholism or drug abuse.

8. The College shall conduct a biennial review of these policies and programs and implement changes as necessary.

9. The College has authorized the Employee Student Assistance Program Advisory Committee to address issues affecting employee and student wellbeing. Members of the college community (student or employee) are encouraged to bring issues, concerns and/or suggestions regarding drug and alcohol abuse to the committee.

## **I. Children on Campus Policy**

The administration at NSCC understands that in some circumstances it may be necessary to bring children on campus. The College does not generally prohibit you from bringing your children on campus as long as they are under your supervision at all times. If it is not possible for them to be under your direct supervision, an adult friend or adult guardian should be designated to ensure their supervision. Be aware, however, that College staff and faculty members responsible for specific college areas reserve the right to exclude infants and children from that area when, in their best judgment, it is in the interest of health, safety or the educational process. NSCC cannot be responsible for the care and supervision of unattended children. Campus police will be asked to locate and return to the custody of the parent any unattended children.

Approved by NSCC Coordinating Council 5/23/02.

## **J. Criminal Offender Record Information (CORI)**

### **Sex Offender Registry Information**

In order for a student to be eligible to participate in an academic, community or clinical program that involves potential unsupervised contact with children, the disabled, or the elderly, the student may be required to undergo a Criminal Offender Record Information (CORI) check and/or a Sex Offender Registry Information (SORI) check. Students found to have certain criminal convictions or pending criminal actions will be presumed ineligible to participate in such activities. The College is authorized by the Commonwealth's Criminal History Systems Board, Pursuant to Massachusetts General Laws, Chapter 6, Sections 167-178B, to access CORI records. The College shall refer to regulations issued by the Commonwealth's Executive Office of Health and Human Services, 101 Code of Massachusetts Regulations 15.00-16.16, as guidance when assessing student CORI records. Sex Offender checks shall be performed pursuant to Massachusetts General Laws, Chapter 6, Sections 178C-178P. Furthermore, in accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting the Commonwealth of Massachusetts' Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, (978) 740-6400, or the following Police Departments:

- Lynn Police Department - 300 Washington St, Lynn, MA 01901
- Danvers Police Department - 120 Ash Street, Danvers, MA 01923
- Beverly Police Department - 193 Cabot Street, Beverly, MA 01915

Level 3 offender information is also available on-line at [www.mass.gov/sorb](http://www.mass.gov/sorb). If you have any questions regarding access to sex offender information, please feel free to contact the College's Chief of Police, Douglas P. Puska at 978-762-4090.

Registering at the College without giving prior notification to the appropriate authorities under the SORI statute by anyone required to give such notification

shall be cause for immediate dismissal, and the College will report such violations to the appropriate law enforcement agencies. (This concludes the section excerpted from the Department of Higher Education system-wide Affirmative Action Policy)

### **K. BATHROOM AND LOCKER USE**

All students may utilize bathroom or locker room facilities on campus that are designated as gender-neutral. Students are permitted to use bathrooms or locker rooms on campus that are gender specific based on the gender designation contained in the student's College records.

### **L. CHANGING BIOGRAPHICAL DATA**

In order to change one's legal name on College records, a student must present a certified copy of a court order indicating a legal name change has been granted. As for changing one's gender designation on College records, a student must provide a certified copy of a court order showing the change of gender, or other legal identification, such as a Massachusetts driver's license, reflecting the student's new gender. If a student presents evidence to the College that the student's name, gender or other biographical information has been legally changed, the College will recognize that change in its records and in the application of its policies.

### **M. SERVICE ANIMAL POLICY**

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

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

"Service Animal" Defined: The Americans with Disabilities Act's regulations define "service animal" as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. However, in certain instances, the use of other animals as a service animal may be permitted under other laws so please consult with Susan Graham, Director of Disability Services: 978-762-4000 extension 4373 or [sgraham@northshore.edu](mailto:sgraham@northshore.edu)

Type of Work or Tasks a Service Animal May Provide: Work or tasks performed by a service animal must be directly related to its handler's disability. Examples of work or tasks performed by service animals include, but are not limited to:

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

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

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

Service Animal Documentation: Consistent with state law, all dogs on campus shall:

- possess an animal license in compliance with Massachusetts law;
- be properly immunized and vaccinated; and,
- wear a current license and rabies vaccination tag.

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

Registration of a Service Animal on Campus: When practicable, a student or employee seeking to use a service animal is requested to notify the Office of Disability Services prior to bringing the animal on to College property. A service animal's handler will be asked to complete a voluntary Service Animal Registration Form and an Acknowledgement of Responsibility and Waiver of Liability Agreement. These documents shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with this policy at all times while the animal is on College property. Members of the general public intending to visit the college with a service animal should notify the College's Office of Disability Services in



advance when practicable. Specific questions related to the use of service animals on College property can be directed to Susan Graham, Director of Disability Services, via email at [sgraham@northshore.edu](mailto:sgraham@northshore.edu) or by phone at 978-762-4000 extension 4373.

**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? and
- what work or task is the animal trained to perform?

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

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

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

**Exclusion of a Service Animal from College Property:** The College may direct an individual with a disability to remove a service animal from the premises if the animal:

- is out of control and its handler does not take effective action to control it (including the animal poses a direct threat to others on campus and/or exhibits behavior that interferes with the educational process);
- is not housebroken, is ill, or presents a reoccurring offensive odor; and/or
- is not properly licensed and/or vaccinated.

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

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

Grievances: Any person who believes that his/her rights to use a service animal on College property have been violated may file a complaint under the College's Affirmative Action Plan by contacting Ngoc-Thanh Giddarie, the College's Affirmative Action Officer, via email at [tgiddari@northshore.edu](mailto:tgiddari@northshore.edu) or via phone at 978-762-4000 extension 5470.

## **N. ABSENCES FOR PREGNANCY OR CHILDBIRTH**

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. For more information, please contact Ngoc-Thanh Giddarie, the College's Title IX Coordinator, via email at [tgiddari@northshore.edu](mailto:tgiddari@northshore.edu) or via phone at 978-762-4000 extension 5470.

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## **II. Student Rights and Responsibilities**

North Shore Community College respects the dignity of each individual member of the College community, and recognizes certain rights and responsibilities as integral to achieving opportunities for intellectual, cultural, social, and personal growth and the health and safety of every student. These rights include, but are not limited to the opportunity to pursue higher education; freedom to exercise the rights of citizenship, association, inquiry, and expression; appropriate privacy and confidentiality; a safe academic environment; voting representation on all recommendations to the President of the College on matters of academic policy, student affairs, and curriculum; the right to fair and equal treatment, instruction, evaluation and services by faculty,

staff and students; and to procedural due process (specified below) in grievance and disciplinary hearings.

Most important, students have the right to quality education. This includes but is not limited to the right to competent instruction in courses and programs; the right to assistance in overcoming educational, cultural, emotional and economic disadvantages which hinder the educational process; and the right to receive in writing from each faculty member during the first week of classes a brief written course description, course requirements, an attendance policy, and an explanation of the grading system to be utilized. As a corollary to the aforementioned rights, students are expected to assume the following responsibilities:

1. To be knowledgeable of and comply with the directives, regulations and laws as established by the Board of Higher Education, the College and the duly constituted Student Government Association.
2. To respect the rights of individuals and groups to independent action as long as those rights do not interfere with the parallel rights of others - minorities and majorities alike.
3. To be knowledgeable of and comply with the directives, regulations, and laws of duly constituted civil authorities.

### **A. Free Inquiry and Free Expression**

Academic institutions exist for the transmission of knowledge, the pursuit of truth, the development of students, and the general well-being of society. Free inquiry and free expression are indispensable to the attainment of those goals. As members of the academic community, faculty members, staff and students are encouraged in a sustained and independent search for knowledge. Freedom to teach and freedom to learn are inseparable components of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on the campus and in the larger community. The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the academic community - students, faculty and staff. The College will respect and will defend the right of its members to lawful exercises of free speech and assembly in behalf of causes, whether popular or unpopular. These rights are properly exercised only when due regard for the rights of others is assured, and procedures are designed to ensure fairness and equal access regarding controversial issues and partisan, political, or other activities.

Actions denying the rights of others to move or speak freely, whether or not such interference is their motive lie outside Constitutional guarantees and the obligation of the College to defend them. Therefore, if in the judgment of the President or his designee, persons attempt to interfere with the freedom of movement or speech of members or guests of the College community, or the

orderly operation of the College, the President of the College or his designee is authorized to:

- a) Advise such persons of the impropriety of their activity and request immediate desistance from such activity.
- b) If such persons fail to desist, call the appropriate authority to remove those so interfering.
- c) Suspend temporarily such members of the College community who have participated in such interference and persist in such activity.
- d) Grant as soon as reasonably possible appropriate due process to any person appealing such suspension.

Any person who involves himself/herself in the willful destruction of College or personal property will, in addition, be answerable to charges filed with the civil authority.

The Massachusetts Trespass Act also states in part that:

“Whoever willfully trespasses upon land or premises belonging to the Commonwealth, or to any authority established by the general court for purposes incidental to higher education, appurtenant to a public institution of higher education, . . . or whoever after notice from an officer of any said institution to leave said land, remains thereon, shall be punished by a fine of not more than \$50 or by imprisonment for not more than three months.”

## **B. Family Educational Rights and Privacy Act (FERPA)**

FERPA affords students certain rights with respect to their educational records.

A summary of these rights is outlined below:

1. The right to inspect and review the student’s records within 45 days of the date NSCC received a request for access. Students should submit to the Records Office written requests that identify the record(s) they wish to inspect. The Director of Enrollment and Student Records will make arrangements for access and notify the student of the time and place where the records may be inspected.
2. The right to request the amendment of the student’s education records that the student believes are inaccurate or misleading. Students may ask NSCC to amend a record that they believe is inaccurate or misleading. The student must clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If NSCC decides not to amend the record as requested by the student, NSCC will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by NSCC 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 NSCC has contracted (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.

4. NSCC has designated certain types of information as "directory information." This includes the student's name, address, degree information, and enrollment status. Students may request to restrict release of this information, and this data will not be released except as authorized by law. Requests to restrict "Directory Information" must be made in writing to the records office. A student must notify the College's Records Office in writing within two (2) weeks of the beginning of each semester if s/he does not wish to have any or some of his/her student information designated as "Directory Information." The College assumes that failure of any student to do so indicates approval for release. Once requested, the student's record will be flagged confidential, and we will release no information to any requestor under any circumstances except as authorized by FERPA, such as a Court Order. The request will remain in place for one year. Notwithstanding the College's definition of directory information, the Department of Defense, (DOD) pursuant to the Omnibus Consolidated Appropriations Act of 1997, (The Solomon Amendment), identifies the following information as "student recruiting information:" student name, address, and telephone listing; and if known, student's age, level of education, and major. If the College receives a request for student recruiting 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 the DOD request, notice of the request and the release of the information will be posted in a conspicuous location in the College's Records Office for a period equaling an academic year. If a student has exercised his or her right to request that no information (See #4) be designated as directory information, then no information will be released to any third party,

including the DOD, health insurance companies, and prospective employers. Additionally, his/her name will not be displayed in the commencement program or associated with other graduation events and/or publications.

5. The right to file a complaint with the U.S. Department of Education concerning alleged failures by NSCC to comply with the requirements of FERPA. The name and address of the office that administers FERPA are:  
Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, DC 20202-4605  
Additional FERPA information is available in the NSCC catalog and at the Records Office.

### **C. Absences Due to Religious Beliefs**

Any student who is unable to attend classes or participate in any examination or work requirement on a particular day due to religious beliefs shall be excused and shall be provided with an opportunity to make-up the missed work [provided that such make-up does not create an unreasonable burden upon the school (Chapter 375 of the G.L.)]. Education system-wide Affirmative Action Policy)

\* \* \* \* \*

### **III. Conduct**

The College's jurisdiction under this policy shall extend to student conduct occurring on College property, property under the management and/or control of the College, and/or off College property when such conduct adversely affects the College Community, poses a risk of harm or the threat of harm to the College Community and/or interferes with the College's pursuit of its objectives and mission. A student shall be subject to the disciplinary sanctions outlined in this policy. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus. (Note: Certain College departments, facilities, academic programs, student organizations, or clinical or other off campus assignment sites have behavioral guidelines and related policies and procedures that apply to students. For further information, contact the Academic Division Deans or the Dean of Students).

#### **A. Judicial Process - Flow Chart**

Please refer to page 101.

## **B. Definitions**

**Accused Student:** The student who is alleged to have violated the College's Student Code of Conduct.

**Administrative Disposition:** A resolution of a complaint, which is mutually agreed upon by the CCO and the Accused Student. An administrative disposition shall result in an Accused Student waiving his/her right to a Judicial Board hearing or Appeal.

**Appeals Officer:** The College's Vice President for Student and Enrollment Services or designee.

**Code of Conduct Officer (CCO):** The College Official charged with the responsibility of administering the College's Student Code of Conduct.

**College Property:** Includes all land, buildings, facilities, and other property in the possession of or owned, used, or controlled by the College, including adjacent streets and sidewalks.

**Complaint:** An allegation of a violation of the Code of Conduct, which is filed with or by the CCO.

**Day:** As used in this policy, shall mean a calendar day. The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the CCO may extend the time limits at his/her discretion with notice to both parties in writing.

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

**Student:** Includes all persons taking courses at the College, both full-time and part-time, credit and non-credit. Persons who are not officially enrolled for a particular term but who have a continuing academic relationship with the College are considered "students."

## **C. Disciplinary Offenses**

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

1. Physical violence or the threat thereof and/or any conduct that threatens or endangers the health or safety of any person.
2. Creating or false reporting of bombs.

3. Extortion - The use, or the express or implicit threat of the use, of violence or other criminal means to cause harm to person, reputation, or property as a means to obtain property from someone else without his/her consent.
4. Unauthorized use of fire alarm or fire equipment.
5. Unauthorized or illegal gambling.
6. Hate Crimes as defined under state or federal law.
7. Hazing as defined under state or federal law.
8. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.
9. Conduct resulting in a violation of the College's Computer/Technology Acceptable Use and/or Email Policies.
10. Failure to comply with directions of College officials or law enforcement officers acting in performance of their duties, including failure to identify oneself when requested to do so.
11. Violation of College's drug and/or alcohol policies.
12. Breach of peace; including disorderly, lewd, or indecent conduct, or aiding, abetting, or procuring another person to breach the peace on College premises or at functions sponsored by, or participated in, by the College.
13. Defacement or destruction of College property.
14. Acting in a manner that interferes with or disrupts the normal and/or safe operation of the College.
15. Harassment (verbal or physical) and or intimidation of a member of the College Community.
16. Acts of dishonesty, including but not limited to the following:
  - a. Forgery, alteration, or misuse of any College document, record, or instrument of identification;
  - b. Furnishing false information to any College official, faculty member or office; or



c. Disrupting or tampering with the election of any College recognized student organization.

17. Acts of academic dishonesty, including but not limited to the following:

a. Use of any unauthorized assistance in taking quizzes, tests, or examinations;

b. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; or

c. The acquisition, without permission, of tests or other academic material belonging to a member of the College faculty or staff.

d. Plagiarism, which is defined as the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. Taking credit for work done by another person or doing work for which another person will receive credit. Copying or purchasing other's work or arranging for others to do work under a false name. (SEE PLAGIARISM POLICY)

18. Abuse of the Disciplinary process, including but not limited to:

a. Falsification, distortion, or misrepresentation of information before a Judicial Board.

b. Disruption or interference with the orderly conduct of a judicial proceeding.

c. Attempting to discourage an individual's proper participation in, or use of, the judicial system.

d. Attempting to influence the impartiality of a member of a Judicial Board prior to, and/or during the course of, the judicial proceeding.

e. Harassment (verbal or physical) and/or intimidation of a member of a Judicial Board prior to, during, and/or after a judicial proceeding.

f. Failure to comply with the sanction(s) imposed under the Student Code.

g. Influencing or attempting to influence another person to commit an abuse of the judicial system.

19. Unauthorized possession, duplication, or use of keys to any College premises or unauthorized entry to or use of College premises.
20. Unauthorized solicitation, including but not limited to sale of goods and services for personal profit.
21. Unauthorized activity that constitutes forgery.
22. Violation of State or Federal Laws not otherwise enumerated herein.
23. Violation of published College policies, rules, or regulations not otherwise enumerated herein.

#### **D. Discipline in the Classroom**

Disrupting or interfering in the educational process is prohibited under this policy. If a student engages in disruptive conduct in the classroom, a faculty member may address and informally resolve the matter without filing a complaint under the Code. A faculty member may exercise his/her right to immediately remove a disruptive student from a class meeting. In such cases the faculty member shall notify the CCO. If the removal of a student from the classroom is intended to be permanent, a complaint under this policy shall be filed with the CCO by the faculty member. The CCO can exercise his/her discretion to allow the accused student to attend class during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her designee.

#### **E. Off-Campus Behavior**

If a student is charged only with an off-campus violation of federal, state, or local laws, the College reserves the right to take disciplinary action and impose sanctions against the student. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.

#### **F. Interim Suspension**

The College reserves the right to issue an interim suspension when it reasonably concludes that a student poses a threat to: (a) him/herself or others; (b) College property or equipment; or (c) disrupts or interferes with the normal operations of the College. During an interim suspension, a student is prohibited from entering upon College's property or participating in any College activities.

#### **G. Complaints Alleging Sexual Harassment or Discrimination**

Claims of discrimination or sexual harassment shall be pursued under the College's Affirmative Action Plan. For more information, please contact Pamela

Nolan, the College's Affirmative Action Officer, at 978.762.4000 extension 5470.

## **H. Code of Conduct Disciplinary Process**

The Disciplinary Process is initiated once a complaint is filed against a student by a member of the College community or by the CCO. This policy is not intended to prevent members of the College Community from attempting to resolve matters informally. Failure to cooperate with the College's investigation of an alleged Code of Conduct violation will result in the student forfeiting his/her rights to a hearing or appeal and/or may result in disciplinary action.

### **1. Disciplinary Process**

a. All complaints under the Code of Conduct shall be filed with or by the CCO.

b. When the CCO files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCO initiates the disciplinary process by meeting with the Accused Student, putting him/her on notice of the alleged violation and providing him/her an opportunity to respond to the allegations. The CCO may conduct a further investigation if necessary.

c. If the CCO determines that a violation exists, three procedural options are available.

(1) Verbal or Written Warnings - For low-level offenses, the CCO may issue a verbal or written warning to the Accused Student. Warnings shall not be subject to a hearing before a Judicial Board or an appeal.

(2) Administrative Disposition - Under an Administrative Disposition, the Accused Student and the CCO mutually agree upon a disciplinary remedy. By accepting the Administrative Disposition, the Accused Student waives his/her right to a hearing before the Judicial Board or an appeal.

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

Failure to cooperate with the College's investigation of an alleged Code of Conduct violation, which includes appearing before a Judicial Board or College official if summoned to do so, will result in the student forfeiting his/her rights to a hearing or appeal and/or may result in disciplinary action.

## 2. Judicial Board Hearing

- a. A hearing with the Judicial Board shall be scheduled by the CCO not later than thirty (30) days following an Accused Student's request for a hearing.
- b. A written Statement of Charges shall be presented to the Accused Student not less than five (5) days prior to the hearing.
- c. A Judicial Board hearing is an administrative hearing. The rules of evidence do not apply.
- d. In a matter involving more than one Accused Student, the Judicial Board may permit at its discretion individual hearings for each Accused Student.
- e. The Accused Party has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense. The advisor may be an attorney. An advisor's role is limited to advising the Accused Student directly. An advisor is not permitted to participate directly in the hearing.

## 3. Conduct of Hearing

- a. A hearing is normally conducted in private.
- b. There shall be a record created of all hearings. The record shall be the property of the College.
- c. All procedural questions are subject to the final decision of the Judicial Board.
- d. Admission of any person(s) to the hearing shall be at the discretion of the Judicial Board.
- e. A hearing shall proceed as follows:
  - The CCO presents the Statement of Charges on behalf of the College. The CCO may present documents, materials and/or witnesses in support of the Statement of Charges.
  - Accused Student responds to the Statement of Charges. The student may present documents, materials and/or witnesses in response to the Statement of Charges.
  - Following the parties' presentations, the Judicial Board may question each party, their witnesses and/or review all information presented. The Judicial Board has the discretion to request additional documents, materials or information from either party.

- While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question the other by presenting questions through the Judicial Board. If the Board determines a question is relevant, the other party will be asked to respond.
- The Board shall have a final opportunity to question the parties.

f. After the hearing, the Judicial Board shall determine by majority vote whether the Statement of Charges has been proven.

g. In reaching its decision, the Judicial Board shall determine whether it is more likely than not that the Accused Student violated the Code of Conduct based on the information presented.

h. Within fifteen (15) days of the conclusion of a hearing, the Judicial Board shall issue a written decision outlining its findings and disciplinary action, if any, to the parties.

#### 4. Sanctions

A student found in violation of the College's Code of Conduct shall be subject to one or more of the following sanctions:

- a. Verbal or Written Warning
- b. Restrictions/Loss of Privileges
- c. Community/Educational Service
- d. Restitution
- e. Probation
- f. Suspension
- g. Expulsion

The intent of the College is to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on the nature and severity of a student's violation the College reserves the right to impose any of the above-referenced sanctions at any time.

#### 5. Appeal

a. Within five (5) days of receiving the Judicial Board's decision, either the CCO or the Accused Student may appeal the Judicial Board's decision to the College's Appeals Officer.

b. An appeal must be in writing and be based on a credible claim that: the hearing was not conducted in conformity with the Code of Conduct; the decision was not supported by a preponderance of the evidence presented; the sanction imposed was not appropriate in light of the Judicial Board's decision; or new evidence exists, which was not presented at hearing because it was not reasonably known to the

Accused Student at that time, and which is sufficiently relevant such that it could alter the Judicial Board's decision.

c. The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject or modify the Judicial Board's decision or sanction.

d. The Appeals Officer's decision shall be final.

\* \* \* \* \*

## **IV. Other Policies Subject to the Code of Conduct**

### **A. Dangerous Weapons**

Possession of a weapon, article, implement, pepper spray, or chemical agent that may be used as a weapon is strictly prohibited on any of our College campuses, property, or College-sponsored event.

### **B. Computer Use Policy**

Violations of this policy may result in disciplinary action, up to and including dismissal, as well as civil liability and/or criminal prosecution. Unacceptable uses may also constitute a violation of the Electronic Communications Privacy Act of 1986, the Family Education Rights and Privacy Act, Massachusetts Wiretap and /or Privacy Laws, defamation, copyright and/or trademark infringement laws and state or federal sexual harassment or discrimination laws. Computers at North Shore Community College are made available to students, faculty, staff and when appropriate, to the community at large. Use is devoted exclusively to educational purposes, including scholarly and institutional communication, information gathering and computing instruction. It is understood that all users agree to abide by the following rules and regulations:

1. All computers are used only as permitted by the College in accordance with NSCC policies and procedures designed to further educational objectives. Illegal or unethical use which violates those policies will not be tolerated. NSCC networks are public networks, and NSCC Information Systems reserves the right to monitor remotely, or in person, any/all College computers. Acceptable use of the College's computing and networking resources includes usage for academic, educational or professional purposes which are directly related to official College business and in support of the College's mission.

2. Illegal or unethical computer use will not be tolerated and is subject to legal/disciplinary action. This includes but is not limited to:

- a. Any attempt to breach system security, propagate viruses, damage files or otherwise disrupt services.

- b. Unauthorized copying and sending of software.
- c. Disregard of copyright and proprietary restrictions.
- d. Misrepresentation or use of another's work.
- e. Utilizing material or communication which constitutes sexual harassment, obscenity, child pornography, or creates a hostile or intimidating environment.
- f. Intentionally hindering others' ability to utilize any networks accessed from NSCC.
- g. Unauthorized use of the name or logo(s) or graphical representation of NSCC without the express permission of College authorities.

3. Computer users must respect the privacy of others. No network user shall intentionally seek information on, obtain copies of, or modify files, data or passwords belonging to another person.

4. Computer users must keep their passwords confidential, use only their own accounts and identify themselves accurately when online.

5. Computer users may not use computing resources for commercial venture, personal profit, or political purposes.

6. To ensure fair access for all, computer users must respect NSCC limitations on computer use such as time limits, age appropriate limits, storage space or amount of resources consumed, game playing, MUDD's, and chain letters. A user is prohibited from wasting computer resources: placing a program in an endless loop, printing excessive amounts of paper, distributing chain letters, game playing, chat/rooms, etc.

7. Users of the College's Computer Network for e-mail purposes should have no expectation of privacy. The College reserves the right to access or interrupt email communications or transmissions for routine system maintenance, technical problems, criminal investigations, or in response to, and in compliance with, a request made under the Commonwealth's Public Records Laws. Email and files related to course work are the sole occasions on which students may download files.

8. With North Shore's College Web Site, it is possible that personal and commercial web pages are linked to it. It is understood that the College is

neither responsible, nor maintains control over any pages linked to its Web Site.

9. Unauthorized use of accounts and any other complaints should be reported to the Vice President of Student and Enrollment Services or designee (for student violations) or to the Vice President of Academic Affairs or designee.

10. NSCC network users agree to waive any claim and release North Shore Community College, its employees and agents, from any claim, demand, liability, cause of action, or suit for damages arising out of their use of NSCC network(s) including but not limited to: loss of data, equipment failure or consequences resulting from the preceding.

### **C. Student Organization Web Page Policy**

A student organization website must comply with the following policy at all times. If an organization violates this policy, the College reserves the right to take appropriate action including but not limited to removal or deletion of offending website, denial of organization access to College computing resources, and other group or individual disciplinary actions.

1. Official Business. Content will relate directly to the official business of the College and be consistent with the charter or constitution of the organization.

2. Maintenance. Content will be maintained so that it is timely, relevant, and accurate.

3. Copyright. Copyrighted materials will only be used with the written permission of the copyright owner. This includes text and images that belong to other Web sites.

4. Pictures of People. Pictures of people will not be used unless their written permission is obtained.

5. College Name. The use of the College's name will not be used in any way that suggests or implies the endorsement of other organizations, their products, or their services.

6. Accessibility. A reasonable effort will be made to comply with the Web Content Accessibility Guidelines set forth by the World Wide Web Consortium at [www.w3.org/WAI](http://www.w3.org/WAI). The College is committed to providing equal access to its online materials and to compliance with the Americans with Disabilities Act.



7. Contact Information. Each Web page will include the organization's email address and other relevant contact information. All correspondence to the organization will be replied to in a timely manner.

8. Other College Policy. Content will comply with other applicable College policies and procedures including the Computer Use Policy and Student Rights & Responsibilities.

9. Harassment etc. Content will not contain statements of a fraudulent, defamatory, harassing, abusive, obscene or threatening nature.

10. Disclaimer. The home page will contain the following disclaimer: This is not an official website of the college with which the creator of this page may be enrolled or affiliated. The views and information expressed in these web pages are those of the individual creator and are not sponsored, endorsed, or approved by the College. The College does not assume any liability or responsibility for the content contained herein.

11. Link to College. The home page will contain a link back to the North Shore Community College home page ([www.northshore.edu](http://www.northshore.edu)).

#### **D. Plagiarism Policy**

Defined as the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials; taking credit for work done by another person; doing work for which another person will receive credit; copying or purchasing other's work or arranging for others to do work under a false name.

The college considers plagiarism to be an act of academic dishonesty and can and will take disciplinary action against students who plagiarize the work of others. The course instructor has the right to take action as appropriate up to and including failing the student. Additionally or alternatively, a faculty member may file a complaint against the student under the College's Code of Conduct alleging academic dishonesty. The complaint will be handled by the College's Code of Conduct Officer pursuant to the Code of Conduct. If a faculty member issues a failing grade, the student shall have the right to file a grievance under the Grade Appeal Process of the Student Grievance Procedure. A complete copy of the Student Grievance Procedure can be found online at: [www.northshore.edu/downloads/student\\_handbook.pdf](http://www.northshore.edu/downloads/student_handbook.pdf) (page 40).

## **E. Smoke-Free Campus Policy**

Effective 1/1/12

Smoking is prohibited within the confines of all college grounds, buildings and property. Smoking will only be permitted in private vehicles lawfully parked on campus lots.

Effective implementation of the policy depends on the courtesy, respect and cooperation of all members of the campus community. Complaints concerning employees of the College should be brought to the attention of the employee's immediate supervisor, or in the alternative to the Vice President of Human Resource Development or the Director of Human Resource Development.

Complaints concerning students should be brought to the attention of a campus police officer, who may refer the matter to the Dean of Students, and any official actions taken will be in accordance with the Student Code of Conduct. It is anticipated that violators would first be reminded and provided with educational literature. Disciplinary measures would be expected to be reserved for repeat infractions or infractions that interfere with the College's academic or workplace needs or responsibilities. Visitors who fail to comply with the policy may be prohibited from remaining on or returning to campus.

# **POLICY AND PROCEDURES RELATIVE TO STUDENTS WITH DISABILITIES**

## **Section I: Policy on Nondiscrimination**

North Shore Community College, as a public, open admission, comprehensive institution

Affirms the principles of equal access and academic accommodations for students with disabilities as stated in Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) 1990.

Strives to maintain and extend its barrier-free environment

Practices non-discrimination in its academic and non-academic components

Seeks to ensure that a student's level of achievement will be measured in ways that assess learning and minimize the interference of disability-related factors.

## **Section II: Definitions of Students with Disabilities and Academic Accommodations**

To qualify as a student with a disability, the student must meet the following eligibility criteria outlined under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) 1990.

Have a physical or mental impairment that substantially limits one or more major life functions

Or Have a record of such impairment

Or Are regarded as having such impairment

And Are deemed to be otherwise qualified despite the disability

Accommodations are academic adjustments that do not compromise the academic standards of the student's course or program and are reasonable *in light of the public nature* of the community college setting. Accommodations allow students with disabilities to receive

Opportunities to participate in and meet the stated essential requirements of courses and programs for which they are otherwise qualified

Evaluations that measure their levels of achievement of essential requirements and that are not negatively impacted by disability-related factors.

## **Section III: Procedure for Establishing Eligibility for Accommodations**

Students seeking support services and/or accommodations on the basis of a disability are required to verify eligibility in accordance with Section 504 of the Rehabilitation Act of 1973: and the Americans with Disabilities Act (ADA) 1990.

Student's Responsibilities

FIRST, a student must self-identify by following the published procedure to request services. In order to meet the student's educational and academic needs, Disability Services asks the student to complete and return the

requested documents at least 4 to 6 weeks before the start of the semester that the student expects to receive services.

SECOND, when Disability Services receives the request for services with the appropriate documentation, Disability Services will contact the student for an Intake Interview. The student will collaborate with the Disability Counselor to determine reasonable accommodations, adjustments, auxiliary aids, and services which will then be reviewed by the Disability Team.

## **Documentation Requirements for Students with Specific Learning Disabilities:**

Testing must be comprehensive, especially regarding specific learning disabilities. It is not acceptable to administer only one test for the purpose of diagnosis.

Minimally, testing must include (but is not limited to):

- a) Aptitude: “The Wechsler Intelligence Scale-Revised” (“WAIS-R”) with subtest scores is the preferred instrument. “The Woodcock-Johnson Psycho-Educational Battery: Revised” or “The Stanford-Binet” is acceptable.
  
- b) Achievement: Current levels of functioning in reading, math, and written language are required. Acceptable instruments include
  - “The Woodcock-Johnson Psycho-Educational Battery: Revised”
  - “Tests of Achievement”
  - “The Stanford Test of Academic Skills (TASKS)”
  - “Scholastic Abilities Test for Adults”
  - Specific achievement tests
  - Note: “The Wide Range Achievement Test” is not a comprehensive measure of achievement and therefore is not suitable.
  
- c) Information Processing: Specific areas of information processing (short/long term memory, auditory and visual perception/processing speed, sequential memory) must be assessed. Subtests from the “WAIS” and/or “Woodcock-Johnson Tests of Cognitive Ability” are acceptable.
  - \*The lists above do not exclude the results from other assessment instruments or restrict submission of other helpful material in areas of vocational interests and aptitudes. Testing must be current.
  - In most cases, testing must have been administered within the last three years. Since the assessment will provide the basis for determining academic accommodations within a competitive college environment, it is in the student’s best interest to provide recent and appropriate documentation.
  - Test scores and data should be included. Professionals conducting assessments & diagnosing specific learning disabilities must be qualified.

- Trained, certified, and/or licensed psychologists, learning disabilities specialists, and educational therapists are typically involved in the process of assessment.
- Experience diagnosing an adult population is essential. Assessment instruments used must be reliable and valid for use with an adult population.

Diagnostic reports must include the names and titles of the evaluators as well as the date(s) of testing.

Please visit [www.northshore.edu/disability](http://www.northshore.edu/disability) for more details about disability documentation.

All documentation is confidential. Documentation should be submitted as published at least four weeks before the start of the semester that the student expects to receive disability services.

## **Section IV: Procedure for Implementing Accommodations for Students with**

### **Disabilities**

The entire NSCC community is responsible for implementing the spirit and requirements of Section 504 of the Rehabilitation Act of 1973, as published in the May 4, 1977 Federal Register, p.22684: and the Americans with Disabilities Act (ADA) 1990.

No qualified handicapped student shall, on the basis of handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any...post-secondary education program or activity...[84.43(a)]

(An institution)...shall make such modifications to its academic requirements as are necessary to ensure that such requirements do not discriminate or have the effect of discriminating, on the basis of handicap, against a qualified handicapped applicant or student...Modifications may include changes in the length of time permitted for the completion of degree requirements, substitutions of specific courses required for the completion of degree requirements, and the adaptation of the manner in which specific courses are conducted. [84.44(a)]

Disability Services is the central office responsible for coordinating services and academic accommodations. The Disability Services Team reviews the student's current and appropriate documentation and approves, defers, or denies the requested academic accommodation(s) with full attention to the student's disability needs, the course standards, and program integrity. With regard to learning disabilities, no accommodations will be recommended unless the documentation clearly states that a learning disability exists. Terminology such as "learning difference" or "learning problem" does not constitute a learning disability.

The Disability Team is made up of the Director of Disability Services, and several Disability Counselors and professionals. They together recommend the nature of the accommodations in instruction and testing that might be required for a student consistent with policies developed by the NSCC Academic Accommodations Policy Board (AAPB) and approved by the President. The student provides instructors with his or her Faculty Notice of Academic Accommodations at the beginning of each semester or soon after formal approval so that the accommodations can be implemented in a timely manner. Accommodations approved by the Disability Team are communicated to instructors via letters from a Disability Counselor that students hand-deliver (or, in the case of an online course, via email from a Disability Counselor). Faculty members are responsible for conducting classes and developing examinations and procedures for evaluating students' academic achievement as outlined in the "AGREEMENT between the Massachusetts Higher Education Coordinating Council for the Massachusetts Community Colleges and the Massachusetts Community College Council/Massachusetts Teachers Association." In accordance with this agreement, faculty must follow federal regulations which require that methods of evaluation measure the student's achievement in the course rather than reflecting the student's impaired sensory, physical, or speaking skills (except where such skills are the factors the test purports to measure). The right to academic freedom does not supersede the student's right to accommodations.

The types of accommodations vary and depend upon the type of disability and course content. A student may benefit from an oral exam in one area but not in another. The record of past success with accommodations is the best predictor. There may be an initial trial-and-error period as the faculty member, student, and Disability Counselor work as a team to continuously improve the manner in which to evaluate the student's mastery of course material.

If an accommodation includes extended time for testing, the student should take the exam in CAS, the designated testing site. If this is not possible, the faculty member and student should find a suitable location to administer the exam in accordance with the necessary accommodations. If faculty office hours are inappropriate, faculty should notify Disability Services at least one week in advance, so alternate arrangements can be made.

## **Section V: Responsibilities for Ensuring Legal Compliance**

**President:** The President is the senior administrative officer who is responsible for campus policies and services affecting students with disabilities. With the advice of the NSCC AAPB, the President ensures that these policies are educationally sound and responsive to students with disabilities.

**Deans:** The administrative heads of the divisions are responsible for ensuring that the instructional staff of their units understand NSCC's full commitment to implementing federal law and College policy assuring nondiscrimination of students on the basis of disability. If an instructor requests a review of an

approved accommodation or fails to provide an accommodation approved by Disability Services, the instructor's Division Dean, in consultation with the Vice President of Academic Affairs and the Campus 504 Coordinator, is responsible for ensuring that the accommodation is provided in a timely manner until the matter has been reviewed by the NSCC AAPB and a final decision reached by the President.

**Campus 504 Coordinator:** The Campus 504 Coordinator serves as a resource to NSCC faculty, administration, and staff in meeting their obligation to provide appropriate academic accommodations to students with disabilities. The Campus 504 Coordinator provides advisement about the requirements of federal law and NSCC policy and works to resolve informally any disagreement about accommodations for students with disabilities. The Campus 504 Coordinator also serves as a member of the NSCC AAPB and has responsibility, in consultation with the College's legal advisor, to ensure that the policies and procedures comply with federal, state, and NSCC requirements. The Campus 504 Coordinator also serves as a resource to students who feel they are not receiving appropriate accommodations or that they are being treated in a discriminatory manner.

### **NSCC Academic Accommodations Policy Board:**

*The NSCC AAPB has three primary functions:*

- To advise the President about policies and procedures related to the provision of academic accommodations for students with disabilities

- To develop methods to increase faculty understanding of disabilities and accommodations in an academic setting

- To assist the President in resolving any disagreements that might arise concerning particular accommodations

*The NSCC AAPB is composed of the following college members:*

The board consists of several faculty members and a professional staff member, a Disability Services staff member, and the 504 Coordinator. The term of service is two years, except for the 504 Coordinator who is a permanent member of the board.

The Faculty Members who are knowledgeable in the area of learning and disabilities are appointed by the Vice President of Academic Affairs. The board will elect a chairperson from among its members. Any faculty board member who requests a review of an accommodation will not participate in the Board's review of that accommodation but will be replaced by another faculty appointed by the Vice President of Academic Affairs.

The Disability Services member is also knowledgeable in the above areas and is appointed by the Vice President of Student and Enrollment Services. Any staff member who determined an accommodation for a particular student will not participate in the board's review of that accommodation but will be replaced by another Disability Services staff member appointed by the Vice President of Student and Enrollment Services.

The Campus 504 Coordinator has the responsibility to ensure that the policies and procedures developed comply with federal and state requirements.

## **Section VI: Procedure for Resolving Disagreements over Accommodations for Students with Disabilities**

If an instructor has questions about or disagrees with an accommodation that the Disability Team has determined is appropriate for a particular student with disabilities, the instructor should immediately contact the Disability Counselor who signed the Accommodation Notice. If the instructor still disagrees with the accommodation after consultation with the Disability Counselor, he or she may request a review of the accommodation by contacting the Campus 504 Coordinator within five days after receiving notification of the accommodation by the student or the Disability Counselor. This appeal to the Campus 504 Coordinator should include a written description of the proposed accommodation and his or her specific disagreement with the appropriateness of the accommodation.

If the instructor does not provide the accommodation, the Vice President of Academic Affairs and the Vice President of Student and Enrollment Services are jointly responsible for ensuring that the accommodation is provided in a timely manner and that appropriate administrative sanctions are pursued in accordance with established policy and procedures.

After consultation with the Vice President of Academic Affairs, the section 504 Coordinator will respond in writing to the instructor's appeal within five days of receiving it. This decision of the Section 504 Coordinator can be appealed to the AAPB which advises the President who makes the final decision.

## **Section VII: Procedure for Resolving Appeals by Students**

If a student has questions about or disagrees with the Disability Team's decision about accommodations, the student should immediately contact his or her Disability Counselor to discuss the matter. If, after this consultation, the student still disagrees with the Team's decision, he or she may appeal to NSCC's Campus 504 Coordinator who will assist the student through informal or formal steps as prescribed by the Affirmative Action Grievance Procedure available in the Human Resources Office.

The above policy was adapted from the Academic Accommodations Policy Statement, University of California at Berkeley: Brinckerhoff, Loring C., Stan F. Shaw and Joan M. MacGuire. Promoting Postsecondary Education for Students with Learning Disabilities. Austin, Texas; PRO ED, Inc. 1993.



# STUDENTS' GRIEVANCE PROCEDURE

## Massachusetts Community Colleges

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

Before invoking the Student Grievance Procedure, a reasonable effort shall be made by those involved in a dispute to resolve it amicably. A dispute is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, it is in the best interest of the student, the potential subject of a Grievance, and the College to resolve disputes through open and cooperative dialogue. Only when such efforts are unsuccessful should the Student Grievance Procedure be invoked. Throughout all phases of the Student Grievance Procedure, all reasonable efforts shall be made to maintain confidentiality in accordance with applicable law.

### **DEFINITIONS**

- 1) COMPLAINT:** the informal, unwritten stage of an allegation of mistreatment.
- 2) DAY:** as used in this policy, shall mean a calendar day.
- 3) GRIEVANCE:** a written grievance filed by a student with the person designated by the President as the Student Grievance Officer specifically alleging an abridgment of his or her rights as a student.
- 4) GRIEVANT:** the student filing the Grievance. The Grievant must have been a registered student of the College at the time of the alleged mistreatment.
- 5) INSTRUCTIONAL PERIOD:** the academic semester, summer session or intersession when a grievable act or omission occurs. The Instructional Period shall end on the last day of final exams.
- 6) RESPONDING PARTY:** the person against whom a complaint or Grievance is directed.
- 7) SENIOR OFFICER:** senior level employee who reports to the President for the Responding Party's work area.
- 8) STUDENT GRIEVANCE OFFICER:** a College employee assigned responsibility for administering the Student Grievance Procedure, including the maintenance of specified records. The Student Grievance Officer shall ordinarily be the Senior Student Affairs Officer. If this individual is the person against whom the Grievance is filed, the President shall designate another College official to act as the Student Grievance Officer.

**9) SUBSTANTIAL EVIDENCE OF ERROR OR INJUSTICE:** for purpose of Grade Appeals, substantial evidence of error or injustice is defined as:  
The assignment of a course grade to a student on some basis other than performance in the course; or  
The assignment of a course grade to a student by resorting to unreasonable standards different from those which were applied by the same instructor to other students in that course; or  
The assignment of a course grade by a substantial, unreasonable and unannounced departure from the instructor's previously articulated standards.

**10) TIME:** the number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the President or his/her designee may extend the time limits in extenuating circumstances with notice to both parties in writing, or by mutual written agreement between the Grievant and the Responding Party.

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

The Student Grievance Procedure may be used by a student to address alleged abridgment of the student's rights, as stated in the College's Student Handbook and/or Policy Guide. The student Grievant or the Responding Party may consult with the Student Grievance Officer at any time. The College's Student Grievance Officer is Dr. Lloyd Holmes, Dean of Students (lholmes@northshore.edu or 781.477.2164).

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information or national origin, the College's Affirmative Action Grievance Procedure is a mechanism for resolution. The College's Affirmative Action Grievance Procedure is contained in the College's Affirmative Action Plan. The College's Affirmative Action Officer is Ngoc-Thanh Giddarie, Director of Human Resources (tgiddari@northshore.edu or 978-762-4000 extension 5470).

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

Claims of physical or sexual assault shall not proceed under the Student Grievance Procedure. A claim of physical assault alleged against a student shall be reported to the Code of Conduct Officer. A claim of physical assault

alleged against an employee shall be reported to the Human Resources Office. In both cases, law enforcement authorities shall also be notified. A claim of sexual assault shall be reported to the College's Affirmative Action Officer and/or Title IX Coordinator and law enforcement authorities and shall proceed under the College's Affirmative Action Plan. In matters involving physical or sexual assault, alleged victims are strongly encouraged to independently report the incident to the law enforcement authorities. The College's Campus Police/Security Department can assist with the reporting process.

At any Level of the Student Grievance Procedure, either party may request mediation by contacting the Student Grievance Officer. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The Student Grievance Officer shall select an impartial mediator who shall be mutually agreed upon and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation process, and inform the parties of the timetable in writing. Where practicable, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by the parties. The purpose of mediation is to resolve the dispute to the satisfaction of both parties. If a mediated resolution cannot be achieved, the Grievant may proceed with the Grievance Process. The Grievant has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense throughout the grievance process. The advisor may be an attorney. An advisor's role is limited to personally advising the Grievant only. An advisor is not permitted to participate directly in any aspect of the grievance process.

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

## **GRADE APPEALS**

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

Except as otherwise provided by a separate appeal procedure for a clinical program as approved by the President of the College, a student who alleges an error or injustice in the grading process may file a Grievance under the Student Grievance Procedure. A grade appeal Grievance shall proceed no further than Level Two, Step Two. For purposes of a grade appeal, the Senior Academic

Officer of the College, or his/her designee, shall serve as the Student Grievance Officer throughout the grade appeal process.

If the faculty member who assigned the challenged grade is no longer employed by the College or is not available within the timelines specified (see "Time" definition), the student may initiate his/her Level One complaint with the chief administrator of the appropriate instructional division (who shall be identified by the Senior Academic Officer).

If at any level substantial evidence of error or injustice is produced, the grading process may be remanded to the instructor of record for reassessment. If after reassessment, the dispute remains unresolved, the matter shall be referred to the Senior Academic Officer, or his/her designee, for final review. If the instructor of record is no longer available, the Senior Academic Officer or his/her designee shall instead reassess the grading process.

### **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.

#### **L2 - 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.

## **L2 - 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.

## **L2 - 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.

### **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.

### Student Grievance Committee Hearing & DECISION GUIDELINES

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

- 1) Prior to the hearing, the newly impaneled Committee shall meet to elect a Committee Chairperson. The Chairperson shall be selected by a simple majority vote.
- 2) 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.
- 3) All hearings shall be closed and deliberations of the Committee shall be confidential and conducted in private.
- 4) The Grievant and the Responding Party shall be in attendance at the hearing. Each party may be accompanied by an advisor at the hearing. The advisor, however, may not participate in the hearing or question witnesses. Either party may at anytime during a hearing consult in private with his/her advisor.
- 5) Witnesses may be asked by the Committee to remain outside of the hearing room until they are called to testify.
- 6) The Grievant will address the Committee first. The Grievant will state the nature of his/her Grievance and may present relevant evidence and/or witnesses in support of the Grievance.
- 7) The Responding Party may respond to the Grievant's allegations and present relevant evidence and/or witnesses in opposition to the Grievance.
- 8) Once the parties have presented their respective positions, the Committee may question the parties and/or witnesses.

9) After the Committee has questioned the parties, each party will be given the opportunity to question the other party and their respective witnesses. All questions must be directed through the Committee. If the Committee determines that a question is relevant to the Grievance, the party or witness to whom it is addressed will be asked to respond.

10) Following the parties' questioning of each other, the Committee will have another opportunity to question the parties and witnesses.

11) Hearings before the Committee shall not be subject to the formal rules of evidence. In all cases, the hearing shall be conducted in a fair and impartial manner.

12) If a party to a Grievance fails to appear for a scheduled hearing, the Committee has the discretion to proceed with the hearing and issue its findings and recommendations in the party's absence.

13) The decision of the Committee shall be based on the relevant evidence presented at the hearing. The decision shall be in writing and include: a list of all documentary evidence and witnesses presented; a summary of the testimony offered by both parties and their respective witnesses; the findings of the Committee and its recommendations. Copies of the decision and recommendations of the Student Grievance Committee shall be forwarded by the Student Grievance Officer 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.

14) 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.

# NETIQUETTE GUIDELINES AT NSCC

Through the Internet, NSCC students are now able to communicate with people all over the world. While interacting with the Internet community, we ask you to keep in mind a few of the most important rules of Netiquette.

## Rights and Responsibilities of Computer Users

### 1. To Protect Your E-Mail Account from Access by Unauthorized Users

Always log out when finishing an email session. Never "lend" your password to anyone. Change your password periodically. Memorize your password; never write it down where others might see it. If you suspect someone has broken into your account, change your password immediately, and report the incident to Information Systems.

### 2. Plagiarism

Users may not access or copy any program or data from other users unless authorized to do so.

### 3. Harassment

Students have the right not to be harassed in any way by others. Sending electronic mail that may be considered obscene or offensive by the recipient is a form of harassment. Other actions which may constitute harassment include: repeatedly sending mail to someone who has clearly stated that they do not want messages from you. Internet users should abide by the conventions of "netiquette." Access to the Internet is a privilege that can be revoked from those who abuse the privilege.

### 4. E-Mail Ethics and Netiquette

"Netiquette" is a popular term referring to the appropriate and courteous behavior expected of all users of the Internet. Before participating in bulletin boards and list servers, familiarize yourself with the major rules of netiquette. There are many rules and conventions, but the most important to understand before you begin to interact with the rest of the world are the rules concerning harassment and obscenity. Inappropriate behavior on the Internet, including the sending of offensive or obscene electronic mail, may result in the offended parties from another site contacting the NSCC postmaster (a NSCC employee who manages the Internet mail system), who will then investigate the incident(s).

### 5. Confidentiality

Be prudent: E-mail travels through the network unencrypted, therefore, it is not suited for sending confidential information.

## **6. Flaming**

Avoid "flaming": any message you send should be considered permanent and can be transmitted anywhere. Before sending off an angry response to some message, take a break.

## **7. Forwarding Copyrighted Material**

E-mail received from others is considered copyrighted and should not be re-mailed or posted elsewhere without the author's permission. As for magazine articles and books, it is acceptable to quote up to 200 words from the text when writing a review of the piece, but sending more than that without permission is impolite and illegal. Give credit where it's due: if you use someone else's idea, say so.

# ACADEMIC POLICIES FOR CREDIT PROGRAMS

## COURSEWORK POLICIES

### Course Load

All matriculated, full-time students must enroll in courses totaling at least 12 credits in a given semester to fulfill degree requirements. Students contemplating a reduced course load should be aware that such a reduction may alter their financial aid and/or veteran's benefits status. Beyond a minimum of 12 credits hours, students have a choice of course load. While many choose to take five courses or 15 credits each semester to finish in two years, others may prefer to take four courses and work towards maintaining a higher average than if they were to take five. On the other hand, some students feel they can accelerate their program by taking over five courses and/or attending summer semesters. In planning course loads, students should consider the number of credits required for graduation, the sequence of courses, and the number of semesters they plan to attend the College.

### Additional Associate Degree

A graduate or prospective graduate of the College may apply for an additional associate degree. Each applicant will be given equal consideration with applicants who have never attended the College. Each application will be treated on its individual merits. Normally, credit will be given for previously earned North Shore Community College credits which are applicable to the requirements of the additional degree program. The students must meet all specific degree requirements of the program for which a second associate degree will be granted. A minimum of 15 credit hours must be taken beyond the first degree.

### Academic Honesty

Members of the North Shore Community College community are expected to act within the standards of academic honesty. Any willfully dishonest behavior is subject to disciplinary action, which may range from that which the instructor imposes relative to the specific course to dismissal from the College, depending on the seriousness of the act. Dishonest academic behavior includes, but is not limited to, cheating and plagiarism.

**Cheating** - use of unauthorized notes during an examination; giving or receiving unauthorized assistance on an examination; copying from someone else's examination, term paper, homework, or report; theft of examination materials; falsification of works or records.

**Plagiarism** - using the words, data, or ideas of another as one's own, without properly acknowledging their source including those taken from the World Wide Web/Internet. Students should consult a handbook on college writing for guidelines on proper documentation procedures in the various academic disciplines (MLA, APA, etc.).

In addition to action taken relative to the specific course, the course instructor may bring any matter related to academic honesty to the Vice President for Academic Affairs for consideration of further disciplinary action. The Vice President will review the case and determine if further action is to be taken. Disciplinary action may be appealed by the affected student(s). A full description of the student grievance procedure is available in the Office of the Vice President for Student and Enrollment Services as well as in the Student Handbook.

### **Add/Drop**

Students may add or drop a course with no financial penalty during the specified add/drop period. Courses may be added only if space is available. Students adding courses are responsible for work covered prior to their entering classes. Courses dropped in accordance with formal procedures will not appear on students'

transcripts. Dates and procedures for adding or dropping a course are determined by Enrollment and Student Records each semester and can be found under the Refund Policy Link on our Student Financial Services webpage. Courses running outside of a traditional 15-week semester have course-specific add/drop dates.

### **Course Withdrawal**

Course withdrawal may take place after the Add/Drop period but before the end of the twelfth week in a fifteen-week semester. The withdrawal date for courses that run on an alternative schedule should be confirmed with the Instructor or the Enrollment Center. The grade for such a course, dropped after the Add/Drop period but before the end of the twelfth week of classes, will appear on the student's transcript as a "W" grade. Students wishing to withdraw from a course must initiate the procedure. The exact date of the deadline for withdrawal can be found in the official academic calendar for each semester. Courses running outside of a traditional 15-week semester have course-specific withdrawal dates. Failure to officially withdraw may result in an "F" grade. Withdrawal may affect academic standing and financial aid.

### **Audit**

Students may audit a course or courses provided they meet the required prerequisites for that course. To audit a course is to attend class in accordance with the instructor's attendance policy as designated in the course syllabus. Credits are not awarded for audited courses. Audited courses are not recorded as "credits attempted." If a student does not meet minimum attendance

requirements as set forth in the course syllabus, the student will receive a “K” grade. Dates to change from credit to audit or audit to credit status in a course may be found on the Academic Calendar or by emailing [records@northshore.edu](mailto:records@northshore.edu).

### **Repeating a Course**

If a student repeats a course the higher grade becomes the official grade and will be used to re-compute the Cumulative Quality Point Average (CGPA). Students receiving financial aid should check with the Office of Student Financial Services (at 978-762-4189 or [fin-aid@northshore.edu](mailto:fin-aid@northshore.edu)) since policies differ on the funding of repeated courses.

### **Attendance Policy**

At the beginning of each term, faculty members will give their students a written attendance policy, which includes an explanation of the basis and reason for the policy. Instructors may lower grades for excessive absences, as mentioned in the policy. An attendance requirement, if prescribed by an instructor, becomes a course requirement. Instructors who make attendance requirements affecting grades must maintain accurate attendance records. Students have the right to petition grievances about the justifiability of an instructor’s attendance policy. Copies of the Grievance Policy are in the Office of the Dean of Students as well as the Student Handbook. Handbook). If you plan to petition an attendance grievance, do so as soon as possible. If illness, accident, or similar problems make it impossible for you to attend classes for three or more class meetings notify the Office of Academic Affairs, so that your instructors will be informed.

### **Withdrawal from the College**

Students are considered enrolled until they officially withdraw from the College. Notifying the instructor or ceasing to attend class does not constitute official withdrawal. Students who do not formally withdraw will receive all F grades for enrolled courses, which will result in a change of status for the following semester (see Academic Standing Policy for additional information). Failure to do so may also result in the College giving incomplete or misleading academic transcript results and/or recommendations.

# GRADING POLICIES

## Grading System

Faculty members will award the following grades to students. The Quality Points for each grade are listed. The raw score range is a guideline for faculty.

A	4.0	93-100
A-	3.7	90-92
B+	3.3	87-89
B	3.0	83-86
B-	2.7	80-82
C+	2.3	77-79
C	2.0	73-76
C-	1.7	70-72
D+	1.3	67-69
D	1.0	63-66
D-	0.7	60-62
F	0	Below 60

**“F”** - No credit due to failure to meet course requirements as indicated by raw score guidelines. The grade will be calculated into the Cumulative Quality Point Average (CGPA) as 0 Quality Points. An “F Report” must be filed by faculty for each student receiving an “F” grade. The purpose of this report is to provide information to Review Boards, advisors and support office staff on the academic performance and status of the student.

## Other grades will be awarded as follows:

**“P”** - Awarded to only those pre-determined and designated Pass-Fail courses. A “P” grade for a credit course receives no quality points and is not used in computing a student’s CGPA. An “F” grade will be assigned for performance below minimum standards.

**"PC"** - Awarded in alternative credentialing courses or other specifically designated courses where PC is only awarded if the competencies are demonstrated at the grade level of C or above. A "PC" grade for a credit course receives no quality points and is not used in computing a student's GPA.

**“AU”** - Audit grade; no credits earned. The deadline to audit a course is no later than the end of the 3rd week of classes or by the 2nd week of Summer session. The withdrawal date for courses that run on an alternative schedule should be confirmed with the Instructor or the Enrollment Center.

**“IP”** - In Progress; awarded to students who have arranged an “IP Contract” to complete course requirements. Indicates that progress is being made (see In Progress). Work must be completed by the 12th week of the next 15-week semester, or the IP will be changed to an “F.”

**“W”** - Withdraw; formal withdrawal from the course by the end of the 12th week of classes in a 15-week semester or by the end of the 4th week of Summer session. No credit is given and the student must retake the entire course to receive credit for it. The withdrawal date for courses that run on an alternative schedule should be confirmed with the Instructor or the Enrollment Center.

**“K”** - Failure to meet the minimum attendance requirement in an audit status credit course or non-completion of a Community Service non-credit course. Certain courses and programs (e.g. Health Professions programs) may have specific minimum grade requirements for successful completion and/or graduation.

### **IP Contract: In Progress**

Awarded to students who have contracted with the course instructor to complete course requirements by an agreed date or, at the latest, by the 12th week of the next 15-week semester. If the requirements are not completed by the agreed date or by the end of the 12th week of the following semester, the “IP” will be changed to an “F.” It is the responsibility of the student to initiate contact with the instructor toward the end of a semester to request an “IP Contract.” An “IP Contract” form must be filled out by both student and faculty member and each party must keep a copy. An “IP” grade does not affect the student’s academic standing or satisfactory progress record for the semester in which it is granted.

### **Request to Waive an “F” Grade**

An “F” grade earned during the first 30 credits attempted at North Shore Community College may be waived any time before graduation upon written application to the Enrollment Center. A maximum of three “F” grades may be waived. It is required that you discuss fully the option to waive an “F” grade with your faculty advisor or an Academic Counselor in the Student Support Center. When an “F” grade is waived, the record of taking the course will remain on the transcript and the grade will be noted an “FN.” No credit will be received and the grade will not be calculated into the Cumulative Grade Point Average (CGPA). For the purpose of determining honors eligibility “FN” grades will be calculated into the honors CGPA as zero grade points. After graduation an “F” grade may not be waived.



## **Early Alert and Mid-Semester Progress Reports**

Faculty will provide progress reports to all students after the third week of the semester and at midterm. The report will indicate an estimate of each student's current status. The student should discuss his/her report with his/her faculty advisor or an Academic Counselor in the Student Support Center.

## **Credit Hours Earned**

The term "credit hours earned" means the total number of credits received from any or all of the following: Courses completed at the College with a grade of A, B, C, D, or P; Acceptable transfer credits from other institutions; Credit by examination (including CLEP and Departmental Exams). The total credit hours earned figure is used to determine whether a student has met the total number of credits required for a degree.

## **Credit Hours Completed**

Credit received from courses completed at the College with a grade of A, B, C, D, or F is noted as credits completed on the transcript. The credits completed figure is used to compute the Grade Point Average (GPA) and to determine whether a student has met the CGPA requirement of 2.0 for a degree.

## **Grade Point System (GPA)**

Grade points are awarded as listed in the grading system. The grade points will be multiplied by the number of credit hours assigned to a course. For example, an "A" in English (3 credits) produces 12 grade points. A grade of "B+" produces 9.9 grade points. An "F" produces 0.0 grade points. The Grade Point Average (GPA) per semester is computed by dividing the grade points earned in a given semester by the number of credit hours completed (CC) in that same semester. The Cumulative Grade Point Average (CGPA) is computed by dividing the total number of grade points earned in all semesters by the total number of credit hours completed in all semesters, rounded off to the nearest thousandth.

# FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS POLICY

Students must be in good academic standing at North Shore Community College (NSCC) in order to continue to receive Financial Aid. The U.S. Department of Education requires each college to have a policy that ensures all students receiving financial aid maintain satisfactory progress toward completing their program of study. Your academic record will be reviewed at the end of each semester to make sure you have complied with the Financial Aid satisfactory academic progress standards outlined below. To be eligible for financial aid, you must meet NSCC's standards of Satisfactory Academic Progress (FASAP) for Financial Aid recipients. This standard is different from NSCC's overall academic standard for eligibility to re-enroll in classes. Standards of Satisfactory Academic Progress for financial aid recipients require you, the student, to be enrolled in an eligible program of study that leads to a degree or certificate. Your academic progress for financial aid purposes is reviewed at the end of each semester. In order to maintain satisfactory progress for financial aid purposes, you must satisfy all of the following elements of the policy:

- (1) not on academic suspension
- (2) number of credits attempted/earned;
- (3) grade point average (GPA); and
- (4) maximum credit review.

## **Number of Credits Attempted/Earned**

This standard requires students to successfully complete (with letter grade of A, B, C, D, or P) a minimum of 66 percent of the total number of credits attempted each semester. Attempted credits include all credits in which you are registered at the end of the add/drop period. Letter grades of F, FN (F waiver) W, or IP will not be considered as credits successfully completed or earned. Students who repeat a course for any reason should be aware that each time you enroll in a course it counts as an attempt, but only one attempt is considered earned. Repeated courses will have an impact on your ability to complete your program within the required maximum time frame.

## **Grade Point Average (GPA)**

You are required to maintain a minimum cumulative grade point average of 2.0 (C grade). Refer to the school catalog for more information regarding grading policies.

## **Maximum Credit Review**

The final part of the standard is Maximum Credit. Federal regulations require that the school set a maximum time frame in which students are expected to finish their program of study. Under this standard, you must complete your degree or certificate within 150 percent of the published program length. For example, if the published length of your credit program is 60 credits, the maximum time frame is 90 credits (that is,  $60 \times 1.5$ ). This means that you receive financial aid during the period of time you are attempting up to 90 credit hours only (including transfer credits). If you exceed the maximum number of credits, you are no longer eligible to receive financial aid. All attempted credits, including incomplete grades and repeats, are counted toward the 150 percent maximum time frame. Also, credits earned at other colleges and accepted towards your current program of study are counted in the maximum credit review. The only exception to this are all ESL courses, excluding those counting toward your degree; 30 credits of developmental coursework (course numbers that begin with zero); and non-credit courses. Students who change their education program or graduate and reapply to a new program must still adhere to the maximum credit policy. In other words, all of your previous attempted credits will count towards the 150 percent time frame. Consideration will be given to students completing a second degree or certificate.

## **Repeated Courses**

When repeating or retaking a course, students may receive financial aid for a course which they previously failed until they pass. In addition, students may also receive financial aid for up to one more attempt when repeating/retaking courses which they have previously passed regardless of the grades.

## **Developmental Course**

Developmental courses are courses whose course number begins with 0 (e.g., COM 010). A student may receive financial aid for a maximum of 30 attempted developmental credits. ESL courses that do not count toward your degree and up to 30 developmental credits are excluded from the maximum credit review, although the standard qualitative and quantitative requirements still apply.

## **Corporate and Community Education Division**

*(Non-Credit Courses)*

Non-credit courses are offered by the Corporate and Community Education Division. These courses are not eligible for Title IV assistance and do not satisfy requirements of any Title IV eligible academic program. As such, they are not considered in the standards of Satisfactory Academic Progress.

## Financial Aid Warning

If you do not achieve any one or more of the first two elements of the Financial Aid Satisfactory Progress Standard (e.g., number of credits attempted/earned and grade point average) you will be placed on financial aid probation for the next semester of attendance. You may continue to receive financial aid while on warning. After the warning semester, the warning status is removed if you satisfy BOTH of these requirements:

1. complete successfully 67% of the credits attempted for the semester

**AND**

2. earn a minimum GPA of 2.0 for that semester.

Withdrawing from a course may affect your financial aid status. A student who does not successfully complete a probationary semester will be placed on financial aid suspension for the following semester.

## Financial Aid Suspension

Financial aid will not be awarded to students who do not make Financial Aid Satisfactory Academic Progress for two consecutive semesters and any subsequent semester in which Financial Aid Satisfactory Academic Progress is not met.

## Appeal Process

A student may appeal the decision of financial aid suspension or maximum credit. Students are allowed a one-time SAP appeal while attending North Shore Community College. Appeals must be submitted by the deadlines listed on the Financial Aid Appeal Form. Appeals cannot be processed after the first day of classes. You must first clear your academic suspension. You must submit a Financial Aid Appeal Form and attach a written, detailed description. In the appeal statement, you should state those circumstances that resulted in your unsatisfactory performance, and the means by which you propose to meet the requirements in the future. The Financial Aid Appeal Form can be found at [http://www.northshore.edu/financial\\_aid/forms.html](http://www.northshore.edu/financial_aid/forms.html).

Once your written appeal and supporting documents are reviewed, a decision is made on a case-by-case basis. If an appeal is granted you are placed on appeal status for the semester. You may continue to receive financial aid while in appeal status. After the appeal semester, the appeal status is removed if you satisfy ALL of these requirements:

1. complete successfully 100% of the credits attempted for the semester

**AND**

2. earn a minimum GPA of 2.0 for each class during that semester,

**AND**

3. Any additional requirements as stated in the Contract Summary.

If you fail to meet the requirements of the appeal semester, you will be placed on automatic financial aid suspension.

## **Reinstatement**

A student may request a reinstatement of financial aid after successfully completing a minimum of six (6) credits, at your own expense. You must complete 100 percent of the credits attempted and earn a grade of C or better in each class.

## **ACADEMIC HONORS**

### **Dean's List Honors**

Dean's List Honors will be awarded to students who have earned six or more semester hours of academic credit with a Grade Point Average (GPA) of 3.30 or higher. Dean's List will be published at the conclusion of each academic session.

### **Commencement Honors**

Commencement Honors are awarded to students who have completed degree/certificate requirements with a Cumulative Grade Point Average (CGPA) of 3.30 or higher according to the following scale:

- A CGPA of 3.30-3.69 qualifies a student for honors,
- A CGPA of 3.70-3.89 qualifies a student for high honors,
- A CGPA of 3.90-4.00 qualifies a student for highest honors.

In addition, those graduating with honors are required to have earned at least 50% of their required credits in residence at North Shore Community College. Students earning commencement honors are so designated in the commencement program.

## **Academic Standing Policy**

### **Criteria for Good Academic Standing and Satisfactory Progress**

To be considered in good academic standing and to be making satisfactory academic progress toward a degree or certificate, a matriculated student must:

1. Maintain a Cumulative Grade Point Average (CGPA) of 2.0 OR ABOVE, **AND**
2. Successfully earn 60% of credits attempted each semester. (Credits attempted are defined as credits enrolled at the end of the Add-Drop period.)

Please note: the criteria for maintaining financial aid eligibility is different. Please refer to the Financial Aid Satisfactory Academic Progress policy on page 85 for further information.

## **Academic Probation**

A student who does not meet the above standards of a Cumulative Grade Point Average (CGPA) of 2.0 or above and successfully earn 60% of credits attempted at the end of a semester will be placed on academic probation and will receive a letter of notification. Academic Probation directs a student to

meet with an advisor to review the student's academic progress and to discuss use of the College's student support services in order to improve academic performance.

## **Academic Suspension**

A student who does not meet the above requirements of a Cumulative Grade Point Average (CGPA) of 2.0 or above and successfully earn 60 percent of credits attempted for two consecutive semesters will be placed on academic suspension. Suspension means that a student is prohibited from enrolling in the College until he/she has met with an Academic Review Board to discuss academic progress and to receive permission to re-enroll. The Academic Review Board may make re-enrollment contingent on a student taking specific steps to help ensure future academic success. A student must fulfill all requirements set by the Board.

## **Academic Review Board**

A suspended student must appear in person before an Academic Review Board in order to receive permission to re-enroll. The College recognizes that special or unusual circumstances can affect academic performance. These mitigating circumstances will be considered by the Review Board in granting a student permission to re-enroll. Therefore a student is required to bring a written statement explaining any important information the Board should know before making its decision. The composition of Review Boards will be determined by the Vice President for Academic Affairs. If a student so desires, the President of the Student Senate or his/her designee may attend the Review Board meeting. The Academic Review Board can grant permission to re-enroll but does not make decisions regarding financial aid eligibility. Students who have been granted permission to re-enroll will need to contact the Financial Aid office to discuss the status of their financial aid.

## **Academic Warning System**

By the third week of the semester and again by mid-term faculty will report students who are not attending class and/or are having academic difficulty. Faculty may also submit on-line alerts at any point in the semester for students having difficulty in their classes. Students registered for 15 week classes will be notified in writing of early and mid-term alert reports and will be advised to take appropriate action.

## **DEGREE POLICIES**

### **Degrees Granted**

Students who successfully complete the requirements for the Liberal Arts or transfer curricula are awarded the Associate in Arts degree. Successful completion of certain transfer degree programs in the technical and

mathematical curriculums results in the awarding of the Associate in Science degree. Successful completion of two-year career programs results in the Associate in Science or the Associate in Applied Science degree. Successful completion of a one-year program results in a Certificate or a Certificate of Completion.

## **Associate Degree Requirements**

To be eligible for a degree, a student must have: earned at least 60 hours of credit with Cumulative College Level Grade Point Average (CGPA) of 2.00 or higher; completed at least 15 semester hours of work at North Shore; fulfilled all requirements in the applicable active program (including specific grading requirements); met all other College requirements, including achieving communications and mathematics proficiencies.

## **Certificate Requirements**

To be eligible for a certificate, a student must achieve communications and math proficiencies and complete all course requirements with a Cumulative Grade Point Average (CGPA) of 2.00 or higher. At least 25% of the course work must be completed at North Shore.

## **Waiver with Substitution Policy**

I. Required courses may be waived with substitutions if approved by the department in which the course is offered and the department in which the Degree/Program is offered, for the following reasons:

A. The material has been covered by a course transferred from another institution, another course taken at North Shore Community College (NSCC), by experience credit processed through the Center for Alternative Studies and Educational Testing, or as demonstrated by examination. Transfer courses or courses taken at NSCC that are substituted for existing program requirements must capture, to the greatest extent possible, the nature and intent of the course required. That is, they must provide the student with (1) an appropriate depth of understanding of the subject matter, and (2) benefits similar to those that would have been otherwise acquired.

B. The college curriculum has been revised in a way that makes it impossible for the course to be taken at NSCC.

II. A reasonable accommodation for students with documented disabilities may include a course waiver with substitution under the policy for students with disabilities. See NSCC Accommodation Policy for Students with Disabilities. (On file at Student Support Center.)

III. Waivers with substitutions will not be granted because of dissatisfaction with a course or instructor, failure of a course one or more times, improper course selection, or inability to graduate without a waiver with substitution.

IV. Waivers with substitutions will not reduce the number of credits required in the program of study.

V. Students wishing to request a waiver with substitution should pick up the appropriate form at the Enrollment Center.

## **Graduation Requirements**

The above Associate Degree and/or Certificate requirements must be met and A GRADUATION APPLICATION FORM MUST BE SUBMITTED TO THE ENROLLMENT CENTER IN ADVANCE. This should be done after the completion of 45 credit hours for degrees, or 25% of the required credits for certificates. Forms are available in the Student Support Centers and the Enrollment Center detailing specific deadlines.

## **Commencement**

Formal commencement (graduation) ceremonies are conducted once a year in late May or early June. Specific details are announced each Spring. Any graduate or potential graduate from August, January, or May of the corresponding academic year may participate.



# INFORMATION DIRECTORY

## Connecting All Departments

	<b>Danvers</b> 1 Ferncroft Road	<b>Lynn</b> 300 Broad Street
Main Number	978-762-4000	781-593-6722
Admissions Information	978-762-4188	781-477-2107
Enrollment & Student Records	978-762-4000, x4342 x4458, x4336, x4315	781-593-6722, x6261, x6202, x2131, x6649
Adverse Weather & College Information Hotline	978-762-4200	978-593-6722, x4200
Alternative Studies	978-739-5428	781-477-2135
Bookstore	978-762-4046	781-477-2127
Disability Services	978-763-4000, x4501	781-593-6722, x4501
TTY for the Deaf	978-762-4140	781-477-2136
Campus Police - All Campuses		
Emergencies Assistance	781-477-2100	781-477-2100
Routine Business	781-593-7032	781-593-7032
Evening Administrator	781-593-6722, x6628	
GED	978-739-5423	781-593-6722, x5423
Graduation Hotline	978-762-4052	781-593-6722, x4052
Health Program	978-762-4212	781-593-6722, x4212
Library	978-739-5526	781-477-2133
New Student Orientation	978-762-4000, x6211	781-593-6722, x6211
NSCC Foundation	978-739-5502	
Registration Hotline	978-762-4064	781-593-6722, x4064
Registration Fax Number	978-762-4015	
Student Financial Services	978-762-4189	781-477-2191
Billing & Payments, Financial Aid Student Support and Advising Center	978-762-4036	781-477-2132
Academic Planning, Career Exploration	978-762-4000, x4351	781-477-2158
Tutor Coordinator	978-762-4041	781-593-6722, x4041
Testing Center	978-739-5429	781-593-6722, x5429
Testing Hotline	978-762-4000, x4376	781-593-6722, x4376
Transcript Request Hotline	978-762-4035	781-593-6722, x4035
TRiO	978-739-5439	781-593-6722, x6626
Veterans Services	978-762-4000, x4368	781-593-6722, x4368

Visit our website: [www.northshore.edu](http://www.northshore.edu)

# INFORMATION DIRECTORY

The Cummings Center • 181 Elliott Street, Suite 121E • Beverly

## **Institute for Corporate Training and Technology**

978-236-1200 781-593-6722 x1200

## **Corporate & Community Education**

978-236-1200 781-593-6722 x1200

## **Non-Credit Courses**

Evening Administrator 978-236-1200 781-593-6722 x1200

**Fax** 978-236-1220

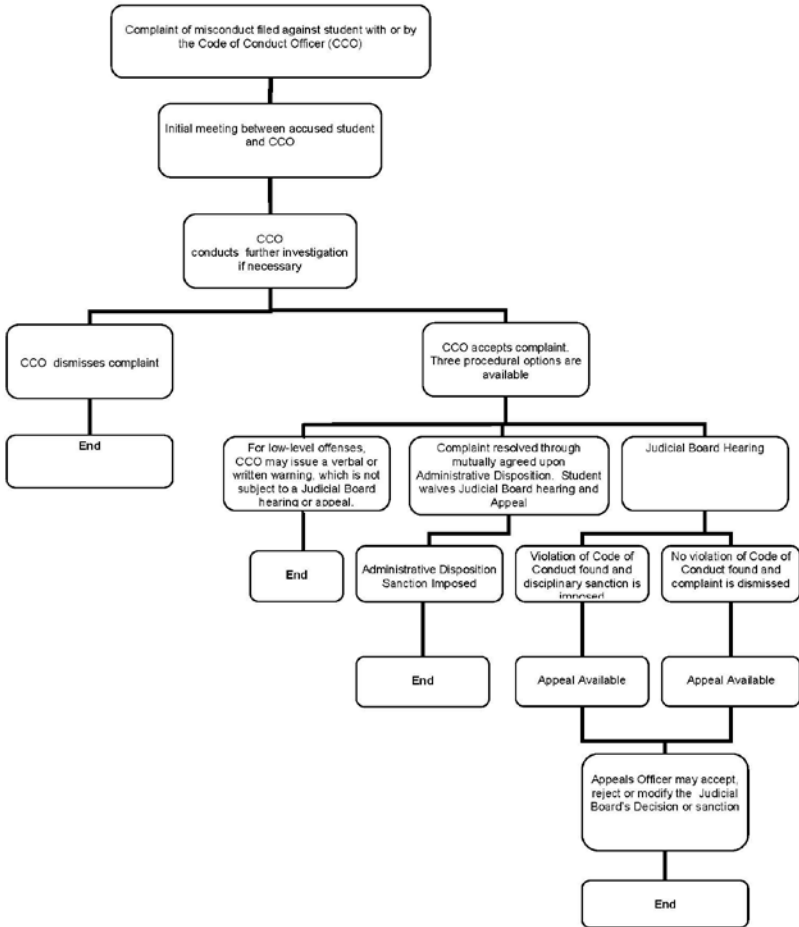
**TTY for the Deaf** 978-236-1231

Visit our website: [www.northshore.edu](http://www.northshore.edu)

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# Judicial Flow Chart



# 2014 – 2015 Academic Year

## Fall Semester 2014: September 3, 2014– December 16, 2014

March 31.....	Web on for viewing Fall 2014 credit schedule 9 AM
April 7.....	Fall 2014 registration begins
July 31 (by 5 PM) .....	Fall Bills due 5 PM
August 27.....	Fall 2014 courses with low enrollment cancelled by noon
September 1.....	Labor Day, Holiday
September 3.....	Classes begin, day and evening
September 3-9 .....	Add/drop period
September 3-9 .....	Withdrawal through Week 1: 100% tuition/fee refund until 5PM Sept 9th—see NOTE below
September 9 (after 5 PM) -17 .....	Withdrawal through Week 2: 100% tuition refund until 5PM Sept. 17th—no refund on fees
September 16.....	After 5 PM no refund
September 19.....	Inauguration. No day classes. Evening classes 4 p.m. and later will be held.
September 23 .....	Deadline to change from audit to credit or credit to audit
October 13.....	Columbus, Day, Holiday
November 11.....	Veterans' Day, Holiday
November 25 .....	Deadline for IP Contracts for Spring and Summer 2014
November 25 .....	Last day to drop a course or withdraw from the College with a “W” grade
November 26 .....	Final Exam Schedule (revised) distributed to students and posted on Pipeline
November 26-30 .....	Thanksgiving recess, evening/weekend classes
November 27-30.....	Thanksgiving recess, day classes
December 6 .....	Deadline to petition for Fall graduates
December 12 .....	Day classes end
December 16.....	Evening classes end
December 15-17.....	Final Exam period, day classes
December 19.....	Grades due by noon
January 5.....	Grades/GPA posted on Campus Pipeline

## Winter/Spring Semester 2015: January 20, 2015 – May 11, 2015

### Intersession runs January 5 – January 30

October 27.....	Web on for viewing Winter/Spring 2015 credit schedule 9 AM
November 3 .....	Winter/Spring 2015 Registration begins
TBA .....	Winter/Spring Payment Due
January 13.....	Winter/Spring 2015 courses w/ low enrollment cancelled by noon
January 19 .....	Martin Luther King Day, Holiday
January 20.....	Classes begin, day and evening
January 20-26 .....	Add/drop period
January 20-26 .....	Withdrawal through Week 1: 100% tuition/fee charge refund until 5PM Jan 26th
Jan 26 (after 5PM) - Feb 2.....	Withdrawal through Week 2: 100% tuition refund until 5PM Feb 2nd—no refund on fees
February 2.....	After 5PM no refund
February 6 .....	Deadline to change from audit to credit or credit to audit
February 6 .....	Deadline to matriculate or change program of study
February 16 .....	President's Day Holiday
March 7.....	Deadline to petition for spring graduates & ensure name in program
March 15-22.....	Spring recess, day and evening classes
March 23.....	Classes resume, day and evening
April 17.....	Final Exam Schedule (revised) distributed to students and posted on Pipeline
April 17.....	Deadline for IP Contracts for Fall 2013
April 17.....	Last day to drop a course or withdraw from the College with a “W” grade
April 20 .....	Patriots' Day, Holiday
May 8 .....	Day classes end
May 11 .....	Evening classes end
May 11-13.....	Final Exam period, day classes
May 15 .....	Grades due by noon
May 20 .....	Grades/GPA posted on Campus Pipeline
May TBA.....	Graduation: no evening classes 4 p.m. or later
May 25.....	Memorial Day, Holiday

### Summer Session I May 18 – June 25

### Summer Session II July 6 – August 13

**Note:** Tuition and fee refunds are dependent upon the length of the course. For refund dates for courses that do not run the full semester, please see [http://www.northshore.edu/financial\\_aid/cost/refund.html](http://www.northshore.edu/financial_aid/cost/refund.html).