Please note: This handbook is a compilation of the latest available information about Springfield Technical Community College (STCC). It is intended to serve as a guide to the programs, services and regulations of STCC. Any information here supersedes all previous Springfield Technical Community College Student Handbooks. Springfield Technical Community College reserves the right to change its regulations, fees and announcements without notice whenever such action becomes necessary.

Updated: February 2020
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Dear Students:

Welcome to Springfield Technical Community College (STCC)! We are very excited that you have made the decision to continue your education as part of the STCC community. Our mission is to transform YOUR life through educational opportunities that promote personal and professional growth! Regardless of your path, we can help you get there. Our faculty, staff, and administrators are committed to helping every student succeed.

Whether you are a recent high school graduate, a non-traditional student, or the first in your family to go to college, our dedicated Student Affairs staff is ready to assist YOU during your educational journey. STCC fosters a campus environment that is inclusive of all people. We realize that every student is unique, and we take great pride in promoting a campus community that values a diverse student body.

A STCC education is an investment in YOU and is highly sought after by area employers. On behalf of the Division of Student Affairs, we wish you all the best. Please know that your success is important to us, and we are here for you!

Best wishes,

Vice President of Student Affairs Office

Mission Statement
Springfield Technical Community College supports students as they transform their lives.

Core Values
Dedication: We believe that with pride and determination among our faculty, staff and students we can create a community of truly inspired individuals.

Integrity: We are committed to fostering an environment that promotes truth and the development of individual character.

Respect: We nurture mutual respect among faculty, staff and students. With respect, we embrace differences to create an inclusive environment for all.

Community: As a community within the community at large, we improve lives and strengthen the region through accessible and affordable higher education.

Student-Centered: We encourage our students to be the best that they can be. We provide a diverse educational experience that promotes personal and professional growth.

Caring & Commitment: As a community of dedicated faculty and staff who care about student success, we produce graduates who will contribute to the well-being of the region and to the Commonwealth.
ACADEMIC INFORMATION

The academic policies and procedures contained in this section are necessary reading for all students attending Springfield Technical Community College. Please take some time to look through this segment as well as the entire Student Handbook.

Absences, Attendance/Tardiness

As part of their responsibilities as learners, students are expected to report to class on time, and to attend classes regularly. If a student will be absent from class, the student should contact the professor directly to notify him or her of the absence. If a student cannot reach his or her instructor(s) and has been absent for three or more consecutive days, the student can contact the Vice-President of Student Affairs Office to have an email sent to the professors alerting them of the absence. Please note that notifying the Vice-President of Student Affairs Office does not excuse an absence, but rather serves to communicate to your professor(s) the reason for, and expected duration of, the student’s absence.

Individual members of the college faculty set their own classroom attendance policies, which can be found on the course syllabi, and faculty have the right to withdraw students who fail to comply with their attendance policies. Alternatively, the Registrar of the College may administratively withdraw students for excessive absences if, at midterm of a Fall or Spring semester, a failing midterm grade is reported and the faculty member also reports that the student has not attended classes since the end of the fifth week of the semester.

Academic Load

The normal load for full-time students is 12 to 18 semester hours of credit. You should work with your academic advisor to see how many hours are right for you.

Academic Forgiveness (Fresh Start) Policy

Intended to address the needs of students who have had serious academic difficulties, the Fresh Start policy allows students a one-time opportunity to have unsatisfactory grades removed from their official academic record. Only students returning to STCC in a degree or certificate program after a separation from the College of two or more years with a cumulative GPA of less than 2.0 are eligible to apply for Fresh Start. Students who have previously earned a certificate or degree from STCC will not be eligible for Fresh Start consideration.
Students must apply for Fresh Start status through the Admissions Office within 12 months of their return to the College. The Dean of Admissions will determine eligibility. If approved, all previous unsatisfactory grades (and associated credits) will be excluded from the student’s official transcript from that point forward. Previous courses (including developmental courses) in which a grade of C- or better was earned will remain on the student’s official transcript. Such courses will be indicated with a grade of TS on the student’s transcript, and will not be calculated into the student’s QPA, but may be used to meet prerequisite and curricular requirements. Fresh Start status does not apply to financial aid eligibility. Financial aid recipients must be making satisfactory progress towards their degree or certificate, and their complete academic history will be reviewed when determining eligibility for aid. Likewise, outstanding financial obligations incurred by the student prior to his/her Fresh Start approval remain the responsibility of the student. Once a request for Fresh Start is approved, the academic record will be changed accordingly, and these changes cannot be reversed.

**Academic Standing**

The quality point average (QPA) is an important indicator of a student’s academic standing at the College. Students must achieve a minimum 2.0 QPA in order to be eligible for graduation from STCC (and some degree programs require minimum QPAs higher than 2.0). Each matriculated student’s academic standing is evaluated at the conclusion of every Fall and Spring semester. Students deemed to be in poor academic standing based on their cumulative QPA will be subject to either an academic warning, or an academic suspension. The criteria used to determine standings include a student’s total number of attempted credits as well as a student’s cumulative QPA.

The minimum cumulative QPA required to maintain a good academic standing is outlined below:

<table>
<thead>
<tr>
<th>Attempted Credit Hours</th>
<th>Minimum Cumulative QPA Required for Good Academic Standing</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-26</td>
<td>1.8</td>
</tr>
<tr>
<td>27-44</td>
<td>1.9</td>
</tr>
<tr>
<td>45+</td>
<td>2.0</td>
</tr>
</tbody>
</table>

Students who do not achieve good academic standing status at the conclusion of a semester will be placed on academic warning. **Students who receive academic warnings will be suspended if, after a subsequent semester, they fail to meet the minimum cumulative QPA requirements defined above AND they fail to achieve a minimum term QPA of 2.0 in the subsequent term.**

**Attempted Credits:** For the purposes of the Academic Standing policy, all course attempts are counted, including courses from which a student has withdrawn or received a grade of
Incomplete (credits received through transfer or through examination such as Challenge or CLEP are not included in the calculation of attempted credits).

**Cumulative QPA:** Although the College does not factor grades from developmental courses (which cannot be applied directly towards college-level degree requirements, and whose numbers begin with “0,” such as “DWT-099” or “ALGB-087”) into the Academic QPA, these grades are factored into the Cumulative QPA for the purpose of evaluating a student’s academic standing.

**NOTE:** Academic Standing does not take into account attempted credits or cumulative QPA pertaining to a previously awarded STCC certificate or associate degree. For the purposes of determining academic standing, only credits attempted and grades earned since the student’s last STCC credential was awarded will be evaluated.

### Academic Warnings
A student who has been issued an academic warning must work with an advisor to plan action steps to improve his/her academic performance. Students who’ve received academic warnings will be removed from academic warning status if, at the conclusion of the next semester, they have met the criteria for good academic standing outlined above. Alternatively, a student may be continued on academic warning status if their cumulative QPA remains below that required for good academic standing but their semester QPA is 2.0 or higher.

### AcademicSuspensions
A student who has been academically suspended will not be allowed to continue in his/her degree or certificate program at the College, and any courses for which the student is registered for upcoming semesters will be dropped. An academically-suspended student has a right to submit a written appeal to the Student Success Center. Appeals must be submitted prior to the beginning of the semester in which the student hopes to return.

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### Address Changes

Some records (as well as important forms and documents) will be sent to students at their home addresses. For this reason, it is important that students maintain correct address information with the College. Address changes are processed in the Registrar’s Office and include:

- in person requests with valid identification
- email requests received from a STCC Gmail account
- returned mail from the U.S. Postal Service (returned mail that is received with a forwarding address from the U.S. Postal Service will be processed and email notification sent to students informing them of the change in their address on file at STCC)

Additionally, at the beginning of each semester, the Registrar’s Office updates student addresses based on information received from the U.S. Postal Service. An email notification will be sent to the student when a change of address is processed in this manner.
Advising

In keeping with the College’s commitment to the success of its students, academic advising services are offered to all students. Critical to academic success, academic advising is a shared process between student and advisor that emphasizes the clarification and achievement of the student’s academic goals.

All students accepted into a degree or certificate program at the College have access to an academic advisor, who is a member of the faculty or professional staff. Students who have identified a field of study are typically assigned to advisors who have expertise in the students’ field of interest, while students who are unsure about their goals are assigned to advisors who can help them define what these goals may be. Academic advisors assist students with academic decisions and serve as a source of information and support to their advisees. Students are encouraged to take advantage of this resource, while understanding that academic and career decisions are ultimately their own responsibility.

Students are notified of their advisor’s name and location soon after classes begin. During every semester, students accepted into a degree or certificate program will be assigned to one of the following for academic advising:
- A specific Advisor
- Their Department of Study
- The Academic Advising Department

Assigned Advisor information can be found in the “My Profile” section of the Academic Profile Menu in WebAdvisor. Please note that many academic transactions require the advisor’s intervention, including a signature for course withdrawals, access to course registration, and applications for graduation. Current students can get additional advising information and resources by visiting the STCCNet Portal Advising page.

Students who are interested in applying to the College and/or have questions about transferring to STCC should contact the Office of Admissions at 413-755-3333 or admissions@stcc.edu.

Auditing Classes

Students may attend certain classes as auditors (i.e., without receiving credit) under the following conditions:
1. Permission must be obtained from the advisor and/or instructor and submitted to the Registrar during the registration period, no later than the last day of Add/Drop.
2. All established charges for the course must be paid.
3. Priority in registration will be given to students who are registering in the course for credit.
4. Audit courses will be reflected on students’ permanent records as AU.
Biographical Data Changes

The following process is followed when any student seeks to change his or her biographical data as provided and maintained in College records.

**Legal Name** - A student’s legal name shall be used on all College documents, systems and communications external to the College and/or where a legal name is required. Examples include, but are not limited to:
- Financial Aid records;
- Student Financial Services records;
- Student Personally Identifiable Information;
- Student Directory information;
- Payroll records;
- Health records;
- Official transcripts;
- Federal immigration documents; and
- Interactions with government agencies.

In order for any student to change their legal name on College records, a student must present a certified copy of a court order or other legal document indicating a legal name change has been granted.

**Preferred First Name** - The College recognizes that some students may prefer to use a first name other than their legal name to identify themselves. As long as the use of a preferred first name is not for an improper purpose, the College acknowledges that a preferred first name can and should be used where possible in the course of College business and education. Students may use a preferred first name wherever a legal name is not required on internal documents, communications, systems, and web portals. Examples include, but are not limited to:
- Student identification cards;
- Email and calendar entries;
- Class rosters and advisor lists;
- Learning Management Systems; and
- Diplomas, awards, and recognitions.

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

**Sex Designation** - In order for any student to change their sex designation in official College records, a student must provide a certified copy of a court order, or other legal identification, such as a Massachusetts driver’s license, reflecting the change in sex.
**Challenge Exams**

The College's Challenge Examination Program provides an alternative to traditional classroom course work. It is designed for the individual who may already know the material covered in an introductory level course offered at STCC. All examinations have been developed by STCC faculty and, therefore, relate directly to the course being challenged. For more information about the Challenge Exams please call the Testing Center at 413-755-4709.

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**Change in Class Schedule**

Students are permitted to add and drop courses (subject to the approval of faculty advisors) prior to the start of the semester and during the add/drop period without penalty.

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

The Cooperating Colleges of Greater Springfield is an educational consortium composed of the eight public and private colleges in the Greater Springfield area: American International College, Bay Path University, Elms College, Holyoke Community College, Springfield College, Springfield Technical Community College, Western New England University, and Westfield State University. Founded in 1971, the organization fosters the sharing of programs, talents, and facilities, to bring to this area the educational resources of a university while retaining the initiative and vitality of independent institutions.

Through cooperative planning at the presidential level and the functioning of committees from different administrative levels, CCGS aims:

- to enrich the educational offerings, cultural events, and social activities of the colleges,
- to offer a wide variety of programs and fields of study to students at each institution,
- to affect fiscal economies and to eliminate unnecessary duplication through joint planning, and
- to develop into an economic and educational resource to the Greater Springfield community

Examples of the different levels on which the colleges meet and cooperate are committees composed of the Presidents, the Deans of Faculty, the Student Affairs Officers, the Librarians, and the Continuing Education Directors, among others.

**Academic Exchange**

Cross registration has been established so that in each semester any student attempting at least six (6) credits in a degree program may enroll at a participating CCGS institution for up to 2 courses totaling no more than eight (8) credits. Courses taken through the CCGS program must be used to fulfill the student’s degree requirements at the home institution. The host institution
determines whether CCGS students can register for courses offered in the day, evening, or online. The student is billed by his or her home institution.

**Libraries**
All students and faculty of CCGS colleges have immediate access to the full library collections of all eight colleges, numbering 1,174,420 volumes at last count, thus greatly expanding the opportunities for independent study and research. The Cooperating Libraries of Greater Springfield (part of CCGS) also include the Springfield City Library, the Western New England Law School Library, and the Baystate Medical Center Library. The CLGS librarians have compiled a union list of serials, listing periodicals available in all libraries. A valid STCC I.D. is required in order to borrow materials from any CLGS library.

This cross registration includes an Army ROTC program, and an Air Force ROTC program. For more information on the Army ROTC program, call Western New England University at 782-1345 or the University of Massachusetts at 545-2321; for information on the Air Force ROTC program, call the University of Massachusetts at 545-2451. The Academic Deans also sponsor faculty development conferences.

**Student Affairs**
The Student Affairs Officers meet to discuss, among other issues, jointly sponsored educational, cultural, and social programs. The member colleges open some of their extracurricular events to all CCGS students. Events scheduled at individual institutions may be publicized among the member colleges; in this way, programs which a single institution might not be able to attract are made available.

**Career Services**
The Career Services Officers of the College Career Centers of Western MA (CCCWM) institutions annually present a career fair or series of fairs, for the students and alumni of the member colleges. For more information contact the Career Development Center at 413-755-4464.

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**Dean’s List**

In order to recognize excellence in academic performance, a Dean’s List is published each Fall and Spring semester on the College’s Website and is noted on the official transcript. Matriculated students carrying 12 or more college-level credits and a 3.3 GPA within a semester will be awarded Dean’s List status provided that no grade is less than a “C” (2.0) or an incomplete grade during that semester. In addition, Dean’s List status will be awarded to matriculated students who have earned a combined total of 12 or more college-level credits with a 3.3 GPA over the previous two consecutive semesters provided that no grade is less than a “C” (2.0) or an incomplete grade in the two semesters being evaluated. Students awarded Dean’s List based on the evaluation of two consecutive semesters will be awarded Dean’s List only in one of the two consecutive semesters. Summer and Winter semester coursework is not used in the calculation of Dean’s List. (policy revised 12/2016)
Honor’s Program: A Commonwealth Honors Program

The Honors Certificate Program offers a challenging academic experience for qualified students who wish to pursue unique study and research opportunities in their major fields of study. As a Commonwealth Honors Program, our program offers students easier transfer opportunities and recognition as Honor students throughout the Commonwealth. There are three certificate options available.

Honors students come from all departments and majors. Some students with outstanding SAT scores or placement into an Honors English Comp class can start the honors program the day they arrive on campus. Usually, honors students have earned a GPA (or QPA) of 3.2 or better in at least 4 courses (12 credits). They may need an elective to complete program requirements, or they have decided to challenge themselves by taking an honors seminar or adding responsibilities to a regular class.

Students who hope to enter career specific programs, like nursing or engineering often take seminars before starting their majors. In addition, some programs (such as nursing) have provided opportunities for add-ons within the major. Add-on responsibilities include presenting their work in a public venue, such as a class, a group meeting or at an Honors sponsored event.

Admission Requirements

To qualify for participation in the Honors Program, a student must be either:

- An entering freshman with a 3.5 GPA from high school - OR - a 3.0 GPA from a high school honors program - OR - 1000 combined SAT score; OR--
- A current student with 12 college-level credits and a 3.2 GPA.

Students who do not currently fulfill these requirements may seek admission into the program by submitting a letter of recommendation from a recent professor and an original piece of writing demonstrating academic competence, such as a research paper from a recent course.

The Honors Program is housed in the School of Liberal and Professional Studies. For more information call 413-755-4836.

Medical Leave Policy

A medical withdrawal is initiated by a student when the student's medical condition interferes with their ability to do coursework, manage day-to-day functions, or conduct themselves safely in the college environment. The purpose of a medical withdrawal is to support students in taking time away from school to receive treatment, to focus their time and resources on improving their health, and eventually return to the College with a significantly improved chance of academic and personal success.

Tuition and fee refunds are not issued to students who are medically withdrawn from the College. A student who receives financial aid will have their aid recalculated according to federal and state requirements. More information on withdrawing can be found at:
Please carefully review STCC’s policies for withdrawing from the College prior to completing and submitting the required documents. This procedure applies to all students registered for classes at the College.

Also, a student who withdraws from college on a medical leave may be required to comply with the College’s Re-Entry Policy before being permitted to resume classes. The College’s Re-Entry Process is administered by the Office of the Vice President of Student Affairs. For more information please read the College’s Re-Entry Process Following Absence Due to Medical Leave or Hospitalization.

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**Phi Theta Kappa Honor Society**

The Alpha Psi Sigma Chapter of the International Honor society for two-year colleges offers membership to any student who has earned 12 graduation credits with a quality point average of 3.5. Phi Theta Kappa emphasizes leadership, scholarship, fellowship, and community service, therefore members are required to perform a minimum of 10 hours of documented community service per semester in order to maintain membership in good standing. There is an $80 one-time membership fee.

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**Scholarships and Awards**

There are a wide variety of scholarships and awards available, ranging from departmental achievement to all-College awards, to corporate and organizational awards and scholarships from off-campus sources. The reference librarian can assist students in finding information on many off-campus awards. On-campus awards are publicized through The STCCler in March and April. Individual departments publicize departmental and school awards.

At the College Commencement Exercises, Outstanding Academic Achievement awards are given to graduating seniors who have achieved a 4.0 Quality Point Average. Other awards and scholarships are given at the Honors Convocation held prior to Commencement, to those students whose academic records in their departments are outstanding, and to those who have contributed significantly to the total college community through their co-curricular participation. In addition to awards by the academic departments and divisions, College-wide scholarships and awards include:

Alumni Association Scholarships; • Amy H. Carberry Scholarship; • Athletic Excellence Awards; • Board of Higher Education Scholarships; • Carl F. Junker Scholarships; • Co-Curricular Award; • Dan Roulier Single Parent Scholarships; • Edmond R Garvey Awards; • Ernest J. Henderson Scholarship; • Eugene A. Pederzoli Scholarship; Evelyn T. and Eugene DiLizia Scholarship; • John H. Dunn Scholarship; • Joseph J. Cooligan Award; • Joseph J. Deliso
Sr. Scholarships; • Kenneth L. Bonardi Jr. Scholarship; • Lee Tuthill Scholarships; • Lucille Goodson Parks Award; • Mary E. O’Leary Scholarship; MassPower Scholarship; • Ray M. Di Pasquale Scholarship; • Robert M. Pasini Memorial Scholarship; • STCC Non-Traditional Scholarship; • Springfield Industrial Association Scholarships; • Tazzini Family Scholarship; • Teresina B. Thompson Award; • Trudie David Scholarship; • Virginia M. Smith Scholarship; • William DeRosia Scholarship; • WMECO Scholarship; • Yolande S. Croteau Scholarship

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**Developmental Courses (Non-College Level)**

STCC offers courses that aid students with deficiencies in specific subject areas. These courses, with course numbers below 100, are intended to raise the student’s skill to college-level. The following policy applies:

- Academic credit will be awarded for developmental courses, but will not count toward graduation credit.
- Developmental courses shall not be calculated into a student’s quality point average on a semester basis, and will not be calculated into a student’s cumulative QPA. However, these courses are calculated along with college-level credit to determine academic standing.
- All developmental courses shall appear on students’ transcripts.

Be sure that you consult your academic advisor to see which of your courses are developmental.

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**Grading System**

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Quantitative Equivalent</th>
<th>Quality Points Earned per Credit Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100</td>
<td>4.0</td>
</tr>
<tr>
<td>A-</td>
<td>90-92</td>
<td>3.7</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>3.3</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
<td>3.0</td>
</tr>
<tr>
<td>B-</td>
<td>80-82</td>
<td>2.7</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>2.3</td>
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<tr>
<td>C</td>
<td>73-76</td>
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<td>W</td>
<td>No Grade</td>
<td></td>
</tr>
<tr>
<td>AU</td>
<td>Non-Credit*</td>
<td></td>
</tr>
</tbody>
</table>

* Non-credit courses are not figured into the Quality Point Average.

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**Graduation Requirements**

The Springfield Technical Community College Board of Trustees has statutory authority under the Commonwealth’s Board of Higher Education to confer academic degrees. Candidates for Graduation shall have fulfilled the following requirements:

- Candidates for degrees and Board of Higher Education approved certificate programs must meet all departmental graduation requirements. A minimum of 15 credit hours in the major must be earned in residence at STCC.

- Students enrolled in an Associate in Science degree program are required to take a minimum of 20 credits in general education. For those in an Associate in Arts program, the minimum is 33 credits in general education. For the Associate in Applied Science, the general education requirement is 16 credits. The configuration of courses is distributed among math and the natural sciences, the humanities and the social and behavioral sciences.

- Candidates for certificates of completion must meet all the departmental graduation requirements. A minimum of 12 credit hours in the major must be earned in residency at STCC.

- The student must have earned a minimum cumulative quality point average of 2.0 for all college level courses. Developmental courses are not credited toward graduation requirements.

- To earn a second degree at STCC, the student must complete a minimum of 15 separate and distinct credits in the major at STCC with a minimum GPA of 2.0, and meet all specific requirements for the new program. To earn a second certificate of completion at STCC, the student must complete a minimum of 12 separate and distinct credits in the
major at STCC with a minimum GPA of 2.0, and meet all specific requirements of the new certificate of completion. Students wishing to complete both a degree and a certificate within the same department may do so as long as they fulfill all above requirements for both the degree and the certificate. When under these circumstances requirements overlap and the same course is required for both the degree and the certificate, students may apply the credit for a course they have taken only once, toward both the degree and the certificate.

Springfield Technical Community College certifies graduates three times a year in January, May and August. Although students may be certified as graduates at three points during the year there is only one Commencement ceremony which takes place each year in late May or early June.

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**Incomplete Grades**

The grade of Incomplete (I) indicates that a major requirement of the course has not been completed. The following policy applies:

- The Incomplete grade is a temporary grade reserved for those special circumstances when a student, otherwise in good standing in a course, is unable to satisfy all course requirements by the end of the semester.
- The Incomplete grade is appropriate when the student is likely to complete the missing work by the end of the fourth week of the subsequent semester.
- Upon completion of the work, the instructor will change the “I” to a permanent grade; otherwise, the incomplete “I” will change to an “F” four weeks after the beginning of the next regular academic semester.

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**Mid-Semester Grades**

At mid-semster, students will be graded by each of their professors. These grades will be recorded by the Registrar and forwarded to each student’s advisor during registration. These grades will not become part of a student’s permanent record but are used to indicate his/her performance through the first half of the semester.

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**Repetition of Courses**

A student who receives an unsatisfactory grade in a course may repeat the course a maximum of two times unless the departmental guidelines stipulate a fewer number. All grades will appear on the transcript, but only the last grade will be used in calculating the quality point average.
For financial aid purposes, there is a limit to the number of times that students can repeat coursework. A student may repeat a previously passed course one time in an attempt to receive a better grade. A course that was previously not passed may be repeated up to two times.

Transcripts

You can order your transcript online, by mail, or in person. Transcript requests cannot be accepted via email, telephone or fax. Please note that all college charges must be paid in full before a transcript request will be processed. If there is a hold on your account contact the Student Financial Services Office at (413) 755-4696. STCC adheres to all FERPA regulations and no information is released over the telephone.

Ordering Official Transcripts Online
Methods of delivery when ordering official transcripts online:

- **Electronic Exchange Transcript** to a receiving member college of the National Student Clearinghouse Electronic Transcript Exchange. The list of colleges is available to you in the ordering process. Normal processing time is within 24 hours. The cost is $5.25
- **Electronic PDF Transcript** to any recipient with a valid email address. It is the responsibility of the requestor to enter the correct email address of the recipient. Please check with your intended recipient to confirm that they will accept transcripts in this format. Normal processing time is within 24 hours. The cost is $6.25
- Transcripts to be mailed via United States Postal Service. Allow 3 business days for processing. The cost is $5.25

Order Your Transcript Online
The Registrar’s Office, along with the National Student Clearinghouse, offers students the ability to order transcripts online and to submit electronic transcripts to third parties via the web. Students can order transcripts using any major credit card and will be charged only after the order has been completed. Electronic transcript ordering is available online, 24 hours a day, 7 days a week. Students can choose to receive updates on the status of their order via text or email, and can also visit the site to track their orders. Students will be asked to verify their identity by providing name, social security number or student id number, and date of birth. Students will also be required to electronically sign the required consent form and are encouraged to electronically sign with their mouse in order to expedite the order. If students need assistance, they can contact the National Student Clearinghouse at (703) 742-4200 Monday-Thursday 9am-7pm ET, and Friday 9am-5pm ET, or email at transcripts@studentclearinghouse.org.

Ordering Official or Unofficial Transcripts by Mail or in Person
Download the Transcript Request Form from the STCC website. Enter all required information and print and sign the form. Official transcripts cost $3.00. Make checks payable to STCC. There is no charge for an unofficial transcript. Allow 2 business days for processing.
Mail transcript request with payment to:

Registrar's Office
STCC
1 Armory Square
P.O. Box 9000
Springfield, MA 01102-9000

Bring transcript request to the Registrar's Office with payment to Building 19, Room 169.

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**Tutoring**

Tutoring is available to STCC students in a wide range of subjects. Our tutors include STCC students, as well as professional academic tutors, who have expertise in their subject areas and training in effective tutoring approaches.

The College also offers online tutoring through NetTutor, which can be accessed through the Student Success Center page on STCCNet.

Students who wish to meet with a tutor should contact the Student Success Center, Building 19, Rooms 214 & 228, (413) 755-4715. Current students can view the Student Success Center tutoring schedule on the Student Success Center page on STCCNet.

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**Unsatisfactory Progress**

If you are not doing well in a class or program at STCC, check with your instructor early in the semester to find out how you can improve your work. If you are still unable to perform satisfactorily according to your instructor’s expectations for the course, contact your academic advisor as soon as possible. If you are unable to contact your advisor, or do not know who your academic advisor is, visit the Student Success Center to look up your advisor’s name and contact information. Tutors are available in many subjects and can be accessed in the Student Success Center (Building 19, Rooms 214 & 228), the STEM Center (17/425), the Writing Center (13/1st floor) and in individual departments. You are reminded that as long as you are registered in a class, you must make satisfactory progress. The college provides a date each semester in which you can withdraw from a course without penalty. To withdraw from the course, you will need to go to the Registrar’s Office, Bldg. 19, Room 169 for the appropriate paperwork.
Course Withdrawal

Students may withdraw from a course after the Add/Drop period by submitting a Withdrawal Form, with signatures of the instructor and advisor, to the Registrar’s Office. A final course grade of “W” will be recorded on the student’s transcript and will not be calculated into the GPA. Students should refer to the Academic Calendar for the semester deadline date for filing a withdrawal. Information regarding the STCC refund policy is available from the Student Financial Services Office.

College Withdrawal

Students wishing to officially withdraw from the College during the semester must submit a Withdrawal Form to the Registrar’s Office. Final course grades of “WX” will be recorded on the student’s transcript and will not be calculated into the GPA. Students should refer to the Academic Calendar for the semester deadline date for filing a withdrawal. Information regarding the STCC refund policy is available from the Student Financial Services Office.

STUDENT SERVICES

Adult Basic Education Services

Springfield Adult Learning Center (SALC)
STCC offers free classes for adults for the High School Equivalency Test (HiSET) preparation (previously known as the GED test) and English for Speakers of Other Languages (ESOL). These classes take place in four locations both on and off campus during the daytime and evening hours. The classes focus on preparing students for careers in addition to entering community college and vocational certificate programs. The STCC / Springfield Adult Learning Center (SALC) is a unique partnership among Hampden County organizations including Holyoke Community College (HCC), Springfield Technical Community College (STCC) and the Springfield Housing Authority (SHA). The services are funded through a generous grant by the Department of Elementary and Secondary Education (DESE).

The Springfield Adult Learning Center provides a range of classes and services including:
- Preparation for the High School Equivalency Test (HiSET)
- English for Speakers of Other Languages (ESOL)
- The Transitions to College Program
- Computer Literacy classes
- Specialized software for computer-based instruction
- Career Exploration
- Workforce Readiness Skills
Registering for Classes
All applications for classes and other services begin with a visit to the STCC Adult Education Center located in Building 27/1st Floor. The Center is a centralized walk-in information, support and referral center for use by members of the community who would like to obtain a High School Equivalency diploma, improve their English speaking and listening skills, or further their education. Due to the high demand for these free services the Center limits the number of applications for ABE, and HiSET prep classes to 130 per month. The Center is open 8:00am-4:00pm Monday - Friday and until 7:00 pm on Tuesday and Thursdays.

WebLearn
WebLearn is a distance learning website maintained by the Springfield Adult Learning Center (SALC). This resource empowers future students to get a head start on their education while still on their waitlist for Adult Basic Education services. To access WebLearn, go to www.salcweblearn.org.

Transition to College Services
The STCC Transition advisors work with adult learners who have obtained a High School Equivalency diploma and wish to further their education. The Transition to College Services helps adult learners:

* Resolve any questions, concerns, or anxieties they may have about attending college
* Apply for admission and financial aid
* Choose a degree or certificate program
* Connect with the support services available on the STCC campus
* Academic advising and follow up support services are available to the student as part of the Transition Services.

Additional Information
For more information on services contact the Adult Education Center at 413-755-4300

Armory Square Child Care
Many STCC students juggle multiple responsibilities, including caring for young children. To support these students and their families, STCC hosts an on-campus, private, non-profit child day care center called Armory Square Child Care Inc. Conveniently located in Building 14 on the STCC campus, the Armory Square Child Care Inc. is a private, non-profit child day care serving the children of STCC students, faculty, and staff, and the public. Licensed to accommodate up to 40 children ages two-years-nine months to five-years, the center offers full- and part-time programs, year round. Scholarships are available for the children of STCC students and vouchers from the New England Farm Workers Council are accepted. The center is accredited by the National Association of Education for the Young Child. For detailed information, contact the Armory Square Child Care at (413) 737-3455 or childcare@stcc.edu.
STCC is a member of the Mass Community College Athletic Conference and the New England Region of the National Junior College Athletic Association and fields 11 Intercollegiate Athletic Teams. The Athletics Office is located in Scibelli Hall, Building 2, Room G6. If you have any questions please feel free to stop by or call (413) 755-4061.

**Intercollegiate Athletic Teams**

<table>
<thead>
<tr>
<th>Sports</th>
<th>Men's</th>
<th>Women's</th>
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<tbody>
<tr>
<td>Basketball</td>
<td>Men's Basketball</td>
<td>Women's Basketball</td>
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<tr>
<td>Soccer</td>
<td>Men's Soccer</td>
<td>Women's Soccer</td>
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<tr>
<td>Wrestling</td>
<td>Men's Wrestling</td>
<td>Women's Wrestling</td>
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</tbody>
</table>

STCC has advanced to the national championship tournament in men's soccer, women's soccer, men's basketball, golf, and wrestling. We have transferred athletes all over the United States. The best way to become marketable to transfer successfully to a four-year college or university is to achieve in the classroom, as well as in the athletic arena. In addition to our competitive teams, intramural and recreational activities are geared toward the interests of the student population and have included indoor soccer, basketball, bowling, softball, floor hockey, and volleyball.

**New students interested in playing a sport should directly contact the head coach for their particular sport or visit with the Coordinator of Athletics while on campus.**

We have many student athletes who transfer to STCC from other colleges and universities who are interested in continuing their participation in athletics. There are specific guidelines with the NJCAA that STCC must follow in this regard. Students who would like to know their eligibility must contact the Coordinator of Athletics.

There are no fees charged to student athletes to participate on an Intercollegiate Athletic Team at STCC but there may be a cost on occasion for special gear that the student athletes then own.
**Our Facilities**
The STCC Fitness Center is equipped with Cybex cardio equipment, strength training machines, and free weights. Our trained staff is available to help you become familiar with equipment and make sure you get the most out of your workout.

Our NCAA regulation basketball court is equipped with a floating, cushioned, hardwood floor with two training courts and six baskets, Daktronics Scoreboard System and bleacher seating for 450.

The soccer field is among the best in the New England region, and has served as a site for both state and regional championships.

The wrestling training room provides an exceptional training space for our nationally competitive wrestling teams. It is also home to our wrestling “wall of fame” showcasing the success of both our men’s and women’s wrestling teams.

**Transportation:** STCC contracts with Valet Park of America to transport athletes to and from competition and their professional drivers bus/van the teams to our events in and around the New England region. If and when a team or athlete advances to a National Championship they may be driven or flown depending on the distance and timeline.

**Disability Services**
Prospective students, current students, or members of the public who need auxiliary aids and or services for effective communication or accommodations to participate in an Athletic program are invited to make their needs and preferences known to the Office of Disability Services at 413-755-4785 or Cyndee Shiveley, Title IX Coordinator, 413-755-4454.

**Pregnant Student-Athletes**
Under Title IX protections student-athletes may continue participating in their sport as a pregnant and/or parenting student, or apply for a redshirt season (if pregnant). STCC prohibits the discrimination of student-athletes based on their pregnancy, childbirth, conditions related to pregnancy, false pregnancy, termination of pregnancy or recovery or parental or marital status; and they the college offers reinstatement to the same position after pregnancy as they held before the onset of pregnancy. For additional information: Human Resources/Title IX Coordinator, 413-755-4454.

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**Bookstore**
The STCC Bookstore is happy to assist you in purchasing the books and materials you’ll need for your classes. Whether you’re making a purchase online, or in person, please have your schedule with you for easy reference.

The STCC Bookstore is located on the 1st floor of Building 19, and is opened Monday-Friday, 8:00 am – 4:00 pm. They can be reached at 413-755-4431.

**Financial Aid**
Please note, purchases being covered by Financial Aid are not available for online purchase and must be made in the bookstore located on the first floor of Building 19. When making a purchase covered by financial aid you must present a STCC Ram Card.

**Ordering Books Online**
To order your books online go to [www.bkstr.com/springfieldtechstore/home/en](http://www.bkstr.com/springfieldtechstore/home/en). They accept Visa, MasterCard, American Express and Discover Card. You must present your credit card when making in-store purchases or requesting refunds. Personal checks are not accepted.

**Book Buy-backs**
The bookstore buys back books from 8:30am to 3:00pm during regular business hours. You must bring a valid STCC RAM Card or State ID.

**Refund Policy**
- Textbooks in resalable condition may be refunded with receipt within seven (7) calendar days from the start of classes or within two (2) days of purchase thereafter, including summer term.
- Textbooks purchased during the last week of classes or during exams fall under last date for returns and/or the 2 day returns policy or may be sold back under the buyback policy and also must have a receipt.
- Computer software may be returned if it is unopened and still shrink-wrapped with a receipt.
- Electronic devices may not be returned.
- In addition, upon proof of drop/add, the Bookstore will accept textbook returns from students who have dropped a course with a receipt and the text/items in resalable condition.

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**Campus Police**

Emergency Line: 413-755-3911 or 3911 from a campus phone

Non-Emergency Line: 413-755-4220
The Springfield Technical Community College Police Department, located in Building 9, is a full-time, professional law enforcement agency that also provides a wide variety of public services, including emergency medical assistance, investigating suspicious circumstances, and responding to and investigating criminal matters. Patrols are conducted throughout the STCC campus and any STCC-controlled exterior locations twenty-four hours a day.

STCC police officers are required to complete a rigorous 16-week police academy prescribed by the Massachusetts State Police. Every officer must also complete at least forty hours of in-service training, reviewing a number of subjects including legal updates, defensives tactics, and CPR and first-aid certifications. Officers receive specialized training courses offered by other police agencies, the Massachusetts Police Training Council and other professional organizations. All STCC police officers are empowered by the Commonwealth of Massachusetts to enforce criminal law and to make arrests not only on the campus grounds but also in the area surrounding the college.

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**Career Development Center**

The mission of the Career Development Center, located in Building 19, Room 141, is to empower and assist students and alumni in developing their professional goals by providing career exploration and experiential learning opportunities; assisting with goal setting and attainment; providing assistance with job search strategies and techniques; and providing job information. We work closely with area and regional employers to assist them in finding students and graduates to fill their job openings. Please familiarize yourself with the many services and resources available to you as a student and future alumni of STCC. If you have any questions please call us at (413) 755-4464.

**Career Exploration, Information & Resources**

- Co-op/internship program, which allows students to earn credit for taking advantage of part-time employment in their field while completing degree requirements. In order to participate, a student must have achieved a 2.5 quality point average. Most students participate in a co-op/internship program during their third semester in an established major.
- Job and employer information
- Resume and cover letter assistance
- Mock interviews/online interview assistance
- Free lifetime career services assistance
- Online job search videos
- Online Career Resource Library
- Access to additional on-line career tools and resources that are provided by the IAJVS National Collaboration and funded by the U.S. Department of Labor: www.gatewaytocareers.com
- Career Net is an online Career Center for students, alumni & employers and can be accessed by following the link on www.stcc.edu/resources/career-support/
- Job development assistance
- Job conversion into co-op/internship credit
- On-campus recruitment program/career fairs
- Career Assessment tools such as the Myers-Briggs Type Indicator (MBTI) (available to current students)
- Career Development Center Newsletter

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**Center for Access Services**

The Center for Access Services (CAS), located in Building 17, Room 118, provides a broad range of non-academic support, along with campus and community referrals, dedicated to enhancing college affordability and promoting self-sufficiency for every STCC student. CAS staff works to connect students with federal and state financial resources, community based organizations, and other support services to help them overcome non-academic barriers that may be impacting their ability to stay in school. Our main focus is student success. One way to promote success is by coaching students toward financial stability. The center hosts a variety of seminars on the budget development process, credit and debt management, credit score recovery, and more. If you have a question regarding any of their services they can be reached at 413-755-5761 or at cas@stcc.edu.

CAS also houses a range of services and initiatives, including STCC's very own Ram Cupboard (emergency food pantry).

The center provides FREE help to eligible students in accessing the following resources and services:
- Grocery Assistance
- Emergency Housing Options
- Utility Assistance
- Health Insurance
- Educational Matched Savings Accounts
- Financial Counseling
- And more!
The Ram Cupboard
The Ram Cupboard is an emergency food pantry located in the center, and is overseen by CAS staff. The Ram Cupboard is designed to help support students in meeting basic nutritional needs by allowing them access to emergency groceries.

SNAP Application Assistance
Center staff are trained in assisting students with applying, and recertifying for SNAP (formerly known as food stamp) benefits. Stop in today to see if you may qualify.

Meal Cards
Students who agree to meet with one of our staff members, may be eligible to receive meal cards that can be redeemed at the cafeteria located in Building 2. This is a free hot plate, single use, meal option for students in need of this support.

Invest in College Success
Invest in College Success is an innovative public-private partnership designed to help community college students make informed decisions on how to manage college costs and, in doing so, increase their likelihood of continuing higher education year-to-year and completing a college degree. The project partners - The Midas Collaborative, uAspire and three Massachusetts community colleges - are working collaboratively to serve 1,400-1,600 students over the next two years. The outcomes and impacts will be closely studied by the evaluation partner, the Federal Reserve Bank of Boston. Collectively, the partners bring a wealth of knowledge and experience with helping individuals from lower income backgrounds afford college, develop financial management skills and build economic assets. Invest in College Success (ICS) is a STCC Matched Savings Program, for every $1 saved you receive $2. You can save up to $750 and receive up to $1,500 in matched money, giving you possibly $2,250 towards your educational expenses.

Eligibility
To qualify, you must:
- Be 18 years old and a registered STCC student
- Someone in the household must be currently working
- Have completed between 6 and 30 college credits
- Be willing and able to save at least $63 per month for 12 months

Have a household income below an amount specified by the program (see chart below):

<table>
<thead>
<tr>
<th>Size of Family Unit</th>
<th>200% of Poverty</th>
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<tbody>
<tr>
<td>1</td>
<td>$23,760</td>
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<tr>
<td>2</td>
<td>$32,040</td>
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<tr>
<td>3</td>
<td>$40,320</td>
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</tbody>
</table>
$10 Farmers' Market Coupons (seasonal)
The Farmers' Market @STCC is your source for fresh and locally grown produce. The college provides a limited number of $10 coupons to students interested in shopping at the market. The market operates on Wednesdays from 12pm-3pm, and is located on the campus green across from Building 13. Be sure to check your student emails, or campus signage, for dates of operation as they vary each season.

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<tr>
<td>4</td>
<td>$48,600</td>
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<tr>
<td>5</td>
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<td>6</td>
<td>$65,160</td>
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<tr>
<td>7</td>
<td>$73,460</td>
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<tr>
<td>8</td>
<td>$81,780</td>
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</table>

Emergency Information

- STCC Alert
- School Closing Information
- Emergency Messages

STCC ALERT INFORMATION
Springfield Technical Community College has partnered with RAVE Mobile Safety to provide an emergency alert system. This system is capable of delivering messages to your STCC and personal email addresses, as well as your land line and cell phone.

If you are a student at STCC, we have enrolled you in this program with the current information we have on file. If you are not a student, you can still enroll using the procedure outlined below for Self Registration.

We encourage you to log into the Rave Mobile Safety site to confirm your contact information and choose your notification preferences.

Please Note: Your cellular phone carrier may charge a per-text fee for the delivery of emergency notifications to your cell phone.

You should have received an email from Rave Wireless Attendant with instructions. Once you have set up your account, you can use this link to change your preferences and opt-out of receiving text and or voice alerts.
If you are having problems getting into RAVE, please note that your username for RAVE is your full STCC email address. Once you type in your username you can click forgot password to reset your password.

If you have difficulty logging in, have any questions, or if at any time you need to un-enroll, please notify the IT Help Desk at 413-755-4016 or email helpdesk@stcc.edu.

Self-Registration:
If you have no formal association with STCC (you are NOT a student) you may self-enroll by taking the following steps:
1. Access the RAVE site at: https://www.getrave.com/login/stcc
2. On the far right side of the screen, select the button labeled Register.
3. Enter all pertinent information and save. You will receive an email asking you to confirm your enrollment.

Note that your username is the email address you used to register.

SCHOOL CLOSING INFORMATION
The College remains open and observes its schedules in all weather unless the determination is made that current weather conditions warrant cancellation of classes, closing and/or work hours. In the event of extreme weather emergency conditions, instructions will be communicated to the College community via STCC Alert, and local radio/television stations.
In the event of inclement weather:
1. Stay informed. Listen and watch for advisories/alerts via:
   - Your e-mail
   - STCC website
   - Weather Alert text message
   - Local radio and television stations for College information.
2. Report any hazardous conditions to Facilities at 755-4700 or the STCC Police at 755-4220.

EMERGENCY MESSAGES
In the event of an off-campus emergency requiring the attention of a student, the Vice President of Student Affairs Office will try to contact the student. You may reach the Student Affairs office by calling 413-755-4402 between the hours of 8 a.m. to 4 p.m., and the office of Campus Police at 413-755-4220 after 4 p.m. Only emergency messages can be relayed to students and only a serious emergency can justify interrupting a class. If a student is not in class, it is not possible to locate and notify the student.

English as a Second Language (ESL)

The English as a Second Language (ESL) Program is designed to assist students whose native language is not English. It is academically based and prepares students to apply to one of the college's associate degree or certificate programs.
Three levels of English instruction are offered:
All students entering the ESL Program must be tested in order to be registered in the appropriate level. Students must contact the Bilingual Services Office, in Building 19, Room 268, or call (413) 755-4423 to arrange an assessment to see which class level is the most appropriate.

Upon the completion of Level 3, students take the college's placement tests in order to determine if they need additional classes in developmental English reading and writing before registering for English composition classes. The ESL program also offers academic/vocational/personal counseling.

Office of Disability Services

STCC is committed to the success of all students, and we strive to achieve equal educational opportunities to allow full access for students with disabilities. Our Office of Disability Services (ODS), located in Building 19, Room 141, provides accommodations, services and auxiliary aids to students with disabilities in accordance with the Americans with Disabilities Act As Amended (2008) and Section 504 of the Rehabilitation Act (1973).

Creating an optimal learning environment is a unique and collaborative process. ODS works closely with faculty to ensure that the academic integrity of each course remains intact, while preserving equal access to course content and materials for qualified students at the same time.

ODS also strives to foster partnerships with faculty, staff and students, promote disability awareness throughout the campus community, and provide guidance regarding college policies and procedures pertaining to the rights and privileges of persons with disabilities.

We look forward to helping you reach your academic and career goals!

Who We Serve
We serve individuals with disabilities who are defined by the Americans with Disabilities Act as someone who has a physical or mental impairment that substantially limits one or more major life activities, has a history of such an impairment, or is perceived by others as having such an impairment.

Getting Started
Students seeking accommodations for a documented disability should self-identify and register with ODS. For more information on this please call the office at (413) 755-4785.

Services Offered
- Testing and classroom accommodations
- Arrangements for sign language interpreters
- Guide student development of self-advocacy skills
- Evaluation and training in the use of assistive technology
- Supportive academic counseling
- Consultation with faculty
Food Services

The Café located in Building 2, Lobby serves breakfast and lunch, Monday - Friday, from 8:00 am - 1:30 pm.

Snack and Beverage vending machines are located throughout campus.

Weather permitting, June through early October, Food Trucks will be on campus behind Building 2, from 11:00 am – 1:30 pm.

Health Services

Every student, while on campus, may seek the professional advice of the Director of Health Services, a certified physician assistant. The Health Services Office, located in Building 19, Room 177, is open for patient evaluations year round. Appointments and walk-in service are available, for more information call (413) 755-4230.

Self-Care Room
Springfield Technical Community College is committed to supporting student healthcare needs. A Self-Care Room is available to students and employees. It may be used for lactation, wound care, self-administration of medications, meditation and other reflective practices, and nearly any other lawful healthcare need. The Self-Care Room is located within the Health and Wellness Center, Building 19, Room 177. The room is available on a first-come/first-served basis. Room use is limited to 30 minute intervals, is subject to the Student Code of Conduct and all other applicable College policies.

An additional Self-Care Room is available to students and employees in Building 16, Room 262. It may be used for lactation, meditation and other reflective practices. The room is available on a first-come/first-served basis, use is limited to 30 minute intervals, is subject to the Student Code of Conduct and all other applicable College policies. Scheduling the use of this Self-Care Room, can be done through the Human Resources Office in Building 16, Room 257 or at 413-755-4361.

Health Forms
Different students have different requirements for which health forms need to be submitted. To help avoid confusion forms are organized according to student status. All forms are available as PDF files to be downloaded from the Health Services page on the STCC website at www.stcc.edu.

Where can a student get these immunizations if he/she has no proof?
If a student needs to be re-immunized because of age or inability to locate his/her record, there are many locations and clinics to obtain vaccinations, some at a reduced rate. Tuberculosis testing, seasonal flu vaccinations and physical exams are by appointment only.
Request for Copy of Vaccination Records
A paperless system of forwarding vaccination records has not yet been developed/approved by the college, however you may download the Authorization To Release or Obtain Health Records Form and return it to the Health Services office in person, by mail, or by fax. Please allow 1 - 2 business days for the request to be processed.

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

Full-Time Students
All full-time students or any students attending STCC on a student visa must submit the following vaccination records:

- immunity to tetanus (vaccination within the last 10 years)
- immunity to pertussis (single dose of pertussis containing vaccine after age 18)
- immunity to measles (two live-vaccine doses or positive titer results)
- immunity to mumps (two live-vaccine doses or positive titer results)
- immunity to rubella (two live-vaccine doses or positive titer results)
- immunity to hepatitis B (three vaccine doses or positive titer results)
- immunity to chickenpox, known as varicella (two vaccine doses, positive titer results, or documented history of disease)

Part-Time Students
Most part-time students are not required to submit vaccination records. There are exceptions:

- Students enrolled in a health field
- Students enrolled in Early Childhood Education
- Students attending STCC while on a student visa
- Workforce Development Students Health Program Students

These 4 groups of students must submit vaccination records to the college, all other part-time students need only submit the Health History Form.

All students are asked to submit a Health History Form each year. This form lists medications, allergies, emergency contacts, etc.

Students Enrolled In a Health Field
Students enrolled in the School of Health and Patient Simulation (Nursing, Dental, Medical Imaging, Medical Assisting, Rehabilitation Therapies, Cosmetology, etc.), Early Childhood Education, or non-credit healthcare programs (CNA, EMT, Phlebotomy) are required to submit vaccination records.

- Tdap within the last 10 years
- immunity to measles (two live-vaccine doses or positive titer results)
- immunity to mumps (two live-vaccine doses or positive titer results)
- immunity to rubella (two live-vaccine doses or positive titer results)
- immunity to hepatitis B (three vaccine doses AND positive titer results)
- immunity to varicella (two live-vaccine doses or positive titer results, for these students history of disease is not sufficient)
- tuberculosis screening does not apply to Cosmetology or Early Childhood programs
  - initial two-step Mantoux test
  - or
- T-Spot blood test within the past year
- initial two-step Mantoux test
- If the student has a history of a positive tuberculosis test, a Chest X-ray is required within the last 2 years and an annual tuberculosis questionnaire must be completed.

**Student Athletes**

Student Athletes are required to submit vaccination records.

- immunity to tetanus (vaccination within the last 10 years)
- immunity to pertussis (single dose of pertussis containing vaccine after age 18)
- immunity to measles (two live-vaccine doses or positive titer results)
- immunity to mumps (two live-vaccine doses or positive titer results)
- immunity to rubella (two live-vaccine doses or positive titer results)
- immunity to hepatitis B (three vaccine doses or positive titer results)
- immunity to chickenpox, known as varicella (two vaccine doses, positive titer results, or documented history of disease)

All Athletes must complete a one time Athletic Sickle Cell Trait NJCAA Form; and they must also complete an annual Athletic Preparticipation Form.

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**Identification Card (RAM Card)**

RamCards can be obtained in the Student Financial Services office Building 19, Room 287. A valid state or government issued photo identification such as a driver’s license or passport must be presented at the time your RamCard photo is taken and when RamCards are picked up (the college cannot accept permits for a Ramcard as these are not valid for identification). Students must be registered in order to obtain a RamCard. Please note that it takes approximately one hour for the registration system to relay student information to the RamCard database so students will become eligible to have their RamCard picture taken about one hour after they register (during RamCard business hours). The STCC RamCard is your official STCC identification. You are required to carry it at all times when on campus and present it when requested to do so by a College official. Card usage is subject to STCC policies and procedures and is nontransferable. If presented by anyone other than the pictured cardholder, the card will be confiscated and all privileges revoked. Cardholders are required to immediately report lost or stolen cards to the RamCard Office. A replacement fee will be charged if lost, damaged or stolen.
CIRCULATION POLICIES

**Borrowing**
Members of the STCC community have full borrowing privileges at the STCC Library, located in Building 19, 2nd Floor, provided they have registered and their records are in good standing. STCC Day students must have a college issued ID in order to register. STCC DCE students who do not have a college ID may register with a current class schedule and picture ID.

STCC borrowing privileges are extended to current students, faculty and staff of the Cooperating Colleges of Greater Springfield consortia provided they have registered with their institutions library and have library records in good standing. College library cards or ID’s are required at check out and some audiovisual items may be limited. STCC students, faculty and staff have reciprocal borrowing privileges at these institutions in accordance with their circulation policies. Massachusetts residents with CWMARS library cards may borrow most STCC Library material using their valid public library issued cards. Audiovisual items may be limited at checkout.

The length of time an item will circulate is dependent on the format and type of library card used to borrow. STCC students may borrow print material for a period of 28 days and audiovisual material from 2 – 28 days depending on format. Most items may be renewed one time either through the library catalog or by the Circulation staff in the library.

**STCC students must return all borrowed material prior to the end of each semester. Failure to do so will result in a library block placed on their college account. Blocked students do not have access to registration, grades, transcripts, certificates, or degrees.**

**Reserve Material**
Reserve material is kept at the Circulation Desk. Most items are library use only and require a college ID or library card to access. Copy machines are available for student use.

**Study Rooms**
Study room keys are available to groups of two or more on a first come, first served basis at the Circulation Desk. College ID’s or STCC library cards are required to borrow keys. The library staff reserves the right to limit loan periods during times of exceptional demand.

- Study room keys will circulate to STCC academic study groups of 2 or more people, for a period of 2 hours.
- Patrons will be required to leave their student ID’s with the Circulation staff in exchange for the Study Room Key.
- The key holder is responsible for the key, group behavior, and the condition of the room.
- Library staff, at their discretion, will terminate sessions if the study rooms are not being used appropriately or if excessive noise disturbs other patrons.
- Keys are available to STCC students, faculty, and staff members only.
- Study room keys cannot be reserved.
- Study rooms are not available after 4:00 p.m. or during semester breaks.
Reference Services & the Research Help Desk
The Reference Department provides assistance to users in locating resources to meet information and research needs. Our Reference Collection includes print and electronic resources to meet these needs. The Research Help Desk is staffed during all regular library hours. Staff may be reached by calling (413) 755-4549.
Students can receive help:
- finding sources on their research topics
- creating in-text citations and bibliographies
- evaluating information from the Web

STCC Consortia Membership
The STCC Library is a member of various consortia, and because of this, STCC students have access to a number of libraries in the Western and Central Massachusetts area.

C/W MARS
The STCC Library is a part of C/W MARS, a consortium of public and academic libraries in Central and Western Massachusetts. Members of the consortium may request items from other member libraries easily through C/W MARS' shared library management system.

Cooperating Libraries of Great Springfield (CLGS)
The STCC Library is part of CLGS, a consortium of public and academic libraries located in the Greater Springfield area. By reciprocal agreements, a STCC library card will be honored at the Cooperating Libraries of Greater Springfield. These libraries include: American International College, Bay Path College, Elms College, Holyoke Community College, the Springfield City Library, Springfield College, the Western New England University Library & Law Library, and Westfield State College. Library card holders from these institutions also have borrowing privileges at the STCC Library.

Lost and Found
Lost & Found items are kept at the STCC Police Department in Building 9 for up to a year and a day. If the item's original owner can be identified, STCC Police will attempt to locate and notify that person of the item. If you found an item, please turn it in to Lost and Found at the STCC Police Department in Building 9. If you lost an item, please check with STCC Police. Additionally, not every found article is turned into STCC Police. Sometimes, faculty in your department might retain the object for you.

Operating Procedure
All property turned in to the STCC Police Department is to be disposed of in accordance with the policy as underlined below:

Claimed Property
Every effort will be made to locate the owner of the property. Property owners appearing at the STCC Police Department will be required to offer proof of ownership prior to having the items turned over to them.
Unclaimed Property
Unclaimed property is to be held for a period of a year and a day. At the end of this period, the unclaimed items may be returned to the finder or disposed of as follows:

- **Money** - All money turned in as lost and found and not claimed in accordance with the above will be donated to a charitable organization.
- **Clothing** - All serviceable clothing will be turned over to a charitable organization.
- **Eyeglasses** - All eyeglasses will be turned over to a charitable organization.
- **Jewelry** - All jewelry will be turned over to a charitable organization.
- **Keys** - All keys will be disposed of after a year and a day.

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Multicultural Affairs
Springfield Technical Community College fosters a campus environment inclusive of all people. By applying the following strategies in our daily interactions, we create a safe environment in which all can flourish:

- We respect the dignity and essential worth of all individuals.
- We respect the opinions and/or belief systems of others.
- We respect the privacy, property, and freedom of others.
- We will not tolerate bigotry, discrimination, violence, or intimidation of any kind.
- We practice personal and academic integrity and expect it from others.
- We choose to express ourselves in ways of positivity.
- We promote the diversity of backgrounds, cultures, and ideas which are the lifeblood of the campus.

If you'd like to learn more about STCC's Diversity Initiatives and opportunities for community collaboration please contact the Multicultural Affairs Operations Manager at (413) 755-4461.
Parking and Transportation

NEW PARKING PROCESS - Starting Spring 2020 Semester, no more decals!

- STCC will be using a license plate reader system with cameras for parking services
- All day and evening students must register their license plate. Unregistered plates are subject to ticketing
- There will be no on-campus parking prior to 3:00 p.m. for any students
- Parking is available in Lots 1, 2, 3, or 5. If a lot is full you will be directed to the next available lot
- All students who have made financial arrangements are eligible for either parking lot registration or a Bus Pass
- License plates or bus passes must be re-registered each semester (fall, spring, and summer)

Students can apply for parking permits and bus passes as well as manage their parking account on the new Parking Portal.

Parking
Day Students: There will be no on-campus parking prior to 3:00 p.m. for any students. Student parking is available in Lots 1, 2, 3, or 5. Shuttle Services are available to and from Lots 3 and 5.

Evening Students: Parking is available in Lot 2 with shuttle services starting at 5:00 p.m.

Bus Passes
PVTA bus passes are available for students who are not driving to campus. All students will be issued a new Fast Break Card for each semester. Bus passes should be retained for future semesters. If lost misplaced or stolen, a replacement fee of $45 will be charged before a new card is issued.

If you have any questions you can call the Parking Office at (413) 755-4238, email them at parking@stcc.edu, or stop by Building 19, Room 269.

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Print Management

In an effort to go green and reduce the amount of paper used on campus, STCC has implemented Follow Me Printing. This solution, used by colleges across the country is integrated with the RamCard and will give students more printing options. Students are able to print to a secure print queue from any computer lab on campus or upload a document from any device anywhere. They can then go to any of the print release stations located on campus, swipe their RamCard and select the documents that they choose to print. In the near future, students will also be able to print to their secure print queue from home or wirelessly on campus from laptops and tablets. Print release stations can be found at:

https://stcnet.stcc.edu/student_services/studentfinancialservices/Pages/Print-Release-Station-Locations-and-Features.aspx
Print Costs

- **Free Print Credits**
  Students will have $20 in free print credits added to their RamCard account at the start of each semester. These free print credits are used to defray the costs associated with printing/copying in and outside of the classroom. We encourage all students to think of ways to reduce the amount of printing required for classes. Any free print credits that are unused at the end of the semester will be removed from student accounts seven days after the end of the semester. After the free print credits are removed, students will be given $2 in free print credits for miscellaneous printing between semesters.

  - Single Sided Black and White $0.10
  - Double Sided Black and White $0.14
  - Single Sided Color $0.40
  - Double Sided Color $0.60

- **Monitoring Print Credits and Adding Additional Funds**
  Students should monitor their print credit balances on a regular basis. Students can view account balances, check print activity and add funds to their account by logging into [https://myramcard.stcc.edu/oneweb/](https://myramcard.stcc.edu/oneweb/). When adding funds to their account on this site, there is currently no minimum amount. Students can also add additional funds to their RamCard account in the Student Accounts Office (cash only; $10 minimum). **Note:** Currently these funds can only be used for printing/copying. All funds added to the RamCard are non-refundable, but will carry forward to the next semester.

  Students can also view/print credit balances at print release stations or by logging into [http://printers.stcc.edu/](http://printers.stcc.edu/) using their student username and password.

**Print From Anywhere**

Print Jobs can now be uploaded directly to your print queue from any device anywhere by logging into [http://printers.stcc.edu/](http://printers.stcc.edu/). This means that you do not need to be logged onto a STCC computer to add documents to your print queue. The below document types are the only file types that are currently supported for this method of printing.

<table>
<thead>
<tr>
<th>Type</th>
<th>File Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Excel</td>
<td>xlam, xls, xlsb, xlsx, xltx</td>
</tr>
<tr>
<td>Microsoft PowerPoint</td>
<td>pot, potm, potx, ppam, pps, ppsm, ppsx, ppt, pptm, pptx</td>
</tr>
<tr>
<td>Microsoft Word</td>
<td>doc, docm, docx, dot, dotm, dotx, rtf</td>
</tr>
<tr>
<td>PDF</td>
<td>pdf</td>
</tr>
<tr>
<td>Picture Files</td>
<td>bmp, dib, gif, jfif, jif, jpe, jpeg, jpg, png, tif, tiff</td>
</tr>
</tbody>
</table>

**Please Note:**

- All pages and tabs within a document will be printed.
• If you only want to print select pages within a document you will need to save the pages that you want to print as a separate document.
• When printing an Excel document, all tabs and pages will print.
• After uploading a document, it is a good idea to double check the number of pages that were uploaded to make sure that the correct number were uploaded.

**Detailed instructions on printing from anywhere are available at:**
https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/Off-Campus-Printing-Wireless-Printing.aspx

**Detailed instructions on converting a PowerPoint to a PDF so that multiple slides print on one page are available at:**
(Note: This only needs to be done when directly uploading files into http://printers.stcc.edu/
https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/Off-Campus-Wireless-Converting-Powerpoint.aspx

**Additional printing tips are available at:**
https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/print%20management%20students.aspx

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**Registrar’s Office**

The Registrar’s Office, located in Building 19, Room 169, is responsible for all aspects of enrollment and students’ academic records. In addition, the office assists with registration, transcript requests, diplomas, grade change inquiries, name/address changes and enrollment verification. If you have any questions you can contact them at (413) 755-4321.

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**Student Activities & Development**

The Student Activities and Development Office oversees educational, cultural and social activities that complement the college’s academic program. Through initiatives such as the Student Government Association (SGA), the Campus Activities Board (CAB), the Student Ambassador Program (SAP), community service projects and a variety of clubs and organizations we provide diverse opportunities for students to become involved in campus life. Also, access to off-campus events and attractions are available through discounted ticket sales and bus trip.

Please stop by the Student Activities & Development Office, located in Building 19, Room 129, to learn more about campus life at STCC; or call us at (413) 755-4912.

**Student Club Recognition Policy**
The Student Activities Office and the Student Government Association (SGA) encourage the formation of new student clubs. Every club must have a full-time faculty or staff advisor and be open to all members of the student body. Students interested in forming a new student club will be required to submit certain documentation to the Coordinator of Student Activities who may request a meeting with club organizers in order to collect additional information needed for recognition. Recognition of a student club by the College or the SGA shall not imply approval or endorsement of the club or its activities. All student clubs and their members are subject to the College’s policies and procedures, including the Student Code of Conduct and Policy on Affirmative Action, Equal Opportunity & Diversity. For a copy of the club formation toolkit, which includes a complete description of the process for forming a student club, or for additional information about the College’s active student clubs, please visit the Student Activities Office located in Building 19, Room 129 or call 413-755-4912.

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Student Affairs Office

The Vice-President of Student Affairs Office, located in Building 19, Rooms 261 & 263, is charged with supporting and participating in the academic mission of the College. As educators we seek to maintain and enhance a purposeful, open, disciplined, caring and diverse community. As such we value integrity, dedication, commitment, honesty, social and civic responsibility, while promoting our students' intellectual, emotional, physical, and spiritual development. We are committed to optimizing student development through excellence in services, programs and facilities.

As specialists in the field of student development, we serve as student advocates both inside and outside the classroom. We consult and collaborate with faculty, staff, administrators and campus external governing agencies. Through collaborative research and evaluation we study our environment, programs and services and are accountable to our students, the College, our state and our profession for providing a quality educational experience for all students.

Mission of Student Affairs

The Mission of the Vice-President of Student Affairs Office is to complement the academic mission of the college. We provide opportunities for student development, student involvement and experiential learning which contributes to student success and satisfaction.

The primary focus of the Vice-President of Student Affairs Office is to promote individual student growth, personal achievement, and social responsibility through a wide range of programs and services intentionally designed to complement the student's educational experiences and which strives to:

- foster student academic success through a series of staff and peer mentoring programs
- emphasizes ethical and responsible student behavior through the administration of the Student Code of Conduct and a fair equitable program of student judicial review
- develop the social, civic, and leadership skills of students through a wide variety of student organizations, group activities, and leadership programs
- encourage and facilitate programs that advance the cultural, social, civic, leadership and educational development of students within a pluralistic and multicultural learning environment
Student Advocacy

The Vice-President of Student Affairs Office provides student advocacy and support for all STCC students. We are here to advocate for you and ensure that your college experience is the best it can be. Our services include:

- Conflict resolution
- Debt appeals
- Guidance in judicial and grievance procedures
- Referrals for services both on and off campus

If you have any issues or concerns we can be reached at (413) 755-4402.

Student Ambassador Program

The Student Ambassador Program provides STCC students interested in developing leadership and communication skills with the opportunity to serve as role models, advocates and peer advisors to fellow students. Ambassadors educate students about the many resources available on campus and encourage involvement and engagement in campus life. Ambassadors work closely with college offices and campus initiatives including Student Activities & Development, the Diversity Council and Student Support Services.

Student interested in serving as Student Ambassadors are urged to apply. Please stop by our office located in Building 19, Room 122 to pick up an application. For more information please call us at (413) 755-4721.
**Student Ambassador Duties**

- Represent the student community at a variety of internal and external events
- Assist new students in becoming oriented to get involved in student organizations, attend campus events, and to make meaningful connections with people in the college community
- Promote student resources, activities and events
- Create and maintain an Open House atmosphere during the first two weeks of the semester in the Student Ambassador Center, Monday through Friday, from 8:00 AM - 4:00 PM
- Design, create, and implement two Student Ambassador events per year (one community service, and one that fulfills a student need)
- Participate in community service events
- Promote student success

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**Student Financial Services**

The Student Financial Services Department, located in Building 19, Room 287, is here to assist with all questions regarding the financial aid process, payment arrangements, bookstore vouchers, Ram Cards, and health insurance waivers. Federal and state financial aid is available to students who need assistance with paying for their college education. At STCC, the Student Financial Services staff will assist you throughout the application process and provide you with the most current information available on its financial aid programs. The Student Financial Services Department can be reached at (413) 755-4214.

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**Student Government Association**

The Student Government Association (SGA) is the forum through which students' viewpoints, concerns, and input into campus governance are represented. Positions are filled by student volunteers who are interested in gaining valuable experience while improving campus life.

Three elected and several appointed student leaders meet regularly to focus on various student related issues. The Student Body President, Student Body Vice-President and Student Trustee are elected to fill one-year terms. The SGA has a variety of committees and welcomes student involvement. The Campus Activities Board Chair, Treasurer and Club Liaison positions also play vital roles in ensuring our students have opportunities to participate in campus life.
The Campus Activities Board (CAB) coordinates with the Student Activities & Development Office in planning and hosting programs and special events on and off campus. The CAB Chair, Treasurer and Club Liaison play vital roles in ensuring students have opportunities to participate in campus life. CAB meets every other Monday during the college hour from 12:30 p.m. to 1:30 p.m. in the Student Ambassador Center, Building 19, Room 122. All students are welcome!

To learn more about opportunities to participate in your Student Government Association stop by the Student Activities & Development Office, Building 19, Room 129; or call (413) 755-4912.

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**Student Success Center**

The STCC Student Success Center, located in Building 19, Rooms 214 & 228, is designed with the student's success in mind. We will seek to provide each individual the chance to overcome obstacles and to be successful in accomplishing his or her individual goals.

The Student Success Center staff is committed to:

- Treating all students with respect, patience, and care;
- Listening carefully;
- Being resourceful in providing options, advice, and tools.
The Student Success Center offers a variety of services (free of charge) designed to give every student at STCC the opportunity to be successful!

**Computers:**
Computers are available for students to access the Internet for research and use word processing to complete written course assignments.

**Technical Support:**
Technical support for student E-mail, WebAdvisor, and computer applications.

**Tutoring Services:**
Tutorial services are coordinated in the Success Center. Tutoring is available in most subjects, based on the availability of tutors; Monday – Thursdays from 9:00am to 6:00pm, and Fridays from 9:00am to 1:00pm. Tutors are available by appointment and on a limited walk-in basis. If there is a subject where there is no tutor listed, please contact the Coordinator.

**Evening Advising:**
Evening academic advising by walk-in or by appointment.

**Academic Suspension Appeals:**
Students at STCC are expected to maintain their academic performance in order to satisfactorily complete their certificate or degree program. If they fail to maintain a 2.0 GPA they are suspended and will have to appeal.

The process: forms are available in the SSC and on the website. Once the form is turned in to the SSC, you will get a date to meet with the Academic Review Board (ARB) that will determine if you can continue your studies at STCC.

If you have questions regarding any of our services we can be contacted at (413) 755-4715.

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**TRIO Student Support Services**

TRIO Student Support Services (SSS), located in Building 19, Room 266 is part of the Student Affairs Division at Springfield Technical Community College. The program assists students in adjusting to the college environment and prepare for the transition either from college into career, or from STCC into a four-year college/university. The purpose of TRIO SSS is to assist students in maintaining good academic standing, experience academic achievement, increase persistence and college graduation, and promote transfer to a four-year college/university after earning an Associate’s degree. The program offers supportive services to project participants and emphasizes the importance of ongoing contact throughout the students’ time at STCC.
Services
TRIO SSS services include academic, career and transfer advising; career assessment, planning and guidance; assistance in course selection, registration, and completing FAFSA, financial aid and scholarship applications; study skills support, academic tutoring, skill development workshops, and specialized college success seminars; orientations and referrals to non-academic resources. The program also provides students with software codes required for various math classes (e.g. My Math Lab, My Stats Lab, etc.), a limited number of TRIO SSS Grant Aid scholarship awards, and limited part-time employment opportunities for STCC students.

Eligibility
Students must meet certain eligibility guidelines set up by the US Department of Education to participate in TRIO SSS. Eligibility does not guarantee acceptance into the program. Students who are either first-generation college (neither parent has received a Bachelor’s Degree); have a financial need (as determined by individual or family taxable income); and/or have a documented disability are all eligible if they have not earned an Associate’s Degree and meet these requirements:

- A U.S. citizen, permanent resident or meet the residency requirements to receive federal student financial aid
- Currently enrolled at STCC (students are encouraged to apply for TRIO SSS upon acceptance to STCC)
- Have a need for academic support to successfully graduate
How to Apply
Students interested in participating in the TRIO SSS program should:

- Complete and submit the Participation Application to the TRIO SSS Office
- Sit down with the program’s Administrative Assistant or Peer Advisor to complete the STCC Student Intake Form
- Make an appointment with a TRIO SSS Advisor to complete the last two-pages of the application
- Set-up a final interview with the program’s Director

Students will receive notification within three weeks after their final interview.

Students interested in working with the program as a part-time Peer Tutor, or Work-Study student, should contact the program office at (413) 755-4718, to get more information on these positions.

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Veteran’s Affairs Office

STCC is committed to providing Veterans and current members of the Armed Services with support for their academic and personal success. Among the College resources is a dedicated Center for Veterans and Service Members.

Veterans and Service Members applying to STCC
Prior to applying to STCC, all students should contact the Veterans’ Affairs (V.A.) Office for the correct procedures to follow in order to establish V.A. benefits. All new students eligible to receive V.A. benefits must contact the Office of Veterans’ Affairs after receiving their acceptance letters and registering for classes. All returning students receiving V.A. benefits must contact the Veterans’ Affairs Office after registering for the upcoming semester. Registering with the College does NOT certify an eligible student for V.A. benefits for the upcoming semester. All eligible students must contact the V.A. Office in person to initiate enrollment certification. The Office of Veterans’ Affairs is located in Building 19, Room 153. If you have any questions please feel free to contact us at 413-755-5343.

NOTE: All students receiving V.A. benefits must contact the Office of Veterans’ Affairs before withdrawing from a course or terminating enrollment, and when changing an address, changing dependent status, or changing an academic program.

All students should contact the Financial Aid Office to investigate eligibility for federal and state grants and scholarships.

Center for Student Veterans and Service Members
Springfield Technical Community College is dedicated to eliminating the barriers to education encountered by veterans and service members. We help address:

- **Information barriers** by providing a go-to person who is available to walk you through any problem you encounter on campus
- **Financial barriers** by providing the most up-to-date information about military benefits
• **Educational barriers** by clearly posting the policies for Students Called to Duty, and increasing resources for tutoring for military students

• **Injury and trauma related barriers** by increasing access to mental health and disability services support, advocacy, and accommodations

• **Cultural barriers** by providing professional development workshops/training for administration, faculty and staff on personal/mental health issues specific to Veterans

**Mission Statement**
The mission of the Center for Student Veterans and Service Members is to eliminate the barriers to a successful college education by identifying needs, providing support, promoting communication and interaction among, and empowering the success of students with military training and combat experience.

**Objective**
Our objective is to thank those students with military experience and combat training by providing them a supportive environment with the tools and resources to successfully traverse the bridge between military service and a fulfilling college experience.

**Services Offered**
- Access to computers and the internet
- Referrals to tutoring services offered throughout STCC in most academic areas
- Referrals to outside counseling services
- Use of the Veterans and Service Members Lounge on campus (Building 19, Room 135)

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**NON-ACADEMIC POLICIES AND STATE/FEDERAL REGULATIONS**

**Absence Due to Religious Belief**

Any student in an educational or vocational training institution who is unable because of his/her religious beliefs to attend class or to participate in any examination, study or work requirement on a particular day shall be excused from any such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study or work requirement that he/she may have missed because of such absence on any particular day; provided, however, that such a makeup examination or work shall not create an unreasonable burden on such school. The institution for making available to the said student such opportunity shall charge no fees of any kind. No adverse or prejudicial effects shall result to the student because of his/her availing himself/herself of the provisions of this section. Section 2B, Chapter 151C, Massachusetts General Law.
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 the Director of Human Resources and Title IX Coordinator at (413) 755-4454.

Re-Entry Process Following Absence Due to Medical Leave or Hospitalization

Any student who takes a medical leave from the College, or is hospitalized while enrolled at College, must comply with the College’s re-entry process before resuming classes. This process is intended to ensure that a student who is returning from a medical leave or hospitalization is capable of successfully resuming their academic activities. The re-entry process includes the following steps: (1) student completes and submits a Student Medical Re-Entry Form; (2) student’s licensed health care provider completes and submits a Health Care Provider Medical Re-Entry Form; and (3) following the submission of both forms, the student shall meet with the Vice President of Student Affairs for a re-entry interview to determine if and when it is appropriate for the student to resume his/her studies.

The College’s Re-Entry Process is administered by the Office of the Vice President of Student Affairs. When the College is first informed of a student's medical leave or hospitalization, the College will place a general "hold" on the student's registration, pending the College's decision on the student's re-entry. Throughout the re-entry process, the highest level of confidentiality will be maintained. For more information about the Re-Entry Process, please contact the Office of the Vice President of Student Affairs. Students subject to the College’s Suicide Prevention Protocol shall be required to comply with the Re-Entry Process. Copies of that Re-Entry policy or the Suicide Prevention Protocol are available in the Office of the Vice President of Student Affairs or electronically on the Student Affairs portal page.

Student Suicide Prevention Protocol

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

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**Bathroom and Locker Room Use Policy**

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

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**Fundraising and Solicitation Policy**

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

The College may permit fundraising activities by College-affiliated persons or groups, including recognized student groups and organizations, in direct support of their College related activities. All fundraising materials shall bear the name of the person or group conducting the activity. All fundraising activities by College affiliated persons or groups, including fundraising materials, must be authorized by the Coordinator of Student Activities and in compliance with the College’s fundraising guidelines as established by the Student Activities Office, located in Building 19, Room 129. Fundraising activities conducted in noncompliance with this policy are expressly not approved or endorsed by the College and are prohibited.

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**Guest Speakers Policy**

As part of the educational process, students are encouraged to invite guest speakers to campus who have a demonstrated expertise in an area of interest to the College community. Recognized student clubs and organizations may invite to the College any person who contributes to the intellectual or cultural life of the College. Individual students wishing to invite a speaker to campus should seek the sponsorship of a recognized student club or organization.
In order to derive maximum benefit from a guest speaker’s presence on campus, it is recommended that prior to extending a final invitation, the sponsoring recognized student club or organization consult with the Office of Student Activities and Development and with faculty in related fields of expertise to assist the College in its efforts to offer a full, varied, and balanced program of guest speakers that will result in the broadest exchange of ideas and opinions.

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

To schedule College facilities for a guest speaker program, please contact the Student Activities Office at least seventy-two (72) hours in advance in order to ensure proper planning and the availability of security, facility equipment, and/or personnel and/or food services, to the extent requested or required. College facilities will be assigned based on space availability.

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**Students Called To Active Military Duty - Massachusetts Public Colleges and Universities**

Students who are unable to complete a semester because they are called to active United States military duty shall, upon verification, be granted the option of a refund or credit of tuition and campus fees. The refund policy for health fees is subject to the concurrence of the institution's insurance carrier.

Students shall receive non-punitive withdrawals in all courses from which they are required to withdraw.

Verification shall be provided by furnishing the Veteran's Affairs Office and Registrar’s Office with a copy of the Orders to Active Duty within one week (seven days) of receipt of the order. If the Orders are not in writing, the student may sign an affidavit attesting to such Orders, which includes an address, or telephone number where the institution can verify the Orders, and furnish the affidavit within one week (seven days) of the receipt of the Orders.

The institution's President may waive or suspend any institutional policy or regulation that negatively impacts students in their withdrawal or subsequent readmission to the institution due to a call to active duty.

The institution, upon receiving the students' Orders will file mitigating circumstances forms with external federal agencies (for example, Veterans Regional Office) in an attempt to prevent overpayment charges being made to the student.

Any student required to withdraw due to being called to active duty shall be given priority in enrollment in the program of his or her choice upon return to the institution for the two semesters immediately following his or her discharge from active duty. This policy may be changed at any time.
Cori/Sori (Criminal Offender Record Information & Sex Offender Registry Information)

Students accepted into any program or offering of the School of Health and Patient Simulation, or other offerings as announced by the college must undergo a Criminal Offender Record Information (CORI) and a Sex Offender Registry Information (SORI) check at least once a year for the duration of enrollment. This policy also applies to students participating in laboratory experiences on and off campus, including field trips and site visits. Depending on the student’s CORI and SORI report, participation in a program or clinical affiliation, laboratory, or practicum experience may be denied. Any student, who refuses to consent to a CORI and SORI check, will be precluded from participating in the corresponding clinical fieldwork, practicum course, and/or laboratory experience. Students who do not complete the required clinical, laboratory or practicum courses will be unable to fulfill requirements for graduation and may be withdrawn from the program. Alternative clinical, laboratory, and/or practicum experiences, on or off-campus, are not an option. For additional information, contact the Dean of the School of Health and Patient Simulation at 413-755-4510.

CORI and SORI checks are performed pursuant to the Massachusetts General Law, Chapter 6, Sections 167-178B, and consistent with guidelines promulgated by the Commonwealth of Massachusetts Department of Public Health and Massachusetts General Law, Chapter 6, Sections 178C-178P.

Please note that a CORI/SORI Request Form must be on file at the College before the student can register for classes.

Solicitation on Campus

The general policy of Springfield Technical Community College prohibits the selling of merchandise or the solicitation of donations on campus or at off-campus events. Under certain circumstances, exceptions to the rule are made for recognized student organizations, the College, or its departments. Clearance for the disbursement of material aimed primarily at the faculty and/or staff of the College must be secured from the office of the Executive Vice President of Academic Affairs. Clearance for all other solicitations, distribution of information and literature, must be received from the Office of Student Activities and Development, and then may take place only at locations and times specifically designated by the Student Activities and Development Coordinator.

Non-affiliated off-campus organizations may apply for permission to use the campus facilities through the Special Events Coordinator. Approval to distribute and post information must be secured from the Student Activities and Development Office.
Distribution of Printed Materials & Posting Guidelines

The following guidelines are designed to ensure a smooth flow of information through the use of posted materials on student bulletin boards. All individuals, student groups, and those not directly affiliated with the College are required to follow these guidelines:

1. All materials must be submitted to the Student Activities and Development Office for approval prior to posting. Items of questionable taste, or items, which are obscene or libelous, will not be approved for posting.

2. The materials must include the name of an individual or organization. No anonymous material will be approved.

3. Priority for space will go first to recognized or forming campus organizations and individuals affiliated with the College, and then to others on a space-available basis.

4. All materials will be stamped with the date of approval and the date the materials will be removed. In the case of mass-produced material, a copy will be filed with the Student Activities and Development Office.

5. The final date of posting will be determined as follows: a.) Services (typing, babysitting, etc.) - a mutually agreeable time, not to exceed two (2) continuous semesters; b.) Advertising an event - the day of the event; or c.) Others - two (2) weeks from the initial date of posting, unless prior arrangements are made.

6. Materials may not be posted directly on walls, on glass, where they may cause an obstruction, or outside the building. They should only be posted on specified bulletin boards.

7. The maximum size for signs should be 11” x 14”. The Student Activities and Development Coordinator must approve large posters or banners.

8. Materials not in accordance with these guidelines will be removed. Materials posted over other approved materials will be removed.

9. All questions should be directed to the Student Activities and Development Coordinator.

10. Any organization or individual wishing to distribute or sell literature or products on campus must obtain permission for such distribution or sale from the Student Activities and Development Coordinator.

11. Appeal of any decisions concerning this policy should be directed to the Vice-President of Student Affairs.

Drug and Alcohol Policy

In 1989, Congress amended Title XII of the Higher Education Act of 1965. This amendment, the “Drug-Free Schools and Communities Act of 1989,” requires that every educational institution, as a condition of receiving funds or any other form of financial assistance under any federal program, certify its adoption and implement programs designed to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees. STCC, in accordance with legal mandates and its commitment to establishing and maintaining a supportive learning and working environment, has established the following policies for students and employees.
Springfield Technical Community College, in accordance with legal mandates and its mission and philosophy of establishing and maintaining a safe and supportive learning and working environment, will enforce the following laws and policies:

1. The presence, possession and/or consumption of any alcoholic beverages on STCC property, including parking lots and leased or licensed spaces, or at College sponsored events, is strictly prohibited. Any alcoholic beverages found on College property will be confiscated. Violations of this policy will result in disciplinary action, up to and including expulsion or termination, and may also be subject to referral for criminal prosecution.

2. The presence, possession and/or use of controlled substances on STCC property, including parking lots and leased or licensed spaces, or at College sponsored events, is strictly prohibited. Furthermore, marijuana use and possession, even for medical purposes, is prohibited. Any individual found possessing, using, or distributing any controlled substances, including, but not limited to, narcotics, opioids, psychedelic drugs or chemicals, without a prescription from a licensed physician, will be subject to disciplinary action, up to and including expulsion or termination, and may also be subject to referral for criminal prosecution.

3. STCC shall cooperate in the enforcement of federal and state laws concerning controlled substances and alcoholic beverages. Massachusetts's statutes pertaining to controlled substances and alcohol include:
   - Mass. General Laws, Chapter 94C, (Controlled Substances Act)
   - Mass. General Laws, Chapter 272, Section 59 (Public Drinking)
   - Mass. General Laws, Chapter 90, Section 24 (Operating Under the Influence, Open Containers)
   - Mass. General Laws, Chapter 138, Section 34C (Minor in Possession of Alcohol)
   - Mass. General Laws, Chapter 138, Section 22 (Unlawful Transportation of Alcohol)
   - Acts of 2012, Chapter 369 (Medical Marijuana)
   - Mass. General Laws, Chapter 94G (Personal Use of Marijuana)
   - Federal Controlled Substances Act of 1970
   - Drug Free Workplace Act of 1988
   - Drug Free Schools and Communities Act of 1989

   Penalties for violating these laws may include arrest, a fine, mandatory probation, loss of license to operate a motor vehicle, or imprisonment. Enhanced penalties are provided under law for possession with intent to distribute controlled substances and distributing of a controlled substance to a minor.

   Federal judicial guidelines also exist which impose penalties for violation of federal criminal statues related to drugs and alcohol. Cities or towns within the College’s service area may have similar or additional penalties in place related to alcohol and drug use.

4. Parents or legal guardians of students under twenty-one (21) years of age may be notified each time the student has been determined to be in violation of the campus drug or alcohol policy.

5. No Student Activities funds shall be used to purchase alcoholic beverages. STCC’s policy additionally prohibits alcoholic beverages at any College event (on or off campus) that is
intended for students or student participation. A "College event" is one that utilizes College facilities or College funds, or is represented as being a College function. All purchase orders for student events will explicitly exclude payments for alcoholic beverages. Faculty and professional staff who serve as advisors or chaperones to such events shall understand that they are expected to monitor the implementation and enforcement of the College’s Drug and Alcohol Policy.

It is a known fact that a person’s physical and emotional health can be affected by the abuse of drugs and alcohol. Opioids (including fentanyl), stimulants (such as cocaine/crack or amphetamines) and depressants (such as alcohol and tranquilizers) are the most commonly abused drugs. In some cases severe, physical dependency can result after just one use.

Alcohol, even in small amounts, can slow reflexes, reduce coordination, impair judgment and cause mood changes. Research statistics have shown that the majority of violent behaviors exhibited by people, including vandalism, acquaintance rape, fights, driving accidents, has involved alcohol. Prolonged alcohol or drug use can result in brain damage, heart problems, liver damage, and/or death. Alcohol or drug use during pregnancy may cause birth defects in the child.

Marijuana may negatively affect short-term memory, coordination, depth perception, male sperm production, and the immune system. THC, the active ingredient in marijuana, is stored in the body’s fat cells and testing will still show residue evidence even after a month. THC can also be recovered in hair when tested as long as six months after use. Tranquilizers, such as barbiturates and benzodiazepines, are prescribed to relieve anxiety, tension and sleep problems; however, when taken in excessive amounts, can cause impaired judgment, slurred speech and loss of motor control. Tranquilizers are highly addictive, even at lower doses, and in combination with alcohol or other drugs, may cause coma or death.

Cocaine/crack, though effects are unpredictable, may cause confusion, hallucinations, destruction of nasal membranes, and when smoked, lesions in the lungs. Addiction to cocaine occurs rapidly. Cocaine withdrawal results in severe depression and fatigue. Convulsions, coma and death are possible with even small amounts.

Hallucinogens (PCP, LSD, Mescaline/Peyote) cause hallucinations, poor perception of time and distance, paranoia, anxiety and loss of control. Since the drugs block pain receptors in the brain, violent episodes of self-inflicted injury may result. “Flashbacks” may occur even after use of the drugs has stopped.

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.

For any member of the STCC community who is experiencing alcohol or substance abuse problems, STCC stands ready to offer supportive services and referrals for treatment as appropriate. Employees should contact the Human Resources Office while students should contact Health Services or the Dean of Student Affairs Office for assistance.
Treatment covered by student health 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 community college student health insurance plan. This plan provides the following benefits related to drug and alcohol abuse:

Mental Health and Substance Abuse Treatment:
A detailed description of benefits for treatment of mental disorders, including substance abuse, is available at www.commonwealthstudent.com by clicking on “Springfield Technical Community College.”

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

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

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

Hazing Law

Massachusetts General Law Chapter 269, Sections 17, 18, 19 (St. 1985, Chapter 536)

Section 19. Each institution of secondary education and each public and private institution of post-secondary education shall issue to every student group, student team or student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an unaffiliated student group, student team or student organization, a copy of this section and sections 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 such group, team or organization, acting through its designated officer, to deliver annually, to the institution an attested acknowledgment stating that such group, team or organization has of this section and said sections seventeen and eighteen, that each of its members, plebes, pledges, 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 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 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 organizer 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.

269:17 Hazing Prohibited; Definition; Penalties.

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

The term “hazing” as used in this section and in sections 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 to extreme mental stress, including extended deprivation of sleep or rest of 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.

269:18 Failure to Report Hazing; Penalty.


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.

Confidentiality of Student Records (FERPA)

The Family Educational Rights and Privacy Act (FERPA) of 1974 affords students certain rights with respect to their academic records. In compliance with the law the College has established the following policy:

1) All students, current and former, have a right to inspect and review their academic records. Requests to view information that is not available online to students must be made in writing to the Registrar's Office. No confidential information (for example, students' schedules, grades, GPA, etc.) is released over the telephone or without positive identification. The College will not release original documents contained within the student's academic file to the student. When physical distance makes the examination of the records impractical, the College will provide to the student copies of the records. The College will respond to all requests to review records within 45 days.

2) Students have the right to request the amendment of their academic records to ensure they are not inaccurate, incomplete, misleading, or otherwise in violation of their privacy. A student who wishes to ask the College to amend should write the College official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the College denies a student's request to amend his/her record, the student has a right to a hearing.

3) Confidential student information, also referred to as "personally identifiable information," shall not be released absent a student's prior written consent unless an exception exists under the federal law. For example, school officials with a "legitimate educational interest" have access to students' confidential records for:
   1. internal educational purposes;
   2. routine administrative and statistical purposes;
   3. instructing and advising a student in an academic area; and
   4. emergency situations
These individuals include faculty, administrators, clerical and professional staff, and other persons who need student records information for the effective functioning of their office or position. "Confidential student records" include students' grades, class schedules, disciplinary records, and all other non-directory information contained in a student's record. No record of access will be kept if the obtained information is considered directory information, is required for normal clerical maintenance of a file, or is seen by College personnel in the normal performance of their responsibilities.

4) Directory (i.e., non-confidential) information includes:
   - Name
   - Address (incl. e-mail address)
   - Certificates/degrees earned (and dates of graduation)
   - Dates of attendance and enrollment status
   - Academic designations and awards (e.g., Dean's List, academic scholarships, etc.

This information may be released by the College without a student's prior written consent. Students may elect to withhold directory information by contacting the Registrar's Office in writing.

5) Generally schools must have written permission from the eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions:
   - School officials with legitimate educational interest
   - Other schools in which a student seeks or intends to enroll
   - Specified officials for audit or evaluation purposes
   - Appropriate parties in connection with financial aid to a student
   - Organizations conducting certain studies for or on behalf of the school
   - Accrediting organizations
   - A person or company with whom the College has contracted as its agent to provide a service instead of using College employees or officials (such as an attorney, auditor, or collection agent)
   - A person serving on the Board of Trustees with a legitimate educational interest
   - 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
   - To comply with a judicial order or lawfully issued subpoena
   - Appropriate officials in cases of health and safety emergencies

6) Notwithstanding the College's definition of directory information, the Department of Defense (the "DOD"), pursuant to the Omnibus Consolidated Appropriations Act of 1997 (the "Solomon Amendment"), identifies the following information as "student recruiting information": NAME, ADDRESS, TELEPHONE LISTING, AGE, PLACE OF BIRTH, LEVEL OF EDUCATION (e.g., freshman, sophomore), DEGREE AWARDED, MOST RECENT EDUCATIONAL INSTITUTION ATTENDED, and CURRENT MAJOR(S) If the College receives a request for student recruiting information from the DOD, or one of its affiliated agencies, the College will release the student recruiting information requested. Because the information sought by the DOD may include information not designated as directory information under the College's policy, compliance with the DOD's request may result in the release of personally identifiable information. When student
recruiting information is released pursuant to a DOD request, notice of the request and the release of the information will be posted in a conspicuous location in the College's Registrar's Office for a period equaling one academic year. If a student has exercised his/her right to request that no information be designated as directory information, then no information shall be released to any third party, including the DOD.

7) Students have a right to file a complaint with the US Department for Education concerning alleged failures of the College to comply with FERPA.

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**Service Animals Policy**

**Policy on Service Animals**
Springfield Technical 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 Colleges 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 Acts regulations define service animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. However, in certain instances, the use of other animals as a service animal may be permitted under other laws so please consult with the Colleges Disability Services Officer.

**Type of Work or Tasks a Service Animal May Provide**
Work or tasks performed by a service animal must be directly related to its handler’s disability. Examples of work or tasks performed by service animals include, but are not limited to:
- Assisting individuals who are blind or have low vision with navigation and other tasks.
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Providing non-violent protection or rescue work.
- Pulling a wheelchair.
- Assisting an individual during a seizure.
- Alerting individuals to the presence of allergens.
- Retrieving items such as medicine or the telephone.
• Providing physical support and assistance with balance and stability to individuals with mobility disabilities; and
• Helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Services that do not qualify as work or tasks performed by a service animal include:
• Crime deterrent effects; or
• The provision of emotional support, comfort, or companionship, often referred to as therapy or companion animals.

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

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

Registration of a Service Animal on Campus
When practicable, a student or employee seeking to use a service animal is requested to notify the Office of Disability Services prior to bringing the animal on to College property. A service animal’s handler will be asked to complete a voluntary Service Animal Registration Form and an Acknowledgement of Responsibility and Waiver of Liability Agreement. These documents shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with this policy at all times while the animal is on College property. Members of the general public intending to visit the college with a service animal should notify the College’s Office of Disability Services in advance when practicable. Specific questions related to the use of service animals on College property, by students, can be directed to the Office of Disability Services, located in Building 19, Room 141. You can also contact them at disability-services@stcc.edu, or call them at (413) 755-4785.

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 of a Service Animal**
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 for a Service Animal**
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 Colleges Affirmative Action Plan by contacting the Colleges Affirmative Action Officer.

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**Social Media Policy**

Information technology resources provided by the College are the property of the College. Users shall have no expectation of privacy when using such resources. The use of all College information technology resources for social media activities, including, but not limited to Facebook, YouTube, Twitter, Instagram, LinkedIn, blogs and other forms of social media, shall be limited to academic, educational, or professional purposes that are directly related to official
College business and in support of the College’s mission. All such uses shall comply with the College’s computer use policies.

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**Solomon Amendment**

STCC complies with the Solomon Amendment, which was contained in the Omnibus Consolidation Appropriations Act of 1997. This requires that the U.S. Department of Defense have access to certain student recruiting information which includes name, address, telephone number, and if known, student’s age, level of education, and major. Schools that fail to comply with a Solomon request may be ineligible to receive funds from certain federal programs. Students should contact the Registrar’s Office to complete a *non-disclosure of directory information* form if they do not want this information released.

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**Student Comprehensive Health Plan**

The Commonwealth of Massachusetts, effective September 1, 1989, requires each student carrying nine (9) credits or more, at least 1 credit on campus, and accepted into a program to participate in the student health insurance program. If a student has comparable coverage and wishes to waive participation in the Massachusetts Community College insurance plan, the student must complete a waiver form showing comparable coverage.

The following health insurances **cannot** be used to waive the STCC health insurance:

- MassHealth Limited
- Health Safety Net
- Children's Medical Security Plan
- Out-of-State Medicaid Plans

For further information on the student health insurance you can go to the following web page: [https://www.mahealthconnector.org/help-center](https://www.mahealthconnector.org/help-center).

The **health insurance provider for the 2019-2020 academic year is Blue Cross Blue Shield, serviced through Gallagher Student Health & Special Risk.**

**Please note:**

- MassHealth requires students who are eligible for the student health insurance plan and are on MassHealth to be submitted for premium assistance.
- The last day to waive the student health insurance for a semester is the billing due date for that semester.
- A student's bill must be paid in full before the College can forward a student's name and payment to the insurance company for coverage.
All payments to the payment plan must be made and/or financial aid must be applied to the student's bill, resulting in a zero balance, before the appropriate information is forwarded to the insurance company.

The cost of the Fall 2019 policy effective September 1, 2019, through August 31, 2020, is $2,390.00. The cost of the Spring 2020 policy, effective January 1, 2020, through August 31, 2020, is $1,595.00. The insurance company will not process any claims until the student's bill is paid in full and has been submitted to Gallagher.

Please Review: Important Health Insurance Information:

- **Health Insurance Waiver Instructions**
  https://www.stcc.edu/media/departments/student-accounts-office/Waiver-Instructions.pdf

- **2019-2020 Frequently Asked Questions**

- **2019-2020 MACC Summary of Benefits and Coverage**

- **2019-2020 MACC Summary of Benefit**

**Health Insurance Authorization Form**
The STCC Student Financial Services is required to obtain written authorization to apply Federal Financial Aid to the student health insurance charge. If you are relying on Financial Aid to pay your bill you must complete an Authorization Form so that we may apply financial aid to this charge.

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**Student Expression Policy**
The College recognizes and supports the rights of students to engage in constitutionally protected expressive activities on campus, including speaking, non-verbal expression, distributing literature, displaying signage and circulating petitions. Expressive activities may be conducted at any publicly accessible outdoor area on campus, including the college green. Expressive activities may also be conducted in the Forum located in Student Learning Commons (Building 19). Nothing in this policy shall be interpreted as limiting expressive activities at any other publicly accessible location on College property so long as the expressive activity or related student conduct does not disrupt College activities or functions or violate any other applicable College policies. Disruptive activities, which are generally prohibited, may include obstructing...
building entrances or exits, walkways, sidewalks, vehicular or pedestrian traffic on or adjacent to campus, and/or interfering with the College’s academic mission, classes, meetings, events, ceremonies or with other essential processes of the College. The College reserves the right to impose reasonable and content-neutral time, place and manner restrictions on expressive activities as constitutionally appropriate and to prohibit any expressive activities that seek to incite imminent violence or constitute harassment, threats, defamation or obscenities. It shall not be inferred or implied that any expressive activity conducted in accordance with this policy is approved or endorsed by the College.

The College strongly encourages students who wish to engage in expressive activities in publicly accessible locations on campus to contact the Vice President of Student Affairs at (413) 755-4558. Student Affairs can help coordinate with Facilities (413) 755-4656 to schedule the desired location in advance to minimize possible conflicts. Priority for use of specific locations is given to students who register their activities with the College. Use of any non-publicly accessible locations on campus by any student must also be scheduled through the Facilities Event team.

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

To ensure that individuals and groups who are not affiliated with the College understand the College’s policies and procedures concerning expressive activities on campus, all unaffiliated individuals or groups must first contact the Facilities Event team at 413-755-4656 at least 48 hours before engaging in any expressive activities on College property.

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**USA Patriots Act**

Following the September 2001 terrorist attacks, the United States Congress passed and President Bush signed the U.S.A. Patriots Act. The law institutes a number of measures aimed at strengthening America’s defenses against terrorism. The Patriot Act amends several provisions of the Family Educational Rights and Privacy Act (FERPA) by providing the United States Attorney General, or his/her designee, with access to student record information when said request is in connection with an investigation or prosecution of terrorism crimes. The Attorney General’s request for student record information shall take the form of a court order authorizing the Attorney General’s access to such information for the purpose stated above. The Act further provides that a College need not make a record of the disclosure in the student’s file, as FERPA ordinarily requires. Contact the Registrar’s Office for additional information on the U.S.A. Patriots Act.
Campus Grounds Smoking Policy

I. POLICY
   Be it enacted that:
   1. Smoking or holding a lit cigarette (including an “e-cigarette”) in the following
      areas on campus be prohibited:
      a. The back of Building 2 (non-“green” side).
      b. Under/near the overhang in the back of Building 13 (non-“green” side);
      c. Under/near the overhand in the back of Building 17 (non-“green” side).
   2. Signs be placed on or by each entrance door located in areas defined in (a) saying
      the following:
         NO SMOKING
         THIS SIDE OF BUILDING
      The first line will be in a larger font than the last two lines.

II. EVALUATION OF POLICY
    Policy will be evaluated after the Spring Semester of 2004 by Administrative Services
    and the Student Government, or after Fall Semester of 2004, or any time immediately
    after the policy has been in effect a full continuous Fall or Spring semester for the first
    time.

III. ENFORCEMENT
    The policy will be governed by the Springfield Technical Community College Code of
    Conduct. Student violators should be brought to the attention of the Vice-President of
    Student Affairs.

IV. FURTHER ACTION
    Possibility of review of other campus areas in need of consideration to remain open.

Use of STCC Information Technology Resources (Revised 2/28/11)

This is the policy for students, faculty, staff (both full and part-time) and all other authorized
individuals (“guests”) at Springfield Technical Community College (“STCC”) on the use
of STCC Information Technology Resources, including computers, printers and other
peripherals, programs, data, local and wide area networks, email, and the Internet. In addition to
this policy, individual schools/departments may choose to issue additional policies governing the
use of STCC Information Technology Resources. Use of STCC Information Technology
Resources by any student, faculty, staff or guest (“Users”) shall constitute acceptance of the
terms of this policy and any such additional policies.

User Responsibilities
It is the responsibility of any person using STCC Information Technology Resources to read,
understand, and follow this policy. In addition, Users are expected to exercise reasonable
judgment in interpreting this policy and in making decisions about the use of Information
Technology Resources. Any person with questions regarding the application or meaning of this
policy should seek clarification from appropriate supervisors. Additionally, Users must comply with all applicable College policies and procedures and state and federal law. The use of STCC Information Technology Resources is a privilege, not a right, and failure to observe this policy may subject individuals to disciplinary action, including, but not limited to, loss of access rights, expulsion from the College and/or termination of employment. Further, failure to observe this policy may result in violation of civil and/or criminal laws.

**Acceptable Uses of STCC Information Technology Resources**
STCC firmly believes that Information Technology Resources empower Users and make their education and work more fulfilling and successful. Acceptable use of STCC’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 STCC’s mission. All students and guests must sign in legibly on appropriate logs each time they use the network.

**Unacceptable Uses of STCC Information Technology Resources**
The following uses of STCC’s Information Technology Resources are unacceptable uses. This list of unacceptable uses is not exhaustive. It is unacceptable to use STCC Information Technology Resources:

- in furtherance of any illegal act, including violation of any criminal or civil laws or regulations, whether state or federal;
- for any political purpose not permitted under a collective bargaining agreement or contrary to any state or federal law;
- for any commercial purpose, including but not limited to soliciting the purchase, sale, rental or lease of private personal property, goods, services or real estate;
- to send threatening or harassing messages, whether sexual or otherwise;
- to access or share sexually explicit, obscene, or child pornography materials;
- to infringe any intellectual property rights;
- to gain, or attempt to gain, unauthorized access to any computer or network;
- or any use that causes interference with or disruption of network users and resources, including propagation of computer viruses or other harmful programs;
- to intercept communications intended for other persons;
- to share your password information with any other person;
- to misrepresent either STCC or a person’s role at STCC;
- to distribute chain letters;
- to access online games or gambling sites;
- to libel or otherwise defame any person;
- for any use that results in an unauthorized, non-college expense to the College (such as enrollment in phone messaging services);
- to consume excessive bandwidth and/or storage as determined by STCC officials in their sole discretion; or
- to use STCC Information Technology Resources to violate the “Student Code of Conduct” as described in the Student Handbook or other College policies and procedures.

**Data Confidentiality**
Users shall not access, release, use, or disseminate (via email or otherwise) confidential or proprietary information such as personal data about identifiable individuals (including unencrypted PAN or “Personal Account Numbers”) or commercial information about business organizations, unless the individual User is authorized by STCC to do so and such access, release, use, or dissemination is consistent with state and federal law. The confidentiality of
student educational records shall additionally be subject to the requirements of the Family Educational Rights and Privacy Act (FERPA).

**Copyright Protection**
Computer programs are valuable intellectual property. Software publishers can be very aggressive in protecting their property rights from infringement. Users are not permitted to use any software unless it is properly licensed to STCC. In addition to software, legal protections can also exist for any information published on the Internet, such as the text and graphics on a website. As such, it is important that Users respect the rights of intellectual property owners. Users should exercise care and judgment when copying or distributing information that could reasonably be expected to be copyrighted. Pursuant to the Digital Millennium Copyright Act, 17 U.S.C. “1203(i)(1)(A), Users who engage in copyright infringement shall, at a minimum, have his/her access privileges terminated.

**Computer Viruses**
Users should exercise reasonable precautions in order to prevent the introduction of a computer virus into the local area or wide area networks. Virus scanning software, approved by the IT Department, will be used at all times and, specifically, to scan storage media used to transport data such as floppy diskettes, CDs, flash drives, etc. The IT Department will install centrally managed antivirus client software configured to receive updates automatically on all College owned computers. In addition, executable files (such as program files that end in “.exe”) should not be stored on or run from network drives unless authorized, installed and maintained by the IT Department. Finally, it is a good practice to scan computer hard drives periodically to see if they have been infected. Please contact the IT Help Desk (helpdesk@stcc.edu or 413-755-4016) with any questions.

**Security**
Most desktop computers are connected to a local area network, which links computers within STCC and, through the wide area network, to the Internet. As such, it is critically important that Users take particular care to avoid compromising the security of the network. Users shall not connect any device to any STCC computer equipment or to the STCC campus network without the written permission and involvement of the IT Department. This includes, but is not limited to servers, personal computers, notebook/laptop computers, printers, hubs, switches, routers, firewalls, wireless access points, etc.

Because the installation of unauthorized software can severely compromise computer and network security, Users are not permitted to install any software on STCC computers without the permission of management and the involvement of IT personnel. Under no circumstances will IT personnel be responsible for the installation and/or configuration of software or hardware on any non-STCC equipment.

Users must never share their passwords with anyone else, and should promptly notify the IT Help Desk (helpdesk@stcc.edu or 413-755-4016) if they suspect their passwords have been compromised. In addition, Users who will be leaving their PCs unattended for extended periods (more than 30 minutes) should either log off the network or have password-protected screen savers in operation. Finally, no User is allowed to access the Internet or other external networks via modem without written permission from management and the involvement of the IT Department. Users must notify the IT Help Desk (helpdesk@stcc.edu or 413-755-4016) if they identify a security issue.
**E-Mail**

When using e-mail, there are several points Users should consider. E-mail addresses identify the organization that sent the message (Ex. EmployeeName@stcc.edu). Thus, Users should ensure that all e-mails are written in a professional and courteous tone. Furthermore, although many Users regard e-mail as offering a quick, informal way to communicate, Users should remember that e-mails can be stored, copied, printed, or forwarded by recipients. As such, Users should not write anything in an e-mail message that they would not feel just as comfortable putting into a formal memorandum.

**College use of email**

Email is considered an official method of communication. Official email communications are intended to meet the academic and administrative needs of the campus community. The College has the right to expect that such communications will be received and read in a timely fashion. To enable this process, the College ensures that all students in credit-bearing courses can access a standardized, college-issued email account throughout their academic years at STCC.

**Expectations about student use of email**

Students are expected to check their STCC official email on a frequent and consistent basis in order to remain informed of College related communications. Checking email on a daily basis is recommended. (There are many computer stations and labs placed around campus for free student use, such as in the Student Success Center, Building 19, Rooms 214 & 228). Students have the responsibility to recognize that certain communications may be time-critical. ‘I didn’t check my email’ or ‘my mailbox was full’ are not acceptable excuses for missing official College communications via email.

**Appropriate use of student email**

Users should exercise extreme caution in using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s), especially when using the ‘reply’ command during email correspondence. Finally, although many users regard e-mail as being like a telephone in offering a quick, informal way to communicate, users should remember that e-mails can be stored, copied, printed, or forwarded by recipients. As such, users should not write anything in an e-mail message that they would not feel just as comfortable putting into a memorandum.

**Educational uses of email**

Faculty will determine how email will be used in their classes. This ‘Official Student Email Policy’ will ensure that all students will have the tools to comply with email-based course requirements from the faculty. Faculty can, therefore, make the assumption that students’ official @student.stcc.edu accounts are being accessed by their student. All use of email will be consistent with other College policies.

**Social Media**

The use of all STCC Information Technology Resources, including but not limited to Facebook, YouTube, Twitter, blogs or other forms of social media, shall be limited to academic, educational, or professional purposes, which are directly related to official College business and in support of the College’s mission. All such uses shall comply with other sections of this Policy.
Information Technology resources provided by the College are the property of the College; users shall have no expectation of privacy when using such resources.

**No Expectation of Privacy**

STCC Information Technology Resources are the property of Springfield Technical Community College or the Commonwealth of Massachusetts and are to be used in conformance with this policy. When reasonable and in pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace, STCC will exercise the right to inspect any User’s computer, any data contained in it, and any data sent or received by that computer. Use of STCC Information Technology Resources constitutes express consent for STCC to monitor and/or inspect any data that Users create or receive, any messages they send or receive, and any web sites that they access, as well as monitor network activity in any form that STCC sees fit to maintain the integrity of the network. Therefore, Users shall have no expectation of privacy over any communication, transmission or work performed using STCC Information Technology Resources.

**No Warranties**

STCC makes no warranties of any kind, whether express or implied, for the service it is providing. STCC will not be responsible for any damages a User suffers. This includes loss of data resulting from delays, no-deliveries, or service interruptions caused by STCC negligence or by the User’s errors or omissions. Use of any information obtained via the Internet is at the User’s own risk. STCC specifically denies any responsibility for the accuracy or quality of information obtained through its services. Users need to consider the source of any information they obtain and consider how valid that information may be.

STCC also specifically denies any responsibility for a User’s encounter, access or use of any inappropriate or controversial materials from STCC Information Technology Resources, including the Internet. Users must notify the IT Help Desk (helpdesk@stcc.edu or 413-755-4016) if they identify Information Technology Resources being used in a manner inconsistent with this Policy.

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**MISCELLANEOUS STATEMENTS AND DISCLOSURES**

**Statement of Nondiscrimination**

Springfield Technical Community College is an Affirmative Action/Equal Opportunity Employer, and does not discriminate on the basis of race, gender, color, national origin, sexual orientation, age, religion, or disability in its educational programs or in admission to, treatment in, or employment in its programs or activities as required by Title VI, Civil Rights Act of 1964; Title IX, Educational Amendments of 1972; and Section 504 of the Rehabilitation Act of 1973; and regulations promulgated there under 34 C.F.R. Part 100 (Title VI), 34 C.F.R. Part 104 (Section 504) 34 C.F.R. Part 106 (Title IX), and M.G.L. c516. All inquiries concerning application of the above should be directed to the Affirmative Action Officer and Title IX Coordinator; or the Section 504 Coordinator.
**Americans with Disabilities Act**

Springfield Technical Community College advises applicants, participants, and the public that it does not discriminate on the basis of disability in admission to, access to, or treatment in, or employment in its programs, services, and activities. Inquiries, requests and complaints should be directed to: the Vice-President of Student Affairs, STCC, One Armory Square, Building 19, Room 263, Springfield, MA 01105. Telephone number is (413) 755-4402.

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**Student Right to Know Disclosure**

Notice is hereby given that all Student Right-to-Know information (Public Law 101-542) and all Equity in Athletics information (Public Law 103-382) are available to current or prospective students from the Office of the Registrar and will be provided upon request.

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**Campus Safety Disclosure**

Notice is hereby given that, in accordance with the Student Right-to-Know Act (Title II of Public Law 101-542), the Annual Campus Security Report from Springfield Technical Community College is available from the STCC Campus Police Department website at www.stcc.edu/campus-life/police/crime-statistics/. To request a hard copy, please contact the STCC Chief of Police at (413) 755-4220.

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**Policy in Support of Pluralism**

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 or creating an intimidating, hostile, or demeaning educational or employment environment. The College has a policy of unequivocal condemnation of ethnic, religious, cultural, or racial intolerance, whether it is based on the aforementioned, disability, gender, or sexual orientation.

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**Policy Prohibiting Sexual Harassment**

Sexual harassment is a form of sex discrimination. Sexual harassment of a student, an employee, or any other person in the College community is unacceptable, impermissible, and intolerable, not only because it is against the law, but because it is contrary to the mission of the College.
What is Title IX?
Title IX is a federal law that protects students and campus employees from discrimination on the basis of sex in education programs or activities which receive federal financial assistance. Title IX prohibits sex discrimination in all College programs and activities, including, but not limited to: student services, academic programs, class assignment, grading, athletics, admissions, recreation, recruiting, financial aid, counseling and guidance, discipline, housing, and employment.

Sexual harassment, sexual violence including dating and domestic violence and stalking are forms of sex discrimination prohibited by Title IX and the College Affirmative Action policy. If you are a victim of any one of the above types of misconduct or criminal acts, you have the right to ask the College to investigate and provide prompt relief by contacting the STCC Title IX Coordinator at (413) 755-4454.

Community Notification of Where to Access Sex Offender Information
In accordance with federal law, Springfield Technical Community 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 PO Box 4547, Salem, MA 01970-4547, (978) 740-6400, or the Springfield Police Department, located on Pearl Street in Springfield. Level 2 and Level 3 offender information is also available online at www.mass.gov/sorb. If you have any questions regarding access to sex offender information, please feel free to contact the STCC Chief of Police, located in Building 9, or call (413) 755-4220 or (413) 755-4444.

Accreditation
Springfield Technical Community College is accredited by the New England Commission of Higher Education (NECHE). (Prior to August 2018, the College was accredited by the New England Association of Schools and Colleges, Commission on Institutions of Higher Education.) Accreditation of an institution of higher education by the Commission indicates that it meets or exceeds criteria for the assessment of institutional quality periodically applied through a peer review process. An accredited college or university is one which has available the necessary resources to achieve its stated purposes through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation.

Accreditation by the Commission is not partial but applies to the institution as a whole. As such, it is not a guarantee of every course or program offered, or the competence of individual graduates. Rather, it provides reasonable assurance about the quality of opportunities available to
students who attend the institution. Inquiries regarding the accreditation status by the Commission should be directed to the administrative staff of the institution. Individuals may also contact:

New England Commission of Higher Education
3 Burlington Woods Drive, Suite 100, Burlington, MA 01803-4514
781-425-7785
E-Mail: info@neche.org

STCC Mission Statement

Springfield Technical Community College supports students as they transform their lives.

Vision
Springfield Technical Community College will be a dynamic, multi-cultural learning community where students grow in character, intellect and self-confidence.

Core Values:
- **Dedication:** We believe that with pride and determination among our faculty, staff and students we can create a community of truly inspired individuals.
- **Integrity:** We are committed to fostering an environment that promotes truth and the development of individual character.
- **Respect:** We nurture mutual respect among faculty, staff and students. With respect, we embrace differences to create an inclusive environment for all.
- **Community:** As a community within the community at large, we improve lives and strengthen the region through accessible and affordable higher education.
- **Student-Centered:** We encourage our students to be the best that they can be. We provide a diverse educational experience that promotes personal and professional growth.
- **Caring & Commitment:** As a community of dedicated faculty and staff who care about student success, we produce graduates who will contribute to the well-being of the region and to the Commonwealth.
STUDENT CODE OF CONDUCT

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

STUDENT RIGHTS AND RESPONSIBILITIES

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

Student Rights

1. The right to pursue their education and assistance in overcoming educational, cultural, emotional and economic disadvantages that create challenges to the educational process.
2. The right to fair and equal treatment without discrimination based on a student’s of race, color, religion, sex, sexual orientation, gender identity, age, disability, genetic information, maternity leave, military service and national origin.
3. The right to privacy and confidentiality under the Family Education Right and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99.
4. The right to procedural and substantive due process in disciplinary or grievance matters.

Student Responsibilities

1. To be knowledgeable of and to comply with federal, state, and local laws, and ordinances.
2. To be knowledgeable of and to comply with all directives, policies, and procedures of Springfield Technical Community College.
3. To choose behavior that does not interfere with the learning environment of others inside and outside of the classroom, including College events.
4. To review all information that is shared with students in official college communications.
Section 1: Introduction

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

Section 2: Philosophy & Learning Outcomes

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

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

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

Section 3: Application of the Code of Conduct

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

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

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

The College retains conduct jurisdiction over students who choose to take a leave of absence, withdraw, or have graduated for any misconduct that occurred prior to the leave, withdrawal, or graduation. If sanctioned, a hold may be placed on the student’s ability to re-enroll, obtain official transcripts, and/or graduate and all sanctions must be completed prior to re-enrollment eligibility.
The Student Code of Conduct applies to behaviors that take place at the College; in any of its facilities; on any of its grounds, partner sites, or program centers; or at any College related activity regardless of location.

The College reserves the right to take action for off-campus student behavior when such behavior adversely affects the College community, poses a threat to the health or safety the College community; interferes with the College’s pursuit of its objectives and mission, and/or if a student is charged with violating state or federal law. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings.

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

**Section 4: Discrimination, Sexual Harassment, and Sexual Violence**

Claims of discrimination, sexual harassment and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking, shall be addressed under the College’s Policy on Affirmative Action, Equal Opportunity and Diversity by the College’s Affirmative Action Official and/or Title IX Coordinator. For more information, please contact the College’s Affirmative Action Official and/or Title IX Coordinator.

**Section 5: Definitions**

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

B. Appeals Officer – The College’s designated administrator responsible for reviewing appeals. In cases of academic dishonesty, the Appeals Officer shall be the College’s senior academic officer or designee.

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

D. College Official – Any person employed or contracted by the College to perform administrative, instructional, or professional duties.

E. 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.

F. Complaint – An allegation of a violation of the Code of Conduct, which is filed with or by the CCA.
G. **Day** – Shall mean a calendar day. The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the CCA may extend the time limits at their discretion with notice to both parties in writing, including for inclement weather and/or College closures.

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

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

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

1. **Written Warning** – An official written notice to a student that their conduct is in violation of College rules or regulations.

2. **Restrictions/Loss of Privileges** – Restriction or loss of privileges as a student for a specified period of time, including but not limited to: attending College classes, events and/or activities; accessing College property or specifically designated areas; or participating in College organizations.

3. **Educational Sanction** – A project or developmental activity imposed with the goal of educating the student about personal responsibility and/or the impacts of their behavior.

4. **Restitution** - The assessment of financial charges or other forms of reimbursement for any damage or loss incurred by the College or any members of the College community.

5. **Probation** – A student’s status at the College is in jeopardy due to one or more violations of the Code of Conduct. Probation is a more severe sanction than a written warning. Unless expressly authorized by the CCA, a student on probation may not represent the College in any capacity. Examples include but are not limited to: running for or holding office in any student organizations; participating in intercollegiate athletic teams, intramural programs, any student clubs or organizations; representing the college in community service projects; participating in paid or unpaid internship programs or study abroad programs.

6. **Suspension** – Separation from the College or a program, without financial reimbursement, for a specified period of time not to exceed three academic years. Conditions for readmission may be specified, including a reinstatement review and meeting with the CCA to demonstrate that the student is prepared to return to the college environment and abide by the expectations of behavior outlined in the Student Code of Conduct. During the suspension period, the student may not register or participate in classes, use College communication systems such as e-mail, or enter College property and loses all privileges to participate in any College functions, events, or activities without prior written approval from the CCA.
Any suspension may be deferred for a designated period of time, not to exceed one (1) semester. Deferred suspension will be utilized in unique circumstances where deferring the suspension would be in the best interest of the student as determined by the CCA. A student on deferred suspension who is found responsible for an additional violation of the Student Code of Conduct may be issued additional sanctions, up to and including Expulsion.

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

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

K. **Student** – The individual whose behavior may have violated the Code of Conduct including any individual who:

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

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

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

N. **Student Conduct Board** – Members of the College community selected and trained by the CCA to conduct a hearing when an Administrative Resolution cannot be agreed upon by the student and the CCA or at the request of the student. Members of the Student Conduct Board shall not have any conflict of interest and are required to act in a fair and impartial manner.

O. **Substantial Disruption or Interference** – Substantial disruption or interference includes conduct: (1) that impedes the regular and essential operations of the College; or (2) where the expressive rights of another are so disrupted or interfered with that they effectively cannot exercise their rights to engage in or listen to expressive activities. Determining what constitutes a “substantial disruption or interference” is decided on a case-by-case basis. Examples include, but are not limited to: shouting down a speaker; disrupting a faculty member’s instruction such that it impedes the learning process; failure to comply with a College Official’s appropriate directives or instructions; threats of harm; harassing conduct; fights or violent behavior; blocking access to or from any College facilities, events
or services; or conduct that places health or safety at risk. Substantial disruption or interference does not include conduct that is protected under the First Amendment.

Section 6: Violations of the Law

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

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

Section 7: Expectations of Behavior

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

1. **Integrity.** All students are expected to exemplify honesty, honor, and a respect for the truth in all of their dealings.
2. **Community.** Students are expected to positively contribute to the educational community.
3. **Safety.** Students are expected to choose behavior that is conscious of the rights and safety of others and the community and promotes a productive and diverse academic environment.
4. **Responsibility.** Students are expected to accept responsibility to themselves, to others, and to the community.

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

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

g. Failure to comply with the sanction(s) imposed under the Code of Conduct;

h. Influencing or attempting to influence another person to commit an abuse of the conduct process; or

i. Knowingly filing a false complaint under the Code of Conduct.

2. **Academic Dishonesty.** Acts of academic dishonesty, including but not limited to the following:

a. **Cheating.** Intentional use, and/or attempted use of any unauthorized assistance in any academic exercise including dependence upon the aid of sources beyond those authorized by the instructor.

b. **Fabrication.** Intentional and unauthorized falsification and/or invention or any information or citation in any academic exercise.

c. **Unauthorized Collaboration.** Deliberately submitting work prepared collaboratively with someone else without explicit permission from the instructor.

d. **Facilitating dishonesty.** Knowingly helping or attempting to help another commit an act of academic dishonesty, including students who substitute for other persons in examinations or represent, as their own, papers, reports, projects, or the academic works of others.

e. **Plagiarism.** Knowingly representing the words, ideas, or artistic expression of another as one’s own work in any academic exercise, including but not limited to submitting previously-submitted assignments for which the student has earned credit, copying or purchasing other’s work, patchworking source material and representing the work as one’s own, or arranging for others to do work under a false name.

f. **Submitting, in whole or in part, prewritten term papers of another or the research of another,** including but not limited to submitting previously-submitted assignments for which the student has earned credit, copying or purchasing other’s work, patchworking source material and representing the work as one’s own, or arranging for others to do work under a false name.

g. **Theft of materials.** The acquisition, without permission, of tests or other academic material belonging to a member of the faculty or staff, or another student.

3. **Alcohol.** Use, possession, manufacture, or distribution of alcoholic beverages, on campus or as part of any college-sponsored program, including public intoxication or the operation of a motor vehicle while under the influence of alcohol, in violation of the College’s Alcohol Policy and/or state or federal law.

4. **Controlled Substances.** Use, possession, manufacture, or distribution of controlled substances as defined by state and federal law.

5. **Damage and Destruction.** Damage, destruction, or defacement of College property or the personal property of others.

6. **Election Tampering.** Tampering with the election of any College-recognized student organization.
7. **Extortion.** Threat or the implicit threat of harm to a person’s safety, reputation, or property in order to obtain property, including information, from someone else without their consent.

8. **Failure to Comply.** Failure to comply with the reasonable directives of College officials and/or law enforcement during the performance of their duties and/or failure to identify oneself to these persons when requested to do so.

9. **False Reports of Danger.** False reporting of fire, bombs, other dangerous devices, or emergency situations.

10. **Falsification.** Knowingly providing or possessing false, falsified, or forged materials, documents, accounts, records, identification, or financial instruments.

11. **Fire Safety.** Violation of local, state, or federal laws, or campus fire policies including, but not limited to:
   a. Causing a fire on College property;
   b. Failure to evacuate a College-controlled building during a fire alarm;
   c. Improper use of College fire safety equipment; or
   d. Tampering with or improperly engaging a fire alarm or fire detection/control equipment while on College property.

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

13. **Harassment.** Severe or pervasive actions, including, but not limited to written, electronic, voice, physical, or through third party, directed toward a specific individual, group or entity with the purpose or effect of unreasonably interfering with another’s work or education by creating an objectively hostile environment.

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

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

16. **Hazing.** Hazing as defined by state or federal laws, including but not limited to any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. For additional information, consult the Hazing Policy.

17. **Interference with College Environment.** Substantial interference or disruption to the day-to-day functions of the academic or administrative environment.

18. **IT and Acceptable Use.** Conduct resulting in a violation of the College’s Computer/Technology Acceptable Use policies, Email and Social Media policies and/or related Information Technology Resource policies.
19. **Marijuana.** Use, possession, manufacture, or distribution of marijuana and marijuana products or accessories on campus or as part of any college-sponsored program, including the operation of a motor vehicle while under the influence of marijuana in violation of the College’s Marijuana Policy.

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

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

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

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

24. **Solicitation and Sales.** Unauthorized solicitation and sales, requesting contributions, peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interest or for-profit or personal or professional economic benefit on college property or using college resources.

25. **Taking of Property.** Intentional and unauthorized taking or possession of College property or the personal property of another, whether actual or attempted, including goods, services, and other valuables.

26. **Threatening Behaviors.**
   a. **Threat.** Written or verbal conduct that causes a reasonable expectation of injury to the health or safety of any person or damage to any property.
   b. **Intimidation.** Intimidation defined as implied threats or acts that cause a reasonable fear of harm in another.

27. **Trademark.** Unauthorized use, including misuse, of College or organizational names and/or images.

28. **Unauthorized Access and/or Entry.** Unauthorized access and/or entry to any College building (e.g., misuse of keys or access privileges), unauthorized possession, duplication or use of means of access to any college building, or unauthorized entry including trespassing.

29. **Unauthorized Recording and Dissemination.** Use of electronic or other devices to create and/or disseminate an unauthorized audio or video recording of any person(s) without the person’s prior knowledge or without the person’s effective consent due to intoxication, drug use, mental impairment or other conditions that may impair a person’s ability to convey effective consent. This includes, but is not limited to, surreptitiously taking pictures of another person in a locker room or restroom and recording classroom or administrative activities without the person’s consent.
30. **Violations of Law.** Including arrest, pending criminal charges, or adjudication of any violation of state or federal laws not otherwise enumerated herein.

31. **Weapons.** Possession of firearms, explosives, dangerous chemicals, or other dangerous weapon in violation of state or federal law, including M.G.L. Chapter 269, Section 10(J), or possession of a reasonable facsimile, simulated or prop firearm or weapon. For additional information, consult the College’s Prohibition of Weapons Policy.

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

### Section 8: Student Conduct Procedures

**A. Discipline for Conduct that Interferes with the College Environment**

Interfering in the educational process in a class (or clinical site), is prohibited under this policy. If a student engages in conduct that interferes with the college environment, a faculty member or other College employee may address and resolve the matter informally without filing a complaint under the Code, including temporarily removing the student from a class (or clinical site). On the first occasion when a student is removed, the faculty member or other College employee is strongly encouraged to notify the CCA. In all subsequent cases of removing the same student from a class (or clinical site), the faculty member or other College employee shall notify the CCA. A faculty member or other College employee may seek assistance from Public Safety if necessary to remove a student. A student may not be permanently removed from a class (or clinical site) for a conduct-related offense except upon referral to the CCA of a complaint for administration under this policy. The CCA can exercise their discretion to allow the accused student to attend class (or clinical site) during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or their designee.

**B. Discipline for Academic Dishonesty**

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

Where the issuance of a failing grade by a faculty member for academic dishonesty will result in a student’s dismissal from a program (for example in nursing and other health care programs), the charge of academic dishonesty shall be directly referred to the CCA for administration under this policy, which shall be completed, where practicable, within thirty (30) days.
C. Discipline for Off-Campus Behavior

The College reserves the right to take disciplinary action against a student for off-campus conduct when such conduct adversely affects the College community, poses a threat to the health or safety to the College community; interferes with the College’s pursuit of its objectives and mission, and/or if a student is charged with violating state or federal law. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings.

D. Interim Measures

Under certain circumstances during the Code of Conduct process interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges or interim suspension.

The College reserves the right to issue an interim suspension when it reasonably concludes that a student:

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

During an interim suspension, a student is prohibited from entering upon any College property and participating in any College activities until the complaint has been resolved through the Code of Conduct process. Where reasonably practical, within ten (10) days of the issuance of the interim suspension, the CAA shall meet with the Student to determine whether to continue or revoke the interim measure during the conduct process. A student shall be notified in writing of any determination made at that meeting.

E. Group Violations

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

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

F. Amnesty

The health and safety of every student at the College is of the utmost importance. The College recognizes that students who have been drinking and/or using drugs may be hesitant to report violations of the Code due to fear of potential consequences for their own conduct. The College strongly encourages students to report violations to the CCA. A reporting individual acting in good faith that reports a violation of the Code will not be subject to disciplinary action for violations of alcohol and/or drug use policies occurring at or near the time of the Code violation, provided that they did not harm or place the health or safety of any other person at risk. The College may require an educational conference and/or a behavioral plan for an individual who has engaged in the illegal or prohibited use of alcohol or drugs.
G. Complaint of Alleged Violation
Any person may allege a policy violation by any student for misconduct under this code by completing the report available here: https://www.stcc.edu/resources/student-affairs/ (it is located at the bottom of the page under Resources):

The CAA may act on a complaint of a potential violation whether a formal complaint form is completed or not. All allegations can be submitted by a victim or third party, and should be submitted as soon as possible, but no later than 30 days, after the offending event occurs. The CAA may elect to pursue action under the Code for violations reported after thirty (30) days where the behavior posed or may continue to pose a danger to the health or safety of others. The College has the right to pursue an allegation or complaint of misconduct on its own behalf.

Section 9: Formal Student Conduct Process

This policy is not intended to prevent members of the College community from attempting to resolve matters informally. Failure to cooperate with the College’s investigation of an alleged Code of Conduct violation, including failing to appear for an Administrative Resolution meeting or a Student Conduct Board Hearing will result in discipline of the Student by the CCA and a forfeiture of their rights to a hearing or appeal.

A. Step 1: Initiation of Student Conduct Process
The Student Conduct Process is initiated once a complaint of an alleged violation is received by the CCA. A complaint is defined as an allegation of a violation of the Code of Conduct, which is filed with or by the CCA. The CAA may act on a complaint of a potential violation whether a formal complaint form is completed or not.

B. Step 2: Preliminary Inquiry
When the CCA files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCA may conduct a preliminary inquiry into the nature of the complaint, the evidence available, and the parties involved. The preliminary inquiry may lead to:

   a. A determination that there is insufficient evidence to pursue the investigation because the behavior alleged, even if proven, would not violate the Code and therefore the process ends; or

   b. A determination that the alleged behavior constitutes a possible violation of the Code, resulting in a request to schedule an Administrative Resolution meeting with the CCA within five (5) days; or

   c. Further investigation is needed to make a determination.

C. Step 3: Administrative Resolution
After a Preliminary Inquiry, or when a Preliminary Inquiry is not necessary as determined by the CCA, the CCA will meet with the Student to review the complaint, and provide the Student an opportunity to respond to the allegations.
The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. The advisor may be another student, faculty member, administrator, or an attorney. An advisor’s role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the meeting.

The possible outcomes of an Administrative Resolution meeting include:

- A decision not to pursue the complaint based on insufficient information. The matter should be closed and the records should so indicate;
- The Student and the CCA reach a mutually agreed upon resolution to the complaint; or
- If no mutually agreed upon resolution is reached, the complaint is referral to a Student Conduct Board Hearing.

Under certain circumstances during the Code of Conduct process, interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges, or interim suspension, in a manner consistent with this Code.

An Administrative Resolution is reached only upon the mutual agreement of the CCA and the Student. By accepting an Administrative Resolution, the Student waives their right to a hearing before the Student Conduct Board or an appeal. An Administrative Resolution shall be put in writing by the CCA, copied to the Student and maintained in a Student’s disciplinary file. If the CCA and the Student cannot agree on an Administrative Resolution the matter proceeds to a Student Conduct Board hearing.

Failure by the Student to appear for an Administrative Resolution meeting with the CCA will result in discipline of the Student by the CCA and a forfeiture of their rights to a hearing or appeal.

D. Step 4: Student Conduct Board Hearing

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

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

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

   The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. An advisor’s role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the hearing.
2. **Make-Up of the Conduct Board**
   The Conduct Board shall consist of 3-5 members selected by the CCA. The CCA shall appoint from the members a Chair of the Conduct Board, who shall be responsible for administering the hearing. In cases involving academic dishonesty, the Conduct Board members may include faculty, although not from the department where the alleged conduct occurred.

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

   A hearing shall proceed as follows:

   a. The CCA presents the Statement of Charges on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Charges.

   b. Student responds to the Statement of Charges. The Student may present documents, materials and/or witnesses in response to the Statement of Charges.

   c. Following the parties’ presentations, the Student Conduct Board may question each party, their witnesses and/or review all information presented. The Student Conduct Board has the discretion to request additional documents, materials or information from either party.

   d. While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question the other by presenting questions through the Chair of the Student Conduct Board. If the Chair determines a question is relevant, the other party will be asked to respond.

   e. The Student Conduct Board shall have a final opportunity to question the parties.

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

   g. A Student Conduct Board’s decision shall be based on a preponderance of evidence standard.

   h. Within fifteen (15) days of the conclusion of a hearing, the Student Conduct Board shall issue a written decision that includes a summary of the hearing, findings on each charge contained in the Statement of Charges, the evidence supporting each finding, and disciplinary action taken, if any.

**E. Step 5: Sanctions**
   A student found in violation of the College’s Code of Conduct shall be subject to sanctions as defined herein.
A student who violates the Code of Conduct while serving an existing sanction shall be subject to further discipline, up to and including expulsion. The intent of the College is to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on factors, such as the nature and severity of a student’s violation and/or prior disciplinary history, the College reserves the right to impose any sanction at any time.

F. Step 6: Appeal
Within five (5) days of receiving a written decision, the Student may file an appeal with the College’s Appeals Officer. In cases of academic dishonesty, the Appeals Officer shall be the College’s senior academic officer or designee.

An appeal must be submitted in writing and be based on a credible claim that:
1. The hearing was not conducted in conformity with the Code of Conduct;
2. The decision was not supported by a preponderance of the evidence presented;
3. The sanction imposed was not appropriate in light of the Student Conduct Board’s decision; or
4. New evidence exists, which was not presented at hearing because it was not reasonably known to the Student at that time, and which is sufficiently relevant such that it could alter the Student Conduct Board’s decision.

The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject, or modify the Student Conduct Board’s decision or sanction. The Appeals Officer’s decision shall be final.

Section 10: Student Conduct Authority

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

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

C. Administrative Hearing Officers
Administrative Hearing Officers may be chosen from a pool of annually trained administrators or faculty selected by the CCA.
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 dialog. 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:
   10. The assignment of a course grade to a student on some basis other than performance in the course; or
   11. 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
   12. The assignment of a course grade by a substantial, unreasonable and unannounced departure from the instructors previously articulated standards.
13. **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 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. Please contact the College’s Affirmative Action Officer at (413) 755-4468.

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 Colleges 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 Colleges Affirmative Action Officer and/or Title IX Coordinator and law enforcement authorities and shall proceed under the Colleges 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 Colleges 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 non-compliant 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 time lines 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 any time 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.