Welcome! This Handbook is intended to serve as an easy reference for policies and procedures that govern student conduct as you familiarize yourself to College life here on our campus (es). Also included is information about the services we provide and where to locate these services.
Dear Student:

Welcome to North Shore Community College. Attending college can be both an enjoyable and challenging experience. Whether you are coming directly from High School, transferring in from another institution, taking classes to enter a particular profession or for personal growth, or are returning to College after being away for a while, knowing where to turn for help and knowing the rules and requirements will help you succeed during your time here. Your Student Handbook is designed to provide college information you can use to make your experience at NSCC a rewarding one. I hope you will find it helpful!

You can also explore a wealth of information online on the College’s Website www.northshore.edu. It is really important to check your Campus Pipeline account and College email regularly, as this is the main way we communicate with you. Also, try following our social media links on Facebook, Twitter and Instagram to keep current. You can also access services via our mobile website on your smart phone.

While you’re here, I encourage you to take full advantage of all that North Shore Community College has to offer. As an NSCC student, you will discover an array of learning opportunities and academic support programs. Our dedicated faculty and staff work together to create a learning community that puts your needs first and foremost. Our greatest success is your success! Besides our degree and certificate programs, we also have ways to help you stay in College. Please visit our “Here to Help” page: http://www.northshore.edu/heretohelp/ to learn how we can help you with transportation or other essential needs like getting food if you do not have sufficient food. Additionally, please visit the Student Engagement page: http://www.northshore.edu/engagement/ to learn about ways in which you can make your experience at the College more fulfilling. We are committed to providing pathways for you and assistance to complete your goals.

Wishing you all the best for your learning adventure! Do not forget to reach out to us, if you have a question or need help!

Warm regards,
Bonie Bagchi Williamson, Ph.D.
Dean of Students
MISSION

North Shore Community College is a diverse, caring, inclusive community that inspires our students to become engaged citizens and to achieve their personal, academic, and career goals through accessible, affordable, rigorous educational opportunities that are aligned with our region’s workforce needs and will prepare them for life in a changing world.

VISION

North Shore Community College is a beacon of hope and opportunity for those who learn, live and work on Massachusetts’ North Shore. The College creates responsive partnerships and collaborations to make a positive difference for residents. By providing an educated and innovative workforce, North Shore Community College contributes to the economic vitality and resiliency of the Commonwealth.

VALUES

The Faculty and Staff at North Shore Community College exemplify the highest academic and institutional integrity through our commitment to:

Access and Opportunity. We provide access to quality higher education by offering clear and flexible pathways to academic success for the diverse populations we serve.

Respect and Inclusion. We seek to create a respectful, welcoming, and appreciative learning environment in which each person and every group belongs, is accepted, has value, and actively contributes.

Educational Excellence and Innovation. We embrace the highest standards in developing dynamic learning environments through excellent faculty and staff, academic freedom, innovative teaching methods, quality facilities, and engaging technologies.

Student Learning and Success. We are devoted to maximizing our students’ ability to learn and achieve academic, personal, and professional success through appropriate support and services.

Purposeful Life and Global Citizenship. We are dedicated to empowering students to become lifelong learners and engaged citizens, to understanding the global landscape, and to equipping them for transformative careers.

Social Responsibility and Justice. We are committed to developing productive, collaborative relationships within the college and among our various constituencies so that we may serve to improve the quality of lives in the North Shore communities.

Sustainability and Resourcefulness. We uphold our heritage for tenacity, sustainability, responsible stewardship and equitable distribution of our resources.
### STUDENT RESOURCE DIRECTORY

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Technology</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk</td>
<td></td>
<td>978-762-4167</td>
</tr>
<tr>
<td>Distance Learning</td>
<td>Lynn- LS 134</td>
<td>781-477-2172</td>
</tr>
<tr>
<td><strong>Admissions</strong></td>
<td></td>
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<tr>
<td>Lynn- LS 134</td>
<td>781-593-2107</td>
<td></td>
</tr>
<tr>
<td>Danvers- DH-251</td>
<td>978-762-4188</td>
<td></td>
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<tr>
<td><strong>Campus Bookstore</strong></td>
<td></td>
<td></td>
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<tr>
<td>Lynn- LE- 102</td>
<td>781-477-2127</td>
<td></td>
</tr>
<tr>
<td>Danvers- DS-113</td>
<td>978-762-4046</td>
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<tr>
<td><strong>Campus Police (Non-Emergency)</strong></td>
<td></td>
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<tr>
<td>Lynn- LS 134 (Student Success Center)</td>
<td>781-593-7032 x6209</td>
<td></td>
</tr>
<tr>
<td><strong>Campus Police (Emergencies)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>781-477-2100 x6222</td>
<td></td>
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<tr>
<td><strong>Career Placement</strong></td>
<td>Lynn- LS 134 (Student Success Center)</td>
<td>781-477-2104</td>
</tr>
<tr>
<td><strong>Center for Alternative Studies &amp; Educational Testing (CAS)</strong></td>
<td>Lynn- LS 319-325</td>
<td>978-739-5423</td>
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<tr>
<td>Danvers- DB213</td>
<td>781-593-6722</td>
<td></td>
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<tr>
<td><strong>Center for Teaching, Learning &amp; Innovation (CTLI)</strong></td>
<td>Danvers- DB388</td>
<td>978-739-5431</td>
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<td><strong>Cooperative Education/Internships</strong></td>
<td>Danvers- DB 118</td>
<td>978-739-5511</td>
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<td><strong>Accessibility Services</strong></td>
<td>Lyn- LW121</td>
<td>978-762-4501</td>
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<tr>
<td>Danvers- DH 160</td>
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<td><strong>Enrollment &amp; Student Records</strong></td>
<td>Lyn- LS 134</td>
<td>781-593-6722</td>
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<tr>
<td>Danvers- DH 260</td>
<td>978-762-4000</td>
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<tr>
<td><strong>Educational Opportunity Center (EOC)</strong></td>
<td>Lyn- LW 157</td>
<td>978-762-4000 x2114</td>
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<tr>
<td><strong>Student Health Services</strong></td>
<td>Lyn- LW 126</td>
<td>781-477-2196</td>
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<tr>
<td>Danvers- DB 108</td>
<td>978-739-5535</td>
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<tr>
<td><strong>Human Resources</strong></td>
<td>Danvers- DB 108</td>
<td>978-762-5422</td>
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<tr>
<td><strong>Library</strong></td>
<td>Lyn- LE 127</td>
<td>781-477-2133</td>
</tr>
<tr>
<td>Danvers- DB 244</td>
<td>978-739-5526</td>
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<tr>
<td><strong>Registrar</strong></td>
<td>Danvers- DH 260</td>
<td>978-762-4336</td>
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<tr>
<td><strong>Student Financial Services</strong></td>
<td>Lyn- LS 134 (Student Success Center)</td>
<td>781-477-2191</td>
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<tr>
<td>Danvers- DH 260</td>
<td>978-762-4189</td>
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<tr>
<td><strong>Student Engagement</strong></td>
<td>Lyn- LW 171</td>
<td>978-762-2164</td>
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<tr>
<td>Danvers- DB132</td>
<td>978-762-5536</td>
<td></td>
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<tr>
<td><strong>Student Support &amp; Advising Center</strong></td>
<td>Lyn- LS 134 (Student Success Center)</td>
<td>781-593-2132</td>
</tr>
<tr>
<td>Danvers- DH 160</td>
<td>978-762-4036</td>
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<tr>
<td><strong>Trio Student Support Services</strong></td>
<td>Lyn- LW 165</td>
<td>781-593-6626</td>
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<tr>
<td>Danvers- DB 104</td>
<td>978-739-5439</td>
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<tr>
<td><strong>Tutoring Center</strong></td>
<td>Lyn- LW 222</td>
<td>781-593-6679</td>
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<tr>
<td>Danvers- DS 105</td>
<td>978-762-4387</td>
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<td><strong>Veterans Center</strong></td>
<td>Danvers- DS 104</td>
<td>978-762-4531</td>
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**ACADEMIC CALENDAR 2017-2018**

**Fall semester 2017 Academic Calendar:**

- Fall 2017 Schedule opens for viewing: March 27
- Registration for students begins for fall credit classes: April 3
- Fall course payment is due by 5:00 pm: August 3
- Low enrolled courses are cancelled by noon: August 28
- Labor Day, no classes: September 4
- Credit classes begin, day and evening: September 6
- Student add/drop period: September 6 - 12
- Deadline to withdraw from 15-week classes and receive 100% refund of tuition and fees due is 5:00 pm: September 12
- Deadline to withdraw from 15 week classes and receive 100% refund of tuition only is 5:00 pm: September 19
- Deadline for student to change from audit to credit or credit to audit: September 26
- Columbus Day, no classes: October 9
- Winter/Spring schedule opens for viewing: October 23
- Winter/Spring registration opens for students: October 30
- Veterans Day, observed (no classes): November 10
- Veterans Day, no classes: November 11
- Thanksgiving recess, no evening or weekend courses: November 22 - 26
- Thanksgiving recess, no day courses: November 23 - 26
- Last day to withdraw from the College with a "W" grade: November 28
- Final exam schedule distributed to students and posted: November 28
Student evaluation week for full-time faculty
November 27 - December 1

Student evaluation week for adjunct faculty
December 4 - 9

Winter/Spring course payment due by 5:00 pm
December 7

Classes end, weekend only
December 16

Classes end, day and evening
December 18

Final exam period, day classes
December 19 - 20

Grades posted on Campus Pipeline
December 27

Spring semester 2018 Academic Calendar:

Martin Luther King, no classes
January 15, 2018

Classes begin, day and evening
January 16, 2018

Student add/drop period
January 16 - 22, 2018

Deadline to withdraw from classes and receive 100% refund of tuition and fees is 5 p.m.
January 22, 2018

Deadline to withdraw from classes and receive 100% refund of tuition only is 5 p.m.
January 29, 2018

Deadline to change from audit to credit or credit to audit
February 2, 2018

President's Day, no courses
February 19, 2018

Summer schedule opens for viewing
February 28, 2018

Summer registration opens for students
March 7, 2018

Deadline to petition for spring graduates & ensure name in program
March 7, 2018

Spring recess, no day and evening classes
March 11-17, 2018
<table>
<thead>
<tr>
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<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Classes resume, day and evening</td>
<td>March 19, 2018</td>
</tr>
<tr>
<td>Fall schedule opens for viewing</td>
<td>March 26, 2018</td>
</tr>
<tr>
<td>Fall registration opens for students</td>
<td>April 2, 2018</td>
</tr>
<tr>
<td>Final exam schedule posted</td>
<td>April 13, 2018</td>
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<tr>
<td>Deadline for IP Contracts for Fall 2017</td>
<td>April 13, 2018</td>
</tr>
<tr>
<td>Last day to withdraw from the College with a &quot;W&quot; grade</td>
<td>April 14, 2018</td>
</tr>
<tr>
<td>Patriots' Day, no classes</td>
<td>April 16, 2018</td>
</tr>
<tr>
<td>Student evaluations week for adjunct faculty</td>
<td>April 23-28, 2018</td>
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<tr>
<td>Classes end, weekend only</td>
<td>May 5, 2018</td>
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<tr>
<td>Classes end, day and evening</td>
<td>May 7, 2018</td>
</tr>
<tr>
<td>Study Days/make up snow days, if necessary</td>
<td>May 8-9, 2018</td>
</tr>
<tr>
<td>Final Exam period, day classes</td>
<td>May 8-10, 2018</td>
</tr>
<tr>
<td>Grades posted on Campus Pipeline</td>
<td>May 16, 2018</td>
</tr>
<tr>
<td>Graduation, no classes (4:00pm or later)</td>
<td>TBD</td>
</tr>
</tbody>
</table>

Please refer to [www.northshore.edu](http://www.northshore.edu) for the most up-to-date course information.
FREQUENTLY ASKED QUESTIONS

How do I get to the Lynn and/or Danvers campus?

If you will not be driving to NSCC, you can reach our campuses by using public transport and our partially subsidized Uber service for students. Here are some frequently asked questions (FAQs) to get you started:

Transportation FAQs for Staff and Students
1. How will I get to Danvers, if I do not have a vehicle?
   a. Plan a trip to the Danvers Campus (http://www.mbta.com/ridertools/)
2. How will I get to Middleton, if I do not have a vehicle?
   a. Plan a trip to the Middleton Campus (http://www.mbta.com/ridertools/)
3. How do I get to the Lynn Campus, if I do not have a vehicle?
   a. Plan a trip to the Lynn Campus (http://www.mbta.com/ridertools/)
4. What financial support does NSCC provide to get to class?

MBTA Youth Pass
Many NSCC students are eligible for an MBTA Youth Pass. Passes can be used at MBTA Fare Vending Machines or Retail Sales Terminals to purchase a reduced price LinkPass for $30 a month. You must be born after November 1, 1991, and be a resident of the North Shore. For more information, contact youthpass@northshore.edu.

NSCC Youth Pass Intake Form

Are there gender neutral/inclusive restrooms on campus?

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.
Locations of gender inclusive restrooms are below:

**Danvers Campus**
Berry Building, 136, 137, 352, 353  
Math & Science Building, 126A, 126B  
HPSS Building, 135, 136

**Lynn Campus**
McGee Building, LS104, LS105, LS204, LS304, LS305

**Middleton Location**
Business Center, on the right as you enter through the main entrance and opposite end of the hallway next to the office area on the right.

**How can I utilize my preferred first name on campus?**
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, students may request their preferred first name be used where possible in the course of College business and education. We are striving to create an educational environment where students may use a preferred first name wherever a legal name is not required on internal documents, communications, systems, and web portals.

At present, preferred first name will appear on:
- Faculty Class Rosters
- Student ID Cards
- Diplomas and Honor Certificates
- Blackboard

Declaring a preferred first name does not change a student’s legal name. Please see page 52 on how to change a student’s legal name on all College records.

**Process to Declare a Preferred First Name:**

**New or Returning Student** A new student is a first time NSCC applicant and has never enrolled in a course. A returning student is someone who has not been enrolled in a course in the last 2 years.
Preferred first name can be declared on the admissions application or at the time of re-admission.

**Currently Enrolled Student**
Click [Preferred First Name Form](#) to complete an online form. Please allow 5-7 days for the request to be processed.

Questions regarding the process can be forwarded to records@northshore.edu from NSCC student email.
An email notification will be sent to the student’s NSCC email address when the system is updated to include a preferred first name. Upon receipt of the notification, students can pick up a new student ID at the Student Engagement Office located in LW171 on the Lynn Campus and DB132 on the Danvers Campus. This process will take no longer than 5-7 business days to complete.

Once a preferred first name has been requested, that name will be used by the College as detailed above until the student withdraws the request for the use of a preferred first name. The College reserves the right to modify, change, alter or rescind at any time and at its discretion its Changing Biographical Data Policy.

If the use of a preferred first name is for an improper use, including but not limited to misrepresentation or attempting to avoid a legal obligation, a student may be subject to disciplinary action, up to and including expulsion.

**Is Food Available on Campus?**
NSCC has cafeterias both in Danvers and in Lynn. Please note the times that the cafeteria is open during the calendar year and the hours of service. During Full or Limited Service periods, the cafeterias are open during the following hours:

Monday- Friday
7:00am-2:00pm
- Grill closes at 1:30pm
- Delis closes at 2:00pm

The schedule below provides a full breakdown of when there will be full, limited, or no food service:

- July 1 – August 11 No service
- August 14 - September 1 Limited service*
- September 5 - December 16 Full service
- December 18 - December 22 Limited service*
- December 26 - January 5 Break between semester; No service
- January 8 - January 12 Limited service*
- January 16 - March 9 Full service
- March 12 - March 17 Spring Break; No service
- March 19 - May 7 Full service
- May 8 - May 31 Limited service*

*Limited service will include a salad bar and sandwiches. No entrees will be made.

**I am Hungry and Cannot Buy Food. Can the College Help?**
The College helps students who are having difficulty providing food for themselves by getting them connected with local resources. Please contact Student Health Services Danvers DB-108 Monday-Friday 8am – 4pm or Lynn LW-126 or email essentialneeds@northshore.edu to get help.
For immediate, short-term needs, the College has meal vouchers that can be used towards a meal in the NSCC cafeterias for a maximum value of $8. These are available from the following locations:

- Student Health Services (Danvers and Lynn)
- Student Support and Advising Center (Danvers and Lynn). Please ask for Donna Davis (Danvers) and Debbie Campbell (Lynn).
- Office of Student Engagement (Danvers and Lynn). Please ask for Bonie Williamson, Christen Gaudenzi or Dennis Hicks.

The College also organizes a Mobile Market, once a month on each campus, for the entire College community to receive food free of cost. Please watch for signs posted with days and times.

Is there a Gym at the College?
The College provides an opportunity for fitness and recreation by providing the following opportunities to students:

YMCA Partnership: The YMCA of Metro North branches are offering an exclusive deal for North Shore Community College students. Get a 15-week membership for $55! An unbeatable deal! For more information and to sign-up, visit http://www.northshore.edu/ymca

There is also a gym to play basketball and weight room in Lynn.

May I use NSCC computers?
Open, attended computer labs for general student use on a walk-in basis are available at the Lynn campus (LE-226) and the Danvers campus Berry Building (DB-203). An unattended lab is available in the Danvers Health Building in DH-305. Schedules are posted at each lab. Students with disabilities should visit the Adaptive Labs in Lynn (LW-116) and Danvers (DH-160.) Lab hours are posted at www.northshore.edu/labs and in the open labs (LE-226) and (DB-203).

Do students have college e-mail accounts?
All NSCC students have an e-mail account through their Campus Pipeline account. Your E-mail address is username##@northshore.edu. Check your email frequently to receive and send college communications.

How can I get computer help?
The NSCC Help Desk is available from 8 a.m. - 4 p.m. Monday – Friday. You can reach the Help Desk at 978-762-4167 or by email at helpdesk@northshore.edu.

Technicians are available at the Lynn and Danvers campuses.

What is the Communications or Mathematics Proficiency, and how can I obtain these proficiencies?
Many of the courses offered by NSCC have communication and/or mathematics prerequisites. Students must demonstrate established basic skill levels in communications and/or mathematics before being able to register for these classes. A complete list of ways to meet the proficiency
requirements can be found on pages 36-38 of this handbook or on the web http://www.northshore.edu/academics/proficiency/basic_skills.html.

I took the Reading CPT (Computerized Placement Test) and the Write Placer, so why can't I register for Composition 1?
To place into Composition 1, you will need a Reading CPT score of 68 or higher AND a Write Placer score of 4 or higher. Students who do not meet BOTH score requirements place into the Accelerated Learning Plan (ALP) and take Composition 1 (CMP101) and Composition 1 Seminar (COM015), a course that is designed to strengthen college-level writing skills.

How do I leave a message for my instructor or advisor?
Check your course syllabus for your instructor’s office hours, a phone extension, or e-mail address, or access the Faculty/Staff directory in Pipeline to retrieve contact information. Contact the Academic Affairs Office in Danvers or Lynn (p. 19) if you need more information.

Where do I buy books?
The campus bookstores (p.21) are located in Lynn and Danvers. You must purchase your books at the campus where your class meets. Books for distance learning courses may be purchased at either bookstore. If you need, or would prefer to purchase your books online please visit the bookstore website at http://bookstore.northshore.edu

Where do I park?
You must get a parking permit from Campus Police (p.15). Then, you may park in the white-lined areas of our campus parking lots (p. 13). http://www.northshore.edu/safety/police/

Are there services for students with disabilities?
Yes. Students with disabilities who anticipate the need for accommodations are encouraged to visit Accessibility Services and follow the outlined procedure to request services at least four weeks before the start of classes. Accessibility Services provides academic accommodations and services for students with disabilities so that these individuals have equal access to programs and activities. Through collaboration, Accessibility Services works toward assisting students in maximizing their academic potential, while also promoting self-awareness, self-advocacy, and ultimately, personal responsibility and independence.

How do I apply for a scholarship?
The NSCC Foundation awards financial assistance to incoming and current NSCC students through its annual scholarship program. Scholarship recipients are selected on a competitive basis. Academic and non-academic factors are considered, as well as demonstrated financial need. For more information about the NSCC Foundation scholarship program and the application process, visit northshore.edu/scholarships or contact 978-739-5502.
Is health care available?
Health insurance is required for all students who are in a credit program and are taking nine (9) credits or more according to Massachusetts’ Universal Health law. If you need health coverage, the Massachusetts Community Colleges offer a Student Health Insurance Plan. Benefits and plan information are available on-line at http://www.gallagherstudent.com/nscc.

How do I get financial aid?
Students seeking financial aid must complete the FAFSA (Free Application for Federal Student Aid). You may get information about financial aid and the FAFSA at http://www.northshore.edu/financial-services/aid/applying/.

Are there jobs on campus?
If you are eligible for financial aid, there are many opportunities for work study positions on or off campus. These positions may be in the computer labs, tutoring centers, libraries and many of the college’s administration offices. Postings may be found at: http://www.northshore.edu/work_study/jobs.

Depending on funding, non-work study positions may also be available. Check bulletin boards for other postings.

When is my tuition bill due?
1st Thursday of August for Fall semester
1st Thursday of December for Winter/Spring semester
1st Thursday of May for summer semester

Why do I need an academic advisor?
An academic advisor helps you select courses and guides your academic progress. He or she will be a faculty or staff member who will best be able to help you with your college program and career development. If you have no advisor listed or cannot reach your advisor, contact the Student Support and Advising Center (p. 30-31) http://www.northshore.edu/support_center/.

How do I find out my academic advisor’s name?
Enter your Campus Pipeline Account and select the School Services Tab. Click on Student Services, and Registration. Click on Student Records, Click on Student Information. Select the appropriate semester and click Submit. Your Primary Advisor will be listed on the page. If you have Student Support and Advising Center listed as your advisor, any advisor in that office can assist you.

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

What is the difference between a career program and a transfer program?
Career programs are primarily designed to enable students to begin careers after graduation in technical, supporting, or professional occupations. Transfer programs prepare students for upper-division study at four-year colleges or universities.
Do I have to graduate from NSCC to transfer to another college?
No, but the more credits you have the easier the transfer process becomes.

What is Mass Transfer?
This program maximizes transfer credit and degree completion in Massachusetts public higher education. Transfer to a four year state college or university in Massachusetts is guaranteed. Get all the details at www.mass.edu/masstransfer or contact The Student Support and Advising Center (p.30-31).

Will NSCC help me find a career?
The Career Placement Services Office (p.31) helps students explore careers, identify job leads, write resumes and cover letters, and practice interview skills. The Massachusetts Career Information System is an online career exploration tool that you can use to explore careers. Go to www.masscis.intocareers.org and log in with the following credentials:
http://www.northshore.edu/academics/
User Name: NSCC
Password: NSCC
NSCC LOCATIONS, PARKING AND TRANSPORTATION

LYNN LOCATION
(781) 593-6722
McGee, Modular & MBTA Building
LE, LW, LS & LM Classrooms
300 Broad Street
Lynn, MA 01901

Campus Map
Google Map

DANVERS LOCATION
(978) 762-4000
Math & Science Building
Health Professions & Student Services Building
Frederick E. Berry Building
Corporate Training Solutions
Corporate & Community Education
DS, DH & DB Classrooms
1 Ferncroft Road
Danvers, MA 01923

Campus Map
Google Map

MIDDLETON LOCATION
(978) 762-4000
North Shore Business Center
Culinary Arts & Cosmetology Programs
30 Log Bridge Road
Middleton, MA 01949

Google Map
PARKING

NSCC Student Parking Lot
Lynn Campus
McGee building
East side entrance off of Washington St.

Danvers Campus
Across from the Berry building, Math & Science building and Health Professions & Student Services building.

MBTA Parking Garage
Located off of Market St. in Lynn, MA. Parking is also available at the MBTA garage located off of Market Street in Lynn for a $3.00 fee.

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

Short-term Disability Parking
For information contact the Dean of Students, Lynn (781) 593-6722 x2164 or deanofstudents@northshore.edu

Parking Enforcement & Ticket Appeals/Payments
Violators of NSCC parking rules may receive a NSCC parking ticket and/or be towed at the vehicle owner’s expense.

Parking tickets that are not successfully appealed or paid within the twenty-one (21) day grace period are reported to the Registry of Motor Vehicles. Tickets reported to the Registry result in an increased fine and render the vehicle owner’s license and registration non-renewable.

Questions regarding parking appeals or payments should be directed to the NSCC Parking Clerk who is located in the Friends Building, on the Danvers Campus, or by phone at (978) 762-4060.

Payments may be made on-line following this link: http://www.payparkingfine.com/ or in person at the Friends Building. Fines paid in person must be paid by check or money order. Cash payments are not accepted.
TRANSPORTATION

Transportation to the Danvers Campus:

NSCC is committed to supporting student access to education.

How do I get to the Lynn or Danvers Campuses?
If you will not be driving to NSCC, you can reach our campuses by using public transport and our partially subsidized Uber service for students. Here are some frequently asked questions (FAQs) to get you started:

Transportation FAQs for Staff and Students
1. How will I get to Danvers, if I do not have a vehicle?  
   - Plan a trip to the Danvers Campus (http://www.mbta.com/rider_tools/)
2. How will I get to Middleton, if I do not have a vehicle?  
   - Plan a trip to the Middleton Campus (http://www.mbta.com/rider_tools/)
3. How do I get to the Lynn Campus, if I do not have a vehicle?  
   - Plan a trip to the Lynn Campus (http://www.mbta.com/rider_tools/)
4. What financial support does NSCC provide to get to class?  
   Here to Help Application >

   a) **NSCC Uber Ride**: NSCC-Uber Ride offers students safe and reliable reduced-fare rides to NSCC’s suburban campus. This innovative program, one of a few offered nationally, helps to connect NSCC’s Danvers and Middleton Campuses with North Shore transportation hubs. NSCC students will be able to ride to and from the Danvers and Middleton Campus from the North Shore Mall or Beverly Depot with a $10 discount on all rides.

   b) **Youthpass**: The Youth Pass is a card which holders can use at MBTA Fare Vending Machines or Retail Sales Terminals to purchase a reduced price LinkPass for $30 a month. Holders can also add stored value onto the card and ride the MBTA bus and subway system at the reduced fare rate. The Youth Pass does not provide a reduced fare for the Commuter Rail. You need to meet certain criteria to get the Youth Pass.

   c) Beaumont Ambulance Service (BAS): This is a Wheelchair Accessible Vehicle service that provides the same transportation options and cost as NSCC UberRide. Current students must phone 800-563-7798 once at an authorized locations (North Shore Mall, Beverly Train Station, NSCC Danvers Campus, or NSCC Middleton location) and headed to an authorized destination (North Shore Mall, Beverly Train Station, NSCC Danvers Campus, or NSCC Middleton location)
SUPPORT SERVICES & CAMPUS RESOURCES

Academic Affairs
Lynn LE 315, (781) 593-6722 x2150
Danvers DB 314, (978) 762-4000 x 5516
Monday – Friday 8:00 am – 5:00 pm

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

North Shore Community College currently offers a range of 78 credit based degrees and certificates and 34 noncredit certificates to fulfill our mission of providing career based training and transfer education. Information on the range of curricular offerings can be found at http://northshore.smartcatalogiq.com/en/2017-2018/Credit-Catalog/Academic-Information-and-Policies/Academic-Information.

Accessibility Services
Danvers DH 160, (978) 762-4000 x4501
Lynn LW 121, (781) 593-6722 x2134
TTY Danvers Campus 978-762-4140
TTY Lynn Campus 781-477-2136

Students with disabilities who anticipate the need for accommodations are encouraged to visit Accessibility Services and follow the outlined procedure to request services at least four weeks before the start of classes. Accessibility Services provides academic accommodations and services for students with disabilities so that these individuals have equal access to programs and activities. Through collaboration, Accessibility Services works toward assisting students in maximizing their academic potential, while also promoting self-awareness, self-advocacy, and ultimately, personal responsibility and independence.
**Adult Learning Center**

Danvers MS 223, (978) 236-1227

Monday-Friday 8:30am-4:00pm

The Adult Learning Center offers whole group instruction, career planning and individual advising to students working to improve their basic literacy, technology and academic skills in order to reach their full potential. To enhance the quality of life at home, work, and school, our programs cultivate the desire to learn and facilitate the attainment of personal goals ranging from a high school credential, college admission, better employment and/or career training opportunities. Students with or without a high school diploma are eligible to participate in one of three unique academic programs at the ALC. Classes meet three days a week from 9:30 to 1:30. An integrated education and training program is offered which enables students to earn their HiSET (high school equivalency) or increase college placement Accuplacer scores while taking a concurrent Certified Nursing Assistant training. For all potential students, the first step is to make an appointment for an assessment. To do that, contact Erin O’Brien at 978-236-1226. All other questions can be directed to Program Director Stacy Randell-Shaheen at 978-236-1227 or srandell@northshore.edu. Watch our student video on the NSCC website at http://www.northshore.edu/adult_learning/ to hear how the ALC can help you achieve your academic and career goals.

**Assistive Technology Labs**

Danvers DH160, (978) 762-4000 x4415
Lynn LW 121, (781) 593-6722 x6608

Hours vary by semester according to student needs. Assistive Technology is available for students with documented disabilities at the College’s Assistive Technology Labs. Lab Specialists assist students in using hardware and software that is programmed to increase, maintain or improve capabilities and ensure equal access. Examples of technology available include: voice recognition software, scanners, writing assistive software, arm/wrist rests, braille embossers, screen readers, moveable magnification units (CCTV), Braille translator software.
Bookstore

Lynn Bookstore LE 102, (781) 593-6722 x2127
Danvers Bookstore DH 113, (978) 762-4000 x4046

The bookstores sell textbooks, notebooks and other stationery supplies, as well as North Shore Community College clothing and College imprinted gifts.

- Purchase textbooks and course materials for all courses except for courses running specifically in Lynn at the Danvers Bookstore.
- Purchase textbooks and course materials for sections at Lynn locations at the Lynn Bookstore.

To be sure of getting the correct texts, students need their Pipeline Student Detail Schedule or course number (three letters and three numbers), section code (usually one or two letters), and CRN (five digit code) for the courses they are taking. Payment may be made by Master Card, Discover, Visa, Cash, Personal checks and financial aid. Third party company/business checks or out-of-state checks are not accepted. You may also shop for your textbooks on the bookstore website at http://bookstore.northshore.edu

Note: Copy of Return policy is included with every purchase. When making returns, students must present their receipt and student I.D.

Graduation Regalia – When it is time for you to graduate, make sure to stop by the bookstore to pick up your cap and gown!

Campus Pipeline

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

To access your Campus Pipeline account, open the NSCC home page http://www.northshore.edu and click on the Campus Pipeline logo located in the upper right corner.

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

**Emergencies Only 781-477-2100 extension 6222 or x6222 (on-campus phone)**
The Campus Police department is responsible for college-wide public safety. Officers are trained and equipped to respond to all types of incidents and emergencies. We encourage you to report all suspicious activity.

- Business Numbers – 781-593-7032 or x6209
campus-police@northshore.edu

**Emergency Messaging System Sign-up**

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

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

*To sign up log into your Pipeline account and click on the red Emergency Contact Information tab in the upper right hand corner of your My Pipeline page.*

*This system is not used to deliver routine College messages or advertisements and your information will not be shared with anyone.*

Additional personal safety, fire safety, and campus safety information is available online. Please visit the Public Safety pages at: [http://www.northshore.edu/safety/](http://www.northshore.edu/safety/)

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

North Shore Community College is committed to assisting all the members of the College community in providing for their own safety and security. The annual security compliance document is available on the North Shore Community College website at: [http://www.northshore.edu/safety/police/](http://www.northshore.edu/safety/police/).

If you would like to receive a booklet called the JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY & CRIME STATISTICS ACT, which contains this information, you can stop by the Campus Police desk at our Lynn Campus, or you can request a copy be mailed to you by calling 978-762-4090. The website contains information on campus security and personal safety, including crime prevention, college police law-enforcement authority, crime reporting policies, disciplinary procedures, and other important matters about security on campus. It also contains statistics for the three previous calendar years on reported crimes that occurred on campus and certain off-campus buildings or property owned or controlled by North Shore Community College, and on public property within or immediately adjacent to and accessible from the campus. This information is required by law and provided by the Campus Police Department.
Community Notification of Where to Access Sex Offender Information
In accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting the Commonwealth of Massachusetts’ Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, 978-740-6400, or the following Police Departments:
• Lynn Police Department – 300 Washington Street, Lynn, MA 01902
• Danvers Police Department – 120 Ash Street, Danvers, MA 01923
• Middleton Police Department – 65 North Main Street, Middleton, MA 01949
Level 3 offender information is also available online at http://www.mass.gov/eopss/agencies/sorb/.
If you have any questions regarding access to sex offender information, please feel free to contact the College’s Chief of Police, Doug Puska, at 978-762-4090.

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

Center for Alternative Studies & Educational Testing (CAS)
Lynn LS 215, (781) 593-6722 x2135
Danvers DB 213, (978) 762-4000 x5428

The Center for Alternative Studies & Educational Testing (CAS) offers a wide variety of academic programming to: support student success and completion; help students demonstrate proficiency; promote lifelong learning; recognize prior learning and alternative ways of earning academic credit; and broaden educational opportunities for prospective and enrolled students.

EDUCATIONAL TESTING:

Pre-College Testing
• HISET- High School Equivalency Test
• GED-Testing
• TEAS- Health Professions Entrance Examinations
• Computerized Placement Tests (CPT’s)-for Math and Communications proficiency and course placement- includes ESL

College-Level Testing
• Faculty Testing- for Make-up, Distance Learning and Extended Time testing
• External Testing- for external Institutions and Agencies
• Challenge Exams- for course exemptions

PRIOR LEARNING ASSESSMENT (PLA):

Credit by Examination
• CLEP and DSST Exams
• Departmental Exams
• Language Proficiency Exams
• AP Advanced Placement Awards

Credit for Prior Learning (CPL)
• Evaluation Credit by Assessment (ECA)
• Evaluation Credit by Certificate/License (ECC)
• Evaluation Credit by Portfolio (ECP)
• Evaluation Credit by Noncredit to Credit - Internal Articulation (ECI)
• Tech Prep credit

Credit for Military Experience - Valor Act Academic Credit Evaluation Policy
• Evaluation Credit by Military transcript and or training (ECM)

Other Options
• Directed Study - for catalog courses
• Credit for Private Music Instructions (piano, voice, etc.)
• Study Abroad – for faculty led short term travel courses

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

**Computer Labs**
Lynn LE226  
Danvers DB203
computer-labs@northshore.edu

Monday-Thursday - 8:00am-9:00pm  
Friday - 8:00am-4:00pm  
Saturday - 9:00am-1:00pm

The above hours are in effect during the fall and spring semesters

**Computers labs are available for use by all students at NSCC.**

Facilities include:

• Computers running Windows 10 and Mac OSX
• A wide range of academic software is available including…
• Microsoft Office
• Adobe Creative Cloud
• Various discipline specific software applications
• Web Access
• B&W and Color printing
Corporate & Professional Education
Danvers Campus DS 106C, (978) 236 - 1200
Courses offered daily 8:00am -10:00pm
ictt@northshore.edu

The non-credit division offers training programs for business and industry, as well as a wide range of open-enrollment courses and certificate programs for members of the community. The division offers a host of educational courses, including career-oriented classes and online courses on our Danvers, Lynn, or Middleton campuses. The Division’s Corporate Training Solutions area provides customized training delivered by industry experts and can be delivered in the workplace or on any one of our campuses.

Distance Learning

Lynn LS319 (Center for Teaching, Learning, and Innovation)
(781) 477-2172
distance@northshore.edu

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

• (OL) ONLINE COURSES: Lectures and materials on the web. Students must have daily access to a computer (laptop or desktop) running Windows 7/ OS X 10.8 or higher with reliable Internet connection and multiple Internet browsers installed. No regular face-to-face class meetings. Orientations are required each semester. All courses have an online orientation and some courses have on-site orientations. These are scheduled at the discretion of the instructor. For orientation information, please visit the Distance Learning website.

• (CT) HYBRID COURSES: A combination of classroom and online learning with required on-campus face-to-face class meetings.

Interested in experiencing an online class? Thinking about taking an online course but are not sure what is involved? Then, test-drive our Online Learning 101 class! In this free, self-paced online course, students will learn about the expectations of online learning and how to succeed in this environment. Students will also learn how to navigate through North Shore Community College's online learning system and how to use common tools within the course site, such as submitting an assignment, participating in a Discussion Board, and taking a quiz. Directions to enroll are available at http://www.northshore.edu/distance/online-learning-101.html.
To see a complete listing of courses available each semester, go to the Distance Learning website http://www.northshore.edu/distance. Students register for distance learning courses like any other course. The costs of distance learning courses are the same as the cost for on-site courses.

**Educational Opportunity Center**

Lynn LW 157, (781) 477-2114 or Ext. 2114  
Monday - Friday 8am-4pm

At The North Shore Area EOC, we help low income and first-generation students gain access to higher education.

Applying to college can seem overwhelming. Guess what? We are here to help you through this process by providing free one-on-one advising. The North Shore Area EOC can help you:
- Understand the college application process and help you fill out an application.
- Understand the financial aid process and how to complete the FAFSA.
- Decide what to study in college.
- Choose an academic program that matches your career interests.
- Transfer to another college, and much more!

The (EOC) is a **TRIO program** funded by the United States Department of Education, administered by **Massachusetts Education & Career Opportunities, Inc.** and sponsored by North Shore Community College.

**Enrollment and Student Records**

Danvers DH 260  
(978) 762-4000 x4341, x4342, x4336, x4343  
Lynn LS134  
(781) 593-6722 x6649, x6202, x2131, x6261  
Monday, Thursday, Friday 8:00am– 5:00pm  
Tuesday, Wednesday 8:00am– 6:00pm  
records@northshore.edu

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

- Admissions application processing
- Add/Drop
- Change of Program
- Course Registration
- Curriculum Waivers
Enrollment Verification
Evening Advising
Grade Processing
Graduation Processing
Transcript Requests
Transfer Credit Evaluation

Forms may be downloaded from the Registrar website:
http://www.northshore.edu/registrar/forms.html

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

Lynn LE 229  
(978) 762-4000 x2152

ESL classes are available for students whose first language is not English. Credit classes in reading, writing, grammar, and listening and speaking at Intermediate and Advanced Levels are held during the day and in the evening. Beginning ESL students can attend Non-credit ESL classes, which are offered through the Division of Corporate and Community Education. All ESL classes are held in Lynn.

New students must take the ESL placement. Students should make an appointment for testing online http://www.northshore.edu/cas/testing/esl.html or by contacting the Testing Center (978) 762-4000 x2168.

Special features of the ESL Program include:
- Multimedia Language Lab
- Computer-aided instruction
- Free tutoring by ESL specialists
- New ESL Student Orientation

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

**Honors Program**

Lynn LW 176, (781) 593-6722 X6622

The Honors Program provides high achieving and academically motivated students a stimulating academic environment, including challenging curriculum requirements, social and cultural activities, and enhanced transfer opportunities. Current students and new students are eligible to apply. See the Honors Website at www.northshore.edu/honors for a full list of admissions criteria, including test scores and GPA, an application, and an overview of the program. NSCC is a Commonwealth Honors school, meaning that a student’s Honors status transfers to any of the
Massachusetts State Universities or UMass schools. Honors courses are offered in both Lynn and Danvers and online. For more information on the Honors Program, contact the Program Coordinator, Dr. Tiffany Magnolia in Lynn at the above location, phone number or via email tmagnoli@northshore.edu

Library

Danvers DB 247, (978) 762-4000 X5526
Lynn LE 127, (781) 477-2133

Monday-Thursday, 8:00am- 8:00pm
Friday, 8:00am- 4:00pm
Saturday, 9:00am-12:00pm

library@northshore.edu

With locations on both the Danvers and Lynn campuses, the library enables information discovery, access, and engagement that can transform learning and empower students to achieve personal, academic, and career goals. We provide direct access to print and online books, journal, magazines, DVD’s, and streaming videos curated to meet the specific needs of North Shore students. As a member of the North of Boston Library Exchange (NOBLE) we provide access to the print collections and on-site services of 27 other area libraries. The libraries are equipped with computer workstations, Wi-Fi access, quiet and collaborative study space, media viewing and listening stations, and adaptive technology, all in comfortable, designated areas. Most importantly, we are a friendly and knowledgeable staff committed to making your educational experience as successful as possible. Visit library.northshore.edu for access to the catalog, databases, hours and contact information. Start your research with us! Bring your NSCC photo ID to the library and the Library staff will activate your ID as your library card so you can check out books from NSCC and all NOBLE libraries, and so you can access our databases from your home, office, or any other remote location.

Office of Student Engagement

Danvers DB 132, (978) 762-4000 x5536
Lynn LW 171, (781) 593-6722 x2164

Monday, Thursday, Friday – 8:00am – 5:00pm
Tuesday and Wednesday - 8:00am – 6:00 pm

engagement@northshore.edu

The Office of Student Engagement coordinates a wide variety of co-curricular and extracurricular activities offering students opportunities for personal growth and social
interaction beyond the formal classroom experience. Taking advantage of the opportunities provided at North Shore is the key to a well-rounded experience.

Whether you choose to join a club or organization or participate in events on or off-campus we hope you can take advantage of the many unique and exciting opportunities available. Getting involved on campus helps students meet new people, develop leadership skills, and opens up new possibilities. Meetings and activities are held at multiple campuses and are open to all students, faculty and staff.

**Clubs and Organizations**

Students that are involved generally have higher GPAs, are more prepared for transfer/career placement, have an increased sense of self/teamwork, and see more value in their education than those that are not actively engaged.

For a complete listing of clubs and organizations, please visit the Student Engagement tab in Campus Pipeline and click on the Student Organizations link. All clubs are overseen by the Student Government Association and the Office of Student Engagement.

**Academic Based Clubs:** Alpha-Eta-Rho (Aviation Club), Criminal Justice Club, Debate Club, DECA, Delta Alpha Pi, Economics & Finance Club, Engineering Club, Food Science Club, La Pomme y Naranjas (Spanish/French Club), Nursing – Freshmen, Nursing – Sophomore, Phi Theta Kappa, Philosophy Club, Physical Therapy Association Club, Practical Nursing Club, Pre-Med Club, Psychology Club, SOTA Club, STEM Club.

**Culture & Inclusion Clubs:** Anime Club, Art Club, Environmental Club, Film Club, Multi-Cultural Society, Muslim Student Association, Performing Arts Council (PAC), Queer/Straight Alliance, Veterans Club, Women in Transition, Youth Group United.

**Social Based Clubs:** Gamers Club, Health & Wellness, Program Council, Recreation, Surfing Club.

**Recreation and Wellness**

At North Shore we recognize the importance of the well-being of our students. On the Lynn campus many tournaments are hosted. The tournaments vary each month and include basketball, soccer, billiards, chess, and dominoes to name a few. Recreation is a great way to relieve stress and have fun.

**Student Financial Services**

Danvers DH 260 (Enrollment Center)
Lynn LS-143 (Student Success Center)
Phone: (978) 762-4000 x4189
Email: sfs@northshore.edu

Monday, Thursday, Friday – 8:00am – 5:00pm
Tuesday and Wednesday - 8:00am – 6:00 pm

Note: The extended hours may be offered during the peak seasons, please refer to our Office Hours page for up to date information.

The Student Financial Services Office is responsible for billing, processing payments, and assisting students with the financial aid process. Any questions concerning financial aid, student accounts, health insurance, veteran’s benefits, financial aid awards, refunds, and work study, jobs should be addressed to the Student Financial Services Office.

**Work Study/Employment**
If you are eligible for financial aid, there are many opportunities for work study positions on or off campus. These positions may be in the computer labs, tutoring centers, libraries and many of the college’s administration offices. Postings may be found at www.northshore.edu/work_study/jobs.

**Student Health Services**

Danvers DB 108, (978) 739-5535
Monday-Friday 8am – 4pm
Lynn LW 126, (781) 477-2196
Monday-Friday 8:30am – 4:30pm

Health Services promotes a student’s optimal health and well-being. Confidential, respectful care and assistance given to address immunization requirements, health concerns, hunger and barriers to student success. Provides referrals, advocacy and access to community support services as needed. For more information, visit our webpage: www.northshore.edu/health or stop by Danvers DB-108 or Lynn LW-126.

**Student Support & Advising Center (SSAC)**

Danvers DH 160, (978) 762-4000 x4036
Lynn LS 134, (781) 593-6722 x2132
Monday, Thursday, Friday – 8:00am – 5:00pm
Tuesday and Wednesday - 8:00am – 6:00 pm
student-support@northshore.edu
Advisors are available Monday through Wednesday, 4 – 7p in the Lynn Student Success Center and the Danvers Enrollment Center.

The Student Support and Advising Center offers a variety of services to promote academic persistence and achievement at the College. The academic counselor’s help students clarify goals, build confidence, solve problems, and cope with stress. All students, day or evening, full or part-time, can meet with an academic counselor for assistance with academic advising, scholarship information, crisis intervention, transfer, and computerized career exploration.

**Career Placement Services**

LS 134, x2104 or 781-477-2104  
careerplacement@northshore.edu

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

**TRIO: Student Support Services**

Danvers DB 104, (978) 762-4000 x5439  
Lynn LW 165, (781) 593-6722 x6626  
Monday -Friday 8am-4pm

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

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

**Danvers Tutoring Center**
DS 105, (978)762-4000 x4387

**Lynn Tutoring Center**
LW 222, (781)593-6722 x6679
LW 219, (781)593-6722 x6267

**Email:** tutoring@northshore.edu

The Tutoring Centers are places on both campuses where NSCC students can go to improve their course work and study skills with the support of highly skilled peer and professional tutors. We are here to help you create your most successful college experience.

Students may make appointments, drop in at designated times, or use the areas for quiet study. In addition, the Tutoring Centers provide Tutor-Linked Course (TLC) leaders who attend and assist students with specified classes. Full tutoring schedules are posted in each Tutoring Center as well as in the “My Courses” tab in Pipeline, which also contains instructions for scheduling individual appointments via our online system, TutorTrac. All tutoring services are free to NSCC students.
ACADEMIC POLICIES FOR CREDIT PROGRAMS

The college also has a number of academic related policies covering degree policies, course policies, grading policies, satisfactory academic standing, and graduation related policies. Detailed information on these policies can be found at:

SATISFACTORY ACADEMIC PROGRESS POLICY (SAP)

After each semester a student’s academic record is reviewed to make sure they are making Satisfactory Academic Progress (SAP). A student must be in good academic standing in order to continue to receive financial aid while attending NSCC. The Department of Education requires each school to have a policy to ensure all students receiving financial aid are making SAP and completing courses towards their program of study. The following criteria is reviewed after the grades are finalized each semester:

- You are currently meeting the academic standards of the school. This means you are not on "Academic Suspension" with the Department of Academic Affairs. Students will be notified by the department if they are currently on suspension.
- You have a minimum completion rate of 67% for your program. This is determined by taking all earned credits and dividing them by attempted credits. This information can be found on your unofficial transcript. A student will not earn the credits for F, FN (F waiver), W or IP, but they are counted in the attempted credits. And repeated course work* is also included in the attempted credits.
- You must maintain a cumulative grade point average (CGPA) of 2.0. This is a C grade. The student handbook has detailed information about the grading policies.
- You have up to 150% of a program to receive financial aid. This is a federal regulation to ensure students are completing a program in a timely fashion then proceed on to further education. For example a 60 credit degree program has up to 90 attempted credits to complete it (60 x 1.5 = 90). This applies to certificate programs too and can have an impact on your financial aid if you decide to change from an Associate's Degree to a Certificate. And if you have reached the 150% point you have reached your Maximum Credits. The only courses that are excluded from the maximum credit time frame are developmental level ESL courses and non-credit courses. Here is a list of estimated Maximum Credits by Program.

Important factors to consider for SAP:

*Repeated Courses
When repeating or retaking a course students may receive financial aid for a course that they previously failed until they pass the course. Also, students may receive financial aid for repeating a course that they received a passing grade (this is a D or higher grade) only once. The repeated course work can impact a student’s completion rate and maximum credits.

Developmental Courses
These courses have a course number starting with zero such as COM010. A student can receive financial aid for a maximum of 30 attempted developmental credits. Courses that are considered ESL do not count towards your degree and are excluded from the maximum credit review. These courses are still counted in the completion rate and CGPA.
Corporate and Community Education Division (Noncredit Courses)
These are courses offered by the Corporate and Community Education Division. Non-Credit courses are not eligible for financial aid and do not satisfy the requirement of eligible academic program. And they are not considered in the calculation for SAP.

SAP Statuses
Once your SAP has been reviewed students will see one of the following status on their Pipeline account:

Making Satisfactory Progress - This means you are meeting the criteria listed above and there is no further action.

Financial Aid Warning - This means you are not meeting the criteria above, but last semester you were making SAP. You may continue to receive financial aid while on warning. You will want to successfully complete your courses for the semester and earn at least a C or better. Withdrawing from a course will impact aid for the future.

Financial Aid Denial - This means you had your warning semester and did not meet the criteria above after the grades were finalized. You either do not have a CGPA of 2.0 and/or a completion rate of 67%. You may be eligible to submit a one-time appeal to regain financial aid eligibility for the semester.

Reached Maximum Credits - This means you are close to or at 150% of the total credits to complete a program. You may be eligible to submit a one-time appeal to regain financial aid eligibility for the semester.

Financial Aid Suspension - This means you had your one-time appeal and you either did not meet the terms of the appeal and/or you did not meet the criteria above. To regain financial aid eligibility students will need to continue taking courses until you meet the CGPA and completion rate. There are payment options available each semester. You can contact the office to have your SAP status reviewed to see when you may regain eligibility.

Max Credit Suspension - This means you had your one-time appeal and you did not meet the terms of the appeal. Or this can mean you have an excessive amount of credits and can no longer appeal to receive financial aid. You will need to pay for courses and can review the payment options available each semester.

Approved Probation Semester - This means your appeal has been approved for the semester. You must maintain a C or better in all courses for the semester and not withdraw, fail or receive an IP grade. These requirements are detailed on the Financial Appeal Form.
Financial Aid Appeal

A student may appeal the decision of their financial aid denial or if they reached maximum credits. Students are allowed a one-time SAP appeal while attending at NSCC. The deadlines are published on the Financial Appeal Form. Appeals will not be processed after the first day of classes. You will also need to clear your academic suspension, and submit a FAFSA for the year you will be attending. The form lists all information needed to review your appeal and any missing information will delay the decision.

Once the appeal is reviewed a decision will be posted on your Pipeline account. If the appeal has been approved you will see the status of "approved probation semester". After the semester grades are finalized your record will be reviewed to make sure you met the requirements of the appeal. The courses will be reviewed to make sure you completed 100% of all credits attempted and you earned a GPA of a 2.0 for each class during the probation semester. If you fail to meet the requirements of the appeal you will be placed on "financial aid suspension". Your probation period may be extended for the next semester if you meet the requirements of the appeal. A new appeal form will need to be submitted for a new academic year.
ACADEMIC TERMINOLOGY

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

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

**Academic Probation:** A student who does not meet the Academic Standing Policy requirements (p. 30) at the end of a semester will be placed on academic probation and will receive a letter of notification. The letter of notification (of being on academic probation) directs a student to meet with an advisor to review the student’s academic progress and create steps to ensure the student is connected to available academic and student support resources to improve their academic performance.

**Academic Review Board:** The Academic Review Board will evaluate a student’s appeal of their academic suspension and request for readmission based on the student’s academic record, extenuating life circumstance and cause of academic difficulties, and will provide guidance to academic and student support resources that may be conditional terms of readmission.

**Academic Standing Policy:** The criteria for maintaining satisfactory academic progress is a student must earn a CGPA of 2.0 or above AND successfully earn 60% of credits attempted each semester (p. 30).

**Academic Suspension:** A student who does not meet satisfactory Academic Standing Policy requirements for two consecutive semesters will be placed on academic suspension. Suspension means that a student is prohibited from enrolling at NSCC until s/he has attended a mandatory appeal session, completed the required paperwork to appeal, and received specific conditions that the student must follow to gain permission to re-enroll.

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

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

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

**Course Number:** Three letters and digits preceding the course title, indicating the department and level (i.e., AAA###).
Credit Certification: Guarantee that a certain amount of academic work has been completed by a student which meets standards set by the College: Three-credit course = Three hours/class time per week.

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

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

Dean: An administrative official of a college.

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

Distance Learning: Courses delivered entirely or partially online. (p. 19).

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

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

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

Fees: The charges for administrative and other specialized services.

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

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

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

Matriculate: To officially enroll in a credit bearing degree or certificate program.
Part-time Student: A student who is enrolled in fewer than 12 credits during a semester.

Prerequisite: A course that a student is required to take before taking a more advanced course or a placement score off accuplacer to determine students’ readiness for the course.

Program of Study: The outline of specific, required courses to prepare a student for graduation with a set of specific skills for a particular degree or certificate.

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

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

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

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

Transcript: The official written record of a student’s courses, grades and credits. This is maintained by the Registrar.

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

Tuition: The charge for instruction

Waive “F” Grade: An "F" grade received during the first 30 credits attempted may be waived any time before graduation upon written application to the Enrollment and Student Records Office. A maximum of three “F” grades may be waived.

Withdraw: To officially remove yourself from a course during the designated Withdrawal Period. A grade of "W" will be assigned.

Note: Not attending classes is not an official indication of withdrawal; Students must withdraw using Campus Pipeline or by submitting an "Add/Drop Form." See the academic calendar: http://www.northshore.edu/calendars/ for withdrawal dates or ask in the Enrollment Center.
METHODS TO DEMONSTRATE PROFICIENCY

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

**Testing**

- A score of 68 or higher on the Reading section of the Computerized Placement Test plus a score of 7 or higher on the 12-point Write Placer or a score of 4 or higher on the 8-point Write Placer section of the Computerized Placement Test.
- SATs taken prior to the redesign in 2016, a score of 500 or higher on the Reading portion of the SAT plus a score of 500 or higher on the Writing portion of the SAT. If students achieve a 500 or better in Reading but not Writing, they need to pass the Write Placer Section of the Computerized Placement Test with a score of 7 or higher on the 12 point Write Placer or a score of 4 or higher on the 8-point Write Placer section of the Computerized Placement Test. If they achieve a 500 or better in Writing but not the Reading, they need to achieve a score of 68 or higher on the Reading section of the Computerized Placement Test.
- For the Redesigned SAT (taken 2016 or later) a score of 550 on the Evidence Based Reading and Writing section.
- A score of 80 percent correct or higher on the entry level Massachusetts Firefighters’ Exam.
- A score at or above 85 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version 3 or 4 plus a score of 7 or higher on the 12-point Write Placer or a score of 4 or higher on the 8-point Write Placer section of the Computerized Placement Test.
- A score at or above 69 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version 5 or 6 plus a score of 7 or higher on the 12-point Write Placer or a score of 4 or higher on the 8-point Write Placer section of the Computerized Placement Test.
- A score at or above 54 percent correct on the Reading/Reasoning section of the CNET (Center for Nursing Education and Testing) Exam.
- A score of 3 or higher on the Advanced Placement English Test.
- Acceptance into the VERIZON Next Step Program.

**By Course**

- Completing NSCC's COM011, and COM013 with grades of B+ or better.
- Completing NSCC's COM012 and COM 014 with C or better.
- Completion and passing of Accelerated Learning Program (ALP) – CMP101 and COM015.
- Completing NSCC's ESL 122 and ESL 128 with A's.
- Transferring courses and grades equivalent to the above or higher.

**By Degree**

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

Mathematics Proficiency may be achieved in the following ways:

Testing
• A score of 56 or higher on the Arithmetic Skills section of the Computerized Placement Test.
• A score of 72 or higher on the Elementary Algebra section of the Computerized Placement Test.
• SATs taken prior to the redesign in 2016, a score of 510 or higher on the mathematics SAT. This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 530 or higher can be used for placement into Precalculus 1.
• For the Redesigned SAT (taken 2016 or later) a score of 540 on the Math section. This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 560 or higher can be used for placement into Precalculus 1.
• A score of 22 in ACT Math (This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 24 or higher in ACT can be used for placement into Precalculus 1).
• A score of 80 percent or higher on the entry level Massachusetts Firefighters' Exam.
• A score of 44.4 percent or higher on the Mathematics section of the TEAS (Test of Essential Academic Skills) version 3 or 4.
• A score of 60 percent or higher on the Mathematics section of TEAS (Test of Essential Academic Skills) version 5 or 6.
• A score of 8 or above on Part A of the Numerical Ability portion of the CNET (Center for Nursing Education and Testing) Exam.
• A score of 3 or higher on either the Advanced Placement Calculus Exam or Advanced Placement Statistics Exam.

Course
• Completion of any NSCC math course at the 013 level or higher with a letter grade of C or better.
• Successful completion of MAT050 with a C or better.
• Transferring any math course at the 100 level or higher to NSCC
• Transferring any physics course (PHY) to NSCC.

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

Other
• Successful completion of Module 4.
• HS GPA greater than 2.7 (must have graduated HS 2014 or later).

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

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

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

Logging into Pipeline:

Access the NSCC home page at www.northshore.edu and select the Campus Pipeline logo. Enter your Campus Pipeline username and password in associated boxes.

Your username is your first initial followed by up to seven letters of your last name and two digits.

You create your own password when you set up your Campus Pipeline account.

Important information is sent to all students from the College administration and faculty through Campus Pipeline e-mail. Be sure to check it often.

Note: Passwords are case sensitive. If you do not remember your username, click on the link “Recover your username.” Likewise, if you do not remember your password, click on the link “Reset your password.” You may also make use of the link “Frequently Ask Questions” if you are having difficulty logging in.

If additional help is required you can contact the helpdesk at helpdesk@northshore.edu or (978)-762-4167.

Information and Services Available in Pipeline:

Campus Pipeline is tab based system, with each tab containing different information and services.

My Pipeline tab:
Sign up for the emergency messaging service (texts and email to your phone and mail accounts)
Personal and Campus-wide announcements

My Courses tab:
Access Blackboard (the college’s online learning platform)
Access Tutoring Services
Access free Technology Training Tutorials

School Services tab:
Course registration, view course schedules, view holds
View grades, unofficial transcript
Financial Aid, Bill payment

Student Engagement tab:
Student organizations and clubs
Student Life Announcements & events
Advising & Student Support tab:
Student advising resources
Student Financial Services resources
Career resources

Technology Resources tab:
Information Systems announcements
Access Discounted prices on Microsoft and Other Software - Online NSCC web store including a free copy of Microsoft Office 365
Instructions for configuring your mobile device with your NSCC email account
NSCC Gmail how-to resources

COMPUTER USE POLICY

Computers at North Shore Community College are made available to students, faculty, and staff and when appropriate, to the community at large. Use is devoted exclusively to educational purposes, including scholarly and institutional communication, information gathering and computing instruction. Students, faculty and staff of NSCC will have priority access to public access computers, such as the library or the academic open computer labs. Community patrons are welcome, but will be asked to yield computer access to faculty, staff and students when needed.

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

All rules and regulations apply to a user’s personal electronic devices (laptops, PDAs, phone, etc.) when connected to the college’s primary and wireless networks.
For more information, see the official Information Technology Resources Usage policy on page 76.
Included are policies relating to affirmative action, non-discrimination and diversity that are excerpted from the system wide policy governing community colleges that was implemented by the Massachusetts Department of Higher Education updated in December 2014. This policy in its entirety is available for review at the campus libraries. Copies of the policy are also available upon request and inquiries on the policies or related grievance procedures should be addressed to the College’s Affirmative Action Officer/Title IX Coordinator, Thanh Giddarie, Danvers Campus, 978-762-4000 extension 5470 or tgiddari@northshore.edu.

Please familiarize yourself with this section and the Student Code of Conduct.

I. Policy Statement on Affirmative Action, Equal Opportunity, and Diversity

Grievance Procedures
Complaints related to discrimination as discussed in the Equal Opportunity/Affirmative Action Section, and complaints relating to Sexual Harassment, should be resolved through the Affirmative Action Grievance procedure, all inquiries should be directed to the Affirmative Action Officer x5470. All other student grievances follow the Community College Grievance procedure as outlined in the Student Handbook. Inquiries should be directed to the Dean of Students, x6614.

A. Sexual Harassment
Sexual harassment of a student, an employee, or any other person in the College is unlawful, unacceptable, impermissible, and intolerable.

Sexual Harassment is defined as sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:
a. submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment or academic decisions; or
b. such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's academic or work performance by creating an intimidating, hostile, humiliating or sexually offensive learning or working environment.

Under these definitions, direct or implied requests by a supervisor or instructor for sexual favors in exchange for actual or promised job or academic benefits constitute sexual harassment. The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work or educational environment that is hostile, offensive, intimidating, or humiliating to another may also constitute sexual harassment.

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

a. Unwelcome sexual advances - whether they involve physical touching or not.
b. Repeated, unsolicited propositions for dates and/or sexual intercourse.
c. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess.
d. Displaying sexually suggestive objects, pictures, cartoons.
e. Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments.
f. Verbal harassment or abuse on the basis of sex.
g. Inquiries into another person’s sexual activities, practices or experiences.
h. Discussion of one's own sexual activities, practices or experiences.

In addition to sexual harassment being unlawful, it is also unlawful to retaliate against a student, employee, or any other person in the College for filing a complaint of sexual harassment or for cooperating in an investigation of sexual harassment.

A student, employee, or any other person in the College who is found to have engaged in sexual harassment is subject to discipline up to and including termination of employment or expulsion. All disciplinary proceedings will be conducted in accordance with applicable collective bargaining agreements and/or personnel policies.

When a student, employee, or any other person in the College believes he/she has been the subject of sexual harassment, the grievance process is a mechanism for redress. A grievant may seek recourse through informal efforts or by filing a formal grievance in writing. In the latter case, a grievant may obtain an Affirmative Action Grievance Form from the College’s Affirmative Action Officer within thirty (30) days from when the grievant knew or should have known of the alleged discriminatory action. In either case, all grievants must contact the College’s Affirmative Action Officer before proceeding under the Affirmative Action Policy’s Grievance and Hearing Procedure. If, however, the Affirmative Action Officer is the subject of
the sexual harassment complaint, the grievant may report his/her complaint to the supervisor of the Affirmative Action Officer. All reasonable efforts will be made to maintain confidentiality during the grievance process.

The Massachusetts Commission Against Discrimination (MCAD) is responsible for investigating and handling complaints of sexual harassment filed in the Commonwealth. The MCAD is located at 1 Ashburton Place, Boston, MA 02108-1518, and can be reached at 617-994-6000. At the federal level, the Equal Employment Opportunity Commission (EEOC) is charged with investigating and handling complaints of sexual harassment filed under Title VII of the 1964 Civil Rights Act and Title IX of the 1972 Educational Amendments. The EEOC is located at One Congress Street 10- Floor Boston, MA 02114 or can be reached at (617)565-3200. The office for Civil Rights for the U.S. Department of Education is located at John W. McCormack Post Office and Courthouse, Room 222 Boston, MA 02109 and can be reached at (617)223-9662.

1. Complaints of Sexual Harassment
   If any student or employee believes that he or she has been subjected to sexual harassment, the student or employee has the right to file an Affirmative Action Grievance Form with the College. If you would like to file a grievance you may do so by contacting the College’s Affirmative Action Officer, Thanh Giddarie, at 978-762-4000 extension 5470.

2. State and Federal Remedies
   In addition to the above, if you believe you have been subjected to discrimination or sexual harassment, you may file a formal complaint with the governmental agencies set forth below. Filing a grievance under this Policy does not prohibit you from filing a complaint with these agencies:
   United States Equal Employment Opportunity Commission (“EEOC”)  
   One Congress Street • 10th Floor Boston, MA 02114 • (617) 565-3200
   Massachusetts Commission Against Discrimination (“MCAD”)  
   Boston Office: One Ashburton Place • Rm. 601 • Boston, MA 02108 • (617) 727-3990
   Springfield Office: • 424 Dwight Street • Rm. 220 • Springfield, MA 01103 • (413) 739-2145
   The Office For Civil Rights, U.S. Department of Education (“OCR”)  
   Department of Education • John W. McCormack Post Office and Courthouse • Room 222 • Boston, MA 02109 • (617) 223-9662 • Records Office

B. Support of Pluralism
   The Community Colleges have historically been a major contributing element to the emergence of our nation as one of the most technologically and economically advanced societies of the world. The important role that the Community Colleges can play is profoundly dependent upon the extent to which they may draw from the full collective of intellectual resources within each College’s community of scholars, students, and administrators. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequence for the development of our Commonwealth, and ultimately, our nation. Community College students, faculty, staff and visitors must be free from conduct that has the purpose or effect of interfering with an individual’s academic or professional performance and creating an intimidating, hostile or demeaning educational or employment
environment. Therefore, the Community Colleges establish a policy of unequivocal condemnation of all forms of ethnic, religious, cultural, or racial intolerance within the fifteen College communities. This policy condemns all conditions and all actions or omissions, including all acts of verbal harassment or abuse, which deny or have the effect of denying to an individual his/her rights to equality, dignity and security in violation of his/her rights guaranteed under the law. The policy reaffirms the doctrine of civility, appreciation for pluralism and the pre-eminence of individual human dignity as preconditions to the achievement of an academic community that recognizes and utilizes the resources of all persons while recognizing and reaffirming the tenets of academic freedom. The Community Colleges recognize their obligation to protect the rights of free inquiry and expression, and nothing herein shall be construed or applied so as to abridge the exercise of rights under the Constitution of the United States and other federal and state laws.

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

C. Policy against Sexual Violence

Sexual violence is prohibited under state law and the College’s Policy on Affirmative Action. Sexual violence is prohibited pursuant to Title IX of the Educational Amendment Act of 1972, which states: No person in the United States, shall on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal assistance.

All reported or suspected cases of sexual violence shall be reported to the College’s Title IX Coordinator. The College prohibits retaliation against any person who presents a formal or informal complaint of sexual violence or who testifies or offers evidence connected with a complaint. Retaliation is a violation of this policy whether or not the underlying claim of sexual violence is confirmed.

a. Sexual Violence Defined - see Policy on Affirmative Action, Equal Opportunity and Diversity under the “Definitions” section of this Policy.

b. Reporting Complaints of Sexual Violence

A victim of sexual violence has the right to file (or not file) an Affirmative Action Discrimination Complaint Form with the College. The process for filing a complaint is outlined under the Policy on Affirmative Action’s Complaint Procedure. For more information or assistance with filing a complaint, please contact the College’s Title IX Coordinator. If the Title IX Coordinator is the subject of a complaint, the President shall designate another College official to administer the Complaint Procedures. A victim may also choose to file a criminal complaint, in which case the Title IX Coordinator and/or Campus Police can assist the victim with that process. Reporting the
incident to the Title IX Coordinator or Campus Police does not obligate the victim to file criminal charges.

**D. Non-Discrimination and Accommodation for Persons with Disabilities**

It is illegal to discriminate against an otherwise qualified individual with a disability. The Community Colleges recognize the multitude of barriers that confront persons with disabilities in access to both employment and education. Consistent with state and federal statutes that affirm and protect the equal opportunity rights of persons with disabilities, the Community Colleges adopt a policy of non-discrimination and equal opportunity for otherwise qualified persons with disabilities. Any employee or student who believes he/she has been a victim of discrimination due to a disability may file a complaint pursuant to the Complaint Procedures of the Policy on Affirmative Action, Equal Opportunity and Diversity.

**G. Hazing**

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

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

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

Section 19. Each institution of secondary education and each public and private institution of post-secondary education shall issue to every student group, student team or student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an unaffiliated student group, student team or student organization. Each such group, team, or organization shall distribute a copy of this section and sections seventeen and eighteen; provided, however, that an institution’s compliance with this section’s requirements that an institution issue copies of this section and sections seventeen and eighteen to unaffiliated student groups, teams or organizations shall not constitute evidence of the institution’s recognition or endorsement of said
unaffiliated student groups, teams or organizations. Each such group, team or organization shall
distribute a copy of this section and sections seventeen and eighteen to each of its members,
plebes, pledges, or applicants for membership. It shall be the duty of each group, team or
organization, acting through its designated officer, to deliver annually, to the institution an
attested acknowledgement stating that such group, team or organization has received a copy of
this section and said sections seventeen and eighteen, that each of its members, plebes or
applicants has received a copy of sections seventeen and eighteen, and that such group, team or
organization understands and agrees to comply with the provisions of this section and sections
seventeen and eighteen. Each institution of secondary education and each public or private
institution of post-secondary education shall, at least annually, before or at the start of
enrollment, deliver to each person who enrolls as a full time student in such institution a copy of
this section and sections seventeen and eighteen. Each institution of secondary education and
each public or private institution of post-secondary education shall file, at least annually, a report
with the regents of higher education and in the case of secondary institutions, the board of
education, certifying that such institution has complied with its responsibility to inform student
groups, teams or organizations and to notify each full time student enrolled by it of the
provisions of this section and sections seventeen and eighteen and also certifying that said
institutions has adopted a disciplinary policy with regard to the organizers and participants of
hazing, and that such policy has been set forth with appropriate emphasis in the student
handbook or similar means of communicating the institution’s policies to its students. The board
of regents and, in the case of secondary institutions, the board of education shall promulgate
regulations governing the content and frequency of such reports, and shall forthwith report to the
attorney general any such institution which fails to make such report. North Shore Community
College strongly supports this Act and offenders will be subject to the disciplinary policy and
sanctions.

H. Drug and Alcohol Policies
North Shore Community College is committed to maintaining a drug-free workplace in
accordance with the requirements of the U.S. Drug-Free Workplace Act of 1988, Appendix C to
45 C.F.R. part 620, Subpart F-Certification Regarding DrugFree Workplace Requirements, and
Pursuant to the ACT, the unlawful manufacture, distribution, dispensation, possession, or use of
a controlled substance is prohibited in the workplace. The law further requires notification to the
College within five (5) days if convicted of any criminal drug statute for violations occurring in
the workplace. Conviction of a criminal drug statute for violations) occurring in the workplace
shall result in the imposition of appropriate workplace sanctions up to and including discharge
upon the employee and/or required participation in a drug abuse or rehabilitation program.
In addition, the U.S. Department of Education requires that students applying for Pell Grants
must complete a drug-free certification prior to receipt of the award.

For information regarding the availability of drug use and abuse education and/or
rehabilitation programs, contact Thanh Giddarie, AVP of Human Resource
Development/Payroll, Danvers Campus, x5470.
I. Children on Campus Policy
The administration at NSCC understands that in some circumstances it may be necessary to bring children on campus. The College does not generally prohibit you from bringing your children on campus as long as they are under your supervision at all times. If it is not possible for them to be under your direct supervision, an adult friend or adult guardian should be designated to ensure their supervision. Be aware, however, that College staff and faculty members responsible for specific college areas reserve the right to exclude infants and children from that area when, in their best judgment, it is in the interest of health, safety or the educational process. NSCC cannot be responsible for the care and supervision of unattended children. Campus police will be asked to locate and return to the custody of the parent any unattended children. Approved by NSCC Coordinating Council 5/23/02.

J. Criminal Offender Record Information (CORI)
Sex Offender Registry Information
In order for a student to be eligible to participate in an academic, community or clinical program that involves potential unsupervised contact with children, the disabled, or the elderly, the student may be required to undergo a Criminal Offender Record Information (CORI) check and/or a Sex Offender Registry Information (SORI) check. Students found to have certain criminal convictions or pending criminal actions will be presumed ineligible to participate in such activities. The College is authorized by the Commonwealth’s Criminal History Systems Board, Pursuant to Massachusetts General Laws, Chapter 6, Sections 167-178B, to access CORI records. The College shall refer to regulations issued by the Commonwealth’s Executive Office of Health and Human Services, 101 Code of Massachusetts Regulations 15.00-16.16, as guidance when assessing student CORI records. Sex Offender checks shall be performed pursuant to Massachusetts General Laws, Chapter 6, Sections 178C-178P. Furthermore, in accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting the Commonwealth of Massachusetts’ Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, (978) 740-6400, or the following Police Departments:
- Lynn Police Department - 300 Washington St, Lynn, MA 01901
- Danvers Police Department - 120 Ash Street, Danvers, MA 01923
- Beverly Police Department - 193 Cabot Street, Beverly, MA 01915
Level 3 offender information is also available on-line at www.mass.gov/sorb. If you have any questions regarding access to sex offender information, please feel free to contact the College’s Chief of Police, at 978-762-4090.
Registering at the College without giving prior notification to the appropriate authorities under the SORI statute by anyone required to give such notification shall be cause for immediate dismissal, and the College will report such violations to the appropriate law enforcement agencies.

K. Bathroom and Locker Use
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.
Locations of gender inclusive restrooms are below:

Danvers Campus
Berry Building, 136, 137, 352, 353
Math & Science Building, 126A, 126B
HPSS Building, 135, 136

Lynn Campus
McGee Building, LS104, LS105, LS204, LS304, LS305

L. Changing Biographical Data
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 Accounts 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.

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

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

1. Grievances: Any person who believes that his/her rights to use a service animal on College property have been violated may file a complaint under the College’s Affirmative Action Plan by contacting Thanh Giddarie, the College’s Affirmative Action Officer/504 Coordinator, via email at tgiddari@northshore.edu or via phone at 978-762-4000 extension 5470.

N. Absences for Pregnancy or Childbirth
In accordance with Title IX of the Educational Amendments of 1972, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student’s doctor deems the absences to be medically necessary. When the student returns to the College she shall be reinstated to the status she held when the leave began, which includes the opportunity to make up any missed work. The College may offer the student alternatives to making up missed work, such as retaking a semester, taking part in on-line instruction, or allowing the student additional time in a program to continue at the same pace and finish at a later date. For more information, please contact Thanh Giddarie, the College’s Title IX Coordinator, via email at tgiddari@northshore.edu or via phone at 978-762-4000 extension 5470.
POLICY AND PROCEDURES RELATIVE TO STUDENTS WITH DISABILITIES

Section I: Policy on Nondiscrimination
North Shore Community College, as a public, open admission, comprehensive institution. The College affirms the principles of equal access and academic accommodations for students with disabilities as stated in Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act (ADAAA) of 2008. The College strives to maintain and extend its barrier-free environment; the College practices non-discrimination in its academic and non-academic components; the College seeks to ensure that a student's level of achievement will be measured in ways that assess learning and minimize the interference of disability-related factors.

Section II: Definitions of Students with Disabilities and Academic Accommodations
To qualify as a student with a disability, the student must meet the following eligibility criteria outlined under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990 and the ADA Amendments Act (ADAAA) of 2008.

- Have a physical or mental impairment that substantially limits one or more major life functions
- Or Have a record of such impairment
- Or Are regarded as having such impairment
- And are deemed to be otherwise qualified despite the disability

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

- Opportunities to participate in and meet the stated essential requirements of courses and programs for which they are otherwise qualified.
- Evaluations that measure their levels of achievement of those essential requirements and that are not negatively impacted by disability-related factors.

Section III: Procedure for Establishing Eligibility for Accommodations
Students seeking support services and/or accommodations on the basis of a disability are required to verify eligibility in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990 and the ADA Amendments Act (ADAAA) of 2008.

Student’s Responsibilities:
FIRST, a student must self-identify by following the published procedure to request services. In order to meet the student’s educational and academic needs, Accessibility Services asks the student to complete and return the requested documents at least 4 to 6 weeks before the start of the semester that the student expects to receive services.

Please visit Accessibility Services for more details about disability documentation. All documentation is confidential. Documentation should be submitted as published at least
four weeks before the start of the semester that the student expects to receive Accessibility Services.

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

Section IV: Procedure for Implementing Accommodations for Students with Disabilities

The entire NSCC community is responsible for implementing the spirit and requirements of Section 504 of the Rehabilitation Act of 1973, as published in the May 4, 1977 Federal Register, p.22684: the Americans with Disabilities Act (ADA) 1990 and the ADA Amendments Act (ADAAA) of 2008.

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

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

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

The student provides instructors with his or her Faculty Notice of Academic Accommodations at the beginning of each semester or soon after formal approval so that the accommodations can be implemented in a timely manner. Accommodations approved by the Disability Team are communicated to instructors via letters from a Disability Counselor that student’s hand-deliver (or, in the case of an online course, via email from a Disability Counselor).

Faculty members are responsible for conducting classes and developing examinations and procedures for evaluating students' academic achievement as outlined in the "AGREEMENT between the Massachusetts Higher Education Coordinating Council for the Massachusetts
Community Colleges and the Massachusetts Community College Council/Massachusetts Teachers Association." In accordance with this agreement, faculty must follow federal regulations which require that methods of evaluation measure the student's achievement in the course rather than reflecting the student's impaired sensory, physical, or speaking skills (except where such skills are the factors the test purports to measure). The right to academic freedom does not supersede the student's right to accommodations. The types of accommodations vary and depend upon the type of disability and course content. A student may benefit from an oral exam in one area but not in another. The record of past success with accommodations is the best predictor. There may be an initial trial-and-error period as the faculty member, student, and Disability Counselor work as a team to continuously improve the manner in which to evaluate the student's mastery of course material.

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

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

Deans: The administrative heads of the divisions are responsible for ensuring that the instructional staff of their units understand NSCC’s full commitment to implementing federal law and College policy assuring nondiscrimination of students on the basis of disability. If an instructor requests a review of an approved accommodation or fails to provide an accommodation approved by Accessibility Services, the instructor's Division Dean, in consultation with the Vice President of Academic Affairs and the Campus 504 Coordinator, is responsible for ensuring that the accommodation is provided in a timely manner until the matter has been reviewed by the NSCC AAPB and a final decision reached by the President.

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

The NSCC AAPB has three primary functions:

- To advise the President about policies and procedures related to the provision of academic accommodations for students with disabilities
- To develop methods to increase faculty understanding of disabilities and accommodations in an academic setting
- To assist the President in resolving any disagreements that might arise concerning particular accommodations

The NSCC AAPB is composed of the following college members:

The Board consists of a faculty member, a professional staff member, the Director of Accessibility Services and the 504 Coordinator.

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

The Professional Staff Member is knowledgeable in working with students with disabilities on campus.

Director of Accessibility Services is a permanent member is most knowledgeable of the laws that govern higher education disability compliance. The Director has the responsibility to ensure that the policies and procedures developed comply with federal and state requirements.

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

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

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

If the instructor does not provide the accommodation, the Vice President of Academic Affairs and the Vice President of Student Affairs are jointly responsible for ensuring that the accommodation is provided in a timely manner and that appropriate administrative sanctions are pursued in accordance with established policy and procedures.
After consultation with the Vice President of Academic Affairs, the section 504 Coordinator will respond in writing to the instructor’s appeal within five days of receiving it. This decision of the Section 504 Coordinator can be appealed to the AAPB which advises the President who makes the final decision.

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

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

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

1. To be knowledgeable of and comply with the directives, regulations and laws as established by the Board of Higher Education, the College and the duly constituted Student Government Association.

2. To respect the rights of individuals and groups to independent action as long as those rights do not interfere with the parallel rights of others - minorities and majorities alike.

3. To be knowledgeable of and comply with the directives, regulations, and laws of duly constituted civil authorities.

A. Free Inquiry and Free Expression

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

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

a) Advise such persons of the impropriety of their activity and request immediate desistance from such activity.

b) If such persons fail to desist, call the appropriate authority to remove those so interfering.

c) Suspend temporarily such members of the College community who have participated in such interference and persist in such activity.

d) Grant as soon as reasonably possible appropriate due process to any person appealing such suspension.

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

The Massachusetts Trespass Act also states in part that:

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

B. Family Educational Rights and Privacy Act (FERPA)

FERPA affords students certain rights with respect to their educational records. A summary of these rights is outlined below:

1. The right to inspect and review the student's records within 45 days of the date NSCC received a request for access. Students should submit to the Enrollment and Student Records Office written requests that identify the record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask NSCC to amend a record that they believe is inaccurate or misleading. The student must clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If NSCC decides not to amend the record as requested by the student, NSCC will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by NSCC in an
administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom NSCC has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

4. NSCC has designated certain types of information as "directory information." This includes the student's name, town of residence, degree information (includes graduation date, honors status and the degree or program in which you are enrolled), enrollment status, and dean's list/other academic awards. Students may request to restrict release of this information, and this data will not be released except as authorized by law. REQUESTS TO RESTRICT "DIRECTORY INFORMATION" MUST BE MADE IN WRITING OR EMAILED FROM STUDENT'S NSCC EMAIL ACCOUNT TO THE ENROLLMENT AND STUDENT RECORDS OFFICE. A student must notify the College's Enrollment and Student Records Office within two (2) weeks of the beginning of each semester if s/he does not wish to have any or some of his/her student information designated as directory information. The College assumes that failure of any student to do so indicates approval for release. Once requested, a student's record will be flagged as confidential, and the College will release no information to any requestor under any circumstances except as authorized by FERPA, such as a Court order. The request will remain in place until the student officially rescinds the status of his/her records.

5. Notwithstanding the College's definition of directory information, the Department of Defense (DOD) pursuant to the Omnibus Consolidated Appropriations Act of 1997 (The Solomon Amendment), identifies the following information as "student recruiting information": student name, address, and telephone listing; and if known, student's age, level of education, and major. If the College receives a request for student recruiting from the DOD or one of its affiliated agencies, the College will release the student recruiting information requested. Because the information sought by the DOD may include information not designated as directory information under the College's policy, compliance with the DOD's request may result in the release of personally identifiable information. When student recruiting information is released pursuant to the DOD request, notice of the request and release of the information will be posted in a conspicuous location in the College's Enrollment and Student Records Office for a period equaling an academic year.

6. If a student has exercised his or her right to request that no information (See #4) be designated as directory information, then no information shall be released to any third party, including the DOD.

7. The right to file a complaint with the U.S. Department of Education concerning alleged failures by NSCC to comply with the requirements of FERPA. The name and address of the office that administers FERPA are:
Family Policy Compliance Office
U.S. Department of Education

NSCC STUDENT HANDBOOK 2017-2018
STUDENT CODE OF CONDUCT

INTRODUCTION

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

LEARNING OUTCOMES

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

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

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

DISCRIMINATION, SEXUAL HARASSMENT AND SEXUAL VIOLENCE

This Code shall not be used to address complaints of discrimination, sexual harassment and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking. Those complaints shall be investigated according to the College’s Policy on Affirmative Action, Equal Opportunity and Diversity by the College’s Affirmative Action Officer or Title IX Coordinator. For more information, please contact the College’s Affirmative Action Officer, Ngoc-Thanh Giddarie, Director of Human Resources, at 978-762-4000 extension 5470.
**OVERVIEW OF CODE OF CONDUCT DISCIPLINARY PROCESS**

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

Initial meeting held between Accused Student and CCA

CCA conducts investigation if necessary

CCA determines no charges to be filed and dismisses complaint

CCA accepts complaint

- For low-level offenses
  - CCA may issue a verbal or written reprimand, which is not subject to a hearing or appeal
  - Accused Student fails to appear for the Administrative Resolution Meeting and CCA makes disciplinary decision
    - Outcome letter sent to Accused Student – Not eligible for appeal

- Administrative Resolution Meeting held by CCA with Accused Student
  - Complaint resolved through mutually agreed upon Administrative Resolution
    - Outcome letter sent to Accused Student – Not eligible for appeal
  - Complaint not resolved through Administrative Resolution. Judicial Board hearing held
    - Violation of Code found and disciplinary sanction imposed
      - Appeal available to Accused Student
        - Appeal Officer accepts, rejects or modifies the Judicial Board’s decision and/or sanction
      - Appeal available to the College

Outcome letter sent to Accused Student – Not eligible for appeal
DEFINITIONS

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

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

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

**Code of Conduct Administrator (CCA)** – The College official charged with the responsibility of administering the College’s Student Code of Conduct. A member of the Massachusetts Community College Council (MCCC) shall not be selected to serve as the CCA. At North Shore Community College, the CCA and student grievance officer is the Dean of Students.

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

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

**Day** – Shall mean a calendar day. The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the CCA may extend the time limits at his/her discretion with notice to both parties in writing, including for inclement weather and/or College closures.

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

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

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

a. **Verbal Reprimand** – The lightest form of disciplinary action. A verbal warning may be documented in writing.
b. **Written Reprimand** – An official written notice to a student that his/her conduct is in violation of College rules or regulations and will not be tolerated.

c. **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.

d. **Community Service** - A student may be required to perform community service as a condition of attendance at the College.

e. **Educational Sanction** - A student may be assigned an educational sanction, including but not limited to: preparing a reflection paper or apology letter, developing and presenting an educational seminar, participating in training programs, meeting with academic counselors, and/or researching and proposing alternative educational sanctions.

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

g. **Probation** – A student’s status at the College is in jeopardy due to one or more violations of the Code of Conduct. Probation is a more severe sanction than a reprimand. For the duration of a stated probationary period, a student must comply with College rules and regulations or other stipulated conditions or requirements. Unless expressly authorized by the CCA, a student on probation may not represent the College in any context, run for or hold office in any student organizations or participate in intercollegiate athletic teams, intramural programs, or any student clubs or organizations.

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

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

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

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

1. Physical violence and/or threats of physical violence.

2. Any conduct that threatens and/or endangers the health or safety of any person.

3. Creating or false reporting of bombs or other dangerous devices.

4. Extortion - The use, or the express or implicit threat of the use, of violence or other criminal means to cause harm to person, reputation, or property as a means to obtain property from someone else without his/her consent.

5. Unauthorized use of fire alarm or fire equipment.

6. Unauthorized or illegal gambling.

7. Hate crimes as defined under state or federal law.

8. Hazing as defined under state or federal law.

9. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.

10. Conduct resulting in a violation of the College’s Computer/Technology Acceptable Use policies, Email and Social Media policies and/or related Information Technology Resource policies. Please see pages 77-82 for detailed policy.

11. Failure to comply with the directions of a College official or law enforcement officer acting in the performance of their duties, including failure to identify oneself when requested to do so.

12. Use, possession, manufacturing, or distribution of alcoholic beverages, or controlled substances, including marijuana, heroin or narcotics except as expressly permitted by law. Public intoxication is prohibited.

13. Smoking any tobacco product or use of e-cigarettes, vaporizers or inhalers in violation of state law, including in any public buildings, and in any areas prohibited under College policy.

14. Breach of peace: including disorderly, lewd, or indecent conduct, or aiding, abetting, or procuring another person to breach the peace on College premises or at functions sponsored by, or participated in, by the College.

15. Defacement or destruction of College or personal property.
16. Attempted or actual theft of College or personal property.

17. Acting on or off-campus in a manner that substantially interferes with or disrupts the normal and/or safe operation of the College, including but not limited to disrupting or interfering in the educational process, including teaching, advising, research, administration, disciplinary proceedings, public service or other College activities or functions.

18. Verbal or physical harassment or intimidation.

19. Any unauthorized use of electronic or other devices to make an audio or video recording of any person(s) while on College premises or participating in a College-related activity without the person’s prior knowledge or without the person’s effective consent due to intoxication, drug use, mental impairment or other conditions that may impair a person’s ability to convey effective consent. This includes, but is not limited to, surreptitiously taking pictures of another person in a locker room or restroom.

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

21. Acts of academic dishonesty, including but not limited to the following:
   a. Use of any unauthorized assistance in taking quizzes, tests, or examinations;
   b. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
   c. The acquisition, without permission, of tests or other academic material belonging to a member of the College faculty or staff; or
   d. Plagiarism, which is defined as the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. Taking credit for work done by another person or doing work for which another person will receive credit. Copying or purchasing other’s work or arranging for others to do work under a false name.

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

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

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

25. Unauthorized activity that constitutes forgery.

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

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

**Discipline for Disruptive Conduct**

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

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

**Off Campus Behavior**

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

**Interim Measures**

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

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

During an interim suspension, a student is prohibited from entering upon any College property and participating in any College activities.
The Disciplinary Process is initiated once a complaint is filed against a student by a member of the College community or by the CCA. This policy is not intended to prevent members of the College community from attempting to resolve matters informally. Failure to cooperate with the College’s investigation of an alleged Code of Conduct violation, including failing to appear for an Administrative Resolution meeting or a Judicial Board Hearing will result in discipline of the Accused Student by the CCA and a forfeiture of his/her rights to a hearing or appeal.

1. **Disciplinary Process**
   a. All complaints under the Code of Conduct shall be filed with or by the CCA.

   b. When the CCA files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCA initiates the disciplinary process by meeting with the Accused Student, putting him/her on notice of the alleged violation and providing him/her an opportunity to respond to the allegations. The CCA may conduct further investigation if necessary. Under certain circumstances during the Code of Conduct process interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges, or interim suspension, in a manner consistent with this Code.

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

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

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

   (3) **Judicial Board Hearing** - When an Administrative Resolution cannot be reached, the CCA shall refer the alleged violation to a Judicial Board for a hearing. Please see Section 2 below for Judicial Board Hearing rules.
2. **Judicial Board Hearing**  
   a. A hearing with the Judicial Board shall be scheduled by the CCA not later than thirty (30) days following an Accused Student’s request for a hearing. If no hearing is requested, the hearing shall be scheduled by the CCA no later than thirty (30) days from the date of the Administrative Resolution meeting.

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

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

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

   e. The Accused Student has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense. The advisor may be another student, faculty member, administrator or an attorney. The advisor may not otherwise be involved in the proceedings. An advisor’s role is limited to advising the Accused Student directly and discretely. An advisor is not permitted to participate directly in the hearing.

3. **Conduct of Hearing**  
   a. A hearing is normally conducted in private.

   b. There shall be a record created of all hearings. The record shall be the property of the College.

   c. All procedural questions are subject to the final decision of the Judicial Board.

   d. Admission of any person(s) to the hearing shall be at the discretion of the Judicial Board.

   e. A hearing shall proceed as follows:

      - The CCA presents the Statement of Charges on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Charges.
• Accused Student responds to the Statement of Charges. The student may present documents, materials and/or witnesses in response to the Statement of Charges.

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

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

• The Judicial Board shall have a final opportunity to question the parties.
  f. After the hearing, the Judicial Board shall determine by majority vote whether the Statement of Charges has been proven.

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

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

4. **Sanctions**

A student found in violation of the College’s Code of Conduct shall be subject to sanctions, including but not limited to:

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

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

5. **Appeal**

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

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

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

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

**Other Policies Subject to the Code of Conduct**

**A. Dangerous Weapons**

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

**B. Information Technology Resources Usage Policy**

This document formalizes the policy for students, faculty, staff (both part-time and full-time) and all other authorized individuals (“Users”) at North Shore Community College (“NSCC” or “the College”) on the use of NSCC information technology resources. Information technology resources include but are not limited to: NSCC administrative and academic systems; college user accounts and services; college computers, tablets and software; NSCC networks (wired and wireless); college owned desk and mobile phones; personal tablets, computers and phones if connected to the NSCC wireless network; peripherals including copy machines, printers and scanners. Use of NSCC information technology resources by any User shall constitute acceptance of the terms of this policy.
User Responsibilities:
It is the responsibility of any person using NSCC information technology resources to read, understand, and follow this policy. Any person with questions regarding the application or meaning of this policy should seek clarification from the Chief Information Officer. Access to information technology resources imposes certain responsibilities and obligations on Users and is granted subject to this policy and other applicable local, state and federal laws.

The use of NSCC information technology resources is a privilege, not a right. Violations of this policy may result in removal of access in addition to disciplinary action, up to and including dismissal from the College and termination of employment, as well as civil liability and/or criminal prosecution. Unacceptable uses may also constitute a violation of the Electronic Communications Privacy Act of 1986, the Family Educational Rights and Privacy Act, HIPPA, Massachusetts Wiretap and/or Privacy Laws, defamation, copyright and/or trademark infringement laws and state or federal sexual harassment or discrimination laws.

Violations of this policy or other complaints of this nature should be reported as follows:

Student violations to the Dean of Students

Employee violations to the Vice-President for Human Resources

Other User violations to Vice-President Administration

Acceptable Uses of NSCC Information Technology Resources

Acceptable use of NSCC information technology resources includes usage for academic, educational or professional purposes which are directly related to official College business and in support of NSCC’s mission. Acceptable use always is ethical, reflects academic honesty and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data and system security mechanisms.

Unacceptable Uses of NSCC 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;

Any attempt to breach system security, damage files or any use that causes interference with or disruption of network users and resources, including propagation of computer viruses or other harmful programs;

Unauthorized downloading, copying, sending or sharing of software or files;
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;
Disregard of copyright, intellectual property and/or proprietary restrictions;

Misrepresentation or unauthorized use of another’s work;

To access or share sexually explicit, obscene, or child pornography materials or communications;

Utilizing material or communication which constitutes discrimination, including but not limited to sexual harassment;

Intentionally hindering others' ability to utilize any networks accessed from NSCC;

Unauthorized use of the name or logo(s) or graphical representation of NSCC without the express permission of the College;

Intentionally seek information about, obtain copies of, or modify files, data or passwords belonging to another person unless specifically authorized by the college;

Share your username and / or password with any other person unless authorized to do so;
Use another person’s account or identify themselves inaccurately;

Use computing resources for personal profit, gambling, and/or unapproved solicitations.
Use which violates the College’s policies and procedures, including but not limited to the “Student Code of Conduct,” “Policy on Affirmative Action, Equal Opportunity & Diversity,” and “Copyright and Intellectual Property Policy.

No Expectation of Privacy:

NSCC information technology resources are the property of the College and/ 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 college, NSCC 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 NSCC information technology resources constitutes express consent for NSCC 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 NSCC 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 NSCC information technology resources.

Copyright Protection & Software Licensing:

Users are not permitted to use any software unless it is properly licensed to NSCC. The Information Systems Department reserves the right to remove any programs not properly licensed or authorized by the College. In addition to software, legal protections can also exist for any information published on the Internet, such as the text and graphics on a web site. As such, it
is important that Users respect the rights of intellectual property owners. Copyright material may not be used without the permission of the creator and in compliance with NSCC’s Copyright and Intellectual Property Policy. Users should exercise care and judgment when copying or distributing information that could reasonably be expected to be copyrighted.

Data Confidentiality:

Users shall not access, release, use, or disseminate confidential or proprietary information such as personal data about identifiable individuals or commercial information about business organizations, unless the individual User is authorized by NSCC to do so and such access, release, use, or dissemination is consistent with this policy and 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).

Computer Viruses:

All college-owned computers are deployed with anti-virus software approved by the Information Systems department. Users should exercise reasonable precautions in order to prevent the introduction of a computer virus into the local area or wide area networks by:
- Ensuring virus scanning software is used at all times and, specifically, to scan storage media used to transport data such as floppy diskettes, CDs, flash drives, etc.
- Scanning computer hard drives periodically to see if they have been infected.

Contact the Information Systems Help Desk (helpdesk@northshore.edu) or 978-762-4167 with any questions.

Social Media:

Information technology resources are property of the college. Users shall also have no expectation of privacy when using such resources for social media activities. All information technology resource use including social media, 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 businesses and in support of the College’s mission. All such uses shall comply with this and other applicable College policies and procedures (e.g. Social Media Guidelines) as well as local, state and federal laws.

Email:

Electronic mail (email) and services within the NSCC Campus Portal are official methods of communication at the college, delivering information in a convenient, timely, cost-effective and environmentally sensitive manner. It is the policy of this institution that:
- All students, faculty and staff have access to, and will use, email
- The College sends official communications via email and via online services within the Campus Portal for (registration, payment, grades, financial aid, tax reporting 1098-t, etc.)
No Warranties:

NSCC makes no warranties of any kind, whether express or implied, for the service it is providing. NSCC will not be responsible for any damages a User suffers. Users agree to waive any claim and release NSCC, its employees and agents, from any claim, demand, liability, cause of action, or suit for damages arising out of their use of NSCC information technology resources, including but not limited to: loss of data, equipment failure, service interruptions or transmission delays caused by NSCC negligence or user errors or omissions.

NSCC specifically denies any responsibility for a User's encounter, access or use of any inappropriate or controversial materials from NSCC information technology resources, including the Internet. Users must notify appropriate staff listed in section 2 “User Responsibilities” if they identify information technology resources being used in a manner inconsistent with this Policy.

It is possible that personal and commercial web sites are linked to official NSCC web pages. It is understood that the College is neither responsible for, nor maintains control over any 3rd party sites linked to its web pages.

C. Student Organization Web Page Policy

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

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

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

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

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

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

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

7. Contact Information. Each Web page will include the organization’s email address and other relevant contact information. All correspondence to the organization will be replied to in a timely manner.
8. Other College Policy. Content will comply with other applicable College policies and procedures including the Computer Use Policy and Student Rights & Responsibilities.

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

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

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

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

E. Smoke-Free Campus Policy
Effective 1/1/12
Smoking is prohibited within the confines of all college grounds, buildings and property. Smoking will only be permitted in private vehicles lawfully parked on campus lots. Effective implementation of the policy depends on the courtesy, respect and cooperation of all members of the campus community. Complaints concerning employees of the College should be brought to the attention of the employee’s immediate supervisor, or in the alternative to the Vice President of Human Resource Development or the Director of Human Resource Development. Complaints concerning students should be brought to the attention of a campus police officer, who may refer the matter to the Dean of Students, and any official actions taken will be in accordance with the Student Code of Conduct. It is anticipated that violators would first be reminded and provided with educational literature. Disciplinary measures would be expected to be reserved for repeat infractions or infractions that interfere with the College’s academic or workplace needs or responsibilities. Visitors who fail to comply with the policy may be prohibited from remaining on or returning to campus.
STUDENTS’ GRIEVANCE PROCEDURE
Massachusetts Community Colleges

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

DEFINITIONS

1) **Compliant**: 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. At North Shore Community College, the student grievance officer is the Dean of Students.

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

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

Utilizing the Student Grievance Procedure
The Student Grievance Procedure may be used by a student to address alleged abridgment of the student's rights, as stated in the College's Student Handbook and/or Policy Guide. The student Grievant or the Responding Party may consult with the Student Grievance Officer at any time. The College's Student Grievance Officer is the Dean of Students (nbagchiw@northshore.edu or 781-593-6722 x2164).

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information or national origin, the College's Affirmative Action Grievance Procedure is a mechanism for resolution. The College's Affirmative Action Grievance Procedure is contained in the College's Affirmative Action Plan. The College's Affirmative Action Officer is Ngoc-Thanh Giddari, Director of Human Resources (tgiddari@northshore.edu or 978-762-4000 x5470).

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

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

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

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

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

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

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

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

Level One – Informal Procedure
This is the informal stage where most complaints are resolved. The Grievant and the Responding Party should consult with the Student Grievance Officer at this time.
A Grievant initiates the informal phase of the Grievance process. The Grievant shall first present his/her complaint orally and informally to the Responding Party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when a grievable act or omission occurs.

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

**Level Two (L2) – 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.
Thank you for being a member of our vibrant community at North Shore Community College!

The Student Handbook is produced by the Office of the Dean of Students. If you have any questions, comments or suggestions, regarding the Handbook or the Code of Conduct, please contact: deanofstudents@northshore.edu

We wish you success in your educational adventure at NSCC.