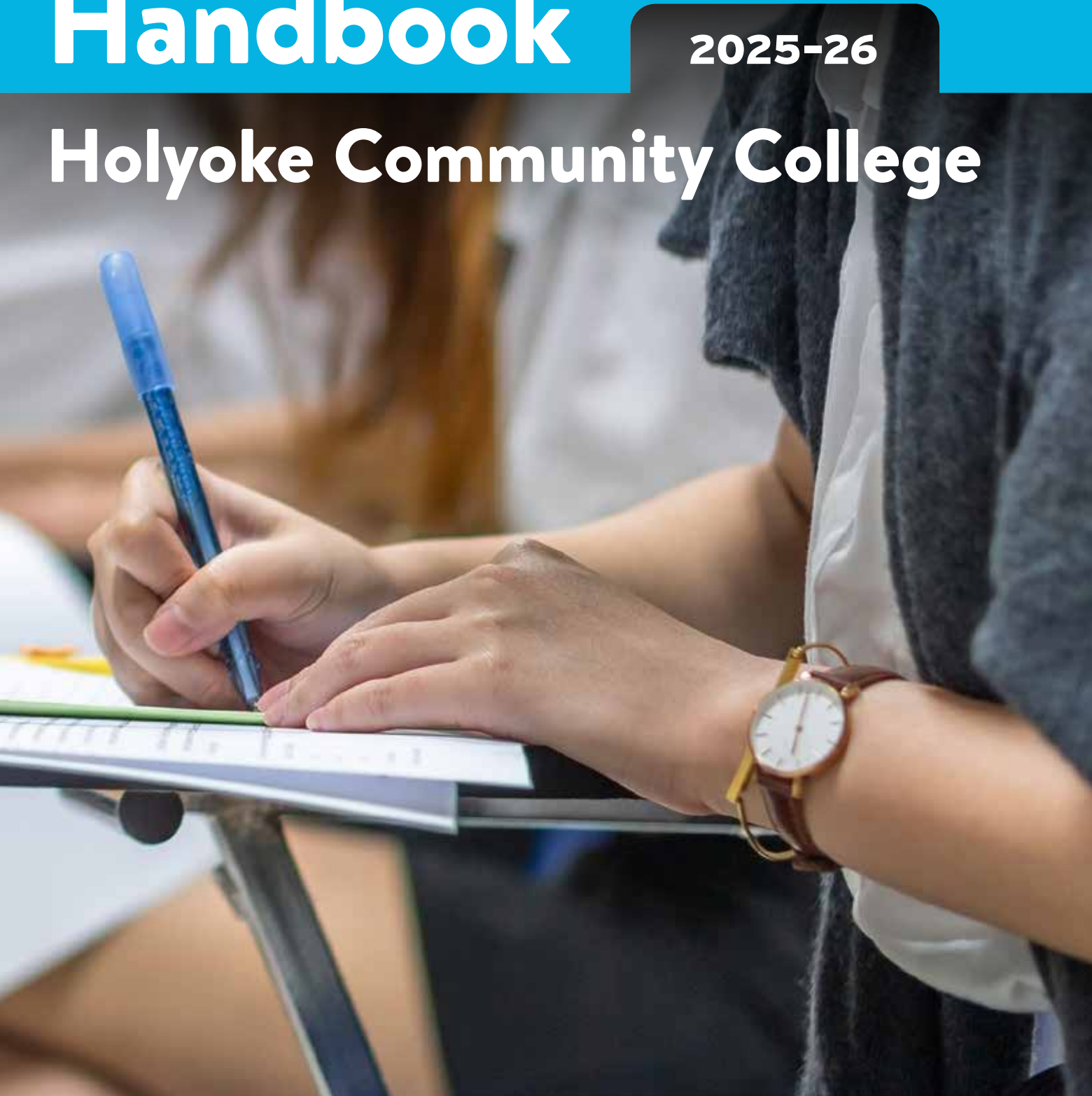


Student Handbook

2025-26

Holyoke Community College



MISSION

Educate. Inspire. Connect.

VISION

Holyoke Community College aspires to be a college of academic excellence known for helping students overcome barriers to success.

STUDENT EXPERIENCE STATEMENT

Holyoke Community College commits to delivering a transformational student experience characterized by:

- A student-ready environment with connections that draw people, services, and resources together to address students' needs and ensure their success;
- An affordable, relevant education designed to ensure equitable student outcomes, resulting in career and transfer opportunities that enable all students to thrive;
- An approach to educating the whole person that consistently meets students where they are and engages them in real-world learning experiences; and
- A vibrant, diverse, and inclusive college community that enriches the learning experience, delivers unwavering encouragement, and builds lifelong connections.

Faculty and staff of Holyoke Community College commit to support this transformative experience through:

- Accessible, guided, and intuitive services that support and inspire students and their families;
- Culturally responsive practices that promote equity within and beyond the classroom;
- Technology, data, and predictive analytics that enable HCC to deliver personalized, proactive, and responsive programs and service; and
- An agile and supportive culture that recognizes the importance of professional development to build knowledge, skills, and a deep understanding of our students.

VALUES

Kindness, inclusion, and trust are the foundations of the work that we do together. Innovation and collaboration enable us to explore and implement the ideas that will shape our future.

Innovation: We empower each other to explore, share, and actualize our ideas to continuously improve the HCC experience for all. We do this with creativity and agility by keeping an open mind, taking risks, evaluating outcomes, and learning from mistakes.

Collaboration: We work as a community to develop and achieve common goals through an open exchange of ideas. We do this by encouraging wide-ranging participation, intentional communication, and the pursuit of diverse perspectives and expertise.

Kindness: We approach all interactions with empathy and in consideration of one another's needs. We act with the highest levels of professionalism, respect, and civility as we seek common ground and strive for mutual understanding.

Inclusion: We provide a fair and welcoming environment where all voices are heard and meaningfully included to contribute to the growth and success of HCC. We take intentional action, challenge our assumptions, foster belonging, and respect the uniqueness of individuals and diverse groups.

Trust: We assume the best in others, prioritize transparency, and communicate with honesty, clarity, and consistency. We do this thoughtfully by including all stakeholders in the decision-making process and following through with our commitments.

STRATEGIC FRAMEWORKS

STRATEGY 1 - TEACHING and LEARNING: Enhance and expand innovative teaching and learning practices that result in a quality education for all.

STRATEGY 2 - EQUITY and STUDENT SUCCESS: Collaborate with the communities we serve to increase equity.

STRATEGY 3 - WORKFORCE DEVELOPMENT and TRANSFER: Align program outcomes with workforce demands and student needs for employment and transfer.

STRATEGY 4 - FINANCIAL SUSTAINABILITY: Create a sustainable model for long-term financial stability and growth.

**HOLYOKE
COMMUNITY
COLLEGE**

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FALL 2025 CALENDAR

Sep. 1, Mon. Holiday: College closed for Labor Day
Sep. 2, Tue. Fall semester classes begin
Sep. 2-5, Tue.-Fri. Add/Drop period ends (Fri. Sep. 5 at 4:30 p.m.)
Sep. 8, Mon. Last day to drop at 100% refund for 15-week semester
Oct. 13, Mon. Holiday: College closed for Columbus Day/ Indigenous Peoples Day
Oct. 14, Tue. All classes follow a Monday schedule
Oct. 17, Fri. Midterm grades viewable in myHCC dashboard after this date
Oct. 27, Mon. Open registration begins at 8 a.m. (Wintersession and Spring)
Nov. 11, Tue. Holiday: College closed for Veterans Day
Nov. 26, Wed. Classes follow Friday schedule
Nov. 27, Thu. Holiday: College closed for Thanksgiving Day
Nov. 28, Fri. No classes; Campus open
Dec. 1, Mon. Fall Graduate Reception
Dec. 12, Fri. End of 15-week classes; Last day for withdrawal with W from 15-week classes
Dec. 15-18, Mon.-Thu. Final exams (required as scheduled)
Dec. 19, Fri. Make-up day for cancelled final exams
Dec. 23, Tue. Final grades viewable in myHCC dashboard after this date
Dec. 25, Thu. Holiday: College closed for Christmas Day
Dec. 26-31, Fri.-Wed. Campus open
Jan. 1, 2025, Thu. Holiday: College closed for New Year's Day

SPRING 2026 CALENDAR

Jan. 19, Mon. Holiday: College Closed for Martin Luther King, Jr. Day
Jan. 20, Tue. Spring semester classes begin
Jan. 20-23, Tue.-Fri. Add/Drop period - 4 Days (Ends Jan. 23 at 4:30 p.m.)
Jan. 26, Mon. Last day to drop at 100% refund for 15-week Classes
Feb. 16, Mon. Holiday: College Closed for Presidents Day
Feb. 17, Tue. All Classes follow Monday schedule
Mar. 6, Fri. Midterm grades viewable in myHCC dashboard after this date
Mar. 16-Mar. 20 Spring Recess
Apr. 1, Wed. No classes; Assessment Day; Full day
Apr. 6, Mon. Open registration begins at 8 a.m. (Summer and Fall)
Apr. 20, Mon. Holiday: College closed for Patriots' Day
Apr. 23, Thu. Classes follow Monday schedule
May 7, Thu. End of 15-week semester classes; Last day for withdrawal with W for 15-week semester classes
May 8, Fri. Make-up day for cancelled classes
May 11-14, Mon.-Thu. Final exams (required as scheduled)
May 20, Tue. Final grades viewable in myHCC dashboard after this date
May 20, Wed. Honors and Awards Night, 6:30 p.m.
May 25, Mon. Holiday: College Closed for Memorial Day
May 30, Sat. Commencement at MassMutual Center, 10 a.m.

CONTACT US!



facebook.com/HolyokeCommunityCollege



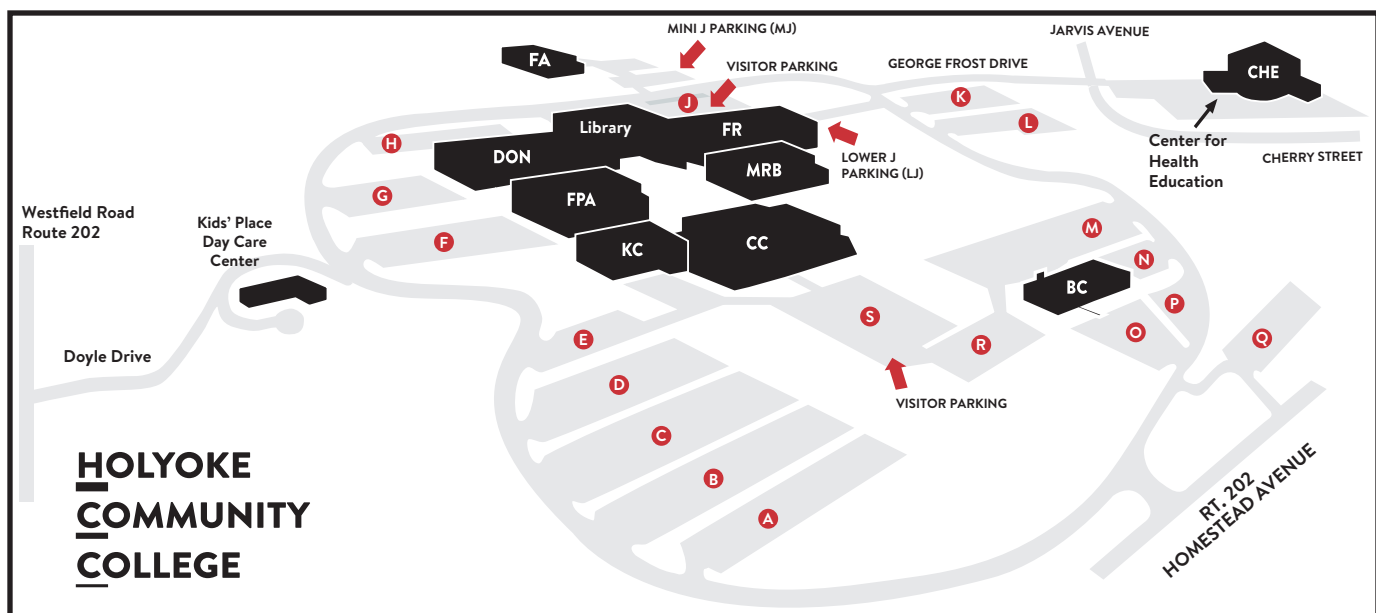
twitter.com/HolyokeCC



youtube.com/HolyokeCC



hcc.edu



Map Key



| Parking Lot |



| Road |



| Building |

Building Key

BC	David M. Bartley Center for Athletics and Recreation
CC	Campus Center
CHE	Center for Health Education
DON	Donahue
FPA	Fine and Performing Arts
FR	Frost
KC	Kittredge Center for Business and Workforce Development
MRB	Marieb
FA	Facilities

PARKING LOTS

STUDENTS (Permit required)

Day Parking: 6 a.m. - 4 p.m. A, B, C, D, M, N, O, P, Q, R, S

Evening Parking: after 4 p.m. A, B, C, D, E, F, G, H, J, K, L, M, N, O, P, Q, R, S

STAFF (Permit required)

Day Parking: 6 a.m. - 4 p.m. E, F, G, H, K, L, , Mini J and Lower J

Evening Parking: after 4pm: G, J, L

VISITORS

Visitors should be directed to park in the visitors lot

PARKING

All credit and non-credit students are required to register their vehicles with the Campus Police Department. You must provide a valid vehicle registration. There is no additional charge for a parking sticker. It is included with the purchase of credit and/or non-credit course(s).

Additional Locations

Holyoke:

Center for Health Education
404 Jarvis Ave., Holyoke, MA
413.552.2467

HCC MGM Culinary Arts Institute
Cubit Building,
164 Race Street, Holyoke, MA 01040

**HCC Adult Learning Center
Picknelly Adult and Family Education
Center (PAFEC)**

206 Maple St., Holyoke, MA 01040
413.552.2990 ext. 3
*Free HiSet instruction, academic advising
and basic computer skills, during the
evening throughout the year.*

Ware:

Education to Employment (E2E)

Center
79 Main Street, Ware, MA 01082
413.277.0294

*Workforce training programs, personal
enrichment classes, civic events, and
student support activities.*

HCC English for Speakers of Other Languages

Classes offered in Springfield,
West Springfield, downtown
Holyoke, on-campus, and online
413.552.2999

*Free English for Speakers of Other
Languages (ESOL) instruction,
career and academic advising,
training programs, and basic
computer skills during the day and
evening throughout the year.*

NOTE: This publication contains current information regarding college policies for Holyoke Community College. It is not, however, intended to be and should not be relied upon as a statement of the college's contractual undertakings. The Holyoke Community College Board of Trustees and the Massachusetts Board of Higher Education reserve the right to alter its policies, procedures, and fees as set forth in this manual. This document is available in an alternative format through the marketing and communications office 413.552.2259. The college reserves the right to add, revise, withdraw, or cancel courses and programs and to make changes to its academic calendar, policies, tuition, and fees at its discretion.

Student Services and Programs

ACADEMIC INTERNSHIPS

DON 285, 413-552-2342, apicard@hcc.edu

The HCC Academic Internship program offers an excellent opportunity for students to gain valuable hands-on experience that prepares them for the workforce or transfer for further education. Instead of just learning about your dream job, you can live it! Open to students from diverse majors. Course prerequisites vary by academic program.

For Liberal Arts and Science Majors: INTEGRATIVE LEARNING REQUIREMENT: 6 CREDITS

Liberal Arts and Science students must complete a minimum of 6 credit hours of an Integrative Learning Experience (ILE) to graduate. An academic internship can fulfill this requirement as can Learning Communities, Honors, and Community-Based Learning courses.

For more information, contact Andrea Picard, Coordinator of Academic Internships and Career Planning, apicard@hcc.edu, 413-552-2342, DON 285

ADMISSIONS

CC 148, 413.552.2321, admissions@hcc.edu

The Admissions Office is open from 8:30 a.m. - 5:00 p.m., Monday through Thursday, and 1:00pm - 4:30 p.m. on Friday, with additional hours around peak advising periods. Holyoke Community College is a public institution of higher education with an open admission policy. General requirements for admission to a degree or certificate program include a high school diploma, General Education Development (GED) or HiSET certificate, or completion of an approved home-schooling program. Students must be beyond the age of compulsory school attendance in Massachusetts (16 years old).

In addition to the general requirements, some academic programs require additional application materials or have specific testing requirements. These programs include, but are not limited to Nursing, Practical Nursing, Radiologic Technology, Graphic Design Certificate, Music, Culinary Arts, and Veterinary Technician. Coursework for most programs begins each fall, spring, and/or summer. Individual academic programs and program start dates can be reviewed in the online College Catalog at hcc.edu/courses-and-programs.

Students who have been away from HCC for two or more semesters (excluding summer) must apply for admission at hcc.edu/apply. Official transcripts from any college or university attended while away from HCC are required for consideration of any transfer credit.

All applicants to Holyoke Community College are encouraged to meet with an admission counselor to discuss program choices and requirements.

ADVISING

CC 102, 413-552-2722, advisingcenter@hcc.edu

Every student enrolled in credit courses at the college is assigned to a faculty or staff member for the purpose of academic advising. Together the student and advisor plan the student's program of study during the advising periods in the fall and spring. Advising and registration begin in November in the fall and April in the spring. Exact dates are listed in the academic calendar posted on the college's website. The final responsibility for selecting courses fulfilling graduation requirements rests solely with the student.

Academic Advisors

Students may check their Navigate360 Student, DegreeWorks or myHCC Dashboard for assigned advisors name and contact information.

ADVISING

Current students are strongly encouraged to meet with their assigned advisor during the spring and fall semesters. You can find your advisor's contact information in Navigate360 Student, DegreeWorks, or myHCC Dashboard.

In the event that your assigned advisor is unavailable, you may book an appointment with one of our professional staff advisors by doing the following:

Call us at 413.552.2722. Zoom with us!

DROP-IN ADVISING

Available during January through add/drop week and August through add/drop week. Just before the start of our spring and fall semesters, our office is open for drop-in advising either in-person or on Zoom! Please have a photo ID ready for check-in. Advising is available Monday through Thursday 8:30 a.m. to 5 p.m., Friday, 8:30 a.m. to 4:30 p.m.

TRANSFER

413.552.2498, mbroadbent@hcc.edu

Holyoke Community College has been nationally recognized as a leader in transfer. Our students transfer to a wide range of colleges from highly selective to open access institutions. Popular choices include UMass, Westfield State, Elms, AIC, Smith, Mount Holyoke, Bay Path University, Springfield College, Western New England and many others. The Transfer Office provides transfer counseling, major and course advice

to all students looking to transfer. The Transfer Office oversees all transfer programs like MassTransfer, Joint Admission, Transfer Scholars Network and the Mass Guarantee program as well as individual transfer agreements. More detailed information can be found in the college catalog, catalog.hcc.edu or on the HCC website, mass.edu/masstransfer and hcc.edu/courses-and-programs/advising-career-and-transfer-center/transfer.

The office hosts four-year college on campus visits each semester as well as a fall and spring Transfer Fair. Email or call to make an appointment to discuss your transfer plans. It's never too early to start planning! Hours: Monday through Friday, 8 a.m. to 4 p.m.

DegreeWorks

DegreeWorks is a web-based degree audit and academic advising tool that helps students and advisors monitor progress toward degree or certificate completion. It provides a clear view of completed and remaining coursework, offers change-of-major scenarios by way of WhatIf, and displays course history. Students can access DegreeWorks through the myHCC Dashboard on the My Student Resources card.

ALANA MEN IN MOTION

FR 224, 413.552.2244, alana@hcc.edu

ALANA Men in Motion fosters academic success, leadership, and belonging for students seeking community, mentorship, and cultural identity exploration. The program centers the experiences of African-American/Black, Latinx, Asian, and Native American men, while welcoming all eligible students committed to personal growth.

Program Benefits:

- Personalized mentorship for college success
- Academic coaching and workshops
- A supportive and engaged peer community
- Leadership growth and career support
- Invitations to exclusive trips and social events

ALUMNI ASSOCIATION

DON 170, 413.552.2253, alumni@hcc.edu

The Alumni Association is a group that includes all graduates of Holyoke Community College and all former students with a minimum of nine (9) completed credits. The Association exists to connect HCC alumni and former students to the college and to each other, and to support the college's mission to Educate. Inspire. Connect. Your connection back to HCC and to our network of over 40,000 HCC graduates will enhance your growth and success. The Alumni Council is the governing board of the Alumni Association and is composed of alumni volunteers who support the needs of the College, alumni and students by offering meaningful services and programming, and by leveraging the talent, expertise, time, and financial resources of all HCC alumni.

ASSESSMENT CENTER

CC 164, 413.552.2015, assessment@hcc.edu

After you've been admitted to HCC, the next step is to determine if you are ready to take college-level Math or

college-level English. Many students do this by taking our assessment, but there are other ways to prove college readiness that can be found on the list below. By submitting documentation (the more, the better!), you may be able to place directly into college-level Math and English courses without having to take the course placement.

- AP scores
- SAT scores
- ACT scores
- GED test scores
- High School transcripts
- College transcripts
- HiSET scores
- Accuplacer Classic or Next Generation scores

More information can be found at: hcc.edu/admission/course-placement/waiving-course-placement.

You can turn in unofficial/official transcripts or score reports by emailing them to admissions@hcc.edu. (Please note that an official transcript is required for transfer of credits through AP or prior college coursework).

ATHLETICS

BC 204, 413.552.2161

HCC offers women's cross-country, soccer, golf, basketball, volleyball, and Esports, while the men's athletic program includes cross-country, baseball, basketball, golf, soccer, and Esports. The HCC athletic program is a member of the National Junior College Athletic Association (NJCAA). The college also has a variety of sports that are conducted as recreational and/or club activities. For details, check with the athletic office in the David M. Bartley Center for Athletics and Recreation. All participants must submit documentation of a recent physical exam and required immunizations prior to participating in intercollegiate sports. All athletic information is available on the HCC athletics website at hccougars.com

ATHLETIC AND FITNESS FACILITIES

BC 204, 413.552.2160

All athletic facilities are accessible to students, employees, the college community and to community users through various programs and activities. Outdoor facilities include fields for softball, baseball, soccer and disc golf, a track, and woodland trails for orienteering, hiking, etc. Indoor facilities are housed in the David M. Bartley Center for Athletics and Recreation. Note: Students taking credit courses have free access to the Bartley Center with a valid ID. Among the many features of the facility are:

- Three-court gymnasium with 32 foot ceilings and bleacher seating (the People's Bank Gymnasium can accommodate basketball games, pickleball, volleyball matches, and various events)
- Three locker rooms (men, women and visitors)
- Sauna and steam rooms for both men and women
- Training and assessment room for fitness and wellness
- Multipurpose room for group exercise, dance, martial arts, yoga, Pilates, etc.

- Lobby/lounge for informal and formal gatherings
- A fitness center separated into 4 categories:
Cardiovascular, plate loaded weights, selectorized weights and free weights

CAMPUS POLICE DEPARTMENT **FR 273, 413.552.2400**

The Campus Police Department is staffed by full-time commissioned police officers and Institutional Security Officers. Campus Police Officers are on duty 24 hours a day, 365 days of the year, and each is a graduate of the Massachusetts Criminal Justice Training Academy or the Massachusetts State Police Training Academy. All have been trained in emergency medical procedures. Each officer undergoes continuous training to upgrade skills. Campus police work closely with state and local police. Institutional Security Officers are certified as Campus Protection Officers and are experienced in security functions. Security Officers conduct building security and assist in filing reports.

The mission of the Campus Police Department is to provide the highest level of safety, security and service to the college community. In order to carry out this mission, officers are expected to do the following:

- Provide service to the college community
- Protect life and safeguard property
- Prevent, control and investigate crime and apprehend criminal offenders
- Maintain peace and order, and peacefully resolve conflict
- Enforce college and departmental policies and procedures, Massachusetts General Laws, the rules and regulations of the Registrar of Motor Vehicles, the Constitution of the Commonwealth of Massachusetts and the Constitution of the United States of America.

Campus police have the authority to apprehend and arrest anyone involved in illegal acts on campus. If the offense is committed by a student, campus police may also refer the individual to the Office of Student Affairs for action under the Student Code of Conduct disciplinary process. The Director of Community Standards and Wellbeing will conduct a preliminary investigation and determine the need to appoint a disciplinary board.

Information regarding campus safety and security is provided to new students at orientation sessions each semester. Additional information is available at the Campus Police Department in Frost 273 or at hcc.edu/about/public-safety/campus-police.

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 your local police department or the Commonwealth of Massachusetts' Sex Offender Registry Board, P.O. Box 4547, Salem, MA 01970, 978-740-6400. Level 3 offender information is also available online at mass.gov/sorb.

If you have any questions regarding access to sex offender information, contact the College Campus Police Department, 413.552.2400.

CENTER FOR ACADEMIC PROGRAM SUPPORT (CAPS)

DON 240, 413.552.2584

The Center for Academic Program Support (CAPS) provides free tutoring and other support services to help students succeed in their classes. Support services include study skills assistance, supplemental instruction, workshops, and more. Tutoring is available in a variety of subjects at the Math Center, Writing/ESL Center, and Tutoring Center. Tutoring is available Monday through Saturday, with times varying at each center, and is on a drop-in basis. All services have a virtual component via Zoom. Please visit or contact CAPS to access the tutoring schedules and other services.

CAPS Math Center **DON 246, 413.552.2552**

The Math Center offers drop-in tutoring for mathematics and other subjects like science, technology, and engineering, as well as math topics related to business, health, and other fields. All tutoring is available on campus and virtual. The center offers help with course content study, problem-solving strategies, and ways to overcome math anxiety. The Math Center also offers Math Mini Prep online through self-directed modules, and Quick Math Prep classes facilitated in two-hour session classes which prepare students for the math placement test and/or their developmental math course. The center provides one-on-one tutoring through the Math Learning Coach program, as well as handouts, math textbooks, videos, and software dealing with algebra, basic math, calculus, and other topics are available. Additionally, tutor.com 24/7 access is available to all HCC students for free via Canvas.

CAPS Tutoring Center **DON 244, 413.552.2416**

The Tutoring Center offers one-on-one and small-group tutoring in most courses. Subjects are covered from A to Z, from Accounting to Zoology. All services have a virtual component via Zoom. Tutors address concerns as they relate to understanding course content, reading textbooks, preparing for tests, and more. Additionally, tutor.com 24/7 access is available to all HCC students for free via Canvas.

CAPS Writing/ESL Center **DON 238, 413.552.2599**

The Writing Center offers students both on campus and online drop-in assistance related to any written assignments for college courses, such as essays, research papers, lab reports, or literary analysis. In addition to offering workshops covering writing and research projects, this center also helps with college application and scholarship essays. The Writing Center webpage provides handouts and web links on the writing process, grammar, punctuation, and other writing related topics. ESL tutors are also available for students taking English as a Second Language courses. Additionally,

tutor.com 24/7 access is available to all HCC students for free via Canvas.

COLLEGE STORE

CC 2nd floor, 413.552.2521

The HCC College Store is open Monday through Friday, 8:00 a.m. to 4:00 p.m. The store sells art supplies, notebooks, binders, writing supplies, calculators, backpacks, branded apparel and insignia items, and much more.

Books and other course materials are sold and rented online through HCC partner, eCampus. Supplies and clothing are sold both in the campus store and online at hcc.ecampus.com/ Students should always bring their class schedule (including course ID and section numbers), as well as their HCC ID, when coming to the store for assistance with ordering books. For more information contact savery@hcc.edu.

FINANCIAL AID BOOK ADVANCE

Students can use their Financial Aid Book Advance to rent* or purchase books through eCampus. PayPal, Discover, Visa, Mastercard, and American Express may also be used for all or part of these purchases. Students may also use their Financial Aid Book Advance to purchase supplies. Please visit or contact the Store for further details.

*Students who use their book advance to rent a book will be asked to provide a credit card to secure the transaction. The credit card will not be charged unless the rented book is not returned at the end of the semester. Students who rent books can receive a free return-shipping label via the eCampus website just prior to the end of the semester.

Contact: hcc.ecampus.com

COMMUNITY BASED LEARNING PROGRAM (CBL)

DON 261, cbl@hcc.edu

Community Based Learning (CBL) is a powerful teaching approach that allows students to engage in hands-on activities that address real-life challenges faced by communities while receiving college credit. By partnering with local organizations, faculty can provide an enriching learning experience that benefits students and helps them to see themselves as community contributors and global citizens. For information on how you can sign up for a community-based learning course, contact the CBL Coordinator at cbl@hcc.edu.

COMMUNITY STANDARDS AND WELLBEING

FR 226, 413.552.2551

The Office of Community Standards and Wellbeing supports a safe, respectful, and inclusive campus environment by promoting student accountability, personal growth, and holistic wellbeing. We help students understand their rights and responsibilities as members of the HCC community and provide support and resources when challenges arise.

Whether you're navigating a conflict, concerned about a peer, or just need guidance on how to thrive at college, we're here to help. Our office oversees the Student Code of

Conduct (see pages), coordinates wellness initiatives, and partners with departments across campus to foster a culture of care and respect.

COUNSELING SERVICES

FR 232, 413-552-2626

HCC is partnered with Center for Human Development (CHD) to offer in person and telehealth counseling for students enrolled in Holyoke Community College with no out-of-pocket cost.

CHD offers a broad range of programs and services to assist students in dealing with life challenges and stresses before they become insurmountable. Our professional staff offers the following counseling services with no out-of-pocket cost to students who are currently enrolled at Holyoke Community College: Individual Counseling, Specialized Workshops, Group Counseling.

Typical Issues

We see students struggling with a variety of issues including but not limited to: relationship difficulties, anxiety, sexual assault, depression, substance use problems, stress management, trauma, and grief.

Confidentiality

We adhere to the American Psychological Association and the laws of the Commonwealth of Massachusetts regarding confidentiality. The only scenario where information might be shared without the individual authorization is if the individual or someone else is in danger. For us to be able to share any other information, the student needs to fill out and sign a Release of Information form.

Appointments And Emergencies

Students can access mental health services in several ways:

- Email: Reach out to us at hccreferral@chd.org
- Phone: Call us at 413-552-2626
- In Person: Visit us in Frost 232, Monday-Friday, 9:00 a.m.-4:00 p.m.

You can refer yourself, or a parent, faculty, or staff member may refer you for services.

In the event of an emergency:

- Call 911 if you are in immediate danger or experiencing a life-threatening emergency.
- If you're experiencing a mental health crisis, contact the CHD Crisis Team at 833-243-8255 – available 24/7.
- You can also come to the HCC Counseling Center (Frost 232) during office hours:
Monday-Friday, 9:00 a.m.-4:00 p.m.

To get started with services or make an appointment with HCC Counseling Center, please email hccreferral@chd.org and include the following information:

- Your first and last name
- Your phone number
- Your HCC email address

- Referral source (e.g., self, faculty name and department, etc.)

Telehealth off campus: CHD is able to provide telehealth clinical services during normal business hours, after 4pm, and some weekend availability at our CHD Appleton Street Clinic. Please stop by Frost 232 or email us at hccreferral@chd.org to sign up.

CREDIT FOR PRIOR LEARNING

FR 223, 413.552.2319,
studentrecords@hcc.edu

HCC has many opportunities for students to earn credit for prior learning including credit by examination, credit for industry credentials, non-credit to credit pathway, and portfolio based prior learning assessment. For more information refer to hcc.edu/cpl.

DINING SERVICES

CC 2nd floor, 413.552.2130

Dining services at HCC are available to all students, staff, faculty and visitors to the college.

- A Food Court on the second floor of the Campus Center will be in operation from 8:00 a.m. to 2:00 p.m. on Mondays through Fridays. The Food Court may be closed temporarily for special events.
- A convenience store, POD Express, is located on the first floor lounge between the Frost and Donahue Buildings, and offers a variety of sandwiches, soups, salads, coffee, beverages and other items, and is open Mondays through Thursdays from 7:30 a.m. to 8 p.m., and Fridays, 7 a.m. to 2 p.m.

Dining location operating hours are subject to change. Operating hours are also limited during final exams and vacations. Please refer to the college website for updates.

Catering services are available and can be arranged by calling Aramark at 413.552.2130.

EL CENTRO

CC 248, 413.552.2052, elcentro@hcc.edu

El Centro welcomes all students and aspires to provide a Hispanic thriving learning community to meet the needs of Latinx students, where they can receive culturally responsive guidance and support essential to achieve academic success, advancement, and a sense of belonging.

El Centro les da la bienvenida a todos estudiantes y aspira a proporcionar una comunidad de aprendizaje próspera para satisfacer las necesidades de los estudiantes latinos, donde puedan recibir orientación y apoyo culturalmente apropiado lo cual son esenciales para lograr el éxito académico, el progreso, y un sentido de pertenencia.

El Centro provides:

1. Bilingual services to students and their families
2. Academic advising and one-on-one support
3. Holistic wraparound support services
4. FAFSA application support and Financial Literacy

5. Cultural events and celebration
6. Support towards graduation, transfer or career

For more information email us at: elcentro@hcc.edu / Para más información, escríbenos a: elcentro@hcc.edu

El Centro aspira a proporcionar una comunidad de aprendizaje hispana próspera para satisfacer las necesidades de los estudiantes latinos, donde puedan recibir orientación y apoyo culturalmente apropiado lo cual son esenciales para lograr el éxito académico, el avance y un sentido de pertenencia.

Servicios Ofrecidos:

- Servicios bilingües (inglés/español) para estudiantes y sus familias
- Asesoramiento académico y apoyo individual
- Servicios de apoyo integral holístico
- Apoyo a la solicitud de FAFSA y educación financiera
- Eventos culturales y celebraciones
- Apoyo hacia la graduación, transferencia universitaria o carrera

Para saber más sobre El Centro, visite nuestra oficina en el edificio Campus Center, número 248 o comuníquese a través de teléfono al 413.552.2052 o correo electrónico: elcentro@hcc.edu

ESL SUPPORT PROGRAM (ACADEMIC ESL SUPPORT PROGRAM)

DON 203, 413.552.2553/2234

The Academic ESL Support Program serves students whose native language is not English. The college offers English as a Second Language (ESL) courses and an array of services to help students succeed in college. ESL courses prepare students for college-level courses in associate degree or certificate programs.

Assistance Available

- Bilingual services
- Pre-college advising
- Orientation seminars for new students
- Financial aid consultation
- Language assessment/placement
- Academic and career counseling
- Individual and group tutoring
- How to study and career development courses
- Student advocacy and referrals

ESL Academic Courses

Students may earn up to 15 credits in ESL courses, some of which can be applied to degree programs at HCC. Three levels of instruction are offered in each of the following areas: Writing and grammar (one six credit class) and reading, speaking, listening (one six credit class). Classes focus on skill areas essential to students who want to continue their education. Students enrolled in advanced levels of ESL may also take courses in their chosen field of study when appropriate.

El Programa para apoyo de Inglés como Segundo Idioma Académico

La Oficina de Servicios de Apoyo de Inglés como Segundo Idioma les ofrece servicios a estudiantes cuyo idioma nativo no es el Inglés. El programa ofrece cursos de Inglés como Segundo Idioma (ESL) y una selección de servicios para ayudar a los estudiantes a tener éxito en el colegio. Los cursos de ESL preparan al estudiante a tomar cursos a nivel universitario en programas de grado asociado o de certificados.

Asistencia disponible en:

- Servicios bilingües
- Talleres de ingreso al colegio
- Seminarios de orientación para estudiantes nuevos
- Consulta sobre ayuda financiera
- Evaluación de lenguaje/ubicación
- Consejería académica y de carrera
- Tutoría individual y en grupo
- Talleres de cómo estudiar y exploración de carreras
- Asesoría estudiantil y referidos

Cursos Académicos de ESL

Los estudiantes pueden utilizar un total de 15 créditos de los cursos de ESL, algunos de los cuales pueden ser convalidados a programas de grado asociado del colegio. Cuatro niveles de instrucción son ofrecidos en las siguientes áreas: Inglés conversacional, lectura y escritura, gramática y pronunciación. Las clases se concentran en las áreas de destrezas esenciales para los estudiantes que continúan su educación. Los estudiantes matriculados en clases avanzadas de ESL también pueden tomar cursos correspondientes a sus carreras cuando sea apropiado.

Para saber más sobre el Programa de Apoyo de Inglés como Segundo Idioma, visite nuestra oficina en el edificio DON, número 203, o llame al 413.552.2553/2234.

FEDERAL WORK STUDY (FWS), COMMUNITY SERVICE PROGRAM

FR 201, 413.552.2421

FWS Community Service positions allow qualified students to work in a variety of community settings in paid positions that complement their academic and career goals. Interested students should inquire about eligibility at the Financial Aid office FR 201, 413.552.2150. Qualified students obtain a FWS Authorization form from Financial Aid by contacting Diana Rosado at drosado@hcc.edu , 413.552.2421.

FINANCIAL AID

FR 201, 413.552.2150, financialaid@hcc.edu

The Financial Aid Office is open from 8:30 a.m. - 5:00 p.m., Monday through Thursday, and 1:00p.m. - 4:30 p.m. on Friday, with additional hours around peak advising periods. The staff is available to answer any financial aid questions.

A student at Holyoke Community College may apply for financial aid by completing the FAFSA at studentaid.gov. Completing a FAFSA allows a student to potentially receive a

variety of grants, as well as for Federal Direct Stafford Loans and a federally funded work-study job.

Financial aid may help not only with the direct expenses of tuition, fees, and books, but also with other expenses, such as meals, transportation, child care, housing, and food. High-need students eligible for resident tuition rates may receive more than enough grant aid to cover the cost of tuition, fees, and books, particularly if they qualify for state-financial aid programs and apply by the established priority deadline. If a student does not qualify for enough grant aid to cover direct costs, educational loans are offered to cover the short-fall. A student who needs additional help with out-of-pocket expenses should schedule an appointment with one of our experienced Senior Financial Aid Counselors to discuss other aid options.

The HCC Foundation, Inc. awards more than \$330,000 in scholarships to students each year. For more information on applications and deadlines, please visit hcc.edu/scholarships, the Scholarship Resource Center (DON 158), or call 413-552-2182.

FOOD PANTRY

KC 201, 413.552.2783

The HCC Thrive Center operates a food pantry that provides supplemental groceries and personal hygiene items to students in need. Students may make one request for supplemental groceries per month, and will receive one to two bags containing a variety of food items. The Food Pantry can be accessed by visiting the Thrive Center in KIT 201, which is open from 8:30 a.m. to 4:30 p.m., Monday through Friday.

HONORS PROGRAM

DON 245, 413.552.2197

The Honors Program offers opportunities for intellectual challenge to students in every discipline. For students who excel academically, have a desire to engage in positive social change, plan to transfer to selective colleges or university and/or are interested in gaining critical skills for the workplace, the Honors Program provides challenging courses with a strong emphasis on reading, writing, interdisciplinary questioning, and critical thinking across disciplines. The HCC Honors Program: Creating Knowledge, Together. For more information contact the Honors Program Office at honor-sprogram@hcc.edu.

ITSY BITSY CHILD WATCH

FR 261, 413.552.2487

Itsy Bitsy Child Watch provides HCC students with free, high-quality care for children between 3 months and 12 years old while parents attend their academic commitments. Student-parents can request care on a regular basis to attend a recurring commitment like class or tutoring, or on an as-needed basis when regular childcare falls through. Students must register in advance to use the service and request the care they need before attending. For more information contact childwatch@hcc.edu or visit hcc.edu/itsy.

LIBRARY

DON 202, 413.552.2372

Hours: see hcc.edu/library

The HCC Library offers a wide range of academic resources and technology to support your success. In addition to materials available on campus, you can request books and other items from the HELM (Higher Education Libraries of Massachusetts) network and have them delivered to HCC for convenient pickup.

At the library, you will find welcoming and accessible study areas designed for individual and group work. Computer stations and loanable technology—such as Chromebooks, laptops, Wi-Fi hotspots, and calculators—are available to support your academic coursework, based on availability.

Library policies are available at the circulation desk and on the library website. Materials are available in English and may be translated or explained in other languages upon request. If you need help managing your library account, accessing materials in your preferred language, or navigating accommodations, our team is here to support you.

MARIEB ADULT LEARNER SUCCESS CENTER

FR 264, 413-552-2413, adultsuccesscenter@hcc.edu

The Marieb Adult Learner Success Center supports students ages 24+, student parents, and veterans. Our goal is to assist students in building the skills, knowledge, and perseverance needed to thrive academically, personally and professionally. In addition to a physical space where students can study and connect, we also offer the following services: enrollment counseling, holistic advising, Section 30/TOP application assistance, career services, transfer guidance, referrals for internal and external support, family-friendly events and student parent support groups, and workshops that support academic success.

MILITARY AND VETERAN STUDENT SERVICES

DON 105, 413.552.2189

Military and Veteran Student Services provides assistance to our veterans, service members, and their dependents in pursuing their educational, professional, or vocational objectives. We are dedicated to serving those who served us by assisting them in receiving their education benefits, facilitating their transition into our college, and providing support for their ongoing academic success.

Veterans, Active Duty, and all military-affiliated students can apply for VA Educational Benefits and be eligible to receive a monthly educational assistance stipend. Members of the Massachusetts National Guard are eligible to receive a waiver for tuition and fees. Veterans residing in Massachusetts are also eligible to receive Categorical Tuition Waiver for courses. Military and Veteran students using tuition waivers are responsible for all other fees. Veterans may also be eligible for health benefits to satisfy the HCC health insurance requirement.

Contact the Veterans Benefits Counselor for more information at 413.552.2189 or email veterans@hcc.edu.

NEW STUDENT ORIENTATION

CC 148, 413.552.2232, nso@hcc.edu

New Student Orientation is a college success program with required participation for all NEW first time degree seeking students before the first day of classes. The goals of New Student Orientation are:

- Students will be **inspired** to come to college and have a clear understanding of their chosen major and how HCC can help them succeed.
- Students will be **educated** on the enrollment process including, course placement, educational planning, paying for college, and the resources the college offers to help students be the best student they can be in and out of the classroom.
- Students will **connect** to their campus community; faculty, staff, and peers.

New students will receive Orientation information throughout the enrollment process.

First time degree seeking students are required to complete the New Student Orientation online module and are encouraged to attend New Student Programs held throughout the semester.

OFFICE FOR STUDENTS WITH DISABILITIES AND DEAF SERVICES (OSDDS)

DON 147, 413.552.2417, osd@hcc.edu

Students with disabilities are guaranteed equal access to college programs and services. The Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1990 prohibit discrimination on the basis of disability. The college provides assistance for students with documented disabilities through assessment of individual academic needs and implementation of accommodations for both classroom and campus access. Students are encouraged to contact the office immediately following their acceptance to the college to obtain timely services and arrange for equipment.

Typical accommodations available to students include: arrangement of alternative testing services, ASL interpreters and CPrint Captionists, and introduction to the HCC assistive technology center. Accommodation plans are developed in conjunction with faculty, community support services, and HCC campus services.

Additional support services such as electronic texts, tutorial assistance, and transfer counseling may be arranged through other campus or community service providers. Students who need auxiliary aids for effective communication and/or other educational accommodations in programs and services of HCC are invited to make their needs and preferences known to the OSDDS. For information on parking for disabled students, please see Parking for Students with Disabilities.

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 protect college students with disabilities from discrimination and require colleges to

provide reasonable accommodations to ensure equal access to education.

The **Office for Students with Disabilities and Deaf Services (OSDDS)** works with students with disabilities and Deaf/Hard of hearing students to identify personalized strategies and reasonable accommodations to remove barriers in the college environment.

The first step in the accommodations process is to submit an online request using the Student Inquiry Form. Supporting documentation may assist in the process to identify access barriers in the college environment and determine solutions. Documentation may vary from student to student, and we will work with you to get the information we need.

For new students planning to take the placement tests in the Assessment Center, submit a **Request for Placement Test Accommodations**.

Each semester, students with an approved accommodation agreement should request their services by completing the forms on the **Request Your Accommodations and Services** page.

The **Assistive Technology Center**, located in DON 151, provides students individual or small group training and support on assistive technology and other HCC digital tools, such as Navigate or Canvas.

The **Massachusetts Inclusive Post Secondary Education (MAIPSE)** program at HCC is a student-centered, experiential learning initiative designed for adults with intellectual disabilities or autism. Rooted in inclusion and guided by the ThinkCollege model, MAIPSE empowers students to become lifelong learners, engaged workers, and independent critical thinkers. Students in the program benefit from full access to inclusive academic, vocational, and social experiences that support the achievement of personal and professional goals. To learn more about MAIPSE, contact Rebecca Leporati, Coordinator - High School Transition at rlporati@hcc.edu or Kelsey Brousseau, Coordinator - Community Engagement at kbrousseau@hcc.edu.

The Sensory Space, located in Frost 105, is open to all students, providing low-sensory, inclusive spaces where students may rest, meditate, stim, stretch, study, or work with arts & crafts materials. Earplugs, sensory fidgets, and coffee/tea are available. Hours vary by semester, so check the HCC Week-at-a-Glance or contact Tiffany Cavanaugh at tcavanaugh@hcc.edu for more information.

Access to the **Personal Care Room** may be requested through OSDDS. This private and secure space is overseen by OSDDS and is equipped with lift tables, sink, mini refrigerator, and a private, accessible restroom with shower.

For more information visit hcc.edu/osdds

PARENT LEARNING CENTER

FR 269, adultsuccesscenter@hcc.edu

The Parent Learning Center (PLC) is part of the Marieb Adult Learner Success Center (MALSC) and provides a supportive community space dedicated to our parenting students. The PLC provides resources, workshops, and a welcoming envi-

ronment where parenting students feel seen and heard, and where they can access academic and parenting support. The Center fosters connection among peers facing similar challenges, offers child-friendly spaces, and hosts events focused on personal development, parenting skills, and academic success. Its mission is to empower parenting students to thrive both as caregivers and as learners.

PATHWAYS PROGRAM

DON 283 413.552.2277/2928

The Pathways Program helps you dream big! The Pathways Program is a transfer support program that helps promising high-achieving students the ability to succeed at HCC and explore transfer opportunities to selective liberal arts colleges such as Mount Holyoke, Smith, Amherst, Williams, and others. The program intentionally fosters student relationships utilizing the holistic approach to offer academic and personal support such as advising, workshops, hosting transfer information sessions with selective college representatives, conducting college visits and assists with the transfer process to selective colleges for high-potential students, especially from underrepresented backgrounds. If you love learning, we welcome you to have exploratory conversations about the transfer admissions processes at select colleges, majors and course selections, and GPA requirements.

MAJORS SERVED

- Arts
- Biology and STEM majors
- Computer Science
- Education
- Liberal Arts
- English and related majors
- Math
- Psychology/Behavioral Neuroscience
- Anthro/Sociology
- Pre-Med/Pre-Vet/Pre-Dental/Pre-law
- Politics
- History
- Philosophy/Critical Social Thought
- Sustainability
- Theater
- Latinx Studies

For more information contact: Camille Close at cclose@hcc.edu OR pathways@hcc.edu

SCHOLARSHIP RESOURCE CENTER

DON 158, 413.552.2182

The HCC Foundation awards more than \$330,000 in scholarships each year to more than 350 students, thanks to the generosity of alumni, friends of HCC, and local businesses. Our scholarships have various criteria and awards are available for incoming, returning, full-time, part-time, and transferring students. Every HCC student is strongly encouraged to apply. The application period begins in January and students are notified of scholarship awards for funds that will support the following fall semester in mid-April.

In January 2024 we opened the Scholarship Resource Center, the first of its kind among community colleges in Massachusetts. The goal of the Center is to promote the scholarship season to students, increase student applications by simplifying the application process, support our students throughout the process, and provide updated information for external scholarship opportunities available to our students.

For more information, go to hcc.edu/src or email scholarships@hcc.edu.

Follow the Scholarship Resource Center on Instagram @hccscholarships

SENIOR CITIZEN PROGRAMS

CC 102, 413.552.2722

Massachusetts Residents 60 years of age or older have the opportunity to take HCC credit classes on a space-available basis through the HCC senior waiver program. Seniors pay a non-refundable fee of \$50 per semester regardless of the number of credits taken. Seniors can only register for courses two weeks prior to the main beginning of the Full semester. Please be aware that certain courses of study carry additional fees, such as Nursing, Practical Nursing, Foundations of Health, Medical Assisting, Radiologic Technology, Culinary Arts, Music, Education, Veterinary and Animal Science etc. Registrations will not be accepted after the end of the fall and Spring add/drop week. For information, contact the ACT Center, 413.552-2722.

STUDENT ACCOUNT SERVICES

FR 221, 413.552.2101

The Student Account Services Office is open 8:30 a.m. – 5 p.m., Monday – Thursday; on Friday 8:30 a.m. – 4:30 p.m. All fees and tuition can be paid in the Student Accounts Office or through myHCC Dashboard by visiting the My Student Resources card and clicking my Student Bill. For detailed billing information, see pages 26 & 27.

STUDENT AFFAIRS

FR 224, 413.552.2390

The Student Affairs Office provides services that support both academic success and personal growth. We assist students in navigating challenges related to their college experience by reviewing and approving requests for outstanding balance waivers, supporting students who withdraw from HCC due to extenuating circumstances, and guiding students through the formal complaint process. Information about the grievance process can be found on pages 35-38 of this handbook.

STUDENT AMBASSADOR MENTORSHIP PROGRAM (SAMP)

CC 323, 413.552.2244

The Student Ambassador Mentorship Program (SAMP) is a comprehensive mentoring initiative that centers on those at HCC who identify as women, nonbinary, and LGBTQIA2+. SAMP intentionally serves students from groups historically underrepresented in higher education through mentorship,

individualized coaching, and culturally sustaining programming that builds confidence, leadership, and a sense of belonging. All students who meet the SUCCESS Program eligibility criteria are invited to participate.

Program Offerings:

Professional and Academic Coaching: SAMP provides personalized guidance to help students navigate academic challenges and pursue their personal and professional goals.

Peer-Mentoring: Participants have access to peer mentors who offer support, guidance, and encouragement throughout their academic journey.

Leadership Skill Building: SAMP offers workshops, training sessions, and ambassadorships to help students to build their leadership skills, empowering them to become agents of positive change in their communities.

Professional Development: Through success coaching, paid internships, and hands-on workshops, students gain practical skills, build confidence, and prepare for advancement in their career paths.

Community Building Events: SAMP organizes various events and activities to foster a sense of belonging and connection among participants, creating a supportive community where students can thrive.

Paid Opportunities: In addition to its support services, SAMP also provides paid leadership opportunities and internships on campus. Students who apply and are selected as SAMP Ambassadors have the chance to gain valuable experience while contributing to the College's mission.

How to Get Involved: To join SAMP or learn more about the program, students can visit HCC.EDU/SAMP. Whether you're seeking academic support, career-building opportunities, leadership development, meaningful mentorship, or a strong sense of community, SAMP is here to help you thrive.

STUDENT ENGAGEMENT

CC 227, 413.552.2418

HCC encourages students to become involved in a diverse collection of activities and organizations on campus. Participation provides students with new skills, knowledge, and friendships. For those transferring to a four-year institution, involvement in one or several organizations can add significantly to a student profile.

At the beginning of each semester, the Student Engagement department hosts a club fair where advisors and members of clubs are present to answer questions and accept new members. Bus trips, club travel, student government, and campus projects are also organized here. The Activity Period is every Wednesday during the academic year from 11:00 am - 12:15 pm and a variety of events are available. A sample listing of clubs appears on page 20. Clubs will vary in activity from year to year.

There are a variety of procedures and policies governing the operation of campus events, clubs, student transportation, and student activities on campus. The HCC Club Manual outlines the policies and procedures of clubs on campus and can be obtained in the Student Engagement office (CC 227) and the HCC Student Travel and Van Usage Policy is avail-

able in the Student Affairs Office (FR 224) or call the Bartley Center at 413.552.2161.

STUDENT GOVERNMENT

CC 227, 413.552.2522

Student Senate

The HCC Student Senate is an active and vital organization serving the HCC community. The Senate works with students, faculty, and administration to promote the interests of the student body, address student issues and concerns, and participate in college cultural, social and recreational events. Any student with a 2.5 GPA who currently is enrolled is eligible for election and service to the Senate. Some students enrolled in HCC affiliated college prep programs are eligible as well. The Senate meets every Thursday at 2 p.m. Contact the Coordinator of Student Engagement in CC 227, 413.552.2418.

Student Trustee

Section 9 of Chapter 15A of the Massachusetts General Laws provides for a member of the student body to be elected to the position of student trustee in an annual election by the student body. The term of office is one year, commencing on July 1 following the election and terminating the following June 30. The trustee must be carrying a minimum of six credits each semester. Membership on the HCC Board of Trustees is terminated if the student ceases to be a full-time undergraduate, and the vacancy created is filled by a student body election for the remainder of the term. The student trustee attends monthly meetings of the HCC Board of Trustees and reports regularly to the HCC Student Senate. No employee of the Commonwealth may be elected to the board.

STUDENT RECORDS AND REGISTRAR'S OFFICE

FR 223, 413.552.2319, studentrecords@hcc.edu

The Student Records and Registrar's Office is open from Monday through Thursday 8:30 a.m. to 5 p.m., and Friday 1:00 p.m. to 4:30 p.m. Before the start of each semester extended hours are Monday through Thursday 8:30 a.m. - 6 p.m. and Fridays from 8:30 a.m. - 4:30 p.m.

The Student Records Office maintains student records, evaluates transcripts for transfer credit from other institutions, and certifies students for the completion of degree requirements. Other assistance for students includes: information about updating personal information such as address and name changes; enrollment verification; loan deferment; course/college withdrawal forms; student information release form (FERPA waiver); and transcript requests.

For details about the Student Information Release form go to hcc.edu/ferpa; for the Transcript request policies and form, visit hcc.edu/transcript.

TECH CENTER

CC 251, 413.552.2255, techcenter@hcc.edu

The HCC Student Tech Center is the go-to space for technology support, digital skill-building, and hands-on learning. Get personalized help with your personally owned electronics, accessing your HCC Account, Canvas, Microsoft 365, Google tools, and more, or join interactive workshops designed to boost your confidence with technology. Whether you're tackling coursework, preparing for your career, or just exploring new tech, we're here to help in a welcoming, student-centered environment. Go to hcc.edu/help to find more about the Tech Center.

THRIVE CENTER

KC 201, 413.552.2783, thrive@hcc.edu

The Thrive Center is the HCC basic necessities resource center, offering an array of free services for students facing food insecurity, housing insecurity, homelessness, and lacking access to affordable health care and information related to personal finances. Students are encouraged to visit the Thrive Center to receive grab-n-go snacks; request supplemental groceries, personal hygiene items, and school supplies; receive information and referrals related to finding and financing housing; and receive support around applying for SNAP/HIP and MassHealth benefits.

TRANSITION TO COLLEGE AND CAREERS PROGRAM (TCC)

413.552.2118

Transition to College and Careers (TCC) is a free program offered both days and evenings that helps adult students 18+ prepare for college and identify a career path. TCC prepares adults for entering college, experiencing academic success, and earning a degree or certificate.

The program includes free developmental coursework (Eng 085, Eng 095, Math 11/12) to help students reach college level courses. We offer small classes, a supportive environment, help students build their toolboxes with strategies for success, and strengthen foundational skills necessary for college.

After completing the Transition to College and Careers (TCC) program, students will have submitted an HCC application, applied for federal financial aid, identified a program of study, and registered for classes in the following semester.

Eligible students (who come from other DESE-funded adult education programs) will earn up to 12 free college credits. All students will have the opportunity to earn Credit for Prior Learning.

TCC is offered in the fall and spring semester during the day and evening. TCC classes are held on the HCC campus and/or remotely. For more information contact tcc@hcc.edu or Crysta Ascolillo, Academic Coordinator cascolillo@hcc.edu 413.552.2118.

TRIO STUDENT SUPPORT SERVICES

DON 240, 413.552.2505

TRIO Programs at Holyoke Community College:

TRIO programs are federally funded programs designed to promote and encourage academic excellence and success through a vast range of ongoing academic support services.

TRIO Student Support Services program provides guidance and individualized support to assist students who are first generation to college, have a financial need (low-income), and/or have a documented disability. The goal is to increase college retention and graduation rates amongst our program participants.

TRIO/STEM-Health Sciences SSS program provides guidance and individualized support specifically for students majoring in science, technology, engineering, mathematics, and health science fields.

TRIO Programs offer the following:

Academic, career, Financial Literacy, and transfer counseling

- Assistance in course selection
- Designated TRIO SSS classes designed to provide a supportive learning environment
- Mentor program
- Workshops on academic skills, scholarships, self-improvement, and financial literacy
- Math tutor, writing tutor, and learning coach
- Transfer trips to four-year institutions
- Cultural enrichment activities, events, and more!

Office hours: Monday through Friday, 8:30 a.m. to 4:30 p.m.

Student Life and Resources

BUS PASSES AND SCHEDULES

All HCC credit students are eligible to receive a PVTA bus pass valid for the entire semester on bus routes in the PVTA system. The PVTA bus pass is free of charge. To request a bus pass for the semester, visit hcc.edu/about/visit-hcc/getting-here and submit the PVTA Bus Pass Request form. Student Account Services will review eligibility and process your request accordingly.

Questions? email studentaccounts@hcc.edu or call 413.552.2101. Bus schedules can be found at pvta.com.

CAMPUS CLOSING NOTIFICATION

If an instructor is late arriving for a class, s/he may be out ill and the class may be cancelled. For cancellations of individual classes, check the bulletin board outside Office Services in FR225.

If the campus will be closed or there will be delayed opening, the announcement will be posted on the college website. The website provides the earliest posting and most detailed information. In addition, local radio and tv stations will be notified as soon as possible.

Students who have not opted out of the HCC Emergency Notification System will receive texts, email and/or phone calls alerting them when campus is closed or if there is a delay in opening. Note that cancellation of day classes and evening classes sometimes differs.

DELAYED OPENING

Because classes and labs start at different times, the “delayed opening” notices that are run on the television and websites of local news outlets will give a definite time, when possible, or say, for example, “two-hour delay”.

Classes or labs that start at the time of the delayed school opening or thereafter will be held as scheduled. Example: if HCC has delayed classes until 10 a.m. and you have a class starting at 10 a.m. and another at 11 a.m., both classes will meet as scheduled. Similarly, a class scheduled for 9-9:50 a.m. will not meet.

Classes or labs that have a starting time prior to the delayed school opening will begin at the time of school opening if there are 45 or more minutes remaining in the originally scheduled class period.

Note: *The closure or delayed opening of the Holyoke Public Schools does not translate to a closure or delayed opening of HCC. The radio or television station must announce “Holyoke Community College.”*

Weather Hotline

The HCC Hotline at 413.552.2900, ext. 1418 reports college closings due to inclement weather. Please do not call the college switchboard for this information.

CAMPUS COMMUNICATION

Email Accounts

All students registered for credit and non-credit classes at the college are provided an email account. The college uses this email account to communicate with the student body. Students are responsible for reading official college email and messages in a timely fashion. It is extremely important that students login to their HCC email accounts regularly throughout the semester. Urgent college-wide information and announcements concerning closings and other events are transmitted through this medium. Email is accessed through the myHCC Dashboard at the top of every page on hcc.edu. Please note: Student user accounts will be deleted one academic year after a Student has graduated or one year after the last registered class.

Emergency Alerts

The HCC emergency notification system (RAVE) allows the college to rapidly communicate by sending voice, text and email messages to landlines, cell phones, personal email and HCC email. Be sure your contact information is up to date by going to getrave.com/login/hcc

HCC Account and myHCC Dashboard

Students can access all of their resources from the myHCC Dashboard using their HCC Account. This portal uses single sign-on to grant access to all of the HCC resources needed for success at HCC. Students can register for classes, access the learning management system, access grades, track degree progress and pay bills from the myHCC Dashboard.

Bulletin Boards

There are bulletin boards in all buildings on campus. Information on social, athletic, academic, and other activities are posted on these boards. See the bulletin board policy, page (?), before posting any material.

WCCH

The HCC radio station, WCCH, operates a Class D educational FM stereo broadcast station at 103.5 on the dial and streaming from our website at wcch1035.com. This is a student-run station and any student can apply to become a show host or to be a part of the management team. You can visit our website at wcch1035.com for more information and fill out an online application. You can also stop by the station to meet us, take a tour and apply in person. Those interested in publicizing an event or organization may drop off material at the station or email at 1035wcch@hcc.edu. We are located in Don 101-103, near the student lounge on the first floor between Donahue and Frost buildings. 413.552.2488.

Pulp City

Pulp City is a student literary magazine published at the end of each academic term. Students interested in writing or in the graphic arts are encouraged to contribute to the publication. Contact Dave Champoux (FPA 218, 413.552.2364, dchampoux@hcc.edu) if you are interested in submitting a piece of writing. Contact Felice Caivano (C 322, 413.552.2193) if you are interested in submitting a piece of artwork or photography.

CAREER CLOSET

KC 207

The Career Closet provides appropriate interview outfits to eligible Holyoke Community College and Juntos Collaborative students with scheduled interviews for job, internship, federal work-study, and/or career-oriented positions. Students interested in this free service, should contact their advisor for a referral or email holyokecareer Closet@gmail.com.

CHANGING YOUR PROGRAM OF STUDY OR MAJOR

Students who wish to change their program of study may go to the Advising Center (CC 102) before they begin the following semester. Students making such a change may lose credit for courses that are not required in the new curriculum. Students should log into their DegreeWorks worksheet and process a "What If" scenario on their newly declared program to understand how the change may affect their time to graduation. There are some limited enrollment programs that require a separate application process. They are: Nursing, Radiologic Technology, and Veterinary Technician, Medical Assistant and Medical Billing. Other curricula may also require prior approval by the program coordinator. They are: Art, Early Childhood Education, Music. For assistance in making a program of study decision, contact Career Development or the Advising Center.

COMPUTING LABS

HCC has computing labs available for use by any HCC student with a valid login account. To use the computer labs, students must be able to login to a computer with their HCC Account, and agree to use the facilities within the guidelines of the college's Information Technology Acceptable Use policy. Computers are available for general student use in DON142 and the Library. A list of the computer labs available can be found at hcc.edu/computer-labs.

FACILITIES USE

Campus fields, track, courts, and the Bartley Center are available for students, faculty, and staff. Use of the Art Department studios and equipment by students and faculty must have Art Department approval at 413.552.2489, 413.552.2485, or 413.552.2270. To reserve rehearsal rooms, scene and costume shops, dressing rooms, or box office, contact the Drama Department at 413.552.2485, 413.552.2508, or 413.552.2270. To reserve the music rehearsal room, call the Music Department at 413.552.2480 or 413.552.2485. Faculty and staff can arrange to reserve classroom space and the Leslie Phillips Theater.

GENDER INCLUSIVE BATHROOMS AND LOCKER ROOMS

- **Frost/Donahue:** 1st Floor, POD area, next to the microwave
- **Marieb:** 1st Floor, next to the elevator
- **Campus Center:** 1st Floor, across from Advising, down the hallway
- **Kittredge:** 2nd and 4th Floors, next to the elevator

- **Bartley:** A neutral bathroom/locker room; 1st Floor, near the office.
- **Picknelly Adult and Family Education Center:** 1st Floor
- **Center for Health Education:** 1st Floor

HANDSHAKE FOR STUDENTS

HCC uses Handshake to post jobs and internships for students! Handshake is a career network and the largest recruiting platform for college students and recent alumni. It is the largest career network in the US with over 1,150 university partners, 17 million students and alumni, and 500,000 employers.

Handshake's Key Features

- Helps you find your dream job
- Built upon an equitable and inclusive search process
- Connects you to many career events shared nationwide
- Helps you build a professional network of employers and peers
- Helps HCC Career Services better understand your needs to guide you in advancing your career

Get started today!

Begin by activating your account and creating a Handshake profile. (All HCC students registered for classes are automatically uploaded to the system which enables you to easily establish Handshake access.)

Go to your HCC email and search for an invitation from Handshake. Then use your HCC email user credentials to activate your account.

Complete your profile and Handshake will begin suggesting opportunities for you!

If you need assistance contact Jeff Hayden at jhayden@hcc.edu.

When you want to use Handshake, simply log into joinhandshake.com with your HCC username and password to use your free student profile, connect with employers, and access Career Services events.

HOUSING

HCC students over the age of 18, enrolled full or part time and in good academic and disciplinary standing are eligible to apply for housing at American International College. Go to aic.edu/hcchousing to complete the Housing Interest Form. For additional information, contact the Thrive Center, KC 201, 413.552.2783, thrive@hcc.edu.

ID CARDS

All HCC students are issued a college ID card after course registration. Students obtain their ID cards in the Student Engagement office (see the Identification and Documentation Requirements section for acceptable forms of identification when obtaining your ID card). Students use ID cards to borrow items from the HCC library, to access college computer labs and the Bartley Center gym, and for identification when on campus. Should your card be lost or stolen, an ID replacement can be obtained in the Student Engagement office. For further

information, please contact or visit Student Engagement CC 227, 413.552.2536.

LABS

Academic Computing Lab (DON 142), 413.552.2359
Anatomy and Physiology Lab (MRB 316), 413.552.2272
Biology For Majors Lab (MRB 2286), 413.552.2517
Biology for Non-majors Lab (MRB 308), 413.552.2526
Chemistry Lab (FR 381), 413.552.6066
Environmental Lab (MRB 106), 413.552.2104
Language Lab (DON 148), 413.552.2794
Learning Lab (DON 248), 413.552.6095
Microbiology Lab (MRB 220), 413.552.2526
Physics/Engineering Lab (FR 355) 413.552.2560
Yadavendra Sharma Physics Lab (FR 365), 413.552.2560
Robotics/Engineering Lab (FR 131), 413.552.2560
Robotics/CAD/Astronomy/Engineering (FR 357) 413.552.2560
Veterinary Science Lab (MRB 236/242), 413.552.2507 and 413.552.2516

Note: Not all labs are available on a walk-in basis. Please consult with the department office before using.

MYHCC DASHBOARD STUDENT PORTAL

HCC Accounts are created automatically and may take up to four hours after acceptance. Once created, your account provides access to the myHCC Dashboard at my.hcc.edu, which includes Financial Aid information, next steps, HCC email (Google Mail), Navigate360 Student, campus computers, and campus Wi-Fi.

After registering for classes, your Dashboard will display additional tools and resources, including Canvas, Rave Alerts, Zoom, Online Orientation, and more.

For instructions on accessing your HCC Account for the first time, please visit hcc.edu/help.

Never provide your password or one-time passcode (OTP) to anyone on a form, over the phone, email or text. HCC ITD will never ask you for your password or your multi-factor authentication (MFA) sign in method passcode. You only need those when actually signing in. Applicants receive an email account shortly after being accepted to the college. Once applicants are registered for credit classes, they are provided with a "HCC Account," which gives the student access to the myHCC Dashboard, campus computers, campus WiFi, Google Mail, Canvas, Navigate360 Student, Rave, Zoom, and the Online Orientation. Non-credit students are provided with an "HCC Account" 15 minutes after registration.

Please note: Student user accounts will be deleted one academic year after a Student has graduated or one year after the last registered class.

It is extremely important that students log into the systems being offered, as they are important communication tools between students, professors, and administration. Urgent college-wide information and announcements concern-

ing closings and events are transmitted through email and the Emergency Notification System (Rave). Student email addresses will be recorded in the College's electronic directories and records. Students are responsible for reading official college email and messages in a timely fashion. Please review the "Information Technology Acceptable Use Policy" in the Student Handbook.

Located in the **myHCC Dashboard**, students have quick access to the following:

- **Email** is the main mode of communication that the college has with students.
- **Canvas** Learning Management System (LMS) is your Online Classroom.
- **My Student Resources** contains personal, academic and financial information and access to the following: mid-term and final grades; class schedule; unofficial transcripts; bill pay and DegreeWorks (degree audit tool)
- **Navigate360 Student** is a mobile advisor that gets you from acceptance to graduation! The app helps you explore the right major, navigate requirements from financial aid to course registration, and stay on top of important dates and deadlines - all in the palm of your hand.
- **Rave** is your emergency notification system from HCC. Get alerts of closures or campus happenings. Students are encouraged to keep their contact information up-to-date.
- **Zoom** is your virtual meeting space.

For help accessing any of these resources, visit hcc.edu/help, contact the HCC Help Desk (Frost 109, 413.552.2075, helpdesk@hcc.edu), or stop by the Student Tech Center in Campus Center 251. For help accessing any of these accounts, visit: hcc.edu/help or contact the HCC Help Desk, Frost 109, 413.552.2075 or helpdesk@hcc.edu.

PARKING

Important Information regarding Parking on Campus

- Park in accordance with the current traffic rules and regulations (available in Campus Police Department, Public Safety).
- Vehicles parked in tow zones, fire lanes, approved lots, playing fields, lawn areas and other restricted areas may be towed at any time.
- All towing resulting from parking violations is done at the owner's expense.
- College records, grades, and transcripts will be withheld from those students who do not pay their fines. We haven't placed any holds.
- No overnight parking on campus is permitted.
- All traffic and parking citation payments or appeals must be submitted within 20 days of ticket issuance. To appeal a ticket, use this link, hcc.edu/about/public-safety/campus-police, and navigate to Police Forms on the bottom of the page, then click on Traffic & Parking Citation Appeal. Follow the instructions to submit your appeal. Payments can only be made by postal note, money order, or check, payable to Holyoke Community



PARKING FOR STUDENTS WITH DISABILITIES

DON 147, 413.552.2417, osd@hcc.edu

The universal blue wheelchair graphic, when used in parking lots, identifies parking spaces that are reserved for individuals who hold a Massachusetts Registry of Motor Vehicles (MRMV) disabled person's placard or plate. HCC staff, faculty, and students with an MRMV plate are eligible to park in any space on campus with this designation. Parking in any designated spot without an MRMV placard (or the fraudulent use of a placard) is strictly prohibited by state law and can result in a fine of \$100- \$300 and/or towing at the owner's expense. Parking in cross hatched areas which are intended for wheelchair lifts and ramps, is also illegal.

Members of the HCC community who are awaiting approval or receipt of their state placard, or who have disabling conditions that make it difficult/unsafe to walk from the main student parking areas, may apply for a temporary pass to park in the accessible lot. Note that they will still only be able to park in unsigned spots within that lot.

The director of **The Office for Students with Disabilities and Deaf Services** (OSDDS) oversees all passes distributed to students with both long term and temporary disabilities.

To apply for a temporary parking spot, students should complete the online Temporary Parking Permit Application and submit either:

- Current medical documentation identifying and describing the condition which requires accessible parking, submitted on a licensed physician's letterhead, which includes a statement regarding the expected duration of this condition and the distance the individual can traverse.

OR

- A copy of the completed Registry of Motor Vehicles placard application signed by a physician.

Verification of documentation may be required.

Students should also know their vehicle license plate number, and their student ID number.

Applications for parking passes are reviewed daily and will be assigned or denied within 3 business days. Temporary passes are issued for up to six weeks, and can be renewed with updated documentation.

Temporary G Lot parking passes will only be issued to those who are awaiting approval for state placards, or who are in recovery from temporary injuries that significantly impair their ability to traverse from a further parking lot. All other temporary passes will allow for parking in Upper Campus lots K and L. Another parking option that some students find useful is to park in Q lot and ride the HCC shuttle to Frost Building.

For more information visit hcc.edu/osdds

REGISTRATION FOR CLASSES

Open Registration

We have multiple registration periods to allow students the flexibility of enrolling when it is convenient for them. The exact dates are listed in the Academic Calendar posted on the College's website. Students are encouraged to meet with their assigned advisor to go over their plans and registration of courses. HCC provides academic advising to all students. Student's can check their myHCC Dashboard, Navigate360 Student, or Degreeworks for assigned advisors name and contact information.

STUDENT CLUBS AND ORGANIZATIONS

As there are different student interests every academic year, the clubs and organizations offered do as well. The Club Fair and Club Expo are held at the beginning of each semester to introduce the college community to the clubs currently available.

All clubs are student-led with a HCC staff or faculty Advisor. Clubs are open to all enrolled students regardless of race, nationality, disability, religion, age, veteran status, gender or gender identity, or sexual orientation. All Clubs are required to review the Anti-Hazing Policy and register with the Student Engagement office each year.

Questions? Interested in getting involved or forming a new club? Visit hcc.edu/student-life/clubs-and-organizations

for an up-to-date list of clubs, or contact clubs@hcc.edu or in CC 227.

Clubs that are usually active include:

- American Sign Language Club
- Black Student Alliance
- C.A.M.O. Civilian and Military Organization
- Christian Fellowship
- Creative Writing
- Criminal Justice Association
- Disney Club
- Dual Enrollment Club
- Education Club
- Emerging Business Leaders Club
- Environmental/Sustainability Club
- HCC Democrats
- HCC Players Drama Club
- Health Careers Club
- International Students Club
- Japanese Anime Club
- Latinx Empowerment Association
- LPN and ASN class organizations
- Mujeres and Non-Binary Student Alliance
- Music and Performance Club
- Muslim Student Organization
- Native American/Indigenous Committee
- Psychology Club
- Radio Club WCCH 103.5
- Rainbow Forward (LGBTQ+)
- SHALOM! (Jewish Students Club)

- Social Justice Club
- STEM Club
- Student Education Association of MA Chapter
- Student Senate
- Students on the Autism Spectrum
- Vet Tech Club
- Visual Arts
- Wellness Club
- Wildlife Society Student Chapter
- Yoga Club

TABER ART GALLERY

DON202, Library lobby, 413.552.2614

The Taber Art Gallery is on the second floor of the Donahue building, accessed through the library. The gallery features art exhibitions throughout the year and is open to the public. Call or visit hcc.edu/taber for exhibit information and gallery hours.

VOTER REGISTRATION

In accordance with state law, students who wish to register to vote in Massachusetts may do so by filling out, and providing postage for, a voter registration form. Forms, as well as information on how to vote, can be found online at sec.state.ma.us/divisions/elections/elections-and-voting.htm.

Financial Information

FINANCIAL AID

FR 201, 413.552.2150, financialaid@hcc.edu

The Financial Aid Office is open Monday through Thursday from 8:30 a.m. to 5:00 p.m., and Friday from 1:00 p.m. to 4:30 p.m. with additional hours around peak advising periods. The staff is available to answer any financial aid questions.

A student at Holyoke Community College can apply for financial aid to help cover the costs of tuition, fees and books, as well as other expenses such as lunches, transportation, child care, food, and housing. Financial aid consists of grants, loans, and work-study. High need students often receive enough grant aid to cover the direct cost of tuition, fees and books, particularly if they qualify for state financial aid programs and file by the priority deadline. If a student does not qualify for enough grant aid to cover direct costs, educational loans are offered to cover the short-fall.

The vast majority of financial aid funds at Holyoke Community College come from federal and state programs for which eligibility is need-based. Students must reapply for this aid each academic year. State financial aid programs require the student (and parent) to have been Massachusetts residents for at least one year before the start of the school year. All awards are subject to the availability of funds and changes in federal, state, and college regulations, policies and procedures.

How to Apply for Financial Aid

Financial aid applicants are required to annually submit a properly completed Free Application for Federal Student Aid (FAFSA). This federal application is submitted electronically through FAFSA online at studentaid.gov. In order for HCC to receive the application, the HCC Federal School Code (#002170) must be included on the FAFSA. Applicants are welcome to use the self-service computers in the lobby of the HCC Financial Aid Office (FR 201) to submit the application. The Financial Aid Office also offers Financial Aid Labs to help students complete the application. For more information go online hcc.edu/finaid.

In order to meet both the HCC and the State MASSGrant deadlines, the student's FAFSA must reach the federal processor before May 1 for the school year starting in September. If a student misses the May 1 FAFSA deadline, they should apply as soon as possible thereafter in order to receive the best possible aid package, even if not starting school until the following spring.

In addition to completing the general financial aid application requirements described above, applicants should:

- PROMPTLY respond to all requests for additional information.
- GET ADMITTED to a degree program or to an eligible certificate program.
- PRE REGISTER for courses as early as possible.
- RESPOND to award offers by accepting or declining awards.

- NOTIFY the Financial Aid Office about funding from any other source, such as a scholarship organization

Incomplete Applications

If the financial aid applicant is selected for verification by the federal processor or the college, additional documentation is required, such as verification worksheets. It is our policy to ask that the documents be submitted to the Financial Aid Office within two weeks of the date we notify the applicant that we need the additional information. If we do not receive the documents within that time frame, we consider the file incomplete and take no further action on the application while it remains in an incomplete status. (If the documents are submitted after the 2-week period, we may take action on the application if federal and state rules allow us to do so). If corrections to the application are required after receipt of the requested documents, we make the corrections on our computer system and submit the corrections to the federal processor. Find more information about deadlines for verification at hcc.edu/finaid.

How Aid Is Awarded and Distributed

In general, to receive financial aid students must meet the following requirements:

- Be a U.S. citizen or eligible non-citizen.
- Have a high school diploma, General Educational Development (GED) or HiSET certificate, or have completed a high school education in a home school setting that is recognized as a home school or private school under the law.
- Enroll in an eligible program of study as a regular student seeking a degree or a financial aid eligible certificate.
- Meet satisfactory academic progress (SAP) standards at the school.
- Are not in default on a federal student loan or owe money on a federal grant.
- Have certified that the financial aid will be used only for educational purposes.

The types and amount of financial aid that a student is eligible to receive is determined by the Financial Aid Office based on the following factors:

- Date of FAFSA application
- State of legal residence
- Income and assets reported on the FAFSA
- Family size as reported on the FAFSA
- Number of credits

The following packaging policies are also followed at HCC:

Federal Supplemental Educational Opportunity Grants (SEOG) are normally restricted to students who have a Student Aid Index of -1500 to 0.

College-based grants based on need are not reduced for private scholarships unless required by regulations.

Awards to students with bachelor's degrees or higher are limited to loans and jobs. Also, students who are simultaneously enrolled in high school and HCC are not eligible for any financial aid.

Students enrolled in a study abroad program that has been approved for credit by the college should contact the Financial Aid Office for information about financial aid eligibility for the program.

Aid Packaging

Holyoke Community College strives to provide financial aid to students that meets their financial need. An example of a financial aid package for a student enrolled in 12 credits per semester with a -1500 Student Aid Index (SAI) is provided below. The SAI is calculated using a federal formula based on data provided by the Free Application for Federal Student Aid (FAFSA) and is communicated to the family via the FAFSA Submission Summary.

The financial aid package for the student in question is composed of \$7,395 in Federal Pell Grant funds and up to \$1,500 in other grants, including the MASSGrant, Financial Aid Tuition Waiver, Mass Access or Cash Grant, SEOG, and HCC Educational Grant. Students who are enrolled at least half-time will be offered student loans to help with out-of-pocket expenses. Students who are at least half time and have demonstrated financial need may also be eligible for work-study funds up to \$3,000.

The determination of a student's financial aid eligibility for each semester is generally based on the number of credits they're enrolled in at the end of the first add/drop period. For the winter session/spring term, this typically means the add/drop period of the traditional spring term). The initial calculation of aid is based on 12 credits. After the end of the first add/drop period, aid will be revised to reflect the student's actual credits. It is important to note that the college reserves the right to adjust financial aid awards if a student's eligibility changes or if funds become unavailable.

Financial Aid Limitations

- Financial aid can only be used for up to 30 credits of developmental coursework (not counting ESL courses).
- A student cannot receive financial aid for a course the student never attended.
- Students are restricted to a lifetime limit of 12 full-time semesters of Pell Grants.
- Financial aid cannot pay for health insurance without the student's written permission.
- A student cannot receive financial aid for audited coursework.
- Financial aid for students with a bachelor's degree (or higher) is restricted to loans and work-study.

Financial Aid and Withdrawals

A student's initial financial aid eligibility for each term is generally based on the enrollment status at the end of the first add/drop period (usually the first four days of the term).

If the student subsequently withdraws from the college before completing 60 percent of the term, the college must apply a federal and/or state formula to determine how much unearned aid must be repaid respectively by the student and the college. When calculating the unearned aid, the college must use the date the student begins the withdrawal process as the date of withdrawal from the college. Holyoke Community College defines the date that the student begins the withdrawal process as the date the student completes an online withdrawal form from the Student Records Office with the intention to completely withdraw from school. Contact the Financial Aid Office (FR 201) for more detailed information on this policy email financialaid@hcc.edu or call 413.552.2150.

Book Advances

Students who have anticipated financial aid that exceeds their tuition and fee charges are automatically issued an HCC financial aid book advance for the purchase of books and supplies.

Approximately 3 weeks before the start of a semester, a student's eligibility for the book advance is calculated based on the student's billed charges minus pending financial aid. Once calculated, it is posted to the student's account. The amount of the book advance can be viewed on the student's billing record in the myHCC Dashboard at my.hcc.edu. Books and supplies can be purchased with the advance through the first 2–3 weeks of the semester. After that period, the book advance is removed and the actual charges are placed on the student's account. If the student uses the book advance the student is considered to have authorized the use of financial aid funds to pay for books and supplies and no additional written authorization is required.

Timing of Financial Aid Payments

The first aid payment for a term normally occurs on the student's account around 30 days after classes start. A student with a credit balance resulting from aid in excess of the balance due is issued a refund within 14 days of disbursement.

Unearned Financial Aid

If a student stops attending all classes before completing 60% of the semester, the student is considered to have earned only a percentage of their aid equal to the percentage of the term completed. In such cases the school must apply federal and state rules to determine how much unearned aid must be repaid respectively by the student and the school. Until the student repays the unearned aid, they are considered to have a financial aid overpayment. Federal overpayments prevent a student from receiving federal or state aid at any school. State overpayments disqualify the student for state aid at any school. In addition, the return of aid by the college can leave an unpaid balance on the student's college account.

When calculating the unearned aid, the regulations require schools to use the date the student begins the withdrawal process as the "date of withdrawal." Holyoke Community College defines the date the student begins the withdrawal process as the date the student completes the online withdrawal form from the Student Records Office with the intention to completely withdraw from school.

If a student stops attending all classes, and fails to officially withdraw, the school normally uses the 50% point of the term as the "withdrawal date," although a different date may be used if the school has received a last date of attendance from

an instructor. Federal rules also require the return of financial aid in cases where a student withdraws or stops attending a single course, if at the time of the withdrawal from the course the student is not currently attending other classes.

Financial Aid Contact Information

A student can obtain more information on the college's financial aid programs at the following sources:

- Financial Aid Office (Frost Building, Room 201)
- General Contact - 413.552.2150 or
- financialaid@hcc.edu

Student Loan Information

Holyoke Community College processes student loans through the William D. Ford Federal Direct Stafford Loan Program (Federal Direct Loan Program) administered by the U.S. Department of Education. There are two types of Federal Direct Stafford Loans, subsidized and unsubsidized. A subsidized Stafford Loan is awarded on the basis of financial need. If a student is eligible for a subsidized loan, the government will pay (subsidize) the interest on the loan while the student is enrolled at least half-time (6 credits). Unsubsidized Stafford Loans, on the other hand, are not based on financial need. Interest accrues on an unsubsidized Stafford Loan from the time the loan is disbursed until it is paid-in-full. Eligibility for a subsidized loan vs. an unsubsidized loan is determined by the Financial Aid Office based on the student's cost of attendance, eligibility for other types of financial aid and the student aid index (SAI).). Both types of Stafford Loans must be repaid six (6) months after the student leaves school or drops below half-time (6 credits).

Applicants are notified of a loan offer on a financial aid award letter. Students have the option of accepting the entire amount offered, reducing the amount offered or declining the offer.

All first-time student loan borrowers are required to complete a student loan entrance interview. To complete this requirement, the college uses the on-line entrance counseling tutorial provided by the U.S. Department of Education at studentaid.gov. First-time student loan borrowers are also required to complete an electronic loan agreement Master Promissory Note (MPN) at the studentaid.gov website.

Prior to ceasing enrollment at HCC (or dropping below half-time) all student loan borrowers must also complete a loan exit interview. The exit interview requirement can also be completed on the studentaid.gov website. At the time of the exit interview, students must provide current information, such as address for the student, the student's references and the student's expected employer (if known).

The disbursement of Federal Direct Loan funds is in two equal payments over the period of the loan. Minimal loan fees are deducted from the loan at the time of the loan disbursement. To remain eligible for the funds, students must maintain at least half-time enrollment (6 credits). In some cases, a student may be eligible for a late disbursement of loan funds after s/he has dropped below half-time, however, a student is never eligible for payment of the second half of his/her loan after dropping below half-time.

After the loan has been disbursed the college notifies the student of the loan disbursement to his/her student account and provides an opportunity for the student to cancel all or a part of the loan.

As required by law, each borrower's specific loan information is reported by the college to the National Student Loan Data System (NSLDS) and is accessible by guaranty agencies, lenders and institutions determined to be authorized users of the data system. Students themselves can track their own student loan indebtedness through the NSLDS website studentaid.gov.

Additional information on the Federal Direct Loan Program can be obtained at the Federal Student Aid website studentaid.ed.gov. At this site information can be downloaded pertaining to such things as repayment plans, deferments, forbearance, cancellation provisions and consolidation opportunities.

Information about a borrower's right to contact the Federal Student Aid Ombudsman Group to help resolve a problem or dispute related to his/her loan can be found at studentaid.gov.

Federal Work-Study

Federal Work-Study provides jobs to students, allowing them to earn money to help pay school expenses. To be able to work through the work-study program, a student needs to receive a work-study award by the Financial Aid Office. Applicants are notified of a work-study award offer on a financial aid award letter. If the applicant wants to seek employment through work-study, s/he needs to accept the award.

The number of hours a student can work depends on his/her award and rate of pay. Most students are able to work an average of 10-12 hours per week. Sometimes additional hours are available during the summer or other vacation periods, but rarely would total hours exceed 30 per week. Students are not allowed to work during time periods when they are scheduled to be in class.

Receiving a work-study award does not guarantee a job placement for a student. Students must apply for work-study positions and be hired by a supervisor before they can start to earn funds from their award. To begin the job placement process, students obtain a work-study packet from the Financial Aid Office. This packet contains information and instructions about the work-study job hiring process.

Available work-study positions are posted online at hcc.edu/workstudyjobs. Some of the positions are classified as "community service" jobs because they provide services that are designed to improve the quality of life for community residents, particularly low-income individuals, or to solve particular problems related to their needs. Most of the community service jobs are located off-campus at local nonprofit organizations.

To receive payment, hours worked must be reported at the end of the student's employment period for the week. As with other HCC employees, work-study students are paid on a bi-weekly basis. Students can have the wages paid through direct deposit or through a paper check that must be picked up in the HCC payroll office. Completion of cybersecurity training is required to remain eligible for work-study.

Work-study re-hiring is not an automatic process. A work-study student needs to receive a determination of award eli-

gibility from the financial aid office each semester. In addition, the student must be re-hired by the supervisor at the beginning of each new employment period (usually the beginning of the semester).

Because work-study earnings are subject to all federal and state income taxes, students must complete a federal W-4 form and a state M-4 form prior to beginning employment.

Financial Aid Satisfactory Academic Progress (SAP) Policy

For most Federal and State Financial Aid Programs, students must meet both a qualitative and quantitative standard of satisfactory academic progress (SAP).

QUALITATIVE STANDARD

To meet the qualitative standard a student must maintain a cumulative grade point average high enough to avoid academic probation, specified below:

Cumulative Grade Point Hours	Cumulative Financial Aid GPA Required
Below 9	No minimum
9 - 30	1.75
Above 30	2.0

A student may have a different financial aid GPA than his or her college GPA due to the inclusion of both pre- and post-Fresh Start grades and the inclusion of final grades from developmental courses in the calculation.

Quantitative Standard for Financial Aid Recipients

The quantitative standard, which has two aspects, is based on the United States Department of Education requirement that recipients of federal student aid complete degree or certificate requirements within 150 percent of the "normal time frame." The limit of the maximum time frame is one aspect of the quantitative standard; the complementary pace standard requires that the student make reasonable progress toward earning the degree or certificate within that time frame as s/he attempts coursework along the way.

Maximum Time Frame

The maximum time frame for students in both degree and certificate programs is stated in terms of attempted semester hours. Students must complete their program of study within 150% of the published number of semester hours (credits) required to complete the program at HCC. A student is ineligible to receive financial aid once they have reached the 150% limit or it becomes clear that s/he will not be able to complete degree requirements within the 150% time frame. For example, a student in an Associate Degree program involving 60 semester hours (some may require more) would need to complete degree requirements before attempting 90 semester hours. Likewise, a student in a 24 semester hour certificate program would need to complete certificate requirements before attempting 36 semester hours.

The time frame can be automatically extended without requiring an appeal for up to 36 semester hours of attempted ESL coursework.

PACE Toward Program Completion

For a student to meet the pace standard (calculated at 0.67) s/he must earn semester hours at HCC equal to at least

two-thirds (2/3) of his/her cumulatively attempted semester hours. Transfer credits accepted at HCC count toward both the credits attempted and the credits earned.

Previous Enrollment in Other Programs at HCC

Even if a student has been enrolled in one or more previous academic programs, HCC policy is to consider all previous semester hours attempted.

Fresh Start

Students who return to the college under the 'Fresh Start Program' are not automatically eligible to receive financial aid. These students must be evaluated for satisfactory academic progress according to the SAP policy. All courses prior to the fresh start approval and subsequent to the approval are considered.

Incompletes, Withdrawals, Repetitions, and Noncredit Remedial Courses

Courses for which a student receives a grade of "incomplete" or "withdrawal" (I,W, WX, AW) are all counted as attempted semester hours. Repeated courses are handled according to the current academic repeat policy. Remedial/developmental courses are counted in determining a student's enrollment status and attempted semester hours, and are considered "earned" if a passing grade is attained. The final grades received in development courses are included in the calculation of a financial aid GPA.

Repeat Policy

Students may repeat courses at HCC in an attempt to earn credit or improve their GPA. Credit may not be earned twice for a repeated course and is considered as attempted credits each time in the SAP calculation. Financial aid can only pay for one repeat of a previously passed course.

Reinstatement of Eligibility

Students who do not meet the normal standards of SAP may have their eligibility reinstated once they have brought their record up to standard, or been granted an appeal.

SAP Appeal

Students who believe that extraordinary circumstances prevented them from attaining Financial Aid SAP standards according to this policy may submit an appeal. Such appeals must be submitted to the SAP Appeals Committee via the current Google appeal form located in the "Appeals Process" section at hcc.edu/sap.

Reasonable basis for an appeal may include, among other reasons based on the judgment of the Academic Progress Appeals Committee, student illness or injury, death of a relative, or a significant and reasonable change in educational objective.

Failure to follow any recommendations made by the appeals committee may be considered sufficient grounds for the denial of financial aid funds and/or any subsequent appeal, if required.

Financial Aid Probation

If a student is granted an appeal, s/he is considered to be on financial aid probation. A student on financial aid probation will be eligible to receive financial aid for one semester. To receive financial aid beyond that point, s/he must meet

normal SAP standards and/or fulfill the requirements of an academic plan.

Frequency of Review

The GPA, maximum time frame, and pace standards are checked after the end of each term of enrollment (fall, spring and summer) for both degree and certificate students.

Warning Period

The financial aid warning period is a one-time, one semester, warning period for students who fail to meet the GPA and/or pace toward program completion standards for the very first time. Students in this category are warned of their failed status but do not lose their financial aid for that one semester. Students exceeding the maximum time frame do not receive a warning.

STUDENT ACCOUNT SERVICES

FR 221, 413.552.2101, studentaccounts@hcc.edu

All tuition, fees, and expenses are subject to state and legislative action. This, and other circumstances, may require adjustments in the tuition and fees stated in this handbook. HCC reserves the right to make such adjustments in these charges as may, from time to time, be required by the Department of Higher Education or the HCC Board of Trustees. HCC reserves the right to change class times or instructors, to cancel or add classes, and to alter any policy statement. Students affected by time changes or cancellations will be notified. Cash, personal check, money order, bank check, Visa, MasterCard, Discover, or Third Party Billing may be used for payment. Information on the rates for out-of-state, international, and Regional Compact students may be obtained from the Student Accounts Office, and is published in the college's website.

Tuition and Fees:

Use the following link to view tuition and fees by semester: hcc.edu/tuition-and-aid/tuition-and-fees:

Other Charges and Fees:

Course Equipment and Materials (CEM) Fee: (applied to designated equipment or materials-intensive courses) \$51 per CEM designated course (applied to a maximum of two courses per semester for a total of \$102).

Certain programs of study carry additional fees (ie: Nursing, Hospitality and Culinary Arts and Applied Music, etc.)

Health Insurance: The annual fee covers the students from September 1, 2025 until August 31, 2026. This is mandatory for students taking nine semester hours or more. It may be waived only upon documentation of comparable coverage. The insurance underwriter is Blue Cross Blue Shield, and the insurance broker is Gallagher Student Health and Special Risk.

Music Fee: see the individual programs for details.

Additional Course Fees: see the individual program for details.

Return Check Fee: \$20

Lost Check Fee: \$20

Late Payment Fee: \$20

MassPIRG: The \$9 fee is student elected to support efforts to preserve the environment and protect consumers statewide. The fee is waivable and payment is voluntary. If you would like to waive the fee, visit hcc.edu/tuition-and-aid/tuition-and-fees and submit the MassPIRG Waiver form. Student Account Services will review and process your waiver request accordingly.

Questions? Email studentaccounts@hcc.edu or call 413.552.2101. For more information, please visit masspirg.org.

HCC Monthly Payment Plans: Holyoke Community College offers its students a way to pay their tuition/fees on a monthly basis during the semester, rather than all at once before the start of classes. Enrollment in the HCC payment Plan must be processed online and is only complete when accompanied by the initial payment.

- Enrollment is necessary on a semester basis for students participating in the monthly payment plan at no extra cost.
- View a list of charges, credits and financial aid eligibility.
- Make payments online using a Credit Card or Personal Check (also includes option to set up automatic monthly payments).
- Receive email notifications as your plan adjusts to changes in your account status.
- Assign an "Authorized User" (i.e., parent is paying your account)

To enroll in the HCC Monthly Tuition Payment Plan refer to the instructions included with your bill notification or log on to hcc.edu (HCC Online Service).

Third Party Billing (Company-Agency Payments): Third party billing letters should be submitted in person to the Student Accounts Services located in FR 221. HCC requires an original letter from the company or agency on their official letterhead including student's full name, HCC Student Identification Number, course(s), total or maximum amount being paid by the company or agency, and third party contact information. Students that expect the bill to be partially or fully paid by a third party agency or company, and/or a private scholarship, must still make payment arrangements with the Student Accounts Office by the due date of their bill. If payment in full is not submitted to Student Accounts Office by the third party within 30 days from the bill date, the student will be responsible for paying any outstanding charges. If payment in full is not received by the due date of the billing statement, past due collection procedures will apply as stated on the Past Due Bills/Student Account Balances section, page 28. For questions, please email studentaccounts@hcc.edu or call 413.552.2204.

Tuition Waivers

All tuition waivers must be received by the Student Accounts Office located in FR 221 before the start of the semester.

State Employee Tuition Waiver: State employees taking credit course(s) are responsible for the Education Service Fees (ESF) and any other fees not covered by the tuition waiver. Day tuition is waived at 100%, evening, weekend, online and summer tuition is waived at 50%. HCC reserves the right to charge fees to state employees in special course(s) involving

trips, materials, supplies, etc. Present waivers at the time of registration or payment. Waivers are not accepted by telephone, fax, or mail.

Categorical Tuition Waivers: Please visit mass.edu/osfa/programs/categorical.asp for state detailed information.

Department of Children and Families (DCF) Adopted Tuition Waiver and Fee Assistance Program (subject to state budgetary appropriation): Please visit mass.edu/osfa/programs/dcfadopted.asp for state detailed information.

Department of Children and Families (DCF) Foster Tuition Waiver and Fee Assistance Program (subject to state budgetary appropriation): Please visit mass.edu/osfa/programs/dcffoster.asp for state detailed information.

REFUND POLICY

A Course/College Withdrawal form must be completed to receive any refund. Refunds are based on the date the form is received, regardless of registration date or attendance. Processing of refunds takes 4-6 weeks. Do not fax Course/College Withdrawal form.

Refund Schedule - Fall and Spring Semesters

Full-term and Accelerated courses:

Prior to and including the first 5 business days of the semester:

100 percent of tuition/ESF/fees

During the second 5 business days of the semester:

50 percent of tuition/ESF only

After the 10th business days of the semester:

No refund (outstanding balance due in full)

Refund Schedule - Summer Semester

Prior to and including the first 3 business days of the semester (including the first day of class):

100 percent of tuition/ESF/fees

During the 4th business day of the semester

50 percent of tuition/ESF only

After the 4th business day of the semester

No refund (outstanding balance due in full)

Refund Policy - Fees

Student Service Fee, Transportation Fee, Technology Fee and Facility Fee Refunds: 100 percent prior to, and through the Add/Drop period including the last day to drop course(s) for 100 percent refund.

Health Insurance Fee: 100 percent prior to, and through the Add/Drop period including the last day to drop course(s) for 100 percent refund as long as enrollment is below 9 credits.

Payment Plan Enrollment Fee: Non-refundable fee prior to or after the start of classes.

Payment Plan Late Payment: Non-refundable fee prior to or after the start of classes.

Late Fee: Non-refundable prior to or after the start of classes.

Bus Pass Replacement Fee: Non-refundable prior to or after the start of classes.

Return Check Fee: Non-refundable prior to or after the start of classes.

Lost Check Fee: Non-refundable prior to or after the start of classes.

PAST DUE BILLS/STUDENT ACCOUNT BALANCES

Students must pay their bill by the due date to avoid additional fees. Past due bills will be assessed a one-time \$20 late fee per semester and a hold will be assessed on the student account preventing future semester registrations. Students will need to pay the amount due in full in order to be able to enroll in future semesters and terminate collection activity.

Students with delinquent debt will also be referred to the collection agencies where they will be charged legal fees, and collection company fees and costs. Collection costs can be as high as 40 percent of the past due unpaid balance. In addition to collection agencies, unpaid accounts will be referred to the Massachusetts Department of Revenue and reported to the Massachusetts Debt Intercept Program where state and federal payments due to the student, including state tax refunds, will be intercepted and transferred to Holyoke Community College until the student account balance is paid in full. For questions, please email studentaccounts@hcc.edu or call 413.552.2101.

Policies, Rules, and Regulations

A FULL LISTING OF ACADEMIC POLICIES CAN BE FOUND IN THE COLLEGE CATALOG:

Visit catalog.hhc.edu

ACADEMIC INTEGRITY POLICY

Holyoke Community College is committed to academic integrity—the honest, authentic and independent pursuit of knowledge. As members of the academic community, students are expected to be responsible for all of their own academic work without dishonesty or deception; joint work is legitimate only when assigned or approved by the instructor. HCC faculty members will take reasonable precautions to eliminate opportunities for academic dishonesty.

Violations of academic integrity include, but are not limited to, the following general categories:

Using or obtaining unauthorized assistance in any academic work:

- Copying from another student's examination.
- Communicating with another student or using electronic communications devices during an examination.
- Using notes, books or aids of any kind during an examination when prohibited by the instructor. (Students with disabilities should discuss educational accommodations with the Office for Students with Disabilities and Deaf Services.)
- Obtaining prior knowledge of examination questions or obtaining or possessing a stolen copy of an examination.
- Using another student to take an examination for oneself.
- Submitting another student's class assignment as one's own.

Providing fraudulent assistance to another student:

- Completing an academic assignment, paper or project or taking an examination for another student.
- Giving answers to or sharing answers with another student during an examination.
- Sharing answers during an examination by using a system of signals.
- Submitting the work of others as one's own (plagiarism) or representing previously completed work as current.
- Submitting a paper, lab report or other academic work for credit, which includes words, sentences, ideas, data or creative work of others without enclosing them in quotation marks, without paraphrasing them or without acknowledging the source.
- Submitting work copied in any medium from another individual or from the Internet.

- Submitting the same paper or academic assignment to other classes without the permission of the instructors.

Furnishing false information to any official or faculty member or fabricating data in support of an academic assignment:

- Forging a signature or falsifying or altering an academic or college record or document in any way.
- Falsifying bibliographic entries.
- Submitting academic materials, reports or projects containing falsified or fabricated facts, data or results.

Avoiding Academic Dishonesty

Academic dishonesty is a serious offense. Careful attention to academic responsibilities is the best way to avoid allegations of academic dishonesty. Students are reminded that material obtained from the Internet is subject to the same principles of submission as materials obtained from any other media. HCC faculty members will provide students with specific expectations about academic integrity in the course syllabi. Students are referred to their course instructor for clarification of these expectations and can also seek assistance from the college library or CAPS Writing Center.

Discipline for Academic Dishonesty

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

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

ADMINISTRATIVE ACTION POLICY

An HCC student may submit an Administrative Action appeal to request special consideration if extenuating circumstances prevented the student from dropping courses by the posted deadline, withdrawing from courses or from the college by the posted deadline, attending classes, completing course obliga-

tions, or satisfying financial obligations to the college. This policy does not serve as a grade appeal.

If approved, most appeals for Administrative Action will result in a change to the educational record, a waiver of financial obligations to the college, or the balance of tuition and fees paid in one semester applied to the same course(s) in a future semester. Please note that the College is under no obligation to refund charges after the refund or partial refund period is over. Health insurance charges, bookstore voucher purchases, and any financial aid refund checks for funds from financial aid that were later reduced or cancelled are NOT subject to appeal and refund.

The U.S. Department of Education mandates a specific refund calculation if a student receives any form of financial aid and has withdrawn from all coursework. Depending on the financial aid that has been received, the student may be responsible for repaying some or all of the aid back to the College if withdrawn from courses - regardless of circumstances. Decisions regarding account balances and tuition waivers will be made by the Administrative Action Committee as part of this process. The financial aid appeal process for Satisfactory Academic Progress is not considered as part of this administrative action.

The Administrative Action Committee meets regularly to review completed forms. After a comprehensive and thorough review of the materials submitted, the committee will notify the student of its decision via email. All information included in this appeal is kept confidential except to the extent it is shared among school officials for a legitimate educational purpose, or HCC is compelled by law to disclose certain information. The committee's decision can be appealed within 10 calendar days from the date of the decision email.

How to File an Administrative Action Appeal

- Meet with your academic advisor to confirm that this is the appropriate action. You may be requested to withdraw from classes prior to submitting an administrative action appeal. Students should exhaust all other options before withdrawing from a class, including discussing the situation with the professor, requesting an incomplete grade, seeking the advice of their advisor, and discussing this decision with their support services.
- Complete the online Administrative Action Appeal form no later than one year after the end of the academic semester in which you are requesting special consideration.
- Provide documentation to support your Administrative Action appeal (please see below for documentation requirements).

Conditions for Which An Appeal May Be Granted and Required Documentation

- Medical and Mental Health Issues (Student or Immediate Family Member - Parent, Guardian, Spouse, Child)
- Students must provide an official letter from a medical professional that clearly states the circumstances, the dates of treatment and whether the condition prevented the student from finishing the class(es).

This letter needs to be on official letterhead, signed by a medical professional, and include contact information.

- Personal Injury or Accident
- Students must provide an official letter from a medical professional that clearly states the circumstances, the dates of treatment and whether the condition prevented the student from finishing the class(es). This letter needs to be on official letterhead, signed by a medical professional, and include contact information.
- Provide a copy of the accident report
- Death of an Immediate Family Member (Parent, Guardian, Spouse, Child)
- Copy of death certificate or copy of obituary.
- Undue or Unforeseen Hardship (Loss of Employment, Domestic/Partner Violence, Separation/Divorce, Loss of Home, Family Emergency)
- Letter from former employer indicating date of termination.
- Separation / divorce papers.
- Other documentation that specifically supports your claim of hardship (court order, police report, etc).
- Military activation or deployment
- Copy of military orders
- For questions about the appeal process or to receive the link to the Administrative Action Appeal form email appeals@hcc.edu.

AFFIRMATIVE ACTION POLICY

It is the policy of Holyoke Community College not to discriminate on the basis of age, sex, creed, color, race, national origin, sexual orientation, gender identity, religion, or disability in its educational programs, activities, or employment policies as required by Title IX of the 1972 Education Amendments and other federal and state anti-discrimination laws. Inquiries regarding compliance with Title IX may be directed to:

Olivia Kynard, Chief Impact Officer and Title IX Coordinator

Holyoke Community College, KC 401

303 Homestead Avenue Holyoke, MA 01040

413.552.2173 (office)

okynard@hcc.edu

AFFIRMATIVE ACTION, EQUAL OPPORTUNITY AND DIVERSITY POLICY STATEMENT

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

tected class(s)/classification(s).” Further, this policy prohibits retaliation and incorporates by reference, and where applicable, the requirements of Titles VI and VII of the Civil Rights Act of 1964; Title VI of the Civil Rights Act of 1968; Titles I and II of the Civil Rights Act of 1991; Title IX of the Education Amendments of 1972 and its regulations found at 34 C.F.R. part 106; Equal Pay Act of 1963; Civil Rights Restoration Act of 1988; Sections 503 and 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; Section 402 of the Vietnam-era Veterans Readjustment Act of 1974, Uniformed Services Employment and Reemployment Rights Act (USERRA); Age Discrimination Act of 1975; Age Discrimination in Employment Act of 1967, as amended; Family and Medical Leave Act of 1993; Federal Executive Order 11246 of 1965, as amended by Executive Order 11375 of 1967; Federal Executive Order 12900 of 1994; Federal Executive Order 13145 of 2000; Federal Executive Order 13160 of 2000; Federal Executive Order 13166 of 2000; Massachusetts Civil Rights Act; Massachusetts General Laws Chapters 151B, 151C, and Chapter 149; directives of the BHE, the Boards of Trustees of the Community Colleges and the Commonwealth of Massachusetts; and other applicable local, state and federal constitutions, statutes, regulations and executive orders.

Nondiscrimination requires the elimination of all existing unlawful discriminatory conditions, whether purposeful or inadvertent. The Community Colleges are continuing to systematically examine all policies and procedures to be sure that they do not, if implemented as stated, operate to the detriment of any person on the basis of a protected classification. The Colleges shall require that the practices of those responsible in matters of employment and education, including all supervisors and faculty, are nondiscriminatory. Should the College discover discrimination in treatment or effect in any employment, educational or service decision, action, inaction or practice within the College, all appropriate corrective and/or disciplinary actions shall be taken under the direction of the President of the College subject to any applicable collective bargaining agreement or other policy or procedure of the College.

The Community Colleges are committed to a policy of Affirmative Action, equal opportunity, equal education, nondiscrimination, and diversity. They are committed to providing a learning, working and living environment for their students, employees and other members of the College Community, which values the diverse backgrounds of all people. The Colleges are committed to assuring that the “College Experience” is one that challenges, empowers, supports, and prepares its students to live in, work in, and value our increasingly global and diverse world. The Colleges believe that the diversity of socioeconomic, racial, ethnic, religious, gender, sexual orientation, age and disability backgrounds of members of the College Community enriches the institutions and their various constituencies. The Colleges will not tolerate behavior based on bigotry, which has the effect of discriminating unlawfully against any member of their communities.

The Community Colleges provide equal access to educational, co-curricular and employment opportunities at the Colleges for all applicants, students and employees in compliance with all applicable laws, regulations and policies. All benefits, privileges and opportunities offered by the Colleges are available to all students, employees and other persons having

dealings with the institutions on a nondiscriminatory basis. The Colleges are committed to taking a proactive Affirmative Action posture with respect to their recruitment, selection and promotion of students and employees.

The purpose of the Affirmative Action component of this Policy is to establish a set of programmatic objectives, which shall provide for the recruitment, access and advancement of qualified persons from within the protected classes/classifications recognized under this Policy with respect to employment and enrollment opportunities. The intent of this Policy is to responsibly recognize, and to whatever extent possible, resolve the effects of past societal discrimination and the impact which that discrimination has had, not only on victims of such discrimination, but on the total academic, educational and social system as well. It is not intended and should not be used to discriminate against any applicant, employee, or student because of a protected classification.

In response to that recognition, the Colleges, through their Boards of Trustees and Presidents, fully endorse the plan of action set forth in this Policy and shall oversee and monitor its implementation through the Affirmative Action Officer and other assigned personnel.

The following specific policies are established:

- Equal opportunity and affirmative action shall apply to all segments of the College; full and part-time employment; day and continuing education; the curriculum and offerings of the College.
- Equal opportunity and affirmative action shall be applied to the recruitment process for employment and/or access to education.
- Students will have access to the College, programs of study, activities, and other resources intended to serve them, according to the policies of the individual Colleges.
- Equal employment opportunity and affirmative action will be realized in all personnel employment, including recruitment, application for employment, hiring, benefits, compensation, training, promotion, and termination.
- All policies, procedures, privileges, and conditions of the College will follow and incorporate applicable equal opportunity and affirmative action rules and regulations.

The above stated policies are intended to be applied broadly with the goal of promoting equal opportunity and diversity in Community Colleges. The Community Colleges pledge to apply all policies consistently, fairly, and vigorously. Attempts to subvert or abuse these policies will not be tolerated. Appropriate disciplinary action will be taken in the case of an infraction. Such disciplinary action shall be consistent with the appropriate collective bargaining agreement, if applicable.

All policies are made in compliance with laws and regulations and executive orders promulgated by the federal and state governments and other appropriate agencies and authorities, where applicable.

ANIMALS ON CAMPUS

Animals are not allowed on Holyoke Community College campuses with the exception of service animals. Refer to the

Service Animal Policy (pages) for the definition of a service animal and the required process for registering a service animal on campus.

On certain occasions, animals may be permitted on campus (programs, events, demonstrations, etc.) with the advanced permission and approval of the Student Affairs office and/or the Executive Director of Public Safety and Chief of Police.

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.

BULLETIN BOARD POLICY

General

1. General college-related information may be posted on all bulletin boards (see below on campus and community postings) except for those boards designated for department or union purposes. Requests for bids and proposals are posted on a board on the third floor of Frost building and are coordinated by the Business Services Department. Union bulletin boards are located on the second and third floors of Frost, the second floor of Donahue, and the second and third floors of Marieb building. Department bulletin boards are designated by the department name placed at the top of the board.
2. Use only thumbtacks on bulletin boards. Do not use staples, glue or stickers or any other adhesive. **No materials are to be posted on walls, doors, or windows.**
3. Materials will be removed periodically. The College reserves the right to remove postings that are misleading, offensive, or fraudulent.

Campus Postings

All materials which members of the college community wish to post must be clearly identified by the name of the originating office or group. Postings should be removed after an event has occurred. Unidentified postings will be removed. The campus postings boards are located in the following locations:

Building	Floor	Board
Donahue	3rd floor	mid-hallway
Donahue	2nd floor	near CAPS office
Frost Building	2nd floor	mid-hallway
Marieb Building	3rd floor	under the clock on the south end of building-
Bartley Center	1st floor	across from the Check-In and Control Room
Campus Center	2nd floor	near elevator and bathrooms

COMMUNITY POSTINGS

Individuals or organizations not having a relationship to the college may post only on bulletin boards designated as Community Boards. At Holyoke Community College, these boards are located in the following locations:

Building	Floor	Board
Donahue	2nd floor	by the entrance near the Library
Fronahue	1st Floor	open area between Donahue & Frost
Marieb/Campus	Walkway	from Marieb to Campus Center

CHANGING BIOGRAPHICAL DATA POLICY

The following process is followed when any student seeks to change his or her biographical data as provided and maintained in the Student Records Office.

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.

Name in Use - Holyoke Community College recognizes that some students use a name other than their legal name to identify themselves. This name, referred to as the name in use, will be used where possible in the course of college business and education. Students may use this name wherever a legal name is not required. When students enter a name in use on the HCC application for admission or enter a Preferred First Name through the Student Profile in myHCC Dashboard, the following systems and documents will be affected:

Student identification cards

- Email accounts (updating the first letter of your preferred first name will change your HCC email address)
- Transcripts, class rosters, and advisor lists
- DegreeWorks
- Canvas accounts
- Diplomas, awards, and recognitions.

A student's legal name will continue to be used on all college documents, systems, and communications external to the col-

lege 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. To change your legal name on all college records a court order or other acceptable legal documentation is required.

Information regarding name in use, including frequently asked questions and instructions on how to request a name change and obtain a new student ID card, can be found on the HCC website at: hcc.edu/about/offices-and-administration/college-offices/student-records-and-registrar/name-in-use.

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 on sex.

CHILDREN ON THE CAMPUS POLICY

Although the college does not discourage the presence of children, if they are under visual and physical control of a parent or guardian, safety issues have prompted the development of a campus-wide policy for college protection.

1. No child shall be on campus unattended by a parent or guardian unless the child is assigned to the care of HCC's Itsy Bitsy Child Watch. The college and its employees can assume no responsibility for the care and supervision of visiting children. Children may accompany a parent or guardian on campus, but are not to attend classes or other learning environments (for example, seminars, laboratories, clinics, field trips, learning centers or workstations).
2. Children of work-study students shall not be brought to the job.
3. Children who are sick are not permitted on campus.

COMPUTER LAB AND LIBRARY PRINTING POLICY

Part of our effort to reduce waste, protect the environment, and keep costs down, the HCC Computer Lab and Library Printing Policy provides each student with a print allocation in the fall and spring semesters. If you need to add money to your printing account, please visit the Student Accounts office in FR 221.

CORI/SORI POLICY

Criminal Offender Record Information (CORI) and Sexual Offender Registry Information (SORI) Intent

Holyoke Community College recognizes the need to ensure a safe environment for those we serve. As one means of providing a safe and credible environment, the college has implemented a Criminal Offender Records Information and Sex Offender Registry Information Check Policy which is reviewed on an annual basis.

Policy Statement

People who provide service and/or support to any state program or facility and whose duties entail the potential for unsupervised contact with persons from a vulnerable population will undergo CORI and SORI checks. Massachusetts law, as well as regulations promulgated by the Commonwealth Executive Office of Health and Human Services (EOHHS), states that individuals convicted of certain crimes pose an unacceptable risk to vulnerable populations (i.e. underage, elderly, disabled or persons receiving care due to illness) and are therefore ineligible to provide services or support in such state programs or facilities.

Policy Purpose

Standardized procedures for the review of criminal and sex offender records help ensure that candidates under consideration are appropriate for serving in their positions. The Criminal History Systems Board has authorized Holyoke Community College to receive criminal record information regarding those individuals who need CORI clearance to work and/or provide voluntary services in educational worksites.

Scope

As required by law, the CORI and SORI checks apply to employees, volunteers, and/or trainees/students who provide service or support to any state program or facility in either a paid or unpaid capacity whose services entail the potential for unsupervised contact with vulnerable populations. Further, many private facilities also require employees, volunteers, and trainees/students to undergo CORI checks in order to be eligible for placements.

Procedure

Students will be subject to a CORI/SORI check prior to being placed or accepted into certain programs in which a clinical, field or any other practical experience working with vulnerable populations is a required part of the program, including but not limited to, Nursing, Radiologic Technology, or Early Childhood Education. Furthermore, students in other programs who may have unsupervised contact with persons from vulnerable populations must complete CORI/SORI applications and receive clearance prior to beginning their work or service with vulnerable populations. Additionally, candidates for employment, employees, and volunteers who may have unsupervised contact with persons from vulnerable populations must complete CORI/SORI applications and receive clearance prior to beginning their work at the college or their work with vulnerable populations.

The CORI application is sent to the Criminal History Systems Board (CHSB) and the Sex Offender Registry Board (SORB) which generally respond within one week. A college CORI and SORI reviewer examines the confidential CORI and SORI records and makes a determination as to the candidate's eligibility based on the standards established by the EOHHS. The candidate is notified of eligibility. A person who is the subject of CORI and SORI checks is entitled to review the information received by the college.

Appeals Process

If an individual believes that his or her CORI or SORI report contains an error, the individual should contact the CHSB or the SORB directly. If it is determined that there was an error that was subsequently corrected, the individual should inform

the CORI/SORI reviewer who will repeat the CORI/SORI check. If the report is correct, the individual may appeal the decision by providing to the college within thirty (30) calendar days, a written statement from a Criminal Justice Official (CJO) stating that the candidate does not pose an unacceptable risk of harm and reasons for that belief.

This statement should also include a professional assessment of the individual in question and the risk posed to the general population and/or any specific groups or populations. In addition, the statement must include the CJO's current position and position at the time of supervising the candidate, dates during which the CJO supervised the candidate and all relevant information that may assist the college in considering the candidate's eligibility to interact with vulnerable populations in an unsupervised setting.

Upon receipt of this statement from a CJO, the CORI Review Committee or designated official will reconsider eligibility and will notify the candidate of the decision. If still determined to be ineligible, the candidate may submit a final written appeal to the chief CORI officer within ten working days of the issuance of the committee's decision.

DISABILITY POLICIES AND PROCEDURES

Holyoke Community College does not discriminate on the basis of disability in admissions or access to, or treatment of, or employment in its programs, services, or activities. Holyoke Community College strives to provide an effective educational environment so that all students may develop to their fullest potentials. The Americans with Disabilities Act (PL 101-336) is a civil rights law which protects the rights of individuals with disabilities. Specifically, the Americans with Disabilities Act states:

A public entity may not deny the benefits of its programs, activities, and services because its facilities are inaccessible. A public entities' services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities (Title 11, subtitle A).

In keeping with the federal regulations including the Americans with Disabilities Act Amendments Act (ADA AA) and Section 504 of the Rehabilitation Act of 1973, Holyoke Community College is committed to providing reasonable accommodations to qualified disabled and Deaf students enrolled in its academic programs.

Individuals protected under the law include but are not limited to those having physical disabilities, sensory disabilities, learning disabilities, medical/mental health conditions and also those recovering from alcohol or drug abuse, etc.

Students with disabilities are enrolled in college classes in the programs of their choice. The college supports equal access to all college academic and student life opportunities.

It is the student's responsibility to make their needs known to the college and may do so by submitting a Student Inquiry Form online. You may also contact OSDDS for direct assistance at osd@hcc.edu, 413.552.2417, or visit in person at Donahue 147.

More information about accommodations, services, and OSDDS procedures is available on the OSDDS webpage.

Students who need auxiliary aids for effective communications and/or other educational accommodations in programs and services of Holyoke Community College are invited to make their needs and preferences known to:

Office for Students with Disabilities and Deaf Services (OSDDS) 413.552.2417 (v/tty) or 536.2317 (VP) (DON 147) or email us at osd@hcc.edu

Discrimination complaints under the ADA should be directed to:

The Vice President of Academic and Student Affairs 413.552.2770 (FR 321) or Olivia Kynard, Chief Impact Officer at 413.552.2173 (KC 401) or email okynard@hcc.edu.

DRESS CODE POLICY

The official policy of the college is to leave the mode of dress to the good taste and judgment of the student. No bare feet are allowed in any college building.

EMERGENCIES

911

For on campus medical emergencies and fires, students should dial 911. Fire Department and Ambulance services will be dispatched to your location along with campus police. For all other emergencies requiring campus police, please dial x2211 from any on campus phone and 413.552.2211 from any other phone.

Rave Guardian App: This opt-in app for your cell phone allows the user to connect directly with the Public Safety Office. This service is monitored between 8am and 11pm. Using this app you can establish Confidential Conversations through two-way texting. This app can be used to report any suspicious activity, along with text and images, discreetly through your smartphone without the fear of retaliation. The app also has a Virtual Escort. This serves as an additional layer of security for students. They set a fixed time for their departure and arrival, and their "guardians" are notified when your community members reach their destination. This app is available for both iPhone and Android users. QR codes are available.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACTS (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords Holyoke Community College students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the college receives a request for access. Students should submit to the registrar a written request that identifies 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. If the college official to whom the request was submitted does not maintain the records, the registrar shall advise the

student of the correct official to whom the request should be addressed. Copies may be obtained at \$1 per page.

2. The right to request the amendment of student's education records that the student believes are inaccurate or misleading or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the college to amend should write the college official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the college decides not to amend the record as requested by the student, the college will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to provide written consent before the college discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. The college discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the college in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the college has contracted as its agent to provide a service instead of using college employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill their professional responsibility. Upon request, the college discloses education records without consent to officials of another school in which a student seeks or intends to enroll.
4. The right to be notified annually by the college of what student record information the college designates as "directory information," and the right to request that no student information be designated as directory information.
5. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office U.S. Department of Education
400 Maryland Avenue, S.W. Washington, DC 20202-5901.

Directory Information

The following is considered directory information by Holyoke Community College and may be released to third parties without student consent: student name, address, major field of study, dates of attendance, enrollment status, participation in officially recognized activities and sports; height, weight, high school, and hometown of athletic team member; degrees and certificates awarded, dates of graduation and official college distinctions such as Dean's List and honors.

Directory information may be released by the college to a requesting third-party without a student's prior written consent. A student has the right to request that none or only some of their student record information be designated as directory information. A student must notify the registrar, in writing, within two (2) weeks of the beginning of each academic semester if they do not wish to have any or some of their student information designated as directory information.

Non-directory Information

All other information is considered non-directory information and will not be released by the college to anyone, except in cases where FERPA requires or authorizes disclosure without consent. Contact the registrar for more detail about specific FERPA provisions.

Release of Information to Parents

When a child was in elementary and high school, FERPA gave the parent rights to access their child's educational records. Now that the child is in college, these same laws transfer ownership of the records directly to the student. According to FERPA, college students are considered responsible adults and are allowed to determine who will receive information about them. Parents are not automatically granted access to a student's records without written consent of the student. Parents are encouraged to consult with the student if academic information is needed. The student may give permission for the parent to access their records by filing a Student Information Consent to Release Form within the Student Records Office. A student's consent to release records does not allow or authorize the individual or entity receiving the records to conduct College-related business on behalf of the student, which remains the responsibility of the student.

Release of Information to the U.S. Military

Notwithstanding the college's definition of directory information, the Department of Defense (the "DoD"), pursuant to the Omnibus Consolidated Appropriations Act of 1997 (the "Solomon Amendment"), identifies the following information as "student recruiting information": name, address, telephone listing, age (or year of birth), place of birth, level of education (e.g., freshman, sophomore), degree awarded, most recent educational institution attended, and current major(s). If the college receives a request for student recruiting information from the DOD, or one of its affiliated agencies, the college will release the student recruiting information requested. Because the information sought by the DOD may include information not designated as directory information under the college's policy, compliance with the DOD's request may result in the release of personally identifiable information. When student recruiting information is released pursuant to a DOD request, notice of the request and the release of the information will be posted in a conspicuous location in the Student Records

Office for a period equaling one academic year. If a student has exercised their right to request that no information be designated as directory information, then no information shall be released to any third party, including the DOD.

FIRE ALARMS

When the fire alarm sounds, immediately leave the building and walk a safe distance from the buildings. During evacuation, each faculty/staff member is charged with the prompt and safe exit of students, visitors, and themselves. Once the all clear signal is given, students may re-enter the building.

FUNDRAISING AND SOLICITATION POLICY

Solicitation and commercial activities are prohibited on College property without the College's prior, written consent. Prohibited solicitation includes, but is not limited to, the posting of advertisements for the sale of goods or services on College property. Fundraising of a personal or political nature is strictly prohibited. To schedule an activity, contact the Office of Student Engagement, CC 227 , 413.552.2418.

The College may permit fundraising activities by College affiliated persons or groups, including recognized student groups and organizations, in direct support of their College related activities. All fundraising materials shall bear the name of the person or group conducting the activity. All fundraising activities by College affiliated persons or groups including fundraising materials, must be authorized by the Office of Student Engagement and in compliance with the College's fundraising guidelines as established by the Office of Student Engagement. Fundraising activities conducted in noncompliance with this policy are prohibited.

GENDER IDENTITY/EXPRESSION POLICY

Every student and employee of the college shall be responsible individually and collectively for promoting and maintaining a safe environment which is conducive to learning and which embraces the accords of civility and of human dignity. The college regards discrimination on the basis of gender identity/expression to be inconsistent with the establishment of an atmosphere that supports the full engagement of HCC students, faculty, and staff. Gender identity is an individual's personal sense of being male, female, or elsewhere on the spectrum of gender (including those who identify as transgender, or are non-traditional in their gender identity). Gender expression includes external characteristics and behaviors of gender identity such as dress, mannerisms, speech patterns, and social interactions. HCC will take reasonable measures to prevent and discourage all acts of intolerance and harassment on the basis of gender identity/ expression and will act positively to investigate alleged harassment or discrimination and to affect a remedy or resolution when an allegation is determined to be valid.

GRIEVANCE PROCEDURE FOR STUDENTS

Policy Goal: Conflict Resolution

Before invoking the Student Grievance Procedure, a reasonable effort shall be made by those involved in a dispute to

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

Definitions

1. **COMPLAINT:** the informal, unwritten stage of an allegation of mistreatment.
2. **DAY:** as used in this policy, shall mean a calendar day.
3. **GRIEVANCE:** a written grievance filed by a student with the person designated by the President as the Student Grievance Officer specifically alleging an abridgment of his or her rights as a student.
4. **GRIEVANT:** the student filing the Grievance. The Grievant must have been a registered student of the College at the time of the alleged mistreatment.
5. **INSTRUCTIONAL PERIOD:** the academic semester, summer session or intersession when a grievable act or omission occurs. The Instructional Period shall end on the last day of final exams.
6. **RESPONDING PARTY:** the person against whom a complaint or Grievance is directed.
7. **SENIOR OFFICER:** senior level employee who reports to the President for the Responding Party's work area.
8. **STUDENT GRIEVANCE OFFICER:** a College employee assigned responsibility for administering the Student Grievance Procedure, including the maintenance of specified records. The Student Grievance Officer shall ordinarily be the Senior Student Affairs Officer. If this individual is the person against whom the Grievance is filed, the President shall designate another College official to act as the Student Grievance Officer.
9. **SUBSTANTIAL EVIDENCE OF ERROR OR INJUSTICE:** for purpose of Grade Appeals, substantial evidence of error or injustice is defined as:
 - a. The assignment of a course grade to a student on some basis other than performance in the course; or
 - b. 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
 - c. 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 Student Affairs Office (FR 224), 413.552.2390.

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that they have been discriminated against due to their 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 Chief Impact Officer is Olivia Kynard, 413.552.2173.

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 Complaint Procedure.

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 Office of People and Talent. In both cases, law enforcement authorities shall also be notified. A claim of sexual assault shall be reported to Olivia Kynard, Chief Impact Officer, okynard@hcc.edu, 413.552.2173 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 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 choos-

ing 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 contact: Academic Affairs, academicaffairs@hcc.edu or 552-2770 for assistance 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 I: 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 II: 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 and 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.

Last Revised: June 4, 2013

Students/Student Grievance Procedure/2013 revised policy/SGP Revised 2013-#t

HARASSMENT

Refer to the list of protected groups in either the Sexual Harassment Policy or the Affirmative Action Policy. Individuals should contact Olivia Kynard, HCC Chief Impact Officer 413.552.2173.

HAZING LAW

Sections 17, 18, and 19, Chapter 269 of the Massachusetts General Laws on hazing and the penalties for perpetrators, organizers and persons who have knowledge of such events, must be provided to students in their entirety as stated below:

Chapter 269:17 Hazing Prohibited; Definition; Penalties

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

The term "hazing" as used in this section and in sections 18 and 19, 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.

Chapter 269:18 Failure to Report Hazing; Penalty

Section 18. Whoever knows that another person is the victim of hazing as defined in Section 17 and is at the scene of such crime shall, to the extent that such person can do without danger or peril to himself or others, report the 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.

Chapter 269:19 Notification by Schools of Hazing Law; Report by Schools; Disciplinary Policy

Section 19. Each institution of secondary education and each public and private institution of post-secondary education shall issue to every student group, student team, or student organization which is part of such institution or is recognized by the institution or permitted by the institution to use its name or facilities or is known by the institution to exist as an unaffiliated student group, student team or student organization, a copy of this section and Sections 17 and 18; provided, however, that an institution's compliance with this section's requirements that an institution issue copies of this section and Sections 17 and 18 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 17 and 18 to each of its members, plebes, pledges, or applicants for membership. It shall be the duty of each such group, team or organization, acting through its designated officer, to deliver annually to the institution an attested acknowledgment stating that such group, team or

organization has received a copy of this section and said Sections 17 and 18, that each of its members, plebes, pledges, or applicants has received a copy of Sections 17 and 18, and that such group, team, or organization understands and agrees to comply with the provisions of this section and Sections 17 and 18.

Each institution of secondary education and each public or private institution of post or 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 17 and 18.

Each institution of secondary education and each public or private institution of post-secondary education shall file, at least annually, a report with the Board of Higher Education, and, in the case of secondary institution, 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 17 and 18, and also, certifying that said institution has adopted a disciplinary policy with regard to the organizers and participants of hazing, and that such policy has been set forth with appropriate emphasis in the student handbook or similar means of communicating the institution's policies to its students. The Board of Higher Education 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 and any such institution which fails to make such report.

HEALTH INSURANCE

Massachusetts General Law Chapter 15A, Section 18 requires that all students attempting nine (9) or more semester hours have health insurance. The annual cost of health insurance is updated on the Tuition and Fees page on the website. hcc.edu/tuition-and-aid/tuition-and-fees.

The health insurance fee may be waived if the student's own (or parental/spousal) insurance provides him or her with comparable coverage.

To obtain information about waiving or purchasing the insurance, please visit hcc.edu/tuition-and-aid/health-insurance or contact Student Account Services. HCC cannot accept a waiver of insurance if the student is covered by a non-US insurance company. The health insurance fee is non-refundable unless the student withdraws from the college before 4:30 p.m. on the last day of add/drop.

IDENTIFICATION AND DOCUMENTATION REQUIREMENTS

HCC requires all students to present a current and valid acceptable form of photo identification in order to obtain personal information or receive specific services. This policy ensures students' rights are protected under the Family Educational Rights and Privacy Act (FERPA).

- Drivers license
- State-approved or federal ID
- Military ID
- College ID

- High school ID
- Middle school ID
- Passport
- Tribal ID
- Naturalization card or certificate of citizenship
- College Board Test Taker ID Form (NEW)

All forms of documentation must be originals. Photocopies or pictures taken on a cell phone will not be accepted. To obtain an HCC bus pass, students only have to present an HCC student ID.

IMMUNIZATION REQUIREMENTS

Massachusetts law (Chapter 76, Section 15C) requires that all students carrying 12 or more credits must submit proof, within 30 days of registering for courses, of immunization against the following: measles, mumps, and rubella (need two MMR shots), pertussis-containing tetanus shot called Tdap (administered within the last 10 years), hepatitis B (need 3 shots), varicella (chickenpox, need 2 shots or documentation by an MD of date of history of disease) and meningitis. Official documentation of positive antibody titers for measles, mumps, rubella, hepatitis B, and varicella is acceptable. Immunization records can be obtained from the student's physician's office. Students may request the transfer of immunization records from HCC to another college by filling out the form online. Please allow five business days to process. Students with incomplete or outdated immunizations are required to furnish updated vaccination records. Students in the following majors must follow the policies of their individual programs (some require complete immunization records and others require proof of positive antibody titers) upon application to the program, regardless of the number of semester hours carried: Elementary Education (prior to classroom labs), Nursing (PN and ASN programs) - complete immunization records and proof of positive antibody titers required, Radiologic Technology - titers only, Medical Assistant, Certified Nursing Assistant, Community Health Worker and EMT. For questions, please email or call immunizations@hcc.edu or 413.552.2387.

INFORMATION TECHNOLOGY ACCEPTABLE USE POLICY

Never provide your password or one-time passcode (OTP) to anyone on a form, over the phone, email or text. HCC ITD will never ask you for your password or your multi-factor authentication (MFA) sign in method. You only need those when actually signing in.

Purpose

This policy delineates the permissible use of information resources at Holyoke Community College. It is applicable to all HCC account holders, employees, students (with specified exceptions), contractors, consultants, temporary workers, and other staff at Holyoke Community College, as well as all individuals affiliated through third-party contractors.

This policy applies to all data and equipment that is owned or leased by Holyoke Community College.

The purpose of this policy is to protect employees, partners and HCC against internal and/or external exposure of confidential information, malicious activity, including the com-

promise of systems and services, legal issues, financial loss, and damage to reputation by individuals, either knowingly or unknowingly.

Scope

Personnel using data and information resources (including but not limited to Internet/Intranet/Extranet-related and core systems, computer equipment, software, operating systems, storage media, and network accounts providing electronic messaging), must use them for business/academic purposes in accordance with their roles and responsibilities, serving the interests of HCC and the students in a legal, ethical, responsible, and secure manner, with respect for the rights of others.

Policy

It is the responsibility of every user of information resources to know the Information Security Policies and the acceptable use of information resources, and to conduct their activities accordingly.

General Use

Safeguard user accounts and passwords, and use them only as authorized

- Respect all pertinent licenses, copyrights, contracts, as well as other restricted and proprietary resources
- To accommodate employees, Holyoke Community College understands employees will access the Internet for personal needs periodically
- It is expected that employees will exercise good judgment regarding the reasonableness of personal use and any question regarding appropriate use will be decided by management
- Notify the appropriate system, network and/or security administrator(s) of any suspected or actual security violations/incidents
- Secure all unattended workstations from unauthorized viewing or use
- All workstations must be configured to automatically lock after 10 minutes of inactivity and users should log off or lock their machines during extended periods of inactivity

Unacceptable Use

The following unacceptable activities are by no means exhaustive, but attempt to provide a framework for activities that are strictly prohibited:

- Damaging computer systems
- Preventing another user from authorized resources
- Accessing unauthorized systems or data resources, or utilizing functions that are not necessary for the performance of the employee's duties
- Revealing account passwords and one time passcodes (OTP) to others. Employees who receive usernames and passwords must keep their usernames and passwords confidential and must not share that information with others.
- Using another person's computer account, with or without their permission
- Providing information about employees to parties outside HCC

- Providing protected student or vendor information to any unauthorized person
- Intentionally corrupting, misusing, or stealing software or any other computing resource
- Sending unsolicited (SPAM) electronic messaging (e.g. email) and chain letters
- Forging electronic messaging header information
- Using electronic messaging, telephone or other communication method, to actively engage in procuring, viewing, or transmitting material that is in violation of sexual harassment or hostile workplace laws
- Accessing, editing, deleting, copying, or forwarding files or communications of another user in any media (e.g., paper, electronic, video, etc.), unless assigned as a job requirement or with prior consent from the file owner
- Deleting, editing, or copying files in another person's computer or electronic messaging account
- Illegal use, including duplication or distribution of copyrighted or HCC proprietary material, including electronic, hardcopy, audio, and video in any medium
- Employees are forbidden to install software on their computers without the prior approval of their supervisor
- Procurement of or use of any Software as a Service (SaaS) providers without the approval of Information Technology
- Implementation of any information technology component, product or service without the approval of and involvement from IT
- Removing software from systems, unless assigned as a job requirement or prior consent from Information Technology is obtained
- Circumventing any of the information security measures of any host, network or account without officer approval for emergency business purposes
- Using resources for personal benefit
- Introducing malicious programs into the information systems
- Unauthorized modification of configuration files
- Knowingly executing a program that may hamper normal activities, without prior authorization
- Operating a wireless network or allowing other computers to connect to your computer wirelessly. Employees must not reveal any information about HCC students or employees which is not already publicly available without expressed permission from their manager
- Unauthorized disclosure of confidential information to individuals outside HCC and to individuals within HCC without a business need, legal or regulatory requirement
- Disclosure of Personally Identifiable Information (PII) such as social security numbers, bank/credit card numbers, driver's license/id numbers, etc. and any other information classified as confidential, personal or sensitive to any unauthorized individual within HCC without a business need
- Disclosure of PII to any individual outside of HCC unless there is a legal or regulatory requirement
- Unencrypted transmission of PII (and confidential, personal and sensitive information), trade secrets, proprietary financial information and financial account numbers such as in the body of or an attachment to an electronic message, via FTP, via instant messenger or via fax
- Storing confidential information including PII (and confidential, personal and sensitive information), trade secrets, proprietary financial information or financial account numbers on laptop computers and mobile computing devices unless no alternative exists and then it must be encrypted
- Unauthorized application downloads from the internet are strictly forbidden. If applications are required for business use, contact IT and arrangements may be made
- Under no circumstance is an employee authorized to engage in any activity deemed illegal by international, federal, state, or other local laws while utilizing HCC assets
- Under no circumstances may an employee disable anti-virus software or alter anti-virus software settings
- Under no circumstances may user of HCC equipment disable firewall software or alter firewall software settings
- HCC account holders should not open any electronic messaging attachments that are not expected, or are from unknown addresses, or appear in any way suspicious
- Employees can only use HCC accounts to post official / approved publicly accessible messages. Employees should never use a personal account to represent the college.
- HCC account holders may not perform vulnerability scans, monitor network traffic, attempt to elevate rights or privileges, or gain access to information not expressly intended for them, unless explicitly authorized to do so by the CIO or their designee.

To ensure compliance with this policy, Holyoke Community College may perform periodic monitoring of systems, networks, and associated equipment at any time. Personnel using any Holyoke Community College information resources consent to disclose the contents of any files or information stored or passed-through Holyoke Community College equipment. All data contained on or passing through HCC assets is subject to monitoring and remains the property of HCC at all times.

Other provisions:

- Explicit management approval must be provided for use of IT resources by employees or third parties
- Explicit management approval is required in order to add a new device to the network
- Authentication is required in order to use any technology
- Accessing unauthorized systems, data resources, or utilizing functions that are not necessary for the

performance of the employee's job functions shall be prohibited

- A list of all devices and personnel with access shall be maintained
- A list of acceptable uses of technology and acceptable network locations shall be maintained
- A list of HCC approved products shall be maintained.

MEDICAL LEAVE AND RE-ENTRY PROCESS

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

The College's Re-Entry Process is administered by the Student Affairs Office. When the College is first informed of a student's medical leave or hospitalization, the College will place a general "hold" on the student's registration, pending the College's decision on the student's reentry. Throughout the re-entry process, the highest level of confidentiality will be maintained. For more information about the Re-Entry Process, please contact the Office of Student Affairs in the Frost building, room 224, or by calling 413-552-2390. Students subject to the College Suicide Prevention Protocol shall be required to comply with the re-entry process.

MILITARY STUDENTS CALLED TO ACTIVE DUTY

1. Students who are called to active duty, therefore unable to complete their academic semester, must present a copy of their active-duty orders to be eligible for a 100-percent refund of tuition and fees. If after the financial aid Return of Title IV aid calculation and/or the refund of Post 9/11 GI-Bill® Chapter 33 benefits there is a remaining balance owed, it will be covered using institutional funds. With respect to any health insurance fee, the refund is subject to the concurrence of the institution's insurance carrier. The policy is applicable to all students including those who have received financial aid, scholarships, GI-Bill® and/or National Guard benefits.
2. Notes:
 - a. National Guard or Reserve Service members activated under state authority are not covered under this policy but may be granted a refund, credit on fees or be given educational assistance at the discretion of the VP of Academic and Student Affairs.

- b. For GI-Bill® Chapter 33 students, reductions to the tuition and fees originally charged to the student that occur after the initial billing will result in an "overpayment" from the VA. The "overpayment" must be returned to the VA and not the student.

3. For verification purposes, the student must furnish the Registrar or Director of Community Standards and Wellbeing with a copy of the Order to Active duty within one week (7 days) of receipt of the order.
4. A memo from the Registrar or the Director of Community Standards and Wellbeing describing the circumstances along with a copy of the activation orders will be entered into the student's financial aid and VA file for audit purposes.
5. Any student required to withdraw due to being called to active duty shall be given priority in enrollment in the program of his or her choice upon return to the institution for the two semesters immediately following his or her discharge from active duty. This policy may be changed at any time

This policy conforms to the requirements under the Student Assistance General Provisions Code of Federal Regulations section 668.18 and the Massachusetts Policy on Students Who are Called to Active Military Duty.

Military affiliated students withdrawing under this policy must contact Veteran Services (DON 105) at veterans@hcc.edu or call 413.552.2189 for advice on available options and benefit implications.

POLICY AGAINST SEXUAL VIOLENCE

Holyoke Community College is committed to providing an atmosphere for learning that is free of any conduct that could be considered harassing, abusive or disorderly. In order to assure that the college meets its obligations to all members of the community, the procedures and programs have been established and are available in the offices of: the director of facilities, Vice President of Academic and Student Affairs, Director of Community Standards and Wellbeing, Chief Impact Officer, and Assistant Vice President of People and Talent.

Sexual violence is prohibited under state law and the College's Affirmative Action Policy. 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 Chief Impact Officer. and Title IX Coordinator

The College is obligated to investigate allegations of sexual violence, even if the alleged victim chooses not to participate in the investigation. An employee or student who commits an act of sexual violence shall be subject to disciplinary action, up to and including expulsion or termination from the College, as well as criminal prosecution.

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.

Reporting Complaints of Sexual Violence

If any student or employee believes that he or she has been the victim of sexual violence, the student or employee has the right to file an Affirmative Action Discrimination Complaint Form with the College. For more information or assistance with filing a complaint, please contact the College's Chief Impact Officer and Title IX Coordinator. If the Chief Impact Officer and Title IX Coordinator is the subject of a complaint, the President shall designate another College official to administer the Complaint Procedures.

Additionally, if desired, the Chief Impact Officer and Title IX Coordinator and/or Campus Police can provide assistance in contacting local police. Reporting the incident to the Chief Impact Officer or law enforcement does not commit the victim to filing charges, however, the College is required to investigate such reports. Although every reasonable effort will be made to protect a victim's privacy, individuals with a need to know may be contacted and information may be shared as necessary to investigate and adjudicate the matter or as public safety requires. A report of the incident will be filed with local police in the event public safety is at risk even if the victim does not intend to report the incident to police or cooperate in an investigation.

Sexual Violence Defined

Sexual violence is defined under the Board of Higher Education/Massachusetts Community Colleges' Policy on Affirmative Action, Equal Opportunity and Diversity ("Policy on Affirmative Action") as any sexual activity where consent is not obtained or able to be freely given, and shall include rape (as defined in Massachusetts), acquaintance rape, or any unwanted sexual activity that is forced or coerced by one person on another.

Protections for Victims of Sexual Violence

A victim of sexual violence shall:

- Be provided with a copy of the College's Sexual Violence - Victim's Rights and Information form;
- Have the right to, or not to, seek assistance from campus administration or campus law enforcement;
- Not be discouraged by College officials from reporting an incident to both on-campus and off-campus authorities;
- Be provided assistance in contacting local law enforcement if requested and have the full and prompt assistance and cooperation of campus personnel should a civil and/or criminal complaint be pursued;
- Be free from any suggestion that they somehow contributed to or had a shared responsibility in the violent act;
- Receive the same level of support at any proceeding before College officials as is permitted to the accused party, including the presence of a representative during any disciplinary proceeding and the right to be notified in a timely manner of the outcome of such proceedings and any appeal right available;

- Receive full and prompt cooperation from College personnel in obtaining and securing evidence (including medical evidence) necessary for any potential criminal proceedings;
- Have access to existing College counseling and medical professionals, victim support services, and to obtain referrals to off-campus counseling and support services if desired;
- Be permitted to attend classes, work and participate in College activities free from unwanted contact or proximity with the accused individual(s) insofar as the College is permitted and able;
- Be permitted to request changes to an academic schedule if such changes are requested by the alleged victim and are reasonably available; and
- Be informed of any no-contact or no-trespass orders issued to the accused by the College and the College's commitment to honor any court-issued restraining or protective orders, to the extent permitted by law.

Procedures for a Victim of Sexual Violence

For a person subjected to an act of sexual violence, there can be time-sensitive decisions to make about sexually transmitted infections, pregnancy, and collecting physical evidence in the event of prosecution. Individuals who have been victims of sexual violence should be advised as follows:

Protect Themselves and Get Medical Attention - A victim should be advised to go to a safe place as soon as possible and seek medical attention immediately. Injuries and exposure to disease may not be immediately apparent. A medical examination can provide necessary treatment and collect important evidence. It is recommended that a physical exam be conducted within 72 hours of the violence. Submitting to a physical exam does not mean that a victim is required to press charges. This action merely preserves the option to do so. Designated College personnel can assist in providing transportation to the hospital.

Preserve Evidence - It is important to preserve all physical evidence following an act of sexual violence. Physical evidence may be necessary in the event criminal prosecution is pursued. If possible, a victim should be advised not to wash, eat, drink, douche, clean, use the bathroom, or change clothes. If clothes are changed, all clothes that were worn at the time of the incident should not be cleaned and should be placed into an unused or a clean paper bag.

Health and Support Services - Various health and support services are available on and off campus for students and employees who have experienced sexual violence. For information about such services, including counseling, please contact the Chief Impact Officer and Title IX Coordinator.

Contact Information

In the event that you are the victim of sexual violence on the campus, first and most importantly get yourself into a place of safety, if at all possible, where you are able to call one or more of the following:

1. Chief Impact Officer and Title IX Coordinator Olivia Kynard at 413.552.2173 to report the incident and receive prompt assistance.

2. The Campus Police at 413.552.2211 (ext. 2211 on campus phones) to report the incident and receive prompt assistance.
3. The local police at 413.536.0111.
4. A friend or family member.
5. A Rape Crisis Center (see below)
6. CHD 413.420.2302

Rape Crisis Center Contact Information

The following is a list of Rape Crisis Centers in Western Massachusetts. As the following contact information may be subject to change, current contact information on rape crisis centers in Massachusetts can be found at mass.gov/eohhs/consumer/family-services/violence-abuse/sapss/programs/:

Western Massachusetts

- Elizabeth Freeman Center, Pittsfield, 413.443.0089 Hotline, 413.499.2425
- Everywoman Center, Amherst, 413.545.0800 Hotline, 888.337.0800
- NELCWIT, Greenfield, 413.772.0806 Hotline
- YWCA, Springfield, 800.796.8711
- YWCA of Western Mass, Westfield, 800.479.6245 Hotline

POLICY AGAINST SEXUAL HARASSMENT

Sexual harassment is a form of illegal discrimination which is defined as “unwelcome sexual advances, requests for sexual favors and/or other verbal or physical conduct of a sexual nature which has the effect of denying equal educational or employment opportunities.” There are two types of sexual harassment:

1. Quid pro quo, in which educational or employment benefits are conditioned on the granting of sexual favors. An example would be a request by an instructor for sexual favors in return for a passing grade; and,
2. Hostile Environment claims abusive, intimidating or harassing verbal or expressive behavior which is directed toward an individual based on a protected characteristic, such as sex.

Federal and state standards for determining whether a sexual harassment claim is actionable vary. There are five fundamental guidelines:

1. The individual belongs to a protected category (sex).
2. The individual was subjected to unwelcome sexual harassment.
3. The harassment complained of was based upon sex.
4. The harassment complained of affected a term, a condition or a privilege of education or employment.
5. The institution or its representatives knew, or should have known, of the harassment and failed to take prompt, effective, remedial action.

Students’ rights are protected under Title IX. It 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 educational program or activity receiving Federal financial assistance.” [20 U.S.C. 1681 (1982)]

Students who feel they have been subjected to sexual harassment, either quid pro quo or a hostile environment, should report this to the Chief Impact Officer and Title IX Coordinator, 413.552.2173. As an agent of the institution, the Chief Impact Officer and Title IX Coordinator or designee is required by law to investigate the allegations, including meeting with the accused to obtain his or her version of the events.

PREGNANCY OR CHILDBIRTH ABSENCES POLICY

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 Chief Impact Officer and Title IX Coordinator, Olivia Kynard, 413.552.2173.

SERVICE ANIMAL POLICY

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

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

Service Animal (SA) Defined

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

Emotional Support Animal (ESA)

Therapy and/or comfort animals are only permitted on campus for College programmatic purposes with permission of the President of the College or their designee.

Type of Work or Tasks a Service Animal May Provide

Work or tasks performed by a service animal must be directly related to its handler's disability.

Examples of work or tasks performed by service animals include, but are not limited to:

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

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

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

Service Animal Documentation

Consistent with state law, all dogs on campus shall:

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

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

Registration of a Service Animal on Campus

When practicable, a student seeking to use a service animal is requested to notify the Office for Students with Disabilities & Deaf Services prior to bringing the animal on to College property. A service animal's handler is asked to complete a voluntary Service Animal Registration Form and provide it to OSDDS, DON 147 or osd@hcc.edu. This document shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with this policy at all times while the animal is on College property. Members of the general public intending to visit the college with a service animal should notify the College's Office for Students with Disabilities & Deaf Services in advance when practicable. Specific questions related to the use of service animals on College property can be directed to OSDDS via email at osd@hcc.edu or by phone at 413.552.2417.

Permissible Inquiries about a Service Animal

It is permissible for the College to make the following inquiries to determine whether an animal qualifies as a service animal:

- Is the animal required because of a disability? and
- What work or task is the animal trained to perform?

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

Control of a Service Animal

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

Health, Hygiene and Cleanliness

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

Exclusion of a Service Animal from College Property

The College may direct an individual with a disability to remove a service animal from the premises if the animal:

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

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

Public Etiquette Rules

Members of the public should avoid:

- petting a service animal as it may distract the animal from its work;
- feeding a service animal;
- deliberately startling a service animal;

- calling or attempting to attract the attention of a service animal; and
- attempting to separate a service animal from its handler.

Grievances

Any person who believes that their rights to use a service animal on College property have been violated may file a complaint under the College's Affirmative Action Plan by contacting the College's Chief Impact Officer and Title IX Coordinator, Olivia Kynard, Office of the President, Kittredge Center 401, (Phone) 413.552.2173, (Email) okynard@hcc.edu.

SMOKING AND VAPING POLICY

Smoking and vaping are prohibited everywhere on the Holyoke Community College campus, both indoors and outdoors. Disciplinary measures will be taken for repeat infractions or infractions that interfere with the College's academic or workplace needs or responsibilities, consistent with applicable collective bargaining agreement procedures or the student Code of Conduct. Visitors who fail to comply with the policy may be prohibited from remaining on or returning to campus.

SOCIAL MEDIA

Holyoke Community College reserves all rights to social media accounts, sites and applications bearing the college name and/or marks. This includes photo, audio and video sharing sites; blogging and micro-blogging platforms; wikis and social networking applications/sites including but not limited to: Facebook, Twitter, YouTube, Instagram, Vimeo, Flickr, Picasa, LinkedIn, FourSquare, Pinterest, Wordpress, Tumblr, TikTok and Instagram.

College accounts, sites, pages and applications may only be created by authorized representatives of the college. No student may establish an account on behalf of the college without first coordinating with the Marketing department. With special permission of the college's director of marketing and communications, a student may be authorized to administer a page or post on behalf of the college for a specified term. Students who post comments, upload photos or videos, or participate in any manner on college social media sites agree to conduct themselves in a civil manner and observe the college's code of conduct.

Specifically:

HCC asks that participants show respect for others by refraining from profane speech. While social media administrators monitor college sites/pages to ensure compliance with this code of conduct, Holyoke Community College is not responsible for comments/postings made by visitors, nor do they reflect the opinions or policies of the college. We reserve the right, but assume no obligation, to remove comments that are racist, sexist, abusive, profane, violent, obscene, spam, that advocate illegal activity, contain falsehoods or are wildly off-topic, or that libel, incite, threaten or make personal attacks on HCC students, employees, guests or other individuals. The college does not permit messages selling products or promoting commercial, political or other ventures.

Holyoke Community College also reserves the right to block and ban users as appropriate.

Comments are also subject to the site/application's Terms of Use and Code of Conduct. Facebook, Twitter and other sites/applications encourage users to report to the outlet when they find abusive content.

STUDENT CLUB RECOGNITION POLICY

The Student Engagement staff encourages the formation of new student clubs. Every club must have a faculty or staff advisor and be open to all members of the student body. Students interested in forming a new student club will be required to submit certain documentation. Recognition of a student club by the College shall not imply approval or endorsement of the club or its activities. All student clubs and their members are subject to the College's policies and procedures, including the Student Code of Conduct and Policy on Affirmative Action, Equal Opportunity and Diversity. For a copy of the Clubs and Organizations Manual, which includes a complete description of the process for forming a student club, or for additional information about the College's active student clubs, please visit the Student Engagement office in the Campus Center.

STUDENT CODE OF CONDUCT

Student Rights And Responsibilities

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

Student Rights

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

Student Responsibilities

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

Section 1: Introduction

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

Section 2: Philosophy & Learning Outcomes

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

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

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

Section 3: Application of the Code of Conduct

Students are provided a copy of the Student Code of Conduct annually in the form of a link on the College website. Print copies are available upon request in the Student Affairs Office (FR 224). A link to the Code will also be included in all communications with any students involved in the conduct process, regardless of their role in the situation. Students are responsible for reading and following the policy.

The Code of Conduct shall be used to address student behavior as referenced in this policy. The Code of Conduct applies to the conduct of individual students and College-affiliated

student organizations. For the purposes of student conduct, the Code defines a student as an individual who:

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

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

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

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

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

Section 4: Discrimination, Sexual Harassment, and Sexual Violence

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

Section 5: Definitions

A. Academic Exercise. All forms of work (oral, written, electronic, or otherwise) submitted for credit, grading, continuance, graduation, honors, awards, scholarships or recognition at the College, including but not limited to non-graded assignments and clinical, externship and internship assignments, as well as materials submitted to other

institutions, associations, or organizations for evaluation (including evaluation for awards or scholarships) or for publication.

- B. Administrative Hearing Officers.** Members of the College community selected and trained by the CCA, to serve as a designee of the CCA, and to assume responsibility for violations of the Code of Conduct. They may be chosen from a pool of annually trained administrators, faculty or staff.
- C. Administrative Resolution** - A resolution of a complaint which is implemented by the CCA. An Administrative Resolution shall be put in writing by the CCA and maintained in a student's disciplinary file. The Student shall have five (5) days after issuance of the Administrative Resolution letter to request a Student Conduct Board Hearing or Appeal.
- D. Appeals Officer** - The College's designated administrator responsible for reviewing appeals. In cases of academic dishonesty, the Appeals Officer shall be the College's senior academic officer or designee.
- E. 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.
- F. College Official** - Any person employed or contracted by the College to perform administrative, instructional, or professional duties.
- G. 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.
- H. Complaint** - An allegation of a violation of the Code of Conduct, which is filed with or by the CCA.
- I. Day** - Shall mean a business day. The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the CCA, Student Conduct Board and/or Appeals Officer may extend the time limits at their discretion with notice to both parties in writing, including for inclement weather and/or College closures.
- J. Disciplinary Reentry** - The process through which a student who was separated from the College through a student conduct-related action is permitted to return.
- K. Material and Substantial Disruption or Interference** - Material and substantial disruption or interference includes conduct: (1) that affects the day-to-day operations of the College; or (2) where the rights of another are disrupted or interfered with such that they cannot engage in or participate in a college related program, activity or event. Determining what constitutes a "material and substantial disruption or interference" is determined on a case-by-case basis, and in the sole discretion of the CCA. Examples include, but are not limited to: shouting down a speaker; disrupting a faculty member's instruction such that it impedes the learning process; failure to comply with a College Official's appropriate directives or instructions; threats of harm; harassing conduct; fights or violent behavior; blocking access to or from any College facilities, events or services; or conduct that places health or safety

at risk. Material and substantial disruption or interference does not include conduct that is protected under the First Amendment.

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

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

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

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

O. Student - For the purposes of the Student Code of Conduct, "student" means any individual who:

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

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

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

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

Section 6: Violations of the Law

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

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

Section 7: Expectations of Behavior

A. Core Values and Behavioral Expectations

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

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

B. Code of Conduct Violations

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

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

- i. Knowingly filing a false complaint under the Code of Conduct.
2. Academic Dishonesty. Acts of academic dishonesty, including but not limited to the following:
 - a. **Cheating.** Intentional use, and/or attempted use of any unauthorized assistance in any academic exercise including, but not limited to, unauthorized use of generative artificial intelligence (generative AI) or dependence upon the aid of sources beyond those authorized by the instructor.
 - b. **Fabrication.** Intentional and unauthorized falsification and/or invention of any information or citation in any academic exercise.
 - c. **Unauthorized Collaboration.** Deliberately submitting work prepared collaboratively with someone else without explicit permission from the instructor.
 - d. **Unauthorized Distribution of Course Materials.** The sharing or distribution of course materials, quizzes, exams, essays, and other assignments, including but not limited to posting to an online medium or study aid website or online academic warehouse (e.g., Course Hero, Chegg, Study Bible, etc.), without the express permission of the faculty member.
 - e. **Facilitating Dishonesty.** Knowingly helping or attempting to help another commit an act of academic dishonesty, including students who substitute for other persons in examinations or represent, as their own, papers, reports, projects, or the academic works of others.
 - f. **Plagiarism.** Knowingly representing the words, ideas, or artistic expression of another as one's own work in any academic exercise, including but not limited to unauthorized resubmission of previously-submitted assignments for which the student has earned credit, copying other's work, and patchworking source material and representing the work as one's own.
 - g. **Submitting,** in whole or in part, prewritten term papers of another or the research of another, including but not limited to commercial vendors who sell or distribute such material.
 - h. **Theft of materials.** The acquisition, without permission, of tests or other academic material belonging to a member of the faculty or staff, or another student.
 - i. **Testing Procedures:** Failure to follow testing procedures as outlined by college personnel including faculty, other staff, and third party proctors.
 - j. **Academic Fraud.** Misrepresenting one's own academic work including but not limited to: purchasing other's work, arranging for others to do work under a false name, and hiring a proxy or other third party to complete coursework on one's behalf.
3. **Alcohol.** Use, possession, manufacture, or distribution of alcoholic beverages, on campus or as part of any college-sponsored program, including public intoxication or the operation of a motor vehicle while under the influence of alcohol, in violation of the College's Alcohol Policy and/or state or federal law.
4. **Cannabis.** Use, possession, manufacture, or distribution of THC-containing cannabis and THC-containing cannabis products or accessories on campus or as part of any college-sponsored program, including the operation of a motor vehicle while under the influence of cannabis. This Code of Conduct violation also includes the use, possession, manufacture and distribution of marijuana products or accessories, in violation of the College's Cannabis Policy, Marijuana Policy, and/or Alcohol & Drug Policy.
5. **Controlled Substances.** Use, possession, manufacture, or distribution of controlled substances as defined by state and/or federal law.
6. **Damage and Destruction.** Damage, destruction, or defacement of College property or the personal property of others.
7. **Election Tampering.** Tampering with the election of any College-recognized student organization.
8. **Extortion.** Threat or the implicit threat of harm to a person's safety, reputation, or property in order to obtain property, including information, from someone else without their consent.
9. **Failure to Comply.** Failure to comply with the reasonable directives of College officials and/or law enforcement during the performance of their duties and/or failure to identify oneself to these persons when requested to do so.
10. **False Pretenses.** Engaging in conduct, including making an untruthful statement or misrepresentation, intended to deceive or defraud
11. **False Reports of Danger.** False reporting of fire, bombs, other dangerous devices, or emergency situations.
12. **Falsification.** Knowingly providing or possessing false, falsified, or forged materials, documents, accounts, records, identification, or financial instruments.
13. **Fire Safety.** Violation of local, state, or federal laws, or campus fire policies including, but not limited, to:
 - a. Causing a fire on College property;
 - b. Failure to evacuate a College-controlled building during a fire alarm;
 - c. Improper use of College fire safety equipment; or
 - d. Tampering with or improperly engaging a fire alarm or fire detection/control equipment while on College property.
14. **Gambling.** Gambling as prohibited by the laws of the Commonwealth of Massachusetts. Gambling may include lotteries, sports pools, and online betting activities.
15. **Harassment.** Severe or pervasive actions, including, but not limited to written, electronic, voice, physical, or through a third party, directed toward a specific individual, group or entity with the purpose or effect of unreasonably interfering with another's work or education. Discriminatory Harassment and Sexual Harassment are addressed pursuant to the PAA and not the Student Code of Conduct.
16. **Harm to Others.** Causing physical harm or endangering the health or safety of any person.

- 17. Hate Crimes.** A hate crime as defined by state or federal laws, including but not limited to, any criminal act to which a bias motive is evident as a contributing factor.
 - 18. Hazing.** Hazing as defined by state or federal laws, including but not limited to any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. For additional information, consult the Hazing Policy.
 - 19. Interference with the College Environment.** Material and substantial disruption or interference includes conduct: (1) that affects the day-to-day operations of the College; or (2) where the rights of another are disrupted or interfered with, such that they cannot engage in or participate in a college related program, activity or event.
 - 20. IT and Acceptable Use.** Conduct resulting in a violation of the College's Computer/Technology Acceptable Use policies, Email and/or Social Media policies, Expectations of Behavior policy, and/or related Information Technology Resource policies.
 - 21. Prescription Medication.** Abuse, misuse, sale, or distribution of prescription or over-the-counter medications.
 - 22. Public Exposure.** Includes but not limited to: deliberately and publicly exposing one's intimate body parts, public urination, defecation, masturbation, and/or other public sex acts.
 - 23. Retaliation.** Any adverse action taken against a member of the College community in response to an actual or perceived wrong, or for engaging in a protected action, including but not limited to submitting a complaint, participating in the review of a complaint, or participating in disciplinary proceedings in any capacity. Retaliation may include interference through intimidation, coercion, instilling fear of harm, or taking action which may have an adverse impact on a student's academic success, an employee's work performance, or the college environment.
 - 24. Rioting.** Engaging in, or inciting others to engage in, harmful or destructive behavior that breaches the peace.
 - 25. Smoking & Tobacco.** Smoking or using any tobacco product or use of e-cigarettes, vaporizers or inhalers on College property.
 - 26. Solicitation and Sales.** Unauthorized solicitation and sales, requesting contributions, peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interest or for-profit or personal or professional economic benefit on college property or using college resources without prior authorization.
 - 27. Taking of Property.** Intentional and unauthorized taking or possession of College property or the personal property of another, whether actual or attempted, including goods, services, and other valuables.
 - 28. Threatening Behaviors.**
 - a. Threat. Written or verbal conduct that causes a reasonable expectation of injury to the health or safety of any person or damage to any property.
 - b. Intimidation. Intimidation is defined as implied threats or acts that cause a reasonable fear of harm in another.
 - 29. Trademark.** Unauthorized use, including misuse, of College or organizational names and/or images.
 - 30. Unauthorized Access and/or Entry.** Unauthorized access and/or entry to any College building (e.g., misuse of keys or access privileges), unauthorized possession, duplication or use of means of access to any college building, or unauthorized entry including trespassing.
 - 31. Unauthorized Recording and Dissemination.** Use of electronic or other devices to create and/or disseminate an unauthorized audio or video recording of any person(s) without the person's prior knowledge or without the person's effective consent due to intoxication, drug use, mental impairment or other conditions that may impair a person's ability to convey effective consent. This includes, but is not limited to, surreptitiously taking pictures of another person in a locker room or restroom, recording administrative activities without the person's consent, or recording classroom lectures without a college-approved accommodation under the Americans with Disability Act (ADA).
 - 32. Violations of Law.** Including arrest, pending criminal charges, or adjudication of any violation of state or federal laws not otherwise enumerated herein.
 - 33. Weapons.** Except for those used by authorized law enforcement, or used with written authorization by the Board of Trustees or College Chief of Police, or required for and being used as part of an Academic Exercise, all weapons are prohibited on campus. This includes, but is not limited to:
 - a. Possession of firearms, knives, explosives, or dangerous chemicals;
 - b. Possession of a reasonable facsimile, simulated or prop firearm, knife, or explosive; or
 - c. Possession of any other weapon or item used with the intent to cause harm, as determined in the sole discretion of the CCA.
 - d. For additional information, consult the College's Weapons and Firearms Policy.
 - 34. Other Policies.** Violation of any College policies, rules, or regulations published in written copy or posted electronically on the College's website or available in any program specific handbook.
- ## Section 8: Student Conduct Procedures
- ### A. Interim Measures
- Under certain circumstances during the Code of Conduct process, interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges or interim suspension.
- The College reserves the right to issue an interim suspension when it reasonably concludes that a student:
1. Poses a threat to others;

2. Poses a threat to College property or equipment;
3. Materially or substantially disrupts or interferes with the day-to-day operations of the College, or materially or substantially disrupted or interfered with the rights of another are such that they cannot engage in or participate in a college related program, activity or event;
4. Engages in off-campus conduct that adversely affects the College community; and/or
5. Is arrested and/or charged with a crime in violation of state or federal law.

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

B. Discipline for Conduct that Interferes with the College Environment

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

C. Discipline for Academic Dishonesty

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

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

D. Discipline for Off-Campus Behavior

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

E. Group Violations

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

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

F. Amnesty

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

G. Complaint of Alleged Violation

Any person may allege a policy violation by any student for misconduct under this code by completing the report available here: [Click Here to Submit a Report](#)

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

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

Section 9: Student Conduct Process

This policy is not intended to prevent members of the College community from attempting to resolve matters informally.

Failure to cooperate with the College's investigation of an alleged Code of Conduct violation, including failing to appear for a Preliminary Inquiry meeting, an Administrative Resolution meeting or a Student Conduct Board Hearing will result in a decision being made in the student's absence, discipline up to and including expulsion, and a forfeiture of the student's rights to a hearing or appeal.

Step 1: Initiation of Student Conduct Process

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

Step 2: Preliminary Inquiry

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

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

Step 3: Administrative Resolution

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

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

The possible outcomes of an Administrative Resolution meeting include:

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

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

privileges, or interim suspension, in a manner consistent with this Code.

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

Step 4: Student Conduct Board Hearing

1. Overview

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

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

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

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

2. Make-Up of the Conduct Board

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

3. Student Conduct Board Hearing Procedure

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

A hearing shall proceed as follows:

- a. The CCA presents the Statement of Violations on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Violations.
- b. Student responds to the Statement of Violations. The Student may present documents, materials and/or witnesses in response to the Statement of Violations.
- c. Following the parties' presentations, the Student Conduct Board may question each party, their witnesses and/or review all information presented. The Student Conduct Board has the discretion to request additional documents, materials or information from either party.
- d. While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question

the other by presenting questions through the Chair of the Student Conduct Board. If the Chair determines a question is relevant, the other party will be asked to respond.

- e. The Student Conduct Board shall have a final opportunity to question the parties.
- f. After the hearing, the Student Conduct Board shall determine by majority vote whether the Statement of Violations has been proven.
- g. A Student Conduct Board's decision shall be based on a preponderance of evidence standard.
- h. Within ten (10) days of the conclusion of a hearing, the Student Conduct Board shall issue a written decision that includes a summary of the hearing, findings on each violation contained in the Statement of Alleged Violations, the evidence supporting each finding, and disciplinary action taken, if any.

Step 5: Conduct Board Sanctions

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

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

Step 6: Appeal

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

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

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

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

Section 10: Student Conduct Authority

A. Authority

The CCA is vested with the authority over administering the Student Code of Conduct and the student conduct process. The CCA may appoint Student Conduct Board members as necessary to efficiently and effectively administer the student

conduct process. The CCA, Administrative Hearing Officer or their designee will assume responsibility for the investigation of an allegation of misconduct to determine if the complaint has merit.

B. Gatekeeping

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

Revised September 1, 2025

STUDENT EXPRESSION AND GUEST SPEAKER POLICIES

Student Expression Policy

The College recognizes and supports the rights of students to engage in constitutionally protected expressive activities on campus, including speaking, non-verbal expression, distributing literature, displaying signage and circulating petitions.

Expressive activities may be conducted in any publicly accessible outdoor area on campus. Expressive activities may also be conducted in the Campus Center and in common areas inside campus buildings. Nothing in this policy shall be interpreted as limiting expressive activities at any other publicly accessible location on College property so long as the expressive activity or related student conduct does not disrupt College activities or functions or violate any other applicable College policies.

Expressive activities must not interfere with the College's academic mission, classes, meetings, events, ceremonies or with other essential processes of the College. Further, expressive activities may not obstruct building entrances or exits, walkways, sidewalks, vehicular or pedestrian traffic on or adjacent to campus.

The College reserves the right to impose reasonable and content-neutral time, place and manner restrictions on expressive activities as constitutionally appropriate and to prohibit any expressive activities that seek to incite imminent violence or constitute harassment, threats, defamation or obscenities. It shall not be inferred or implied that any expressive activity conducted in accordance with this policy is approved or endorsed by the College. Time, place and manner restrictions may include, but are not limited to, limitations on the time of day, level of sound amplification, or placement of structures on College property.

If the College determines that an expressive activity cannot occur in a safe and secure manner it may cancel or postpone the activity and will work with the participants on reasonable alterations.

The College strongly encourages students who wish to engage in expressive activities in publicly accessible locations on campus to contact the Office of Student Affairs, FR 224, 413.552.2390, in order to schedule the desired location in advance so as to minimize possible scheduling conflicts. Priority for use of specific locations is given to students who register their activities with the College. Use of any non-

publicly accessible locations on campus by any student must be scheduled according to College policy.

When distributing literature on campus, it is strongly recommended that all such literature bear the name of the individual, club or organization distributing the materials. The distribution of literature for the purpose of solicitation or commercial activity is strictly prohibited. Posted materials and/or flyers must be limited to designated posting areas.

In order to ensure that individuals and groups who are not affiliated with the College understand the College's policies and procedures concerning expressive activities on campus, all unaffiliated individuals or groups must first contact the Office of Student Affairs, FR 224, 413.552.2390, at least 48 hours before engaging in any expressive activities on College property.

Guest Speaker Policy

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

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

A guest speaker program may be subject to reasonable and content-neutral time, place and manner restrictions and speech that seeks to incite imminent violence or constitutes harassment, threats, defamation or obscenities is prohibited. A guest speaker program must not interfere with the College's academic mission, classes, meetings, events, ceremonies or with other essential processes of the College and may not obstruct building entrances or exits, walkways, sidewalks, vehicular or pedestrian traffic on or adjacent to campus. It shall not be inferred or implied that any guest speaker program conducted in accordance with this policy is approved or endorsed by the College.

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

STUDENT SUICIDE PREVENTION PROTOCOL

The College recognizes that a student's physical, behavioral, and emotional health is an integral component of a student's academic success at the College. The purpose of the protocol is to provide education and guidance to faculty, staff, students, and other members of the college community to help prevent

student suicide. All suicidal behavior or threats should be taken seriously and immediately referred to the Office of Student Affairs. Any member of the college community who has actual knowledge that a student is actively engaged in suicidal behavior shall immediately contact campus police at ext. 2211 from an on-campus phone or 413.442.2211 or 911 from any other phone. The Suicide Prevention Protocol is activated when the College has actual knowledge that a student is actively engaged in suicidal behavior, has previously engaged in suicidal behavior while enrolled at the College or recently before matriculation, or has stated plans or intentions to commit suicide. A student who engages in any of these behaviors may be required to comply with the College's Re-Entry Policy before being permitted to resume classes. The Student Suicide Prevention Protocol is administered by the Office of Student Affairs and copies of that policy are available in the Student Affairs Office, Frost 224, and electronically on the HCC website.

STUDENT TRAVEL AND COLLEGE VAN USAGE POLICY

College transportation will be provided when available for athletic activities, club and organization outings, and off-campus course-related learning activities. The most important consideration in student travel is safety. The following procedures have been adopted by the college to ensure safety and maximize student learning during college-sponsored events and activities. You can access the full policy by using the following link: https://docs.google.com/document/d/1G9SzYHCkgjYDgoIJ3k99MiJJyawtg2a99dNCD7d_TN8/edit?tab=t.O

A copy of the full policy is available in the Student Affairs Office (FR 224) or call the Bartley Center at 413.552.2161.

SUBSTANCE ABUSE PREVENTION POLICY

On December 12, 1989, Congress amended Title XII of the Higher Education Act of 1965. This amendment, known as the "Drug-Free Schools and Communities Act of 1989," requires that every educational institution receiving federal funding certify its adoption and implementation of programs designed to prevent use of illegal drugs and abuse of alcohol by students and employees. Prior federal law applicable to the college regulated only criminal drug activity of federally grant-funded employees and recipients of federal aid.

In accordance with Massachusetts Department of Higher Education policy, the college will notify the parents or legal guardians of students under age 21 each time they have been determined to be in violation of the campus alcohol policy.

Holyoke Community College, in accordance with legal mandates and its philosophy of establishing and maintaining an environment of learning and a supportive environment in which to conduct the business and mission of the college, will enforce the following policies:

1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or of a controlled substance is prohibited on the campus of Holyoke Community College or as part of any college-related activity. Students or employees who violate these restrictions shall be subject to appropriate disciplinary action, up to and including suspension,

expulsion or discharge, and shall also be subject to referral for criminal prosecution. Where students or employees are convicted of violating a criminal drug or alcohol statute related to a college activity, the college shall ordinarily expel or discharge the offender, absent of mitigating circumstances. Mitigating circumstances shall include, but shall not be limited to, considerations of handicap under federal and state law.

2. Holyoke Community College shall cooperate in the enforcement of federal and state laws concerning illegal drugs and alcoholic beverages. Massachusetts statutes pertaining to illegal drugs and alcohol include:

- Massachusetts General Laws, Section 32L of Chapter 94C (Controlled Substances Act).
- Massachusetts General Laws, Chapter 272, Section 59 (Public Drinking)
- Massachusetts General Laws, Chapter 90, Section 24 (Operating Under the Influence, Open Containers)
Prescribed penalties under Chapter 94 range from mandatory probation for a first conviction for possession of a class E substance, to a period of imprisonment of up to two years and a fine of two thousand dollars for each subsequent conviction related to sale or distribution. Prescribed penalties under Chapter 90, Section 24, range from a fine of one hundred dollars to one thousand dollars. Federal judicial guidelines also exist which suggest penalties for violation of federal criminal statutes related to drugs and alcohol.

3. Alcohol is prohibited at Holyoke Community College functions and on any part of the campus.

4. Prescription drugs are highly regulated and are only legal and safe for the person for whom they are prescribed. Sharing of drugs is illegal and also dangerous. Legal possession of a prescription drug exists only when in a prescription bottle labeled with appropriate information.

5. Employees working under federally funded grants are additionally subject to the Drug-Free Workplace Act of 1988. The Act creates the following obligations:

- a. Employees convicted of any criminal drug statute violation occurring in the workplace must notify the Assistant Vice President of People and Talent of Holyoke Community College, no later than five (5) days after such conviction. Such notification must be in writing.
- b. The college shall notify the appropriate federal agency, within ten (10) days after receiving notice from the employee, regarding such conviction. Such notification will be in writing.
- c. The college, within thirty (30) days of receiving notice, with respect to any employee who is convicted, will:
 - i) Take appropriate disciplinary action against the employee, up to and including termination of employment; or
 - ii) Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal,

state, or local health, law enforcement or other appropriate agency.

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

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

Overdose

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

Dependence

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

Health

Long-term drug or alcohol use can destroy a healthy body and mind. Generally, drug or alcohol abuse can lead to organic damage, mental illness, malnutrition, failure to get treatment for existing diseases or injuries, and even to death. Chronic drinking also has been associated with increased rates for heart disease, liver damage, ulcers and gastritis, and adrenal and pituitary gland damage. Injection of drugs presents special risks of getting AIDS, hepatitis and other infectious diseases.

Drugs and alcohol use can also affect the health of a child in the womb and result in birth defects, fetal alcohol syndrome, drug dependency or death.

Because the quantity of alcohol likely to injure a developing fetus is unknown, the United States Surgeon General has specifically counseled women not to drink any alcohol during pregnancy.

Accidents

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

8. For students who may be experiencing substance abuse problems, Holyoke Community College's CHD Program offers immediate in-the-moment support, as well as free short-term counseling. Students can access CHD at any time by calling 413-420-2302, email hccreferral@chd.org. For more information about services, students should come to the Student Affairs office (FR 224) or contact us at 413.552.2349. Assistance and information related to substance abuse issues for employees can be obtained through the Employee Assistance Program, accessible through the Office of People and Talent.

9. Treatment Covered by Required Student Medical Insurance:

Massachusetts General Laws, Chapter 15A, Section 18 and Code of Massachusetts Regulations Section 8.03 require that students certify their participation in a qualifying student health insurance program, or in a health benefits

program with comparable coverage. Students carrying at least 75% of the full-time curriculum who do not possess adequate medical insurance must purchase the Massachusetts Community Colleges' Student Accident and Sickness Insurance plan. This plan provides benefits related to drug and alcohol abuse, including hospital confinement and non-hospital (outpatient) confinement benefits. A full list of the benefits is available in the student insurance brochure.

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

Marijuana Use Policy

Although Massachusetts law permits the use of medical marijuana and the possession, use, distribution and cultivation of marijuana in limited amounts, federal law, including the Federal Controlled Substances Act of 1970, the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act of 1989, continues to prohibit the possession, use, distribution and/or cultivation of marijuana at educational institutions. Further, as marijuana remains classified as an illegal narcotic under federal law, institutions of higher education that receive federal funding are required to maintain policies prohibiting the possession and use of marijuana on their campuses. Accordingly, under this policy, as well as the system-wide Student Code of Conduct, the possession, use, distribution and cultivation of marijuana, even in limited amounts, remains prohibited on Community College property or at Community College events. Further, this policy prohibits the possession, use, or distribution of all marijuana accessories and marijuana products. Marijuana accessories shall include, but not limited to, products that are comprised of marijuana and other ingredients, and are intended for use or consumption, such as, but not limited to, edible products.

Violations of this policy will subject students and employees to disciplinary action, up to and including expulsion or termination in accordance with applicable College policies or collective bargaining agreements.

USE OF COPYRIGHTED MATERIALS

The college recognizes that accomplishment of its mission may be facilitated by the use of works owned or created by others. All faculty, staff and students shall recognize those accomplishments by respecting the intellectual property of others and using such works only to the extent such use is permitted by law.

This policy shall apply to students, employees, and other individuals who use college equipment and/ or facilities and to students, employees, and other individuals who use off-campus non-college facilities and/or equipment in connection with college related activities or on behalf of the college. For example, this policy applies when photocopying is undertaken at a commercial copying center, at a self-service machine in the library, or on any other reproduction equipment owned or leased by the college or used in connection with college activities or on behalf of the college.

Students, employees and other individuals subject to this policy who use material originated by others shall not, as a matter of policy, when using such materials, infringe on those rights of the originator which are protected by copyright laws

and shall secure permission to use or reproduce copyrighted works when such permission is required under copyright law and/or pay royalties when such payment would be required. Students, employees and other individuals subject to this policy are expected to obtain permission from the copyright owners unless the intended use is clearly permitted under the doctrine of "fair use."

"Fair Use" shall not be abused. The college will not tolerate copying instead of purchasing copyrighted works where such copying would constitute copyright infringement.

For purposes of this policy copyrighted material means any work or intellectual property which may be subject to copyright under the laws of the United States. This includes but is not limited to literary works, including computer programs and compilations; musical works, including any accompanying words; dramatic works, including any accompanying music; pantomimes and choreographic works; pictorial, graphic, and sculptural works; motion pictures and other audiovisual works and sound recordings. For example, this policy applies to photocopying for classroom use, use of computer software, use of videocassettes, and off-air videotaping.

This policy is not intended to waive any rights, remedies, immunities or defenses available to the college in the event of an infringement or alleged infringement of the copyright law and such rights, remedies, immunities and defenses are specifically reserved.

Right to Know

IT'S YOUR RIGHT TO KNOW

The Student-Right-to-Know law is a federal law that mandates the disclosure of certain types of information. Below is a directory that will guide you to that information. If you have questions about how to access information, please call 413.552.2000.

ACCREDITATION

Holyoke Community College is accredited by the New England Commission of Higher Education (NECHE). The college has received the endorsement of the Massachusetts Department of Education and is a member of the American Association of Community College Council.

Accreditation by the NECHE is not partial but applies to the institution as a whole. As such, it is not a guarantee of the quality of every course or program offered, or the competence of individual graduates. Rather, it provides reasonable assurance about the quality of opportunities available to students who attend the institution.

Inquiries regarding the status of an institution's accreditation by the NECHE should be directed to the administrative staff of the school or college. Individuals may also contact the association:

New England Commission of Higher Education, 3 Burlington Woods Drive, Suite 100, Burlington, MA 01803, 781.425.7785 NECHE.Org

The Holyoke Community College Catalog contains current information regarding areas of study, career opportunities, student services, and admissions. However, it is not intended to be and should not be relied upon as a statement of the college's contractual undertakings. The Holyoke Community College Board of Trustees and the Massachusetts Department of Higher Education reserve the right to alter the college's academic policies, procedures, course offerings, and fees as set forth in this catalog. Individuals may contact the Massachusetts Department of Higher Education at:

Massachusetts Department of Higher Education
Room 1401
One Ashburton Place,
Boston, MA 02108-1696

Note: *Certain programs have discipline- or industry-specific accreditations. Programs with external accreditations listed at hcc.edu/about/accreditation*

ATHLETIC PARTICIPATION RATES

Holyoke Community College complies with the requirements of Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex in all programs and activities receiving federal financial assistance. HCC receives such assistance and complies with this law and its implementing regulation at 34 C.F.R. Part 106. The Annual Equity in Athletics Disclosure Act Report is available at the Athletics

Department office, room 204 of the Bartley Center for Athletics and Recreation.

CAMPUS SAFETY AND CRIME STATISTICS

The Jeanne Clery Disclosure of Campus Security Police and Campus Crimes Statistics Act (formerly the Campus Security Act) requires HCC to prepare and distribute an annual report which gives statistics on the number of specific crimes (murder, rape, robbery, aggravated assault, burglary, motor vehicle theft, sex offenses, and hate crimes) which have occurred on campus and the number of arrests on campus for liquor law violations, drug abuse violations and weapons possessions. Statistics are reported for the calendar year. These statistics cover crimes committed on campus, off-site campus buildings, and on public property in the surrounding area.

For more information on campus security and safety, or to view the statistics online, visit the HCC Campus Police page at hcc.edu/about/public-safety or stop by their office in Frost 273. The Annual Security Report may be downloaded at: hcc.edu/asr.

Sex offender information will be provided to any person seeking the information for his or her own information, or for the protection of a child under 18, or for the protection of another person for which requesting person has the responsibility, care, or custody. Sex offender information can be requested at the Holyoke Police Department by appearing in person or filling out a form, or from the Sex Offender Registry Board by mail. Sex Offender information request forms are available online at mass.gov/doc/sex-offender-inquiry-form/download. Please note that sex offender information is available to the public by Massachusetts law only if the party has a duty to register and has been finally classified by the Sex Offender Registry Board as a Level 2 or Level 3 offender. Additional information about the Massachusetts Sex Offender Registry is available at mass.gov/orgs/sex-offender-registry-board.

DEGREES AND CERTIFICATES

Holyoke Community College offers approximately 100 associate degree and certificate options. Degrees are designed to be completed with two years of full-time study. Degrees prepare students for specific careers and/or transfer to four-year institutions. Certificate programs prepare students for highly specialized careers and are designed to be completed with one year of full-time study or less. To view a list of associate degree and certificate programs, visit catalog.hcc.edu.

FACILITIES

HCC provides a variety of academic and recreational facilities for students, faculty, and staff. For a complete list of labs, see page 19. For athletic recreational opportunities, see page 7. For a list of parking options, see pages 5 and 19. For more information on the HCC library, see page 12.

FACULTY AND INSTRUCTIONAL PERSONNEL

For a list of HCC faculty and administrative personnel, see the administration and faculty pages in the HCC Catalog. The catalog may be viewed online at catalog.hcc.edu.

FINANCIAL AID INFORMATION

For information on the cost of attending HCC, see page 26. For information on the requirements associated with federal student aid, see pages 22.

GRADUATION AND TRANSFER RATES

The federal government mandates that all institutions participating in Title IV or HEA programs disclose to current and prospective students the graduation and transfer-out rates of first-time, full-time degree/certificate seeking (FTFTDS) students.

In compliance with these mandates, HCC followed 422 first-time, full-time students who enrolled in one of the HCC degree or certificate programs in fall 2021. As of fall 2024, 29% of these students had graduated, 18% transferred to another institution prior to graduating from HCC, and 13% are still enrolled at HCC. In sum, 60% of the first-time, full-time degree/certificate seeking college students entering HCC in fall 2021 have, as of fall 2024, graduated or continued their studies at HCC or at another public or private university in the United States. Rates are based on status at 150% “time-to-credential” (i.e. 1.5 years for certificates and 3 years for degrees). Graduation and transfer-out rates disaggregated by gender, race/ethnicity and financial aid received can be found online on the Consumer Information page on the HCC website, hcc.edu/about/consumer-information.

HISET CLASSES AND TESTING SERVICES

HCC offers Adult Basic Education, pre-HiSET preparation, HiSET Preparation, HiSET study guides, short-term day and evening fee-based HiSET accelerated classes, and long-term 40-week programs, as well as Focus on Math courses. All HiSET programs include personal and career counseling components as well as pre- and post assessment testing. For information on evening HiSET classes, contact the Picknelly Adult and Family Education Center at 413.552.2990. For information on accelerated, short-term, fee-based HiSET classes, HiSET testing, contact Valentyna Semyrog, 552.2123 vsemyrog@hcc.edu.

PRIVACY

HCC complies with the Family Education Rights and Privacy Act (FERPA), which is designed to protect the privacy of student educational records. The law governs access to records maintained by educational institutions and the release of information from those records. FERPA affords parents and students certain rights with respect to their records. For more information, see page 33.

hcc.edu/student-life

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