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Dear MassBay Student,

I am pleased to welcome you to campus as we begin the 2013-14 academic year at MassBay Community College. Congratulations on making an excellent choice for your college education!

As you begin your academic training with us at MassBay, allow me to make a few suggestions to make your time with us more enjoyable and perhaps more successful.

1) Get to know your professors. Our faculty members have distinguished themselves in their field of study and are well qualified professionals. They are also dedicated to your success. They welcome your questions and comments, so seek them out. Developing personal relationships with your professors can help you more completely understand academic materials, but even beyond that, these relationships can be important keys to your personal and professional enrichment as a college student.

2) Take advantage of our academic support services. Stop by MassBay’s Academic Achievement Center and meet the counselors and tutors who stand ready to provide you with the extra help you might need. Schedule an appointment with your Faculty Advisor to discuss your career and academic goals. Visit the Office of Student Development to explore the counselors who can help you in myriad ways on campus. There is no shortage of help available to you on our campus; so, do not hesitate to take advantage of these free services we proudly provide.

3) Get involved in student life at MassBay. With more than 30 clubs, a strong athletics program, service learning opportunities, student government leadership positions, and much more, I encourage you to immerse yourself in the MassBay culture.

Please use this Handbook as a guide to the opportunities and resources available to you as a MassBay student. MassBay is now your community, so I hope you take advantage of all we have to offer.

I know you have a choice of colleges. Thank you for choosing MassBay!

John O’Donnell, Ph.D.
President
ABOUT THE COLLEGE

Massachusetts Bay Community College (MassBay) is a publicly supported, accredited institution of higher learning. The College offers career and transfer associate degree and certificate programs, as well as opportunities for part-time study for personal and professional enrichment through non-credit courses.

MassBay was founded in 1961 and is one of 15 community colleges in the Commonwealth of Massachusetts. The College is a diverse learning community committed to academic excellence, student success, community service, and leadership.

MISSION, VISION AND VALUES STATEMENT

Mission: MassBay Community College fosters educational excellence and student success, prepares students for local and global citizenship, anticipates and responds to the needs of surrounding communities, and contributes to evolving regional economic development.

Institutional Description: MassBay is a comprehensive, open-access community college, offering associate degrees and certificate programs. The College is dedicated to student learning and achievement through academically rigorous courses and programs. MassBay provides its diverse student body with a strong foundation in the liberal arts and state-of-the-art career preparation. The College enriches student experience and encourages civic engagement through academic and co-curricular activities, student services, and partnerships with local businesses, civic organizations, and schools.

Vision: MassBay Community College aspires to be a catalyst for transformation--calling for the best in students, preparing them as engaged citizens, and enabling them to realize their dreams.

Values:

Accessibility and Affordability
MassBay is an affordable, open-access public institution, which meets the immediate and long-term needs of diverse students and communities that the College serves.

Communication
MassBay is committed to a culture of open communication and transparency.

Diversity
MassBay values and pursues diversity and teaches students the importance of inclusion and collaboration in a global context.

Professional Development
MassBay invests in professional development for faculty and staff to ensure the excellence of its programs and services.

Respect
MassBay promotes mutual respect and creates a forum for vigorous questioning and debate among faculty, staff, and students.
ACCREDITATION & APPROVALS
MassBay Community College is accredited and/or approved by:
- New England Association of Schools and Colleges (NEASC),
- Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC-STSA),
- Commission on Accreditation of Allied Health Education Programs (CAAHEP),
- Joint Review Committee on Education in Radiologic Technology (JRCERT),
- Massachusetts Board of Registration in Nursing (BORN),
- Massachusetts Department of Public Health Office of Emergency Medical Services (OEMS),
- National Association for the Education of Young Children (NAEYC),
- National Automotive Technicians Education Foundation (NATEF),
- Accreditation Commission for Education in Nursing (ACEN).
- The Criminal Justice program is approved as a Police Career Incentive Program by the Massachusetts Department of Higher Education.
# Section II - ACADEMIC CALENDARS

## DAY AND ONLINE - FALL 2013

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<th>Event</th>
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<td>Add/Drop/Late Registration</td>
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<td>Columbus Day (College Closed)</td>
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<td>Mid-Semester Exams</td>
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<tr>
<td>Faculty Submit Mid-Semester Grades</td>
<td>October 28</td>
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<td>Mid-Semester Grades Issued</td>
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<td>Application Deadline for December Graduation</td>
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<tr>
<td>Spring 2013 Course Registration/ Advising Begins</td>
<td>November 4</td>
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<tr>
<td>Veterans’ Day (College Closed)</td>
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<td>Last Day to Withdraw from Classes</td>
<td>November 22</td>
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<tr>
<td>Thanksgiving (College Closed)</td>
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<td>November 29</td>
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<td>December 16</td>
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<td><strong>Final Exams</strong></td>
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### FIRST 8-WEEK CLASSES

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<td><strong>Final Exams &amp; Last Day of Classes</strong></td>
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### SECOND 8-WEEK CLASSES

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<td><strong>Final Exams &amp; Last Day of Classes</strong></td>
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### Evening- Fall 2013

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<td>Adjunct Professional Day (Classes Held)</td>
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### Second 8-Week Classes

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## DAY AND ONLINE - SPRING 2014

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<td>March 10-14</td>
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<td>March 17-21</td>
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<td>Application Deadline for May Graduation</td>
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<tr>
<td>Fall 2013 Course Registration/ Advising Begins</td>
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<tr>
<td>Last Day to Withdraw from Classes</td>
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<td>Patriots’ Day (College Closed)</td>
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<td>May 9</td>
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### WINTER SESSION 2013

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### Section II - ACADEMIC CALENDARS

**EVENING- SPRING 2014**

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**SECOND 8-WEEK CLASSES**

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<td>Last Day of Classes</td>
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ACADEMIC ACHIEVEMENT CENTER
FRAMINGHAM 3RD FLOOR, 508-270-4213
WELLESLEY HILLS 2ND FLOOR, 781-239-2632

The Academic Achievement Center (AAC) employs professional learning specialists and peer tutors across subjects. We can help students with reading and study skills, writing for any class, and all kinds of math and science. The AAC also offers a range of services for students with disabilities.

1. Disability Resources
FRAMINGHAM 306, 508-270-4267
WELLESLEY HILLS 216, 781-239-2234

MassBay provides equal access for each student who self-discloses a disability and requests accommodations for learning, testing, and other areas of need. Students can make an appointment with a disability specialist, provide appropriate documentation of the disability, and request accommodations that will facilitate academic success.

Disability specialists collaborate with faculty, providing guidance to students in the areas of self-advocacy, applying learning strategies for academic success, advising during course enrollment, and finding mentoring and support opportunities.

Disability Resources welcomes each student by providing an open academic environment that facilitates academic excellence.

2. Math and Science Center
FRAMINGHAM 3RD FLOOR, 508-270-4211
WELLESLEY HILLS 214, 781-239-2774

The Math and Science Center offers free individual or small group assistance from highly qualified learning specialists. On both campuses, learning specialists can help with courses in math, science, and nursing. They provide consultations for general study skills as well as help with subject-specific strategies. Resources are available for self-paced and online learning. The Center also provides study group opportunities.

Walk-ins and appointments are welcome.

3. Peer Tutoring Program
FRAMINGHAM 3RD FLOOR, 508-270-4213
WELLESLEY HILLS 2ND FLOOR, 781-239-2620

The Peer Tutoring Program offers peer assistance in a wide range of courses. Students can meet with tutors individually or in small groups. Up to three hours of appointments per week are available. Appointments are encouraged, but walk-ins are welcome.
Section III – COLLEGE RESOURCES & SERVICES

4. Placement Testing
   WELLESLEY HILLS 2ND FLOOR, 781-239-2620
   FRAMINGHAM 3RD FLOOR, 508-270-4213

   After admission to the College, all new students are required to take placement tests. The purpose of these tests is to determine appropriate course placement, which will help students succeed academically. Contact the AAC directly for more information or to schedule an appointment.

5. Reading and Writing Center
   FRAMINGHAM 303, 508-270-4285
   WELLESLEY HILLS 215, 781-239-2633

   The Reading and Writing Center provides free individual assistance from highly qualified learning specialists. On both campuses, learning specialists can help with reading or writing assignments for any MassBay class. They provide assistance at all stages of the writing process, including getting started. Computers, printers, and writing resources are available within the Center.

   Walk-ins and appointments are welcome.

6. Testing Services
   FRAMINGHAM 307, 508-270-4213
   WELLESLEY HILLS 2ND FLOOR, 781-239-2632

   Testing services for make-up exams, untimed tests and other accommodations are available in the Academic Achievement Center (AAC). Faculty members may arrange testing for a student who misses an exam or has a legitimate reason for taking a test in the AAC. While it is occasionally possible to drop-in to make-up a test, it is best to make an appointment. Please note: photo identification is required for all exams.

ACADEMIC ADVISING
   FRAMINGHAM 1ST FLOOR, Enrollment Center
   WELLESLEY HILLS 113, 781-239-2775

   Academic advising is a collaborative educational process between students and their advisors that is designed to support students’ academic success. An academic advisor is assigned to each full-time student; this advisor may be a member of the faculty, professional staff or Advising Center staff. Part-time students are generally assigned to the Advising Center.
ACADEMIC ADVISING- Continued

Academic advising provides students with the opportunity to build a relationship with their advisor to:

- Explore available academic options, including choice of major.
- Develop an educational plan consistent with a student’s life goals and objectives.
- Learn about the resources and support services offered at the College.
- Choose classes each semester, appropriate for graduation and transfer requirements.

The advisor-advisee relationship is based upon shared responsibility. Though the students are ultimately responsible for the choices they make in college, the College realizes that in order to make informed decisions, students need mentoring and the advice of academic advisors and others in the College community. A student’s academic advisor is a primary resource regarding academic issues, programs and opportunities.

Students should expect that advisors will:

- Encourage self-reliance by helping students make informed and responsible decisions, set realistic goals and develop thinking, learning and life management skills.
- Be knowledgeable about the resources, policies and procedures of the College.
- Give accurate and timely information.
- Maintain regular office hours and keep appointments.
- Respect the rights of students to have information about them kept confidential.

We expect that students will:

- Be familiar with the College Catalog and Student Handbook and knowledgeable about College policies and procedures.
- Be familiar with the requirements of the major they select, schedule courses each semester in accordance with those requirements and be aware of the prerequisites for each course being selected.
- Observe academic deadlines - know when to register and when to add/drop or withdraw from courses.
- Monitor and keep a record of their academic progress.
- Take the initiative to contact their advisors, set up appointments and keep them.
- Inform their advisors of any changes in their academic program, progress, and goals.

What if I can’t find my advisor?

We encourage you to email or call your advisor. If this does not work, contact the department in which your advisor works. Lastly, you can contact the Advising Center. Someone will be able to assist you.
ACADEMIC ADVISING - Continued

How do I change my schedule?
Changes without penalty may be made until the end of the add/drop period, either online or in person. The add/drop period is usually the first week of classes; however, you should consult the academic calendar to determine the exact dates in a given semester. If you withdraw from a class after the add/drop period, you will be required to pay for a percentage of all of the courses from which you withdrew.

What happens when required courses are offered only once a year or they conflict with other courses which are required for graduation?
The College makes every effort to ensure that students who have remained “on track” are offered courses required to complete their degree or certificate requirements. Contact your academic advisor if a problem arises.

TRANSFER ADVISING (Office of Academic Advising)
Wellesley Hills and Framingham, 781-239-2775

MassBay is committed to assisting students in furthering their education beyond the Associates Degree. Transfer Advising (located in Academic Advising) has great resources to assist students in making informed choices about their academic plans in order to make a smooth transition to a 4-year institution.

Following are some of the available resources through the Transfer Advising Office:

Transfer Workshops
Transfer Workshops are held mainly on the Wellesley campus, but there are some offered on the Framingham campus. These workshops provide an overview of the transfer process as well as give you a chance to meet the transfer coordinator before you begin the process. These workshops are designed to answer some of the ‘big picture’ questions about transferring into a four-year institution. All students interested in transferring to another school are instructed to attend a Transfer Workshop early in their academic careers at MassBay. You can view available dates on the Transfer Advising Website and call the Advising Center to sign-up for a workshop.

Transfer Fairs
There is a Transfer Fair in both the fall and spring semesters of each academic year. Over 35 colleges and universities are invited to attend the transfer fairs each semester. At the fair, students have the opportunity to meet with admissions representatives about the requirements for transferring into the school. The transfer fair is also a great time to learn more about the institutions that you are interested in applying to after your time at MassBay.
Transfer Advising Appointments
The Transfer Coordinator, as well as other Transfer Counselors, are available by appointment to meet with students who have already attended a Transfer Workshop. The Transfer Coordinator assists the student in an individual setting in order to best meet the needs of the student.

Transfer Library & Catalogs
MassBay Transfer Advising is committed to having the latest editions of resources and reference materials for the benefits of our students. The Transfer Library is your one-stop resource for College Board, Peterson’s, Princeton Review and other relevant transfer material.

Whether you’re looking for institution profiles, information regarding transfer scholarships, or just need help selecting a major, we have all the resources you’ll need…for free! Students are encouraged to utilize the Transfer Library in the Wellesley campus Advising Center throughout the transfer process.

MassTransfer

MassTransfer Website: [www.mass.edu/masstransfer](http://www.mass.edu/masstransfer)

MassTransfer is the new State-Wide Transfer program that has replaced the old Joint Admissions Program. MassTransfer links Community College students with Massachusetts State Universities and the University of Massachusetts through two different aspects of the program:

1. MassTransfer Block
2. MassTransfer Associate Degree Programs
   - MassTransfer
   - MassTransfer (Alternative Transfer Agreements)
   - MassTransfer Education Transfer Compact

To view all MassTransfer agreements, visit: [http://www.mass.edu/masstransfer/Advisors/LinkedPrograms.asp](http://www.mass.edu/masstransfer/Advisors/LinkedPrograms.asp)
MassTransfer Block

Every four-year public institution (state universities and UMass campuses) has a different set of General Education requirements. This can make it difficult for community college students to satisfy these requirements, especially if they are considering multiple institutions. If a student completes the MassTransfer Block at MassBay, General Education requirements will be waived at the four-year institution, thus eliminating this problem, and guaranteeing a student at least 34 transferable credits into a degree program.

<table>
<thead>
<tr>
<th>College Level Courses</th>
<th>MassBay Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Composition/Writing</td>
<td>EN101 and EN102</td>
</tr>
<tr>
<td>(6 credits)</td>
<td></td>
</tr>
<tr>
<td>Behavioral &amp; Social Sciences</td>
<td>AN EC GG GV HS LA PS SO</td>
</tr>
<tr>
<td>(9 credits)</td>
<td></td>
</tr>
<tr>
<td>Humanities &amp; Fine Arts</td>
<td>AR CO FR HU LI MU PH PO SF</td>
</tr>
<tr>
<td>(9 credits)</td>
<td>SL SP</td>
</tr>
<tr>
<td>Natural &amp; Physical Sciences</td>
<td>BI CH EV PY SC NS</td>
</tr>
<tr>
<td>(7 credits)</td>
<td></td>
</tr>
<tr>
<td>Mathematics</td>
<td>MA100-level math or higher</td>
</tr>
<tr>
<td>(3 credits)</td>
<td>(not MAC100 or MAC131)</td>
</tr>
<tr>
<td>Total:</td>
<td>34 College Level Credits</td>
</tr>
</tbody>
</table>

For a detailed list of appropriate courses for MassTransfer, please review the MassBay Transfer Advising Website.

Please note the following:

- Student does not have to graduate from MassBay to utilize MassTransfer Block
  (Transcript is automatically updated when Block is completed)
- Student does not have guaranteed admission by completing the block
  Must fill out regular transfer application
MassTransfer Associate Degrees
Associate degrees approved in MassTransfer automatically include the MassTransfer Block, and the remaining credit in the program has been reviewed by four-year public institutions to ensure transferability. Students that graduate from these programs will receive the following benefits based on their final GPA at graduation.

<table>
<thead>
<tr>
<th>Minimum Final GPA</th>
<th>Benefits</th>
</tr>
</thead>
</table>
| 2.0 GPA           | * No admission fee or essay  
|                   | * Transfer of 60 credits applied to the bachelor’s degree*  
|                   | * Automatic satisfaction of the general education requirements at the receiving institution |
| 2.5 GPA           | All of the above benefits, plus guaranteed admission |
| 3.0 GPA           | All of the above benefits, plus a 33% tuition waiver  
|                   | **UMass Amherst & UMass Lowell 100% tuition waiver** |

Students will fill out a FREE MassTransfer application during their final semester at MassBay Community College. This application is only available to students that graduate from a MassTransfer approved program.

MassTransfer ATA (Alternative Transfer Agreement)
Not all programs at Community Colleges will qualify for MassTransfer since many programs do not have the appropriate courses to satisfy the MassTransfer Block requirement. To address these concerns, the MassTransfer ATA agreement has been created.

Programs approved through the MassTransfer ATA program still receive all of the benefits listed above in the traditional MassTransfer program; however, the student will not receive the general education waiver. Four-year public institutions will only approve programs through this pathway when a student will receive 60 or more transferable credits. This is where faculty and students will find most STEM program approvals, if they match well with 4-year STEM programs.

MassTransfer Education Compact
The new Education Compact has been moved under the MassTransfer Program. This compact is specifically for Elementary Education and Early Childhood Education majors at MassBay. The compact ensures that students are completing Department of Education course requirements to teach in their selected fields. Students must take and pass the MTEL licensure exam before transferring.
MassTransfer Education Compact - Continued
Students will receive all of the benefits listed in the traditional MassTransfer program, and will apply through the same application process. Students are encouraged to speak to their faculty advisors at MassBay regarding transfer options and concerns.

For more information regarding Transfer Resources and the MassTransfer program, please visit the following websites:

Department of Higher Education MassTransfer Website:
www.mass.edu/masstransfer

MassBay Transfer Advising Website:
www.massbay.edu/Current-Students/Transfer-Advising.aspx

Transfer Agreements (Articulation Agreements)
Transfer Agreements, or Articulation Agreements, are documents created between MassBay and an outside institution for programs that have been evaluated and approved to be used towards a bachelor’s degree. Benefits of a transfer agreement commonly include the transfer of all college-level coursework and/or guaranteed admission into a four year college or university. MassBay has several transfer agreements with various institutions throughout Massachusetts and the Northeast Region. For a list of current agreements, please visit the MassBay Transfer Advising Website.

New England Board of Higher Education – Regional Student Program (RSP)
The New England Board of Higher Education Regional Student Program, offers a discounted tuition to out of state New England students when enrolled at a public college or university in RSP approved majors which are not offered by public institutions in their home state. For more information on this program please visit their website at: http://www.nebhe.org/

ATHLETICS
WELLESLEY HILLS, Recreation & Wellness Center, 781-239-2664

The College is committed to providing a quality intercollegiate athletics program for all students interested in participating. Students who maintain a full-time status (12 credit hours per semester) and a cumulative GPA of at least 2.0 are eligible to participate on an intercollegiate team. There are exceptions to this rule. Students who are interested but not full-time students should contact the Athletics Director for more information. Those programs include baseball, soccer, basketball and golf.

The College also offers several club and intramural activities. Students enrolled in six (6) or more credit hours per semester are eligible for club programs and all students are eligible to participate in the intramural program. Club programs are made available depending on student interest. The Department of Athletics also sponsors several intramural athletic activities including volleyball, indoor soccer, and basketball.
ATHLETICS- Continued

Whether you are a full-time or part-time student, there is an athletics program that fits your schedule. Intercollegiate teams routinely practice daily with one or more contests per week during their playing season. Club teams generally practice less and schedule a shorter playing season. Intramurals are more of a “drop in” schedule without the travel required for club or intercollegiate teams.

The Department of Athletics also sponsors the Sports Marketing Club, designed for students who want to be close to the action without playing the games. Members of this club write sports articles for the College newspaper, videotape games, develop sports brochures, take sports photos, help promote sports on campus, and work to arrange guest speakers.

The Department’s main goal is to provide a safe environment where student athletes can excel in the classroom as well as in the athletics arena.

MassBay is a member of the Massachusetts Community College Athletic Conference and the National Junior College Athletic Association. Student athletes compete for state, regional and national honors and championships. Coaches and players abide by all Conference standards and ethics regarding eligibility and sportsmanship. All MassBay students are admitted free to all home athletics events.

Student-Athlete Advisory Board

The Student-Athlete Advisory Board (SAAB) is a group of student-athletes representing each varsity sport at MassBay. The purpose of the organization is to promote all MassBay sports and provide student-athletes the opportunity to impact those issues that affect their daily lives.

Members of each team will nominate and select an eligible student-athlete to represent their sport on the SAAB. An alternate will also be selected in the event that the designated representative cannot attend a meeting. It is expected that each team will be represented at each meeting.

Throughout the year, student-athletes are encouraged to communicate ideas and concerns to the respective representative of their sport.

BOOKSTORE

FRAMINGHAM 3rd FLOOR, 508-270-4150
WELLESLEY HILLS 1st FLOOR, 781-239-2650

Any textbooks that you need for your MassBay classes are available from the College Bookstores and on the web (www.efollett.com). The Bookstores are open Monday through Friday, and schedules are posted at each store. Information on store hours is also available on the Bookstore website (www.efollet.com). During the first week of classes, the stores are open extended hours.
BOOKSTORE- Continued
When can I buy my books?
Textbooks are available well before the start of a semester. Books can be purchased at either of the Bookstores or on the Bookstore website at www.efollett.com, which also can be used to look up the names and prices of texts.

What is the return policy?
A student has seven (7) days from the start of the semester to return a book for a full refund as long as the book is in its original condition with the sales receipt. Books purchased after this period must be returned within two days with the sales receipt for a full refund. Starting with midterms, all texts purchased are final sales.

Will the Bookstore buy my old books back?
The Bookstore may, at its discretion, buy back books during the year. For various reasons, not all books are eligible for buy-back. If the book is to be used the next term, the Bookstore determines how much they will offer for your books. The best time to sell books back is during finals week.

Can I rent my books?
Textbook rentals are available at the Bookstore and on the Bookstore website, www.efollett.com. Not all textbooks will be available for rent.

Can I purchase ebooks?
Yes. Many textbooks are available in a digital format at the Bookstore or on the Bookstore website, www.efollett.com.

CANCELLATION OF CLASSES- See CANCELLATION OF CLASSES under Section IV
Whether you are a current student or an alum of MassBay, we encourage you to meet with Career Services staff to help you answer some of the following questions:

- What would you like to major in at MassBay?
- What do you want to do with your life after you graduate or transfer from MassBay?
- How do you write a professional resume?
- How do you strategize for a competitive job search?
- How do you get the most out of social media networking?
- How do you present yourself in a technologically advanced world?

Career Services can help you set up an individualized plan to meet your career goals. You will find a variety of tools available to help you move forward with your career planning, including online and print resources that will provide you with information about career fields, prospective employers and more.

**Business Exchange Program**

This program is a partnership between the Office of Career Services and the Business Department. Its purpose is to offer valuable events and experiential learning opportunities for students and alumni that focus on topics such as leadership, team-building and entrepreneurship.

Many of our students choose to pair their education with hands-on experience to explore a variety of career fields and gain more experience. Internships are a great way to gain experience, make professional contacts, and determine the right career fit for you. Whether you are participating in an internship for college credit or not, it will certainly be a valuable experience. Visit the Office of Career Services to help navigate you through the internship process.

**CHILDCARE REIMBURSEMENT PROGRAM**

Reimbursement for childcare for students who maintain a 2.0 cumulative grade point average (GPA) at MassBay is available through a subsidized Childcare Reimbursement Program. Students enrolled in 12 or more credits are eligible to receive a College subsidy for a maximum of 18 hours of childcare per week, while a student enrolled in 6 to 11 credits is eligible to receive a college subsidy for up to 9 hours of childcare per week. Reimbursement is available on a first-come, first-served basis, regardless of the financial need and is distributed monthly.

For complete information on guidelines, eligibility, and application procedures, please contact the Office of Student Development at 781-239-3142 (Wellesley Hills campus) or 508-270-4014 (Framingham campus).
COMPUTER & TECHNOLOGY SERVICES
The Office of Information Technology (OIT) provides computer support and a variety of services for MassBay Community College.

Computer Classrooms
There are over 400 computers for student use divided into instructional classrooms, studio classrooms, and open labs. All systems have access to the Internet, Microsoft Office, Google Apps, and specialized course related software.

The main computer classrooms in Framingham are rooms 301, 302, 401, and 402 and in Wellesley Hills rooms 134, 242 A-E, 320, 322, 424, and 425. Ashland classrooms double as labs. All classrooms are equipped with a multimedia instructor station and projector.

Student Information System (PeopleSoft)
Most of the administrative services that MassBay provides can be accessed through the link for PeopleSoft on the MassBay website (http://www.massbay.edu). By accessing PeopleSoft, you can:

- Learn your Massbay student ID number
- Find out your advisor
- Review and/or print your mid-term or final grades
- Review and/or print your class schedule
- Print unofficial transcripts
- Request MassBay to mail out official transcripts
- Request MassBay to mail out enrollment verifications
- Pay your account balances using a debit or credit card
- Review if any ‘holds’ are placed on your record
- Register for classes in upcoming semesters and/or drop classes
- Review, change or add addresses
- Search for courses offered
- View transfer credits received
- Look up textbook prices

Learning Management System (Blackboard Learn)
Blackboard is a course-management Internet software that is used by many MassBay instructors. If your instructors use Blackboard, you will be able to view and print syllabi, assignments and class readings, use your MassBay email to easily contact your instructor and students in your class, read class announcements, and view your grades.
Section III – COLLEGE RESOURCES & SERVICES

COMPUTER & TECHNOLOGY SERVICES- Continued

Google Apps (E-mail and more)
All students who are registered in credit courses are issued a MassBay Student Email Account (@post.massbay.edu). This is a Google Apps account and allows you access to the free applications offered by Google. It is very important that you check this e-mail regularly as it is the primary way in which MassBay communicates. Student e-mail accounts are used by the College to provide students emergency messages, official notices, and other important College-related notifications. E-mail may be accessed on campus, as well as from home computers. Tutoring is available from the AAC and also OIT workshops.

Online Courses
Online learning is appropriate for highly self-disciplined and self-motivated students who have regular access to a computer and high-speed Internet connection. Online students must be comfortable with technologies such as email, the Internet, electronic documents, opening and sending file attachments, and the College's course management system, Blackboard.

Fully online courses follow the official academic Day calendar. Online courses are not self-paced courses but cover the same material as campus-based courses and follow a weekly schedule. These courses typically include class discussions (usually via a discussion board), written assignments, projects, and deadlines just as you would find in campus-based courses. Fully online courses do not require regular class time on campus, although they may include an on-campus orientation session or proctored examinations. Some online courses may also include real-time online sessions with the instructor and other students. Information about the requirements for a specific online course is included in the course syllabus.

Wireless Internet Connection
MassBay provides open wireless internet on all three of its campuses. Along with this access are dozens of free services from Google.

Where can I get e-mail access?
All students receive a Google Apps account with Gmail. It can be accessed by either the Student E-mail link on the main web page (http://www.massbay.edu) or www.gmail.com (you need to use your full email address for username).

How do I get a computer username & password?
Students can retrieve their username and initial password from the following website: http://mbccweb.massbay.edu/info. All students are encouraged to enroll in password reset tool: https://mbccweb.massbay.edu/passwordtool.

What if I need help with a computer issue?
MassBay OIT provides students with a 24/7 helpdesk. Please click on the Helpdesk link on the main webpage (http://www.massbay.edu). You can also call 781-239-2440, option #8. On-campus support is located in Wellesley room 242F, and at the IT desk in the Framingham Library.
COMPUTER & TECHNOLOGY SERVICES- Continued
Where can I get access to a computer to write a term paper?
Computers are available for students in all computer labs, as well as the Academic Achievement Centers.

What are the Computer Lab hours?
When classes are in session, the hours are:
Wellesley: Monday-Thursday: 7:45a-10:00p, Friday: 7:45a-5:00p, Saturday: 8:00a-1:00p
Framingham: Monday-Thursday: 7:45a-10:00p, Friday: 7:45a-5:00p, Saturday: 8:00a-4:00p

COUNSELING SERVICES
FRAMINGHAM 100, 781-239-3142
WELLESLEY HILLS 130, 781-239-3142

Licensed Mental Health Counselors are available at the Office of Student Development to help enrolled students address a variety of personal issues that may negatively affect their academic and personal well-being including (but not limited to) anger, anxiety, depression, stress, eating, relationship issues, self-esteem, and life balance.

Counseling Services provides brief individual therapy for students and makes referrals to local specialists. Services are free of charge and confidential as defined by law. Counseling Services also provides consultation to faculty and staff about student mental health issues and runs educational programs on a variety of topics throughout the academic year.

DISABILITY RESOURCES OFFICE-
See ACADEMIC ACHIEVEMENT CENTER under Section III

EMERGENCY NOTIFICATION SYSTEM- See PUBLIC SAFETY under Section IV

FINANCIAL ASSISTANCE (Office of Financial Aid)
FRAMINGHAM 100, 508-270-4010
WELLESLEY 112, 781-239-2600

Financial assistance to help meet basic college expenses such as tuition, fees and books may be available to qualified students. Financial aid awards can consist of federal grants, loans, or work study funds, as well as state, local, or private sources of funding. Applicant eligibility and program guidelines may differ.
FINANCIAL ASSISTANCE – Continued
How do I find out if I am eligible for Financial Aid?
Financial aid eligibility is determined by strict state or federal guidelines. Financial aid packages may include grants, work-study, and student loans. Students must complete a FAFSA (Free Application for Federal Student Aid), either online at www.fafsa.gov or by mailing a hard copy. Once the Financial Aid Office has received and processed your completed application, you will be notified of your eligibility by mail. It is important that students complete the FAFSA before the priority deadline of May 1, so that your financial aid award can be determined prior to the bill due date.

How many credits are needed to receive Financial Aid?
Federal student loans require enrollment of at least half-time, which is six (6) credits or more per semester. However, some grants are available to less than half-time students.

Do I have to complete the Financial Aid process to receive a student loan?
Students must complete a FAFSA in order to receive a federal student loan. However, there are other loans available to students which do not require completion of this form. These private loans require an applicant to be credit-worthy.

I don’t think I can fill this out on my own, it looks complicated; Can someone help me?
Yes, complete the FAFSA to the best of your ability first, and then call or visit the Financial Aid Office with any specific questions you may have. We also invite you to attend one of our FAFSA workshops, which are held each spring.

When will I receive my money?
Funds are typically credited to a student’s account after the financial aid staff reviews enrollment status, a process which occurs 4-6 weeks into the semester. If the funds received exceed the bill owed to the College, the College may issue the student a refund check. Please note that the financial aid award sent out is tentative, pending a review of the student’s enrollment status after the add/drop period.

Do I need to apply for financial aid every year?
Yes, financial aid is awarded on an annual basis. Application materials (FAFSA) for the upcoming year are available after January 1st at www.fafsa.gov. Students should complete the process as early as possible to receive priority consideration for all funds available. May 1st is the priority deadline. Please note that you may use estimated tax information to complete the FAFSA if your taxes are not yet complete, and make subsequent corrections online if needed.

I received Federal Work Study on my award letter. What is that?
Federal Work-Study is a program in which students have a job on-campus and are paid with federal funds; there are also limited off-campus opportunities. Students are eligible to earn up to the amount indicated on their award letter. Students typically work no more than 15 hours per week, although exceptions can be made in cases where both the department and the student would benefit from a different arrangement.
FINANCIAL ASSISTANCE – Continued

Are private scholarships available?
The Financial Aid Office does not award any private scholarship funds. However, we can suggest websites where students can search and apply for private scholarship opportunities.

What if I am not eligible for financial aid, but need financial assistance?
There are several alternative options available to you. The Student Accounts Office offers a payment plan which divides the bill into monthly installments. Also, the Financial Aid Office can suggest alternative loan options through private lenders in the event that you do not qualify for a federal student loan. These alternative loans would require credit approval by the private loan company. Please visit the Financial Aid Office or the College website for further details.

FOOD SERVICES
Framingham Cafeteria, 3RD Floor
Wellesley Hills Cafeteria, 1ST Floor

Looking for a bite to eat? MassBay provides food service with hot and cold food and drink items available. Hours are posted at each location and at www.massbay.edu.

HEALTH INSURANCE INFORMATION
The Massachusetts Universal Health Insurance Law requires that students registered for nine (9) or more credit hours (or for students in an allied health program) participate in College student health insurance unless they certify that they have comparable coverage. To be considered comparable, services covered under the health insurance plan must be reasonably accessible to the student in the area where the student attends school (Massachusetts 114.6 CMR 3.00). Waiver forms are processed online. Visit www.massbay.edu, click on Admissions and choose Student Accounts from the drop down list. Scroll to midway down the page and find the link to our insurance broker, Gallagher Koster, www.commonwealthstudent.com. You must complete the waiver form during the registration period. If you elect to take the health insurance provided by the College, you must pay your bill in full before any claims will be honored. Coverage is effective Sept. 1-Aug. 31 or Jan. 1-Aug. 31, depending on your enrollment date and your credit load. Additional information regarding services may be found at www.commonwealthstudent.com.

I already waived my insurance last year, why do I have to do it again?
Insurance coverage is renewable and must be waived each academic year, beginning in September or January 1 through August 31. If you already submitted a form to the Student Accounts Office, but the charge has not been removed, the form may not have been signed or accurately completed. Contact the Office of Student Accounts for assistance.
HONOR SOCIETIES

Alpha Beta Gamma, is a national business honor society established in 1970 to recognize and encourage scholarship among two-year college students in business programs. Alpha Beta Gamma provides leadership opportunities and forums for the exchange of ideas, as well as promotes continuing academic excellence. Membership requires that students be enrolled in a business division program, with at least 15 credits completed and have a cumulative GPA of 3.0 or higher. MassBay’s Chapter name: Kappa Epsilon. For more information, please contact the Office of the Provost at 781-239-3117.

Phi Theta Kappa, International Honor Society
Alpha Kappa Lambda, the MassBay chapter of the International Honor Society of two-year colleges, Phi Theta Kappa (PTK), was chartered at MassBay in 1984. The purpose of the society is to recognize and encourage scholarship among community and two-year college students by providing the opportunity for the development of leadership and service, an intellectual climate, the exchange of ideas and ideals, lively fellowship among scholars, and stimulation of interest in continuing academic excellence. In order to be inducted into PTK, students must earn a GPA of 3.75 for 15-29 credits or a GPA of 3.5 or higher with 30 or more credits earned at MassBay. For more information, please contact the Office of the Provost at 781-239-3117.

Psi Beta, National Psychology Honor Society
Students who have completed at least twelve (12) semester hours, taken a minimum of three (3) courses in psychology and have earned a grade of “B+” or better in each course, with an overall grade point average of 3.5 or higher are eligible for membership in Psi Beta. For more information, please contact the Office of the Provost at 781-239-3117.

IDENTIFICATION CARDS (ONE Card Office)
Framingham Rm. 117, 508-270-4065
Wellesley Hills Rm. 135, 781-239-2518
www.massbay.edu/onecard
onecard@massbay.edu

The “ONE CARD” is the official identification card of MassBay Community College and issued to every student. You will find that the ONE CARD is an essential key to campus life. Apart from being your official form of identification, it can be used for many other College services.

MSSBAY BUC$ ONE CARD (Student ID)

MassBay BUC$ can be used to make purchases in the cafeteria, bookstore and vending machines and your ONE CARD also serves as your Minuteman Library Network card. It is the property of the College and should be carried with the cardholder at all times. It is not transferable. Altering or lending this card will subject the cardholder to disciplinary action. Only the person pictured on the ID card is allowed to use the card.
To qualify for a MassBay Buc$ ONE Card, you must be a MassBay student registered for at least one credit. For more information; please contact the ONE Card office at onecard@massbay.edu or 781-239-2518.

**IMMUNIZATION (Office of Student Development)**

Framingham 1ST Floor, 508-270-4014  
Wellesley Hills Rm. 130, 781-239-3142

Immunization records should be submitted to the Office of Student Development. Please submit them as soon as possible as state law requires that the immunization forms be submitted within 30 days of the start of the semester. If you have additional questions, please contact the Office of Student Development.

**INTERNATIONAL EDUCATION & STUDY ABROAD PROGRAMS**

Wellesley Hills Rm. 138, 781-239-2643, internationaled@massbay.edu

MassBay celebrates our diverse College community. The College is committed to supporting the success of international students by providing services to meet their specific needs. Comprehensive support for international students on both academic and personal levels is provided and includes, but is not limited to, international admissions, immigration compliance and guidance, orientation and informational sessions, work authorization, cultural adjustment and academic support.

The Office also provides a variety of opportunities for MassBay students who are interested in travel, study and exchange programs abroad. The Office works with interested faculty and staff to facilitate and establish these programs while ensuring compliance with the policies and guidelines of the College, the Commonwealth of Massachusetts and the U.S. Department of Homeland Security. Study Abroad programs to various countries are available throughout the academic year, including summer sessions. In addition, the International Education staff can make arrangements through local cooperating colleges and universities, as well as through various organizations, for students to study abroad for a semester or a full academic year with academic credit. All students are encouraged to participate in study abroad offerings.

In addition to welcoming international students to MassBay and sending students abroad, the International Education Office provides intercultural programming and events on and off campus. We encourage collaboration and student involvement to bring the world right here to MassBay!
MassBay has a library collection of more than 50,000 volumes and 200 print periodical and newspaper subscriptions. The College is a member of the Minuteman Library Network (MLN) which provides access to the collections of 42 area libraries in the MetroWest area. Our interlibrary loan and delivery service are available to students, which enables students to access more than six million items. Reference librarians are available at both campuses to assist students with library research including the catalog and online databases.

**Do I need a library card?**
Yes, your MassBay ONE Card ID is used as your library card to check out a book(s). The bar code number on the card is also used to access the library’s databases.

**How long can I borrow a book?**
Students may borrow books for 21 days with one renewal of 21 days.

**What is a reserved book?**
Reserved books are placed on “reserve” by the instructor, meaning that the text may not be taken from the library. You must present your MassBay ONE Card ID to borrow reserved material.

**What are the hours of the Library?**
- **Wellesley Hills:**
  - Monday – Thursday: 7:45am-10:00pm (when evening classes are in session)
  - Friday: 7:45am-5:00pm, Saturday: 8:00am-4:00pm, Sunday: 11:00pm-3:00pm

- **Framingham:**
  - Monday-Thursday: 7:45am-10:00pm (when evening classes are in session)
  - Friday: 7:45am-5:00pm, Saturday: 8:00am-4:00pm, Sunday: closed

**Where can I photocopy something?**
There are photocopiers in the library available for your use. Students will need to purchase a copy card to make photocopies. There is a card vending machine located in each library. Be sure to comply with copyright laws when copying parts of textbooks or articles. If you are not sure, check with a librarian.
LOCKERS
Framingham, 1st Floor, Public Safety Office
Wellesley Hills, Switchboard

A limited number of lockers are available, free of charge, to MassBay students. If you need a locker, please visit the Office of Public Safety on the Framingham campus or Switchboard on the Wellesley Hills campus. Food items should not be stored in lockers overnight. MassBay cannot assume responsibility for personal possessions that are left on College property. Locks must be removed by the last day of the spring semester. After this time, the College reserves the right to remove all locks and dispose of the locker contents.

LOST & FOUND (Public Safety Office)
Framingham, 1st Floor, Public Safety Office
Wellesley Hills, Switchboard

The Lost and Found department is located at the Public Safety Office on the Framingham campus, and at the Switchboard on the Wellesley Hills campus. Items that are not claimed by the end of each semester will be donated to a local charity.
ORIENTATION

Let us help you At MassBay!

SOAR (Student Orientation Advising & Registration) will provide you with the tools you need to succeed at MassBay.

Every student has unique needs, so we have designed a SOAR process that will meet YOUR specific goals as a student at MassBay! However, no matter what your goal is at MassBay, we strongly recommend that all new students attend an Orientation as part of the SOAR Process. When you attend a New Student Orientation, you are taking an important step in your academic journey. Starting off on the right track is the best way to ensure success as a MassBay student.

Why should I attend an Orientation?
At the New Student Orientation you will:

- Explore your academic, career, and transfer goals with MassBay Academic Advisors and faculty
- Plan your first semester schedule, register for courses, and get your MassBay ONE Card
- Become familiar with MassBay’s technology, including your email, student account, and classroom tools
- Learn about the extracurricular and leadership opportunities available to you
- Be introduced to a wide range of support services

At the New Student Orientation you will meet:

- MassBay Faculty and Staff, including Academic, Career and Transfer Counselors
- Orientation Leaders (current students)
- Fellow NEW MassBay students

After attending the New Student Orientation, you will:

- Have your printed schedule for your first semester
- Have your ONE Card student ID
- Know how to log into your MassBay E-mail, BlackBoard, and PeopleSoft student account to pay your tuition, change your schedule, and view your grades
- Be able to identify all of the resources available to you at MassBay
- Be confident in beginning your first semester at MassBay
- Have a plan for success!
What is My SOAR Process?

For all new students, the first step in the SOAR process is to complete your Placement Testing.

- Go to www.massbay.edu/placementtesting for information and to sign-up for a Placement Test date.
- Students who have completed college level Math and/or English courses may be eligible to waive Placement testing. Go to www.massbay.edu/placementtesting for more information.

If you have already completed your Placement Testing, go to www.massbay.edu/soar to find out which SOAR process is best for you!

Questions? Contact the SOAR Office, 781-239-2721 or SOAR@massbay.edu

PARKING & TRANSPORTATION

A variety of transportation options are available, including the MassBay Shuttle Bus, taxi service, the MBTA Commuter Rail, the MBTA Green Line, the MetroWest Transit Authority bus system and ride sharing.

MassBay Shuttle

This free shuttle is available from the Riverside Station to the Wellesley Hills Campus. Currently, the shuttle runs during the hours of 7:15 a.m. to 4:30 p.m. with additional runs in the evening from the Wellesley Hills Campus to the Riverside station. The shuttle picks up near the flag pole on both campuses. Shuttle schedules are available at the Office of Student Development, College switchboard, on the shuttle and on the MassBay website (www.massbay.edu). As of this printing, there is limited daily shuttle service to the Framingham campus, and no shuttle service scheduled for the Automotive Technology Center in Ashland. Shuttle schedules are subject to change.

MBTA Green Line – Riverside/Lechmere Line

Exit the train at the Riverside Station and use the free MassBay Shuttle service to campus. MBTA information is available at www.mbta.com or 617-222-3200.

MBTA Commuter Rail – Framingham/Worcester Line

If you live in Boston, Newton, Wellesley, Natick, Framingham, Grafton, or Worcester, you can reach either campus using the Framingham/Worcester Line of the MBTA Commuter Rail.

To reach the Wellesley Hills campus, exit the train at the Wellesley Hills station, which is approximately a one-mile walk to the campus. To reach the Framingham campus, exit the train at the Framingham station, where Lift Bus service is available to the campus. For Lift Bus information, please call 508-620-4852. Commuter Rail maps and schedules are available in the Office of Student Development of both campuses. Additional information is available at www.mbta.com or 617-222-3200.

To reach the Automotive Technology Center in Ashland, the closest stop is the Framingham station. Taxi service is available from there.
Parking
On-campus parking is available to all MassBay students. You must register your vehicle with the Office of Public Safety in Wellesley Hills. At that time, you will receive a parking sticker to display on your vehicle. The cost of the parking sticker is included in student fees. Some important reminders are:

- You must show a valid vehicle registration;
- Pedestrians always have the right of way in the College parking areas;
- Drive under 5mph in parking lots or College roadways;
- Stop at all posted stop signs;
- Officers of the Public Safety Department are appointed Special State Police Officers of the Commonwealth of Massachusetts and are allowed to make arrests and issue parking tickets or citations for traffic and moving violations in accordance with the laws of the Commonwealth. Tickets that are issued will be filed with the Massachusetts Department of Motor Vehicles for enforcement;
- The College is not responsible for personal property left in vehicles in the parking lot;
- Overnight parking is not permitted.

What do I do about a parking ticket?
You must adhere to all posted signs regarding parking. If not, you will be ticketed by Public Safety. If you feel you were wrongly ticketed and want to appeal, contact the Office of Public Safety to request an appeal form. All appeals must be registered immediately, upon receipt of the ticket.

Ride-Sharing
If you would like to share a ride with other MassBay students, a Ride-Share Board is located on both campuses in each cafeteria.

Taxi Service
The following companies provide taxi service to the Wellesley Hills campus from the Riverside Station in Newton:

- Wellesley Transportation: 781-235-2200
- Veteran's Taxi: 781-527-0300

The following companies provide taxi service to the Framingham and Ashland facility from the Framingham Train station:

- Tommy's Taxi: 508-872-3500
- Natick Cab: 508-653-2300
PAYMENT & STUDENT ACCOUNTS (Office of Student Accounts)
Framingham, Enrollment Center 1ST Floor, 781-239-2540
Wellesley Hills, Enrollment Center 1ST Floor, 781-239-2540

I am getting billed for a class (or classes) I did not attend. What do I do?
Contact the Student Accounts Office regarding the Financial Petition Review process. You may submit a financial petition, along with documentation, if unusual or extenuating circumstances prevented you from completing coursework for a term. The Financial Petition Review Committee will review the petition. If appropriate, adjustments will be made to your account.

I have financial aid, so why am I still being billed?
The Financial Aid Office may not have finalized your financial aid award yet or your financial aid award may not be sufficient to cover all of your tuition, fees and book charges. Review the charges on your bill. There may be charges on the bill that certain types of financial aid will not cover. When applicable, be sure to review the fees that could be waived, such as health insurance. You should refer to your financial aid award letter to determine what may still be owed to the College or contact the Financial Aid Office to verify that your application is complete and has been processed.

Can I make monthly payments?
You have the option of participating in the Tuition Payment Plan. Simple Steps to Enroll in the Payment Plan:
- Go to www.massbay.edu;
- Select the Admissions link, click from the drop down list Student Accounts;
- Select the link to Tuition Payment Plan.

What is the Student Enrichment & Textbook Fund?
This fund was established in 2007 by the Student Government Association (SGA) and the MassBay Foundation in response to escalating textbook costs and to help identify ways to make attaining a higher education more affordable. Full-time and part-time students are eligible to apply for funds. This is a $5/semester fee on your bill. This fee may be waived.

What is MASSPIRG fee?
MassPIRG stands for Massachusetts Student Public Interest Research Group, which is a non-profit consumer and environmental organization, directed solely by students. Students enrolled in at least one (1) day course are automatically assessed a $9 voluntary contribution per term to the MassPIRG organization. You may waive this fee by completing the necessary paperwork in the Student Accounts Office, or once logged in, choose Campus Finances to waive optional fees.

I charged my tuition to a credit card when I registered. Why am I still getting a bill?
Contact the Office of Student Accounts to address any concerns. Sometimes, the credit card number was illegible or charges were declined.
PAYMENT & STUDENT ACCOUNTS – Continued
I live in Massachusetts, and I am being billed as a non-resident (out of state) which is a lot more money. What do I need to do to verify my Massachusetts residence?
You must meet certain criteria to qualify for the resident tuition rate: You must be a U.S. citizen or permanent resident and reside in Massachusetts for six consecutive months. You may verify your residency status with the Office of Admissions.

I never received a bill in the mail. What should I do regarding payment?
Each student is responsible for their charges from the time they register for classes. The Office of Student Accounts routinely mails first notices as well as follow-up invoices. Please verify your address with the Registrar’s Office, to make sure that we have your correct information. Visit www.massbay.edu, click on Admissions and choose Student Accounts from the drop down list. Under the link Billing and Payment Information there is a calendar of due dates to use as a guide for registering and determining when you can view your tuition and fees bill. You may also log into your self service account in PeopleSoft. Once logged in, choose Campus Finances to view your charges, due dates and to waive optional fees.

PUBLIC SAFETY
Framingham, 1ST Floor, 781-239-2699
Wellesley Hills, Rm. 122, 781-239-2699

MassBay attends to your safety while on campus with Public Safety staff 24 hours a day, 365 days a year. In addition to assisting you with safety and emergency needs, security escorts are available upon request.

Emergency response procedures are posted conspicuously throughout each campus. In case of a fire alarm, evacuate the building immediately. For an emergency, dial the public safety office at extension 2222 from any on-campus telephone or 781-239-2222 from your cell phone. Red emergency telephones are also strategically located in Framingham and Wellesley Hills common areas. State your name, location, and nature of the emergency.

Emergency Notification System
In the event of a manmade or natural disaster on one of our campuses, the ability to provide the MassBay community with timely, accurate information is vitally important. The College has implemented an emergency messaging system (EMS), which will enable College officials to send students, faculty and staff with voice, email, and cell phone based text messaging with critical information in a matter of minutes.

In order for you to receive these important text messages, email alerts and/or voice alerts, you must provide the College with your preferred email, landline phone, and/or mobile phone information. This can be done by completing the emergency notification information on your PeopleSoft self service system.
Emergency Notification System- Continued
The EMS system will only be used to distribute information regarding manmade or natural emergencies that dictate immediate action. An emergency is a situation which poses an *immediate risk* to the health and safety of the campus community or significantly disrupts its programs and activities. Examples of alerts include:

- Cancellation of classes due to a weather emergency.
- A fire or a water or chemical leak requiring the evacuation of the building.
- An ongoing criminal incident requiring the community members to take action to ensure their safety.

The message will direct you to take appropriate action and will explain where to go for further information. The College will also send periodic test alerts to ensure the system remains operational.

**SEX OFFENDER INFORMATION** – See **PUBLIC SAFETY** policies under **Section IV**

**STUDENTS “RIGHT TO KNOW”** – See **PUBLIC SAFETY** policies under **Section IV**

**RECREATION & WELLNESS CENTER**
WELLESLEY HILLS, 781-239-2664

The MassBay Recreation & Wellness Center (RWC) offers a multi-purpose gymnasium and a fitness and wellness room with exercise equipment. The RWC is available free of charge to students. A MassBay ONE Card is required to use the facility, its equipment and locker rooms. MassBay students and College community can enjoy recreational programs, such as intramural basketball, volleyball, and organized exercise classes, in addition to aerobic and weight lifting equipment.

Programming at the RWC is planned by the Director of the RWC in conjunction with the RWC Programming Board. The Programming Board is open to all students. The RWC is open Monday-Thursday from 7am-6pm and Friday from 7am-4pm. (Hours are subject to change without notice.)

**REFUND**- See **REFUND POLICY** under **Section IV**.
The Office of the Registrar maintains student academic records and ensures that student rights are protected under the Family Education Rights and Privacy Act (FERPA). The Office of the Registrar provides many services to students, alumni, faculty and staff. These services include, but are not limited to registration, schedule adjustment, withdrawals, processing grades, transcript requests, program or major changes, enrollment and graduation verifications, and scheduling of courses. The course schedule is produced through this office as well as the final exam schedule and the academic calendar.

How do I find out what classes are available?
The schedule of classes offered and other related registration information may be obtained from the Enrollment Center, Advising Center or online. An electronic version of the schedule of classes offered is available on the MassBay website (http://mbccweb.massbay.edu/coursemaster/).

When do I register?
Returning students should register as soon as possible (see the Academic Calendar in this Student Handbook) to get the best selection of classes. The last day to register for a fall 2013 day class is September 9. The latest that you may register for an evening class is prior to the second meeting of the particular class. Students are strongly encouraged to register online for classes (for returning students only). Students may also register in person at either of the Enrollment Centers.

What is online registration?
The PeopleSoft online registration system is available on the College website www.massbay.edu, and is a convenient way to complete your course registration. Instructions for logging onto PeopleSoft student center and for enrolling for upcoming courses, as well as frequently asked questions, may be found at: www.massbay.edu/registrar/

When is spring recess?
For the 2013-2014 academic year spring recess will be March 17-21, 2014.
REGISTRATION- Continued
How do I request that a copy of my official transcript be sent to another institution or company?
Transcript requests may be made online through PeopleSoft’s student center, or by sending a written request that carries your signature and date to the Office of the Registrar, or in-person by completing a request form located in the Enrollment Center in Wellesley Hills or the Enrollment Center in Framingham. In your request please provide your full name including any previous name, date of birth, MBCC Student ID, address, approximate dates of attendance, a phone number in case we need to reach you, name and location of the place where you want us to send them to, and number of copies you want. Please understand that, for the safety and security of your personal information, when requesting transcripts, due to its vulnerable nature, we discourage electronic-transmission of such personally sensitive information and data in the email or fax to us. We cannot be responsible for, nor guarantee the safety, security and protection of the privacy of your information when you chose to email or fax your request to us. However, we welcome your request by any method you choose or prefer, or is convenient to you.

No transcript, official or unofficial, or copy of it, will be faxed out or emailed.

How do I view an unofficial copy of my transcript?
Once you’ve logged into PeopleSoft student center, select the following menu choices to view an “unofficial” copy of your transcript: Self Service > Student Center > Drop down “other Academic” menu and select View Unofficial Transcript. Then change the “Report Type” to Unofficial Transcript and click on the “Go” button.
REGISTRATION- Continued
Will anyone else have access to my grades?
The law treats that information as private and only authorized personnel at the College have access (e.g., your academic advisor, the Registrar) unless you give written permission for this information to be released.

How do I find out about my grades?
You may access your mid-term and final grades online by logging onto PeopleSoft Student Center, using your username and password. Select the following menu choices: Home> Self Service> Student Center> Grades and follow screen instructions. Grades are not mailed to students.

How do I get a message to an adjunct faculty member?
Consult the syllabus issued by the faculty member. If this method of communication does not work, contact the appropriate Academic Dean’s Office.

What do I do if I’m having academic difficulty with a class?
Talk with your professor to strategize. In addition, you may want to:
   1. See your advisor.
   2. Form a study group with classmates (Many students find this helpful).
   3. Sign up for a tutor in the Academic Achievement Center.

What if I need to withdraw from College?
Contact the Office of Student Development. A withdrawal form and a meeting with the Dean of Students, or his/her designee, must be completed to ensure that appropriate notation is made on your records. Our staff will consult with you on your current and future options, both academic and financial.

SHUTTLE- See PARKING & TRANSPORTATION under Section III

STUDENT ACTIVITIES
FRAMINGHAM Room 100, 508-270-4014
WELLESLEY HILLS Room 130, 781-239-3053

Students who get involved in campus life report that they feel more connected to the College. By being a part of their college, having a voice, and helping to bring about change, students report to be more invested and have a more positive experience.

MassBay organizations are open to all students. You can get involved by contacting the Office of Student Activities, attending and participating in events, joining a club/organization, or running for an elected position to address campus issues. Student clubs at MassBay include cultural, social, honor societies, and academic organizations.
STUDENT ACTIVITIES- Continued
Taking a leadership role in a club offers you the opportunity to expand your skills. Opportunities include:

- Speak publicly
- Manage and resolve conflict
- Understand community responsibility
- Budget money
- Develop the ability to work with groups of diverse people
- Develop critical thinking skills
- Improve interpersonal skills
- Learn about community organizing
- Implement & evaluate projects & programs

STUDENT DEVELOPMENT, OFFICE OF
FRAMINGHAM Room 100, 508-270-4014
WELLESLEY HILLS Room 130, 781-239-3142

The Office of Student Development encompasses many student affairs departments. The role of the staff in this office is to collaborate with students to provide programs and services that facilitate both personal and academic growth.

Staff members are dedicated to providing an environment that will enable students to effectively engage in academic and intellectual work, community service, and other activities that enrich their academic careers. Staff members advise students, plan programs for student transition, uphold standards, provide academic resources and support, offer assistance with academic and career goals, and provide venues to participate in community and cultural events. By doing so, we hope to enhance the quality, character, and perspectives of our students.

STUDENT GOVERNMENT ASSOCIATION (SGA)
FRAMINGHAM Room 100, 508-270-4014
WELLESLEY HILLS Cafeteria, 781-239-2757

All enrolled students at MassBay are members of the Student Government Association (SGA). Each semester, campus-wide elections are held for the student body to choose their officers, who comprise the student government senate. You must be in good academic standing and disciplinary standing to assume and continue to hold a leadership position on the SGA or in a club. The SGA brings issues of concern to the campus administration, oversees budget allocation for clubs and organizations, and organizes different activities and events for the campus.
STUDENT GOVERNMENT ASSOCIATION (SGA)- Continued
There are 16 student government positions. Ten positions are elected in the spring. Six positions are elected in the fall during the elections period, and any current vacancies will also be put on the ballot. The Student Government Association also has many essential volunteers.

**Fall Positions:**
- Senators (6)

**Spring Positions:**
- President
- Vice President of Academic Affairs
- Vice President of Finance
- Vice President of Internal Affairs
- Vice President of Student Affairs
- Senators (5)

**Elections**
Elections are held each semester. The spring semester elections are held two weeks before finals, fall elections are held in late September and students are elected for the full academic year, September through May.

**Time Commitment**
Senate meetings are held weekly rotating between campuses or at an acceptable alternative site. The average time commitment is 2 – 4 hours per week, depending on the activities SGA has planned. SGA senators also may be asked to serve on campus-wide and Student Government committees.

**TEXTBOOKS**
**Book Voucher Program (Financial Aid)**
MassBay provides financial aid recipients the opportunity to participate in a book voucher program. This program is available to you if you have completed your financial aid application, received a MassBay Financial Aid Notification, and have sufficient aid after tuition and fee charges are subtracted.

Students whose aid package includes a student loan must have completed loan entrance counseling and have signed Master Promissory Note in order to be eligible for a book voucher. If you have not completed these steps, contact the Financial Aid Office to complete your file.

Certain funding, such as tuition waivers, cash grants and the Foster Furcolo Community College Access Grant may only be used for tuition and specific fee charges and may not be used for book vouchers.
TEXTBOOKS- Continued

Textbook Fund – Student Enrichment & Textbook Fund
The Student Government Association (SGA) and the MassBay Foundation established this fund to help students defray the increasing costs of educational items such as textbooks and other materials. Please contact the Office of Student Development at 781-239-3142 for information and an application.

TRANSFER ADVISING – see Academic Advising under Section III

VETERANS’ AFFAIRS
WELLESLEY HILLS, Rm. 130, 781-239-2753

MassBay is approved by the Department of Veterans Affairs for the training of veterans and their dependents. We are committed to assisting our veterans, reservists, dependents of veterans and active military students to navigate through their education and GI Bill processes. For information about eligibility requirements and application procedures, see the Veterans’ Affairs Coordinator located in the Office of Student Development.

WITHDRAWAL
If you are registered and do not attend classes, you are responsible for notifying the Office of the Registrar. Never attending class(es) or abandoning class(es) by not attending them does not constitute official or automatic withdrawal. You must officially drop your course(s) or withdraw from your course(s). You must do that either online via PeopleSoft Student Center or in-person at the Enrollment Center of the Wellesley Hills or Framingham campus by filling out the appropriate drop/withdrawal forms. After the Add/Drop period has ended, if you wish to withdraw from the College by withdrawing from all your courses, you must do it through the Office of Student Development. Failure to comply with the above may result in charges and academic penalties. Students may not take, or re-take, a class without proper registration and payment.

WITHDRAWAL FROM COLLEGE
A student intending to withdraw from class(es), whereby there are no remaining classes for the enrolled semester, must meet with the Dean of Students, or his/her designee, to complete the withdrawal process.
Section IV – INSTITUTIONAL POLICIES

ABSENCE DUE TO HOSPITALIZATION
Any student who is hospitalized while enrolled at MassBay must present her or himself for a re-entry interview to determine when and how it is appropriate to resume her or his studies. Following discharge from the hospital, the student should contact the Office of Student Development in order to set up the re-entry interview, and may not return to classes until being cleared to do so.

When the College is first informed of the student's hospitalization, the College will place a general “hold” on the student's registration, pending the College’s decision on the student’s re-entry. Throughout the process, the highest level of confidentiality will be maintained. Detailed procedural information regarding this process is available through the Office of Student Development.

ABSENCE DUE TO PREGNANCY
In accordance with Title IX of the Educational Amendments of 1972, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student’s doctor deems the absences to be medically necessary. When the student returns to the College she shall be reinstated to the status she held when the leave began, which includes the opportunity to make up any missed work. The College may offer the student alternatives to making up missed work, such as retaking a semester, taking part in on-line instruction, or allowing the student additional time in a program to continue at the same pace and finish at a later date.

ABSENCE FOR RELIGIOUS REASONS
If you are unable to attend classes, take an examination or fulfill academic requirement on a particular day due to your religious beliefs, MassBay is required under the Massachusetts General Laws, Chapter 151C to excuse you from your academic obligation. You are encouraged to speak with your instructor prior to your absence. You will be provided with an opportunity to make-up, provided that such make-up does not create an unreasonable burden for MassBay.

ACTIVE MILITARY DUTY
Students who are called to active United States Military Duty shall, upon verification, be granted exceptional consideration for making up any missed work should their service cause a temporary interruption in the semester. Students who are unable to complete a semester because they are called to active United States Military Duty shall, upon verification, be granted non-punitive withdrawals in all courses from which they are required to withdraw. Students may also submit a Student Financial Petition for a refund with the Office of Student Accounts.

Verification shall be provided by furnishing the Dean of Students, Registrar, or the Veterans’ Counselor with a copy of the Order to Active Duty within one week (7 days) of receipt of the Order.

Students who have received any form of Financial Aid, including a scholarship or student loan, or who expect to receive such, must contact the Office of Financial Aid and the Veterans’ Coordinator to make appropriate arrangements.
ADMISSIONS

Massachusetts Bay Community College is committed to an open admission policy, offering the opportunity to enroll in a degree/certificate program to those who have earned one of the following education credentials: a high school diploma, GED, Associate’s degree or higher degree. Applicants who graduated from a Massachusetts Public High School since 2003 must have successfully completed all MCAS requirements.

Competitive Programs - Admission to some programs is competitive or requires the completion of pre-requisite courses, and some programs have additional requirements including specific deadlines. Complete information is available through the Office of Admission. MassBay’s Admissions staff can also help you select the courses that will qualify you for admission into those programs.

Educational Credentials - Applicants who have graduated from a New England Association of Schools and Colleges, Inc. (NEASC) accredited high school, have been home schooled (in accordance with the College’s Home-School policy) or have obtained a GED will be allowed to self-certify their educational credentials.

EXCEPTIONS SELF-CERTIFICATION

- Proof of final education credentials is a requirement to be considered for acceptance into a restricted Health Sciences program. Applicants should carefully review all specific admission requirements and the curriculum for your program or interest.

- International Student applicants seeking an F-1 visa are required to submit proof of final education credentials.

- All international documents must be translated into English and evaluated to United States standards by a certified credentials agency and submitted to the Office of Admissions.

Non-matriculated students - Those who are not seeking a degree or certificate are considered “non-matriculated” and as such they do not need to submit an application to the College. Non-matriculated students are not eligible for financial aid. Non-matriculated students are able to register for a course(s). If the course has a pre-requisite or co-requisite, the student must meet with an Academic Advisor before they can register.

Residency – Massachusetts residency for in-state tuition purposes is determined by the Office of Admissions as defined by the Department of Higher Education Residency Status for Tuition Classification Purposes Policy. A Massachusetts resident is currently defined as a U.S. citizen, Permanent Resident or a lawful immigrant based on the policy. A resident must have proof of a minimum of six (6) consecutive months of permanent primary domicile in the Commonwealth prior to the first day of the semester and present evidence of an intent to live in Massachusetts indefinitely. Non-residents may attend MassBay at the out-of-state tuition rate.

For more information contact the Office of Admissions at 781/239-2500.
ALCOHOL AND DRUG USE
MassBay is committed to promoting responsible decision making related to alcohol and other drug use. Students are prohibited from using alcohol or drugs in any form on campus. Any student found to be under the influence of, in possession of, or in distribution of alcoholic beverages, illegal drugs, or other controlled substances at the College will be subject to disciplinary action including probation and/or dismissal. If you are concerned about your behavior and would like to discuss this, please contact Counseling Services in the Office of Student Development at 781-239-3142. In a crisis, call the Alcohol and Drug Hotline at 1-800-327-5050.

ANIMALS/PETS ON CAMPUS
Due to health and safety issues, no pets or animals are allowed on campus or in College buildings. The only exception to this rule is for animals that are used for assistance, such as guide dogs. If you have any questions or need clarification please contact the Office of Public Safety.

APPEALS – Note that these are three distinct processes:
College Appeals Board for Readmission (Office of Student Development)
If you have been academically dismissed from the College, you may appeal for reinstatement through the College Appeals Board process. Appeal forms are available in the Office of Student Development. Students may only appear before the College Appeals Board one time for reinstatement.

Financial – Student Financial Petition (Office of Student Accounts)
The financial petition process is to request a refund if you have had to withdraw from the College or classes, due to extenuating circumstances. These appeals are processed through the Office of Student Accounts and certain restrictions apply. Financial petition forms are available in the Office of Student Accounts.

Grade Changes and Challenges – Grade Appeal (Office of the Provost)
Grades reported by the instructor are considered permanent and final. There are, however, some circumstances in which a change of grade may be requested to correct clerical or procedural errors. You must submit a written request to the instructor for reevaluation. The final decision regarding grades rests with the instructor. However, you may appeal a grade by following the Student Grievance Procedure within this Handbook. To be considered, appeals to grades must be initiated within 30 calendar days following the last day of the instructional period for which the grade was granted. For a more detailed description, please see page 85.
ATTENDANCE POLICY
It is important to your academic success that you attend all classes in which you are enrolled and make up any work due to absences. For each course, your instructor will establish policies regarding class and/or laboratory absences, and make-ups (if any). Your instructor will include these policies in the course syllabus. Your course instructor has full and final authority to allow make-up work and/or absences. If you miss more than five (5) class hours, your instructor has the right to withdraw you from the course by notifying the Registrar.

Students may not take or re-take a class without proper registration and payment.

If you are enrolled in the Nursing and Health Professions programs at MassBay, you must follow the policies that have been developed to meet the requirements of the relevant accrediting agencies. To ensure your successful completion of the program and accreditation requirements, attendance in all health programs is mandatory for classes, laboratory sessions, and clinical affiliations.

If you have clinical clock hour requirements, you should speak with your instructors about class and clinical attendance policies. Absences may be cause for program withdrawal. Refer to the Health Profession Handbook for more information specific to Division of Health Sciences policies.

Students enrolled in the Transportation and Energy Division must follow the divisional attendance policy as outlined in the course syllabi distributed by your divisional faculty. As with all MassBay students, Transportation & Energy and Division of Health Sciences students who are enrolled in courses outside the division of their major must comply with the attendance policy stated on that course syllabus.

BOOK RETURN AT THE COLLEGE BOOKSTORE
Students have seven (7) days from the start of the semester to return a book with the sales receipt for a full refund as long as the book is in its original condition. Books purchased after this period must be returned with the sales receipt within two days for a full refund. Starting with midterms, all texts purchased are final sales.

BULLETIN BOARD & POSTING GUIDELINES (Office of Student Development)
To post a message on the College bulletin boards, please submit the message to the Office of Student Development for approval. MassBay’s guidelines for posting information on bulletin boards:

- Information should be posted no earlier than two (2) weeks prior to an event and should be removed 24 hours following the activity.
- Posted materials must bear the approval stamp from the Office of Student Development prior to posting.
- Posted materials must bear the name of the sponsoring office, committee, and student organization or authorized student, as well as a contact phone number and/or email.
- Postings by outside agencies are prohibited. Posting of materials for the purpose of solicitation is strictly prohibited.
CANCELLATION OF CLASSES
If classes at MassBay are cancelled due to weather conditions, an announcement will be made as early as possible using several methods of communication. The College will activate the emergency notification system, notifying the community via voicemail, text, and email. The announcement will also be broadcast to local television stations (Channels 4, 5, 7 and 25), the College website, and on the College’s Facebook and Twitter pages. An update will also be provided to the main College switchboard (781-239-3000). If no announcement is made concerning class cancellation, classes will be held.

The College's Emergency Notification System enables College officials to send students, faculty, and staff voicemails, emails, and text messages with critical information in the event of an emergency, including such information as school closures or delays. Unless you choose to opt out of receiving these important notices, the College will use the contact information you provided in your application to the College. To update your contact information, please take a moment to fill out the emergency notification information on your PeopleSoft self service system.

CHILDREN AND GUESTS ON CAMPUS (Office of Student Development)
The College realizes that unexpected circumstances may arise when it may be necessary to bring your children to campus. When this occurs, the College expects that you keep children with you so they do not disturb the operations and activities of the College. You may not leave children unsupervised on campus. Guests and children should not be brought to a class without permission of the faculty member.

Guests serving as academic coaches or note-takers require accommodations approval from the Office of Disability Resources.

COMMUNICABLE DISEASES
Situations relevant to people with the MassBay community diagnosed as having Acquired Immune Deficiency Syndrome (AIDS), H1N1, or other communicable diseases will be addressed on an individual basis, keeping in mind confidentiality and public safety.

COMPUTER CODE OF ETHICS
Information Technology (IT) at MassBay Community College is an important institutional resource. The College community relies heavily on the College’s IT resources to perform a diverse set of tasks. IT enables administrative users to perform functions essential to the business operations of the College. Faculty and students also utilize the growing functionality and availability of Information Technology to perform research and other academic pursuits.

The purpose of this policy is to define acceptable use of the College’s IT resources. The policy also establishes a common understanding between MassBay and the users of College Information Technology (IT resources). As a condition of using MassBay’s IT systems, all users must agree to abide by the terms of this policy.
COMPUTER CODE OF ETHICS - Continued

Guidelines

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

Specific policies and examples listed below are not exhaustive; general College rules governing behavior also apply.

In making acceptable use of resources, you must:

- Use the College’s Web Site, Server, and all other related computer equipment and services only for academic, educational, or professional purposes, which are directly related to official College business and in support of the College’s mission.
- Be responsible for all activities conducted on your user ID. A user is prohibited from disclosing his/her user ID to anyone for use on the College’s computer network.
- Access only files and data that are your own, that are publicly available, or to which you have authorized access.
- Be considerate in your use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, or wasting computer time, disk space, printer paper, manuals or other resources.

In making acceptable use of resources, you must NOT:

- Use another person’s files or data without permission.
- Use computer programs to decode passwords or access control information.
- View, download, store, or transmit pornographic materials or obscene materials. Materials are considered obscene if: (1) the average person, applying community standards, would find the material appeals to the prurient interest; (2) the material describes and depicts sexual conducts in a patently offensive manner; and (3) taken as a whole, the material lacks serious literary, artistic, political or scientific value.
- Circumvent, subvert, or attempt to circumvent or subvert system or network security measures.
- Purposely engage in any activity that might be harmful to the system/network or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files.
- Pursuant to Massachusetts Campaign Finance Laws, no governmental resources (including computers, fax machines, modems, printers, and/or copy machines) may be used by any person (including a public employee, whether during work hours or otherwise) in order to promote or oppose a political candidate or ballot question or for the purpose of disseminating materials that advocate for a particular vote on a ballot question or a political candidate.
- Further, in addition to a prohibition of any type of political fundraising on State property, a public employee is further prohibited from soliciting or receiving, directly or indirectly, any contribution for any political purpose.
COMPUTER CODE OF ETHICS- Continued

In making acceptable use of resources, you must NOT:

- Make or use illegal copies of copyrighted software, store such copies on College systems, or transmit them over College networks.
- Download any on-line software without authorization from the Chief Information Officer or his/her designee.
- Use the network for purposes which place a heavy load on scarce resources.
- Use MassBay’s computers or networks to libel, slander, or harass any other person.
  The following shall constitute Computer Harassment: (1) Using the computer to annoy, harass, terrify, intimidate, threaten, offend or bother another person by conveying obscene language, pictures, or other materials or threats of bodily harm to the recipient or the recipient’s immediate family; (2) Using the computer to contact another person repeatedly regarding a matter for which one does not have a legal right to communicate, once the recipient has provided reasonable notice that he or she desires such communication to cease (such as debt collection); (3) Using the computer to disrupt or damage the academic research, administrative, or related pursuits of another; (4) Using the computer to invade the privacy, academic or otherwise, of another or threaten to invade the privacy of another.
- Waste computer resources, for example, by intentionally placing a program in an endless loop or by printing excessive amounts of paper.
- Use the College’s systems or networks for personal gain; for example, by selling access to your user ID or to College systems or networks, or by performing work for profit with College resources in a manner not authorized by the College.
- Use the College’s systems or networks to transmit any material in violation of United States or Massachusetts laws or regulations.
- Engage in recreational game playing.
- Engage in any other activity that does not comply with the general principles presented above.
- Install, remove, or reconfigure any computer hardware or software.
- The unauthorized or improper use of computer facilities, including the failure to comply with these guidelines and policies, will subject the violator to disciplinary and/or legal action by the College and, in some cases, criminal prosecution. In addition, the college may require restitution for any use of service, which is in violation of these guidelines. Any questions about this policy or the applicability of this policy to a particular situation should be referred to the Director of Learning Services.

CONSTITUTION DAY
Each year the College recognizes Constitution Day (September 17) in an effort to create awareness of good citizenship and help students learn more about the U.S. Constitution and the government.
FACILITY USE (Office of the Registrar and Office of Special Events)
Classroom, Lab, and Automotive Tech Bay Use

Classrooms, laboratories (computer, clinical, or research), and automotive technology bays are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by an appropriate and authorized College official.

Academic use of, and access to, classrooms and labs (computer, clinical, or research) is granted by the Office of the Registrar only. Academic use of, and access to, the automotive technology bays is granted by the Office of the Registrar or the Dean of Transportation and Energy only.

Non-academic use of, and access to, classrooms and labs (computer, clinical, or research) is granted by the Manager of Special Events only. Non-academic use of, and access to, automotive technology bays and other Ashland facilities is granted by the Dean of Transportation & Energy and the Manager of Special Events only.

Classrooms, labs (computer, clinical, or research), and automotive technology bays will be locked when not scheduled for use.

Students may not be provided with keys to any College facility, including classrooms, labs (computer, clinical, or research), or automotive technology bays, unless authorized by the President or his/her designee.

At all times, students in a clinical or research lab must be accompanied by a faculty member or authorized College personnel.

Use of classrooms, labs (computer, clinical, or research), or automotive technology bays are limited to College course-related instruction, research, or projects, unless authorized by the President or his/her designee.

Upon request, individuals using College facilities will be required to provide proof of registration.

Students must abide by all lab safety procedures. Any action that jeopardizes student safety will not be tolerated and will be handled in accordance with the College’s code of conduct.
FACILITY USE – Continued
General Facility Use
MassBay is a public institution of higher education funded in part by legislative appropriations and student tuition and fees. Over the years considerable money and other resources have been spent to build, improve, and equip MassBay facilities for students and staff alike, and to provide essential community services. As steward of the public trust, MassBay facilities are operated at all times in a safe, healthy and secure manner for all appropriate, approved users of the College’s physical assets.

Therefore, MassBay physical facilities are for the sole use of current students and staff, approved community users, or other groups or individuals who have, upon appropriate application to the College, been approved by the President or his/her designee to use a specific physical asset of MassBay.

Below are specific policies for internal and external facility use. Failure to comply with the facility use policy by internal individuals and/or groups shall result in discipline, up to and including termination or expulsion. Failure to comply with the facility use policy by external individuals and/or groups shall result in immediate contract cancellation. All groups, internal and external, by scheduling an event, meeting or gathering, agree to adhere to these policies. All groups, internal and external, by scheduling an event, meeting, or gathering, agree to follow the published emergency procedures in the event of an emergency.

Additional policies may be implemented at the discretion of the President or his/her designee. Usage policies for new and/or expanded facilities will be adopted and implemented as necessary.

Facility Use for External Groups
Facilities at MassBay are primarily for purposes of college instruction, college programs, student life and public service. At times and with appropriate approvals, facilities may be used by the community but they are not available for unrestricted use by non-college groups.

The President of MassBay or his/her designee is authorized to approve or arrange for scheduling the use of facilities by applicants who may be community members and stakeholders in the mission of MassBay, but in any event are not in direct conflict with the mission statement of MassBay. The right is reserved to revoke any such permit, without liability, should such action be deemed necessary or desirable by the College.

Use of MassBay facilities by external groups will be coordinated through the Manager of Special Events.

The following types of activities are specifically prohibited:

- Promoting any theory or doctrine in conflict with the laws of the United States or any political subdivision thereof;
- Advocating governmental change by violence;
- Activities that may be injurious to individuals, the buildings, grounds or equipment.
Facility Use for External Groups - Continued
All rules, regulations, ordinances and statutes applicable to MassBay Community College apply also to any individual or organization using College facilities. A contract must be executed and signed by both the external client and the College. Proof of comprehensive general liability insurance must also be provided to the College.

Food and non-alcoholic beverages may not be sold, distributed, or served in College facilities by anyone other than the College’s food service vendor without prior written approval from the President or his/her designee. Separate charges apply for both the on-campus and outside food vendors, and payment is to be made directly to the vendor.

Individuals or organizations using College facilities may not bring, store, or serve alcoholic beverages in College facilities. If external groups would like to serve beer and/or wine only, they must arrange for these beverages through the College’s food service vendor, who will obtain the appropriate licenses and permits for sale and distribution of alcoholic beverages. The food service vendor will also provide certified bartenders, at the client’s expense.

Fees for facility rental, AV equipment use, maintenance, security, etc. will be established according to MassBay policies for the specific facility being used, type of activity, numbers in attendance, and/or at the discretion of the President or his/her designee.

The College reserves the right to close the facilities on the day of an event due to an emergency, weather related matter, and/or facility issue. The College assumes no obligation for any business related expenses that may arise from such an occurrence.

Facility Use for Internal Groups
The President of MassBay Community College or his/her designee is authorized to approve or arrange for scheduling the use of facilities by members of the MassBay community for academic and non-academic uses in concert with and/or in support of the mission statement of MassBay. The right is reserved to revoke any such permit, without liability, should such action be deemed necessary or desirable by the College.

All academic use of MassBay facilities will be coordinated through the Office of the Registrar.

All non-academic use of MassBay facilities will be coordinated through the Manager of Special Events. The following types of activities are specifically prohibited:
- Promoting any theory or doctrine in conflict with the laws of the United States or any political subdivision thereof;
- Advocating governmental change by violence;
- Activities that may be injurious to the buildings, grounds, or equipment.

Student groups and College departments have to utilize the College’s food service vendor for food and non-alcoholic beverages. All health code regulations must be followed regarding food distribution on campus.
(see RECREATION WELLNESS CENTER & ATHLETICS section for related policies)
FINANCIAL ASSISTANCE (Financial Aid Office)
Policies related to financial aid are aligned with federal regulations and, therefore, are outlined separately in the Financial Aid Handbook which is available at the Financial Aid Office and on the College website.

GRADUATION (Office of the Registrar)
The Office of the Registrar processes all Graduation Applications, issues the final approval for all graduates, and determines “Honors” status for Associate degree students.

All diplomas/certificates will be held for students who, although they may have completed all graduation requirements, have outstanding balances owed to the College. All diplomas/certificates will be held for students who have requisite holds on their student accounts or student records.

Students may submit graduation applications until the posted deadline and expect to have their name printed in the Commencement program book. Graduation applications received after the deadline will be processed, but the student names may not be printed in the Commencement program book, and those students may not receive diplomas/certificates at the same time with other graduating students.

HARASSMENT
General Harassment
Harassment includes, but is not limited to, any verbal or physical conduct that has the intent or effect of unreasonably interfering with the work and study of any member of the MassBay community, or of creating an intimidating or hostile environment. Examples of harassment that are based on a person’s race, gender, sexual orientation, religion, national origin, age, disability, ethnicity, or social/political affiliation include:

- Intimidation
- Threats
- Stalking
- Coercion
- Slurs
- Creating harassing, threatening or obscene graffiti
- Conduct which endangers the health, well-being, or safety of an individual or group
HARASSMENT - Continued

Sexual Harassment

“Sexual Harassment”, under the Massachusetts General Laws, Chapter 151C, includes “any advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: 1) submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of the provision of the benefits, privileges, or placement services or as a basis for the evaluation of academic achievement; or 2) submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual; or 3) such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual’s education by creating an intimidating, hostile, humiliating, or sexually offensive educational environment”. In addition to sexual harassment being unlawful, it is also unlawful to retaliate against a student, employee, or any other person in the College for filing a complaint of sexual harassment or for cooperating in an investigation of sexual harassment. A student, employee, or any other person in the College who is found to have engaged in sexual harassment is subject to discipline up to and including expulsion or termination of employment. A full copy of Massachusetts Bay Community College Policy concerning sexual harassment is available from the Affirmative Action Office, Room 216.

HATE INCIDENTS

A hate incident is an act or attempted act by any person(s) against another person, group, or property which in any way constitutes an expression of hostility toward the victim(s) because of his or her race, religion, sexual orientation, national origin, disability, gender, age, ethnicity, or social/political affiliation. This includes, but is not limited to:

- Threats
- Physical assaults
- Vandalism
- Destruction of religious symbols
- Fire bombings

For infractions of the Code of Student Conduct that exhibit hate, harassment, or violence towards a selected person or group because of race, ethnicity, gender, disability, age, religion, sexual orientation, or national origin, the sanction imposed may be “enhanced” or made more severe.
HAZING
Hazing is a crime in Massachusetts. “Hazing”, under Massachusetts General Laws, Chapter 269, Section 17, is defined as “any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or 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 student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation”. Section 18 of this Chapter states that “whoever knows that another person is the victim of hazing as defined in Section 17 and is at the scene of such crime shall to the extent that such person can do so without danger or peril to himself or others, report such crime to an appropriate law enforcement official as soon as reasonably practical”. Hazing is strictly prohibited at MassBay (see Zero Tolerance Offenses).

HEALTH INSURANCE (Office of Student Accounts)
The Massachusetts Universal Health Insurance Law requires that students registered for nine (9) or more credit hours (or for students in an allied health program) participate in college student health insurance unless they certify that they have comparable coverage. To be considered comparable, services covered under the health insurance plan must be reasonably accessible to the student in the area where the student attends school (Massachusetts 114.6 CMR 3.00).

You must complete the waiver form by your bill's due date or at the time of registration in order for the waiver to be calculated correctly. If you elect to take the health insurance provided by the College, you must pay your bill in full before any claims will be honored. Additional information regarding services may be found at www.commonwealthstudent.com. Insurance coverage is renewable and must be waived each academic year.

IDENTIFICATION CARDS (ONE Card Office)
All students are required to obtain a MassBay photo identification card (MassBay ONE Card) that serves as their official College identification. The MassBay ONE Card card must be carried at all times and may not be used by anyone other than the student named on the card; it remains the property of the College and must be surrendered to the College upon demand. When necessary, students are required to identify themselves and to show their MassBay ONE Card at the request of a College official (this includes, but is not limited to, admission to exams, buildings, and College events). Alteration or use of the card for any unauthorized purpose will result in confiscation and/or disciplinary action.
IMMUNIZATION (Office of Student Development)
Massachusetts General Law requires all full-time students, international students and all students in a health science program who have contact with patients to obtain a physician’s certificate that the student has received the following immunizations:

1. At least one dose of mumps and rubella vaccine(s) given at or after 12 months of age;
2. Two doses of live measles vaccine given at least one month apart beginning at or after 12 months of age;
3. A booster dose of TD (Tetanus-Diphtheria) within the last ten years;
4. Three doses of Hepatitis B; and
5. At least one dose of the Varicella vaccine.

The requirements shall not apply where:

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

Students enrolled in a health science program shall also comply with immunization requirements outlined by the Division of Health Sciences.

Immunization records are to be submitted to the Office of Student Development. Please submit them as soon as possible as state law requires that the immunization forms be submitted within 30 days of the start of the semester. For more information please contact the Office of Student Development.

INTERNATIONAL EDUCATION
Policies related to international students and international students’ status are aligned with Federal regulations and therefore, are handled by the Office of International Education and Study Abroad Programs. Please contact this office for further information at 781-239-2642.

JURY DUTY
According to the Office of the Jury Commissioner of the Commonwealth of Massachusetts, “Every U.S. citizen 17 years of age or older who is a Massachusetts resident or an inhabitant for more than 50% of the time is eligible to serve as a juror.”

Students who must miss class in order to fulfill their jury service requirement should notify each of their instructors and make arrangements to complete any missed work. The Office of Student Development may assist you in making arrangements for missed classes. Students may be required to furnish their summons notice or the certificate of service when making these arrangements. Further information can be found in the Office of Jury Commissioner’s website at www.massjury.com.
LIBRARY
Some library services are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by the appropriate and authorized College official. All students must provide a MassBay ONE Card in order to use the library services. Students may borrow books for 21 days with one renewal of 21 days.

Academic use of, and access to, the library is granted by the Library Director and the Registrar only. Non-academic use of, and access to, the library is granted by the Office of Special Events and Library Director only. The library will be locked when not scheduled for use.

LOCKERS (Facilities)
Food items should not be stored in lockers overnight. Locks must be removed by the last day of the spring semester. After this time, the College reserves the right to remove all locks and dispose of the locker contents.

PARKING (Office of Public Safety)
On-campus parking is available to all MassBay students. You must register your vehicle with the Office of Public Safety. At that time, you will receive a parking sticker to display on your vehicle. The cost of the parking sticker is included in student fees.

• Pedestrians always have the right of way in the College parking areas.
• Drive under 5mph in parking lots or College roadways.
• Stop at all posted stop signs.
• The Public Safety staff members are appointed special officers of the Commonwealth of Massachusetts and are allowed to make arrests and issue parking tickets or citations for traffic and moving violations in accordance with the laws of the Commonwealth.
• Tickets that are issued will be filed with the Department of Motor Vehicles for enforcement.
• The College is not responsible for personal property left in vehicles in the parking lot.
• Overnight parking is not permitted.

PAYMENT & STUDENT ACCOUNTS (Office of Student Accounts)
Students are responsible for their charges from the time of class registration. The Student Accounts Office routinely mails first notices as well as follow-up invoices; however, billing and payment information is available under each student’s electronic student account in the PeopleSoft system. Students are responsible for paying their account balance or will be dropped from classes for non-payment. Registration and/or Fiscal holds will be placed on students’ accounts that have outstanding balances with the College. Students may not take or re-take a class without proper registration and payment.
PLACEMENT TESTING (Academic Achievement Center)
Placement testing is required by the Massachusetts Board of Higher Education for all students seeking a degree or certain certificate programs at MassBay. It is necessary to complete an assessment if a student plans to register for any English and/or mathematics course(s) or apply to a health sciences program. Students who have already completed college-level English and/or mathematics courses may be waived from testing; in such cases, an official transcript must be submitted for evaluation.

Placement Testing Re-Test Policy – please see the Office of Academic Advising or the Academic Achievement Center.

PUBLIC SAFETY
Emergency response procedures are posted conspicuously throughout each campus. In case of a fire alarm, evacuate the building immediately. For an emergency, dial the public safety office at extension 2222 from any on-campus telephone or 781-239-2222 from your cell phone. Red emergency telephones are also strategically located in Framingham and Wellesley Hills common areas. State your name, location, and nature of the emergency.

Sex Offender Information
In accordance with Federal law, the College is required to notify the campus community where information concerning registered sex offenders may be obtained. In order to access information pertaining to registered sex offenders enrolled or employed at the College, please contact: the Commonwealth of Massachusetts’ Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, 978-740-6400, or the following Police Departments: Wellesley Police, 485 Washington St., Wellesley, MA 02482, 781-235-1212. Framingham Police, 1 William Welch Way, Framingham, MA 01702, 508-872-1212. Ashland Police, 137 Main St., Ashland, MA 01721, 508-881-1212. If you have any questions contact the Office of Public Safety at 781-239-2699.

Students “Right to Know”
MassBay is required by the Student Right to Know and Campus Security Act to provide information about its campus safety policies, procedures and statistics concerning criminal activity on campus. Brochures containing this information are available at the Office of Public Safety, Human Resources and on the College website.

College Emergency Notification System
In the event of a manmade or natural disaster affecting one of the campuses, the ability to provide the MassBay community with timely, accurate information is vitally important. The College has implemented an emergency messaging system (EMS), which will enable College officials to send students, faculty and staff voice, email, and cell phone based text messaging with critical information in a matter of minutes.

In order for you to receive these important text messages, email alerts and/or voice alerts, you must provide the college with your preferred email, landline phone, and/or mobile phone information. This can be done by completing the emergency notification information on your PeopleSoft self service system.
Section IV – INSTITUTIONAL POLICIES

College Emergency Notification System - Continued
This system will only be used to distribute information regarding manmade or natural emergencies that dictate immediate action. An emergency is a situation which poses an immediate risk to the health and safety of the campus community or significantly disrupts its programs and activities. Examples of alerts include:

- Cancellation of classes due to a weather emergency.
- A fire or a chemical leak requiring the evacuation of the building.
- An ongoing criminal incident requiring the community members to take action to ensure their safety.

The message will direct you to take appropriate action and will explain where to go for further information. The College will also send periodic test alerts to ensure the system remains operational.

RECREATION/WELLNESS CENTER & ATHLETICS
Including all Athletic Fields and the Framingham Campus Gymnasium
Students must adhere to the following policies:

- Valid MassBay ONE Card must be shown upon entry.
- Proper workout attire must be worn.
- Equipment may be checked out with your MassBay ONE Card.
- Cell phones and pagers must be turned off.
- Food, drinks, and smoking are prohibited. (Plastic water bottles are allowed.)
- Day lockers and showers are available.
- Dumbbells and weights should be re-racked when not in use.
- Wipe down equipment after use.

The Recreation & Wellness Center, Framingham Gymnasium, and Athletic Fields are restricted to authorized use only by MassBay faculty and staff, registered MassBay students, and others designated by the appropriate and authorized College official. These facilities are scheduled by the Office of Special Events and the Athletic Director only.
REFUND POLICY (Office of Student Accounts)

Students who withdraw from any course(s) or from MassBay may be granted a reduction of tuition and fees. Lack of attendance, course abandonment, etc., does not constitute an official withdrawal. Note that students will be subject to full payment of tuition and fees if they do not withdraw from MassBay in accordance with College procedures.

Refunds are made according to the following schedule:

**Day Courses and Tuition Fee:**
- Before the 1\textsuperscript{st} day and during the 1\textsuperscript{st} week of scheduled College classes: 100%
- During the 2\textsuperscript{nd} week of scheduled College classes: 50%
- During the 3\textsuperscript{rd} week of scheduled College classes: 25%
- Thereafter: 0%

**All College Fee and other Fees:**
- Before the 1\textsuperscript{st} day and during the 1\textsuperscript{st} week of scheduled College classes: 100%
- Thereafter: 0%

**Continuing Education Credit Courses Evening, Weekend, Winter/Summer Sessions:**

**Tuition Fee:**
- Before the 2\textsuperscript{nd} class meeting: 100%
- Before the 3\textsuperscript{rd} class meeting: 50%
- Before the 4\textsuperscript{th} class meeting: 25%
- Thereafter: 0%

**All College Fee and other Fees:**
- Before the 2\textsuperscript{nd} class meeting: 100%
- Thereafter: 0%

**Non-Credit workshops and seminars:** charges are non-refundable after the 1\textsuperscript{st} class meeting.

**Federal/State Refund Policy/Return to Title IV Funds**

A portion of Title IV, state grants, and/or loan funds, but not Federal work-study funds, may be returned to the appropriate programs upon a student’s withdrawal. Any of the following constitutes a withdrawal:

1. The student begins the withdrawal process prescribed by the school;
2. The student otherwise provided the school with official notification of the intent to withdraw; or
3. The student who does not begin the school’s withdrawal process or notify the school of his/her intent to withdraw, the mid-point of the payment period (semester), unless the school can document a last date of an academically-related activity.
REGISTRATION

Transcript Requests - See REGISTRATION under Section III

Advisor Signature – All students in ‘Restricted’ programs must have an advisor from their program area sign their registration form for any course specific to their program.

Negative Service Indicators (Holds) - All ‘holds’, known as ‘Negative Service Indicators’, require the student to contact the specific department to determine the validity of the ‘hold’, and to resolve any obligations.

Course cancellations – When courses are cancelled at the Divisional level, all students are dropped from the course by the Office of the Registrar and are notified by a representative of the Division in which the course resides. If students who have been dropped from a cancelled course wish to adjust their schedules by selecting another open section of the same course or sign up for another course, they may do so online via PeopleSoft student center or by coming in-person and filling out appropriate forms.

RESIDENCY STATUS – See ADMISSIONS under Section IV

SMOKING
Smoking is prohibited inside all MassBay buildings but is permitted on campus grounds in designated areas only. No smoking is allowed within 25 feet of entranceways, doorways, or windows of MassBay buildings.

STUDENT ACCOUNTS – See PAYMENT & STUDENT ACCOUNTS under Section IV

STUDENT ACTIVITIES – STUDENT CLUBS & ORGANIZATIONS
Policies related to student clubs and organizations are outlined separately in the Club & Organization Handbook which is available at the Office of Student Development and on the College website.
STUDENT GOVERNMENT ASSOCIATION (SGA)
All enrolled students at MassBay are members of the Student Government Association (SGA). Each semester, college wide elections are held for the student body to choose their officers, who comprise the student government senate.

You must be in good academic standing and disciplinary standing to assume and continue to hold a leadership position on the SGA or in a club. Other specific rules and guidelines for the Student Government Association are outlined in the SGA Constitution.

STUDENT RECORDS, CONFIDENTIALITY OF (Office of the Registrar)

FERPA - Student Notification of Rights
The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. In addition to this Student Handbook, complete information about student rights under this Act is explained in the Massachusetts Bay Community College Catalog. These rights are as follows:

Inspection and Review
Students have the right to inspect and review their education records within 45 days of the day the College receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The College official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the College official to whom the request was submitted does not maintain the records, that official shall advise the student of the correct official to whom the request should be addressed.

Challenge of Records
Students have the right to request the amendment of student's education records that the student believes are inaccurate or misleading or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the College to amend should write the College official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the College decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
STUDENT RECORDS, CONFIDENTIALITY OF- Continued

Record Disclosure

Students have the right to provide written consent before the College discloses personally identifiable information from the student’s education records, except to the extent that FERPA authorizes disclosure without consent. The College discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted as its agent to provide a service instead of using College employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the College discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

As of January 3, 2012, the U.S. Department of Education’s FERPA regulations expand the circumstances under which your education records and personally identifiable information (PII) contained in such records — including your Social Security Number, grades, or other private information — may be accessed without your consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities (“Federal and State Authorities”) may allow access to your records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to your education records and PII without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without your consent PII from your education records, and they may track your participation in education and other programs by linking such PII to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.
STUDENT RECORDS, CONFIDENTIALITY OF- Continued

Directory Information

Students have the right to be notified annually by the College of what student record information the College designates as “directory information,” and the right to request that no student information be designated as directory information. The College identifies the following student information as directory information: Name, Mailing and Permanent Address, Electronic Mail Address, Telephone Numbers, Date and Place of Birth, Awards, including Dean’s List, Full/Part-time status, Major/Program of Study, Semesters of Attendance, Whether or Not Currently Enrolled, Date of Actual or Expected Graduation, Degree/Certificate Attained, participation in officially recognized activities and sports sponsored by the College, weight and height of athletic team members, and photograph. Directory information may be released by the College to a requesting third-party without a student’s prior written consent. A student has the right to request that none or only some of his/her student record information be designated as directory information. A student must notify the College's Registrar, in writing, within two (2) weeks of the beginning of each academic semester if he/she does not wish to have any or some of his/her student information designated as directory information. Notwithstanding the College's definition of directory information, the Department of Defense (the “DOD”), pursuant to the Omnibus Consolidated Appropriations Act of 1997 (the “Solomon Amendment”), identifies the following information as “student recruiting information”: NAME, ADDRESS, TELEPHONE LISTING, AGE (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 College’s Registrar's Office for a period equaling one academic year. If a student has exercised his/her right to request that no information be designated as directory information, then no information shall be released to any third party, including the DOD.

Right of Complaint

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington D.C. 20202-5901
STUDENT RECORDS, CONFIDENTIALITY OF- Continued
Refusal to Provide Copies
MassBay reserves the right to deny transcripts or copies of records not required to be made available by FERPA in any of the following situations:
1. The student has an unpaid financial obligation to MassBay Community College
2. There is an unresolved disciplinary action against the student.

CORI/SORI
As a prerequisite for a clinical placement in an Allied Health or Early Childhood Education program, all students must undergo a Criminal Offender Record Information (CORI) check and a Sex Offender Registry Information (SORI) check. These checks are required due to the potential unsupervised contact with children, the disabled, or the elderly during a clinical experience. Students found to have certain criminal convictions or pending criminal actions will be presumed ineligible for clinical placement or practicum.

JUDICIAL RECORDS (Office of Student Development)
A file will be maintained in the Office of Student Development on each case presented to the judicial system according to FERPA. The file will include all related documents and correspondence. All information contained in the Office of Student Development files shall be confidential, but may be shared with employees of the College designated as “school officials” as defined by FERPA and having a “legitimate educational interest” in the student information.

The written transcript of a College Judicial Board (CJB) case can be accessed (limited to viewing the written record of the CJB hearing in the Office of Student Development area) by both the complainant and respondent in order to formulate an appeal.

For students applying to professional schools, transfer institutions, governmental agencies, or the military, requests for such information are routinely made on student applicants. As part of the application process to these programs, students often provide formal permission for the release of confidential information. It will be assumed that a request for a Dean’s recommendation provides implied permission for release of this information.

*FERPA- decisions regarding disciplinary cases are shared with College officials with a “legitimate educational interest” and with Complainants on a “need to know” basis. When an incident involves violence, the Complainant may be informed of the judicial decision.
TICKET POLICIES (Office of Student Activities)
The following policies apply to all ticketed events unless otherwise noted.

- Only MassBay students, staff and faculty may purchase tickets;
- Proper identification must be shown before purchasing tickets;
- At least one ticket must be used by a MassBay community member;
- Accurate information must be given on ticket sales slip;
- All ticket sales are final and non-refundable;
- Cash is the only accepted form of payment for tickets;
- Sales are limited to 2 tickets per person during the first week of sales;
- After the first week of sales, purchase limit per person is 4;
- Students are given preference for all tickets. One week prior to event, any remaining tickets will be released for faculty and staff to purchase;
- The Office of Student Activities does not place any tickets on hold;
- All tickets are sold in the Office of Student Development unless otherwise advertised;
- Tickets may not be resold;
- Any issues related to ticket policies should be brought to the attention of the Coordinator of Student Activities.

VETERANS’ AFFAIRS (Office of Student Development)
Wellesley Hills 130, 781-239-2753

MassBay is approved by the Department of Veterans’ Affairs for the training of veterans and their dependents. We are committed to assisting our veterans, reservists, dependents of veterans, and active military students to navigate through their education and GI Bill processes.

For information about eligibility requirements and application procedures, see the Veterans’ Affairs Coordinator located in the Office of Student Development.

Also refer to ACTIVE MILITARY DUTY under Section IV

VOTER REGISTRATION (Office of Student Development)
The Higher Education Act Amendments of 1998 requires MassBay to make voter registration forms widely available to our students. If you are interested, Voter Registration forms are available in the Registrar’s Office. You may also request a form from the Massachusetts Secretary of State Elections Division website at http://www.sec.state.ma.us/ele/eleidx.htm
WITHDRAWAL FROM CLASSES (Office of the Registrar)
If you are registered and do not attend classes, you are responsible for notifying the Office of the Registrar. Never attending class(es), abandoning class(es), or stopping attending them does not constitute official or automatic withdrawal. You must officially drop your course(s) or withdraw from your course(s). You must do that either online via PeopleSoft student center or in-person at the Enrollment Centers on the Wellesley Hills or Framingham campus by submitting the appropriate drop/withdrawal forms. After the Add/Drop period has ended, if you wish to withdraw from the College by withdrawing from all your courses, you must notify the Office of Student Development. Failure to comply with the above may result in charges and academic penalties. Students may not take, or re-take, a class without proper registration and payment. The withdrawal date is determined by the date all forms are completed and turned into the appropriate offices.

WITHDRAWAL FROM COLLEGE (Office of Student Development)
A student intending to withdraw from class(es), when there are no remaining class(es) for the semester enrolled, must meet with the Dean of Students, or his/her designee, to complete the withdrawal process.
Code of Conduct
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THE CODE OF CONDUCT AND JUDICIAL PROCESS

Issued: April 2008
Revised: February 2010
Effective: September 1, 2010

Overview of Judicial Process

Complaint of misconduct filed against student with or by the Code of Conduct Officer (CCO)

Initial meeting between accused student and CCO

CCO conducts further investigation if necessary

CCO dismisses complaint

For low-level offenses, CCO may issue a verbal or written warning, which is not subject to a Judicial Board hearing or appeal.

End

CCO accepts complaint. Three procedural options are available

Complaint resolved through mutually agreed upon Administrative Disposition. Student waives Judicial Board hearing and Appeal

Administrative Disposition Sanction Imposed

End

Violation of Code of Conduct found and disciplinary sanction is imposed

Appeal Available

No violation of Code of Conduct found and complaint is dismissed

Appeal Available

Appeals Officer may accept, reject or modify the Judicial Board’s Decision or sanction

End
Section V- CODE OF CONDUCT

DEFINITIONS

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

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

Appeals Officer – The College’s Vice President of Student Services or designee.

Code of Conduct Officer (CCO) – 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 CCO.

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

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

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

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

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

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

1. Physical violence or the threat thereof and/or any conduct that threatens or endangers the health or safety of any person.
2. Creating or false reporting of bombs.
3. Extortion - The use, or the express or implicit threat of the use, of violence or other criminal means to cause harm to person, reputation, or property as a means to obtain property from someone else without his/her consent.
4. Unauthorized use of fire alarm or fire equipment.
5. Unauthorized or illegal gambling.
6. Hate Crimes as defined under state or federal law. (see page 55)
7. Hazing as defined under state or federal law. (see page 56)
8. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.
9. Conduct resulting in a violation of the College’s Computer/Technology Acceptable Use and/or Email Policies.
10. Failure to comply with directions of College officials or law enforcement officers acting in performance of their duties, including failure to identify oneself when requested to do so.
11. Violation of College’s drug and/or alcohol policies. (see page 46)
12. Breach of peace; including disorderly, lewd, or indecent conduct, or aiding, abetting, or procuring another person to breach the peace on College premises or at functions sponsored by, or participated in, by the College.
13. Defacement or destruction of College property.
14. Acting in a manner that interferes with or disrupts the normal and/or safe operation of the College, including but not limited to disrupting or interfering in the educational process.
15. Harassment (verbal or physical) and or intimidation of a member of the College Community. (see pages 54 & 55)
16. Acts of dishonesty, including but not limited to the following:
   a. Forgery, alteration, or misuse of any College document, record, or instrument of identification;
   b. Furnishing false information to any College official, faculty member or office; or
   c. Disrupting or tampering with the election of any College recognized student organization.
Section V- CODE OF CONDUCT

DISCIPLINARY OFFENSES- Continued

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

18. Abuse of the Disciplinary process, including but not limited to:
   a. Falsification, distortion, or misrepresentation of information before a Judicial Board.
   b. Disruption or interference with the orderly conduct of a judicial proceeding.
   c. Attempting to discourage an individual's proper participation in, or use of, the judicial system.
   d. Attempting to influence the impartiality of a member of a Judicial Board prior to, and/or during the course of, the judicial proceeding.
   e. Harassment (verbal or physical) and/or intimidation of a member of a Judicial Board prior to, during, and/or after a judicial proceeding.
   f. Failure to comply with the sanction(s) imposed under the Student Code.
   g. Influencing or attempting to influence another person to commit an abuse of the judicial system.

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

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

21. Unauthorized activity that constitutes forgery.

22. Violation of State or Federal Laws not otherwise enumerated herein.

23. Violation of published College policies, rules, or regulations not otherwise enumerated herein.
Discipline in the Classroom or on College Property
Disrupting or interfering in the educational process is prohibited under this policy. If a student engages in disruptive conduct in the classroom or anywhere on campus, a faculty member or other college employee may address and informally resolve the matter without filing a complaint under the Code. A faculty member or other college employee may exercise his/her right to immediately remove a disruptive student from a class meeting or other college area. On the first occasion when a student is removed from a classroom or other college area, the faculty member or other college employee is strongly encouraged to notify the CCO. In all subsequent cases of removing a student from a classroom or other college area, the faculty member or other college employee shall notify the CCO. A faculty member or other college employee may seek the assistance of college security if necessary to remove the student from the class meeting or other college area. If the removal of a student from the classroom is intended to be permanent, a complaint under this policy shall be filed with the CCO by the faculty member. The CCO can exercise his/her discretion to allow the accused student to attend class during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her designee.

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

Interim Suspension
The College reserves the right to issue an interim suspension when it reasonably concludes that a student poses a threat to (a) himself or herself, (b) other, or (c) College property or equipment, or if a student disrupts or interferes with the normal operations of the College. During an interim suspension, a student is prohibited from entering upon College’s property or participating in any College activities.

Complaints Alleging Sexual Harassment or Discrimination
Claims of discrimination or sexual harassment shall be pursued under the College’s Affirmative Action Plan. For more information, please contact the Assistant Vice President of Human Resources, the College’s Affirmative Action Officer, at (781)239-3171.
CODE OF CONDUCT DISCIPLINARY PROCESS

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

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

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

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

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

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

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

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

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

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

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

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

   e. The Accused Party has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense. The advisor may be an attorney. An advisor’s role is limited to advising the Accused Student directly. An advisor is not permitted to participate directly in the hearing.

3. Conduct of Hearing

A 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 Judicial Board.

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

A hearing shall proceed as follows:

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

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

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

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

   - The Board shall have a final opportunity to question the parties.
Section V- CODE OF CONDUCT

CODE OF CONDUCT DISCIPLINARY PROCESS- Continued

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

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

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

4. Sanctions

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

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

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

5. Appeal

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

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

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

d. The Appeals Officer’s decision shall be final.
STUDENT RIGHTS AND GRIEVANCE PROCEDURE

MassBay is committed to providing a collegiate atmosphere that allows individual freedom, rights and privileges to coexist with reasonable order. The College recognizes and will strive to protect the right of all students, faculty, administrators and staff members to be treated with respect, courtesy and fairness.

The information that follows applies to all MassBay students. Separate documents outline the community responsibilities related to faculty, staff and administrators. Effective July 1, 2001, all rights, responsibilities and procedures included in this section will be considered to be in effect. The College reserves the right to amend the policies and procedures relating to “Student Rights and Responsibilities” at any time giving reasonable notice of the changes.

Student Rights

Your basic rights as a MassBay student are outlined below. These rights were established by the College to help in your academic and personal development. When exercising these rights, you must do so in accordance with local, state and Federal laws, the rules and regulations of MassBay, and the Code of Student Conduct.

1. The Right to Individual Expression- Students have the right to express their ideas, thoughts, and opinions without fear of censure or retribution.
2. The Right to Governance and Participation- Students have the right to establish representative governmental bodies and to participate in College governance in accordance with the rules and regulations of MassBay.
3. The Right to Collective Expression- Students have the right to assemble in order to express themselves. This right extends to the press and broadcast media.
4. The Right to Academic Pursuit- Enrolled students have the right to an environment conducive to the pursuit of academic requirements and interests, and reasonable access to, and support of, faculty and staff.
5. The Right to Non-Discrimination- Students have the right to not be discriminated against by any agent, organization, or member of the MassBay community for reasons of age, ethnicity, national origin, gender, marital status, disability, race, religion, political/social affiliation, or sexual orientation.
6. The Right to Exercise Beliefs- Students have the right to state and exercise their beliefs (including but not limited to religious, political and social beliefs) and to associate with or create organizations in accordance with these beliefs.
7. The Right to a Safe Environment- Students have the right to an environment in which the College takes reasonable measures to offer students protection from foreseeable danger.
8. The Right to Privacy- Students have the right to reasonable privacy in their academic, co-curricular, and personal lives.
9. The Right to Confidentiality- Students have the right to access and control access to their educational records as provided in the federal Family Educational Rights and Privacy Act (FERPA) of 1974, also known as the Buckley Amendment. This includes the right to review and challenge the content of educational records, to control disclosure of personal and academic information to third parties, and to limit the routine disclosure of all or some information defined as “directory information” by the College’s FERPA Notification of Rights Policy. This policy can be found in the College Catalog and the Student Handbook.

10. The Right of Access to College Documents- Students have the right to view and/or obtain any public College documents.

11. The Right to Fair Practice in Disciplinary Matters- Students have the right to a fair process to address all alleged violations of the Code of Student Conduct. MassBay’s judicial process follows procedures of “Fair Practice” as defined in the Code of Student Conduct. Fair Practice includes an initial interview with the person bringing the complaint to determine if judicial action is warranted and if so, an interview with the student responding to the complaint, written notification of the alleged violation of the Code of Student Conduct, an Administrative Disposition or College Judicial Board Hearing, and the right of appeal.

12. The Right to Utilize a Grievance Procedure- Students have the right to a fair process to address alleged violations of their rights.
Student Grievance Procedure (Revised 2013)

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.
Definitions - Continued
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 Dean of Students, or his/her designee.

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information or national origin, the College's Affirmative Action Grievance Procedure is a mechanism for resolution. The College's Affirmative Action Grievance Procedure is contained in the College's Affirmative Action Plan. The College's Affirmative Action Officer is the Vice President of Human Resources, or his/her designee.
Section VI- STUDENT RIGHTS AND GRIEVANCE PROCEDURE

Utilizing the Student Grievance Procedure- Continued

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

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

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

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

Level One – Informal Procedure
This is the informal stage where most complaints are resolved. The Grievant and the Responding Party should consult with the Student Grievance Officer at this time.

A Grievant initiates the informal phase of the Grievance process. The Grievant shall first present his/her complaint orally and informally to the Responding Party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when a grievable act or omission occurs.

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

Level Two – Formal Procedure
Prior to filing a written Grievance at Level Two, a Grievant must consult with the Student Grievance Officer. The Responding Party should also consult with the Student Grievance Officer at this phase of the process.

Level Two – Step One
The Student Grievance Officer shall notify the parties in writing when a complaint is not resolved informally at Level One.

The Grievant may, within ten (10) calendar days after receipt of the Student Grievance Officer's written notice, file with the Student Grievance Officer a Grievance. The Grievance shall contain the following information: the name and title of the person(s) against whom the Grievance is directed, a statement of all known facts, documents and materials supporting the grievance, a list of individuals who have information pertinent to the grievance, and the relief sought by the Grievant. All supporting documents, if any, shall be attached to the grievance as part of the Grievance. The Grievance shall also state the date it is filed and that it is being filed at "Level Two, Step One."

The Grievance may be filed with the Student Grievance Officer by email, regular mail, certified mail, or in hand. Thereafter, the Student Grievance Officer shall deliver the Grievance, and all supporting documents, if any, to the Responding Party within five (5) calendar days. If the Responding Party is unavailable at the time the Grievance is filed, the Student Grievance Officer shall use reasonable means to deliver the Grievance within a reasonable period of time.

The Responding Party shall forward a written Level Two - Step One response to the Student Grievance Officer within ten (10) calendar days of his/her receipt of the Grievance. The Student Grievance Officer shall deliver the written response to the Grievant within five (5) calendar days of receipt.
Section VI- STUDENT RIGHTS AND GRIEVANCE PROCEDURE

Level Two – Step Two (Supervisor Level)
If the Grievance is not resolved to the satisfaction of the Grievant within ten (10) calendar days after his/her receipt of the Step One response, or if no written response is submitted, the Grievant may within ten (10) calendar days after the written response was received or due, request the Student Grievance Officer to forward the Grievance and response, if any, to the supervisor of the Responding Party, with a copy to the Senior Officer of the work area of the Responding Party.

The supervisor shall investigate the Grievance and confer with the Senior Officer. The supervisor shall forward his/her written decision to the Student Grievance Officer, within ten (10) calendar days after receipt of the Step Two Grievance. Thereafter, the Student Grievance Officer shall deliver the decision to the Grievant and the Responding Party within five (5) calendar days.

At any time before the issuance of the Supervisor's Step Two decision, the Senior Officer may request that the parties meet to discuss the issue and attempt to resolve it.
Grade appeals do not go beyond this Step (Level Two - Step Two) per the section on Grade Appeals.

No new issues or allegations may be raised by either party after Step Two.

Level Two – Step Three (Student Grievance Committee Level)
If the Grievance is not resolved to the satisfaction of the Grievant within the period allowed at Level Two - Step Two, the Grievant may request a hearing before a Student Grievance Committee. Such a request must be in writing and presented to the Student Grievance Officer within ten (10) calendar days from the issuance of the Supervisor's Level Two - Step Two decision.

Within ten (10) calendar days of the Student Grievance Officer's receipt of the Grievant's request for a hearing, the Student Grievance Officer shall arrange a hearing before a Student Grievance Committee. The Student Grievance Officer shall use reasonable efforts to schedule the hearing at a time mutually convenient to the parties. At least twenty-four (24) hours prior to the hearing, the Student Grievance Officer shall provide each member of the Committee and all parties to the Grievance with copies of the Grievance, responses to the Grievance, decisions issued, and all relevant supporting documentation and materials. The Committee's make-up and hearing rules are discussed later in this policy.

The Committee shall deliver its findings and recommendations to the Student Grievance Officer within ten (10) calendar days following the hearing. A copy of the Committee's findings and recommendations shall be delivered to the President or his/her designee, within five (5) calendar days of receipt.

Within ten (10) calendar days of the President's receipt of the Committee's findings and recommendations, the President or his/her designee, shall issue a written statement accepting, modifying or rejecting the Committee's recommendations.

The decision of the President, or his/her designee, shall be final and binding on all parties.
Section VI- STUDENT RIGHTS AND GRIEVANCE PROCEDURE

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

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

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

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

Membership of the Student Grievance Committee
The composition of the College's Student Grievance Committee shall consist of five members: one student, one unit professional, one faculty member, one non-unit professional and one unit classified employee. The President or his/her designee shall appoint each member from among the recommendations submitted by the Student Grievance Officer.

Service on the Committee shall be voluntary, provided that a member who has a personal interest in a particular Grievance shall be ineligible to serve on the Grievance Committee. All College employees serving on the Student Grievance Committee, and acting within the scope of their official duties on the Committee, shall be protected from liability to the full extent provided under Massachusetts General Laws, Chapter 258, and eligible for indemnification as provided for pursuant to M.G.L. Chapter 258, Section 9.

All Student Grievance Committee members, as well as all others in attendance at a student Grievance proceeding, shall maintain the confidentiality of the proceedings. The Student Grievance Officer shall attend all Committee hearings but shall not vote.
Guidelines for Committee Hearings

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

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.
Guidelines for Committee Hearings- Continued

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; and the findings of the Committee and its recommendations. Copies of the decision and recommendations of the Student Grievance Committee shall be forwarded by the Student Grievance Officer to the President or his/her designee for review and final disposition. The President or his/her designee shall accept, reject or modify the Committee’s decision and/or recommendations and issue a final written decision.

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.

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