



Student Handbook 2024–2025

Important MCC Numbers

Office / Department	Direct Number
Academic Advising Center	206-8140
Academic Affairs	206-8010
Admissions Office	206-8100
Bookstore	622-9941
Bursar's Office	206-8130
Campus Activity Board (CAB)	206-8179
Campus Safety	703-8487
Financial Aid Office	206-8110
Fitness Center	206-8095
Helpdesk (IT Department)	206-8080
Library	206-8150
Online Learning Office / Canvas	206-8158
Reception Desk	206-8000
Registrar's Office	206-8120
Student Life Office	206-8175
Student Senate Office	206-8178
Student Support Counselor	206-8177
Vice President of Student & Community Development	206-8005
Workforce Development	206-8160

Questions About...

Academic Tutoring	Learning Commons (206-8150)
Accessibilities (Student with Disabilities)	Accessibilities Coordinator (206-8142)
Admissions	Admissions Office (206-8100)
Student Activities/ Student Life	(206-8175)
Career Counseling	Learning Commons (206-8150)
Change in Major	Contact your advisor
Changes in Name, Address, Phone	Registrar's Office (206-8120)
Charges/Expenses	Bursar's Office (206-8130)
Community Resources	(206-8177)
Dropping/Adding classes	Registrar's Office (206-8120)
ELL Support	(206-8176)
Financial Aid	Financial Aid Office (206-8110)
Grading Policies Dispute	View Process HERE
Graduation	Registrar's Office (206-8120)
Honors (Academic)	Registrar's Office (206-8120)
Payment - tuition, fees, fines	Bursar's Office (206-8130)
Personal Concerns	Student Support Counselor (206-8177)
Photocopies	Library (206-8150)
Refunds	Bursar's Office (206-8130)
Student Senate (student government)	Senate Office (206-8178)
Student Status	Registrar's Office (206-8120)
Textbooks, buy or sell	Bookstore (622-9941)
Transcript	National Student Clearinghouse Transcript Services
Transfer (to a 4 yr. college)	Transfer Counselor (206-8170)
Transfer Credits (evaluation)	Academic Advising Center (206-8140)
Veterans	Registrar, (206-8121)
Work Study Positions	Financial Aid (206-8110)

Guide to Using This Handbook

The handbook is divided into two sections. The first four sections cover the information you need to be a student here at MCC. The final section refers to formal College policies. Community College System of NH Board of Trustee policies can be found at the CCSNH website, www.ccsnh.edu.

Guide to Abbreviations / Acronyms Used in This Handbook

ACT	Baccalaureate Degree American College Testing
ADA	Americans with Disabilities Act
ATB	Ability to Benefit
BOT	Board of Trustees
CCSNH	Community College System of NH
CLEP	College Level by Examination Program
Course Number	The number that identifies a program and level (example: BIOL110M)
CRN	The 5-digit number that identifies a course number for a specific semester (ex. 20516)
Days of the Week	Monday (M); Tuesday (T); Wednesday (W); Thursday (R); Friday (F); Saturday (S); Sunday (U)
EEOC	Equal Employment Opportunity Commission
ELL / ESL	English Language Learners / English as a Second Language
FAFSA	Free Application for Federal Student Aid
LC	Learning Commons (College Library)
MCC	Manchester Community College
Matriculate	Admitted and active in a degree program
Navigate	Navigate: Student Success Software
NLN	National League of Nursing
SAP	Satisfactory Academic Progress
SIS	Student Information System
TOEFL	Test of English as a Foreign Language
Associate Degree	A specific program with a minimum of 64 credits, considered a two-year degree
Certificate	A specific program with a defined curriculum
Professional Certificate	A specific program with a defined curriculum with at least 32 credits
Baccalaureate Degree	Bachelor degree, the next step after the Associate Degree, is traditionally a four-year degree

Table of Contents

About MCC	8
Accreditation	8
Non-Discrimination / Compliance Policies	9
Section I: Academic Policies and Procedures	10
• Residency Requirements	
• Credit Hours	
• Student Classification	
• Credit Classification	
• Academic Standards & Expectations	
○ Associate Degree Requirement	
○ Grading	
○ GPA Calculation	
○ Academic Honors	
• Class Types & Expectations	
• Academic Honesty	
Section II: Registering for Classes/Enrollment	19
• Academic Placement	
• How to Register	
• Veteran Registration	
• Auditing Courses	
• Adding/Dropping Classes	
Section III: Tuition, Fees, and How to Pay for College.	21
• Tuition and Fees	
• Financial Aid	
• CCSNH Finance Policies	
• Financial Appeal Process	
• Scholarship Opportunities	
Section IV: Student Resources & Support	28
• Academic Advising	
• Academic Advising Center	
○ Transfer Advising	
○ Liberal Arts Advising	
• Learning Commons	
○ Library	
○ Accessibilities Services	
○ Online Learning	
○ Tutoring	
○ Family Study Room	
○ Meditation/Prayer Room	

- Student Support Services
 - BetterMynd: Telehealth Therapy
 - MCC Campus Cupboard
 - Veteran's Center
- Student Life
 - Clubs & Activities
 - Alternative Spring Break Trips
 - Fitness Center
 - Forming a New Club
- MCC Athletics
- How to Find Help
 - In Classes
 - Academic Standards
 - Academic Amnesty
- Finishing Your Degree Program
 - Transfer to Another Institution
 - Transcript Request
 - Petition to Graduate

Section V: Student Accounts & Services 38

- Registrar's Office
 - Change in Student Info (Address, Name, Number, or Email)
 - Transcript Request
 - Add/Drop/Withdraw Request
- Online Services
 - Easy Login & Student Information System (SIS)
 - Student Email
 - Canvas
 - Navigate
 - MCC Alerts
 - Printing
- Other Student Services
 - Student ID Cards
 - Cancellation of Classes
 - Bookstore
 - Bus Service
 - Cafeteria
 - Lost and Found
 - Snow Removal

Section VI: Student Policies & Procedures 41

- Campus Safety
- Student Policies
 - Academic Policies
 - Equity and Disability Policies
 - Records and Privacy Policies
 - Student Email and OneDrive Data Policy
 - Financial Policies
- General College Policies
- CCSNH IT Acceptable Use Policy
- Student Code of Conduct
- Student Judiciary Process

The information contained in this handbook is to be used as a guide to Manchester Community College for its students, staff members, prospective students and other educational institutions. All information including, but not limited to costs, rules and regulations, program requirements, and staff, is subject to change at any time. The College reserves the right to modify aspects of college operations as well as to change tuition and other charges without notice.

About MCC

Vision

Our vision is to be a college that empowers students and inspires their success through innovative education.

Mission

We are a dynamic, student-centered and accessible community college that promotes and fosters the intellectual, cultural and economic vibrancy of our region.

Values Statement

We firmly believe that certain fundamental values characterize who we are and guide us in the accomplishment of our mission and goals. As a college community we value:

- Student and Community Success
- Lifelong Learning
- Community Service
- Scholarship
- Open, honest, and respectful communication and behavior

Code of Ethics

Our college decisions, policies, actions and procedures are based on the following ethical principles:

- Responsibility
- Fairness
- Honesty
- Mutual Respect
- Integrity

Inclusivity Statement

Mission: At Manchester Community College, we honor people with all of their intersecting identities and experiences. Our diversity is a strength that enriches us, and we commit to ongoing efforts to ensure everyone feels welcomed and valued.

Vision: We commit to addressing issues of equity through an educational process that aligns with our belief in continued growth. We work to ensure our learning and working environment is a trusted space by honoring a variety of perspectives for students, faculty, staff, and the wider MCC community.

Values: We value and hold responsibility for continued education around diversity, equity, and inclusion by establishing policies that promote inclusion across campus that support identities. Identities include but are not limited to, race, creed, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, genetic information, neurodiversity, socioeconomic status, marital status, or law enforcement, military, veteran service, etc.

Accreditation Statement

Manchester Community College is accredited by the New England Commission of Higher Education (NECHE) (formerly "NEASC"), a non-governmental, nationally recognized organization whose affiliated institutions include elementary schools through collegiate institutions offering post-graduate instruction.

Accreditation of an institution by NECHE indicates that it meets or exceeds criteria for the assessment of institutional quality periodically applied through a peer group review process. An accredited school or college is one which has available the necessary resources to achieve its stated purposes through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in

the foreseeable future. Institutional integrity is also addressed through accreditation.

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

Non-Discrimination Policy

Manchester Community College, as part of the Community College System of NH, does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, creed, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, genetic information, or law enforcement, military, veteran, or marital status. This statement is a reflection of the mission of the Community College System of NH and refers to, but is not limited to, the provisions of the following laws:

- Title VI and VII of the Civil Rights Act of 1964
- The Age Discrimination Act of 1967
- Title IX of the Education Amendment of 1972
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1975
- Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974
- NH Law Against Discrimination (RSA 354-A)

The Community College System of NH (CCSNH) statement of non-discrimination can be viewed at <https://www.ccsnh.edu/non-discrimination-policy-2/>.

Inquiries regarding discrimination may be directed to the Title IX Coordinator, MCC at 603-206-8000, to Sara A. Sawyer, Director of Human Resources for the Community College System of NH, 26 College Drive, Concord, NH 03301, 603-271-6300. Inquiries may also be directed to the US Department of Education, Office of Civil Rights, J.W. McCormack Post Office and Courthouse, Room 701, 01-0061, Boston, MA, 02109-4557, 617-223-9662, FAX: 617-223-9669, TDD:617-223-9695, or Email: OCR_Boston@ed.gov; the NH Commission for Human Rights, 2 Chennell Drive, Concord, NH 03301, 603-271-2767, FAX: 603-271-6339; and/or the Equal Employment Opportunity Commission, JFK Federal Building, 475 Government Center, Boston, MA, 02203, 617-565-3200 or 1-800-669-4000, FAX: 617-565-3196, TTY: 617-565-3204 or 1-800-669-6820.

Section I: Academic Policies and Procedures

Academic Policies and Procedures:

View <https://nighthawks.mccnh.edu/academics/academic-policies/> for up-to-date Academic Policies.

Degree Requirements

Residency Requirement

The minimum academic residency credit requirement for an associate degree is 16 credit hours.

A minimum of 8 credit hours of the courses taken to meet the requirement shall be advanced courses in the student's major study. Advanced courses carry a course number of 200 or higher. Students may not test out of courses in order to fulfill their residency requirement. In order to establish residency in an institution, the following is required:

- For an **Associate Degree**, a minimum of 16 semester credits must be completed either as a full-time student, a continuing education student, or a combination of each from credit courses offered directly by and under the full control of Manchester Community College. At least eight credits must be taken in advanced-level courses in the student's major. Advanced courses carry a course number of 200 or higher. Students may not test out of courses in order to fulfill their residency requirement.
- For a **Professional Certificate**, a student must complete at least nine credits or 25% of the credits, whichever is larger, required for the Professional Certificate, at Manchester Community College.
- For a **Certificate**, a student must complete at least six credits or 25% of the credits, whichever is larger, required for the Certificate, at Manchester Community College.

Credit Hours

The number of credit hours assigned to a course depends on the total amount of time that the class meets on a weekly basis in one semester. Credits are also dependent on whether the class involves lecture or laboratory time. Credits are assigned on the following basis:

- One credit hour for each class hour per week of the semester of theory requiring a minimum of one hour per week of outside work.
- One credit hour for each two hours per week of the semester of laboratory requiring written reports completed outside of laboratory time.
- One credit hour for each three hours per week of the semester of laboratory not requiring outside study.

Semester Hour Guidelines

A semester hour is defined as three 50-minute hours of work (study, laboratory, class) for each week of a 16-week semester. For example, one class meeting per week with an estimated two hours of outside study or three hours of lab with no outside preparation; or two hours of laboratory and one hour of outside preparation; or one hour of laboratory and two hours of outside preparation for each week of the semester is considered as a one credit semester hour.

Credit Hour Guideline

- A credit hour shall be the equivalent of one instructional hour (50 minutes) of work per week for a 16-week semester.
- A semester credit hour shall be allocated by the following:

Based on Min. 15 Week Semester

	Contact Hrs. per Week	Contact Hrs. per Semester
Class	1	15
Laboratory	2 or 3	30 to 45
Clinical	3 to 5	45 to 75
Practicum, Fieldwork	3	45
Internship	3 to 6	45 to 90
Co-op	Variable by Dept.	Variable by Dept.

Academic Policies and Procedures: Student Classifications

Each student is expected to demonstrate orderly progress in completing his/her educational objective. To help clarify each student's status at MCC students are assigned to one of the following categories:

Full-time Student

A person who is enrolled in 12 or more semester credit hours. To graduate in two years students need to enroll in at least 15 credits a semester or 12, 12, & 6 with the summer semester. At MCC this is called "Think30!" Talk to your advisor to create an Academic Plan that will keep you on track to graduation.

Part-time Student

A person who is enrolled in less than 12 semester credit hours.

Matriculated Student

A person who has been accepted/admitted to a certificate, professional certificate or degree program on a full-time or part-time basis. Matriculated status is maintained by taking at least one course per academic year; otherwise, a candidate must re-apply for admission and abide by any new academic requirements in force at that date. Requirements for graduation are defined by the program of study to which students have been admitted at the time of matriculation.

Non-matriculated Student

A person who is taking either credit or non-credit courses full- or part-time but has not been formally accepted/admitted to a certificate, professional certificate, or degree program through the Office of Admissions. Non-matriculated students who accumulate nine credits or more should matriculate into a program in order to guarantee the same academic protection as matriculated students. To learn more, see the Office of Admissions.

Advanced Standing

A matriculated student who is able to present evidence supporting education in one or more courses applicable to the student's program of study may request that those credits/experience be evaluated and applied to graduation requirements. Four methods of gaining advanced standing are:

- Transfer of credit from another institution
- College Level Examination Program (CLEP)
- Credit by Examination (Internal)
- Credit for prior learning experience

Academic Policies and Procedures: Credit Classification

Transfer of Credit from Another Institution

Students may transfer credits earned at other accredited institutions for coursework required by their MCC major program. Students seeking a degree/professional certificate at MCC must fulfill residency requirements. A student must have a minimum of 60 credits in order to complete a degree and must complete all required courses for their academic program. Transfer of a course to this institution does not guarantee transfer of that same course to subsequent institutions. See individual academic program descriptions for specific program transfer policies.

College Level Examination Program (CLEP)

Students with previous academic experiences in specific subject areas may choose to earn credits by taking a nationally standardized exam known as CLEP. MCC is an approved testing site for CLEP, providing examinations in the areas of Composition and Literature, Foreign Languages, Social Sciences, History, Science and Mathematics. A complete list of the CLEP exams accepted for credit by MCC, along with corresponding course names and credits, is available in the Academic Success Center. CLEP exams are administered on the computer (CLEP CBT) through the Academic Success Center. For further information, contact the Academic Success Center.

Successful completion of a CLEP exam is treated as a transfer credit. Students will need to request that a copy of their scores be sent to MCC for review. This request is made to The College Board and can be done during or after the exam. Acceptance of CLEP exams for transfer credits will be based on the following criteria:

- The student has earned a passing score as defined by The College Board and the college.
- The student has been accepted into a program.
- There is a course within the student's program of study that is equivalent to the CLEP exam.

Although CLEP credits count towards graduation, CLEP scores are not calculated into a student's GPA or in any way interpreted as a grade. Additionally, CLEP credits may not be applied towards MCC's residency requirement. Students may not transfer CLEP credits for a course they have successfully completed or for a course that is more advanced than the subject of the exam. Any student who fails an MCC course and wishes to take a CLEP exam in lieu of retaking the course must realize that the original grade received will remain on his/her transcript and will be counted in the CGPA. The CLEP exam score does not replace a grade for an MCC course. Students should speak with their academic advisor if they have questions regarding this process.

Credit by Examination

Credit by examination may be earned only by a matriculated student who, by study, training or experience outside MCC has acquired skill or knowledge equivalent to that acquired by a student enrolled in the College. A student is eligible for a maximum of 16 credits through credit by examination. If the student passes the exam, appropriate credits shall be applied to the student's academic record. Credit will not be given for grades below C. A student receiving a grade below C is ineligible for another special examination in that course. Students who have previously taken a course and failed it are not eligible for an examination for credit in that course. For more information, contact the Office of Academic Affairs.

Credit for Prior Learning – Experiential Learning

Credit for prior learning offers students the opportunity to demonstrate the knowledge they have gained through life experiences and apply this knowledge towards credit in a degree, professional certificate, or certificate program. To prepare for this option, students will develop a portfolio to be assessed by the academic officer and faculty members. A student must be matriculated at MCC to be eligible to apply for experiential credit. Not all programs provide the experiential credit option; students should consult with their academic advisor. A request for Credit by Prior Learning should initiate with the faculty advisor or faculty member who normally teaches the course for which you wish to receive credit. After initial discussion, the student should submit a portfolio minimally containing a cover letter and resume, extensive work experience explanations, letters from employers, certificates of accomplishment, samples of work, as well as any other information deemed appropriate. The

responsibility of proof will be on the student requesting evaluation. The portfolio is then reviewed by an appropriate faculty member, the department chairperson, and the Associate Vice President of Academic Affairs. If credit is granted, the student may be charged a fee for credit for prior learning.

Academic Policies and Procedures: Academic Standards & Expectations

Associate Degree Requirements

The Associate of Science (A.S.), Associate in Applied Science Degrees (A.A.S.) and Associate in Arts (A.A.) are recognized degrees awarded for successful completion of a college degree program. MCC requires a minimum of 60 semester hours with a minimum grade point average of 2.00 to qualify for an Associate degree. Specific credit requirements and identification of which type of degree is awarded within the major are outlined in the College Catalog by programs.

Assumptions Pertaining to All Requirements

- All credit courses have received approval and are verified by the Vice President of Academic Affairs or his/her designee as meeting degree standards at the college.
- All semester credits counting toward the degree, including the 16 minimum credits, must be completed with passing grades.
- All College and Board of Trustees requirements existing for full-time students (i.e. passing grades, minimum GPA, course distribution requirements, etc.) must be met prior to the awarding of any degree.
- All policies in the Student Handbook generally address courses running on a 16-week schedule and should be adjusted accordingly for students enrolled in 8-week courses, or other pro-rated periods.
- Students with well-documented work experience may request an evaluation of this experience for purposes of fulfilling course or graduation requirements. A faculty member and the Vice President of Academic Affairs or his/her designee will carry out these evaluations.
- Policies in this handbook are subject to change at any time.

Change of Program

Students wishing to change their major, add a certificate or additional degree must submit a change of major form to the Office of Academic Affairs. For students receiving financial aid, a change of major may affect the financial aid award. Contact the Financial Aid Office for further information.

Changing Course Requirements

MCC is constantly reviewing and upgrading the content of programs to ensure that each graduate receives adequate knowledge and training to perform competently in a chosen field. To accomplish this, MCC reserves the right to modify course requirements based on its educational and professional objectives and the needs of its students.

Course Repeat

When calculating the cumulative GPA (CGPA) when a student repeats a course at MCC, the grade earned in the most recent course will be the grade used in the CGPA calculation. All previous grades will remain on the transcript but not be used in the calculation. Only those repeated courses completed at the student's college of matriculation will be used in the CGPA calculation; repeated courses completed at an institution outside of the college of matriculation and transferred into the student's college of matriculation will not be used in the calculation of the CGPA. Third and subsequent attempts to repeat a course will require the approval of an appropriate advisor and course instructor.

Grading and Cumulative Grade Point Average (CGPA)

Academic performance MCC is measured through a Grade Point Average (GPA) system. The information below matches letter grades with the equivalent numerical grades and GPA is determined. The Cumulative Grade Point Average (CGPA) reflects academic standing through the semesters completed.

Grading

Students are assigned grades based upon evaluations of their work. Grades are given at the end of each semester and are based on criteria listed on an individual instructor's syllabus, but generally include quizzes, tests, and projects and participation. Standards for grades are listed below. Clinical grades are recorded on a pass/fail basis and are not part of the grade point average.

Letter Grade	Numerical Grade	Grade/Quality Points
A	93.33-100.00	4.0
A-	90.00-93.32	3.7
B+	86.67-89.99	3.3
B	83.33-86.66	3.0
B-	80.00-83.32	2.7
C+	76.67-79.99	2.3
C	73.33-76.66	2.0
C-	70.00-73.32	1.7
D+	66.67-69.99	1.3
D	63.33-66.66	1.0
D-	60.00-63.32	0.7
F	Below 60.00	0.0
P	Passing	0.0
NP	Not Passing	0.0
AD	Administrative Withdrawal	0.0
AF	Administrative Failure	0.0
CS	Continuing Study	0.0
I	Incomplete	0.0
W	Withdraw	0.0
WP	Withdraw Passing	0.0
WF	Withdraw Failing	0.0

Explanation of Grades

W: Student initiated withdrawal from a course at any time prior to completion of the drop deadline (60% of the course). Does not affect GPA. Can be initiated by the instructor if the student, because of extenuating circumstances, is unable to initiate the process (e.g., catastrophic illness or injury, job transfer to another state).

WP: Student has a passing grade at time of drop, as determined by the instructor. Does not affect GPA. Can be initiated by the instructor if the student, because of extenuating circumstances, is unable to initiate the process (e.g., catastrophic illness or injury, job transfer to another state).

WF: Student initiated withdrawal from a course after the drop deadline (60%) of the course; student has a failing grade at time of drop, as determined by the instructor. Calculates in GPA as an "F."

AF: Instructor or administrator initiated withdrawal at any time for reasons other than poor grade performance - e.g., failure to meet attendance requirements as published in the instructor’s syllabus, violation of the Student Code of Conduct, disruptive behavior, etc. The grade may also be issued if a student registered in a clinic, practicum, internship, or lab is deemed unsafe or performing in an unsatisfactory manner as determined by an evaluation by a faculty member/agency supervisor in accordance with department criteria and procedure. Calculated in GPA as an “F.”

AU: A course taken as an audit does not earn credit and cannot be used to meet graduation requirements. Admission by permission of the instructor. Not all courses can be taken for audit.

I: Incomplete grade. Indicates that a student has not completed a major course assignment due to extraordinary circumstances. Not used to give an extension of time for a student delinquent in meeting course responsibilities. The “I” grade is not calculated into the GPA. However, all work must be completed by the end of the third week of the following semester, or the grade defaults to an “F.”

P: Pass (not calculated into GPA)

NP: No Pass; unsatisfactory (not calculated into GPA)

CS: Continuing Study. Allows students to re-register for a developmental course if competencies have not been met by the end of the course. Intended for students who have demonstrated progress and a commitment to succeeding in the course but who need more time to achieve competencies. Does not affect GPA.

Grade Point Averages

Scholastic standing at the end of each semester is determined via the grade point average (GPA), computed by dividing total semester points (grade equivalent multiplied by credit hours) by total credits attempted. The cumulative grade point average (CGPA) is determined at the end of the second and subsequent semesters by dividing cumulative points by the total credit hours attempted, taking into account all previous work completed.

Calculating the GPA for One Semester

1. Multiply the number of points equivalent to the letter grade by the number of credits received in the course to determine the quality points earned in that course.
2. Divide the sum of the grade points by the total number of credit hours of work attempted. The quotient represents the Grade Point Average. The CGPA is determined in the same manner as the GPA, with the exception that all of the student’s work at the college from each semester completed is taken into account.

Subject	Grade	=	Points	X	Credits	Points	TOTALS
English	B		3.0	X	3		9.0
Psychology	A-		3.7	X	3		11.1
Math	C+		2.3	X	3		6.9
Physics	D		1.0	X	3		3.0
Elective	F		0.0	X	<u>3</u>		<u>0.0</u>
Totals					15		30.0

Total of Grade Points divided by Total Credits Attempted = GPA

Example: Total grade points of (30) divided by total credits attempted (15) equals a 2.0 GPA.

Calculating the CGPA

The Cumulative Grade Point Average (CGPA) is determined at the end of the second and subsequent semesters by dividing cumulative points by the total credit hours attempted, taking into account all previous work completed.

Incomplete Grades

An Incomplete Grade "I" indicates that a student has not completed a major course assignment (usually a final exam or culminating final assessment) due to extraordinary circumstances, such as serious illness, death in the family, etc. The grade is applied only in instances where the student has a reasonable chance of passing. It is not used to give an extension of time for a student delinquent in meeting course responsibilities. The work must be completed through a formal arrangement with the instructor no later than:

- The end of the third week in the spring semester for a grade issued in the fall semester;
- The end of the third week in the fall semester for a grade issued in the summer term;
- Three weeks from the earliest start date of the summer term for a grade issued in the spring semester.

Should the student fail to complete the work within the designated period, the grade will automatically become an "F". Exceptions to the above deadlines may be made by the Vice President of Academic Affairs or his/her designee. "I" grades will not be included in the computation of the Grade Point Average. An "I" grade may affect a student's financial aid. Students should contact the Financial Aid Office for further information.

Academic Honor Classifications

President's List

Any student enrolled in a degree program carrying a minimum of 12 semester credits and earning a grade point average of 3.70 or higher for a given semester will be placed on the President's List for that semester.

Vice President's List

Any student enrolled in a degree program carrying a minimum of 12 semester credits and earning a grade point average of 3.30 to 3.69 for a given semester will be placed on the Vice-President's List for that semester.

Graduation Honor

Students who graduate within the appropriate range of Cumulative Grade Point Averages are designated with the honor list below:

- 3.30 - 3.59 Cum Laude (with Honors)
- 3.60 - 3.89 Magna Cum Laude (with High Honors)
- 3.90 - 4.00 Summa Cum Laude (with Highest Honors)

Class Types and Expectations

Independent Study

Opportunities for credit-bearing Independent Study are available to matriculated students who wish to explore areas of a discipline not covered in the normal curriculum but related to the student's program. Independent Study is not available to non-matriculated students. Matriculated students must have a minimum cumulative GPA of 2.0 to be eligible for an Independent Study. The intent of the Independent Study is to expand a student's learning experience beyond the normal program curriculum. Typically undertaken for 1-2 credits, an Independent Study may not be done in lieu of any course existing in MCC's catalog. Students wishing to pursue existing MCC courses on an independent basis should consult the MCC policy on Directed Study.

Directed Study

Under certain circumstances, a matriculated student may take a course in a semester when the course is not offered. A directed study allows a matriculated student to pursue the published learning objectives/outcomes for a course independently under the guidance of a qualified faculty member. A matriculated student must have a minimum cumulative GPA of 2.0 to be eligible for a Directed Study. The student must demonstrate compelling reasons why the course could not be taken in a subsequent semester or was not taken in the semester when it was originally offered in the curriculum. Barring exceptional circumstances, a directed study will not be granted for a course currently being offered.

Internship Policy

Some MCC programs require students to participate in an internship program, while other programs consider student participation voluntary; refer to the college catalog for your program description to determine if your program requires an internship. Please make certain you are properly informed concerning the internship policy of your program, since those credits may be a necessary part of graduation requirements. The college's Internship Program centers upon the value of work as a learning activity. It involves students, faculty, and employers and is designed to assist students in coordinating classroom studies with related job experiences in business, industry, or public service.

The goals of the Internship Program are:

- To ensure that experiential activities or productive work are at the core of the college experience.
- To assist students in finding meaning in their studies.
- To assist students in developing or improving work skills or abilities important to their employment.
- To promote and expand the participation of employers in the evaluation of MCC programs.
- To promote the student's value in his/her chosen field.

Students will earn college credit for their internship. Such experience must:

- Take place at a workplace approved by the college.
- Involve employers willing to enter into training agreements with the college.
- Relate to the student's subject matter.

Some employers may provide health insurance during the term of a student's internship. In the event that a student is not provided such coverage by an internship site and is not covered by a personal or family health plan, they will be required to obtain insurance. Student health plans are available at reasonable costs through the Business Office.

Attending Classes

MCC students are expected to attend all classes, laboratory sessions, and clinical/co-op affiliations. Students must recognize that absence will interfere with academic success in their program of study. The instructor will be responsible for informing students of the attendance policy at the beginning of each course. Students should familiarize themselves with the Attendance Policy.

NOTE: If you miss your first class and do not contact your instructor, you will be dropped from the class. You will still be financially responsible for the cost of the class.

When an Instructor Misses a Class

Students will wait 15 minutes before leaving a scheduled class when no instructor has arrived unless formal notice has been given. Students need to take attendance and report the absence to the Associate Vice President of Academic Affairs. If your instructor needs to cancel a class, every effort will be made to contact students in the class, however, this cannot be guaranteed. A notice will be posted at the classroom.

Course Syllabus

Faculty are responsible for developing course syllabi for each course they are assigned. Students in that course, as well as the department chair, will receive a copy no later than the first full week of class meetings. The instructor's attendance policy must be clearly stated in the syllabus.

Additional data that may be considered for inclusion are classroom number, course description, textbooks, day and time of class meetings, grading policy, testing policy, written assignments, reading assignments, office hours, scheduled field trips, etc. The course syllabus is very important to keep track of assignments, when they are due, and when to expect tests and quizzes. The syllabus clearly states the faculty member's expectations of the student.

Academic Honesty

True learning can exist only in an environment of intellectual honesty. As future professionals, students have a particular responsibility to themselves and society to conduct their academic studies with integrity. The MCC community must refuse to allow plagiarism and cheating: all of us must work to create an environment where intellectual curiosity and honesty are valued. Plagiarism is defined as using or knowingly representing the words or ideas of another as one's own in any academic exercise, without proper reference citations. Cheating is defined as using or attempting to use unauthorized materials, information, or study aids in any academic exercise or activity. Violations will be referred to the Academic Affairs Office for Judicial Review.

Section II: Registering for Classes/Enrolling

All Students must be placed into MATH/ENGLISH course levels:

All incoming matriculated students need to be accurately placed into an appropriate level of English and mathematics. This placement helps your advisor to determine the best courses for you to take. Many courses have prerequisites that require either the placement or prior course work. Your advisor will be able to explain this to you.

If you are just planning to take a few courses and are not matriculated into a program, you will still need to take show placement requirements if the course requires it as a prerequisite.

How do I register for my classes?

1st Semester Students are required to Meet with their [advisor](#) to register.

Every student admitted to a degree or certificate program is assigned to an academic advisor with expertise in that program. You should meet with your advisor at least twice a semester to review your learning plan, evaluate the progress you are making towards graduation / transfer, and select courses for the upcoming semester. You and your advisor will work together to develop and refine your academic plan, address challenges, and identify opportunities.

You can register for classes in multiple ways. The most common way is to use Navigate, our Student Success Software. If you need help you should reach out to your advisor for help, or for courses that require an advisor's permission. *Registration with your advisors are required for first semester, matriculated students.* For non-matriculated or returning students the registration can be completed online at the following [link](#). Online registration is available for returning matriculated students though Navigate or SIS.

The Registrar's office is ultimately responsible for entering and completing registration for students. They can be reached at MCCRegistrar@ccsnh.edu or by calling 603-206-8287.

Veterans Regulation on Courses

Questions regarding the Veterans Benefits should be directed to the Registrar's Office. The Registrar verifies veteran registration two weeks after classes begin. Veterans are responsible for payment of tuition and fees pending the receipt of benefits. The college has contracted with FACTS Tuition Management to provide students with access to an interest-free monthly payment plan for college tuition. Information on the FACTS program is available in the Financial Aid Office, in the Bursar's Office, or online at www.mccnh.edu, click on Quick Links, then on e-Cashier.

Auditing Courses

Students may enroll in courses with an audit status. This means that students can take classes without the pressure of a grade for their work. This gives an opportunity to learn more about the challenges of college work, explore a discipline of interest, refresh prior learning, or supplement existing knowledge. Typically, a student attends lectures, seminars, and/or labs but does not complete graded assignments. When enrolled as an audit, the student will not be given a final grade nor will credit towards graduation be given for the course (the academic transcript will reflect an AU for the course). Students must pay the full tuition for the course. Federal Financial Aid does not cover costs for an audited course.

What happens if I have to drop a class or stop attending college?

Withdrawing from all classes or the college

Withdrawing from a class or the college may impact financial aid, so students should check with the Financial Aid Office to determine the impact of their decision on financial aid. Samples of withdrawal calculations are

available upon request in the Financial Aid Office. Tuition refunds are time-sensitive; depending upon when a student formally withdraws from class, they may be financially responsible for all or part of the tuition.

Withdrawing from classes

Students who choose to withdraw from a course must complete an Add/Drop Form. This form must be signed by the student and various campus offices and then returned to the Registrar's office. Before adding or dropping a class or classes, students must consult their Academic Advisor, and/or the instructors responsible for those classes.

Dropping a Course

The student should initiate the official drop procedure after consultation with his/her faculty advisor. **Simply ceasing to attend classes or notifying the instructor does not constitute officially dropping a course.** Though there may be financial or academic penalties involved, courses may be dropped at any time, but only through formal written notification to the Registrar's Office or online under Academics -Forms to download, and completion of the following procedure:

Before officially dropping a course, the student should first discuss the matter with the instructor and faculty advisor. If, after discussing the matter with both individuals, the student decides to drop, an ADD/DROP form should be obtained from the Registrar's Office, or online under Academics, Forms to download. The form must be completed by the student and submitted to the Registrar's Office.

Any student who officially drops from a course...

- Any time prior to the end of the fourteenth calendar day of the semester will receive no grade in the course, and no notation will appear on his/her academic record.
- Up to the end of the 10th week of a semester will receive a "W" grade on his/her transcript.
- Up to 10 days prior to the beginning of the final exam period will receive Withdraw/Pass (W/P) or Withdraw/Fail (W/F) on the transcript. The W/P is not calculated in the GPA. The WF is calculated in the GPA as an "F."
- When there are fewer than 10 class days remaining to the beginning of the final exam period, students will receive an appropriate grade other than W/P or W/F, and that grade will be computed on the transcript in the student's grade point average.

Please note the above timeline is specific to courses that meet for 16 weeks. Any course that meets fewer than 16 weeks will follow a prorated timeline.

Adding a Course

A course may be added at any time by completing an add/drop form prior to the start of the second week of the semester or other prorated timeline. Students remaining in the same course who wish to change their section must do so through formal notification to the Registrar's Office by using the ADD/DROP form with the instructor's approval.

Withdrawal from the College

A student who finds it necessary to withdraw from the college is strongly encouraged to complete the established process, which includes completion of an official withdrawal form, available from the Registrar.

Re-admission to the College

Matriculated status is maintained by successfully completing one course per academic year; otherwise a student will be required to re-apply for admission and abide by any new academic requirements in force at that date.

Students who have withdrawn, or who have been suspended by the college, may apply for re-admission. Students may continue to take courses at the college on a non-matriculated basis, as space is available. Contact the Office of Admissions for more details.

Section III: Tuition, Fees and How to Pay for College

What does it cost to go to college?

The cost of college includes a combination of tuition and fees, books, supplies and/or equipment, and personal expenses such as transportation or childcare. Tuition and fees are set costs that are determined by the Community College System of NH Board of Trustees (see the Board of Trustees Policy Manual, Finance Section for a complete list of all fees within the system, www.ccsnh.edu). The cost of books will vary depending on the courses that you take. In addition, personal expenses will vary depending on your personal situation.

Student Account Advance Payment Requirement

Students are required to make payment or arrangement of payment of all semester charges two weeks prior to the start of the semester. If a student registers for any classes during the two-week period before the first day of classes, payment or arrangement for payment is due that day. Any students who do not pay or make arrangements for payment may be administratively withdrawn from their classes. The Financial Aid office can help you estimate your full costs of going to college and look at funding sources, such as grants, loans, and scholarships, which can help offset the costs of college. The costs for attending MCC are outlined below.

Tuition & Fees

New Hampshire Residents	\$215 / credit
New England Regional Students (CT, MA, ME, RI, VT)	\$323 / credit
Out of State and International Students	\$490 / credit

NOTE: Tuition rates are established by the CCSNH Board of Trustees and are subject to change without notice.

Academic Instruction Fee

A fee will be charged for all Laboratory/Clinic/Practicum or other similar experiences. This fee is calculated by subtracting the number of lecture hours from the number of credit hours and multiplying the remainder by \$110.00 for each course. This fee will be added to the normal tuition charge for that course. (**See example below.**)

Example Class	Lec	Lab	Credit
BIOL110 A&P I	3	3	4

(4 credits - 3 lecture hours = 1 x \$110 = \$110)

This fee will be charged to all students with no exceptions.

Comprehensive Student Service Fee

\$20 per credit - This per credit fee is charged for every credit regardless of the number of credits taken. Online courses are also assessed with this fee.

Nursing Clinical Surcharge

All nursing students taking clinical courses will be charged a nursing clinical surcharge of \$500 per semester. This surcharge is designed to assist in covering the increased expenses associated with clinical classes. This fee is in addition to the lab fee. Explanation: The New Hampshire Board of Nursing adopted a change in the chapter 600:11 of administrative rules. This chapter dictates the number of students that may be supervised by one faculty member in a clinical setting. The new rule changed the student/faculty ratio from 10:1 to 8:1, which

has impacted on clinical supervision costs. The Board of Nursing governs the instruction offered to nursing students, and the Community Colleges must comply with their rules, which took effect June 26, 1998.

Fees and Charges Associated with Going to College

Required Fees

Academic Instruction Fee	\$110 / lab hour
Comprehensive Fee	\$20 / credit

Other Fees

Challenge Exam Fee	\$25 / credit
CLEP Exam	\$25
Fine Arts modelling fees	\$20
HVAC materials fees	\$100 per select courses
ID Replacement	\$10
Liability Insurance	\$25
Library Fine	Replacement charge
Nursing Clinical Surcharge	\$700 / semester
Nursing ATI Entrance Exam	\$100
Nursing Products/Exams	\$615 / semester
Nursing Tuition Deposit	\$100
MCC SNA Membership	\$25 / year
Payment Plan Service Fee	\$25
Returned Check Fee	\$30 or 5% of check's face value + bank fees
Proctor Exam Fee	\$50 / exam
Welding Materials	\$315 per selected course

BOOKS AND SUPPLIES (Estimated)

Texts and writing materials	\$800
Advanced Manufacturing tools	\$1500
Automotive tools and materials	\$4000
HVAC tools and supplies	\$1,800
Nursing uniforms, accessories, supplies	\$500
Welding tools and supplies	\$300

All requests for transcripts must be in writing and submitted to the Registrar's Office. There is no fee for a student transcript issued from one CCSNH college to another. Note: A student's transcript is private information. No third party may receive a copy of a student's transcript without the student's written consent.

How do I pay for college?

The first step you should take to pay for college is to check with the Financial Aid Office to determine the types of grants or loans for which you qualify. The Financial Aid personnel can help you determine a budget for paying for college that makes sense for your financial situation.

View your tuition bill online through the Student Information System (SIS). Make payment arrangements at the Bursar's Office to cover any balance left after applying your financial aid. All payment or payment arrangements must be made two weeks before the start of the semester. View other payment options at the [Bursar's Office](#).

Financial Aid

Financial aid helps students and their families pay for college expenses, both direct (charged to your college student account including tuition, fees, and on campus room and board) and indirect (including, but not limited to books, supplies, and transportation to/from college). There are several types of financial aid including grants, scholarships, loans and work study.

- **Grants:** No repayment necessary; usually based on need
- **Scholarships:** Typically, no repayment necessary; based on merit and/or need
- **Loans:** Repayment is required; loan type is based on need
- **Federal Work Study:** Work for an hourly rate; based on need

Financial aid awards may include a combination of the various types of aid.

Eligibility Requirements:

To receive federal, state, or college funds administered by the MCC Financial Aid Office, you must:

- Be admitted to a degree-granting or eligible certificate program at the institution.
- Be a U.S. citizen or an eligible non-citizen.
- For Pell Grants, be attending a minimum of one (1) credit, at the census date.
- For federal loans, be attending a minimum of six (6) credits, at the time of disbursement.
- Be meeting the Satisfactory Academic Progress for Financial Aid requirements, as defined by the Financial Aid Office
- Be registered with Selective Service (male students only).
- Not be in default on a student loan.
- Not owe a refund on any federal (Title IV) aid due to a previous college withdrawal.
- Not have aid eligibility suspended or terminated due to a drug-related conviction that occurred while receiving Title IV assistance.
- Not be receiving federal or state financial aid from another institution for the same enrollment period.

If you have a Bachelor's degree, you are eligible for student loans, but you are not eligible for Pell or SEOG grants.

An eligible certificate program requires 16 or more credit hours for completion. Financial aid is prorated for programs that are less than 30 weeks in any academic year. Federal loans are prorated for programs requiring 16 to 23 credits for completion.

You must be enrolled at least half-time to qualify for Direct Student Loans (DL). In a regular length semester, half-time is the equivalent of six credits. Audited courses, Transfer Credits, Credit by Exam and Experiential Learning Credits do not count towards eligibility.

If you want to register for courses at more than one CCSNH College, contact your home college Financial Aid Office for a Consortium Agreement.

To maximize Pell Grant eligibility for courses that do not span the entire length of the semester, students must be registered prior to the primary census date within that semester. Students should contact the Financial Aid office for clarification of this condition.

These standards are described in more at the Financial Aid Office website:

<https://mccnh.edu/affordability/financial-aid/>

How to Apply:

Complete the Free Application for Federal Student Aid (FAFSA) at www.fafsa.gov to apply for financial aid at Manchester Community College; you must also complete any additional financial aid

forms requested by your Financial Aid Office.

Additional financial aid forms and scholarship information are available on the college website.

You will need to complete a renewal FAFSA for each academic year you remain in college.

Application Checklist

- Apply for admission to MCC as an eligible certificate or degree seeking student.
- Complete the FAFSA at www.fafsa.gov. (Be sure to add MCC's school code 002582 to your FAFSA application)
- Review your Student Aid Report (SAR).
- Complete the FAFSA verification process, if selected.
- Review, sign and return your Financial Aid Award Letter.
- Register for classes.
- Complete Student Loan Entrance Counseling (if applicable) at <https://studentloans.gov/>
- Complete Student Loan Master Promissory Note (if applicable) at <https://studentloans.gov/>

Sources of Financial Aid (Grants and Loans):

Federal Pell Grant

Pell Grant is a federally funded program that assists students with the cost of attending college. A Pell Grant does not have to be paid back. Pell Grant eligibility is established by the FAFSA. Actual payments of Pell Grants are based on eligibility and enrollment. Annual Pell Grants are limited to two full-time semesters, or the equivalent.

Supplemental Educational Opportunity Grant (SEOG)

Students with significant financial need may be awarded this federal grant. Availability is dependent on limited federal funding to the Colleges. SEOG is awarded to students enrolled at least half-time (6 or more credits in one or more semesters) who meet all other eligibility requirements until funds are exhausted. Awards range from \$100 to \$800 per aid year.

Federal Work Study

FWS Program eligibility is available to students enrolled at least half-time (6 or more credits in one or more semesters) who meet all other eligibility requirements. Funds available are based on limited annual federal funding. Students should speak to the Financial Aid Office to sign up for consideration.

Federal Direct Student Loan Program (Subsidized and Unsubsidized)

Direct Subsidized Loans do not accrue interest while the student attends college. Students with remaining financial needs are offered Subsidized Direct Student Loans, up to the annual maximum eligibility of \$3,500 for first-year students (31 or fewer credits earned) and \$4,500 for second-year students (32 or more credits earned.) Repayment begins and interest accrues six months after the date of graduation, if a student drops below half-time status (6 credits or more each semester) or leaves the college. Students must also be considered half-time at the time of disbursement to receive this fund.

Direct Unsubsidized Loans do accrue interest while the student attends college. Interest begins accruing the day the loan is disbursed to the student's account. All students, regardless of financial need, who meet all other eligibility requirements and who are enrolled in at least 6 credits in one or more semesters, are offered Unsubsidized Direct Student Loans.

Repayment begins six months after the date of graduation if a student drops below half-time status (6 credits or more each semester) or leaves the college.

Federal Parent Loans for Undergraduate Students (PLUS)

Parent Loans for Undergraduate Students (PLUS) are loans made to parents of dependent undergraduate students. Parents may borrow up to the student's cost of attendance less anticipated financial aid. Additional information is available through the Financial Aid Office or at studentloans.gov.

Alternative Loans for Parents and Students

These loans are offered by various lenders to assist parents and students in meeting educational expenses. Such funds may assist families that do not qualify for or need to supplement other forms of financial aid. Information is available at www.elmselect.com.

Financial Aid Refunds

Credit balances created by financial aid funds will be refunded to the student within 14 calendar days after the credit balance was created. If direct deposit is not requested, refund checks are mailed to the student's address on record. Credit balances created by Parent Plus Loans will be refunded to the parent who holds the loan within 14 calendar days of the credit balance being created.

Non-Credit Course Refunds

Students must withdraw in writing at least three days prior to the first session to receive a full refund of tuition and fees.

Finance Policies

Included in this section are applicable Manchester Community College (MCC) policies and federal policies. Applicable policies of the Community College System of NH Board of Trustees can be found at the CCSNH website <https://www.ccsnh.edu/wp-content/uploads/2023/11/System-Policies-400-Finance-2023-OCT-25.pdf>.

College Policy: Tuition Refund Extenuating Circumstances

Extenuating circumstances are defined as military activation, administrative error, or documented long-term illness. In order to receive a tuition credit, supporting documentation such as a physician's note, hospital confirmation, military assignment papers, etc. must be provided. Students wishing to be considered for an exception must still complete the add/drop form. Students should contact the Appeals committee at MCCAppeals@ccsnh.edu.

Federal Policy: Return of Title IV Funds

Title IV funds are awarded to a student under the assumption that the student will complete all courses he/she is scheduled to attend during the period Title IV aid is awarded. A financial aid recipient who does not complete all of the days he/she was scheduled to attend during the payment period may be required to return all or a portion of the federal finances received for that semester. A recipient who has had Title IV aid returned may also be required to pay back to the College any balance originally paid by Title IV aid, such as tuition and fees or student refund of Title IV aid.

NOTE: Federal Stafford Loans. If a student is in the first year of an undergraduate program, is a first-time borrower under the Direct Loan Program and withdraws from the college prior to 30 days into the term, the student becomes INELIGIBLE for the Stafford Loan. Students who choose to withdraw from the College must complete a College Withdrawal Form. This form must be signed by the student and various campus offices and then be returned to the Registrar's office.

College Policy: College Tuition Refund Policy

Students who officially withdraw from the college or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less nonrefundable fees. In classes which begin after the designated start of the semester (i.e., a mid-semester start) will have 7 calendar days from the

start of the class to withdraw for a full refund. Exception: students who meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. By MCC policy, no refunds will be granted after that date. Non-refundable fees include advance tuition and application fees.

MCC accepts cash, check, and credit card. You may pay in person, by phone, by mail, or online.

Monthly payment plan: Enrollment and information is at <https://nighthawks.mccnh.edu/tuition-financial-aid/payment-options/>

Financial Aid: The financial aid award process must be complete by the tuition deadline; otherwise, a payment plan must be in place. Be sure your financial award covers your full balance. If not, please pay the balance or finance through a FACTS payment plan by the tuition deadline.

Third-Party Payment: Please submit a letter from the company/organization guaranteeing payment and authorization for us to release your information to the company by the tuition deadline.

Payment of Tuition and Fees

All billing for tuition and fees is coordinated through the MCC Bursar's Office. Bills are mailed approximately 30 days before the beginning of each semester and are also available online through the Student Information System (SIS). Payment or arrangement for payment of all semester charges is due two weeks prior to the start of the semester. For classes that begin outside of the regular semester such as Winterim and the second eight-weeks, payment must be made three business days prior to the start of the section. Students who have not paid or made arrangements by two weeks before the first day of classes may be dropped from the classes. In the event of late registration, payment in full must be made immediately upon registration. Discover, Visa/MasterCard, check, or cash are accepted for payment of tuition and fees. Students awaiting funds from scholarships or financial aid awards to cover tuition may request a deferred payment through the Bursar's Office, subject to the approval of the President or designee.

Tuition Refund Policy

Students who officially withdraw from the college or an individual course by the end of the 14th calendar day of the semester will receive a 100% refund of tuition, less the non-refundable fees. Students in classes that meet in another format shorter than the traditional 16 weeks will have 7 calendar days from the designated start of the alternative semester to withdraw for a full refund. If the 7th or 14th calendar day falls on a weekend or a holiday, the drop refund date will be the first business day following the weekend or holiday. Exception: students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. Non-refundable fees are defined as advanced tuition, application fees, and orientation fees. All other fees are to be considered refundable. This includes but is not limited to the comprehensive student services fee.

Financial Aid Refunds

Credit balances created by financial aid funds will be refunded to the student two weeks after the credit balance was created. Refund checks are mailed to the student's address on record. Credit balances created by Parent Plus Loans will be refunded to the parent who holds the loan within two weeks of the credit balance being created.

Tuition Refund for Extenuating Circumstances

Extenuating circumstances are defined as military activation, administrative error, or documented long-term illness. In order to receive a tuition credit, supporting information such as a physician's note, hospital confirmation, military assignment, etc. must be provided. Students wishing to be considered for an exception must still complete the add/drop form. The complete procedures for students with extenuating circumstances can be obtained in the Bursar's Office.

Non-Credit Course Refunds

Students must withdraw in writing at least three days prior to the first session to receive a full refund of tuition and fees.

Return of Title IV Funds

Students who withdraw from school before the 60% point in a semester will have to repay a portion or all of their Federal Pell Grant, Federal SEOG grant, and Federal Perkins Loan funds to the United States Department of Education. In terms of Federal Family Education Loans (Stafford student loans), the unearned portion of the loan money will be returned to the student's lender. The exact amount required to be returned will vary depending on the amount of grant and loan money the student received and at what point in time the student withdraws from the College.

In addition, the student will be liable for the balance owed to the College for tuition, fees, and if applicable, room and board. The student will receive a revised statement of account for the expenses incurred, which will include the reduction and/or loss of Federal Title IV funds.

NOTE: Federal Stafford Loans (FFELP). If a student is in the first year of an undergraduate program, is a first-time borrower under the FFEL Program (Stafford Loan) and withdraws from the college prior to 30 days into the term, the student becomes INELIGIBLE for the Stafford Loan. Students who choose to withdraw from the College must complete a College Withdrawal Form. This form must be signed by the student and various campus offices and then be returned to the Registrar's office.

Scholarship Opportunity: Scholarships can make college more affordable, but only if you take the time to apply for them! As an MCC student, use your EasyLogin credentials and apply online through: <https://ccsnh.awardspring.com>. Filling out this online application at AwardSpring will present you with scholarships that you are eligible to apply for. Apply online twice a year — before each Fall and Spring semester. The [NH Charitable Foundation](#) provides scholarships for students enrolled in shorter-term certificate programs and two-year associate degree programs. There are rolling deadlines for certificate students and annual deadlines for others.

Section IV: Student Resources & Support

Academic Advising

Academic advising at MCC is a college-wide effort dedicated to helping you reach your educational goals. Members of the college community provide guidance, encouragement and resources based on their specific areas of expertise. Every student admitted to a degree or certificate program is assigned to an academic advisor with expertise in that program. You should meet with your advisor at least twice a semester to review your learning plan, evaluate the progress you are making towards graduation / transfer, and select courses for the upcoming semester. You and your advisor will work together to develop and refine your academic plan, address challenges, and identify opportunities.

Working with your advisor

The goal of advising is to assist students in creating academic plans that will lead to the successful realization of their educational goals. Through conversation, assessment, goal setting, and strategic planning, students are empowered to create academic schedules that reflect their interests, skills, and obligations to family, work, and/or community.

The process of advising at MCC is characterized by communication and connection between the student and his/her advisor. The advisor-student relationship is potentially one of the most significant partnerships a student will experience at MCC. Students are encouraged at all times to seek out their advisor to ask questions, share concerns, get help, plan for the future, or simply to “check-in.”

The advisor is the student’s principal guide at the college. An advisor’s function is to assist students in the planning of an academic program, including specific course selections, and to serve as a resource for any academic problems that may arise. Students should meet with their advisor for a review of academic progress and course selection prior to the start of each semester of their enrollment. This relationship is critical to student success.

The faculty and professional advisors support MCC’s mission of being committed to providing excellent, creative instruction. Faculty advisors view academic advising as consistent and integral to MCC’s educational philosophy of being responsive to the needs of students. In general, faculty advisors support the importance of forming a quality advising relationship with students for the students’ personal growth, as well as for their educational and professional success.

Advisors Help Students:

- Explore the academic options available at MCC including the choice of majors, specializations, and concentrations.
- Assess life and career goals.
- Explore the course options available within each program, as well as the general electives available outside the field of special interest.
- Plan their overall academic program and select their courses for registration.
- Interpret academic policies and programs.
- Monitor their academic progress.
- Obtain current information in relation to their college and professional requirements.
- Determine which Student Services office is appropriate to help depending on particular needs and increase their awareness of support services that are available.
- Help students ensure they are on track to graduation.

Students are, therefore, strongly urged to seek out advice in order to successfully meet the requirements of their degree program. The actual responsibility for fulfilling these requirements rests with the student.

Expectations of Students' Role and Responsibilities

The student-advisor relationship is based on a philosophy of shared responsibility. The ultimate responsibility, however, for satisfying college and professional requirements rests with the student.

The college expects that:

- Students will use their ccsnh.edu email address while enrolled in any class (online, face-to-face, hybrid.)
- Students will familiarize themselves with the College's Catalog and Student Handbook.
- Students are also responsible for becoming knowledgeable about the college's academic policies and procedures and for monitoring their academic planning for the completion of college and professional requirements.
- Students will be aware of, and accept responsibility for, their financial obligations to the college.
- Students will adhere to college deadlines regarding registration.
- Students will be responsible for making and keeping appointments with their advisors in a timely manner, as well as updating their advisor on their academic progress.
- Students will take their advisor's suggestions into consideration to make informed decisions regarding academic planning.
- Students will use various on-campus support systems such as: Counseling Services, Accessibilities Services, and services of the Learning Commons and Advising Center.
- Students recognize that advisors can provide support and guidance to students in transition to college life for developing skills in accomplishing their personal, academic, and professional goals.

Change of Advisor

Students requesting a change of advisor should consult with the department chair and/or the Associate Vice President of Academic Affairs assigned to the student's major.

Academic Advising Center

The mission of the Academic Advising Center is to foster learning and help students achieve their highest academic potential. MCC students may use the services in the Academic Advising Center to become successful, independent learners through collaboration with the rest of the college community.

Academic support services are provided free of charge to all MCC students. Individualized tutoring is available in writing, mathematics, business, arts and sciences, technical courses, and liberal arts and sciences on a first-come, first-serve drop-in basis.

Students are encouraged to visit the Academic Advising Center during their first week of classes to become familiar with how the staff helps students succeed.

Liberal Arts, Health Science and Non-matriculated students are advised by the Academic Advising Center. When necessary, students are referred to outside agencies for further assistance.

84

Outgoing Transfer Advising

Transfer services are available to guide students in the pursuit of a four-year degree and beyond. MCC has a variety of established articulation agreements and transfer pathways. Stop by the Academic Advising Center to learn more! Transfer pathways provide an opportunity for students to complete an associate degree in designated majors and transfer to a four-year college or university in a similar major to complete a bachelor's degree. PSU offers a Block Transfer Program in Liberal Arts to many BA and BS programs. Granite State College accepts associate degrees into all bachelor's degree programs. GSC also has accelerated bachelor's programs in Business, Psychology, Criminal Justice, and RN to BSN.

Students who decide to continue their education after graduating from MCC will find information about four-year colleges and universities in the Academic Advising Center. Representatives of four-year institutions also visit the campus to recruit. Credits from MCC may be transferred to other colleges, but the decision rests with the

college to which students are transferring. Questions about the transfer process should be directed to the Outbound Transfer Advisor, located in the Advising Center.

Learning Commons

MCC Learning Commons is located near the main entrance to the college, houses the Library, the [Office of Online Learning](#), the [Accessibility Coordinator](#), [Tutoring](#), the Multicultural Center, Prayer Room, Family Study Room, Student Support Counselor, and the IT Help Desk. Together, the departments support students' learning by providing access to various learning technologies, expert assistance, print and online research resources, writing and tutoring help and multiple study spaces for individual and group learners. The space, resources and services in a common area promote an active and collaborative learning environment.

MCC Library

The MCC Library, located in the Learning Commons, supports teaching and learning and helps students succeed. Library staff are here to help students in person (by appointment or drop-in) and by phone, text, chat, or email. We work closely with faculty to ensure our collections, resources, and services, including research instruction and consultations, meet the information needs of MCC students. Our librarians work with students to help them develop strong research and information literacy skills, such as finding, evaluating, and using information effectively in papers, presentations, and projects – the skills employers are seeking. In addition to print and eBooks, some textbooks for in-library use, magazines, journals, newspapers, and DVDs, we have anatomy models, whiteboards, PCs, Macs, laptops, printers, scanners, a photocopier, calculators, and charging stations. There are spaces for students working alone or collaboratively, in silence or not, at desks, tables, or comfortable seating. We also host events, including regular therapy dog visits, work with the student-led Library Club, and offer work-study positions.

Whether you are enrolled in on-campus or online courses, MCC Library Online, our website, provides all students and faculty 24/7 access to our databases, which include thousands of eBooks and millions of articles. Our online collection also includes Research Guides, which our librarians create to help students find specific resources for work in their major or courses, and access search tips, citation information, and research guidance at any time. You can reach us by phone, text, chat, email, or in person. Look for links in Canvas to online library resources and services, and visit MCC Library Online at our website, <https://library.mccnh.edu/home>.

With your MCC ID card, you can also get a library card at the Manchester City Library, which has downloadable audiobooks and streaming video in addition to print materials, and you can borrow items from any state college or university in NH.

The library supports the learning, research, and teaching activities of students, faculty, and staff of the College through its resources and services. Information about the library, its resources, and services can be found at its website, <https://library.mccnh.edu/>.

The library has a collection of more than 16,000 books, over 5,000 e-books, 1,500 DVDs and videos and subscribes to more than 160 journals, magazines, and newspapers. Students can browse the collection through the online library catalog. Students have on-site and remote access to more than 21 online indexing and abstracting multidisciplinary and subject-specific databases, many of which provide the full text of articles. For remote access to the online databases of articles, students will need user names and passwords, which will be provided by the library staff upon request, either in person or by email sent to ManchesterLibrary@ccsnh.edu. The email should include your full name, the class you are enrolled in, and your instructor's name. You can also request books, videos, or copies of articles not available in the MCC library through an Inter-Library Loan.

17 computers with Internet access are available in the library for student use. You can borrow multimedia carts with LCD projectors, TVs, camcorders, tape recorders, and other equipment for on-campus use. There is also a coin-operated photocopier in the library. The library staff is always willing to assist students in accessing information from printed as well as online resources. Students can request reference assistance online through ManchesterLibrary@ccsnh.edu.

With a valid college ID card, students also have access to the Manchester Public Library and the University System Libraries (UNH-Manchester, UNH Durham, Granite State College, Plymouth State University, and Keene State College).

Accessibility Services

Reasonable Accommodation Plans (RAPs) are given to students who register with the Office of Accessibility Office and who have provided documentation of a disability that can be accommodated. RAPs are part of the 504 Rehabilitation Act and outline accommodations that instructors must provide.

The CCSNH Disabilities Coordinators from the seven colleges have jointly developed the following

Mission Statement:

“It is the mission of CCSNH Accessibility Services to provide equal educational access, opportunities, and experiences to all qualified students with documented disabilities who register with the college’s Accessibility Services office. Reasonable accommodations are provided to students to allow them to achieve at a level limited only by their abilities and not by their disabilities. Assistance is provided in a collaborative way to help students develop strong and effective independent learning and self-advocacy skills, as they assume responsibility for reaching their academic goals. (rev. 2006)”

Accessibility Services are available to MCC students with documented disabilities through the campus Accessibility Coordinator. MCC has a responsibility to maintain confidentiality of the documentation and may not release any part of the documentation without the student’s informed consent or under compulsion of legal process. As each student’s needs are unique, the provisions of services are designed individually each semester. Academic accommodations are determined by the nature of the disability, requirements of the curriculum or program of study, expectations in the classroom, and the timeliness of the request. The Vice President of Academic Affairs at the college will grant or deny substitution requests. The Vice President will form a committee consisting of appropriate counselors, teaching faculty, and department personnel to consider each request on its own merits.

The procedure for a substitution request is as follows:

1. Student petitions the Academic Success Center for the substitution.
2. The Accessibility Coordinator works with the student to compile the necessary data that will be needed to present to the committee. These data include:
 - Results of individual assessments and interpretation of the scores showing the relationship of those test scores to the academic discipline or course.
 - Letters of support from relevant teaching faculty, tutors, and counselors.
 - All transcripts showing the number of times the student has attempted the course, together with what accommodations and supports, if any, were utilized for the course.
 - Overall recommendation from the Accessibility Coordinator.
3. This information is then presented to the Vice President of Academic Affairs.
4. The Vice President shall convene a panel to review the request and make a recommendation within 15 working days of the request. The recommendation of the panel shall be in writing and shall include the rationale for the decision and, in cases where substitution is recommended, a specification of the course to be used for the substitution. The Vice President will review the recommendation of the panel and communicate his/her decision, in writing, to the person submitting the petition within five working days of receipt of the panel’s recommendations.
5. Persons denied substitution may appeal the decision to the President of the college within 10 working days of the receipt of the decision from the Vice President of Academic Affairs. The President will review the original petition and documentation, the recommendation of the committee, the decision of the Vice President of Academic Affairs, and other information deemed pertinent to the appeal. The President, or his/her designee, will communicate his/her decision, in writing, within 15 working days of the receipt of the written appeal. Decisions of the President with regard to the substitutions of requirements shall be final.
6. All approvals are sent from the Vice President of Academic Affairs office to the various departments such as the Registrar, the Academic Support Center, and to the student.
7. This substitution becomes part of the student’s permanent record and is transferred to other state institutions upon request of the student.

Online Learning

The world of online learning is unique. MCC has Canvas as their online platform. Many of its challenges are different from those found in a traditional classroom setting. Face-to-face contact is not an option unless the course is in hybrid format. Teachers are not physically present to coach and/or prod students. Consequently, online students must be independent and must be highly motivated to succeed. Learners must accept responsibility for their learning. While online learning is appropriate for some students, the conventional classroom may be the best setting for others. MCC offers its students a self-assessment instrument to assist them in determining if they will succeed in online learning classes. Prior to registering and enrolling in online courses, students should click on the following self-assessment link.

<http://www.ion.uillinois.edu/resources/tutorials/pedagogy/selfEval.asp>

This instrument does not guarantee that potential online students will succeed but can provide insight. The following general tips will help students who seek to pursue online courses. They are intended to be guidelines.

- As soon as a course opens, students should log in and e-mail their respective instructors accordingly.
- Students should review the course syllabus
- Students should explore all areas of the course site and become familiar with the setup and Canvas features
- Student should immediately purchase the required textbook(s) and ancillary materials.
- Students must be prepared to meet course deadlines.
- Strong reading and writing skills are critical to students' success.

Certain key computer skills are necessary to pursue online courses. They include: creating and saving documents, working with rich text format, managing and organizing files and documents, uploading and downloading files, sending and receiving email, completing web-based searches and research as well as navigating websites, and using audio and video components. Navigating Canvas is also a skill. It is best if students familiarize themselves with the various Canvas buttons prior to the start of their selected online courses. A Canvas orientation is recommended.

All MCC courses require a commitment to the learning process, as well as respect for others and deadlines. Students must possess the required hardware and software. Online courses fill up quickly. The college looks forward to welcoming you to this exciting and intense learning environment!

Career Support

In-person and online resources are available to MCC students as they achieve their academic and career goals. MCC has robust online resources which provide employment opportunities, resume and job preparation assistance, as well as a career resource library. Visit [College Central Network](#), MCC's official resume and job posting service. Access career advice, podcasts, videos, and articles. Search for employment. Create and upload resumes, cover letters, and portfolios. Explore careers and paths at MCC to help you move forward on [Career Coach](#).

[NH Employment Security Career Exploration and Training](#): Comprehensive list of links on career exploration, returning to work, apprenticeships, and more.

[Stay, Work, Play NH](#): Resources include job postings, industry overview, starting a business, and professional networking.

[Southern NH Area Health Education Center](#): Read more about health careers, including salary ranges and exploration.

Tutoring

Peer tutoring is free for MCC students in credit-bearing courses and is located in the Learning Commons or virtually through zoom. Free on-line tutoring is available for on-line classes through Canvas. Look for the link in

the menu on the left side of courses. Schedules for tutoring are posted each semester on the website. For more information about tutoring or becoming a tutor, contact the Learning Commons at 603-206-8150.

Family Study Room

- This room is for our student parents/guardians and their children.
- Students accompanied by their children have priority, and other users may be asked to leave in the case of a family request
- Children must be accompanied and supervised at all times.
- Parents/guardians are responsible for their children's safety and behavior.

Meditation/Prayer Room

The MCC Well-Being, Multi-Faith, and Sensory Center, located in the Learning Commons, aims to provide a calming and inclusive space designed to meet the diverse needs of our community. The core focus of the room is to provide an environment for well-being, multi-faith practices, meditation, and reflection. The room can also be used for private wellness and counseling sessions. The room is designed to create a grounding, comforting environment, and is equipped with a “sensory station” to support students’ multi-sensory needs.

In this room you will find: prayer/meditation mats, lamps to provide soft lighting, white noise/sound machine, relaxing nature images on the walls, comfortable chairs to sit in, floor cushions, and a sensory station including fidget toys.

Student Support Services

Our **Student Support Counselor** is here to offer support for any personal circumstances and to connect you to resources that will help ensure your academic success at MCC.

Are you looking for:

- A place to talk about something going on for you?
- Support with your mental health?
- Community resources to help with housing, utilities, transportation and food?
- Strategies to help balance school with other life responsibilities?
- Anything not on this list?

Kristen Butterfield-Ferrell

Student Support Counselor

Kbutterfieldferrell@ccsnh.edu

(603) 206-8177

Learning Commons (Room 268)

BetterMynd

BetterMynd, free telehealth therapy and wellbeing workshops for students, found in Apps Portal or at www.bettermynd.com. Access with easylogin credential.

My Campus Cupboard

MCC has grab-and-go and take-home food available for all students during normal campus hours. Located in Suite 249.

MCC Veterans Center

The MCC Veterans Center, located in Room 264, provides a safe environment on campus for all MCC students who are current or former military members, their spouses, and their dependents to study, relax, refresh, and socialize. Be sure to stop by!

Student Life

Student Life Mission Statement

Student life implements programming, events and cultural experiences in order to provide students with:

- A voice in determining their future
- Leadership development
- Exposure to new experiences
- A sense of self
- Opportunities for play and recreation
- Experiences that build a connection to campus and respect for diversity
- An understanding of the importance of civic engagement

MCC students are encouraged to take advantage of the social, recreational, and community service activities offered by the college. The college believes the rewards of meaningful relationships, the development of skills gained through participation as a student leader, and civic engagement are an important part of the collegiate experience.

Student Senate

The Student Senate serves as the governing group for the student body. The Senate allocates funds to recognized student groups, acts as the student voice, and forms committees to work on projects that improve the student experience on campus. With the Department of Student Life, the Senate supports the success of all of the student groups through leadership and community-building activities. The Student Senate elections are held early in the fall. Representatives are elected from each degree program. All curricula are represented through a peer election process. Representatives must be matriculated students in good standing. Senate meetings are held bi-weekly. Check the Senate Office for time/day/location.

Although only Representatives can vote on proposals, these meetings are open to all members of the student body and your input is welcome. Each year, the Senate sponsors a student delegation to participate in a local or national leadership conference. This provides student leaders with the opportunity to hear professional speakers, travel, and exchange ideas with their peers from across the state or the country. Delegates are expected to apply the skills learned from the conference in their student leadership roles on campus. Student Senate can be contacted at <http://www.mccnh.edu/senate>, or at 206-8178.

Clubs

Students are encouraged to enjoy other interests, both social and academic, at the college through participation in the variety of student organizations that are active. For a complete list of the student clubs and organizations available, please visit: <http://www.mccnh.edu/student-life/clubs>

Campus Activities Board (CAB)

A Campus Activities Board sponsors and supports activities which reflect the mission of Student Life and are open to the entire student body. Examples of events that have been sponsored are Welcome Week, Boston Celtics bus trips, Final Stress Busters, MCC's Got Talent, New York City bus trip, and the Spring Bash. They regularly sponsor a variety of entertainment, novelty events, and educational speakers. CAB Members are exposed to national college touring acts, as well as develop programming and leadership skills, by attending the NACA Northeast Conference each fall.

Community Service

Students at Manchester Community College are involved in community service projects both on campus and in the local community. Recent projects have included: Hunger and Homelessness Awareness Week, Fall Clothing Drive, Holiday Toy Drive and Food Drive. In addition, there are Alternative Spring Break service trips for students to participate in through Give Kids the World, Timmy Global Health or other service organizations, both within the U.S. and internationally.

Alternative Spring Break Service Trips

Annual trips are organized by and for students, which offer service-based travel in and out of the US. Recent projects include a clean water project with the Peace Corps in Ecuador, serving the Pine Ridge Reservation in South Dakota, volunteering at Give Kids the World Village in Florida, and a medical mission to Ecuador, South America.

Fitness Center

Students, faculty and staff are invited to use the Fitness Center. There is no charge to use this well-equipped and professionally staffed center. Fitness specialists provide assessment, program design, personal training nutrition assessment, fitness classes, and a friendly and safe workout environment. Fitness Center hours are posted for each semester and may change based on usage patterns. A menu of classes and workshops is posted each month. Additional drop-in recreational activities, such as volleyball. Pickleball and basketball are offered.

Phi Theta Kappa

The Alpha Pi Rho chapter of Phi Theta Kappa, the national honor society for two-year colleges, recognizes scholarship, leadership, and service at the college. Invitations for membership are extended each year to associate degree candidates who have at least a 3.5 cumulative grade point average (minimum of 12 credits earned at Manchester Community College) and have demonstrated leadership and service. Students must maintain a 3.0 CGPA once they are inducted into the organization.

Kappa Beta Delta

The Alpha Iota Chapter of Kappa Beta Delta National Honor Society is for business majors who have shown academic excellence (cumulative GPA of at least 3.5) and achieved the standards of the society. Annual membership is by invitation to those business students who have met the criteria.

Pride

MCC Pride is a group for Lesbian, Gay, Bisexual, Transgender, Questioning Students, and their Allies. LGBTQIA students meet on campus and also meet with other LGBTQIA groups from surrounding colleges to offer support, events, lectures, and dances.

Veterans Club:

MCC Vets mission is to establish a veteran friendly environment at MCC as well as to promote MCC to veterans who are looking to further their education. They assist veterans in taking full advantage of their education benefits, and they lend support to local Veteran's organizations.

Student Ambassador Program

Ambassadors are a group of competent and enthusiastic students who provide the Admissions Office and the College with a body of volunteers who are trained and prepared to represent the College at functions that involve the outside community. These include campus tours, Information Nights, Orientations, Open Houses and a variety of other outreach activities. Ambassadors are selected from the student body through recommendations.

Forming a New Club or Organization

To receive funding through the Student Senate, request rooms for meetings, and be listed in college publications, student clubs or organizations need to first be "recognized".

Visit <http://www.mccnh.edu/student-life/clubs/start-your-own-club> for the updated steps involved to become a recognized club/organization.

Students who are considering forming a new club are encouraged to review their proposal with their club advisor and the Senate Executive Board before presenting to the Senate. The group should request to be put on the agenda of a Senate meeting and have at least one student attend that meeting to present the proposal. Senate is usually very supportive of new clubs, and the face-to-face connection is generally very helpful. For more info contact Aileen Clay, Director of Student Life, 206-8175, email aclay@ccsnh.edu, or Student Senate, mancsenate@ccsnh.edu, 206-8178.

MCC Athletics

Success is seldom achieved alone. MCC Athletics fosters leadership skills through participation in competitive esports, athletics and other activities.

Our programs are designed to help you launch a successful career. In addition to physical skill development, you'll learn key principles needed to become a successful community member, leader and employee.

Find out more about MCC Athletics: <https://nighthawks.mccnh.edu/student-life/athletics/>

Find Help if You Are:

Having Trouble in Your Classes

The first thing you should do is talk with your faculty member to hear what suggestions s/he may have. You should also talk with your advisor for some additional suggestions for support. The Academic Success Center offers free tutoring and a wide variety of support services. There are many ways to get support while taking classes, so you need to find out what will work best for you.

Academic Standards [Academic Policies - Manchester Community College, New Hampshire \(mccnh.edu\)](#)

See Academic Affairs policy regarding:

- Academic Standing Classifications
- Academic Standards

- Academic Probation Definition
- Academic Suspension Definition
- Appeal Procedure

Academic Warning

The instructor may give a student an academic warning at any time if the student is failing or in danger of failing a course.

Re-admission to the College

Students who have withdrawn, or who have been suspended by the college, may apply for readmission. Students may continue to take courses at the college on a non-matriculated basis if space is available. Contact the Office of Admissions for more information.

Academic Amnesty - Academic Records and Privacy

Students will be given access to their own records without reasonable delay at any time during the working day (8 am - 4 pm). Students must make the request through the Registrar's Office. All personally identifiable information in a learner's educational record is considered confidential. No one will have access to such records without the written consent of the student. Please read the noted policies for a full description of Academic Records and Privacy.

Finishing Your Degree or Program at MCC

Transfer to Other Institutions

Transfer policies vary from institution to institution. When transfer to another institution is sought, the number of transfer credits granted for courses completed at the MCC is determined entirely by the institution to which the student transfers. When transferring, colleges will request that official transcripts be sent to them. You must make this request, in writing, to the Registrar's Office.

Transcript Fee

Requests for transcripts must be submitted at the following location: [National Student Clearinghouse Transcript Services](#).

Petition to Graduate

Candidates for graduation from all degree programs must complete a "Petition to Graduate" form. Commencement Activities are held in May but students may be eligible to graduate at the end of a fall, spring, or summer semester.

Petition to Graduate (for Associate degree and Professional Certificate Students): [Petition to Graduate Form - Manchester Community College, New Hampshire \(mccnh.edu\)](#)

Request for a Certificate: [Request for Certificate Form - Manchester Community College, New Hampshire \(mccnh.edu\)](#)

Commencement Requirements

A student shall not participate in any part of the Commencement ceremony as a graduate unless all requirements for graduation have been met.

Section V: Student Accounts & Services

Registrar's Office

Address, Name, Telephone Number, and E-mail Address Changes

Students should notify the Registrar in writing of any changes in name, address, telephone number, or email address immediately.

Preferred Name: Students who would like to add a preferred name to their account can find instructions at the following link: [Instructions for Preferred Name Change.pdf \(mccnh.edu\)](#)

Transcript Request (For MCC transcripts to external sources)

All requests for transcripts should be submitted via the National Student Clearinghouse website at <https://tsorder.studentclearinghouse.org/school/ficecode/00258200>. For coursework prior to 1991, contact the Registrar's Office at MCCRegistrar@ccsnh.edu. Students do not need to request a transcript to be transferred from one CCSNH school to another. Note: A student's transcript is private information. No third party may receive a copy of a student's transcript without the student's written consent.

Online Services

For important quick links for your student accounts and the online services available to you visit <https://nighthawks.mccnh.edu/>.

EasyLogin & Student Information System (SIS)

The Student Information System (SIS) is the primary application for all your MCC related information. Personal information including your EasyLogin credentials. Academic information such as course schedules & registration, online add/drop courses, final grades & transcripts and Financial information including tuition & fee statements, the ability to pay online, setup payment plans & Financial Aid information. Your EasyLogin username and password enable you to access all applications and services offered at MCC.

Student Email

MCC provides each student with a college email address. Your MCC email address will be used for all official electronic communication between you and MCC. Make sure to check your MCC email account regularly. All students are required to use their MCC email address when registering for classes. Students can access their MCC email on a computer or their mobile devices. Students can also download a free version of O365 Microsoft Office thru their MCC Email account.

Canvas

Canvas is the online learning software used in many courses at MCC. It is used in online and hybrid classes as well as many face-to-face classes.

Navigate

Navigate lets you communicate with your advisor, find information on resources, plan a best-fit schedule and register for classes, and get reminders about important "to-do" items like applying for financial aid and registering for classes. You can access it from the Apps Portal and/or download the mobile app.

MCC Alerts

MCC Alerts is MCC's emergency notification system that will help ensure rapid and reliable communication to students, faculty, and staff by text, voice, and/or your MCC email in the event of bad weather delays or closures, crisis or emergency situations happening on the MCC campus. Sign up for MCC Alerts at <https://www.getrave.com/login/mccnh>.

Printing in the Library/Learning Commons

Registered students are automatically provided with a moderate printing allotment at the beginning of every semester. Students can draw upon this allotment when printing in the Library/Learning Commons by using their EasyLogin credentials.

Other Student Service Information

Student Identification Cards

Identification cards are issued free to matriculated students at the beginning of each semester through the Learning Commons. College Identification Cards may be required for borrowing library books, returning books to the campus bookstore, and for student discounts at area merchants or public facilities. Students may also have borrowing privileges at other college libraries through the presentation of their student Identification Card to participating college libraries.

Lost Identification Cards

Any student who loses an Identification Card should report the loss to the Office for Campus Safety and obtain a new card at a cost of \$10.

Cancellation of Classes

In the event of a major snow storm, icing conditions, or other emergencies, watch WMUR-TV or go to WMUR.com closings listing.

Bookstore

The College contracts with a private vendor to run the online only bookstore. The online site has textbooks, supplies, novelty items, and college clothing articles. Students who have questions about pricing, books, or any issues should direct their inquiries directly to the bookstore at (603) 622-9941 and the bookstore can be accessed at the following location. <https://www.bkstr.com/manchesterccnhstore/home>

Bus Service

MCC is a regular stop of the Manchester Transit Authority. See the campus receptionist for a schedule and to learn about how MCC students can ride the bus for free.

Cafeteria/Meal Plan

MCC contracts with a private vendor to run the cafeteria. Students can buy hot or cold foods, drinks, and pastries. The cafeteria hours are posted each semester. Meals are available at reasonable prices, and vending machines are available when the grill is closed. Students are able to purchase a [meal plan](#) with their financial aid funds.

Housing and Living Expenses

MCC does not maintain residence halls on its campus or assume responsibility for housing. Students are also welcome to check on information about local housing options posted below. Arrangements and contracts for housing are solely between the student and the landlord. Apartment Living at local communities such as Countryside Village, Manchester Gardens, Evergreen Way, Devonshire Village, Red Oak Apartments, etc. See [Rent.com](https://www.rent.com), [Trulia.com](https://www.trulia.com), [Zillow.com](https://www.zillow.com), [PadMapper.com](https://www.padmapper.com), [ApartmentList.com](https://www.apartmentlist.com), [ApartmentGuide.com](https://www.apartmentguide.com) etc. for more information.

Student Handbook

The college's student handbook is available to all students on the college website. The student handbook documents academic and student policies and procedures. Students are responsible for being familiar with the information in the student handbook. The website will always have the most up-to-date version of the handbook.

Lost and Found

The college is not liable for any loss or theft of personal property on campus. Students are encouraged to obtain insurance coverage for tools stored in lockers or on campus. Lost and found items should be turned in to the Campus Safety office and claims or inquiries regarding lost items should be directed there.

Snow Removal

Student cooperation is needed during snow removal operations. Watch the entrances for directives. When snow removal operations have been declared, all vehicles in violation will be ticketed or towed at the owner's expense. Snow chains are NOT allowed EXCEPT on Maintenance and Emergency vehicles.

Section VI: Student Policies & Procedures

What are the policies and procedures I must follow as a student?

All system and board policies can be found at the following link: <https://www.ccsnh.edu/about-ccsnh/policies/>.

Should an accident or emergency occur on campus, it is the college's policy to contact an emergency service for medical attention.

Section I: Campus Security Authorities

The following have been identified as campus security authorities:

Campus Safety	703-8487, Room 277
VP Academic Affairs	206-8012, Room 265
VP Student Services	206-8005, Room 254
Facilities Department	206-8090 Maintenance Building
President's Office	206-8002, Room 256

The following describes the enforcement authority of the identified campus security authorities Campus Safety Department:

The Campus Safety Department operates 7 am to 10 pm Monday through Friday. Officers conduct interior and exterior foot patrols and are charged with the enforcement of federal, state and local laws as well as Manchester Community College (MCC) policies and regulations. Although campus safety officers do not have arrest powers, the campus safety department maintains a working relationship with the Manchester Police Department and the New Hampshire State Police. Manchester Police Department provides us with crime statistics for the areas that border MCC; however the campus safety department does not have a formal memorandum of understanding in place with either the Manchester Police Department or the New Hampshire State Police.

Campus Security Authorities

Campus officials who have a significant responsibility for students and campus activities are considered to be Campus Security Authorities. The CSA's primary responsibility is to report allegations made in good faith to the reporting structure established by the institution. Individuals and offices identified as CSAs are notified yearly in writing that they are CSA's and what is required of them. This letter also includes a list of all Clery Act crimes and geographical location, as well as an explanation of the types of arrests and referrals for disciplinary action that apply to the Clery Act. CSAs are not expected to investigate the crime to determine its validity, simply to document the information and provide it to campus safety for follow up.

Section II: Description of Informational/Safety Programs

- **Escort Service:** The Campus Safety Department extends walking escorts to students, faculty, and staff to and from any destination on campus. This free service is accessed by calling the safety officer on duty.
- **Emergency Call Boxes:** MCC has 911 Emergency Call Boxes located throughout the college campus. In the event of an emergency simply push the talk button to activate. You will be connected with a 911 dispatcher and advise them of your issue and location. The campus safety department must be notified after a 911 call has been completed.
- **Alarm Systems:** MCC has an active alarm system. This system will monitor for fire conditions 24 hours a day, seven days a week. When a fire alarm is activated, the alarm gives off an audible and strobe warning signal. In the event the college loses power, an emergency backup lighting system is activated. The Manchester Fire Department responds to all activated fire alarms. In addition, when the college is closed, the alarm system will monitor the security of the college. If a security alarm is activated, the alarm

gives off as audible signal. The Manchester Police Department responds to all security alarms. The Fire and Security alarms are both monitored by a private company. The alarm company will also notify the college facilities department of all alarms. MCC also has several emergency doors, which are alarmed. These alarms are monitored by the College Safety Department.

- **Campus Safety Website:** MCC maintains a website at <https://nighthawks.mccnh.edu/campus-safety/campus-safety-overview/>. For quick and up-to-date information on the campus safety department and services, the site provides crime statistics, crime prevention information, emergency procedures, and online registration for parking permits. This site also contains access to the list of registered sexual offenders for the State of New Hampshire. Special alerts and timely notifications are also posted to this site.
- **Crime Prevention Presentations:** MCC, in conjunction with the Manchester Police Department, will provide students with a safety awareness presentation at the beginning of each school year. In addition to presentations, preventative information is also conveyed through bulletin boards located throughout the campus. Printed crime prevention brochures, posters, and flyers relating to various crimes students may encounter are available and widely distributed throughout campus.

Section III: How to Report Crimes

Contact the MCC Safety Department by:

- Dialing 703-8487 from any phone to report an emergency
- Dialing 703-8487 from any phone to report non-emergencies
- Dial 9-1-1 to contact off-campus Emergency Services directly.
- Push the button on any Emergency Call Box to contact Emergency Services directly
- Go to any office on campus and ask them to contact the Campus Safety Department
- Access the Campus Safety website and fill out the incident report form.

Campus Safety encourages prompt and accurate reporting of all criminal matters. If you are a victim of a crime and do not want to pursue action within the College or criminal justice system, you should still consider filing a confidential report. With your permission, the Director of Campus Safety or a designee of campus safety can file a report on the details of the incident without revealing your identity. The purpose of the confidential report is to comply with your wishes to keep the matter confidential while taking steps to ensure the future safety of yourself and others. With such information, the College can keep an accurate record of the number of incidents involving students, determine where there is a pattern of crime with regard to a particular location, method, or assailant and alert the campus community to potential danger. Reports filed in this manner are counted and disclosed in the annual crime statistics for the College. These anonymous reports can be filed in the Campus Safety Office or by completing the online form at: <https://nighthawks.mccnh.edu/campus-safety/report-an-incident/>

Section IV: How to Prevent Crimes

Members of the college community must assume responsibility for their own personal safety and the security of their personal belongings by taking simple, common-sense precautions. For example, although the campus is well-lit, any student may feel more comfortable calling Campus Safety for an escort to their vehicle. Also, consider using the “buddy system” to walk to the parking lot. Vehicles should always be locked and valuables stored out of sight. Any suspicious individuals or activity should be reported to Campus Safety immediately.

Potential or actual criminal activity and other emergencies can be reported directly by any student, faculty, or staff member to the Campus Safety Department. The College encourages reporting directly to the local off-campus authorities in situations where the need is obvious, such as a theft you see taking place or a situation requiring immediate medical attention, etc. Notification of College personnel should take place after the emergency services have been notified and are on their way to the campus. MCC expects students to be mature, honest, and responsible members of the College community. Any behavior which infringes upon the rights, safety, property, and privileges of another person or which impedes the educational process is unacceptable. In addition, any behavior or activity that violates local, state or federal law is unacceptable. For further information refer to the Student Code of Conduct located in the policy section of the Student Handbook.

Any violation of these rules or local, state and federal laws on campus should be reported to the Campus Safety Department. Violations of the law will be reported to the appropriate local, state or federal authorities.

Disciplinary issues are the responsibility of the Student Affairs department. The Vice President of Student Affairs or his/her designee may take administrative disciplinary action when necessary to ensure the safety of students, faculty, and staff and to ensure the continuation of the educational process.

Section V: Sexual Assault Policy

MCC is acutely aware of the concerns of students, faculty and staff regarding the sudden and dramatic increase in the number of victims seeking help who have been sexually harassed, assaulted or raped on college campuses. It is the policy of the Community College System of NH that all individuals associated with the System should be able to work and study in an environment that is free of discrimination and sexual assault/harassment. Because of the criminal nature of these activities, MCC will refer reports of such activities to the civil authorities where and when appropriate. The most prevalent form of rape on college campuses across the U.S. is acquaintance rape. The acquaintance may be a date or boyfriend/girlfriend of the victim or someone the victim knows only casually from his/her class, or through mutual friends. Regardless of the relationship between them, if one person uses force to coerce another into submitting to sexual intercourse, the act is defined as rape. The same criminal laws and penalties apply in cases of acquaintance rape as in the cases of stranger rapes.

Whenever a staff member comes in contact with an individual voicing a complaint of rape or sexual assault, the following steps should be taken:

- Provide support for the victim. The guidelines that follow are for providing emotional support to a rape/sexual assault victim:
- Support and listen carefully to the victim.
- Realize that the wide variety of behaviors displayed is not necessarily indicative of how the victim is dealing with the assault.
- Avoid making decisions and doing “for” them.
- Place no blame for the assault.
- Avoid pressuring the student into pursuing any of the options presented to them.
- Offer to assist them in gaining access to the resources they need.
- Contact Campus Safety 703-8487; Campus safety will then contact the appropriate authorities.
- If the student is reluctant to notify the authorities and does not want medical assistance, encourage the student to contact the New Hampshire Rape and Domestic Violence center at 1-800-277-5570.

Campus Safety must be notified in all cases of Rape or Sexual Assault.

Section VI: Alcohol and Drug Policy

Under unusual circumstances, such as when the college is hosting community-sponsored events or dinners for visiting dignitaries, the President may give permission to serve limited amounts of alcohol. Students will observe the following:

- Alcoholic beverages will not be allowed in academic facilities during the regular academic day.
- Sale of alcoholic beverages on campus is prohibited.
- Drinking of alcoholic beverages is prohibited in the public areas of the campus at any time; this includes all facilities, functions open to the public, athletic events, academic or social field trips, streets and yards, roads and parking lots, and the hallways, lounges and other public places.
- Excessive or irresponsible drinking and drunkenness will not be tolerated.
- Violation of the rules concerning use of possession of intoxicating beverages as set forth in paragraphs above will result in referral to a judicial hearing which may result in suspension or dismissal from the College.
- However, if requested, a waiver may be granted by the College President if and when all other arrangements are consistent with existing statutes and Board of Trustees Regulations.

Drugs and Narcotics: The use, possession or distribution of non-prescribed drugs and narcotics, including marijuana, by students is not allowed on campus and will result in suspension or dismissal from the College. Any college student trafficking in drugs shall be subject to civil and college action. The policy of the College will be to cooperate fully with law enforcement officials in the proper exercise of their duty. This policy is based on Federal and State of New Hampshire laws pertaining to the use of drugs.

The physical and mental dangers associated with the use and abuse of drugs and alcohol are numerous. Heavy drinking over a period of time can cause physiological damage, physical problems, and serious nervous or mental disorders. Addiction to drugs or alcohol not only impacts upon the abuser, it places profound stress upon family members, relationships, and friendships. The College is concerned about abusers using tools and equipment, which can be harmful to the individuals as well as to others nearby. Once again, the use of alcohol and/or drugs is strictly forbidden on campus.

The College realizes that circumstances place individuals into situations that may lead to dependence upon drugs and/or alcohol. Recognizing its responsibility to be concerned with the total wellbeing of its students, MCC provides referral service to those in need of counseling or medical support. Individuals are urged to seek assistance from a counselor and to secure the proper treatment they may need. Below is a resource for a substance abuse and treatment center.

In addition to the policy above, the CCSNH Alcohol, Drug and Narcotics Policies applies. See <https://92896ea6.rocketcdn.me/wp-content/uploads/2024/08/System-Policy-700-Student-Affairs-2023-AUG-01.pdf> Alcohol Treatment Center (24 Hour Help Line) 1-800-711-6402

Section VII: Timely Warnings

Campus Alert: The Campus Safety Alert is provided to give students, faculty and staff timely notification of crimes that may present a threat to the campus community and to heighten safety awareness. In general, criminal suspects are unknown to the victims. However, in the instance of a violent crime occurring between two individuals who know each other, Campus Safety and the College Administration will look at each incident to determine if the suspect poses a continued threat to the campus community and will issue a warning when necessary. The Alert also seeks information that may lead to the arrest and conviction of the offender when violent crimes against persons or major crimes against property have been reported. The Campus Safety Department is responsible for issuing a Campus Safety Alert when a crime is reported to or brought to the attention of that office, and the crime represents a threat to the safety of members of the campus community. Information for alerts also comes from other offices on campus and local law enforcement agencies. Every attempt will be made to distribute the Alert within 6 hours of the time the incident is reported; however, the release is subject to the availability of accurate facts concerning the incident. Alerts are distributed to academic buildings and student centers via postings. Alerts are also distributed through the campus e-mail network, the Campus Safety Website and through local media outlets when appropriate.

Section VIII: Sex Offender Registry

Information on Registered Sex Offenders for the State of New Hampshire and Megan's Law can be found on the Campus Safety Website at: <https://nighthawks.mccnh.edu/campus-safety/safety-related-links/>

Section IX: Campus Crime Statistics

A paper copy of the annual crime statistics report was sent to the Department of Education and can be obtained at the MCC Campus Safety office.

Recent amendments to the Campus Security Act require colleges and universities to annually compile and publish crime statistics for their campuses and certain off campus locations. It also requires that "campus security authorities" report crime statistics for inclusion in the college's Annual Security Report. If you are listed below in the distribution list, then you are a "campus security authority" as that term has been defined by the United States Department of Education. "Campus security authorities" are defined by position as "an official of the institution that has significant responsibility for student and campus activity, and any individual or organization specified in the statement of campus security policy as one to which students and employees should report criminal offenses". This includes advisors to student organizations, athletic team coaches,

members of campus safety, and offices within Student and Academic Affairs, with the exception of health and counseling services.

Because of the law's complex reporting requirements, the most reasonable and effective way to manage the reporting is as follows. As per our normal process, you should continue to immediately report any crime or violation of the MCC Code of Conduct to the MCC Campus Safety Department.

If you become aware of any crime listed below, or if any person reveals to you that he/she learned of or were the victim of, perpetrator of, or witness to any crime listed below, and this crime has not been reported to anyone else, report the crime using the Campus Safety Incident Report Form online and contact the Campus Safety Department immediately.

The following lists of crimes (and their definitions) are those which are required to be reported to the United States Department of Education (crime definitions from the Uniform Crime Reporting Handbook).

- **Hate Crimes Involving Bodily Injury:** A hate crime is any crime manifesting evidence that the victim was selected because of the victim's actual or perceived race, religion, sexual orientation, gender, ethnicity/national origin, or disability.
- **Murder/Non-Negligent Manslaughter:** The willful (non-negligent) killing of one human being by another.
NOTE: Deaths caused by negligence, attempts to kill, assaults to kill, suicides, accidental deaths, and justifiable homicides are excluded.
- **Negligent Manslaughter:** The killing of another person through gross negligence.
- **Robbery:** The taking or attempting to take anything from value of the care, custody or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.
- **Aggravated Assault:** An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by means likely to produce death or great bodily harm. It is not necessary that injury result from an aggravated assault when a gun, knife, or other weapon is used which could or probably would result in a serious potential injury if the crime were successfully completed.
- **Burglary:** The unlawful entry of a structure to commit a felony or a theft. For reporting purposes, this definition includes unlawful entry with intent to commit a larceny or a felony; breaking and entering with intent to commit a larceny; housebreaking; safecracking; and all attempts to commit any of the aforementioned.
- **Motor Vehicle Theft:** The theft or attempted theft of a motor vehicle. (Classified as motor vehicle theft all cases where automobiles are taken by persons not having lawful access, even though the vehicles are later abandoned -including joy riding).
- **Arson:** The willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, or personal property of another kind.
- **Weapons Law Violations:** The violation of laws or ordinances dealing with weapon offenses, regulatory in nature, such as: manufacture, sale, or possession of deadly weapons; carrying deadly weapons, concealed or openly; furnishing deadly weapons to minors; aliens possessing deadly weapons; all attempts to commit any of the aforementioned.
- **Drug Abuse Violations:** Violations of state and local laws relating to the unlawful possession, sale, use, growing, manufacturing, and making of narcotic drugs. The relevant substances include: opium or cocaine and their derivatives (morphine, heroin, codeine); marijuana; synthetic narcotics (Demerol, methadone's); and dangerous non-narcotic drugs (barbiturates, Benzedrine).
- **Liquor Law Violations:** The violation of laws or ordinance prohibiting: the manufacture, sale, transporting, furnishing, possessing of intoxicating liquor; maintaining unlawful drinking places; bootlegging; operating a still; furnishing liquor to minor or intemperate person; using a vehicle for illegal transportation of liquor; drinking on a train or public conveyance; all attempts to commit any of the aforementioned. (Drunkeness and driving under the influence are not included in this definition.)

Sex Offenses Definitions from the National Incident-Based Reporting System Edition of the Uniform Crime Reporting Program.

- **Sex Offenses—Forcible:** Any sexual act directed against another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent.
- **Forcible Rape:** The carnal knowledge of a person, forcibly and/or against the person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her temporary or permanent mental or physical incapacity (or because of his/her youth).
- **Forcible Sodomy:** Oral or anal sexual intercourse with another person, forcibly and/or against that person's will; or not forcibly against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity.
- **Sexual Assault with An Object:** The use of an object or instrument to unlawfully penetrate, however slightly, the genital or anal opening of the body of another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity.
- **Forcible Fondling:** The touching of the private body parts of another person for the purpose of sexual gratification, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental incapacity.
- **Sex Offense—Non-forcible:** Unlawful, non-forcible sexual intercourse.
- **Incest:** Non-forcible sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.
- **Statutory Rape:** Non-forcible sexual intercourse with a person who is under the statutory age of consent. Age of consent in NH: (under the age of 16, unless that person is the other person's legal spouse: NH RSA 632-A:3). Relationships which constitute incest (ancestor, descendant, brother or sister, of the whole or half blood, or an uncle, aunt, nephew or niece; The relationships referred to herein include blood relationships without regard to legitimacy, stepchildren, and relationships of parent and child by adoption NH RSA 639-A:2.).

Section X: Availability of Annual Security Report

The Annual Security Report is available October 1 of each year. This report includes statistics for the previous three years concerning reported crimes that occurred on-campus, in certain off-campus buildings or property owned or controlled by MCC and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes College policies concerning campus security, such as policies concerning sexual assault and other matters. You can obtain a copy of this report by contacting MCC's Campus Safety Department.

Emergency Procedures Manual

The college has adopted an Emergency Procedures Manual to define the procedures to be followed in the event of an emergency situation. The plan describes the responsibilities of administration, faculty and staff and provides information for them to request additional assistance from the community as required.

Fires

To prevent fire:

- Smoking is permitted only in the gazebos constructed for that purpose.
- All electrical equipment used at MCC will be UL approved and carefully checked to make sure there are no frayed cords or overloaded sockets.
- All fire doors must remain closed 24 hours a day. No doorways should be propped open in any MCC building.

When a fire is discovered:

- Immediately pull fire alarm box.
- Notify the receptionist or a responsible school official about the location of the fire.
- Take any responsible action to extinguish the fire. Students should secure all machinery; turn off power, and gas.
- Leave the room and proceed promptly but calmly out of the building via the nearest exit. In the event a handicapped student is enrolled, a plan of action shall be developed to assist that student during such emergencies. **DO NOT USE ELEVATORS!** Handicapped students who need assistance in the case of a fire or building evacuation should register their needs at the Office for Disabilities.
- The instructor will be the last person to leave the room and is responsible for securing the door.

When the Fire Alarm Sounds:

- Secure all running machinery.
- Leave the room and proceed promptly but calmly out of the building via the nearest exit.
- Instructors should, when safely possible, evacuate students from the classroom and close the windows and door.
- Do not use elevators.
- Anyone with mobility impairment should go to a safe zone located at the top of the stairwells and await assistance.
- Once outside the building move at least 50 feet away from the doorway to areas designated by College.
- Officials will inform faculty, staff, and students when it is safe to return to the building.

Hazing: For the CCSNH Board of Trustees policy against hazing, visit <https://92896ea6.rocketcdn.me/wp-content/uploads/2024/08/System-Policy-700-Student-Affairs-2023-AUG-01.pdf> .

Health & Safety Policies

On-Campus Emergencies

EMERGENCY PHONE= “911” from college in-house phones.

The college does not have medical staff on campus for medical emergencies, though all laboratories are provided with first-aid kits. Many students have chosen to seek medical services at local mini-medical centers listed in the telephone directory. **Should an accident or emergency occur on campus, it is the college’s policy to contact an emergency service for medical attention.**

Motor Vehicle Rules & Regulations

All students, faculty, and staff need parking permits to park on campus. Parking permits can be obtained at the Front Reception Desk. Driving a motor vehicle in the State of New Hampshire is a PRIVILEGE; it is necessary that you know what laws, rules, and regulations exist. You **MUST** observe these laws, rules, and regulations at all times or run the risk of having your privilege to drive suspended or revoked. You **MUST** observe the rules at the college or your privilege of driving on the state-owned campus will be suspended. The following policies are located in the Policy Section.

Driver’s License

Illegal Parking

Handicapped and Fire Lane Parking

Motor Vehicle Inspection

Motor Vehicle Insurance

Speed Limits

Theft Prevention

The college's parking lots are patrolled by Campus Safety; however, students are cautioned to prevent theft by removing personal belongings from their cars and by locking vehicles at all times. Never leave your car key in the ignition: that is the New Hampshire State Law!

Updates to Policies

Any changes or deletions to these regulations will be placed on the college website, www.mccnh.edu It is the student's responsibility to take notice.

Safety Equipment

In all laboratories where injuries might occur, proper safety equipment must be worn at all times. The course instructor will provide information regarding the type of safety equipment required and when it is to be used. In the event of an accident, however minor, the Operator must be notified immediately. If accidents do occur, an accident form must be completed. Accident reports may be obtained from the Chief Public Safety Officer located on the first floor.

Security

Public Law 101-542 requires the college to prepare and distribute an annual report that sets forth its policies on crime prevention issues and gives statistics on specific crimes. Please note that the security and welfare of the entire college community is and continues to be an overriding concern. The referenced legislation requires a formal approach to the issue, but the college has always been keenly sensitive to establishing procedures that provide maximum security and safety within its capabilities to all people of our college community. Security needs to be the concern of every person on the college campus. If one sees anything that is suspicious or potentially dangerous, report it immediately to the Academic Affairs/Chief Campus Officer's office. No report will be taken lightly.

College Disciplinary Actions and Sanctions

The MCC [Student Judiciary Process](#) can be found in this handbook.

Smoking Policy

Smoking of any type (cigarettes, cigars, pipes, etc.) is permitted in **designated areas only**. Fines will be assessed as follows:

First violation: \$25

Second and subsequent violations: \$50

CCSNH Code of Conduct

The CCSNH [Student Code of Conduct](#) can be found in this handbook.

Student Policies

Students are required to abide by MCC policies and procedures, and it is their responsible to seek these policies out via the student handbook, course catalog, as well as the MCC and CCSH websites.

Academic Policies can be viewed on in the course catalog and on the website. <https://catalog.mccnh.edu/>

Included in this section are applicable Manchester Community College (MCC) policies, State of NH policies and Federal policies. Applicable policies of the Community College System (CCSNH) Board of Trustees can be found at the CCSNH website website [Policies - Community College System of New Hampshire \(ccsnh.edu\)](#).

The most current version of MCC college policies can be found at [Academic Policies - Manchester Community College, New Hampshire \(mccnh.edu\)](#).

College Policy A.1a: Academic Placement Policy

Any student admitted into a degree, professional certificate or certificate program at MCC must be assessed in English and math so that appropriate course placements can be made. Before students may register for math or English courses, or courses that require English proficiency as a pre-requisite, they must demonstrate mastery of the high school level material. This mastery is demonstrated through placement requirements. Students will not be denied admission based on placement. However, students may be required to successfully complete a developmental skills course prior to beginning coursework in the program of study to which they have been admitted. While working remotely, students will be assessed utilizing the following:

- Completed SAT testing; minimum scores vary by program and can be discussed with an Advisor.
- High school transcripts: minimum requirements vary and can be discussed with an advisor. In general, students will need 3 years in English or Math and meet minimum cumulative GPA requirements.
- Hi-Set Scores: students must meet the designated Hi-Set score for college readiness, an advisor will make this assessment.
- Transferred a college-level mathematics or English course from another accredited institution into an MCC program.
- If a student does not have access to any of the above, or their scores are greater than 5 years old, the student will be asked to complete an English writing assessment or engage in conversation with our fulltime math faculty.

Any student who has a disability that might interfere with his/her ability to take the assessment independently may request special testing accommodations from the Accessibility Coordinator. Students who are non-native speakers of the English language may be asked to complete a reading assessment in addition to the writing assessment to determine course placement based on level of English proficiency.

All credit and non-credit courses at Manchester Community College are assigned a course number. Course numbers begin with a letter code designating the course's academic area. The following course descriptions are arranged alphabetically, by academic code, beginning with "ACCT" (Accounting) and ending with "WELD" (Welding). Courses with numbers between "0 - 99" are considered developmental and any credit awarded cannot be used toward graduation requirements. Courses with numbers between "100 - 199" are considered beginning level courses and courses with numbers between "200 -299" are considered upper-level courses.

Prerequisites for courses are identified after each description and may be waived only by the instructor. A Prerequisite Waiver Form must be completed prior to registration. These forms can be obtained in the Registrar's Office. Generally, upper-level courses have prerequisites. The college reserves the right to review and modify this information throughout the year.

Student Success Placement Policy

FYE100M MCC Essentials: The MCC Essentials course must be taken in the students' first semester of attendance.

English Placement Policy

Before students may register for college-level English courses, they must demonstrate mastery of English at the high school level by presenting SAT scores, Hi-Set scores, high school transcripts, previously earned college credit or by completing the MCC Writing Assessment.

English Placement Guidelines

Students who take the MCC Writing Assessment and score below a 3 will place into ENGL 095M.

ELL Students who do not place into ENGL095M, ENGL110XM or ENGL110M based on their scores, transcripts or MCC writing assessment should meet with the ELL Academic Support Specialist for further resources.

Mathematics Placement Policy

Before students may register for college-level mathematics courses, they must demonstrate mastery of mathematics at the high school level by presenting SAT scores, Hi-Set scores, high school transcripts, previously earned college credit or by conferring with MCC math faculty to discuss previous math education and experience.

Students who do not place into a math course based on their transcripts or SAT scores should meet with a representative from the Academic Advising Center for further resources.

*Students with these placement scores can elect to take Integrated Reading and Writing (ENGL095) or College Composition I with a Corequisite (ENGL110XM). Please see course descriptions for both on page 75. Courses with numbers between "0-99" are considered developmental and cannot be used toward graduation requirements. Courses with numbers between "100-199" are considered beginning level courses.

College Policy A.5: Transfer of Credit

Students outside the CCSNH may transfer credits earned at accredited institutions to their CCSNH College programs by providing official transcripts of work completed, evidencing a grade of "C" or better. Catalogs from institutions attended with course descriptions for which transfer credit is sought, if available, may be required. Acceptance of transfer credit shall be determined by the CCSNH College based on the evidence provided and judged by the College to be equivalent in nature and content to program offerings. Students transferring credits from within the CCSNH need not provide an official transcript and can meet with a school official to check for and apply transfer of credit between CCSNH institutions. CCSNH staff must be able to confirm work completed, evidencing a grade of "C" or better, as well as student consent for the transfer of credit.

Federal Policy A.8: Veterans Regulations on Courses (Federal Regulation)

SUBJECT: Measurement for Payment Purposes-VA Regulation 14272(D)

The following information applies to all college undergraduate courses which began on or after October 26, 1976 and which are measured on a credit hour basis whether they are offered on a standard semester or quarter system.

- A standard class session is the amount of time a student is required to spend in class per week for one semester or quarter hour for credit and is normally not less than one hour (or 50-minute period) of academic instruction, two hours of laboratory training, or three hours of workshop training.
- Courses will be measured as full-time only when 14 standard class sessions per week are required (or 12 standard class sessions, if 12 credits are full-time at the school). Part-time training will be figured proportionately.

- In some instances, the credit hours for a course exceed the number of contact hours. Some four-credit courses, for example, may meet for only three hours per week. In such instances, three contact hours must be shown on the enrollment certification in addition to the four credits shown.
- Also, special care must be taken to ensure that a course that has, for example, two hours of academic instruction plus a two-hour laboratory is shown as three contact hours on the enrollment certification.
- If individual class periods are longer than a standard class session, equivalent standard class sessions will be determined by dividing the number of weekly contact hours (excluding breaks) by the length of the standard class session.
- If a school conducts a term shorter than a normal semester or quarter, weekly contact hours of instruction must be increased correspondingly for measurement as an accelerated course under the provisions of VA Regulation 1472(D).

38 U.S.C. §3691A(a)(2)(B) provides that an educational institution **may not** take the following actions when a member receives orders for a period of service:

- Assigning the member a failing grade,
- Reducing the member's grade point average,
- Characterizing any member's absence(s) as unexcused, or
- Assessing a financial penalty on a member because of a withdraw or leave of absence due to receiving orders for service.

38 U.S.C. §3691A(b) provides that an educational institution **must** take the following actions when a member withdraws due to receiving orders for a period of service:

- Refunding all tuition and fees paid for the academic term to the appropriate party. Please note that VA's interpretation of academic term is the term as reported to your State Approving Agency and VA.
- Refunding payments made by the student (or behalf of the student) to the institution for housing. Please note that in this instance the reference to housing is not the monthly housing allowance provided by the Post 9/11 GI Bill but rather housing costs such as dorm fees.

38 U.S.C. §3691A(c) provides that an educational institution **must** take the following actions when a member takes a leave of absence from a course(s) due to receiving orders for a period of service:

- Assigning a grade of incomplete (or equivalent) for the course(s) during the term, and
- Providing the opportunity to complete the term after the period of service.

For more on MCC's support for Veterans view <https://mccnh.edu/admissions/apply-now/veteran-student/>

College Policy A.9: Attendance Policy

It is the responsibility of MCC students to attend all classes, laboratory sessions, and clinical/co-op affiliations. Students must recognize that absence will interfere with academic success in their program of study. The instructor will be responsible for informing students of the attendance policy at the beginning of each course.

The College requires faculty to verify student attendance twice within a term: at the first class meeting of each term and at the conclusion of the Add/Drop period.

The College requires an instructor to have a published attendance policy. When applicable, the instructor is required to formally withdraw any student who has violated the instructor's attendance policy at any time during a term.

College Policy A.10: No Show to First Class Policy

If you miss your first class and do not contact your instructor, you will be dropped from the class. You will still be financially responsible for the cost of the class. Effective 3-07-07

College Policy A.11: Change of Program

Students wishing to change their major, add a certificate or additional degree must submit a change of program form to the Academic Affairs Office. Credit will be transferred only for those courses that apply to the new program. For students receiving financial aid, a change of major may affect the financial aid award. Contact the Financial Aid Office for further information.

College Policy A.12: Changing Course Requirements

The college is constantly reviewing and upgrading the content of programs offered to assure that each graduate receives adequate knowledge and training to perform competently in a chosen field. To accomplish this, the college reserves the right to modify course requirements based on its educational and professional objectives and the needs of its students.

College Policy A.13: Course Repeat Policy

For purposes of calculating the cumulative GPA (CGPA) when a student repeats a course at the same CCSNH institution, the grade achieved in the most recent course will be the grade used in the CGPA calculation. All previous grades will remain on the transcript but not be used in the calculation. Only those repeated courses completed at the student's college of matriculation will be used in the calculation of the CGPA; repeated courses completed at an institution outside of the CCSNH and transferred into the student's college of matriculation will not be used in the calculation of the CGPA. (Effective Fall 2007 semester)

Third and subsequent attempts to repeat a course will require the approval of an appropriate advisor as determined by the individual college. See individual college catalogs for specific approval processes.

College Policy A.14: Grading

Students are assigned grades based upon evaluations of their work. Grades are given at the end of each semester and are based on criteria listed on an individual instructor's syllabus, but generally include quizzes, tests, and projects and participation. Standards for grades are listed below. Clinical grades are recorded on a pass/fail basis and are not part of the grade point average.

College Policy A.15: Medical Leave of Absence

See Academic Policy 670.08 (under Section 600) of the CCSNH System Policies.

<https://92896ea6.rocketcdn.me/wp-content/uploads/2024/07/System-Policy-600-Academic-2024-JUL-24.pdf>

College Policy A.18: Grade Appeal Procedure

Any appeal of a grade must be initiated by the student with the instructor before an ensuing semester has elapsed. Students should be advised that in most instances a grade may be changed only by the instructor. Only in a case of obvious computational error or blatant abuse of the grading prerogative, can the Vice President of Academic Affairs (VPAA), the only other individual on campus empowered to change a grade, alter a student's grade.

Students who believe they have a valid ground for a grade appeal will use the following process to resolve the issue:

1. Meet with the instructor. The student shall contact the faculty member and schedule a meeting to discuss the grade appeal and attempt to resolve the conflict. The faculty member and student shall meet within the next five (5) workdays.
2. Meet with the Department Chairperson. If the issue was not resolved in Step 1 above, the student has three (3) workdays from the date of the faculty member's decision to file a written appeal with the faculty member's Department Chairperson. Within three (3) workdays the Department Chairperson will mediate the dispute, either through discussion with the instructor or with the student in the company of the faculty member.
3. Meet with the Vice President of Academic Affairs (VPAA). If the issue is not resolved in step 2 above, the student has three (3) workdays to file a written appeal with the VPAA. The VPAA will meet with all parties concerned within the next three (3) workdays to attempt to resolve the dispute. The VPAA will have three (3) workdays from the last meeting to render a decision on the grade appeal. The decision of the VPAA is final.

NOTE: During the summer, when faculty are not on campus, students may begin the grade appeal process with the Office of Academic Affairs. Every attempt will be made to have the faculty member contact and meet with the student within the specified time. On occasion, however, these times may need to be adjusted.

Academic Warning: The instructor may give a student an academic warning at any time if the student is failing or in danger of failing a course.

College Policy A.19: Re-admission to the College

Students who have withdrawn, or who have been suspended by the college, may apply for readmission. Students may continue to take courses at the college on a non-matriculated basis if space is available. Contact the Admissions Office for more information.

College Policy A.21: Transfer to other institutions

Requests for transcripts to be sent to other institutions are made in writing to the Registrar's Office.

College Policy A.22: Petition to Graduate

Candidates for graduation from all programs must contact the Registrar by the end of January to complete a Petition to Graduate form. Commencement exercises are held each May. Degrees may also be awarded in August and December.

College Policy A.23: Commencement Requirements

A student shall not participate in any part of the Commencement ceremony as a graduate unless all requirements for graduation have been met. Those requirements include a minimum number of college credits earned as identified by each curriculum in the MCC catalog, and a minimum cumulative grade point average of 2.00. Deviations from this policy, due to extenuating circumstances, require the approval of the Vice President of Academic Affairs or, in cases of less than 48 hours' notice, by the College President. All outstanding monies owed to the college must be paid before the degree is awarded. Students are urged to work closely with their Academic Advisors to ensure they are making satisfactory progress toward fulfillment of graduation requirements.

College Policy A.25: Cancellation of non-credit offerings

In the event that a non-credit offering is cancelled, students will be notified three (3) business days prior to the course start date and will receive a full refund.

College Policy A.26: MCC Essentials

This one-credit course is designed to provide specific skills to students that will maximize academic performance. At times, students come to the college possessing the skills discussed in this course. Students must demonstrate their level of skill if seeking credit or waiver for the course. This is accomplished in one of the three following ways:

- The student has previously completed an associate or a bachelor's degree from an accredited college or university.
- The student has previously attended an accredited college or university and has completed a minimum of 15 credits with at least a 3.0 cumulative grade point average (CGPA).
- The student successfully passed the challenge exam for First Year Cornerstone.

Exceptions will be handled on a case-by-case basis.

Equity and Disabilities Policies (ED)

Included in this section are applicable Manchester Community College (MCC) policies, State of NH policies and Federal policies. Applicable policies of the Community College System (CCSNH) Board of Trustees can be found at the CCSNH website www.ccsnh.edu/boardpolicies.html.

The most current version of MCC college policies can be found at www.mccnh.edu.

Federal Policy ED.1: Americans with Disabilities Act

Under the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, individuals with disabilities are protected from discrimination and entitled to academic adjustments with appropriate documentation. Students are entitled to equal access to programs and services for which they are otherwise qualified.

College Policy ED.3: Compliance

The policy of MCC is not to discriminate in its education programs and activities of employment practices on the basis of race, color, national origin, language, sex, age, or handicapping condition under the provisions of Title VI of the Civil Rights Act of 1964 and Title IX of the Educational Amendments of 1972 and Section 504 of the Rehabilitation Act of 1975. The college has an Equity Committee for Equal Access, which regularly reviews policies with administration and faculty and provides training for faculty and staff.

College Policy ED.4: MCC's Section 504 and Title II Grievance Policies and Procedures

Appeal Process for a Student Denied Accessibility Services:

Students' accessibility services may submit a written appeal of the decision to the Vice President of Academic Affairs and the Vice President of student services within 10 working days of the receipt of the decision from the Accessibility Services. If the student does not agree with the decision of the Director and the VPAA, the student may submit the written appeal to the MCC President. The original documentation and recommendation of the Accessibility Coordinator will be reviewed by the President (or designee) who will communicate his/her decision in writing within 15 working days of receipt of the written appeal. The student may appeal this decision to the Commissioner of the Community College System of NH.

Inquiries may also be directed to the U.S. Department of Education, Office of Civil Rights, J. W. McCormack Post Office and Courthouse, Room 701, 01-0061, Boston MA. 02109-4557; 617-223-9662, TDD: 617-223-9695.

Federal Policy ED.5: Substitution Admissions and Graduation Requirements for Student with Disabilities

The 1973 Rehabilitation Act states that substitutions of some courses within a program of study may be appropriate accommodation for college students with disabilities. These can be substitutions of admission criteria to the institution, degree program admissions criteria, and graduation requirements.

College Policy ED.6: Petition for Course Substitution For Students With Documented Disabilities

It is the policy of the college that students with documented disabilities and a history of difficulty with a particular course may petition the Vice President of Academic Affairs for a course substitution.

Student Records and Privacy Policies (SR)

Included in this section are applicable Manchester Community College (MCC) policies, State of NH policies and Federal policies. Applicable policies of the Community College System (CCSNH) Board of Trustees can be found at the CCSNH website www.ccsnh.edu/boardpolicies.html.

The most current version of MCC college policies can be found at www.mccnh.edu.

College Policy SR.1: Access to Education Records

Students have the right to review the entire contents of their records at the college (except for confidential letters of recommendation submitted prior to January 1, 1975) under provisions of the Family Education Rights and Privileges Act of 1979 as amended in 1987. Students may waive their rights to access confidential letters of recommendation submitted after January 1, 1975.

Students will be given access to their own records without reasonable delay at any time during the working day (8am - 4 pm). The Registrar is the only person authorized to release this information; students wishing to examine their records should see the Registrar personally. In cases involving possible misinterpretation of data, the Vice President of Students and Community Development, Vice President of Academic Affairs or their designee will interpret the data to the student.

Students will have the opportunity for a hearing to challenge the content of their records to ensure that they are not inaccurate, misleading, or in violation of their privacy or rights. Students may request such a hearing by written request to the Vice President of Students and Community Services or the Vice President of Academic Affairs. No access to or release of any personally identifiable records or files of students will be allowed to any individual, agency or organization without written permission from the student, except as follows: The President, Vice Presidents of Students and Community Development, Vice President and Associate Vice Presidents of Academic Affairs, Registrars and their staffs, and the student's Faculty Advisor shall have reasonable access without permission to all student records. They may not release information without written authorization from the student except to official college personnel who are directly involved in a legitimate educational manner with the student, and/or to authorized federal and state officers as identified in Section 438. (b)(3) of Public Law 93-380.

College Policy SR.2: Family Education Rights and Privacy Act

In compliance with the Family Rights and Privacy Act of 1974 (The Buckley Amendment), the College policy is to protect the educational/academic records of its learners, former learners, and alumni. All personally identifiable information in a learner's educational record is considered confidential. No one will have access to such records without written consent of the learner.

College Policy SR.3: Student Records and FERPA Guidelines

The Registrar maintains academic records (including medical) for the entire college and should be contacted in the following circumstances:

All student records are confidential and will not be released without written permission from the student. An "Authorization for Release of Records" will be required before any records are released to outside parties. Only appropriate MCC officials have access to student records, otherwise, see additional rights below.

Transcript of Grades: The transcript of grades is a record of any courses completed each semester and includes the semester Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA), an average of all college courses taken. Students requiring transcripts for college transfer, employment applications, or personal use must contact the Registrar's Office and put their request in writing.

Change of Address: The Registrar must be notified of any change in a student's local or permanent mailing address for forwarding of bills and semester grades.

Student Email and OneDrive Data Policy

Assignment of student email and OneDrive

- Official CCSNH email accounts will be created automatically for all enrolled students attending each of the seven colleges at the time of initial course registration.

Expectations of student use of student email and OneDrive for file storage

- This practice is to ensure that all students are able to comply with the email-based course requirements specified by faculty.
- Other important communications may be sent to students as needed, including reminders of important dates associated with academic and financial responsibilities and co-curricular events.
- Students are responsible for checking their official student email regularly and reading College-related communications.
- The electronic mail system and OneDrive file system is College property. Additionally, all messages composed, sent, or received on the electronic mail system and all documents stored on the OneDrive system are and remain the property of CCSNH and the seven colleges
- The CCSNH electronic mail system and OneDrive file share is not to be used to store, create or forward any offensive messages. The following are generally considered to be inappropriate content: documents or messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.

Redirecting of student email

- Students who redirect (auto forward) messages sent to their official CCSNH student email address to another address (such as AOL, Yahoo, Hotmail, etc.) do so at their own risk.
- Email lost as a result of redirection does not absolve the student from responsibilities associated with communication sent to his/her official CCSNH email address.
- CCSNH is not responsible for the handling of email by outside vendors

Documents saved on OneDrive

- Students are responsible for the files stored on the CCSNH OneDrive service including the secure sharing of files or folders when desired

Privacy

- Users should exercise extreme caution in using email to communicate confidential or sensitive matters and should not assume that email is private and confidential.
- CCSNH seeks to preserve privacy and confidentiality in all of the IT Services, however, confidentiality of electronic mail cannot be assured.
- Confidentiality may be compromised by unintended redistribution or because of inadequacy of technologies to protect against unauthorized access.
- Any confidentiality may be subordinate to the application of law or policy, therefore, users should assume that the contents of electronic mail may be accessible to persons other than the recipient.
- Confidentiality of student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of email, including use for sensitive or confidential information, will be consistent with FERPA.

Passwords

- For security and privacy reasons, students should construct an EasyLogin password that is very difficult for someone to reproduce. Multi Factor Authentication (MFA) is also required
- CCSNH Operations requires using at least 14 characters

Email and OneDrive Quota

- The email quota is the amount of email (including attachments) that a user can store on the central email server.
- CCSNH has an email storage quota of 50GB and a OneDrive quota of 1TB for each student account.
 - The mailbox storage limits have been set to warn students when their mailbox has reached or exceeded 98% of total, once it hits 99% of total students will still be able to receive mail, but will no longer be able to send mail until the mailbox has been cleaned out and brought back below 50GB.

Attachments

- The maximum size of any email attachment is 50MB. In our efforts to cut down the number of viruses received through email, CCSNH utilizes the Barracuda email security suite.
- Any attachments which may contain a virus will be removed by the mail servers and a notice that the attachment was removed will be sent to the intended recipients.

Spam Filtering

- CCSNH has implemented the Barracuda mail filter, which scans messages and attempts to block spam.
- Each incoming message is scanned for signs that it may be spam.
- If spam is encountered, the recipient will be alerted via email and can decide whether to accept or deny the message.

Expiration of Student Email and OneDrive Accounts

- Official CCSNH student email and OneDrive file accounts and all of their contents will be purged after three consecutive semesters of non-registration, not counting summer.

College Policy SR.4: Notification of Rights under FERPA for Post-Secondary Institutions Family Educational Records Privacy Act

Students have the right to:

- Inspect and review their education records within 45 days of the day the college receives a request for access.
- Request the amendment of their education records that the student believes are inaccurate or misleading.
- Consent to disclosures of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure without consent.
- 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 are:

Family Policy Compliance Office,
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605

Finance Policies (F)

Included in this section are applicable Manchester Community College (MCC) policies, State of NH policies and Federal policies. Applicable policies of the Community College System (CCSNH) Board of Trustees can be found at the CCSNH website www.ccsnh.edu/boardpolicies.html.

The most current version of MCC college policies can be found at www.mccnh.edu.

College Policy F.12: Tuition Refund Extenuating Circumstances

Extenuating circumstances are defined as military activation, administrative error or documented long term illness. In order to receive a tuition credit, supporting information such as physician's note, hospital confirmation, military assignment, etc. must be provided. Students wishing to be considered for an exception must still complete the add/drop form. The complete procedures for students with extenuating circumstances can be obtained in the Bursar's Office.

Federal Policy F.13: Return of Title IV Funds

Students who withdraw from school before the 60% point in a semester will have to repay a portion or all of their Federal Pell Grant, Federal SEOG grant, and Federal Perkins Loan funds to the United States Department of Education.

College Policy F.14: Return of Title IV Funds

In terms of Federal Family Education Loans (Stafford student loans), the unearned portion of the loan money will be returned to the student's lender. The exact amount required to be returned will vary depending on the amount of grant and loan money the student received and at what point in time the student withdraws from the College.

In addition, the student will be liable for the balance owed to the College for tuition, fees, and if applicable, room and board. The student will receive a revised statement of account for the expenses incurred, which will include the reduction and/or loss of Federal Title IV funds.

NOTE: Federal Stafford Loans (FFELP). If a student is in the first year of an undergraduate program, is a first-time borrower under the FFEL Program (Stafford Loan) and withdraws from the college prior to 30 days into the term, the student becomes INELIGIBLE for the Stafford Loan. Students who choose to withdraw from the College must complete a College Withdrawal Form. This form must be signed by the student and various campus offices and then be returned to the Registrar's office.

College Policy F.15: College Tuition Refund Policy

Students who officially withdraw from the college or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less nonrefundable fees. This policy applies to all semester lengths and alternative semester formats. Students in classes which begin after the designated start of the semester (i.e., a mid-semester start) will have 7 calendar days from the start of the class to withdraw for a full refund. Exception: students who meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. By MCC policy, no refunds will be granted after that date. Nonrefundable fees include advance tuition and application fees.

Return of Title IV Funds: Mandated by Law

Students who withdraw from school before the 60% point in a semester will have to repay a portion of all of their Federal Pell Grant, Federal SEOG grant, and Federal Perkins Loan funds to the United States Department of Education. In terms of Federal Family Education Loans (Stafford student loans), the unearned portion of the loan money will be returned to the student's lender. The exact amount required to be returned will vary, depending on the amount of grant and loan money the student received and at what point in time the student withdraws from the College.

In addition, the student will be liable for the balance owed the College for tuition, fees and if applicable, room and board. The student will receive a revised statement of account for the expenses incurred, which will include the reduction and/or loss of Federal Title IV funds.

General College Policies (G)

Included in this section are applicable Manchester Community College (MCC) policies, State of NH policies and Federal policies. Applicable policies of the Community College System (CCSNH) Board of Trustees can be found at the CCSNH website www.ccsnh.edu/boardpolicies.html.

The most current version of MCC college policies can be found at www.mccnh.edu.

College Policy G.1: Locker Search

The college administration has the authority to search student lockers when, in the administration's opinion, such a search is in pursuit of contraband which may endanger the health or welfare of the college community. Lawful searches conducted by authorities will be supervised by the college administration.

College Policy G.2: Snow Removal

Student cooperation is needed during snow removal operations. Watch the entrances for directives. When snow removal operations have been declared, all vehicles in violation will be ticketed or towed at the owner's expense. Snow chains are NOT allowed EXCEPT on Maintenance and Emergency vehicles.

College Policy G.3: Acceptable Use Policy for Computing Resources MCC follows the CCSNH IT Acceptable Use Policy

Contains guidelines regarding the use of computing and networking facilities located at or operated by MCC. Coverage of this policy: If you are using any computer equipment (including but not limited to computers, storage devices and media, network) owned by MCC you are subject to the terms and conditions of this policy.

NOTE: The most current version of this policy can always be found at <https://92896ea6.rocketcdn.me/wp-content/uploads/2024/08/System-Policy-500-Facilities-2024-AUG-20.pdf>

College Policy G.4: Drug/Alcohol Free Campus Statement.

The CCSNH campuses are Drug and Alcohol-Free Campuses. The use of drugs and alcohol is inconsistent with the college's mission and their use is forbidden on campus.

College Policy G.7: Fires

All students are asked to exercise every caution and care in the prevention of fires. Fire drills will be held periodically, and students should become familiar with procedures for evacuating the building. Fire and safety rules are posted in each lab and evacuation routes are posted in each classroom and office. You must evacuate the building when you hear the fire alarm sounding or are instructed to do so by a College or Civil Official. Fire alarm boxes are located at each exit area on the first and second floors.

College Policy G.8: Firearms and Dangerous Weapons

For the purpose of this policy, firearms and dangerous weapons shall include but are not limited to: shotguns, rifles, pistols, BB guns, dart guns, starter pistols, blow guns, bows and arrows, martial arts weapons, including but not limited to nunchucks, throwing stars, knives over three inches in length, hatchets, and any other device that could be or appear to be of danger to other persons. Starter pistols may be utilized for specific events by qualified persons with the prior approval of the campus Public Safety Officer. Students, staff, faculty, and guests are not allowed to have a weapon on campus or in any vehicle on campus. Any student, staff, or faculty member, or guest found to be in violation of this policy will be subject to possible removal from the college.

<https://92896ea6.rocketcdn.me/wp-content/uploads/2024/08/System-Policy-500-Facilities-2024-AUG-20.pdf>

College Policy G.9: Fireworks

Fireworks of any type are not permitted on campus, unless as part of an event scheduled by the President's Office or the office of the Vice President of Students and Community Development.

College Policy G.10: Gambling

Gambling by individuals is not permitted on campus. Casino or other game events are permitted in designated areas, where allowed by State law, as part of an event scheduled by the office of the Vice President of Students and Community Development.

College Policy G.12: Insurance Coverage

The student is responsible for all medical expenses regardless of circumstances. The college holds no responsibility for payment of medical expenses for students.

Students enrolled in programs in the Human Services program must have some form of accident and illness insurance. All Nursing and Allied Health Students who have a clinical must have accident and illness insurance, as well as professional liability coverage. Information regarding this professional liability coverage is available in the Nursing Department.

All students who wish to participate in intercollegiate athletics must produce evidence of enrollment in an accident insurance policy.

College Policy G.14: Motor Vehicle Rules & Regulations

All students, faculty, and staff may park their motor vehicles on campus after obtaining a parking permit for each vehicle owned from the Front Reception Desk. All vehicles parked on campus, anytime, must be properly licensed and inspected. Students, staff, and faculty shall display their vehicle parking permit in the lower left corner of the rear window.

State Policy G.15: Driver's License (State of New Hampshire)

Operators of ANY motor vehicle (private or state owned) MUST possess a valid, unexpired driver's license, domestic or foreign.

College Policy G.16a: Illegal Parking

Parking tickets may be issued for, but are not limited to, any of the following violations:

- No Permit
- Taking two parking spaces
- Parking on the grass/sidewalk
- Parking on a hashed-out end cap
- In such a way that blocks traffic or is a hazard to others
- In front of a doorway, dumpster, access road, or delivery area
- Within 15 feet of a fire hydrant
- At any place where signs or pavement markings tell you that you cannot park
- In any FIRE LANE or TOW ZONE
- In designated handicapped parking spaces (except with permit or plate)
- On roadways
- In parking spaces marked reserved for State vehicles, College Officials, and Visitors.

NH State Policy G.17: Handicapped And Fire Lane Parking

Handicapped and fire lane parking violations carry a \$250 fine or towing at the owner's expense, or both, with no warning given.

State Policy G.18: Motor Vehicle Inspection

All vehicles, with the exception of manufactured donated vehicles specific to an academic program, MUST have a current State Inspection Sticker displayed.

State Policy G.19: Motor Vehicle Insurance

New Hampshire has no mandatory insurance law; HOWEVER, you should realize that YOU are risking a great deal if you do not have insurance. If you are involved in an accident, you could be responsible for the payment of all damage to the other person's property. IF YOU CANNOT pay these bills, the New Hampshire Financial Responsibility Law REQUIRES that the Department of Motor Vehicles SUSPEND YOUR LICENSE until a settlement has been reached.

College Policy G.20: Speed Limits

The maximum speed on campus is 15 MPH. This speed is for the main entrance/exit road only. The speed limits elsewhere on campus such as parking lots and the road that provides access to the daycare are limited to 5 MPH.

College Policy G.21: Safety Equipment

In all laboratories where injuries might occur, proper safety equipment must be worn at all times. If accidents do occur, an accident form must be completed.

Federal Policy G.22: Security

Public Law 101-542 requires the college to prepare and distribute an annual report that sets forth its policies on crime prevention issues and gives statistics of specific crimes.

College Policy G.23: Violent Crimes

In the event of a violent crime, local authorities will be contacted immediately and efforts to assist the victim will be initiated concurrently by college personnel. Non-violent crimes will likewise be referred to local authorities.

College Policy G.24b: College Disciplinary Actions

See CCSNH Judicial Policies (J) & Student Code of Conduct

College Policy G.25: Smoking Policy

Smoking of any type (cigarettes, cigars, pipes, etc.) is permitted in designated areas only. To promote the health and wellbeing of MCC students, faculty, and staff and the general public, smoking is allowed only in designated areas. The only area designated for smoking on campus is the gazebo at the rear of the building near the Maintenance Shop and the structure to the south end of campus, near to the library.

Smoking is prohibited in all other areas of the campus. Smoking is also prohibited in all State-owned vehicles. The sale of tobacco products on campus and the distribution of free tobacco products on campus are prohibited. In addition, tobacco specific product advertisements are prohibited in college-run publications. Campus organizations are prohibited from accepting sponsorship from tobacco-specific companies.

MCC Campus Safety is responsible for the enforcement of this policy.

College Policy G.26: Safety Policy Regarding Children on Campus

MCC strives to provide a friendly and safe campus while maintaining a learning environment for MCC students and a disruption free workplace for our employees. Children are welcome to accompany adults to their appointments at MCC, however, children should not be left unattended anywhere on the college campus, including the grounds and parking facilities. In addition, children who are not registered for classes are not permitted in the classrooms and/or laboratories; children of employees are not permitted to accompany parents to work. The only exceptions are prearranged tours, field trips or college coordinated programs for children.

College Policy G.27: MCC Campus Flyer Guidelines

This policy is designed to improve the aesthetics of our campus and to decrease the damage to facilities from improper posting. Your assistance and that of your department or student club/organization is greatly appreciated.

Where you CAN post	Where you CANNOT post
Wall surface on the inside elevators	Designated club/organization bulletin boards
Any bulletin board with an "Designated Community Posting Area" sign	Glass doors (except with special permission for critical information e.g. college closings, etc.)
	Painted metal (e.g. elevator door frames, painted stairwell doors, etc.)
	Outside street faces of any building
	In classrooms (personal postings)
	Painted tile surfaces

What is the procedure for postings?

Any and all publicity to be posted on campus must be approved. Publicity for student clubs and organizations must be approved by the Director of Student Life (or designee); publicity generated by faculty and staff, by the Director of Marketing (or designee). Material for posting may be dropped off in the designated areas in Student Life or in the Marketing Department or e-mailed to Aileen Clay (aclay@ccsnh.edu for student organizations). Materials will be reviewed weekly on Friday, and, if approved, will be date stamped with the approval. They may then be picked up and copied for distribution in approved areas no sooner than 14 days before the event. In certain circumstances where tickets must be purchased in advance (Pops concert, circus tickets, etc.), a longer posting period may be requested.

Organizations are expected to be respectful of other posted materials. Don't post over other materials that remain current. Organizations are requested to remove their advertising within 24 hours following their programs or projects.

What can be posted?

Printed materials including but not limited to flyers, posters, table tents and banners. In the interest of the environment and the campus appearance, organizations are requested to post the fewest number of pieces for effective advertising. Multiple fliers in one location are both wasteful and inconsiderate of other organizations.

What kind of information should be included?

All publicity must clearly and recognizably show the name of the sponsoring organization or individual(s) and include a telephone number and name to contact for more information. In accordance with the Alcohol Policy: No advertising may contain explicit or implicit written or pictorial references to alcohol beverages or drugs. Any questionable materials are subject to review by the Vice President of Student Services. Please remember that your post reflects your organization and your event. The more professional and collegiate it appears, the better your organization appears.

How long may postings stay up?

Approved flyers posted in approved locations may remain until the day following the event. The sponsoring group should remove all flyers within 24 hours after the event has taken place. The College reserves the right to remove any flyers whose program date has come and gone.

How should postings be attached?

Regular masking tape is the only type of tape and/or adhesive that may be used. NEVER use stickers, scotch tape, duct tape, packing tape, or “fun tack” type materials. If the approved posting area is a surface where tacks, staples, etc. may be used (such as bulletin boards), those are appropriate ways to post flyers.

What prohibitions are there about postings?

Any postings that have inappropriate and/or derogatory information directed to one specific member of the MCC community will not be approved, and if posted without approval will be immediately removed. The approved posting areas are not personal message boards. They are solely for information that is intended to benefit the campus community as a whole. For the sake of maintaining a sense of community and support for all members, organizations are expected to refrain from using racial, gender, or ethnic slurs, stereotypic depiction, or similar references in all advertising material.

What can be done about inappropriate postings?

All members of the MCC community reserve the right to remove immediately any flyer that does not announce which organization authored or is sponsoring the flyer and/or event. Posters may not be removed for other reasons before the end of an event unless done so by the organizing party or deemed offensive by the President’s Cabinet. After the event has concluded, publicity may be taken down by anyone. While it is not the intention to approve offensive posters, it may happen from time to time due to the difference in personal taste, opinion, or background. If a poster is thought to be offensive, it may be removed using the guidelines stated below. Moreover, any poster that does not meet the requirements of this policy may also be removed under these guidelines.

Postings Removal

- Anyone may remove one copy of an offensive poster.
- The individual named on the poster should be contacted. At this time, if the individual approves the removal of the publicity, all of the offensive publicity may be removed. If the individual cannot be contacted in a timely manner or the offended party wishes to remain anonymous, Student Life or the Marketing Department should be contacted, and will then attempt to contact the individual given in the contact information on behalf of the offended party.
- If the individual cannot be contacted within 24 hours or does not approve of the removal of the publicity, the poster should then be taken to the Vice President of Student and Community Development for review. If the VPSCD approves the removal, all copies will be taken down at that time.
- If either individual is dissatisfied with the outcome and wishes to pursue the matter it may be referred to the VPSCD office.
- Once the publicity is determined to be offensive and removed, it may not be reposted.

Failure to follow these guidelines may result in Judicial Committee action.

CCSNH Judicial Policies (J)

CCSNH COMMUNITY STANDARDS and STUDENT CODE OF CONDUCT

I. Introduction

A. Community Standards Policy Statement

The Community College System of New Hampshire provides educational pathways for learners and community members within the state and beyond. We support individuals through comprehensive degree and certificate programs that focus on academic rigor, teaching excellence and individualized learning. As a community of learners, we aspire to:

- Act with integrity and honesty in accordance with the highest academic, professional, and ethical standards
- Respect and honor the dignity of each person and foster a diverse and inclusive community
- Act responsibly and be accountable for our decisions, actions, and their consequences
- Seek, create and foster creativity and innovation, for the benefit of our communities.
- Strive for excellence in all our endeavors as individuals and an institution.
- Work together for the advancement of our institution and the communities we serve.

The standards and procedures documented here maintain and protect an environment that is conducive to learning and supports the Community College of New Hampshire’s educational objectives. Those involved with the conduct process work to uphold community standards through restorative-interventions where appropriate that encourage students to be heard, respected, and treated with dignity. These students, including both residential and commuters, can participate in a fair and impartial resolution process that encourages personal accountability and responsible decision-making; promotes reflection and restoration; and reduces behavior that undermines student success and community safety.

B. Definitions

1. College Premises – Refers to all land, buildings, facilities, and other property in the possession of, or owned, used or controlled by any CCSNH college (including adjacent streets and sidewalks).
2. College Official – Refers to the college official(s) appointed by a CCSNH college to coordinate and monitor the judicial process. The College Official’s role will include but not be limited to monitoring the judicial decision makers/committees and proceedings; advising judicial decision makers/committees and students on the applicable judicial process; reviewing requests for appeals; and maintaining judicial proceedings records.
3. Judicial Decision Maker/Committee – Refers to any college official or committee authorized to determine whether a student has violated the Community Standards and Student Code of Conduct and to impose outcomes or sanctions.
4. Appeals Committee – Refers to the person or persons appointed by a CCSNH college that is authorized to consider an appeal arising from a judicial decision maker/committee determination that a student has violated the Community Standards and Student Code of Conduct and/or the outcomes or sanctions imposed by such judicial decision maker/committee.
5. Complainant - Refers to any person who has filed a report or complaint alleging that a student has engaged in conduct that violates the Student Code of Conduct.
6. Respondent – Refers to a student against whom a report or complaint alleging violation of the Community Standards and Student Code of Conduct has been filed.

II. Student Code of Conduct

A. Scope

1. The Community Standards and Student Code of Conduct prohibits activities that directly and significantly interfere with the colleges’
 - a. educational responsibilities of ensuring the opportunity of all members of the community to attain their educational objectives; or
 - b. responsibilities of protecting the health and safety of persons in the campus community, maintaining and protecting property, keeping records, providing living accommodations and other services, and sponsoring non-classroom activities such as lectures, concerts, athletic events, and social functions, whether the violation occurs on or off the college premises or inside or outside of the classroom. Such conduct or attempted conduct is forbidden.
2. The colleges’ jurisdiction and discipline shall be limited to violations of the Community Standards and Student Code of Conduct.
3. The Community Standards and Student Code of Conduct (herein referred to as “the Code”) applies to any person registered, accepted, or enrolled in any course or program offered by any CCSNH college including those who are not officially enrolled for a particular term but who have a continuing relationship with the colleges.
4. The Code applies to student organizations including athletic teams.

5. The Code applies to students participating in off-campus college activities such as trips, co-ops, or internships.
6. Students are expected to familiarize themselves with College and CCSNH policies and the Code. Lack of familiarity will not constitute an excuse for failing to meet these expectations.
7. The list of prohibited conduct is not all-inclusive, but is illustrative of conduct that may violate the above expectations, exposing a student or student organization to disciplinary proceedings and sanctions.
8. Residential students are responsible for the activities that occur in their assigned residence hall rooms and their shared living/common spaces. All assigned occupants of a room may be subject to the same sanction as the individuals directly responsible for the violation. Likewise, a student may be held accountable for any violation that is committed by the student's non-student guest.
9. Students who assist others in violating any provision of the Code may be charged with a Code violation to the same extent as those persons committing the violation.
10. Students who attempt conduct in violation of the Code, even if unsuccessful, may be charged to the same extent as a completed violation.

B. Prohibited Conduct Student to student or from an employee about a student

Individuals who are subject to the Code shall be deemed in violation to the extent that they engage in any of the conduct outlined below:

1. Violation of published college policies, rules, or regulations;
2. Violation of federal, state, or local law;
3. Use, possession, sale, or distribution of narcotic or other controlled substances or purported controlled substances except as expressly permitted by law and college regulations;
4. Public intoxication or the use, possession, sale, or distribution of alcoholic beverages, except as expressly permitted by the law and college regulations;
5. Possession of firearms, explosives, other weapons, or dangerous chemicals on college premises (including in vehicles) except as authorized by the college.

C. Academic Misconduct (Part one – dealt with by Academic Affairs)

Students are also prohibited from engaging in academic misconduct. Any of the following behavior shall also be a violation of the Code:

1. Acts of dishonesty including but not limited to the following:
 - a. Cheating, which includes, but is not limited to:
 - i. use of any unauthorized assistance from other persons or technologies in taking quizzes, tests, or examinations or in the preparation and completion of class assignments;
 - ii. dependence upon the aid of resources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
 - iii. the acquisition, without permission, of tests or other academic material belonging to a member of college faculty, staff, or students; or
 - iv. knowingly providing unauthorized assistance of any kind to another for the purpose of providing unfair advantage to the recipient in the completion of course assessments/assignments (sometimes known as facilitation);
 - b. Plagiarism, passing off the work of another as one's own, which includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in providing term papers or other academic materials via direct sale, barter, or other means.
2. Grading Authority: Authority over individual assignment or course grades is reserved to instructors. Therefore, a student who commits an act of academic misconduct may also be subject to academic consequences at the discretion of the instructor in the course. This can result in, but is not limited to, the student failing the course. A student who wishes to file a Grade Appeal should refer to CCSNH Academic Affairs Policy 670.04.

D. Disruption of College Operations

Students are expected to comport themselves in a safe manner at all times while on any CCSNH campus. Students are required to consider their behavior not just in relation to themselves, but in relation to others in the school community. Any behavior that is deemed unsafe to the student or others around the student may be

considered a disruption of college operations and shall be a violation of the Code. Behavior that may constitute a disruption of college operations includes, but is not limited to:

1. Disorderly conduct, including any behavior that obstructs or disrupts the regular or normal functions of the College or surrounding community, breaches the peace or violates the rights of others.
2. Failure to comply with the directions or interference of college officials, campus security personnel, or public law enforcement officers or emergency response/medical personnel acting in performance of their duties, including failure to identify oneself to these persons when requested to do so;
3. Furnishing false information to any college official, faculty or staff member;
4. Forgery, alteration, or misuse of any college document, record, or instrument of identification;
5. Tampering with the election process or financial management of any college recognized student organization;
6. Disruption or obstruction of any authorized college activity or of any authorized noncollege activity; or unauthorized occupancy of any college facility;
7. Failure to comply with directions of college officials, campus security personnel, or public law enforcement officers acting in performance of their duties, including failure to identify oneself to these persons when requested to do so;
8. Participation in a campus demonstration that disrupts the normal operations of the institution and/or infringes on the rights of other members of the college community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area;
9. Conduct that is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on college premises or at functions sponsored by or participated in by the colleges.
10. Abuse of the Judicial System, including but not limited to:
 - a. Failure to obey the summons of a judicial decision maker/committee;
 - b. Falsification, distortion, or misrepresentation of information before the judicial decision maker/committee;
 - c. Disruption or interference with the orderly conduct of a judicial proceeding;
 - d. Attempting to discourage an individual's proper participation in or use of the judicial system;
 - e. Attempting to influence the impartiality of a member of the judicial decision maker/committee through threat, intimidation, or bribery prior to and/or during the course of the judicial proceeding;
 - f. Failure to comply with the outcomes or sanctions imposed under the Code;
 - g. Influencing or attempting to influence another person to commit an abuse of the judicial system;
 - h. Aiding or abetting in the violation of the Code.
11. Disruptive student behavior in a classroom or other learning environment (to include both on and off campus locations), which disrupts the educational process as defined by the instructor. Disruptive student behavior also includes engaging in threatening, intimidating, or other inappropriate behavior toward the instructor or classmates outside of class.

E. Health and Safety Offenses

The following health and safety violations are illustrative of violations of the Code. Student behavior that jeopardizes health and safety shall constitute a violation of the Code, whether specifically listed below or not. Health and safety offenses that violate the Community Standards and Student Code of Conduct include, but are not limited to:

1. Unauthorized possession, duplication, or use of keys or key cards to any college premises or unauthorized entry to or use of college premises;
2. Obstruction of the free flow of pedestrian or vehicular traffic on college premises or at college-sponsored or supervised functions; Reckless or dangerous operation of a motor vehicle on campus which endangers persons or property, including operating a vehicle under the influence of alcohol and/or drugs.
3. Violation of the College Alcohol and Other Drug Policies.
4. Violation of CCSNH Firearms and Weapons on Campus Policy.
5. Violation of local, state, or federal law, or campus policies, related to fires and fire hazards.
6. Violation of the College Social Compact.

F. Offenses Involving Others

Students may not engage in any behavior that limits the rights of others in the school community. Examples of violations of the Code involving others include, but are not limited to:

1. Physical or verbal abuse that threatens or endangers the health, well-being, or safety of any member or guest of the CCSNH community and includes verbal abuse that is sufficiently serious to deny or limit the victim's ability to participate in or benefit from the college's educational programs;
2. Intentionally or recklessly causing physical harm or abuse, injury, constraint on another's physical movement or threat of harm (stated or implied) toward another person.
3. Threats of harm or injury, either stated or implied, addressed directly to any member or guest of the CCSNH community or posted in an electronic medium to leave no doubt as to the intended target;
4. Acts of intimidation or coercion, whether stated or implied;
5. Offenses of domestic violence, dating violence and sexual assault; which would be referred to the campus Title IX officer.
6. Acts of harassment and/or retaliation, including discriminatory harassment, directed toward any member or guest of the CCSNH community.
 - a. Discriminatory harassment refers to the verbal or physical conduct that denigrates or shows hostility toward an individual on the basis of race, color, gender, sexual identity or expression, national origin, religion, age, physical or mental disability, and sexual orientation; or because of opposition to discrimination or participation in the discrimination complaint process.
 - b. Retaliation is any adverse action related to participation in an education program taken against a person because a person has filed a report or participated in any in the filing of an incident report or complaint, investigation or hearing process related to student conduct;
7. Hazing, which is defined in NH RSA 631:7 as "any act directed toward a student, or any coercion or intimidation of a student to act or to participate in or submit to any act, when:
 - a. Such act is likely or would be perceived by a reasonable person as likely to cause physical or psychological injury to any person; and
 - b. Such act is a condition of initiation into, admission into, continued membership in or association with any organization;" and under this Code includes acts that endanger the mental or physical health or safety of a student, or that destroy or remove public or private property, for the purpose of initiation,
 - c. admission into, affiliation with, or as a condition for continued membership in, a group or organization.

G. Offenses Involving Property

Access to campus facilities is a privilege. Students who engage in conduct that damages campus property, personal property of another, or other public property will be subject to outcomes or sanctions under the Code. Offenses that shall constitute violations of the Community Standards and Student Code of Conduct include, but are not limited to:

1. Attempted or actual theft of and/or damage to property of the college or property of a member of the college community or other personal or public property;
2. Theft or other abuse of technological resources, including but not limited to:
 - a. Unauthorized entry into electronic files, to use, read, or change the contents, or for any other purpose;
 - b. Unauthorized transfer of electronic files or copyrighted software programs;
 - c. Unauthorized use of another individual's identification and password or key card;
 - d. Use of technological resources that interferes with the work of another student, faculty member, or college official;
 - e. Use of technological resources to send, publish, or display obscene, pornographic, threatening, or abusive messages;
 - f. Use of technological resources to receive; browse, store or view obscene or pornographic materials for other than college-approved research. Use of technological resources for criminal activity;
 - g. Use of technological resources to interfere with operation of the college computing system.

H. Abuse of Judicial System

A fair and impartial judicial system is the cornerstone of CCSNH's conduct process. Therefore, failure to abide by the rules of the judicial system shall constitute independent violations of the Code. Such violations include, but are not limited to:

1. Failure to obey the summons of a campus Official, Investigator, Judicial Decision Maker/Committee or Appeals Committee;
2. Falsification, distortion, or misrepresentation of information before the judicial decision maker/committee or appeals committee;
3. Disruption or interference with the orderly conduct of a judicial proceeding;
4. Attempting to discourage an individual's proper participation in or use of the judicial system;
5. Attempting to influence the impartiality of a member of the judicial decision maker/committee or appeals committee through threat, intimidation, or bribery prior to and/or during the judicial proceeding;
6. Failure to comply with the outcomes or sanctions imposed under the Code, including No-Contact Orders;
7. Influencing or attempting to influence another person to commit an abuse of the judicial system;

III. Violation of Civil/Criminal Law and CCSNH Community Standards and Code of Conduct

- A. If a student is charged with a violation of the Community Standards and Student Code of Conduct that also constitutes a violation of a criminal statute, disciplinary proceedings may still be instituted against a student prior to, simultaneously with, or following civil or criminal proceedings off-campus.
- B. When a student is charged by federal, state, or local authorities with a violation of law, the college will not request or agree to special consideration for that individual because of his or her status as a student. If the alleged offense is also the subject of a proceeding before a CCSNH college the judicial decision maker/committee, however, the college may advise off-campus authorities of the existence of the proceeding and of the internal handling of such matters within the college community. College officials, faculty and staff will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators.

IV. Violation of Community Standards and Code of Conduct Process

Within the outcomes and sanctions process, CCSNH strives to create a community of individuals who support each other. This is accomplished through an educational restorative process.

A. Outcomes & Sanction Definitions

1. **Warning:** A notice in writing or verbally to the student that they are violating or have violated community standards.
2. **Probation:** A written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the student is found during the period of probation to be violating any institutional regulations
3. **Loss of Privileges:** Denial of specified privileges for a designated period of time (e.g., social probation, vehicular privileges, deactivation of a group, limited access to facilities, *persona non grata*)
4. **Loss of Contact:** Restriction prohibiting an individual from harassing, threatening, accosting, approaching, or contacting a specified individual
5. **Fines:** Previously established and published fines may be imposed.
6. **Restitution:** Compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement.
7. **Residence Hall Suspension:** Separation from the residence halls for a definite period of time, after which the student, group, or organization is eligible to return. Conditions for readmission will be specified.
8. **Residence Hall Expulsion:** Permanent separation from the residence halls.
9. **Class/College Suspension:** Separation from class(es) or the college for a definite period of time, after which the student, group, or organization is eligible to return. Conditions for readmission will be specified.
10. **College Dismissal/Expulsion:** Permanent separation from all CCSNH colleges, which may include loss of campus visitation privileges.
11. **Adaptable Resolution Pathway:** Such as an educational or service sanctions: Imposed in addition to or in lieu of the above sanctions; examples of such sanctions include but are not limited to work assignments, service to the college, written letter of apology, and mandatory meetings with a college

official. Such sanctions require the approval of any person(s) whose participation is required for the completion of the sanction(s).

12. **Informal Resolution:** The Vice President of Student Affairs (or designee, including senior administrator at another college) may meet with individuals involved in an incident to determine if the alleged violation(s) have merit and/or if they can be resolved through an informal resolution. Informal resolution could include mediation, restorative conference, mutual agreement, negotiated resolution or another form of conflict resolution. During the informal resolution process, parties agree to the violations of the community standards and come to an agreement about the actions necessary due to the violation. Informal resolution outcomes are final and there are no appeal or other proceedings.
13. **Interim Sanctions:** In certain circumstances, the President or Vice Presidents of the college, or a designee, including senior administrator at another college, may impose a sanction prior to the hearing before the judicial decision maker/committee. Interim sanctions may be imposed only a) to ensure the safety and well-being of members of the college community or preservation of college property; b) to ensure the student's own physical or emotional safety and well-being; or c) to ensure the normal operations of the college. Notification of the imposition of interim sanctions must be communicated to the college official as soon as is practical, as well as to the appropriate Vice President (if the Vice President did not originate the imposition of sanctions).

B. Responding to Reports of Violations of Community Standards

1. Training: All individuals involved in conducting disciplinary proceedings and appeals shall receive annual training on the student code of conduct, investigations, and the hearing process; this shall include training on how to conduct an investigative and hearing process that protects the safety and welfare of complainant and responded and promotes accountability.

2. Filing a Report

- a. Any person who witnesses or learns of a potential violation of the Community Standards and Student Code of Conduct may report the incident to the appropriate Judicial Decision Maker/Committee by filing an incident report.
- b. Incident report forms may be obtained on the college website. Information in the incident report should include but not be limited to the following.
- c. Reporting person's name, address, phone, and student identification number (contact information and ID number shall not be released to the Respondent without written permission of the person reporting the incident);
 - i. Date, time, and location of incident;
 - ii. Person(s) involved in the incident;
 - iii. Victim(s) or damages involved in the incident;
 - iv. Complete narrative description of the incident;
 - v. Name of Witnesses to the incident;
 - vi. Any other information deemed appropriate.

3. Investigation and Resolution of Complaint by Judicial Decision Maker/Committee

In most circumstances, the following procedure shall apply to the Judicial Decision Maker/Committee. In some circumstances, federal law dictates that a different procedure shall apply, which will be set forth in the appropriate policy and communicated to the relevant parties in a timely fashion.

- a. The fact that a complaint has been filed creates no presumption that the Respondent has committed the alleged offense. The complaint will be referred to the appropriate Judicial Decision Maker/Committee, which will investigate (or request a formal investigation by an impartial investigator) and hear all complaints and may
 - i.) dispose of the complaint as unfounded;
 - ii.) mediate an informal resolution; or
 - iii) issue (or recommend to be issued) sanctions as described in Section IV above.
- b. The Respondent and the Complainant, where applicable, have the right to be assisted by an advocate of their choice. An advocate, however, is not permitted to speak or to participate directly in any investigation or hearing before the Judicial Decision Maker/Committee.
- c. Within five (5) business days after the Respondent has been notified of the report, the Judicial Maker/Committee shall set a date and time for an initial hearing.
- d. At the initial hearing, the Judicial Decision Maker/Committee may receive evidence from the Complainant and the Respondent regarding any interim sanctions and shall determine whether
 - i. the complaint should be disposed without further investigation and a report issued setting forth the findings and the sanctions, if any, to be imposed;
 - ii. mediation is appropriate; or

- iii. a formal investigation is required. In the event a formal investigation is required, the Judicial Decision Maker/Committee will accept the findings of the investigator(s) and provide a report of the findings to respondent.
- e. If the Respondent is not in attendance at the judiciary hearing, the Judicial Decision Maker/Committee may proceed with what evidence has been submitted.
- f. Whether the investigation is completed by the Judicial Decision Maker/Committee or an impartial investigator, all findings will be based on a preponderance of the evidence; i.e., evidence that would lead a reasonable person to believe that it was more likely than not that the Respondent committed the alleged offense.
- g. If the investigator's report contains a finding that the Respondent committed the alleged offense, a time shall be set for an outcome or sanctions hearing before the Judicial Decision Maker/Committee to be held not less than one day nor more than ten days after the investigation report is issued.

C. Judicial or Appeals Committee Process

1. Judicial/Appeals Committee Membership

- a. A designated College Official will be appointed as the Chair of the Judicial or Appeals Committee by the college president, vice president or designee, including senior administrator at another college.
- b. When possible, a committee membership will be made up of the suggested members below:
 - i. Two (2) faculty or staff selected based on the specifics of the case being heard
 - ii. Student representation based on the college's practice of appointing or electing student judiciary members.
 - iii. When a case involves residential life there should be a representative from that population on the committee
- c. During the summer or vacations, a meeting may be called and members will be selected as follows:
 - i. Regular members (as determined above) will serve, if available
 - ii. In the event sufficient regular members are not available, the designated College Official will appoint additional members as necessary to reach a quorum and in such a manner as to reflect the original representation of the committee.
- d. The Vice President of Student Affairs has the right to change the number and makeup of the judiciary or appeals committee as required to meet the needs of the campus, schedule availability, or the complaint at hand.
- e. If the complaint has been brought by a member of the Judicial or Appeals Committee or the Vice President of Student Affairs, he/she shall recuse him/herself from the Committee's deliberations and voting.

2. Judicial/Appeals Committee Hearings

- a. The VPSA or designee, including senior administrator at another college may determine if a grievance or appeal should be heard by a Judiciary Decision Maker or a Judiciary Committee.
- b. In the case of a Judiciary Committee, a minimum of three (3) members (including the Chair) shall constitute a quorum to conduct a hearing. If three appointed members are not available due to recusals or for other reasons, additional members shall be selected by the designated College Official pursuant to the methodology set forth in section c below.
- c. The Vice President of Student Affairs has the right to change the number and makeup of the appeals committee as required to meet the needs of the campus, or the complaint at hand.
- d. Hearings shall be conducted by the Judiciary or Appeals Committee according to the following guidelines:
 - i. The parties shall receive written advance notification informing them of the allegations set forth in the complaint, the time, date and place of the hearing.
 - ii. The Respondent may remain silent or submit only a written statement or response to the complaint.
 - iii. Hearings normally shall be conducted in private. Admission to the hearing of any person not directly involved with the proceedings shall be at the discretion of the chairperson of the Judiciary or Appeals Committee.
 - iv. When more than one individual is charged with the same violation, each Respondent shall have the right to an individual hearing. Otherwise, the cases may be heard jointly.
 - v. The Complainant and the Respondent have the right to be assisted by an advocate they choose. The Complainant and/or the Respondent, however, are each responsible for presenting

- their own case and, therefore, advocates are not permitted to speak or to participate directly in any hearing before the Judiciary or Appeals Committee.
- vi. The Complainant, the Respondent and the Judiciary or Appeals Committee shall have the right to call witnesses. They also have the right to present pertinent records, exhibits, and written statements for consideration by the judiciary or appeals committee. All questioning of the Complainant, the Respondent, and witnesses will be conducted by the judiciary or appeals committee.
 - vii. In certain cases, when a complaint has been brought by an individual who is either unable or unwilling to present the case, the college may appoint a representative to present the case. In these instances, a College Official or the impartial investigator will consult with the Judiciary or Appeals Committee to determine the appropriateness of serving in this role.
 - viii. All procedural questions are subject to final decision by the chairperson of the Judiciary or Appeals committee.
 - ix. After the hearing, the Judiciary or Appeals Committee shall determine based upon the evidence presented at the hearing (by majority vote) whether the Respondent Student has violated the Code. The chairperson will vote only in the event of a tie.
 - x. The Judiciary or Appeals Committee determination shall be made on the basis of whether it is more likely than not that the Respondent committed the alleged offense and thereby violated the Code.
 - xi. The Judiciary or Appeals Committee will issue a report of its findings and sanctions to be imposed to the appropriate College Official within three (3) business days of the completion of its hearings on the matter.
 - xii. The College Official will provide written notification of findings and sanctions to the Complainant and the Respondent Student, and administrative offices on a need-to know basis. The original will be maintained with the college's judicial records.
- e. The Chair of the Judicial or Appeals Committee shall be responsible for making a record of the hearing. There shall be a single record (whether written minutes, audiotape or other record) of all hearings before the Judiciary or Appeals Committee. The records shall be the property of the college and may only be reviewed by the parties or college official upon providing a written request to the appropriate College Official.
 - f. Except in the case of a student charged with failing to obey the summons of the Appeals Committee, Judicial Decision Maker/Committee or College Official, no student may be found to have violated the Community Standards and Student Code of Conduct solely because the student failed to appear before the Judicial Decision Maker/Committee or Appeals Committee. In all cases, the evidence in support of the charges shall be presented and considered.
 - g. The decision of the Appeals Committee is not subject to further appeal by the student. Any step, sanction, or decision within the judiciary process is open to review by the Vice President or designee, including senior administrator at another college.

D. Student Violation Appeals Process

1. A Respondent may appeal a disciplinary action by filing a written appeal with the College Official/Appeals Committee within five (5) business days of being informed of the outcome or sanction being imposed. The imposed outcome or sanction remains in effect during the appeal process. The written appeal must indicate the grounds for reversing the outcome or sanction. Grounds for appeal shall be limited to:
 - a. The original hearing/investigation was not conducted fairly and in conformity with prescribed procedures (see 3 above);
 - b. New and relevant evidence, sufficient to alter the decision, has been revealed that was not brought out in the original hearing, because such evidence and/or facts were not known at the time of the original hearing;
 - c. Inappropriate gravity of the sanction in relation to the offense.
2. The College Official/Appeals Committee has three (3) business days from the receipt of the appeal to determine whether the basis set forth in the appeal falls within the grounds allowed for appeal and to inform the appealing student in writing. If the College Official/Appeals Committee determines that the case does not fall within the grounds allowed for appeal, then the previous adjudication stands. If the College Official/Appeals Committee determines that the case does fall within the grounds allowed for appeal, the College Official/Appeals Committee may:

- a. Meet with the Judicial Decision Maker/Committee who issued the original disciplinary action to discuss a possible modification or rescission, as appropriate. If a decision to modify or rescind is not reached, the appeal will be forwarded immediately to the Appeals Committee
 - b. Immediately forward the appeal to the Appeals Committee for consideration.
3. All preliminary processing of appeals will be concluded within five (5) business days unless the College Official/Appeals Committee determines that there are specific articulated extenuating circumstances (e.g., absence of key parties) that require an extension.
4. The College Official/Appeals Committee will provide notification of the outcome of the preliminary processing of the appeal in writing within three (3) business days of the decision to the respondent and, as applicable, the Complainant, and any administrative offices involved.
5. The decision of the Appeals Committee is not subject to further appeal by the student. Any step, sanction or decision within the judiciary process is open to review by the Vice President or designee, including senior administrator at another college.

V. Student Rights

A. Students in the Classroom

The classroom environment should encourage free discussion, inquiry and expression. Student performance must be evaluated on the basis of academic performance. At the same time, students are responsible for maintaining standards of academic performance established for each course in which they are enrolled. Students are responsible for learning the content and maintaining academic standards for any course of study, but in so doing, they have the right to take substantiated exception to the data or views presented in class, and they are responsible for learning the content of any course of study for which they are enrolled. Information about the personal views, beliefs, and political associations of students' which instructors, advisors and counselors learn in their course of work should be considered confidential.

B. Student Freedom Off-Campus

Students are both citizens and members of an academic community with rights of freedom of speech, peaceful assembly and petition. Administrative officials and faculty members should not employ institutional powers to inhibit the intellectual and personal development of students as promoted through the exercise of citizenship rights on and off campus. Where activities of students off-campus result in the violation of law and interrogation by investigators, the colleges should:

1. Not duplicate the function of general laws until the college's interests as an academic community are distinctly and clearly involved;
2. Not subject the student to a greater penalty than would normally be imposed if the off-campus violation incidentally violates an institution regulation;
3. Take appropriate action independent of community pressure.

C. Freedom of Association

Students should be free to organize and join associations to promote their common interests. Affiliations with an external organization should not of itself disqualify a student organization from institutional recognition. Student organizations must submit a statement of purpose, criteria for membership, rules of procedures, and a current list of officers. Campus organizations should be open to all students without respect to race, creed or origin, except for religious qualifications which may be required by organizations whose aims are primarily sectarian.

D. Freedom of Inquiry and Expression

Students and student organizations shall be free to examine and discuss all questions of interest to them and to express opinions publicly and privately. At the same time, it should be made clear that in their public expressions or demonstrations students or student organizations speak only for themselves and not for the college, CCSNH, its board of trustees or employees. Students should be allowed to invite and to hear any person of their own choosing. Those routine procedures required by a college before a guest speaker is invited to appear on campus should be designed only to ensure that there is orderly scheduling of facilities and adequate preparation for the event, and that the occasion is conducted in a manner appropriate to an academic community. The institutional control of campus facilities should not be used as a device of censorship. It should be made clear to the academic and larger community that presence of guest speakers does not necessarily imply approval or endorsement of the views expressed either by the sponsoring group or by the college.

E. Student Participation in College Government

The student body should have clearly defined means to participate in the formulation and application of institutional policy affecting academic and student affairs. The role of student government and both its general

and specific responsibilities should be made explicit and the actions of student government within the areas of its jurisdiction should be reviewed only through orderly and prescribed procedures.

F. Student Publications

College authorities, in consultation with students and faculty, have a responsibility to provide written clarification of the role of the student publications, the standards to be used in their development, and the limitations on external control of their operation. Editorial freedom entails corollary responsibilities to be governed by the canons of responsible journalism, such as the avoidance of libel, indecency, unsubstantiated allegations and attacks on personal integrity, and the techniques of harassment and innuendo.

G. Establishing Student Conduct Standards

1. **Conduct:** In developing responsible student conduct and disciplinary procedures, the CCSNH and its colleges should:
 - a. Establish and communicate, through publication, those standards of behavior which are considered essential to the educational objective and community life.
 - b. Initiate disciplinary proceedings only for violations of standards of conduct formulated or published.
 - c. Formulate and communicate disciplinary procedures, including the student's right to appeal a decision.
2. **Search and Seizure within the Student Conduct Process:** CCSNH regards the right of privacy as an essential freedom. Occupied premises, assigned lockers, privately owned automobiles or any other personal property owned or controlled by a student may not be searched without consent of the student except in the circumstances noted below. Before a search is conducted, school officials may have reasonable grounds to believe that the search will turn up evidence that the student has violated, or is violating, either the law or school rules. All searches will be reasonable and justified from their inception and reasonable in scope:
 - a. Residential Life health and safety inspections, Thanksgiving Break Closings, Winter Break Closings and Spring Break closings to insure the health, cleanliness, safety and maintenance of the Residence Halls. During inspections, if a policy violation comes to the attention of the staff (ex. candle), it may be addressed judicially.
 - b. Routine inspections, emergency repairs, and/or routine maintenance. Such activities do not normally include searches, but are for the purpose of inspection, maintenance and repair.
 - c. Entries authorized in advance by the President or Vice President of Student Affairs (or designee, including senior administrator at another college) in writing based upon reasonable information that such entry is necessary for the purpose of detecting and removing items, including but not limited to, weapons or other contraband which violate a law or a school rule or pose a threat to the health and safety of students, faculty, staff or guests. The scope of any search conducted pursuant to this authorization shall extend no further than is necessary to secure and remove the item(s).
 - d. Entries and searches authorized by law. Entries and searches conducted by duly and authorized law enforcement officials under circumstances authorized by law.
 - e. Entry may be made to ensure the health and safety of occupants. Examples include, but are not limited to, fire or alarm evacuations, smell of smoke or burning items, and concern for non-responsive occupants.
 - f. Appropriate staff may enter if there is a reasonable belief that evidence exists that a violation of a college policy is taking place. Efforts will be made to seek compliance from the residents of the space before this type of entry is made.

VI. Student Rights—Grievance Procedures

All members of the CCSNH community are encouraged to make efforts to resolve conflicts informally before pursuing grievance or complaint procedures whenever appropriate. Students are encouraged to talk with or respond in writing to other students, faculty, or staff members to seek resolution to their concerns. In some cases, the institution acknowledges that such action may be inappropriate and/or ineffective in situations

regarding potential discrimination or when there is the potential of an imbalance of power. In such situations, or if informal resolution is not possible, the student may pursue the complaint procedures described below to resolve concerns involving another student, faculty or staff.

A. Student Alleged Discrimination Process: If a student feels they have been experienced bias or discrimination based on race, creed, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, genetic information, or law enforcement, military, veteran, or marital status, they should use this process to report. As stated above, a student may elect to resolve a conflict informally first. Please note a student is never required to confront a faculty or staff member in situations regarding discrimination. In any situation regarding discrimination in regards to sex, sexual orientation, gender identity or expression students should contact the Title IX coordinator at their home campus. The Title IX process can be found [here](#).

1. If the individual elects not to resolve the matter informally a formal grievance in writing must be submitted to:
 - a. The Vice President of Student Affairs for grievances not related to the instructional process or grade dispute.
 - b. Or through the chosen reporting structure set forth at the college.
2. The grievance should be submitted as soon as the complainant is able to report. A grievance that is submitted past a timely period will be evaluated to the extent the appropriate College Official is able to investigate. Timely reporting allows the college to follow up with the respondent in an appropriate fashion. The grievance shall specify the discrimination or event that took place and state briefly the underlying facts.
3. The Vice President of Student Affairs (VPSA), or designee, including senior administrator at another college, will meet with the individual alleged to have violated the student's rights. The VPSA, or designee, including senior administrator at another college, may attempt to resolve the issue informally at this stage. If resolution is not possible and the VPSA or designee, including senior administrator at another college determines that the grievance alleges facts which if true constitute a violation of the student's rights and has been timely filed, the matter will be forwarded to the College Official who convene the Judicial Committee within two weeks of the receipt of the formal grievance.
4. If the VPSA or designee, including senior administrator at another college determines that the grievance does not state a violation of the student's rights or is untimely, the VPSA or designee, including senior administrator at another college will provide a written explanation to the student and the matter will be considered resolved at that point.

B. General Student Grievance: (Not including Grade Appeal)

1. Students are encouraged to discuss complaints regarding faculty, teaching instruction, or staff interactions with the specific employee involved, e.g., instructor, staff member, or student, to resolve the issue informally.
2. If the issue cannot be resolved by pursuing the process in step 1, or the individual is concerned regarding the outcome of the discussion in step 1, a formal grievance in writing must be submitted to:
 - a. The Vice President of Academic Affairs for grievances related to the instructional process (Refer to CCSNH Academic Affairs Policy 670.04. for separate process for Grade Change/Appeal process), or:
 - b. The Vice President of Student Affairs for grievances not related to the instructional process.
3. The grievance should be submitted as soon as the complainant is able to report. A grievance that is submitted past a timely period will be evaluated to the extent the appropriate College Official is able to investigate. Timely reporting allows the college to follow up with the respondent in an appropriate fashion. The grievance shall specify the discrimination or event that took place and state briefly the underlying facts.

4. The Vice President of Academic Affairs (VPAA) or Student Affairs (VPSA), or designee, including senior administrator at another college, will meet with the individual alleged to have violated the student's rights. The VPAA/VPSA, or designee, including senior administrator at another college, may attempt to resolve the issue informally at this stage. If resolution is not possible and the VPAA/VPSA or designee, including senior administrator at another college determines that the grievance alleges facts which if true constitute a violation of the student's rights and has been timely filed, the matter will be forwarded to the appropriate College Official who will start the process of investigation if necessary. If the VPAA/VPSA or designee, including senior administrator at another college determines that the grievance does not state a violation of the student's rights or is untimely, the VPAA/VPSA will provide a written explanation to the student and the matter will be considered resolved at that point.

C. Student Grade Appeal: Refer to CCSNH Academic Affairs Policy 670.04.

STUDENT GRIEVANCE PROCEDURE

Affirmative Action grievances will be submitted to the college in cases where it is alleged that an inequity of policy, treatment, or procedure is related to the race, religion, color, national origin, sex, age, handicap, marital status or parental status of the student claiming to be aggrieved. Sexual equity grievances pertain to admission procedures, financial aid, academics, student job placement, student facilities, counseling, health, and athletics. Disability related accommodation grievances may also be submitted through the student grievance procedure.

Copies of the MCC Grievance Policy will be made available to any student desiring that information. A quick reference is found within this handbook. Interested students are encouraged to contact the Vice President of Students and Community Development for details. Students may submit concerns or grievances at the following reporting link: <https://nighthawks.mccnh.edu/student-services/student-grievance-reporting/>