Greenfield Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation or sexual violence shall be referred to the College’s Affirmative Action and/or Title IX Officer at 413-775-1312, the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission, or the United States Department of Education’s Office for Civil Rights.

The information in this booklet, including information regarding tuition, fees and expenses, is subject to change at the discretion of Greenfield Community College, the Greenfield Community College Board of Trustees or the Massachusetts Board of Higher Education.

HISTORY

Greenfield Community College is located in the beautiful and historic Pioneer Valley of western Massachusetts, between the foothills of the Berkshire Mountains and the fertile farmland of the Connecticut River watershed.

The College was founded in 1962 by visionary citizens of the community who saw how a community college would enhance the quality of life and offer opportunities for growth to the people of Franklin County and surrounding areas, even including counties of southern Vermont and New Hampshire.

In our first year we enrolled just more than 100 students who attended classes in an old elementary school, a former factory and a remodeled warehouse in the center of Greenfield. The school grew rapidly and we moved to our main campus in the rolling farmland of “The Meadows” area of Greenfield in 1974. Today, the annual enrollment of the College exceeds 2,500 students.

The College expanded further by opening the Downtown Center in 1995, where the Greenfield Community College Foundation, Community Services, and the health occupation programs are located. As growth continued, a new “East” building was constructed on the main campus in 1999 that houses state-of-the-art dance class facilities, the fitness center, laboratories, classrooms and offices.

GCC is one of the smaller of the 15 community colleges in the Massachusetts higher education system, and is known for the caring and supportive attitude of the faculty and staff, and for the broad support it enjoys from the surrounding community. We are fully accredited by the New England Association of Schools and Colleges, and we work closely with bachelor degree granting colleges of the Massachusetts public higher education system, with the University of Massachusetts and with private colleges and universities, which enables us to offer diverse transfer opportunities to our students.

The career programs offered by the College prepare our students to enter the work force or update their skills, while credit-free workshops and seminars are offered for personal enrichment.

Day, evening and weekend classes are offered so that students who need a flexible academic schedule can be served.
ACCREDITATION
Greenfield Community College is accredited by the Commission on Institutions of Higher Education (CIHE) of the New England Association of Schools and Colleges (NEASC), and its accreditation was most recently reaffirmed in December 2015. Greenfield Community College has demonstrated that it meets the CIHE’s nine Standards for Accreditation and complies with its policies. CIHE letters of approval for the 2010 Institutional Self Study, 2015 interim report, and other submissions are available at http://www.gcc.mass.edu/about/accreditation/. In fall 2013 GCC received general approval from CIHE to offer distance education programming within the scope of its mission. GCC is a Title IV Federal Student Financial Aid eligible institution.

VISION
GCC aspires to be an agent for a more equitable, just, vibrant, and resilient world through education.

MISSION
Greenfield Community College provides a high quality education to all who seek the knowledge and skills necessary to thrive and effect positive change in their lives, communities, and the world. With excellence, innovation, and an unwavering commitment to teaching and learning together in an inclusive and caring environment, we empower all learners to reach their full potential.

PURPOSE
Teaching and learning together.

CORE VALUES
Inclusion
Transparency
Creativity
Integrity
Innovation
Sustainability

PRINCIPLES OF EDUCATION
“We are all about learning.”—Bob Pura, President GCC

These principles articulate the implicit assumptions regarding teaching and learning held dear by members of Greenfield Community College and represent the ideals to which the GCC community aspires. They apply to all members of the GCC community—students, employees and trustees.

These principles intend to provide a foundation on which members of the community develop and teach courses, engage students, hire faculty and staff, design professional development activities and structure budgets. These principles should inform the daily, habitual life of all members of the college, having both immediate and lasting impact. As teaching and learning are at the heart of the college, these principles appropriately shall guide the college into the future.

The college maintains a learning environment that values the process of learning as much as the knowledge taught; an environment that encourages independent thinking and divergent activities; and an environment that elevates members of the community and inspires them to:

- Develop independent and interdependent, lifelong learning strategies
- Nurture their aspirations, confidence, curiosity, imagination, self-respect and responsibility to others
- Explore and adapt to new ideas in both work and leisure
- Understand social change and individual development and take responsibility for sustaining both
• Accept the constancy of change and cope with, adapt to and manage change effectively in all areas of one’s life
• Possess self-determination with a realistic assessment of one’s aptitudes and inclinations

Members of the GCC community have the opportunity to acquire the knowledge, skills and attitudes that empower them to clarify values, express ideas, solve problems, and embrace learning as a life-long process.

**Diversity and Community**

The college creates and fosters an environment for work and learning in which one may achieve a level of comfort with one’s individuality and culture, while accepting and respecting the individuality and cultures of others. The college encourages each member of its community to:

• Recognize how the foundation of one’s ideals and values emanate from one’s particular background and experience.
• Participate in communities as both teacher and learner, connecting with others, sharing thoughts and creating knowledge while taking advantage of an open environment that values critical thinking and civil discourse.
• Enhance one’s understanding of various forms of discrimination and oppression while embracing the principles of access to promote equitable opportunity for all in the teaching and learning experience.
• Explore, understand, and respect the tenacity and validity of diverse values and heritage.
• Appreciate the interconnectedness of global events and issues and one’s place in the web of life.
• Develop an environment that encourages active learning and values the differing approaches of all community members.

**Literacy and Communication**

The college promotes effective expression in many forms for making public meaning and personal significance. Symbolic interpretation and representation of ideas and emotions, using logical and aesthetic systems that cultivate various modes of self-expression, contribute to successful interpersonal and intrapersonal communication. The college policies and practices ensure that all its members continue to develop their capacities to:

• Enhance literacy in all areas—reading, listening, viewing, writing, speaking, creating, and movement.
• Reason quantitatively, using numerical data to meet personal and vocational needs and to respond to a world increasingly dependent on the understanding of a broad range of quantitative concepts and processes.
• Identify a need for information and know how and where to find it.
• Use language to communicate effectively with other individuals and groups, including basic functional ability in a language other than one’s own.
• Function constructively in both a leadership and participatory role within groups.

**Knowledge and Thinking**

The college expects members of the community to think critically and to conduct disciplined inquiry, using both their minds and hearts in order to understand the complexity and simplicity of ideas and actions; to prioritize and make decisions; to identify and solve problems; to evaluate and judge; in short, to think independently. The college encourages each member to:

• Access, organize, interpret, evaluate, synthesize and apply information.
• Reflect on and assess information and knowledge from differing perspectives.
• Develop knowledge of one’s feelings, values and biases and how they relate to one’s thinking and behavior.
• Integrate knowledge from multiple disciplines to make thoughtful and informed decisions.
• Base decisions on factual and affective evidence rather than on unexamined opinions.
• Determine the nature of a problem, analyze the problem and implement an appropriate solution, applying scholarly theories and methods where appropriate
• Evaluate, integrate and adapt to technological change

GENERAL EDUCATION ABILITIES
The College expects students to develop foundations and skills for lifelong learning, including the following General Education Abilities:
1. Appreciate diverse cultural and individual perspectives
2. Solve problems collaboratively
3. Reason and act ethically
4. Demonstrate civic knowledge and engagement
5. Communicate in various modes and media
6. Use quantitative concepts and processes
7. Locate, evaluate and use various sources of information
8. Explore the natural and physical world
9. Think creatively and critically
10. Apply, integrate, and synthesize learning

STATEMENT OF INCLUSION
As an inclusive community, Greenfield Community College engages in intentional and ongoing reflection of diversity as we seek to create a culture that values, encourages, and embraces a wide range of individual and group differences.

STATEMENT OF NON-DISCRIMINATION
It is the policy of Greenfield Community College to prohibit unlawful discrimination on the basis of race, ancestry, color, gender, religion, ethnic or national origin, age, personal disability, veteran status, social class, or sexual orientation. The College operates under an affirmative action plan and encourages under-represented individuals to apply, both in terms of employment and to all rights, privileges, programs, and activities generally accorded or made available to its students. This policy is in compliance with all applicable federal, state and local statutes, ordinances and regulations. All inquiries concerning the above should be directed to the College’s Affirmative Action Office.

STATEMENT ON ADVISING
Introduction
Academic advising is a collaborative teaching and learning relationship crucial to student success. Advising embodies the Principles of Education by engaging the student and the advisor in a consistent and enduring relationship; helping the student to recognize that teaching and learning occur in many activities, services and interactions, as well as in the classroom; and fostering an understanding of the connection between the student’s education and the student’s life.

What is Academic Advising?
Academic advising is a collaborative process in which the academic advisor and the student form a partnership to assist the student in:
• exploring educational, career and transfer opportunities
• developing a plan to accomplish one’s goals
• building the capacity to achieve academic and career objectives
• thinking critically and making informed decisions about available options
• accepting responsibility for one’s actions and decisions
Academic advising is characterized by a multidimensional relationship between the academic advisor and the student in which the academic advisor seeks to:

- communicate clearly, honestly and respectfully
- expand the student’s knowledge of college policies, procedures, practices, requirements and resources
- promote an understanding of a college’s expectations of students in higher education
- encourage the student to devote one’s best efforts to achieving one’s academic and career objectives

Where does Academic Advising Occur?
Academic advising occurs formally between a student and his or her assigned primary academic advisor and between a student and an advisor in the Academic Advising Center. Academic advising occurs informally between a student and numerous other contacts with faculty, staff and others across the campus.

The student’s primary academic advisor is:

- assigned to the student by the Academic Advising Center or the appropriate Academic Affairs office
- a faculty or professional staff member of the Greenfield Community College Professional Association
- a faculty member teaching within the student’s major program of study, whenever possible
- a faculty member who has taught the student in class, whenever possible
- the same faculty or professional staff member throughout the student’s time at the college (unless the student changes his or her major program of study, the student requests a new academic advisor or the advisor’s status with the college changes)

The Academic Advising Center:

- provides the primary initial registration advising for new, transfer, and readmitted students (except for selected programs)
- assigns students to their primary academic advisors (except for selected programs) and coordinates changes of advisor assignments
- encourages and strengthens the relationship between the student and the student’s primary academic advisor
- supports the student’s primary academic advisor by providing professional development opportunities to maintain current knowledge and enhance advising skills
- supplements the student’s primary academic advisor by responding to the student’s needs when the student’s primary academic advisor is not available

Informal academic advising occurs:

- between the student and a faculty member who is not the student’s assigned primary academic advisor
- between the student and staff members in offices and elsewhere across the campus
- between the student and classmates, friends, family members, and others

What are the Responsibilities of Academic Advising?
Effective academic advising requires the primary academic advisor and the Academic Advising Center advisor to:

- recognize that college is only one part of a student’s life, which also may include many responsibilities that affect a student’s educational experience
- know the college’s current policies, procedures and practices, including the graduation requirements for the student’s major program of study
- be appropriately available to the student by appointment, telephone or email
- maintain thorough and accurate records of all significant interactions with the student
- know the availability of services and resources and refer the student appropriately when his or her needs exceed the academic advisor’s capacity to assist
- comply with the Family Educational Rights and Privacy Act (FERPA) and maintain appropriate confidentiality of information regarding the student
- participate in advisor development opportunities to maintain current knowledge and enhance advising skills

Effective academic advising requires the student to:
- know who one’s primary academic advisor is, where one’s advisor’s office is located and how to contact one’s advisor by telephone and email
- meet with one’s primary academic advisor each semester and consult with one’s advisor whenever uncertain about the college’s policies, procedures, practices or requirements
- become knowledgeable about the college’s current policies, procedures and practices, including the graduation requirements for one’s major program of study
- maintain thorough and accurate records of all significant interactions with an academic advisor
- prepare for scheduled meetings with an academic advisor by reviewing appropriate materials in advance
- use appropriate services and resources when referred by an academic advisor

**How will Students Benefit from their Academic Advising Experience?**

As a result of an effective academic advising experience, students will:
- demonstrate their knowledge of the college’s policies, procedures and practices, including the graduation requirements for their major programs of study
- demonstrate their knowledge of the educational and career opportunities available to them
- think critically and make informed decisions about their available options
- establish academic and career objectives and develop plans for accomplishing them
- accept responsibility for their actions and decisions
- enhance their own academic advising skills
- persist to the achievement of their academic and career objectives

### ACADEMIC SUPPORT SERVICES

**The Testing Center**
The Testing Center offers High School Equivalency testing, testing, currency/challenge testing, make-up and disability accommodation testing in a quiet, distraction-reduced environment. High School Equivalency testing is offered monthly and all other testing is offered by appointment Monday through Friday. Prior to registering for courses, all students take computerized placement tests in English and mathematics. These assessments are designed to help students achieve their educational goals by determining the most appropriate academic placement. It may not be necessary to take all of the placement tests if a transferable course in English composition or mathematics has been completed at another college. A mathematics course must have been completed within the last five years. More information is available and appointments for testing can be scheduled through the testing center website: [www.gcc.mass.edu/testing/](http://www.gcc.mass.edu/testing/) or by calling (413) 775-1821.

**Peer Tutoring**

Peer tutoring is provided free to GCC students who want assistance with GCC course work and wish to improve academic performance. Peer tutors offer the following:

- Math Assistance: Support for all math courses at GCC, along with support for math content in all other courses at the college.
- Writing Assistance: Support at all stages of the writing process: understanding assignments, talking through and organizing ideas, revising and editing drafts, citations, etc.
- Help with Other Course Content: Including support in the sciences, information technology, business, world languages, and more.

Typically, tutors and students work together to better understand assignments, review course material, prepare for tests, practice successful strategies, and develop study skills.
The Peer Tutoring Program co-coordinators are available to meet with students to discuss academic support and provide math placement advising.

As of this writing, peer tutoring is offered virtually, via Google Meet. When permissible (based on policies regarding COVID), tutoring may return to in-person, in the Peer Tutoring suite, 4th floor core. Visit www.gcc.mass.edu/tutoring for additional details or to request an appointment.

**Online Tutoring**

During regular hours, and upon request, students can work with peer tutors virtually. Additionally, GCC contracts with Smarthinking, Inc., an on-demand, online tutoring service that can be accessed through Moodle for a limited number of hours.

**Studios**

- Community Resource Studio (E101) houses several not for profit organizations that are here to assist students. Recovery meetings are held in that space. Recovery is broadly defined and anyone who considers themselves to be in recovery can attend. Those trying to support someone in recovery are also welcome. Hours will vary each semester, but schedules that detail when the space is being staffed by an organization will always be available outside East 101 and in the Student Activities and Community Service Office.
- The Hammond Business Studio (E132) provides a working and brainstorming space for all students. The studio is equipped with pull-down outlets for laptop plug-ins, a SMARTBoard, whiteboards, a flat screen television with streaming stock quotes, full wireless capabilities and comfortable, modular furniture. Faculty offices ring the studio which encourages faculty-student interaction.
- The Humanities Studio (N250) is an open space for collaboration, study, and creativity. There is a combination of soft seating, small tables for group projects, computer stations, and a teaching/presenter’s station with projection. Students are welcome to use the space as needed and the space is also used for readings, presentations, and visiting speakers.
- The Math Studio (N402) is a place for students to work with each other and with faculty on questions and problems related to mathematics. The Math Studio is equipped with comfortable chairs and tables, computers, and math resources and texts. The studio is open for use throughout the day and is staffed by math faculty during posted hours. No appointment is needed; students may just come by.
- The Social Sciences Studio (E115) provides a welcoming and resource-rich space for students to convene and interact with each other and faculty in the social and behavioral sciences. Students and faculty use the Social Sciences Studio for tutorials, study groups, computer projects and access to the college network and the Internet, small group projects, as well as college/community meeting and networking. The studio also provides gallery display space and periodically presents special events, speakers, and films.
- The Science Studio (S417) offers a cooperative work space for individual students or groups of students. The studio is equipped with two computers, anatomy and physiology models, resource books and movable furniture. It opens to faculty offices to allow student interactions with their professors. Students are encouraged to make use of the space during all building hours.
- The Wellness Studio (C424) is a welcoming and relaxing space for all students located in the Wellness Suite (C427) and open 9am - 5pm, Monday – Thursday and Friday 9am-4pm. Students are invited to enjoy space and quiet from the hassle and stressful pace of college life. This space offers a variety of research-based, mind/body stress reduction resources.

**Student Academic Computing Lab**

A student computing lab, located in the East Building, is open to all currently enrolled GCC students, regardless of major or credit load. The lab’s personal computers may be used for homework, term papers, or other student projects. For those who need help working on a computer, a monitor or consultant is on duty. Computers are also available at the college library in the main building.

**Academic Technology Support**
• GCC Email: All students receive a GCC email address upon registration. Those experiencing difficulty accessing their GCC email account should send their questions to studenthelp@stuemail.gcc.mass.edu.

• Moodle: GCC offers a variety of classes fully online through the Moodle course management system. In addition, Moodle is used by many instructors as a web-enhancement in face-to-face classes and hybrid classes. For assistance with Moodle, send an email to studenthelp@stuemail.gcc.mass.edu.

• For handouts, information on user names, passwords and technical requirements to successfully run email, visit the Academic Technology Support website at http://www.gcc.mass.edu/instructional-technology.

**Educational Technology Center (ETC)**
Room S306, (413) 775-1842, gcc.mass.edu/edtech
Hours: Monday – Friday 8:30 a.m. to 4:30 p.m.

The mission of the ETC is to serve the academic community in all disciplines by providing access to, and assistance on traditional, new, and emerging educational technologies. The major focus of the ETC is to help faculty and students with technology in the learning environment. ETC houses and circulates student equipment. Student equipment and our services are available for GCC academic purposes for direct or indirect classroom support and subject to institutional lending policies.

In addition, the ETC distributes, and maintains media-related presentation equipment throughout the campus. When possible, appointments for services such as circulation equipment delivery, access to our multimedia studio, or training services should be made in advance. A MyGCC room reservation is required for use of our TV studio S308.

The ETC houses a television studio equipped as a 45-seat multimedia presentation space. In addition, the ETC stores the institutional media archives and produced materials for the digital sign system. ETC’s website provides the campus with current AV equipment locations, room descriptions and images. Our site includes a searchable database of the institutional media archives on our video page. It also offers our photo archive, and other useful information.

**Student Academic Computing Lab**
A student computing lab, located in the East Building, is open to all currently enrolled GCC students, regardless of major or credit load. The lab’s personal computers may be used for homework, term papers, or other student projects. For those who need help working on a computer, a monitor or consultant is on duty. Computers are also available at the college library in the main building.

**Nahman Watson Library**
Regular Semester Hours:
Monday-Thursday 8:00 a.m. to 8:00 p.m.
Friday 8:00 a.m. to 4:00 p.m.
Located At:
Third Floor Core
(413) 775-1830
reference@gcc.mass.edu
http://www.gcc.mass.edu/library/
ASKALEXGCC (AIM or Meebo)
Text to 265010 and include ASKALEXGCC with a question

The Nahman-Watson Library serves the study and research needs of GCC students by providing a variety of services, collections, and technology. Both quiet and conversation-friendly study spaces are available. Drinks in covered containers and light snacks, candy and cold foods are allowed in the library. The library
is open to the entire GCC community, as well as to the public. For more information on the library, visit their website at http://www.gcc.mass.edu/library/.

Computers & Other Equipment. The Library maintains computers for use within the Library by GCC students, faculty and staff. Other equipment includes a scanner, coin-operated photocopier, and video/DVD viewing stations. Students may check out laptops for use within the Library with appropriate ID. The wireless network, including wireless printing, is accessible from all Library spaces.

Research Help. Librarians provide reference and research assistance, including individual reference help offered in person, by phone, or by email, and group instruction sessions designed for specific courses and assignments.

Books, Magazines, Videos & Online Resources. The Library collection contains over 100,000 physical and electronic items including circulating and reference books, newspapers, magazines, scholarly journals, DVDs and e-books. The Library’s 60+ online databases offering access to hundreds of thousands of periodical articles and reference sources are available from any on-campus computer and from off campus with a GCC student, faculty or staff library card.

Library Cards & Borrowing Policies. Currently enrolled students will be issued a GCC library card upon presentation of a photo ID and proof of enrollment.

As part of the Central and Western Massachusetts Library Network, the GCC Library shares an online catalog (C/W MARS) with the other community colleges and most public libraries in the central and western regions of the state. Students may use their GCC library card to request items through the catalog from any library within the C/W MARS network. Students may also use Interlibrary Loan to request circulating items (books and articles) from other libraries if they are not owned by any of the libraries within the C/W MARS network.

Certain Reference material and all periodicals (newspapers, magazines and journals) must be used in the Library. Circulating books from the GCC Library are checked out for 4 weeks and may be renewed once. Other libraries may have shorter borrowing periods. DVDs have a check out period of 2 days for students and may be recalled if needed for classroom use.

Materials put on Reserve for individual classes are available at the Circulation Desk and must be used in the Library unless otherwise specified by the instructor.

Overdue Materials. There are no fines for overdue material(s) but borrowers must pay the replacement value of unreturned material. One reminder is sent for overdue material before a bill for the replacement cost is rendered. Students who have not returned Library materials that are a month overdue will have their college record flagged and will become subject to disqualification from registration and the withholding of grades, transcripts, diplomas, and certificates.

Special Collections. The Archibald MacLeish Collection - for more information about the MacLeish Collection, contact the Curator at (413) 775-1835.
When a student is admitted to GCC, the College expects that you will undertake an organized program of courses that will enable you to earn a certificate or an associate degree. You also may want to take credit or non-credit courses, during either the day or the evening to enhance your occupational skills or to enrich your personal life, without pursuing a degree or certificate. In addition, if you currently are enrolled in one of the area high schools, you may be eligible to take credit courses that will help fulfill your high school graduation requirements, while earning credit toward a college degree. To do so, you will need the written approval of your principal.

Advisor Assignments
Your engagement with faculty and staff, especially the relationship between you and your assigned advisor, is a key element in your success. We encourage you to develop and maintain a close relationship with your academic advisor. Your advisor can provide helpful guidance in selecting courses, exploring career options, and transferring to another institution. Obtaining good advice early can help you to avoid problems later.

If you are enrolled in a degree or certificate program a faculty or professional staff member will serve as your academic advisor. The Academic Advising Center assigns most students enrolled in degree or certificate programs to academic advisors and makes every effort to ensure that your advisor’s academic discipline is related to your major and that your advisor has taught you in class. Faculty advisors assist students in the selection of courses during the registration process, advise students regarding schedule changes, help students understand college policies and procedures, guide students toward fulfilling their degree or certificate requirements, discuss with students their educational and career goals, and refer students to other appropriate services on campus.

You can find out who your advisor is by logging into MyGCC and selecting the “Find Advisor” icon. You can find out where your advisor’s office is located, and your advisor’s telephone number in the Student Planner or by looking in the on-line directory on the GCC website. If you need assistance please visit or call either the Academic Advising Center in C118 (413/775-1339) or the Enrollment Services Office C103 (413/775-1801). Advisors generally post their office hours and other contact information on their office doors. If you would like to change your advisor, please contact the Academic Advising Center.

Change of Address
To change your legal name with the College, complete a ‘Change of Address/Certificate of Residency Form’. The form is available online (www.gcc.mass.edu/registrar/forms). If address is being changed to Massachusetts, the certificate of residency portion of the form must be completed. GCC may require proof of residency.

Change of Name
To change your legal name with the College, complete the Name Change Form and submit the form to the Registrar’s Office (registration@gcc.mass.edu). The form is available online (www.gcc.mass.edu/registrar/forms). When submitting the form please present include one of the following: marriage certificate, divorce decree, or certified copy of a court order indicating a legal name change has been granted.

Preferred First Name
Greenfield Community College recognized that some student may prefer to use a first name rather than their legal name to identify themselves. As long as the use of a preferred first name is appropriate and not for an improper purpose, GCC acknowledges that a preferred first name can and should be used where possible in the course of college business and education. The full policy is available at
www.gcc.mass.edu/registrar/preferred-name-policy. Students may update their record with a preferred first name either via their MyGCC in the ‘My account’ area or by filling out a form available on the policy page.

Changing Your Major or Your Advisor
One of the objectives of a college education is to explore and experiment with a variety of academic interests and career options. As interests and goals develop, students may want to change their major program of study or academic advisor or both. To change majors, advisors, or both, contact the Academic Advising Center.

Communication - Email
GCC uses the student email system as the official means for student communications. Students are expected to check their GCC email on a regular basis.

Student E-mail Policy
1. Introduction to the Policy
Greenfield Community College, under the Commonwealth of Massachusetts Board of Higher Education, provides users with electronic mail communication. GCC assigns each student an e-mail account. This account is used as the official mode of communication between the student and GCC. It is the student’s responsibility to regularly check their GCC assigned e-mail account. It is not recommended that students forward e-mail to their personal e-mail accounts. However, if a student chooses to forward their GCC e-mail, GCC is not responsible for any correspondence not received.

E-mail communication is intended primarily for educational and business communications. Use of e-mail constitutes acceptance of the following GCC e-mail policies, and all applicable state and federal laws including laws relating to copyright and the laws relating to obscenity. The College President is responsible for the administration of this policy.

2. Users
This policy applies to current and former GCC students who access their GCC e-mail account(s) through any device.

3. Acceptable Uses of E-mail
GCC encourages users to use e-mail for educational and business communications in the following way. When using e-mail, there are several points users should consider. First, because e-mail addresses identify the organization that sent the message (username@stuemail.gcc.mass.edu), users should consider e-mail messages to be the equivalent of letters sent on official letterhead. For the same reason, users should ensure that all e-mails are written in a professional and courteous tone. Finally, although many users regard e-mail as being like a telephone or text message in offering a quick, informal way to communicate, users should remember that e-mails can be stored, copied, printed or forwarded by recipients. As such, users should not write anything in an e-mail message that they would not feel just as comfortable putting into print. (Please see GCC’s Acceptable Use Policy.)

4. Unacceptable Uses of E-mail (See also “Limitations” in Acceptable Use Policy available on the IT website.)
It is unacceptable for any person to use GCC’s e-mail:
- in furtherance of any illegal or unethical act, including violation of any criminal or civil laws or regulations, whether state or federal;
- for any commercial or profit-making purpose,
- to send threatening or harassing messages, whether sexual or otherwise;
- to access or share sexually explicit, obscene, or otherwise inappropriate materials;
- to infringe on any intellectual property rights;
- for any use that causes interference with or disruption of network users and resources, including
• propagation of computer viruses or other harmful programs;
• to intercept communications intended for other persons;
• to misrepresent GCC or a person’s role at GCC;
• to distribute chain letters;
• to libel or otherwise defame any person.

5. Backing up E-mail
The responsibility for backing up student email, electronic work and data rests with the student and not with the College. Backing up digital data, communication and other electronic information is an essential practice to ensure against the loss of valuable information. The purpose of performing back-ups is to be able to retrieve information in case of a system failure, or to restore email that may have been inadvertently deleted, inappropriately modified, corrupted or lost.

The GCC Student E-mail system is built on Google’s Gmail product which has server-level backups but Google does not support account-level restores. For more information on this, visit the IT webpage at http://www.gcc.mass.edu/it/.

6. Passwords
The policy regarding student passwords on campus is:
• Mandatory security questions will be created upon initial login.
• After the above, you have the ability to change your password from the random generated to your own.
• You should change your password if you feel your password has been compromised.
• All GCC Systems use the same login/password combination for access.
• Passwords must meet the following criteria:
  • Be between 6 and 20 characters in length
  • Consist of at least 3 of the following 4 items
    • Uppercase letters
    • Lowercase letters
    • Numbers
    • Special characters such as !@#$%^&*\

7. Account Expiration/Termination
Network and email accounts are deleted on a periodic basis. After 12 months of registration inactivity students’ accounts are deactivated and will re-activate upon registration.

8. Expectation of Privacy
GCC’s computer resources are the property of GCC and/or the Commonwealth of Massachusetts and are to be used in conformance with this policy, with the Acceptable Use Policy and in compliance with all applicable laws.

Users should be aware that the president reserves the right to authorize the Chief Information Officer, on a case by case basis, to inspect any user's GCC e-mail in order to protect the safety of the campus, the interests of the college, or to advance the mission of GCC.

9. Gmail Terms of Use
Student e-mail makes use of Gmail (Google’s e-mail system). Therefore, in using their student e-mail account, students are subject to the Gmail Terms of Use: http://www.google.com/mail/help/terms_of_use.html.

10. Policy Violations
Subject to all terms and conditions applicable to college policies:
a. all violations of this policy and/or the Acceptable Use Policy may subject the violator to disciplinary action;
b. if any user is found to have violated this or any other applicable IT (information technology) policy, GCC has the right to suspend or revoke the use of college e-mail and/or college computing facilities.

Attendance
Regular class attendance is expected. Absences may jeopardize academic status, and financial aid in addition to lowering grades. Individual instructors and program coordinators have the authority to establish attendance standards appropriate for their courses, and they will inform students in writing of those standards at the beginning of the course.

Religious Absences
Religious beliefs may occasionally cause students to miss class or other college activities. Under Massachusetts state law, students are excused from class on a particular day when it conflicts with their religious beliefs. Instructors must provide students with the opportunity to make up a missed examination or class work, provided that such makeup examinations or work do not create an unreasonable burden on the College.

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

Matriculation
Matriculation means that a student is admitted to a particular degree or certificate program and is eligible to receive federal financial aid. Prospective students who do not have a high school diploma, GED or a completed approved home school plan may take courses but are not eligible to matriculate.

Adding a Course
Students may add a course through the first week of classes. If a student has a registration pin they can add using self-registration. If the student does not have a pin courses can be added by meeting with their assigned advisor or an advisor in the Advising Center. Students may add courses after this time only with the approval of an advisor, the instructor and the instructor’s dean. Drop/add forms must be submitted to and processed by the Office of Enrollment Services (C103) before the change becomes official.

Credit Cap
Students may not carry a course load of more than 18 credits without approval of their advisor and the dean responsible for the student’s major. To be eligible, students must be in good academic standing. Students enrolled in either the Outdoor Leadership or the Practical Nursing program have a larger maximum for the spring semester only.

Dropping A Course
Students may drop a course through the first two-thirds of the class. Courses dropped during the first third of the class will not appear on a student’s transcript. Courses dropped during the second third of the class will appear with a grade of “W” on the transcript. Consult the Academic Calendar for specific dates.
Official drops will not be processed during the last third of the class. Students who stop attending class will receive a grade as assigned by the instructor. Drops/withdrawals cannot be processed for a class that has already ended. To drop a course, students should consult their advisor, and then complete the Drop a Class form found in the Submit a Form section of myGCC. Otherwise, the change will not become official. Simply telling the instructor is not enough. If the change does not become official, students may jeopardize their eligibility for tuition refunds, financial aid, and continued enrollment. Students with extraordinary circumstances requiring dropping a course during the final third of a semester should discuss the possibility of making an exception with the Registrar or the Chief Student Affairs Officer.

Repeating a Course
Students may repeat any course, but may not earn credit twice for the same course unless the course has been explicitly set up to be repeatable. When a course is repeated, the latest grade replaces the previous grade in the calculation of grade point average and in determining graduation requirements even if the newer grade is lower than a previous grade. Both grades will show on the transcript. Students will not receive financial aid for any repeated course unless they are replacing a grade of F. Some exceptions and choices apply when repeating English Composition I or II. Students should discuss options with their advisor or instructor.

Withdrawal from the College
Students may withdraw from the College any time during the first two-thirds of the term provided they are not enrolled in a class that has already ended. No record will appear on the transcript for withdrawals during the first third of the term. Students withdrawing during the second third of the semester will receive grades of “W” for all courses in which they were enrolled. Official withdrawals are not processed during the last third of the semester, and students who stop attending class will receive the grade assigned by the instructor. Students cannot withdraw from a class that ended prior to the submission of a withdrawal request.

Students considering withdrawing from GCC should consult with their academic advisor and instructors first. To withdraw officially, students must meet with their Academic Advisor or an academic advisor in the Academic Advising Center and submit a complete withdrawal form to the Enrollment Services office in room C103. Official withdrawal are done via the Withdraw from Class form available in the Submit a Form section of myGCC. As with dropping a course, simply stopping attending class or telling instructors of plans to withdraw do not lead to official withdrawal and may jeopardize eligibility for tuition refunds, financial aid, and future enrollment at GCC.

If extraordinary circumstances force a student to consider withdrawal during the last third of the semester, they may discuss the possibility of making an exception to the policy with the Registrar.

Late Withdrawal
Students needing to withdraw from the College for non-medical reasons may request a late withdrawal by submitting the appropriate late withdrawal form to the Chief Student Affairs Officer. The forms may be obtained in Enrollment Services (C103) or online at www.gcc.mass.edu/registrar/forms. the late withdrawal form available in the Submit a Form section of myGCC. The completed documentation form must be submitted to the Chief Student Affairs Officer within 60 days of the end of the term. The request will be reviewed and the student will be notified of the decision via mail. The documentation, along with the original request, will become part of the student’s record. Late withdrawals follow the same refund policy as any other withdrawal.

Medical Withdrawal
Students needing to withdraw from the College for health reasons may request a medical withdrawal by submitting the appropriate medical withdrawal forms to the Chief Student Affairs Officer. The forms may be obtained either in Enrollment Services (C103) or online at www.gcc.mass.edu/registrar/forms. A note from a doctor, therapist, psychologist, etc. on letterhead stationery or a completed provider information form must accompany medical withdrawal requests. Submit the completed documentation to the Chief Student Affairs Officer within 60 days of the incident or start of the medical condition. The request will be reviewed and the student will be notified of the decision via mail. The documentation, along with the original request, will become part of the student’s record. Medical withdrawals follow the same refund policy as any other withdrawal. Please call the Chief Student Affairs Officer for further guidance on medical withdrawals, at (413) 775-1868.
Grading
Course grades are reported in letter symbols which include credit/no credit (CR/NC) and pass/fail (PA/FA). Grade reports are posted on MyGCC at the end of each semester. In the middle of each semester, early progress reports of academic deficiency are also posted on MyGCC for each course in which a student is earning grades of “D”, “F”, or “O”. In GCC’s grading system, plus (+) and minus (-) symbols may be used only for grades of “B” and “C”, while a minus symbol may be used for the grade of “A”.

Grades for developmental classes have a “D” as a prefix to the grade (e.g. “DA”, “DB+”) to denote that the grade is for a developmental class. These grades are not included in the GPA and the classes are not used towards graduation requirements.

Listed below are GCC’s grading symbols.

A—Excellent  B—Good  C—Satisfactory  D—Poor  F—Failing

IN Incomplete: indicates work of acceptable quality where the student has failed to complete course requirements and the instructor wishes to allow time for the completion of the work. The “IN” must be removed within four weeks of the beginning of the next semester or it is replaced by an “F”, “FA” (for courses graded PA/FA) or “NC” (for courses graded CR/NC). If an incomplete grade for a pre-requisite course is not completed by the next term, the student will be withdrawn from the course roster.

W Withdrawn: indicates an official withdrawal from a course or the College. Withdrawal from the College requires submission of a completed withdrawal form to the Registrar’s Office.

AW Administratively Withdrawn: indicates administrative withdrawal for failure to fulfill financial, medical (immunization records), or property obligations to the College. Once administratively withdrawn, a student may not be reinstated during that semester.

AU An audit carries no credit and has no grade point equivalent. AU grades cannot be used to satisfy graduation requirements.

CR* Credit
NC* No Credit (credit/no credit option)
PA** Pass
FA** Fail (Pass/fail option)
O Insufficient Basis for Evaluation: Indicates a student has discontinued attendance without formally withdrawing from the class or the College prior to the final withdrawal date. The “O” grade will be treated as an “F” in the calculation of the grade point average. The “O” grade is considered an indication of unsatisfactory academic progress for financial aid purposes.

* In courses designated CR/NC, student must perform work of “C” quality or better to earn credit (CR). Such courses often are not transferable to other institutions.

**Note: Full-time students may elect to take one course each semester on a PA/FA basis, in addition to courses normally graded PA/FA, provided that at least nine credits of coursework are taken on a graded (A, B, C, D, F) basis that semester. Students must perform work of “C” quality or better to earn credit (PA). This option must be selected at the time of registration. Courses taken on a PA/FA basis often are not transferable to other institutions, with the exception of ART studio courses with 200-level ART prerequisites, all of which are graded PA/FA. A grade of FA will count negatively into student GPA calculations.
**Grade Point Average**

At the end of each semester or after any grade change, semester and cumulative grade point averages are calculated. These averages provide a general indication of academic performance, the first based on one semester and the latter on all of the courses taken by a student.

To calculate a grade point average (GPA), all letter grades are converted numbers, called grade points, as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Grade Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.00</td>
</tr>
<tr>
<td>A-</td>
<td>3.65</td>
</tr>
<tr>
<td>B+</td>
<td>3.35</td>
</tr>
<tr>
<td>A-</td>
<td>3.65</td>
</tr>
<tr>
<td>B</td>
<td>3.00</td>
</tr>
<tr>
<td>B-</td>
<td>2.65</td>
</tr>
<tr>
<td>C+</td>
<td>2.35</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
</tr>
<tr>
<td>C-</td>
<td>1.65</td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
</tr>
<tr>
<td>O</td>
<td>0.00</td>
</tr>
<tr>
<td>F</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Once the letter grades have been converted to grade points, grade points are multiplied by the number of credits for each course, resulting in what are called quality points. All of the quality points are totaled and the sum is divided by the total number of credits, resulting in the grade point average. In calculating a grade point average, only the grades listed above with their corresponding grade points are considered. No other grades affect the grade point average in any way.

**President’s List and Dean’s List**

The President’s List and Dean’s List are two ways that Greenfield Community College recognizes superlative student academic performance each semester. We applaud the success of students who earn these high grades and appreciate sacrifices that are often made by students in order to earn these grades. To be included on the President’s List students must be matriculated in a program and have:

- achieved a term GPA of 4.0;
- earned at least 12 credits at GCC;
- earned at least 6 college-level graded credits for a semester or during summer terms I and II combined;
- no incomplete grades at the end of the term;
- no grade less than a “C” in the term; and
- achieved a cumulative GPA of at least 2.00 at the end of the term.

To be included on the Dean’s List students must be matriculated in a program and have:

- achieved a term GPA of 3.50 or higher but less than 4.0;
- earned at least 12 credits at GCC;
- earned at least 6 college-level graded credits for a semester or during summer terms I and II combined;
- no incomplete grades at the end of the term;
- no grade less than a “C” in the term; and
- achieved a cumulative GPA of at least 2.00 at the end of the term.

**Dual Enrollment Student Academic Recognition**

Dual Enrollment students who meet the following qualifications are recognized each semester. We honor the exceptional performance of these students who are enrolled at GCC while still in secondary school. To be included on the Dual Enrollment Student Academic Recognition list, students must have:

- achieved a term GPA of 3.50 or higher;
- earned at least 12 credits at GCC;
- earned at least 6 college-level graded credits for a semester or during summer terms I and II combined;
- no incomplete grades at the end of the term;
- no grade less than a “C” in the term; and
- achieved a cumulative GPA of at least 2.00 at the end of the term.
**Academic Standing**

GCC focuses considerable attention on ensuring students’ academic success. The academic standing policy is the criteria by which the College evaluates academic progress. The College recognizes that various obstacles may interfere with making satisfactory academic progress, and the academic standing policy also provides a warning system to alert and respond to students who experience academic difficulty. The categories of academic standing follow:

<table>
<thead>
<tr>
<th>Status</th>
<th>Criteria</th>
<th>Impact</th>
<th>Recommendation/Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Standing</td>
<td>Both a cumulative GPA and a term GPA of 2.00 or above.</td>
<td>No action required</td>
<td></td>
</tr>
<tr>
<td>Academic Review</td>
<td>Either a cumulative GPA or a term GPA under 2.00 at the end of the term, or both under 2.00 and not previously on Academic Review.</td>
<td>No action by college – warning only; however the eligibility for financial aid and scholarships may be affected. Please refer to the Financial Aid and Standards of Satisfactory Academic Progress section in the catalog.</td>
<td>Reduction in academic load, work hours, and/or co-curricular activities recommended. Meet with assigned academic advisor.</td>
</tr>
<tr>
<td>Academic Probation</td>
<td>Both a cumulative GPA and a term GPA for current term under 2.00 and previously on Academic Review for one term.</td>
<td>Second level of warning of academic difficulty. The eligibility for financial aid and scholarships is affected.</td>
<td>Reduction in academic load, work hours, and/or co-curricular activities recommended. Must meet with assigned academic advisor.</td>
</tr>
<tr>
<td>Academic Probation Continued</td>
<td>Both a cumulative GPA and a term GPA under 2.00 and a cumulative GPA lower than the previous term.</td>
<td>No action by college</td>
<td>Must meet with assigned academic advisor, demonstrated improvement or academic dismissal.</td>
</tr>
<tr>
<td>Academic Suspension</td>
<td>Both a cumulative GPA and a term GPA under 2.00 and a cumulative GPA lower than the previous term.</td>
<td>Precluded from enrollment for one full fall or spring term. In the case of academic suspension from spring grades, students will not be withdrawn from summer I classes but will be prohibited from summer II. Students attending GCC on an F-1 Visa must contact the International Student Advisor.</td>
<td>Following a full semester break, must appeal to the Dean of Enrollment Services or designee for reinstatement for readmission.</td>
</tr>
<tr>
<td>Academic Dismissal</td>
<td>Both a cumulative GPA and a term GPA of 2.00 or above.</td>
<td>Precluded from future enrollment.</td>
<td></td>
</tr>
</tbody>
</table>

GCC recognizes that unusual circumstances may affect any of the academic standing actions described above. Students may request a review of their individual circumstances to determine if they warrant additional action by contacting the Dean of Students. Students receiving federal financial aid should refer to the Standards of Satisfactory Academic Progress (p. 21) or the Financial Aid Information section.
of the Student Handbook (www.gcc.mass.edu/student-and-academic-affairs/students/student-handbook/). Please be advised that different rules exist when considering status related to the College’s Academic Standing rules and those for Financial Aid’s Satisfactory Academic Progress.

**Fresh Start Option**

Greenfield Community College has a “fresh start” option for students. Once in a lifetime, if a student returns to GCC after an absence of at least one full year, they can elect one of two “fresh start” options. Once a “fresh start” option is approved, courses earned before the semester when “fresh start” starts, may be eligible to count towards graduation requirements but the grades will not be used to calculate a student’s grade point average (GPA). Classes taken before the “fresh start” will only be eligible to be used for graduation if they meet the normal criteria for a particular program (e.g. passing grade, grade higher than a C for certain courses in Nursing).

The transcript will include a statement noting this “fresh start” option. All coursework including grades will show on the student’s transcript. Grades for courses before the “fresh start” semester will be denoted with an “*” in front of the original grade (e.g. a grade of “D” will be changed to “*D” to distinguish them. Students will choose one of two fresh start options:

- If the student has been away from Greenfield Community College for at least two full years, the student may elect “fresh start” with no conditions
- If the student has been away for at least one full year but less than two full years, a student may elect “fresh start” after completing at least 12 graded non-developmental credits with a cumulative GPA for the new work of 2.0 or greater.

To elect either “fresh start” option the student must fill out the Fresh Start Option Petition for Consideration form and return it to the Office of the Registrar (registration@gcc.mass.edu). Forms are available online (www.gcc.mass.edu/registrar/forms). The form will be reviewed and the student notified via email of the petition decision. If approved, the student’s record will be updated (e.g. grades and GPA).

**New Start Policy**

Students who have not attended GCC for more than two academic years and who were on probation, suspension, or dismissal at the time they discontinued attendance may be re-admitted to the College on academic review for the first semester of their return. Normal academic progress standards will apply thereafter. Such readmission will be at the discretion of the Director of Admission.

**How to Get Credit Applied to a Program of Study**

Students applying for admission to Greenfield Community College who have attended other post-secondary institutions must submit official transcripts from those institutions to the Office of Admission. Official transcripts are required if a student:

1. needs documentation of appropriate previous successful college course work for exemption from placement testing, or
2. intends to transfer credit toward a degree or certificate program at GCC, or
3. expects to enter some of GCC’s health occupation programs.

Transfer credit is generally given for those courses that are similar in content, level, and scope to courses offered at Greenfield Community College, and in which at least a C- grade has been earned. A student must earn a minimum of 15 semester hours at GCC to be eligible to receive the associate’s degree. Once transcripts have been received by GCC from another college, they are the property of GCC. Originals and copies cannot be given back to students.

Students are encouraged to review the courses that were and were not credited towards a particular degree requirement. If a student changes majors while at GCC, they should ask that their transcript be reviewed again as more transfer credits may be awarded towards the new degree.
There are stricter standards for the Criminal Justice Programs.

Common Transfer Principles (Massachusetts Community Colleges)
The community colleges of the Commonwealth of Massachusetts, in order to ease and clarify the process of transferring earned credit from one college to another, whether among themselves or from other public or private institutions; to provide standards for the evaluation of alternative sources of credit; to reduce the time and cost of completing a college education; and to increase the opportunities for graduation of their students, establish these Common Transfer Principles. These Transfer Principles respect the academic standards, quality and integrity of each of the Massachusetts community colleges.

In accepting undergraduate transfer credit from other institutions, the Massachusetts community colleges apply these Transfer Principles to ensure that credit accepted reflects appropriate levels of academic quality and is applicable to students’ programs. Each community college makes this policy publicly available to students and prospective students on their websites and other communications. These Transfer Principles reduces unnecessary barriers to protect the colleges’ academic quality and integrity.

This policy addresses issues of academic credit earned through coursework completed at one institution and transferred to another. It also addresses the related issue of credit earned through alternative sources of credit, such as examinations, professional courses, military training and other prior learning experiences.

Transfer Conditions at GCC under the Policy
- For credit to transfer, the courses must have been taken at an institution accredited by one of the six regional accreditation agencies in the United States or, when allowed by college practice, by a national accreditation agency recognized by the Council for Higher Education Accreditation (CHEA). Consult the transcript evaluator about any special requirements for online courses.
- Credit earned at international institutions not accredited by one of the six regional United States accreditation agencies may transfer.
- Colleges require official transcripts from the institutions where credit was earned for credit to transfer.
- Students must be accepted by GCC and have declared their major programs of study for credit to be transferred.
- At minimum, credit will be granted for courses that apply to students’ current programs of study.
- Once credit is transferred it becomes part of students’ permanent records.
- Only credit for college-level coursework will transfer.
- Credit for pre-college-level or developmental coursework does not transfer.
- GCC may choose to use developmental coursework for student placement purposes.
- Grades do not transfer; only credit transfers. Therefore, transfer credit grades are not used in calculating grade or quality point averages.
- Transfer credit is designated on transcripts with an appropriate letter or symbol in the grade field.
- Credit will transfer as (1) the course equivalent at GCC, if it exists, or (2) as an elective equivalent within a comparable department, if it exists.
- Credits earned in a quarter-hour system will be converted to semester-hour equivalents.
- Audited coursework does not transfer.
- Credit will not be granted for duplicate coursework or for two courses that cover the same or similar content.
- Credit granted by one institution from alternative sources other than credits earned through the evaluation of military occupation, training experience and course work may not transfer to another institution.

Minimum Grades
- GCC accepts grades of C- or higher for transfer.
- Grades of D, D+, C- and CD (1.00 to 1.99 on a 4.00 scale) may transfer if they are for courses that are part of the 34-credit Gen Ed Foundation Block and students have completed the Block with a
cumulative grade or quality point average of 2.00 or higher.

- Grades higher than C (2.00) may be required for admission to certain programs, for use as prerequisite courses and for application of credit to certain program requirements.
- Grades of Pass (P), Satisfactory (S) or similar grades will transfer only when official transcripts indicate that such grades are equivalent to a grade of C or higher.

Residency Requirement/Maximum Transfer Credit Allowed

Degree Programs:
To earn an associate’s degree at GCC, students must complete at least 25% of credits of coursework used to fulfill the requirements of the associate’s degree at GCC. Transfer of the remaining credits will depend upon the associate degree program’s requirements and elective options.

Students wishing to earn an additional associate’s degree must:
- meet all specific requirements of each degree program;
- complete at least 15 credits of course work beyond the previous degree awarded; and of those 15 additional credits, at least 12 must be completed at GCC.

Certificate Programs:
To earn a certificate at GCC, students must complete at least 50% of the credit hours required for a certificate program at GCC – including at least three courses and 9 credits used to fulfill certificate requirements at GCC.

Alternative Sources of Credit

- Credit will be granted for satisfactory scores on Advanced Placement (AP) examinations based on GCC’s policies. Additional information can be found here: www.gcc.mass.edu/registrar/transfer/advanced-placement-ap-test-credit/.
- Credit will be granted for satisfactory scores on College-Level Examination Program (CLEP) examinations based on GCC’s policies. Additional information can be found here: www.gcc.mass.edu/registrar/transfer/clep-exams/
- Official score reports from the College Board are required in order to receive credit for AP and CLEP.
- Credit will be granted for satisfactory scores on challenge or credit by examinations. See www.gcc.mass.edu/testing for more information.
- Credit may be granted for formal courses or examinations offered by various organizations, including businesses, unions, government and military based on the recommendations of the American Council on Education (ACE) as found in its National Guide to College Credit for Workforce Training, a resource of its College Credit Recommendation Service (CREDIT). (See Valor Act Policy.)*
- Credit also may be granted for prior learning (service learning, internships, learning from experience at work, volunteering in the community, job training, etc.). Additional information can be found here: www.gcc.mass.edu/registrar/transfer/credit-for-prior-learning/.*
- Members of the Servicemembers Opportunity Colleges (SOC) Consortium adhere to the Consortium’s Academic Residency Requirements for servicemembers at their institutions.
- Academic credits earned through the evaluation of military occupation, training, experience and coursework are transferable within the Massachusetts public higher education system in accordance with the Gen Ed Foundation Block agreement.
- Credit granted by one institution from alternative sources other than credits earned through the evaluation of military occupation, training experience and course work may not transfer to another institution.

* Criminal Justice programs do not award life experience credits or credit for military or police training.

Time Limits

- Credit will be transferred without time limits, except for math and sciences. Math currency is five years; science currency is ten years.
- Certain programs, courses or admission standards may require courses to be taken within a specified time period. See individual programs for specifics.

Student Appeals

- GCC maintains and publishes a process for students to appeal decisions made about transfer credit. Appeal Process: Students who disagree with the transfer credit decisions at GCC may appeal those
decisions as follows. Students should provide evidence, such as course descriptions and syllabi, that the courses in question are either the equivalent of or comparable to courses offered by GCC.

- Students first must appeal the transfer credit decision to the Transfer Credit Evaluator.
- If the disagreement is not resolved with the Transfer Credit Evaluator, students may appeal to the appropriate Department Chair or Program Coordinator.
- If the disagreement is not resolved with the appropriate Department Chair or Program Coordinator, students may appeal to the appropriate Dean.
- If the disagreement is not resolved with the appropriate Dean, students may appeal to the Vice President for Academic and Student Affairs. The decision of the Vice President of Academic and Student Affairs shall be final and not subject to appeal.
- GCC designates an ombudsperson who ensures institutional compliance with transfer policies and procedures.

**The VALOR Act Academic Credit Evaluation Policy**

Greenfield Community College (GCC) welcomes students with prior military experience. The College recognizes that much of the training and coursework undertaken by military personnel warrants review and potential transfer as academic credit. To that end, we have established the following guidelines.

- Greenfield Community College will grant academic credit associated with degrees the college offers based on documentation of military occupation, training, experience, and coursework.
- Greenfield Community College awards credit based on documentation presented by the student veteran from the ACE Guide to the Evaluation of Educational Experiences in the Armed Services, CLEP, and/or DANTES Subject Standardized Tests as related to courses and programs provided through GCC.
- Academic credits earned through the evaluation of military occupation, training, experience, and coursework are transferable into GCC and within the public higher education system in accordance with the Gen Ed Foundation Block agreement.
- The Transfer Credit Evaluator (413-775-1816; earl@gcc.mass.edu) is the single point of contact for student veterans to contact for guidance on the Valor Act Academic Credit Evaluation Policy.
- The Transfer Credit Evaluator provides individualized, accurate, and complete guidance with regard to the Valor Act and the transfer of military credits.

**Credit by Examination**

Students enrolled in a certificate or degree program who wish to earn credit by examination should request an application form and contact information from the Office of Enrollment Services. A fee of $40 per credit is charged. A receipt of payment and the application form should be left in the division office before the date of the exam. Study guides for some examinations may be on reserve in the library.

Courses that are most commonly challenged for credit at GCC are:

- BIO 126, Biology I (for waiver of pre-requisite only; credit not given)
- CIS 141, Microcomputer Software Tools II
- CIS 145 Relational Database Design and Application
- CIS 180, Network Workstation Administration
- CIS 251, Java Programming
- FRE 101, Elementary French I
- FRE 102, Elementary French II
- MOM 110, Medical Terminology
- MUS 107, Music Theory I
- MUS 147, Aural Skills I
- SPA 101, Elementary Spanish I
- SPA 102, Elementary Spanish II

Students cannot challenge a course for credit if they have failed the course at GCC, and challenge exams may only be taken one time.

**Currency Requirements for Courses or Program**

A number of courses and programs at GCC require students to satisfy a currency requirement for some
required or prerequisite courses. This requirement means students must have taken the course within a stated number of years prior to enrollment in the course or program for which its currency is required. A student who has taken such a course but who does not meet the currency requirement may qualify to take a currency examination (exams may only be taken one time). Courses for which a student may demonstrate currency at GCC are:

- BIO 194, Comprehensive Anatomy and Physiology I
- BIO 215 (BIO 195), Human Anatomy and Physiology I
- BIO 216 (BIO 196), Human Anatomy and Physiology II
- BIO 205, Microbiology
- NUR 101, Fundamentals of Nursing

To qualify for a currency examination for BIO 194, BIO 215 (BIO 195), BIO 216 (BIO 196), BIO 205, and NUR 101, a student must submit a college transcript showing completion of an equivalent course with a grade of C or better. Students applying for a Health Occupation Program should check the specific grade requirement for that program.

**Transfer Services**

The Transfer Office provides services to students considering transfer to another college or university. Students considering transferring are encouraged to contact the Transfer Coordinator as early in their time at the College as possible. The Transfer Coordinator assists students in exploring transfer options, educational goals, planning appropriate course work while at GCC, completing applications to other schools, writing college essays, and in choosing people to write college recommendations.

Students planning to transfer to one of the Massachusetts state-supported colleges or universities are eligible for Gen Ed Foundation Block. Gen Ed Foundation Block provides community college graduates who complete designated associate’s degrees with the benefits of the full transfer and applicability of credit, (2.5 GPA or higher), and a partial or full tuition discount (3.0 GPA or higher). *Should be noted that some majors may require higher GPA and specified course work for placement into the major.*

**Massachusetts Department of Higher Education and Admissions Standards affecting transfer to the Massachusetts State University System and the University of Massachusetts:**

Admission is not guaranteed for any applicant to a Massachusetts public institution of higher education. A wide range of factors is considered in admissions decisions and the final decision on accepting an applicant rests with the individual campus.

For details about the Gen Ed Foundation Block policy, contact the Transfer Coordinator in the Academic Advising Center or go to [http://www.gcc.mass.edu/transfer](http://www.gcc.mass.edu/transfer).

**OPTION I: Benefits for students who complete associate’s degrees under Gen Ed Foundation Block are:**

<table>
<thead>
<tr>
<th>Minimum Final GPA</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00 GPA</td>
<td>Guaranteed full transfer of a minimum of 60 credits applied to the bachelor’s degree, if admitted. Satisfaction of the general education/distribution/core requirements at the receiving institution, with the receiving institution able to add no more than six additional credits/two courses. Note: Students will be required to submit the regular application and all supplemental materials required of the 4-yr school they are applying to.</td>
</tr>
<tr>
<td>2.50 GPA</td>
<td>Guaranteed admission, plus all of the above benefits. Fill out simplified application, not Common Application.</td>
</tr>
<tr>
<td>3.00 GPA</td>
<td>A one-third tuition discount, plus all of the above benefits (UMass/Amherst offers 100% tuition break)</td>
</tr>
</tbody>
</table>
Stipulations:
If students change their majors or if the linked baccalaureate programs require a higher grade point average or specific courses which are required of native students, Gen Ed Foundation Block students must meet these additional requirements.

If, because of space or fiscal limitations, the receiving institution does not admit all qualified applicants to a given major or program, the receiving institution will use the same criteria for Gen Ed Foundation Block applicants as it does for its native students.

OPTION II: Transfer Block
Gen Ed Foundation Block also provides students in the Massachusetts public higher education system the intermediate goal of completing a portable general education Transfer Block that will satisfy the general education/distribution/core requirements across institutions. Students completing the Transfer Block without earning a degree at any Massachusetts higher education institution with a 2.0 or higher grade point average will earn the 34 credit hours outlined below, exclusive of developmental coursework.

Transfer Block
- English Composition/Writing: 6 credits
- Behavioral and Social Sciences: 9 credits
- Humanities and Fine Arts: 9 credits
- Natural or Physical Science: 7 credits
- Mathematics/Quantitative Reasoning: 3 credits
- Total Credits: 34 credits

Benefits for students who complete the Transfer Block:
Minimum Final GPA Benefits
2.0 GPA

Satisfaction of the general education/distribution/core requirements at the receiving institution, with the receiving institution able to add no more than six additional credits/two courses, if admitted

Note: admissions is not guaranteed

Stipulations:
Students enrolled in a specific major or degree program may be required to take additional courses if these courses are specifically required for the major or program and are required of native students. Completion of the Transfer Block does not guarantee admission to the college or university.

Note: Students will be required to submit the regular application and all supplemental materials required of the four-year school they are applying to.

Transfer Agreements with Other Colleges
GCC maintains several articulation agreements with colleges that award bachelor’s degrees. The purpose of articulation agreements is to make transfer from GCC to those colleges easier than it would be otherwise. In most cases, the articulation agreements ensure the transfer of a minimum number of credits and placement at the junior year level. Some of the articulation agreements are general and may include scholarship funds to help lower tuition while others are specific to certain programs at GCC and the institution to which the student transfers.

In a few cases, the articulation agreements also include provisions for transfer scholarships. For information about articulation agreements with other colleges, contact the Transfer Coordinator. GCC hosts a bachelor’s degree completion programs with Elm’s College. See the Transfer Office for more details.

Foreign Language Requirements
Some colleges or universities may require proficiency in a foreign language to earn the Bachelor’s degree. Please check with the GCC Transfer Office to determine which schools and degree programs have this requirement. Students may find it advantageous to complete a foreign language requirement at GCC, so they can concentrate on the requirements of their major when they transfer. For further information about foreign language requirements, contact the Transfer Coordinator.
The Isenberg School of Management at the University of Massachusetts - Amherst

Students seeking to enter programs of study in the Isenberg School of Management must meet the following additional requirements:

- Business Concentrations: take majors out - in Accounting, Finance, Operations Management, Management, Marketing and Sport Management: Students must graduate GCC with a BAT degree.

Students who matriculate into the BAT degree may transfer to the Isenberg School of Management under Gen Ed Foundation Block having met the following requirements:

- Graduate with a GPA of 3.0 or higher
- Meet grades of B or better in all predictor courses.
- Graduate with a GPA of 3.0 or higher at all colleges attended and, with B or better grades in predictor courses

Note: ACC 203 is required; MAT 151 is required

- UMass Hospitality and Tourism Management: Students may graduate from GCC with a Liberal Arts Degree, and the Hospitality and Tourism Option (take out – de-activated) Students may enter under the Gen Ed Foundation Block option, but must graduate with a GPA of 2.7 or higher.

- Sport Management: Students must graduate from GCC with a BAT degree, and have a GPA of 3.0 or higher. It is highly recommended that students enroll in ECO 105 prior to transfer.

Notes:
Students who have a bachelor’s degree are not eligible for transfer to the Isenberg School of Management online or day division.

Graduation Requirements

To be eligible to graduate, students must be matriculated into the appropriate degree or certificate program. Only matriculated students are eligible for graduation. To be considered for graduation, students must complete and submit an application for graduation to the Registrar’s Office (registration@gcc.mass.edu) by the appropriate deadline. Deadlines are published in the academic calendar. GCC awards degrees three times a year, following the summer, fall and spring semesters. The commencement ceremony is held once per year for all students graduating from the previous summer and fall semesters as well as the current spring semester. The ceremony is generally held on the first Saturday in June. Students do not have to participate in commencement to graduate but must submit a graduation application. Additional information and applications for intended date of graduation are available online (www.gcc.mass.edu/registrar/forms) or in the Registrar’s Office.

In order to earn an associate’s degree or a certificate, students must be matriculated in the degree or certificate program, complete the course requirements of the curriculum, achieve a cumulative grade point average of at least 2.00 for all courses taken at GCC (excluding developmental courses) and be in good standing with the College. All associate’s degree programs require at least 60 credits of coursework. Students must complete at least 25% of credits of coursework used to fulfill the requirements of the associate’s degree at GCC to receive a degree. Students must complete at least 15 credits or two-thirds of the credit hours (whichever is lesser) required for a certificate program at GCC to receive a certificate. To earn a certificate at GCC, students must complete at least 50% of the credit hours required for a certificate program at GCC – including at least three courses and 9 credits used to fulfill certificate requirements at GCC.

As an aid in determining degree and certificate requirements, degree audit sheets are available for each major at www.gcc.mass.edu/registrar/degree-audits. Students and their advisors can use these forms to determine the classes needed to meet graduation requirements.

Students wishing to earn an additional associate’s degree must:

- meet all specific requirements of each degree program;
- complete at least 15 credits of course work beyond the previous degree awarded; and
- of those 15 additional credits, at least 12 must be completed at GCC.

Note: a student may not earn more than one Associate in Arts in Liberal Arts degree.
Normally, students must fulfill the degree or certificate requirements that were stipulated in the catalog at the time the student matriculated into the college. However, if the degree or certificate requirements change after initial enrollment at GCC, students may elect to fulfill the requirements that were in effect in the catalog of the year when they matriculated or in any subsequent catalog year as long as the catalog requirements are not more than five years old.

If external certification and/or licensure requirements change, the College strongly recommends that students complete the new requirements to ensure that the student graduates with current skills and abilities.

Completion of a Discontinued Program
Discontinuation of an academic program of study or certificate comes after a great deal of consideration by the College. Within the limits noted below, students will have the opportunity to complete a program or certificate within which they are enrolled. Limits to this completion option:

- When an academic degree program of study is closed, students already enrolled in that program during the past five years will have the opportunity to complete the program of study within two years after closure of the program. Students who have not been enrolled in the program of study during the five years prior to the closure of the program of study are not eligible for this completion option. Programs will typically close at the end of the spring semester of a given academic year.
- When an academic degree program of study with special admission processes is closed, or when a certificate program is closed, students already enrolled in the program during the past two years have the opportunity to complete the program of study or certificate within two years after the closure of the program.
  Contact the Registrar for specific information on completing a closed degree program or certificate.

Graduation with Honors
To graduate “with honors” students must earn a cumulative grade point average of at least 3.50 based on at least 30 credits of letter-graded course work completed at GCC in a degree program.

Transcripts
Students may request transcripts of their GCC academic record for themselves, other colleges, or employers by using the transcript request process found at www.gcc.mass.edu/registrar/transcripts. Transcripts are handled by our transcript provider, Parchment. Payment is via credit card as part of the request process. Both e-transcripts and paper transcripts can be requested. Providing complete information in the request will aid in the processing of the request. If there are any issues with the request, you will be notified. Unofficial transcripts are obtained by logging into your myGCC as they are not supplied by the college or by Parchment.

Petition to Review Academic Record
Currently enrolled students may petition the Transcript Review Committee to review their academic record for the purpose of seeking relief from past poor academic performance. Before submitting a petition, students must have either completed 12 credits of course work since the semester for which they are seeking relief, or have completed six (6) credits and include two letters of support from current instructors. Petition forms are available by emailing the Office of the Registrar (registration@gcc.mass.edu).

Right to Inspect and Review Education Records
Pursuant to the Act, Greenfield Community College permits students to inspect and review their education records. Requests may be made in person and in writing provided that satisfactory identification accompanies such requests. Request forms are available at the offices where the education records are located.

The college will fulfill such requests within a reasonable period of time, usually two (2) work days, but no more than forty-five days after the request has been made. The college official responsible for the records or his/her designee will be present during the inspection and review to provide explanations and
interpretations of the records.

The following list identifies the types and locations of the education records which students may request to review and inspect:

<table>
<thead>
<tr>
<th>Type</th>
<th>Office</th>
<th>Room</th>
<th>Responsible Official</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>Enrollment Services</td>
<td>C103</td>
<td>Registrar</td>
</tr>
<tr>
<td>Financial</td>
<td>Business</td>
<td>C102</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Financial Aid</td>
<td>C102</td>
<td>Financial Aid Director</td>
</tr>
<tr>
<td>Health</td>
<td>Health Records</td>
<td>N348</td>
<td>Health Records</td>
</tr>
<tr>
<td>Veterans</td>
<td>Veterans Affairs</td>
<td>N215</td>
<td>Certifying Official</td>
</tr>
</tbody>
</table>

**Record of Requests and Disclosures**
The college maintains a record of individuals, agencies, and organizations that have requested or obtained access to education records who are not covered under the exceptions to the consent requirement. This record of access and requests for access is maintained with the education records of the student and indicates the specific legitimate interest that such an individual, agency, or organization has in obtaining this information. Students may inspect the record of requests and disclosures by written request.

**Exceptions to Academic Policy**
Students with unusual or extenuating circumstances that justify an exception to an academic graduation requirement may request an exemption using an Academic Requirements Exemption form. The form must be submitted to the Graduation Review Board by a student’s advisor by the deadline set each term. Advisors or the Office of Enrollment Services can provide additional information.

**Correction of Education Records**
Students may request that the college amend the content of their education records on the grounds that the records are inaccurate, misleading, or otherwise in violation of the privacy or other rights of students. Such requests must be directed in writing to the official responsible for maintaining the specific education records. The official will determine whether to amend the education records within a reasonable period of time of the request and notify the student of the decision. If the official denies the request to amend, the student will be advised of the right to a hearing to appeal the decision.

The college, upon request, will provide an opportunity for a hearing for a student to challenge the content of the education record to insure the information is not inaccurate, misleading, or otherwise in violation of the privacy or other rights of students. If, as a result of a hearing, the college decides to amend the education record, it will do so accordingly and notify the student in writing. If, as a result of the hearing, however, the college determines that the education record should not be amended, it will inform the student, in writing, of his/her right to place in the education record a statement commenting upon the information in the education record and/or setting forth any reasons for disagreeing with the decision of the college.

**Copyright and Intellectual Property Policy**
It is the responsibility of all faculty, staff, students and anyone using the facilities or resources of Greenfield Community College to read, understand and follow the Greenfield Community College Copyright and Intellectual Property Policy. The policy and related information is available on the GCC Library web page at http://web.gcc.mass.edu/library/about/copyright/. If you have questions regarding the policy please contact the Library Director at (413) 775-1832.
STUDENT SUPPORT SERVICES

The College Store (A Follett Business)
Up-to-date information in addition to textbooks and other merchandise is available at the College Store website, greenfieldshop.com

To find textbook information online go to “greenfieldshop.com”. From the homepage click on “BOOKS” in the green bar. From the new page that opens select your term, course department, course number and section. Then click “submit”. If the instructor has given the bookstore information, a list of books and possibly supplies appears. You can choose between new, used, rental and ebooks, if available. Not all options are available for every book. Ordering from our website increases your chance of getting used books as stock can come from any Follett store in the US, our warehouse, or other vendor partners. Order early as it can take a week to deliver, if the book is coming from the west coast. Have the books shipped directly to your home and avoid the crowds on the first days of classes. You should be able to access text information on your GCC page when you select courses during registration. This depends on instructors giving the bookstore the information on time. You can also find text information and purchase your books in Moodle. Click the blue and orange flame symbol and enter Follett Discover. Fall & Spring semester hours are Monday – Thursday 9:00am until 4:00pm and Friday 9:00am until 2:00pm. Summer session hours are Monday – Thursday 9:00am until 4:00pm and Fridays 9:00am until NOON. Evening, exceptions and special occasion hours will be posted.

The College Store stocks required and optional textbooks, study guides, software, school, office, and medical supplies. Also available are snacks and GCC clothing and gifts. GCC gift certificates are available for sale in any denomination.

MasterCard, Visa, Discover and American Express, cash and personal checks for the amount of the purchase are accepted. Checks must belong to the person using them, ID required, no third party/parent checks. Any checks returned due to insufficient funds will incur a $20- $25 charge from the collection agency, FEDchex. Purchases on financial aid or other third party accounts require a valid photo ID. Standard Return Policy: RECEIPT REQUIRED

A valid receipt and/or packing slip are required for all refunds or exchanges. All items (except Course Materials and Hardware/Software) unopened and in original condition returned within 30 days of purchase may be exchanged or refunded to the original form of tender.

Course Materials and Hardware/Software Details:
Course Materials (textbooks)
• A full refund will be given for textbooks (excluding Final Sale items) returned prior to the campus specific refund deadline. Generally, Fall & Spring textbooks are returnable for one week from the first day of classes, two weeks after the first day of classes with proof of add drop. Specific dates are posted for each term. Materials purchased after the campus specific deadline (but before the final week of class) must be returned within 2 business days of purchase. Materials purchased during the last week of classes or final exams are not returnable/refundable. Books must be returned in the same condition as purchased, if applicable, still in shrink wrap
• Final Sale items include the following: Inking Digital Textbooks, Study Guides, Test Prep Books, Bar Charts, Cliff Notes, Professional Reference Study Aids or clearance items. All these items are not returnable/refundable.

Hardware & Software:
• No returns. No refunds. Please contact manufacturer for support. Keep your receipt. We buy back books every day, but you get the most money when we have a need for the book in the store. The best time to sell your books is immediately after your last class or final exam.
**Wellness Center**
Counseling by a trained professional is offered at GCC to help cope with personal challenges and academic struggles.

Disability Services works with students, faculty and staff to promote access to all facets of the college experience for individuals with disabilities.

GCC Wellness Studio: Research on college campuses demonstrates that stress is the number one impediment for academic performance and overall well-being. Research has also shown that taking time to be quiet and relax can restore energy and boost mood and performance. The Wellness Studio (room C427) provides an environment to practice mindfulness and a space to get away from the hassle and stressful pace of college life. It provides a quiet, welcoming space for you to learn about and practice a variety of research-based mind/body stress reduction skills. The Wellness Studio is open to all students and is located in the Wellness Suite. The following options are available:
- Sand Garden – clear your mind of the chaos of everyday through the use of rocks and sand in our Zen Garden.
- Impermanence Board – “let go” of your stress by using the board to create drawings or sayings and watch them disappear.
- Relaxation CDs – relax, meditate and curb anxiety with our relaxation CDs.
- Light Box – For Seasonal Affective Disorder. Reading in this light will help your well-being. During the fall and winter months the lack of natural light can lead to SAD and make you feel “out of sorts” or “out of sync.”

**Disability and Accessibility Services**
Since each student is unique, we recognize that some may need academic accommodations to fully participate in our programs and services. If you feel that you will require accommodations due to a disability, please inform us of your needs and establish your eligibility by completing these three steps.
1. Complete and sign the Voluntary Statement of Learning Needs form, which informs us of the nature of your disability or situation and authorizes us to review disability related documentation you’ve provided or released to Disability Services for the purpose of determining eligibility for academic accommodations.
   - Diagnosis
   - Symptoms which impact your ability to function in an educational environment
   - Recommended accommodations
   All documentation received by the Office of Disability Services is confidential and is held in accordance with FERPA regulations.
2. Submit recent documentation (medical, psychological, and/or educational) of your disability from your high school or medical provider. Documentation must clearly state your:
   - Diagnosis
   - Symptoms which impact your ability to function in an educational environment
   - Recommended accommodations
3. Call (413) 775-1332 to schedule an appointment with the Coordinator of Disability Services who will work with you to develop an Accommodation Agreement (ADA/504 Plan) that you can present to instructors to advise them of your needs.
   Some accommodations may take up to 12 weeks to obtain. We advise students to establish eligibility with Disability Services well before the semester begins. If you have any questions, please contact the Coordinator of Disability Services.

Students do not need to register with Disability Services in order to meet with the Learning Support Counselor or to access college support services. Students who feel that they may require some additional academic support and skill building are encouraged to take advantage of available services, such as peer tutoring, the writing and math assistance programs, the math studio, and student workshops.
Career Services Center

Career Services provides supports for career exploration and decision-making, preparation for an effective job search, and improving overall employability. Students are encouraged to identify goals early and create career/academic plans, which include relevant Career Services events and resources. Employment resources include an online Job Board, opportunities to network with employers, mentorship connections, online Get-A-Job resources, assistance with TOP Applications (for unemployed students who qualify), and referrals to un/employment agencies. To find out more, please visit the Career Services website, join Career Services on Facebook, or contact careerservices@gcc.mass.edu.
The Family Educational Rights and Privacy Act of 1974

You have certain rights to privacy about the information that we maintain about you. For more information, including a full text of the regulations regarding your records and your right to privacy, please inquire at the Registrar’s Office. GCC’s directory information consists of the following:

- Student’s Name
- Student’s Major
- Dates of Attendance
- Graduation Date(s)
- Honors Conferred
- State/Town

Under FERPA law, GCC students have the right to be notified annually by the college of what the college designates as “directory information,” and the right to request that their information not be designated as directory information.

A student must notify the college’s Registrar, in writing, if he/she does not wish to have any or some of his/her student information designated as directory information by completing the appropriate Non-Disclosure form with the Enrollment Services Office.

Note that the FERPA waiver available through the Financial Aid and Bursar (Billing) offices does not provide access to a student’s academic information. A separate release form, Student Academic Information Release Authorization, is available through the Office of the Registrar. With this form a student may grant access to academic records to specified individuals.

The Hazing Act of 1985

Massachusetts General Laws, Chapter 269, Section 19, requires the College to inform its students annually of the provisions of this Act. Copies of the act are available from the Office of Enrollment Services.

Jeanne Clery Disclosure Act

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (more commonly known as the Clery Act), Greenfield Community College publishes an annual report that includes crime statistics and institutional policies concerning campus security and safety matters. The report is available at the Public Safety Department’s website: http://www.gcc.mass.edu/safety/clery/. A printed copy of the report is available at the office of Public Safety and at the Downtown Center. Students may have a copy of the report mailed to them by contacting Public Safety at (413) 775-1212.

Diversity at GCC

Creating a Culture of Diversity and Inclusion

Greenfield Community College is committed to a policy of Affirmative Action, equal opportunity, equal education, non-discrimination, and diversity. We are committed to providing a learning and working environment for our students, employees and other members of the College Community, which values the diverse backgrounds of all people. The College is committed to assuring that the “College Experience” is one that challenges, empowers, supports, and prepares its students to live in, work in, and value our increasingly global and diverse world. The College believes that the diversity of socioeconomic, racial, ethnic, religious, gender, sexual orientation, age and disability backgrounds of College Community members enriches the institution and our various constituencies. The College’s curriculum contains courses that meet the University of Massachusetts cultural diversity requirement.

These courses are noted with an asterisk in the Credit Courses section of this catalog. The College will not tolerate behavior based on bigotry, which has the effect of discriminating unlawfully against any member of our community.

Affirmative Action

It is the policy of Greenfield Community College to prohibit unlawful discrimination on the basis of race, ancestry, color, gender, religion, ethnic or national origin, age, personal disability, veteran status, social
class or sexual and/or affectional orientation. The college operates under an Affirmative Action plan and encourages individuals from underrepresented groups to apply for employment. This policy is in compliance with all applicable federal, state and local statutes, ordinances and regulations. Those who believe they have been the subject of discrimination or who have inquiries concerning the above should consult with the Executive Director of Human Resources and Chief Diversity Officer at (413) 775-1312, or in the Human Resources Department, Room S423 of the Main building. A copy of the Policy on Affirmative Action may be obtained in the Human Resource Office or from the Chief Academic & Student Affairs Officer. All inquiries concerning Affirmative Action issues should be directed to the college’s Affirmative Action/Chief Diversity Officer. Employees should contact the Director of Human Resources at (413) 775-1312. If a student expresses concern of discrimination they should contact the Chief Academic & Student Affairs Officer at (413) 775-1811.

**Harassment**

GCC considers harassment of a student, an employee, or any other person in the college community to be intolerable and not permissible. Those who believe they have been harassed should consult with the Executive Director of Human Resources/Chief Diversity Officer at (413) 775-1312 to obtain information concerning their rights and the process for filing a complaint and/or pursuing informal means of resolving grievances.

**Chemical Sensitivities/Environmental Illness Policy**

Greenfield Community College is committed to providing a healthy classroom and workplace environment for all students and employees. College campuses across the nation are reporting an increase in requests for accommodations from students and employees with a diagnosis of Multiple Chemical Sensitivities/Environmental Illness (MCS/EI).

The following information will guide members of the GCC community to understand the parameters of the illness and how to request an accommodation. MCS/EI is a condition that produces a hypersensitivity to chemical and environmental stimuli. Reactions may be triggered by even low levels of the stimuli. Products or stimuli that induce symptoms are called triggers. Some of these triggers are: cologne/perfumes/aftershave; scented products that range from body care to air fresheners to laundry products; cleaning products and various educational supplies or materials.

To request an accommodation, students should contact Disability Services in the Wellness Center, C426, 775-1332; faculty and staff should contact the Office of Human Resources, S424, 775-1313.
Student Activities and Community Service Office

The Student Activities and Community Service Office supports the academic mission of the College through leadership development opportunities and co-curricular programming. Through the establishment and support of clubs and organizations, students are encouraged to plan and assist in the planning of campus events. Activities include musical performances, cultural programs, involvement in clubs and organizations, orientation, commencement, volunteering and student governance. The Office of Student Activities and Community Service is located in C216 and is open daily when the college is open. For more information about clubs, upcoming events, and services visit us online at http://www.gcc.mass.edu/studentlife/ or call 413-775-1200. To obtain a GCC student ID card, please bring a valid photo ID to the Office of Student Activities and Community Service (C216) between the hours of 8:30 AM – 4:30 PM during the fall and spring semesters.

Student Association

Students who pay the student activities fee automatically become members of the Student Association, the structure within which the Student Senate and the Student Activities Program operate. Members may hold office, vote in elections and participate in Association programs.

Student Senate

Members of the Student Association who are in good standing with the College are eligible for election by members of the Association to the Student Senate. The Student Senate reviews budget requests for, and oversees the allocation of, the Student Activity Fee with the consent of the college President. The Senate’s objectives are:

• to promote and support activities that enhance the life of the college community;
• to administer and allocate the funds of the Student Association in conjunction with the college administration;
• to represent the student body on and off campus; and
• to act with college officers in supervising the college activities program.

Student-Faculty Committees

Students serve on most college committees. Faculty and administrative members of these committees are appointed by the President or the Chief Academic and Student Affairs Officer; student members are appointed by the Student Senate, the Student Senate President or the Chief Academic and Student Affairs Officer.

Housing

GCC does not have dormitory facilities. Ample, well-lit parking is available free of charge. The Greenfield/Montague Transportation Authority and the Franklin Regional Transit Authority provide regular bus service to campus from the greater Greenfield area. For more information go to the FRTA’s website at www.frta.org.

Performing Arts

The theater, music, and dance departments offer opportunities for student performances. The college chorus performs on campus and in the community several times each year. At least one major theater production is presented each semester, as well as dance concerts and musical performances.

Fitness Center

The Fitness Center, located in E106, offers a variety of cardiovascular and weight-training equipment in a fun, friendly, and inviting atmosphere. It is open to all GCC students, staff, and faculty at no charge. Fitness assessment, program design, and incentive programs are available to all members. For more information contact the Fitness Center Coordinator at (413) 775-1143.

STUDENT LIFE AT GCC
Activities Hours
College personnel and the Student Senate have agreed that no classes will meet during the Activities Hours. These hours are every Monday, Wednesday and Friday from 12:00 noon to 12:50 p.m. during the semester. The college community is encouraged to participate in social, cultural and recreational events during these hours. College committee meetings, club meetings, concerts, guest speakers, and special events are available for student enjoyment and relaxation.

Dining Facilities
The GCC Cafeteria and Dining Commons is located on the first floor of the main building. Equipped with wireless internet, the Dining Commons is the perfect places to socialize, relax, study or just enjoy the view of the Pioneer Valley. The cafeteria features a grill, deli, hot meals, grab and go, pizza, salad bar, beverages, kosher and fair trade air roasted coffee from Pierce Bros Java Coffee Roasters and foods from different cultures as well as eating styles. As a partner with the Mass Farm to School Program and CISA the College is able to bring the freshest local food to our students and community. The area is open from 7:30 am to 6 pm Monday – Thursday and 7:30 am to 4:00 pm on Friday’s during the fall and spring semesters and from 7:30 am to 1:30 pm Monday – Thursday and 7:30 am to noon on Friday’s during intersession and summer session. Up-to-date menu and catering information is available at www.gcc.mass.edu/dining.

Vending machines are located throughout both the main, east and downtown campuses.

Student Involvement Opportunities
From club meetings and student performances to guest speakers and student government, the possibilities for engagement are endless. Most, if not all, of these opportunities are free to you as a student. We hope you’ll consider just one of these avenues for getting involved on campus:

• Join or create a club
• Run for Student Senate
• Work out in the Fitness Center
• Participate in community service and civic engagement opportunities
• Attend a concert, gallery talk, or guest speaker
• Serve on a governance committee or take on a work study position
• Check out the Women’s Resource Center, the Military, Veterans and Dependent Services Office and the Permaculture Garden
• Attend or participate in a student theater performance
• Become an Orientation Leader, Peer Tutor, or GCC Ambassador

For a complete list of clubs at GCC visit www.gcc.mass.edu/studentlife/student-clubs/.

GCC Alumni Association
The Greenfield Community College Alumni Association is an independent organization that cultivates lifelong relationships with current and future alumni. As a committed partner and supporter of the College, the Association strives to foster connections among graduates, former students, current students, friends, and the community.

The Alumni Association has created an endowed scholarship fund that awards two scholarships each year to current GCC students, with alumni serving on the selection committee. Also, the Alumni Association helps connect GCC alums working in a variety of fields with current GCC students to provide information on career options. The Alumni Association hosts several events throughout the year that provide opportunities for alumni engagement. For scheduling information and to learn more, visit www.gcc.mass.edu/alumni or contact the Alumni Association Office at (413) 775-1600 or GCCAlumni@gcc.mass.edu.
FINANCIAL INFORMATION
(STUDENT BILLING)

To obtain the most up-to-date information about Student Billing visit our website at: www.gcc.mass.edu/billing.

Student Billing (Bursar’s) Office

To obtain the most up-to-date information from the Student Billing (Bursar’s) Office visit our website at: www.gcc.mass.edu/billing.

The Student Billing (Bursar’s) Office is located in room C102 on the first floor of the main campus building. This office is responsible for posting payments to student accounts, processing all refunds due to students, billing, and collection assignment.

Contact Information for Bursar’s Office

Regular Office Hours Monday – Thursday 8:30 a.m. to 5:00 p.m. Friday 8:30 a.m. to 4:00 p.m.

Address:
GCC Bursar’s Office, Room C102
One College Drive
Greenfield, MA 01301

Main number: (413) 775-1301
Website: www.gcc.mass.edu/billing
Fax: (413) 775-1329
Email: teller@gcc.mass.edu

Tuition & Fees

The estimated tuition and fee costs to attend GCC can be calculated using the downloadable tuition and fee schedule from our website at www.gcc.mass.edu/billing. Click on the “Tuition & fees” menu option, locate the schedule, and click to download. Tuition charges per credit vary depending on whether you are an in-state, out-of-state, or NEBHE student. The college service fees are separate from tuition and are charged at the same rate per credit regardless of whether you are an in-state, out-of-state, or NEBHE student. All evening charges are assessed at the same rate regardless of your residency category. In addition, the Health Records Administration Fee and Student Activity fee are only charged for day class schedules. See “Explanation of Charges” section for further explanation of individual charges.

Summary of charges:

(Subject to change after July 1. Check our website for the most up-to-date information.)

<table>
<thead>
<tr>
<th>Charge</th>
<th>Basis</th>
<th>Rate Day</th>
<th>Rate Evening, Summer, Intersession</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition*</td>
<td>Per credit</td>
<td>$26*</td>
<td>$26</td>
</tr>
<tr>
<td>Registration fee</td>
<td>Per semester</td>
<td>$20</td>
<td>$20</td>
</tr>
<tr>
<td>College service fee</td>
<td>Per credit</td>
<td>$201</td>
<td>$201</td>
</tr>
<tr>
<td>Health service fee</td>
<td>Per credit</td>
<td>$11</td>
<td>$0</td>
</tr>
<tr>
<td>Student activity fee</td>
<td>Per semester</td>
<td>$30</td>
<td>$0</td>
</tr>
</tbody>
</table>

Other fees may apply.
NEHBE day tuition is $39 per credit; this is special rate for qualifying New England residents. Out-of-state day tuition is $281 per credit. The college offers no reduction in tuition and fees for auditing a course. Non-credit courses are priced individually.

NOTE: Other charges such as Student Health Insurance, books & supplies, special program fees, and online course fees, are not included in the above summary of charges or the downloadable tuition and fee schedule.

Tuition and fees are subject to change with the Board of Trustees approval.

In-state residency & NEBHE
Tuition and fee rates are calculated based on your Massachusetts or New England residency status.

IN-STATE:
An in-state resident is a U.S. citizen or a permanent resident who established a residence in Massachusetts and has maintained continuous residency in Massachusetts for at least the six months immediately prior to the date of enrollment. An individual must be able to prove Massachusetts residency for six continuous months and intent to remain in the state. To apply for in-state residency complete an In-State Tuition Eligibility Form available on our website. For further details, contact Enrollment Services at (413) 775-1801 or (413) 775-1807.

NEBHE:
Through the New England Board of Higher Education (NEBHE), Massachusetts participates in the Regional Student Program (RSP) which enables students from one New England state to attend public colleges or universities in another New England state at tuition rates below those normally charged to out-of-state students. Eligible New England students who reside outside of Massachusetts currently pay 150 percent of the tuition charged to Massachusetts residents. To qualify, a student must be a resident of one of the five other New England states and be pursuing a degree or certificate program at GCC. For more information, contact the Enrollment Services Office at (413) 775-1801 or (413) 775-1807.

OUT-OF-STATE:
If you do not qualify for in-state residency or NEBHE, you will be charged at the out-of-state rate.

Explanation of charges

HEALTH INSURANCE CHARGE:
Cost and Coverage Period: Fall (Full year) $3,045, Spring (8-months) $2,032
(The insurer and costs are subject to change after July 1)

This charge is only assessed during the fall and spring terms. In the fall semester, students are assessed a full year’s cost. The policy coverage period for fall is September 1 of the current year to August 31 of the following calendar year. In the spring semester, students are assessed a premium for eight months of coverage. The spring policy coverage period is January 1, to August 31 of the same calendar year. Your insurance premium must be paid in full by a strict enrollment deadline each semester in order to obtain coverage under the plan.

Description: The student health insurance charge is mandatory for students who meet the criteria to be charged. The Massachusetts Mandatory Health Insurance Law mandates that each Massachusetts Community College require all students who are enrolled in a degree or certificate program for nine credits or more to participate in the student health insurance program.

Waiving This Charge: If you are already covered under a comparable healthcare plan that became effective by at least the first day of classes, and if you expect to be covered through at least August 31, you may be eligible to waive this charge.
For those eligible to waive this charge, an on-line waiver must be completed and submitted by a strict deadline. NO EXCEPTIONS. The deadline will be announced on our website and will be included on billing statements and supplemental materials sent with bills. After the deadline date, the online waiver will not be available and students will be required to pay this charge. To waive this charge on our website, place your cursor over the “Insurance” menu option and click “Insurance Waiver”.

**Insurer:** Students will be insured by Blue Cross Blue Shield (PPO) Insurance Plan. The servicer of the plan is Gallagher Student Health & Special Risk. From our website you can: access Gallagher’s waiver form; obtain one of their brochures that details policy coverage; or read a summary explanation regarding the mandatory student health insurance law and eligibility criteria. If you have questions related to the policy itself, contact Gallagher at:

**Address:** Gallagher Student Health & Special Risk, 500 Victory Road, Quincy, MA 02171, Phone: 877-307-8194. Or, send your questions via their website customer inquiry form: https://www.gallagherstudent.com/students/customer-service.php?idField=1210.

**Paying Your Premium with Financial Aid Awards or Student Loans:** Financial aid funds will not pay the student insurance charge without your written authorization. Therefore, if you are a financial aid recipient and you expect your aid/loans to pay this charge, you must authorize it in writing by completing the appropriate section of the Acknowledgements and Certifications form provided by our Financial Aid Office. This form is also available on your “MyGCC” account.

**LIABILITY INSURANCE:**

All health occupation students are required to carry College-approved professional liability insurance. Information about this charge can be obtained by the Health Occupations Department.

**REGISTRATION FEE:**

Cost: $20 per semester

**Description:** This mandatory fee is a non-refundable administrative fee charged for all day and evening credit courses. It is charged for processing your enrollment and registration.

**TUITION:**

Cost: In-state-$26 per credit, Out of state-$281 per credit, NEHBE-$39 per credit

(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** This mandatory charge is assessed for all day and evening scheduled credit courses. The in-state day tuition portion of your bill is remitted to the state of Massachusetts. The remainder is used to help defray the costs associated with general operations of the college.

**COLLEGE SERVICE FEE:**

Cost: $201.00 per credit

(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** This mandatory charge is assessed for all day and evening scheduled courses regardless of residency category and is used to help pay for a variety of academic services, equipment, supplies, and technology expenses.

**HEALTH RECORDS ADMINISTRATION FEE:**

Cost: $11 per semester

(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** This mandatory fee is assessed if you have at least one day scheduled credit course in both the fall and spring semesters only and is used to help defray the costs associated with the administration of student health records as required by law. This fee cannot be waived.
**STUDENT ACTIVITY FEE:**

**Cost:** $30 per semester  
(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** This mandatory fee is assessed if you have at least one day scheduled credit course in both the fall and spring semesters only and is used to support student activities including musical performances, guest speakers, orientation, commencement, clubs, and college ID cards.

**ONLINE/DISTANCE LEARNING COURSE FEE:**

**Cost:** $10 per credit  
(Subject to change after July 1. (Check our website for the most up-to-date information.)

**Description:** This mandatory charge is assessed for all day and evening online scheduled courses regardless of residency category and is used to help pay for the additional technology costs associated with delivering online classes.

**SPECIAL COURSE OR PROGRAMS FEES:**

**Cost:** Vary  
(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** Additional fees may be included on your bill for specific programs or courses. Examples of such fees include but are not limited to: Nursing, OLP, Music, Art, EMT, or other. Some programs may also require equipment, supplies, or other expenses related to the cost of running the courses within that program. All health occupation students are required to carry College-approved professional liability insurance. Information about this charge can be obtained from the Health Occupations Department.

**OTHER FEES:**

**Cost:** Vary  
(Subject to change after July 1. Check our website for the most up-to-date information.)

**Description:** Other fees are used to cover specific costs such as: 4-month payment plan fee, late payment fee, or returned check fee. Additional charges may include books & supplies.

**DAY VS. DAY/DCE TUITION & FEE CHARGES**

From a student’s prospective, there is no difference between day and D/D charges. These day charges are categorized as such strictly for college accounting purposes. If your bill shows D/D charges, they are treated as regular day charges for billing purposes. However, D/D charges may not be eligible for certain types of tuition and/or fee waivers.

**Estimated Expenses:**

The cost of attending GCC varies depending on a student’s individual circumstances. In general, total expenses for a full academic year based on 12 credits per semester include: tuition and fees, books and supplies, room and board, transportation, and personal expenses such as: clothing, laundry, and recreation. The estimated expenses provided below assume in-state residency at 24 credits for the full 2020/2021 academic year.

<table>
<thead>
<tr>
<th></th>
<th>Living with parents</th>
<th>Living away from home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and Supplies:</td>
<td>$1,475</td>
<td>$1,475</td>
</tr>
<tr>
<td>Room &amp; Board:</td>
<td>$3,425</td>
<td>$6,850</td>
</tr>
<tr>
<td>Transportation:</td>
<td>$1,611</td>
<td>$1,611</td>
</tr>
<tr>
<td>Personal:</td>
<td>$2,280</td>
<td>$2,280</td>
</tr>
<tr>
<td>Tuition</td>
<td>$624</td>
<td>$624</td>
</tr>
<tr>
<td>Fees:</td>
<td>$4,946</td>
<td>$4,946</td>
</tr>
<tr>
<td>Total Estimated Expenses:</td>
<td>$14,361</td>
<td>$17,786</td>
</tr>
</tbody>
</table>
Annual Board of Higher Education - Affordability Disclosure Statement

Students who attend Greenfield Community College and other public higher education institutions in Massachusetts receive a substantial subsidy of their cost of education through a state appropriation. The state appropriation lowers the cost of tuition and fees to students. Many needy students also receive financial aid awards to further reduce their costs.

The annual cost information below is an example of the net cost to a Massachusetts resident taking 30 credit hours per year at Greenfield Community College. Individual costs will vary depending on each student’s particular circumstances.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full annual operating cost per student</td>
<td>$22,927</td>
</tr>
<tr>
<td>State annual operating subsidy</td>
<td>-$15,995</td>
</tr>
<tr>
<td>= Annual tuition and mandatory fees</td>
<td>$6,932</td>
</tr>
<tr>
<td>Student annual financial aid</td>
<td>-$3,129</td>
</tr>
<tr>
<td>= Net Student Cost</td>
<td>$3,803</td>
</tr>
</tbody>
</table>

In addition to the state subsidy and student financial aid, students may also be eligible for federal income tax credits (Hope or Lifetime Learning credit). Tax credits do not reduce the initial cost to attend college, but are instead a reimbursement of tuition paid. For more information about tax credit eligibility, refer to Internal Revenue Service instructions or ask your tax advisor.

Student annual financial aid includes all federal and state grants and tuition waivers that may be applied directly to the College’s tuition and fees. Tuition and mandatory fees reflect the cost of the courses; it does not include health insurance or other miscellaneous fees.

Your bill

BILLING QUESTIONS & CONTACTS:

You can find answers to most of your billing questions in the FAQs section of our website, or contact the GCC Student Billing (Bursar’s) Office. Any of our staff members can assist you.

Phone: (413)775-1301
Fax: (413)775-1329
E-mail: teller@gcc.mass.edu

For information regarding your Financial Aid package call the Financial Aid Office at: (413)775-1109.

For information regarding the official process for adding or dropping a class or withdrawing altogether contact Enrollment Services at (413)775-1801/1807 or call the Advising Center at (413)775-1339. In addition, see our “Refund Policy for Credit Courses” section.

DUE DATES:

Payment for tuition and fees is due approximately three to four weeks before classes begin each fall and spring semester. Fall and spring due dates will be announced on our website and will be included on billing statements and supplemental materials provided with bills. For any registration activity occurring after the established fall and spring due dates, bills are due upon registration. Intersession charges and charges for semesters that are shorter than the standard fall and spring semesters are due immediately upon registration. Summer session bills are always due immediately upon registration.

BILLING WORKSHEET:

A billing worksheet is only available online via your “MyGCC” account and must be completed for the fall and spring semesters if any or all of the items listed below apply to you.

- All or a portion of your bill is being paid by: a third party, a tuition and/or fee waiver, financial aid, or scholarship.
- You are participating in our 4-month payment plan (fall and spring semesters only)
NOTE: When completing the Billing Worksheet, if you list any financial resources that will be paying all or a portion of your bill such as financial aid, third party payments, scholarships, waivers, or in-house grants, you must submit acceptable documentation as proof of that financial resource. In addition, you must electronically sign the student certification statement at the bottom of the form before submitting it.

CONFIDENTIALITY WAIVER:

We cannot discuss a student account with anyone other than the student unless the student has completed a Financial Aid & Billing Information Release Form via their “MyGCC” account. The person inquiring or making payment must be listed on the waiver and a password created by the student must be provided before we can answer any questions or provide account information, including balances. See our website for the link to this online form. NOTE: This release form authorization is solely for the use of the Financial Aid and Bursar offices. To authorize the release of student academic information, please contact the Registrar’s Office.

How to pay

PAY ONLINE:

Pay the amount due as shown on your billing statement or pay the amount due as determined by the calculation on your Billing Worksheet. Payment can be made by one of the following methods:

Online payments can be made by the student by logging into “MyGCC” (See instructions below). Or, if someone else will be paying the bill on the student’s behalf, students can set up an Authorized Payer via their “MyGCC” account. We accept MasterCard, Discover, VISA, American Express (credit/debit), and E-checks. Our online credit card processing vendor, Official Payments, will accept and process online ACH (E-check) and credit card payments. FAQs about paying online can be found on the student billing website.

Official payments charges a 2.5 percent service fee for processing each credit or debit card payment, with a minimum $1.00 fee. The fee is retained by Official Payments and GCC does not receive any portion of this fee. During the payment process, the fee will be added to your payment amount and will be disclosed separately from your tuition and fee payment portion. Once you review the payment amounts, you will have the option to cancel the credit/debit card payment, before authorizing it, in order to process an ACH (E-check) payment instead.

There is no service fee for E-checks. Although it cost the College $1.50 per e-check processed, we will not pass this fee on to our students. The college will absorb this fee in order to offer our students the option of choosing this fee-free alternative to credit and debit card payments.

We strongly encourage that all payments be made online by the student or his/her designated authorized payer.

To pay your bill online:

• Log into your MyGCC account. Place your cursor over “My Account”
• Click “Account summary by term/pay your bill” located under the “Billing” menu.
• At the “Account summary by term” page, click the “Make a payment” button.

To authorize someone else such as a parent, partner, or spouse to pay your bill on your behalf:

• Click the “Add a payer” button and complete the brief form. An email message will be sent to both you and the authorized payer with payment instructions.
• From the drop down menu, choose the semester for which you are paying. Please be sure to choose the correct semester. If the semester you are trying to pay for is not available please contact us and we will take the payment by phone if the account has not been submitted to our collection agency.
• Click the “Submit” button.
• On the next page, read the notice regarding credit/debit card payment service fees and enter your payment amount.
• Once you click “Submit” again, you will be brought to Official Payments to complete your
PAY BY MAIL:
Make checks payable to GCC. Include your student ID number on your check. Send payments to:
GCC Bursar’s Office, Room C102
One College Drive
Greenfield, MA 01301

PAY IN PERSON:
Cash and hard copy checks will still be accepted in the Student Billing (Bursar’s) Office in room C102. However, we urge all students or authorized payers to pay online whenever possible. If paying by credit card, the cardholder must show a photo ID. We cannot accept payment if you are not the cardholder.

PAY BY PHONE:
We will accept MasterCard, VISA, or Discover card payments by phone in the Bursar’s Office. However, we urge students or authorized payers to pay online whenever possible. If paying by credit card, the cardholder must call in the payment at (413) 775-1301.

PAY IN INSTALLMENTS:
A 4-month payment plan is available for fall and spring semesters only. Summer session payment plans may be available on a case by case basis for extenuating circumstances. A $35 fee per semester applies. To sign up, you must login to your “MyGCC” account to complete our online Billing Worksheet. To request a payment plan for summer sessions, you must visit the Student Billing (Bursar’s) Office in person.

IMPORTANT NOTICE: If you are not paying your bill in full by the due date, you must sign up for the payment plan and make your first payment along with the fee by the due date. In addition, if you have applied for financial aid and you have not been awarded by the due date, you must sign up for the payment plan and continue to make regular payments until your financial aid is awarded and you have enough aid to pay your balance. See “Payment Plan” section for additional details.

SETTING UP AN AUTHORIZED PAYER:
If someone else pays your bill, you can set up a one-time per semester authorization allowing us to provide your account balance in order for that individual to pay what you owe by the due date. NOTE: This authorization only serves to allow the Authorized Payer to make online payments on your behalf. If you wish to authorize the GCC Student Billing and Financial Aid Offices to discuss any other financial matters related to your account, you must complete the brief online http://www.gcc.mass.edu/billing/forms/confidentiality-waiver/.

Once you set up the Authorized Payer via your “MyGCC” account, an email notification will be sent to you, the Authorized Payer, and the GCC Student Billing Office. The email message will serve as confirmation and it will also provide helpful links on all topics related to your tuition and fee bill, including: a direct link to make an online payment, Student Health Insurance waiver, 4-month payment plan information, our refund policy, and explanation of most common charges shown on your bill.

In addition to the helpful links, the email message will include your name and student ID number which the Authorized Payer must enter when making online payments.

NOTE: You must login to your “MyGCC” account and obtain your latest billing statement to provide to whomever is paying your bill. The Authorized Payer must have your bill with them when paying. See “Accessing your bill online” below.

To set up an authorized payer do the following:
• Log into your MyGCC account. (If necessary, get help with your MyGCC login and password.)
• Place your cursor over “My Account”
• Click “Account summary by term/pay your bill” located under the “Billing” menu.
• At the “Account summary by term” page, click the blue “Add a payer” button and complete the brief form.
• Click the “Submit” button. An email confirmation message will be sent to the Authorized Payer with payment instructions.

Remember, you must provide your most recent billing statement to any authorized payer who will make payments on your behalf.

ACCESSING YOUR BILL ONLINE:

Each time an electronic bill (e-bill) is available for you to view and print online, an email message will be sent to your GCC student e-mail account as well as any active personal e-mail accounts we have on file. Upon receipt of the email notification, review the helpful links that will assist you in paying your bill. Be sure to remit payment immediately if your account is past due. We urge students to pay online through your “MyGCC” account in order to expedite the payment process.

To access your e-bill online, do the following:
• Log into your MyGCC account. To get help with your MyGCC password visit: http://www.gcc.mass.edu/helpdesk/.
• Place your cursor over “My Account”
• Click “View Statement” located under the “Billing” menu.
• From the drop-down menu, choose the most recent statement bill date.

If you wish to receive a hardcopy of your bill, you will need to contact the Bursar’s Office upon receiving email notification that your e-bill is available. Send an email request to teller@gcc.mass.edu. In the subject line, enter: Bill request

NOTE: Whenever you change your schedule, it will result in adjustments to your charges. Therefore, you will receive a new bill following any changes you make to your class schedule during the allowed time frame. The new bill is due immediately.

PAST DUE BILLS:

Please pay your bill on time.

If you do not pay your bill in full or sign up for the payment plan by the due date, and you have no other financial resources available to pay your bill, past due accounts are subject to the following actions:
• GCC reserves the right to cancel your class schedule for non-payment.
• You will be denied additional services such as: future registration; release of your grades; or release of academic transcripts until your bill is paid in full.
• If you have not paid your bill in full by the due date and you failed to sign up for the payment plan, past due accounts of $100 or greater will be assessed a one-time $35 late fee per semester.
• Your account will be submitted to a collection agency and you will be responsible for additional collection charges of up to 18.5% of your unpaid balance.
• Your account will be reported to the Massachusetts Debt Intercept Program (balances of $25 or greater) where state and federal payments, including state tax refunds, will be intercepted and transferred to Greenfield Community College until your bill is paid in full. Debt Intercept Program: Overdue accounts are subject to Mass. Department of Revenue intercept of state and federal payments, including state tax refunds (MGL C.62D). Please contact the Bursar’s Office to dispute overdue charges or submit a written request for a hearing as allowed under MGL C.30A.
• A $10 late fee may be charged to payment plan accounts for each month a payment is more than 30 days past due.
REFUND POLICY FOR CREDIT COURSES

Refund periods vary by semester. Be sure to read the policy carefully. It is included on the reverse of all bills sent to you and it is posted on our website. You must drop classes or withdraw according to the official policy in order to receive any reduction in charges or refund of payments. In all cases, the date of your formal withdrawal will determine your eligibility for a reduction in charges. A full reduction in charges will be granted if a course or non-credit class/workshop is cancelled by the college. For non-credit classes, check with our Community Education/Workforce Development Department.

PROCESS FOR WITHDRAWAL:

If you decide to withdraw from one or more of your credit classes, you must complete the official withdrawal process. Contact your Advisor or the Advising Center at advising@gcc.mass.edu. Alternatively, you can contact the Enrollment Services Office at registration@gcc.mass.edu. If you need additional guidance on how to withdraw from classes call: Advising Center at (413) 775-1339 or Enrollment Services at (413) 775-1801.

Your withdrawal request must be submitted before the last day to drop/withdraw with a grade of “W” per the academic calendar. Any late submittals will be reviewed on a case by case basis by the Registrar and the Chief Student Affairs Officer and granted only under exceptional circumstances. If not approved, a grade will be assigned by the instructor based on the work completed. NOTE: There will be no reduction of charges or refund of payments for any withdrawals occurring after the last day to drop with a 75 percent refund, as noted below.

WITHDRAWAL PRIOR TO SEMESTER START:

If you withdraw from some or all of your credit classes prior to the start of the semester (not before the specific class begins), a full reduction in charges for both tuition and fees, less the $20 registration fee, will be granted. The registration fee is an administrative fee and is non-refundable. Therefore, this fee will remain on your account until it is paid.

WITHDRAWAL AFTER SEMESTER STARTS:

The specific refund period dates for regularly scheduled credit classes are published on the academic calendar at: https://www.gcc.mass.edu/academics/calendar/. This information is also published on the Student Billing (Bursar’s) Office website and on the reverse of all billing statements. Generally, for the purposes of obtaining a reduction in charges, if you withdraw from regularly scheduled semester credit class(es) during the refund period, you will receive a reduction in charges of both tuition and fees as follows:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Refund Period (fall &amp; spring only)</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall and Spring</td>
<td>First week of semester</td>
<td>100% minus $20 registration fee</td>
</tr>
<tr>
<td>Fall and Spring</td>
<td>Second week of semester</td>
<td>75% minus $20 registration fee</td>
</tr>
</tbody>
</table>

To obtain deadlines for non-standard term classes or for classes that do not meet for the entire term, check the Registrar’s Office web page at: https://www.gcc.mass.edu/registrar/. Scroll down to the menu on right. See “non-standard class deadlines”. Or, contact Enrollment Services at (413) 775-1801/(413) 775-1807.

The $20 registration fee is non-refundable and will remain on your account until paid.

EVEN EXCHANGE OF CLASSES DURING REFUND PERIODS:

An even exchange of classes is only permitted through the last day of the 100 percent refund period. After that date, if you drop a class and add another class during the 75 percent refund period, you will pay full cost for the added class and receive only 75 percent reduction in charges for the dropped class.

If you are entitled to a refund of any payments after a reduction in charges, please allow 4 to 6 weeks for refund processing.

IF YOU WITHDRAW FROM ALL OR SOME OF YOUR CLASSES AFTER THE REFUND PERIODS EXPIRE, YOU WILL NOT RECEIVE ANY REDUCTION IN CHARGES AND YOU WILL BE RESPONSIBLE FOR PAYING ALL CHARGES REMAINING ON YOUR ACCOUNT.
WITHDRAWAL DUE TO MEDICAL ISSUES:
If you withdraw for medical reasons, our regular refund policy will apply. There is no refund for medical withdrawal after the refund period has expired. Withdrawal due to health issues is treated no differently than a normal withdrawal. You can obtain all required medical withdrawal forms from the Registrar’s Office or online at www.gcc.mass.edu/registrar/forms. Please call the Chief Student Affairs Officer for further guidance on medical withdrawals at 413-775-1868.

REFUND POLICY FOR NON-CREDIT WORKSHOPS
A full refund is made if a workshop is cancelled. Official withdrawal by seven (7) calendar days prior to the first meeting of workshop results in a refund minus a $10 non-refundable registration fee. Withdrawal beyond that point in time allows for no refund. Please allow 3-4 weeks for processing your refund.

Payment plan

ABOUT THE PAYMENT PLAN:
A 4-month payment plan is available for fall and spring semesters only. To sign up, complete the online Billing Worksheet available on your “My GCC” account. Summer session payment plans may be available on a case by case basis for extenuating circumstances. To request a payment plan for summer sessions, you must visit the Student Billing (Bursar’s) Office in person. A $35 non-refundable fee will be charged for each semester you are participating in the plan.

If you are not paying your bill in full by the due date, you must sign up for the payment plan. In addition, you must sign up for the payment plan if a balance will exist after deducting any portion of your bill that is expected to be paid by other resources such as financial aid, tuition waiver, third parties (employers, government agencies, job training programs, etc.), private scholarships, in-house grant, or other.

Refer to our online Billing Worksheet to calculate your payment plan amount. The payment plan due dates are firm. The due dates will be announced on our website and will be included within the electronic Billing Worksheet. If other financial resources will be paying your bill in full, you do not need to sign up for the payment plan. However, you must complete a Billing Worksheet to let us know how your bill will be paid.

When signing up for the payment plan, payments for due dates that have passed will be due at the time of sign up. In addition, if a due date is approaching, that payment must be paid by the due date. Late payments may be subject to a $10 late fee for each month a payment is more than 30 days past due.

Your payment plan bill will be sent to you by mail and will also be available via your “MyGCC” account at least 10 days prior to each due date.

PAYMENT PLAN AND ENROLLING IN THE STUDENT HEALTH INSURANCE:
Of all charges shown on your GCC tuition and fee account, your insurance charge is the last charge to be paid regardless of the source of payment. Therefore, if you are participating in our 4-month payment plan, your insurance charge will not be paid in full until your entire account is paid in full with your final payment on the final due date of the semester. However, once your bill is paid in full, your insurance payment will be submitted during the first week of the next month following the date you paid in full. In extenuating circumstances, we can report your payment individually on a case by case basis in order to expedite your coverage once your premium is paid in full. Your coverage will be effective retroactive to the first date of the policy period for which you paid. NOTE: For each semester, an enrollment deadline to purchase insurance applies. That deadline will be posted on our website.

If you have questions regarding the payment plan, contact the Student Billing Office at: (413) 775-1301.
Anticipated Financial aid grants/loans payments/your bill:

**IF YOU HAVE BEEN AWARDED FINANCIAL AID BY THE DUE DATE OF YOUR BILL:**

If you have been awarded financial aid by the due date of your bill, and your aid will pay all or a portion of your bill, you must complete the online Billing Worksheet. Completing the **Billing Worksheet** will defer payment for *only* the portion of your bill that will be paid by financial aid funds until the Financial Aid Office disburses those funds to your account. By the due date, you must pay in full any portion of your bill not covered by financial aid funds. If you do not pay your balance in full, by the due date, you must sign up for the 4-month payment plan by choosing “Yes” to enroll in the payment plan when completing the online Billing Worksheet. See payment plan section for more details. If you do not pay your balance in full and you do not sign up for the payment plan by the due date, you will be charged a late fee of $35 if your balance is $100 or greater.

**IF YOU HAVE NOT BEEN AWARDED FINANCIAL AID BY THE DUE DATE OF YOUR BILL:**

If you have not been awarded financial aid by the due date of your bill, you must either pay your bill in full or sign up for the 4-month payment plan by completing the online **Billing Worksheet**. When participating in the payment plan, your first payment will include one quarter of your bill plus the one-time per term payment plan fee. See payment plan section for more details. If you eventually receive financial aid funds in excess of your balance, it will be refunded to you during the next refund cycle. In addition, you will not be required to make additional payment plan payments as long as you remain eligible for the aid awarded to you. However, the $35 payment plan fee is non-refundable. If you do not pay your balance in full and you do not sign up for the payment plan by the due date, you will be charged a late fee of $35 if your balance is $100 or greater.

**IF YOUR FINANCIAL AID IS REDUCED AFTER YOU’VE COMPLETED YOUR BILLING WORKSHEET:**

Remember, financial aid awards are tentative and based on your continued enrollment and other eligibility requirements. If you become ineligible for any award after you’ve included it when completing your online billing worksheet, the change will be reflected on your next payment plan statement. Whenever you decide to change your class schedule, especially when reducing the amount of credits you will be taking, always check with the Financial Aid Office to determine how it will affect your aid and your tuition and fee bill.

If you ever receive an overpayment of Financial Aid due to a determination of ineligibility, you will be responsible for any additional balance that results from a reduction in your financial aid. In addition, if you’ve already received a refund for excess aid that you subsequently became ineligible for, you will be required to repay that amount to the school.

**PAYING YOUR HEALTH INSURANCE CHARGE WITH FINANCIAL AID FUNDS:**

**Federal financial aid funds will not pay this charge without your written authorization.** Therefore, if you need to purchase the insurance because you are not covered under a comparable insurance plan, and, if you expect your financial aid to pay this charge, you must authorize it in writing by completing the appropriate section of the “Acknowledgements and Certifications” form required by the Financial Aid Office.

It is possible to have a balance remaining on your account after you’ve received all of your excess financial aid funds in the form of a refund check. For example, if you’ve received your financial aid refund check but still have a balance on your account for insurance, this means you did not authorize your financial aid funds to be used to pay for insurance. Your authorization must be submitted to the Financial Aid office each semester for which you’ve been charged insurance.

If you’ve already received your financial aid refund check and you still have a balance for insurance, you must either waive the insurance charge (if eligible) or pay it from your own financial resources. The
charge will remain on your account and will be treated like any other past due balance subject to further
collection action until paid in full or waived. In addition, an obligation hold will be placed on your account
which will prevent you from receiving any additional services from the school until you’ve dealt with the
insurance charge. For additional information about the Student Health Insurance plan, or to complete the
online insurance waiver, visit our website at: www.gcc.mass.edu/billing. Place your cursor over the “Health
Insurance” tab and choose your option. For more information on how to authorize financial aid to pay your
insurance charge, contact the Financial Aid Office at (413) 775-1109.

FEDERAL FINANCIAL AID REFUND POLICY:
When students stop attending classes, officially drop classes, or withdraw from the College, they may have
their financial aid payments adjusted to reflect the actual percentage of time that they have attended class(es)
and/or other educational activity. This percentage will be calculated by the number of days the student has
attended divided by the number of days in the semester. The College and student must return any unearned
aid to the appropriate funding sources (i.e. Pell grant, SEOG grant, Stafford Loan etc.). The College will
have only thirty (30) days to determine the correct amount of funds the student has earned and notify the
student if a refund must be collected for any aid previously disbursed or if there is a balance owed to the
College. Students must respond by contacting the Student Billing Office within 45 days from the date of the
financial aid notification to arrange an acceptable repayment agreement. Therefore, students will need to
work very closely with the Financial Aid office as they stop attending classes, officially drop classes, or
withdraw from the College. For questions on how those actions will affect your Financial Aid package,
contact the Financial Aid office at (413) 775-1109.

Third-party payments
If you expect your bill to be partially paid or paid in full by a private scholarship, a third party, or a
government agency, you must still make payment arrangements with the Bursar’s Office.

By the due date of your bill you must do the following:
• You must pay any portion of your bill not covered by any other source. Or, you must sign up for our
  standard 4-month payment plan to pay the remaining balance in installments. See payment plan section.
• You must submit appropriate documentation showing proof of the party’s willingness to pay your bill on
  your behalf.
• You must complete an online Billing Worksheet that will defer payment for the portion of your bill that
  you expect to be paid by another party.

Ultimately, the student is always responsible for making sure their bill is paid in full.

If payment in full has not been submitted to the Student Billing Office by the third party within 30 days from
the date we bill them, students will be responsible for paying those outstanding charges and will be billed for
them. If payment in full is not made by the student within 30 days from the date of the billing statement,
regular past due collection procedures will apply as stated on the reverse of all bills. See “Past due bills”
section.

Tuition waivers
For credit courses, the College requires that tuition waivers be submitted by the due date of the bill if you are
eligible for one at that time. Proof of eligibility must be provided. Waivers will not be accepted if you fail to
submit the proper waiver documentation in a timely manner. Generally, fees cannot be waived with most
types of waivers. However, senior citizen waivers, certain college employee waivers, and a limited number
of other waivers, may also waive fees. In most cases, special program fees cannot be waived. Some waivers
are subject to approval by the Registrar on a seating availability basis. All waivers for non-credit workshops
are approved separately by our Workforce Development & Community Education Department on a case by
case basis.

For a complete listing of our most common types of waivers visit our website at: www.gcc.mass.edu/billing.
Place your cursor over the “Billing” menu option and click “Tuition Waivers”.
Requesting a Financial Appeal

Students can request an exception to the refund policy by completing the Financial Appeal Request form available online at: https://www.gcc.mass.edu/billing/your-bill/appeals-process/. Exceptions to our refund policy are made on a case-by-case basis depending on your particular circumstance. Therefore, when completing the form, you should include enough information to allow us to conduct a careful examination of all pertinent facts. Additionally, you must submit supporting documentation that will strengthen your request.

Submit your completed form to the Bursar’s Office along with any required documentation listed on the form. Appeals will not be considered if required supporting documentation is not included with your request. Our Committee meets regularly and appeals will be reviewed in the order they are received.

The preferred method for submitting an appeal is by email. This will expedite the process. Submit your appeal via your GCC email account to: appeals@gcc.mass.edu. In the subject line enter “Appeal” along with the semester for which you are requesting an exception to our refund policy. If your appeal request includes supporting documentation, you can send the materials either by mail, fax, or scanned attachment. Do not send any personally identifiable information by email.

Alternatively, submit your appeal by mail to:

Greenfield Community College Bursar’s Office
ATTN: Student Appeals
One College Drive,
Greenfield, MA 01301

APPEALS BASED ON MEDICAL REASONS (A TWO-STEP PROCESS):

**Step 1:** If a student is requesting an exception to our refund policy based upon medical reasons, a medical withdrawal request must first be submitted and approved. Medical documentation should be sent directly to the Chief Student Affairs Officer. Do not send any medical documentation with your Financial Appeal Request. All required forms are available from the Registrar’s Office or online at www.gcc.mass.edu/registrar/forms. Please call the Chief Student Affairs Officer for further guidance on medical withdrawals at 413-775-1868.

**Step 2:** After a medical withdrawal has been approved, a separate appeal must then be submitted if you wish to request a reduction in charges based on a Medical Withdrawal approval. Since the Committee does not have access to medical records you may have submitted, you must provide a copy of your Medical Withdrawal approval notice. A medical withdrawal does not guarantee a reduction of charges but may be considered as a basis for an exception to the refund policy. Remember, do not include any medical documentation when submitting your Financial Appeal request.

Health Insurance

**Under the Massachusetts Mandatory Health Insurance Law,** each Massachusetts Community College must require all students who are enrolled in a degree or certificate program and carrying nine credits or more to participate in the student health insurance program or in a health insurance program, separate from the school’s plan, but with comparable coverage.

Massachusetts Community Colleges students will be insured for policy year 2020-2021 by Blue Cross Blue Shield (PPO) Insurance Plan. To obtain a MA Community College Student Insurance Plan Brochure, visit our website.

**ELIGIBILITY TO PURCHASE GCC’S STUDENT HEALTH INSURANCE PLAN**

If you are a student enrolled in a certificate or a degree-granting program for nine (9) credits or more, you are eligible to purchase student health insurance coverage through Greenfield Community College. Therefore, state guidelines require GCC to charge you for insurance. However, you may be eligible
to waive this charge if you meet the criteria. See eligibility to waive section below.

Part-time students taking fewer than 9 credits are not eligible for the school plan, nor are dependents of students. However, if you think you should be eligible but do not see the insurance charge on your bill, please contact the Student Billing Office at 413-775-1301.

If you are ineligible to purchase the school plan, you can contact the insurance broker directly to learn about products and services that may meet your insurance needs.

If you are contemplating dropping current coverage purchased elsewhere in order to purchase the GCC student insurance plan, it is your responsibility to compare the two plans in order to determine which plan is best for you. The College does not advise on policy coverage. If you decide to drop your coverage and purchase the College plan, then subsequently, you determine that your other plan provided better coverage; the College is not responsible for your decision. Be sure you review both policies carefully to determine your best options. Once you have purchased the College insurance plan, no refunds are granted by the College if you decide the policy is not right for you.

HEALTH INSURANCE COSTS AND COVERAGE PERIOD:

The premium charge for the Massachusetts Community College Health Insurance Plan will appear on your bill. Premium costs and coverage periods for the 2020/2021 academic year are: fall 2020: $3,045 for the coverage period of September 1, 2020 through August 31, 2021; spring 2021: $2,032 for the coverage period of January 1, 2021 through August 31, 2021.

HEALTH INSURANCE ENROLLMENT DEADLINE:

A deadline to enroll in the plan will be established each fall and spring semester and will be posted on our website. If you do not enroll by the deadline, you will not be able to enroll in the plan for the applicable enrollment period.

WHEN COVERAGE BEGINS:

Of all charges shown on your account, your insurance charge is paid last regardless of the source of payment. Therefore, if you are making monthly payments on the payment plan, or if you are expecting financial aid or a third party to pay your entire bill including insurance, your insurance coverage will not be in effect until your entire bill is paid in full. Once paid in full, the student billing office will submit your name and payment in the next reporting cycle. For extenuating circumstances, in order to expedite coverage, on a case by case basis, we will report individually upon request by the student. Otherwise, reporting is submitted to the insurance company during the first week of each month. Once the insurance company receives and processes the uploaded reporting file, students can request an ID card online within 10 business days following the date your name was submitted by us. When your insurance information is processed by the insurance broker, coverage will be retroactive to September 1 if paid in the fall term, or January 1 if paid in the spring term.

IMPORTANT POINTS TO CONSIDER REGARDING FINANCIAL AID PAYMENTS AND PAYMENT OF HEALTH INSURANCE:

1. If all or a portion of your bill is being paid with Financial Aid funds, all other charges shown on your account that qualify as educational expenses will be paid first before health insurance.
2. In addition, even though your Financial Aid may have been offered to you and you may have accepted it, your account will not be paid until the Financial Aid Office disburses your awards/loans to your account. Typically, most financial aid grants and loans are disbursed to accounts approximately six weeks into the semester.
3. You should be sure you have enough aid to pay all of your charges, including health insurance. Further, you should be sure you’ve authorized your Financial Aid funds to pay health insurance by completing the appropriate section of the “Acknowledgments and Certifications” form provided by the Financial Aid Office. Otherwise, you will need to pay out-of-pocket for any charges not covered by Financial Aid, including health insurance. If you have questions regarding this topic, contact
WHAT IF THE INSURANCE COMPANY HAS NO RECORD OF YOU?
If you are seeking healthcare treatment and you think your insurance charge has been paid but the insurance company has no record of you, contact the Student Billing Office to verify that your insurance charge has indeed been paid in full and your payment was forwarded to the insurance company on your behalf. If payment has been sent to the insurance company, the Student Billing Office will contact our insurance company representative to inform him/her that your payment is in transit for claim purposes. In the meantime, if you have a scheduled appointment with a healthcare provider, a temporary insurance card may be obtained online within a few days, once we have contacted the insurance company on your behalf.

ELIGIBILITY TO WAIVE THE GCC HEALTH INSURANCE CHARGE:
All online waivers must be completed and submitted by a strict deadline. NO EXCEPTIONS!! The deadline will be announced on our website and will be included on billing statements and supplemental materials sent with bills. If you have been charged for health insurance on your GCC bill, but you already have comparable coverage under your own or someone else’s plan (such as a parent), you can waive the GCC insurance charge. As part of the online waiver process, you will be required to create an account and certify that you currently have comparable coverage by answering a series of questions that will determine if you are eligible to waive the insurance charge. If eligible to waive, you must then complete the waiver form.

Per MA state guidelines, to be comparable, the coverage provided must include reasonably comprehensive coverage of in-patient and out-patient hospital and physicians’ services, and be reasonably accessible to the student in the area where the student attends school. Coverage by any insurance carriers outside the USA and coverage by foreign National Health Service programs are not deemed to be comparable coverage. “Uncompensated Care Pool” coverage also does not qualify as comparable coverage. It is the student’s responsibility to determine whether they are covered under a comparable insurance plan. In addition, only the student can complete the online waiver in order to certify that they do have comparable coverage per state law. GCC staff members are not permitted to complete and submit waivers on behalf of students. To complete the online student insurance waiver form, visit our website at: www.gcc.mass.edu/billing. Place your cursor over the “Health Insurance Overview” tab and click “Waiving the Insurance Charge”.

ALTERNATIVE INSURANCE OPTIONS:
Due to recent Federal Healthcare laws enacted, students may be eligible for coverage under a parent’s plan. Your parent should check with their insurance company or employer to determine whether you are eligible to participate under their plan. To find out about other insurance options, visit: https://www.mahealthconnector.org. Or, contact our Student Health Insurance Broker to inquire about their alternative student plan for students enrolled for less than nine credits.

INSURANCE BROKER CONTACT INFORMATION:
If you have questions about what’s covered, how to access benefits, enrollment concerns, replacement insurance ID cards, or insurance plans for students who are ineligible for the student insurance plan, contact our student insurance broker at:

Gallagher Student Health & Special Risk
500 Victory Road
Quincy, MA 02171
Phone: 877-307-8194
Send written inquiries to:
Customer Service website: https://www.gallagherstudent.com/students/customer-service.php?idField=1210
Many Students Are Helped with Financial Aid

Many students attending Greenfield Community College receive financial aid from federal, state, institutional, and private or community resources. Receiving financial aid carries certain obligations for the College and for students. Students should be aware:

- A particular academic program and enrollment status may impact the financial aid award. For example, developmental courses, withdrawing from the college, or repeating courses may affect the status of a student’s aid.
- Costs associated with attending the College may not be covered entirely by financial aid.
- All financial aid programs are subject to changes in regulations and procedures.

How to Apply For Financial Aid

To be eligible for financial aid, a student must:

- be a US citizen or an eligible non-citizen;
- have a high school diploma or a High School Equivalency Diploma (GED);
- be registered for Selective Service;
- certify that you are not in default on a federal student loan and do not owe money on a federal student grant;
- be enrolled in an eligible degree or certificate program at Greenfield Community College;
- maintain satisfactory academic progress required under financial aid.

All students must complete the Free Application for Federal Student Aid (FAFSA) in order to be considered for any federal, state, or institutional aid. Greenfield Community College’s federal school code number is 002169. Students may also be asked to complete a Financial Aid Intent to Enroll form.

To be considered for all forms of financial aid, the priority application deadline is May 1, although students may apply for financial aid throughout the academic year. Please note the following changes:

- Students receiving a scholarship from an off-campus group or individual must provide the Financial Aid Office with an official certification and complete terms of the award as early as possible.
- An eligible noncitizen card may be requested if the student is an immigrant (I-94, I-151, I-181, I-181a or I-181b).

New Verification Requirements

IRS Data Retrieval Tool

Due to changes in Federal Regulations, the financial aid office can no longer accept copies of signed tax returns for the verification process. Therefore GCC is strongly encouraging students to utilize the IRS Data Retrieval Tool, while filing their FAFSA, to avoid federal verification.

If your FAFSA is selected for verification, and you don’t use the IRS Data Retrieval Tool option, or you changed IRS data, you will be required to request a Tax Return Transcript from the IRS and submit it to the financial aid office.

Some individuals may not be eligible to use the IRS Data Retrieval Tool. You may also choose not to use it, however you will be required to request and submit a federal Tax Return Transcript from the IRS. To request a Tax Transcript call the IRS at 1.800.908.9946 or online at www.irs.gov.

Verification of High School Graduation

High School Completion or Recognized Equivalent of a High School Diploma:
Students who have graduated from high school are required to submit an official copy of their high school transcript to the Office of Admission, prior to the start of their first semester. Students completing a High School Equivalency Credential are required to submit an official copy of their High School Equivalency Credential score report to the Office of Admission prior to the start of their first semester. Documentation of completion of secondary work awarded outside the United States must be translated and evaluated to U.S. standards through a credential evaluating agency. Agencies can be found online at www.nances.org.

**Homeschool**

All home schooled students, without a high school diploma or High School Equivalency Credential, may apply for admission to a degree or certificate program provided they have successfully completed an approved home school program in accordance with Massachusetts General Laws or the laws of their home state.

Home schooled students must submit, with the Application for Admission, evidence that the home school program was approved by the student’s school district’s superintendent or school committee. If the student is under the age of compulsory attendance (16 years old in Massachusetts) and has completed a home school program, the student’s school district’s superintendent or school committee must provide a letter stating the student is not considered truant and would not be required to attend further schooling or continue to be home schooled.

Please contact the Admissions Office at 413-775-1801 for further details.

**Identity/Statement of Educational Purpose**

The student must appear in person to an institutionally authorized individual in the Financial Aid Office to verify his or her identity. Verification requires valid government-issued photo identification (ID), such as but not limited to a driver’s license, other state-issued ID, or passport. In addition, the student must sign, in the presence of the institutional official, the Statement of Educational Purpose.

**FAFSA Application Deadlines and Processing Time**

Expect that the complete application process may take two months. Students who adhere to the following deadlines will most likely be informed about their eligibility for financial aid before tuition bills are due:

**For the Fall Semester**—
- Submit the FAFSA by May 1.
- Bring all required documents to the GCC Financial Aid Office by June 1.
- Applications and files completed after July 15 cannot be guaranteed notification of a financial aid award by the beginning of the Fall Semester.
- Files not completed within 30 days of the end of the award year will not be considered for aid.

**For the Spring Semester**—
- Submit FAFSA by November 1.
- Bring all required documents to the Financial Aid Office by November 15.
- Applications and files completed after December 5 cannot be guaranteed notification of a financial aid award by the beginning of the Spring Semester.

**Kinds of Financial Aid**

In an effort to enable all qualified students to attend GCC, the College offers assistance to students with demonstrated financial need and participates in all major federal and state financial aid programs. GCC’s Financial Aid Office can help students with a combination of three general types of financial assistance:
- Grants and scholarships from federal, state, and institutional sources, which students do not repay;
- Loans backed by federal, state, or private sources, which students must repay, usually at long-term, low-interest rates;
- Federal work-study, which provides part-time jobs during the summer or the school year, either on or off-campus.
The following descriptions provide a general picture of most financial aid funds available through the College but do not include all eligibility requirements. Contact the Financial Aid Office at (413) 775-1109 with questions about specific grants.

Federal Pell Grants
The Pell Grant Program provides assistance to students with exceptional need. Pell Grant amounts awarded depend upon the information provided by students and their family on the FAFSA. If you’re eligible for a Federal Pell Grant, you’ll receive the full amount you qualify for based on enrollment. Students must be enrolled for a minimum of 3 credit hours in an eligible program.

**Pell Grant Limitations:** You can receive a Pell Grant only up to 12 semesters or the equivalent. Equivalency is calculated by adding together the percentage of your Pell eligibility that you received each year to determine whether the total amount has been exceeded. Students lose all Pell grant eligibility once they’ve exceeded 12 semesters, or 6 years of full-time college study. Please refer to the GCC Student Financial Aid Handbook and website for more information.

Federal Supplemental Educational Opportunity Grant
The Federal Supplemental Educational Opportunity Grant is a federally-funded, campus-based program that provides grants for exceptionally needy students, based on the student’s cost of education, the number of credits a student is enrolled, and the funds available to the College.

Federal Work-Study Program
The Federal Work-Study Program offers part-time on-campus and off-campus jobs to students with demonstrated financial need. Work-study offers students an excellent opportunity to earn spending money while gaining work experience. Hours for work-study positions are flexible enough to fit with your academic schedule. Students are expected to budget FWS earnings for educational expenses.

The Federal Stafford Direct (Subsidized and Unsubsidized) Loans
The Federal Stafford Loan Program enables students with financial need to obtain low-interest, deferred-payment loans directly from the Federal Government. Borrowers begin repayment six months after they graduate, fall below six credits, or withdraw from the College. Loan eligibility requires a FAFSA be filed for the academic year, and loans will not be processed until a student’s financial aid file is complete. Entrance and exit interviews are required. Students requesting an increase to the Federal Direct Loan are expected to complete a financial literacy exercise and budget worksheet.

The Parents PLUS Loan Program
The Federal Parent Loan (PLUS) provides loans to parents to pay a student’s educational expenses. Students must be dependent and enrolled at least half-time and parents must have no adverse credit history.

Massachusetts Cash Grant Program
The Massachusetts Cash Grant Program provides funding to students who demonstrate financial need and have resided in Massachusetts for one year prior to the beginning of the academic year.

Massachusetts Early Childhood Educators Scholarship Program
This Massachusetts scholarship provides grants to students matriculated in an eligible program and who have been employed and continue employment in early childhood care. Awards are determined by the Massachusetts Office of Student Financial Assistance.

The Paraprofessional Teacher Preparation Grant
This Massachusetts grant provides financial assistance to a Massachusetts resident who has worked and continues to work as a paraprofessional in a public school in the Commonwealth of Massachusetts for a minimum of two years, or is employed as a paraprofessional and is pursuing a course of study that will lead to certification as a teacher in bilingual education, special education, math, science or foreign language. Students may be full or part-time. Awards are determined by the Massachusetts Office of Student Financial Assistance.
Massachusetts MASSGrant Plus Program
The Massachusetts MASSGrant Plus Program provides additional grant assistance to students who are enrolled for six or more credits, who have been legal residents of Massachusetts for at least one full year, who completed the FAFSA by November 1st, who are Pell grant recipients and who demonstrate financial need. Several other eligibility criteria are listed at https://www.mass.edu/osfa/programs/massgrant.asp.

Massachusetts Tuition Waiver Program
This Massachusetts program waives tuition for residents of Massachusetts who have resided in the state for one year prior to the opening of the academic year and who demonstrate financial need.

Massachusetts Grant Program (for Full-time Study)
The Massachusetts Grant Program provides assistance to students who are studying on a full-time basis (12+ credits each semester), who have been legal residents of the state for one year, have completed the FAFSA by May 1, and who demonstrate financial need.

The John and Abigail Adams Scholarship
The Adams Scholarship is based on a student’s performance on the grade 10 English Language Arts and Mathematics assessments of MCAS. It provides a tuition waiver for eight traditional semesters. Students must first apply for financial aid, using the FAFSA. Students who receive the Adams Scholarship must maintain a 3.0 cumulative grade point average.

Vermont Student Assistance
The Vermont Student Assistance Grant Program provides grants to students who are legal residents of Vermont and who demonstrate financial need. Students must apply directly to the Vermont Student Assistance Corporation for consideration.

Institutional Grants
The Greenfield Community College Foundation provides two scholarships: The Greenfield Community College Golf Scholarship (GCCS) and the Deerfield Plastics Scholarship (GDPS). The Foundation conducts a golf tournament in the spring as the primary fund-raiser for the GCCS. The Deerfield Plastics Scholarship has been generously funded by the Barker family as a way to thank the community where they conduct their business. GCC also awards GCC Institutional Scholarships (GCIS). All of these are contingent upon funding.

Veterans Benefits
Veterans of the United States armed services, or dependents of a deceased or disabled veteran, may be eligible for Federal veterans’ educational assistance benefits. Contact the Veterans Administration at www.va.gov/education or at (888) 442-4551 to determine eligibility. For general information regarding the benefits certification process, contact GCC’s Certifying Official in the Military, Veterans and Dependents Services Office at (413) 775-1882.

In addition, the Commonwealth of Massachusetts provides tuition exemptions at public colleges and universities to veterans who have been residents for one year prior to the beginning of the academic year. Members of the Massachusetts National Guard may also be eligible for tuition assistance through the Department of Defense. Those seeking to use a tuition waiver for any of these classifications must submit a completed Tuition Waiver form and provide documented proof of your status, such as a DD214, NOBE, or TAGMA Certificate to the GCC’s Certifying Official located in the Military, Veterans and Dependents Services Office.

Financial Aid Policies
Information Release to Third Party Agencies
According to the Higher Education Act Section [483(a)(3)(E)] FAFSA data, which includes information related to Expected Family Contributions (EFCs) and awards, shall be used only for the application, award, and administration of aid awarded under federal student aid programs, state aid, or aid awarded by eligible institutions. Even with the student’s consent, the Financial Aid Office is prohibited by Federal Law from sharing Financial Aid with third party entities and agencies such as Mass Rehabilitation, SNAP, DTA, Housing, and Fuel Assistance. These agencies must obtain FAFSA information directly from the student.
Packaging Policy for Financial Aid

Financial aid is awarded to students who qualify based on financial need as determined by the completed FAFSA. Funds are awarded based on need, residency, and funds availability. Financial need is determined by subtracting a student’s “expected family contribution” (called the “EFC”) and other outside financial resources from estimated student expenses. The EFC is determined by the U.S. Department of Education for every applicant from information provided on the FAFSA. The EFC is based on household size, number of household members enrolled.

Repeated Class Policy for Financial Aid

Students who have received credit for a class and wish to repeat that class may not be eligible for financial aid to cover the charges for that class. Each student’s eligibility to repeat a class will be determined on an individualized basis; and, depends upon their academic progress and financial aid status. Students will be eligible to receive financial aid for a course that is replacing a grade of “F”, “W”, or Incomplete. Credits for repeated courses count only once as credits earned and only once in a student’s GPA; however, these credits are counted as attempted credits when assessing if the student meets the quantitative SAP standard. The most recent grade for any repeated course is used in calculating GPA.

Financial Aid and Standards of Satisfactory Academic Progress

Federal and State regulations require that all financial aid recipients maintain specific academic standards called “Satisfactory Academic Progress” or SAP. Except for some private and institutional funds all forms of financial aid (grants, loans, work-study, and scholarships) are affected by this policy. These standards are applied to a student’s entire academic history at Greenfield Community College including periods when financial aid was not received.

The financial aid office evaluates student academic progress at the end of each semester based on three criteria: Cumulative Grade Point Average (GPA), Maximum Time Frame, and the Progression Rate (%).

• Grade Point Average (GPA): the student must have a minimum 2.0 cumulative GPA

• Maximum Timeframe is measured to ensure students are taking required courses to complete their certificate or degree within 150% of the credits required for the program of study.

Example:

For example, if the published length of your credit program is 60 credits, the maximum time frame is 90 credits (that is, 60 X 1.5). This means that you receive financial aid during the period of time you are attempting up to 90 credit hours only (including transfer credits).

Once the student has attempted 150 percent of the credit hours allowed in her program, she is no longer eligible for financial aid at Greenfield Community College.

• Rate of Progression: Students must complete all credits each semester at a rate of 67% of their attempted cumulative credits. All program credits, including transfer and remedial credits will be taken into consideration whether or not aid was received.

Credits registered at the time of disbursement: You will remain in good standing if you successfully complete:

<table>
<thead>
<tr>
<th>Credits</th>
<th>Semester Credits</th>
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<tbody>
<tr>
<td>Full Time (12 - 18 credits)</td>
<td>12 credits per semester</td>
</tr>
<tr>
<td>3/4 Time (9-11 credits)</td>
<td>9 credits per semester</td>
</tr>
<tr>
<td>1/2 Time (6-8 credits)</td>
<td>6 credits per semester</td>
</tr>
<tr>
<td>Less Than 1/2 Time (1-5 credits)</td>
<td>All attempted credits per semester*</td>
</tr>
</tbody>
</table>

Grades F (Failed), I (Incomplete), W (Withdrawal), NC (No Credit), and O (insufficient) will count as attempted credits.

Financial Aid Warning

The financial aid office evaluates the student’s academic progress at the end of every semester. Failure to meet any one of the 3 Standards of Financial Aid Satisfactory Progress (SAP) will result in unsatisfactory financial aid progress and the student will be placed on Financial Aid Warning for a period of at least one term but not to exceed two consecutive terms of enrollment. Students who are on financial aid warning can still receive financial aid at GCC and their progress will be evaluated at the end of each period of enrollment. If your GPA remains below 2.0 at the end of the warning period or you fail to complete at least 67% of your enrolled courses for that term, you will lose financial aid eligibility. Eligibility may automatically be reinstated when the student earns a GPA of at least 2.0.
Whenever a student is placed on Financial Aid warning they will receive a copy the financial aid warning form. The financial aid warning form will remind them of the Standards of Financial Aid Satisfactory Progress and guide them with the steps they can take at GCC to remain in good standing.

Financial Aid Probation

If, at the end of a financial aid warning period the student still is not making SAP, the student is no longer eligible for financial aid without submitting an appeal for continued financial aid. The student can let us know of any extenuating circumstances that prevented academic progress along with the steps that they will take toward academic success, like working with their academic advisor and the tutoring center.

At GCC, if the appeal is approved the student will be placed on financial aid probation with an academic plan. The conditions of the academic plan will be outlined for the student on a case-by-case basis and may include some of the following conditions:

- Successfully complete all the classes (100%) for which you are enrolled for the semester, without withdrawal;
- Earn a minimum GPA of 2.0 for each class during that semester.
- Enroll less than full-time, or for a specified number of reduced credit hours;

Students placed on financial aid probation will receive financial aid for one additional semester but they must meet the requirements under their plan in order to remain on financial aid. If, at the end of the probationary term, the student has met all of the conditions of the academic plan, they will continue to receive financial aid until all degree requirements are met, but the student cannot exceed more than 4 terms of provisional aid at full-time status. Exceptions may be made for mitigating circumstances. Some examples of mitigating circumstances would be the availability of courses due to periodicity, death of a family member, severe illness or sudden disability, employer mandated increase in work hours. These are typical, but not the only, mitigating circumstances that commonly occur. Merely having a job, family, or chronic illness or disability are not automatic grounds for a successful appeal. Mitigating circumstances must include supporting documentation.

Financial Aid Suspension

If you fail to meet the conditions of probation, you will be placed on automatic financial aid suspension. Students on financial aid suspension are no longer eligible to receive financial aid at GCC but can submit an appeal form for consideration. Students are informed about their financial aid suspension in writing and an appeal form will be provided.

Financial Aid SAP Appeal Process

Appeals are evaluated on an individual basis. If a student has extenuating circumstances, they have a right to appeal (in writing) explaining why they didn't make satisfactory progress and tell us the steps that they will take to ensure progress in the future. Examples of extenuating circumstances include medical, personal, or family problems, change of major, or military service.

Financial Aid SAP Appeal forms are submitted to the Office of Financial Aid at GCC and are reviewed by the Director of Financial Aid and the Financial Aid Coordinator. Please be aware that the review period takes approximately 2 weeks; however, due to the limited time between semesters the student may not receive notification prior to the start of the following semester.

GCC does not have a deadline for students to submit the Financial Aid SAP Appeal but we recommend that you submit the appeal within 30 days of the ensuing semester. The financial aid office cannot guarantee financial aid for appeal forms that are submitted late or after the semester has already begun.

If a student is currently receiving financial aid or their FAFSA application is being reviewed, their application and/or aid will be placed on hold until a decision is made on the appeal. If the student has a tuition bill for the following semester, they must make their own payment arrangements.

If an appeal is denied, the student is disqualified from receiving financial aid at GCC but can continue to take classes at their own expense. The student is notified by letter once their appeal is reviewed.

Reinstatement

You can regain eligibility for financial aid consideration by successfully completing additional credits at your own expense for as many terms as needed for you to rehabilitate your record, providing you are still within maximum allowable credits. The financial aid office will request an official transcript from the
Registrar’s Office or the Academic Advising Center to determine if you qualify for re-evaluation. Students who are eligible for reconsideration will be notified in writing.

Maximum Time Frame Warning
Once the student has reached 110% of their program length, they will be sent an alert notifying them that they are approaching the maximum length of time for financial aid eligibility. The student is still eligible to receive financial aid at this point in time, but may be required to enroll in only those classes that fulfill their degree requirements. An academic plan may be sent to the student to discuss with their academic advisor. Students approaching 110% maximum time frame may be placed on provisional financial aid status.

Tips to Help You Avoid Financial Aid Warning and Probation
• Have an academic plan in place – following an academic plan will help you know which classes are required to earn a degree or certificate at GCC. Also, get familiar with the college catalog, it has important college policies that every student should know and it lists all your degree or certificate requirements.
• Focus on degree requirements – focus on your academic requirements. Make sure that you’re not only taking electives; completing the academic requirements earns you the degree and helps to ensure successful transfer to a four-year college or university.
• Attend class on a regular basis – excessive absences lead to missed assignments and falling behind on coursework.
• Complete the semester – completing all courses of enrollment is important to maintain financial aid eligibility. Multiple withdrawals and incompletes will have a negative impact on your ability to receive financial aid at GCC.
• Talk to a financial aid counselor before you withdraw – we understand that extenuating circumstances happen and sometimes withdrawal cannot be avoided. A financial aid counselor can give you guidance about your financial aid status to help you to maintain financial aid SAP.
• Transfer credits that are accepted by GCC are not included in the rate of completion but are counted toward the maximum timeframe and are counted as degree credits attempted to determine the minimum GPA requirement.

Repeated Course Work
Students who have received a passing grade for a class and wish to repeat that class are not eligible for financial aid to cover the charges for that class unless the course carries a restrictive grade minimum for program acceptance. Under this circumstance the student is allowed to repeat the course one time with financial aid.

Students are eligible to receive financial aid for a course for which they are replacing a grade of “F” or Incomplete (“I”). Students may repeat, with aid, the previously failed course or courses up to two times in order to obtain a passing grade. Students on financial aid probation may repeat a course they have previously passed one time only if it is necessary for the degree or certificate. Courses with incomplete grades are included as attempted credits.

Credits for repeated courses count only once as credits earned and only once in a student's GPA; however, these credits are counted as attempted credits when assessing if the student meets the quantitative SAP standard. The most recent grade for any repeated course is used in calculating GPA.

Course Repetition due to Withdrawal (“W”)
Students who have enrolled in the same credit course but have withdrawn from that course, earning a grade of “W” may receive financial aid to re-enroll or repeat that course. The maximum number of times a student may enroll in the same credit course is three times. If, however, the student is on Financial Aid Probation, they will be allowed to repeat a previously withdrawn course for one attempt only if it is necessary for the degree or certificate. Repetition restrictions do not count for Military Withdrawals.

Withdrawals are included as attempted credits toward degree or program completion.

Developmental Coursework at GCC
Enrollment in developmental courses is included as attempted credits for financial aid and developmental courses carry the same terms and conditions for financial aid as put forth for repeated course work due to failing grades, Incompletes, or course withdrawal with one significant difference: the student may repeat a developmental course at least two times to procure a better grade or standing. It is imperative that the
Financial Aid and Withdrawal

Financial aid is pro-rated for the semester, meaning that aid is earned at a certain rate and not completely provided at the very beginning of the semester. A student "earns" financial aid in proportion to the time they are enrolled up to the 60% point. If you stop attending classes, or withdraw from the college, you may not be eligible for all the aid awarded. Students who officially withdraw from the college will have their financial aid calculated to determine the percentage of aid that was earned at the point of withdrawal; any unearned aid will be returned to the appropriate federal aid program. This is known as the Return of Title IV Federal Financial Aid. If earned aid is less than your bill, you will have to pay the balance. After the 60% point in the semester, all financial aid is considered earned. This policy also applies to medical withdrawals.

PRO-RATION EXAMPLE: A student is enrolled for 10-credit hours during the fall semester. Their original award was a Pell grant for $2,286. They withdrew on 10/02/18, completing 30 out of 109 days in the semester. They earned 27.5% of their Pell Grant adjusting their award to $628.55. The college returned $1,657.35 to the Federal Government and the student now has an outstanding bill. Within 30 days of determining the withdrawal date the college mails a letter to the student notifying them of the calculation and their revised financial aid award.

As part of the Return calculation an evaluation will be done to determine if aid was eligible to be disbursed but had not disbursed as of the withdrawal date. If the student meets the federal criteria for a post withdrawal disbursement, the student will be notified of their eligibility within 30-days of determining the withdrawal date. Any post withdrawal aid the student is eligible for or wishes to accept would first be applied toward outstanding charges before any funds are returned to the student.

For a student who withdraws after the 60% point-in-time, there is no unearned aid. However, the school will still complete a Return calculation in order to determine whether the student is eligible for a post-withdrawal disbursement.

Financial Aid and Unofficial Withdrawals

Financial aid is awarded under the assumption that the student will attend Greenfield Community College for the entire semester for which financial aid was awarded. Federal regulations require the school to determine whether the student established eligibility for each Title IV eligible class. Students who stop attending or participating in classes, without formally withdrawing from GCC, are considered to be withdrawn unofficially. GCC does not have an attendance policy. However, the college monitors attendance based on mid-term early progress reports and final grades. If you failed to pass any of your classes the college will consider you to have unofficially withdrawn. The college will attempt to determine your last day of attendance by using the dates on early progress and final grade reports. Instructors may also be contacted for further information regarding your participation and attendance. Once it is determined that a student has unofficially withdrawn, the college will process the refund calculation at 50%. Any financial aid awarded to you, but not fully earned by you, for the semester must be refunded to the Federal Department of Education. As with the official withdrawal from the college, the student will be responsible for any outstanding charges.

Students must maintain a G.P.A. of 2.0 at all times. Students who walk away from their classes are automatically placed on Unsatisfactory Financial Aid Progress and must complete the Appeal Process, if enrolling in a future semester and applying for financial aid funds.

We understand that sometimes students must withdraw from the college. Whenever you are contemplating withdrawal or feel that you may not be able to complete the semester we strongly encourage you to first contact your academic advisor as well as the financial aid office. You may find that there are other options available to you that you may not have considered. We can discuss support options like peer mentoring or tutoring, community resources, and on-campus support systems.

Entrance and Exit Loan Interviews

Student loan borrowers are required to complete entrance and exit interviews in order to receive a loan. Funds will not be disbursed until these requirements have been fulfilled. Students are notified about how to satisfy these requirements which are usually accomplished online. Entrance counseling is completed when the student borrows from the Direct Loan program for the first time at GCC. Exit Counseling must be completed every year that the student borrows a Direct Education Loan. The College recommends that students borrow only the minimum needed for educational costs to reduce their future loan burden.
Financial Aid for Summer Sessions
There is very little financial aid available for the Summer I session. Aid for the Summer II session will be based upon the requirements for the following financial aid year. Students are encouraged to complete Summer Financial Aid Applications in April, as they register for summer classes. The Financial Aid Office will determine the amount of aid available to students before classes begin. Pell Grant eligibility will be based on whether students have used their entire award for the academic year. Satisfactory academic progress requirements are identical to semester requirements.

Financial Aid from Private Sources
Students who receive financial aid awards from off-campus groups or individuals must provide GCC’s Financial Aid Office with official certification and complete terms of the award.

Student Financial Aid Handbook
All students receiving aid funds should be familiar with our policies. Specifically important are details regarding financial aid withdrawal and satisfactory academic progress in financial aid. A copy of the Student Financial Aid Handbook can be found online at our website.
Parking Regulations and Vehicle Information
All student parking will be confined to parking lots A through E. All parking will be with all wheels wholly within a painted parking space. There will be NO parking within the painted safety zones located at the ends of rows of parking spaces. Students MAY NOT park in Lot F, in Visitor Parking spaces or other restricted parking space, and on any roadway, grassy area, etc.

Special Medical Parking Permits spaces require a special permit from Public Safety. Go to the GCC Public Safety web pages for more information. Parking in Handicapped/Disable Parking spaces requires a valid, state-issued disabled parking plate/placard. Unauthorized parking in such spaces is an automatic $100 parking citation and the vehicle may also be towed from campus.

Vehicles will not be parked overnight (after 11:00pm) on college property with permission from Public Safety. Vehicles found in violation may be towed away at owner’s expense.

Non-resident students operating a motor vehicle on campus that is registered in another state or country are required to complete a special Non-Resident Driver Statement available at Public Safety. Parking tickets are issued under authority of the General Laws of the Commonwealth. Fines are payable to the Parking Clerk located in the college Business Office. Failure to respond as directed will result in the following:
1. Withholding of grades, transcripts, financial aid transcripts, diploma or certificate, and any other information relating to the individual’s enrollment at the college.
2. Ineligibility for any form of financial assistance.
3. Disqualification for subsequent registration.
4. May also result in revocation of the privilege of operating a motor vehicle on campus.

If you lock your keys in your vehicle, Public Safety may be able to assist you with getting into your vehicle. If you have a dead battery in your vehicle, you can borrow a battery booster pack from Public Safety.

PLEASE DRIVE AND PARK SAFELY and OBEY COLLEGE PARKING AND TRAFFIC RULES AND REGULATIONS.

Safety Escort
Public Safety shall, upon request, escort students to/from their vehicle, or between campus buildings, should they feel unsafe.

Video Copyright Law
Federal copyright law restricts the use of cassettes to private showings and prohibits their public performance unless properly licensed.

Activities Transportation Policy
The college is not in loco parentis relationship with its students and assumes each student is a responsible adult in his or her own right.

Because the college/student relationship is non-custodial in nature, the college does not guarantee students’ safety in situations requiring transportation, or in any situation that may involve physical risk. Students are expected to carry appropriate insurance against such risks. Students will be asked to sign waivers of liability before participating in activities involving unusual risk.
Institutional Response to Community/World Events

In response to any major community, state, national or international event the Director of Student Activities will provide within 24 hours (whenever possible) an open microphone forum for the college community to share with one another their thoughts and feelings regarding said event. The hope is to provide an opportunity for the college community to discuss current affairs in a safe and structured setting.

Student Action in Response to Institutional/Community/World Events

Students who wish to present issues to the student body relative to on or off campus questions, whether as a means of collecting or registering opinions of support or protest, or of simply collecting comments on topics of interest and concern to the student body, shall be afforded the opportunity to do so. Those persons who are engaged in an activity which is in violation of the regulations or which results in physical damage to the property of the college or its agencies, shall be held personally responsible and shall be referred to the proper college authorities for disciplinary action. Persons who are not members of the College Community are not entitled to participate in these activities on college property.

Policy In Support of Pluralism

The Community Colleges have historically been a major contributing element to the emergence of our nation as one of the most technologically and economically advanced societies of the world. The important role that the Community Colleges can play is profoundly dependent upon the extent to which they may draw from the full collective of intellectual resources within each college’s community scholars, students, and administrators. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequence for the development of our Commonwealth and, ultimately, our nation.

Community college students, faculty, staff and visitors must be free from conduct that has the purpose or effect of interfering with an individual’s academic or professional performance and creating an intimidating, hostile or demeaning educational or employment environment. Therefore, the Community Colleges have established a policy of unequivocal condemnation of all forms of ethnic, religious, cultural, or racial intolerance within the fifteen college communities.

Harassment Policy

GCC considers harassment of a student, an employee, or any other person in the college community to be intolerable and not permissible. Those who believe they have been harassed should consult with the Executive Director of Human Resources/Chief Diversity Officer at (413) 775-1312 to obtain information concerning their rights and the process for filing a complaint and/or pursuing informal means of resolving grievances.

Sexual Assault Policy

Sexual assault, as defined in the Federal Bureau of Investigation Uniform Crime Reporting System, includes forcible and non-forcible offenses for which an individual may be prosecuted under the law and/or disciplined in accordance with campus disciplinary procedures.

When an allegation of sexual assault is made, the college will advise the alleged victim of their option to pursue criminal prosecution under the Massachusetts criminal statutes. In addition, appropriate campus disciplinary action may be pursued. Sanctions for sexual assault violations may include, in addition to criminal charges, suspension, dismissal, or expulsion from the college.

If a person receives a report of or discovers a possible sexual assault on campus he/she should notify the Director of Public Safety immediately; or, if in the evening, the Campus Police Officer on duty or security personnel at the Public Safety Office, or a faculty or staff member. It is extremely important that these procedures be followed to ensure that appropriate and administrative services be provided. Once an assault is reported, the person to whom the report is made becomes responsible for implementing established
procedure.

**Drug and Alcohol Policy**
The college at all times prohibits the use, possession, or sale of illegal substances by any student and the sale and consumption of alcoholic beverages by minors.

Consumption of alcoholic beverages on college property or at college-sponsored activities is prohibited except at such times and places as the college may expressly permit. On such occasions, everyone is expected to refrain from excessive consumption of alcoholic beverages. The failure of any student to abide by this policy shall be grounds for disciplinary action. Under no circumstances are individuals under 21 permitted to consume alcohol.

GCC’s official Drug-Free Workplace Policy is available from Human Resources.

**Medical Marijuana**
In November 2012, Massachusetts voters approved a ballot question which allows qualifying patients with certain medical conditions to obtain and use medical marijuana. The law went into effect January 1, 2013. Although Massachusetts law permits the use of medical marijuana, federal laws, including the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act, prohibit the use, possession, and/or cultivation of marijuana at educational institutions. Federal laws also require any institution of higher education which receives federal funding to have policies prohibiting the possession and use of marijuana on campus. Accordingly, unless the federal law is modified or repealed, the use, possession, or cultivation of marijuana, even for medical purposes, is prohibited on GCC property.

**Children on Campus Policy**
Responsibility for the supervision and safety of guests on campus who are minors shall rest with the person who brings that minor on campus. This responsibility is applicable at all times both inside and outside college facilities. Greenfield Community College cannot accept responsibility for the safety or conduct of minors who may visit the college with college employees, students or guests. College public safety personnel will be notified in those cases where conduct is disruptive and/or safety is in jeopardy. The parents, guardians or caretaker of the minor will be located and brought to the situation to secure the child and remedy the problem.

**Immunization and Health Records**
Massachusetts General Laws, Chapter 76 Section 15: Vaccination and Immunization, and 105 Code of Massachusetts Regulations 220: Immunization of Students Before Admission to School, has adopted the following immunization policy:

- All full-time students under 30 years of age (enrolled in 12 or more credits),
- All full-time and part-time students under 30 years of age on visas,
- All students enrolled in a Health Occupation program regardless of age or number of credits,

All students in one of the three categories above must provide the Health Records Office with documentation of immunity to specified communicable diseases within 30 days of starting classes. Failure to comply with these requirements will result in a HOLD being placed on your record, which will prevent you from registering for further classes, adding or dropping classes, or receiving grades or transcripts. Properly documented medical and religious exemptions are allowed.

All college students must also be assessed for their risk of exposure to tuberculosis (TB). A simple three question Tuberculosis Risk Survey is assigned to new students in their MyGCC account to complete online. All Health Occupation students must additionally provide the Health Records Office with documentation of a physical exam, tuberculosis testing, and drug screen prior to starting clinical practicums, and influenza vaccination or declination, according to program-specific deadlines. Unmet deadlines jeopardize placement, or continued enrollment in their program, and Health occupation students will not be eligible to attend clinical practicums without a completed health record.
For a list of current immunization requirements refer to the Immunization Records form on our website. For questions or assistance in meeting immunization requirements, contact the Health Records Office at (413) 775-1430.

1 Massachusetts Law requires compliance within 30 days of starting classes, however, final enrollment into some programs may necessitate students follow different deadlines according to program-specific requirements. Students accepted into these programs should refer to the program-specific information they receive upon acceptance.

2 Note on Health Occupation requirements: Greenfield Community College requirements meet the highest immunization threshold according to standards set by the Massachusetts Department of Public Health, and the clinical placement facilities where students will participate in their Practicum. These may include a higher standard of immunity validation than for general students. Failure to meet these standards may result in disqualification from placement in some or all clinical practicum sites.

**ID Card Information**

Your ID card must be shown to any GCC employee upon request. This card guarantees your right to the use of college services, designated facilities and entrance to college student activities. Keep it with you at all times. ID cards can be obtained at the Public Safety Office. Stop by the office or call (413) 775-1212 for more information.

**Inclement Weather Policy**

(WEATHER HOTLINE: 413/775-1010)

The decision to cancel classes because of adverse weather conditions rests solely with the President of the college. Every effort will be made to announce a cancellation for day classes by 6 am and for evening classes by 4:00 pm. It is recognized, however, that in some circumstances it will be impossible to follow these time lines. Please call the GCC Weather Hotline after 6 am for day class information and after 4 pm for evening class information. Please DO NOT call Public Safety for questions on school closures or delays so that the phone lines can be kept open for emergency calls. Information on delayed openings, or cancellations, is available on local television and radio stations. Conditions may vary greatly within the college’s service area and, therefore, when classes are being held, students must ultimately determine if they are able to attend classes. When a class is missed, students are responsible for contacting their instructors to request an opportunity to make up missed work. Each instructor is the judge of the validity of the student’s reason for not attending and will permit make-ups according to their individual policies.

Students are encouraged to become familiar with the policies of their instructors.

**Smoking Policy**

Greenfield Community College is committed to working toward a smoke-free environment. Please note that smoking is permitted only in designated areas.

- Parking lots A through F
- Gazebos – adjacent to parking lots A and F
- Marked “Smoking Area” outside fourth floor North.

**Notification of Access to Sex Offender Information:**

In accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting your local police department or the Commonwealth of Massachusetts’ Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, (978) 740-6400. Level 3 offender information is also available on-line at [www.mass.gov/sorb](http://www.mass.gov/sorb). Level 2 and 3 sex offender information is maintained in a binder located in the College’s Public Safety Office. It is available for public inspection and copies of Level 2 and 3 notices may be provided upon appropriate written request using the Sex Offender Registry Board’s form: “Request for Sex Offender Information from City/Town Police Departments.” This form may be picked up in the Public Safety Office. If you have any questions regarding access to sex offender information, please feel free to contact Public Safety at (413) 775-1212.
CORI (Criminal Offender Record Information)
Background Screening Process Required by Executive Office for Health and Human Services
Students interested in participating in an academic program, and some courses, that involve working directly with children, the disabled, or the elderly, or includes a clinical affiliation with a private or public health care provider will be required to undergo a Criminal Offender Record Information (CORI) check prior to registering for courses. Programs that require CORI checks are Adventure Education (ADE), Outdoor Leadership (OLP), Nursing (NUR and PNC), Paramedic (PMC), Education (LEO), Human Services (LHS), Medical Assisting (MAC), Criminal Justice (CRJ, CRC and CJC) and Addiction Studies Certificate (ASC). Depending on the contents of a student’s CORI report, participation in an academic program, or clinical affiliation related thereto, may be denied. CORI checks may be performed pursuant to Mass. General Laws, Chapter 6, Sections 167-178B, and consistent with guidelines of the Executive Office for Health and Human Services, and/or the Commonwealth’s Department of Public Health. For more information, please contact the CORI Officer at earl@gcc.mass.edu.

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

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

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

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

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

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

**Service Animal Documentation** - Consistent with state law, all dogs on campus shall:

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

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

**Registration of a Service Animal on Campus** - When practicable, a student or employee seeking to use a service animal is requested to notify the Office of Disability Services prior to bringing the animal on to College property. A service animal’s handler will be asked to complete a voluntary Service Animal Registration Form. This document shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler will voluntarily agree to comply with this policy at all times while the animal is on College property. Members of the general public intending to visit the college with a service animal should notify the College’s Office of Disability Services in advance when practicable. Specific questions related to the use of service animals on College property can be directed to Carol Leary via email at learyc@gcc.mass.edu or by phone at 413-775-1332.

**Permissible Inquiries about a Service Animal** - It is permissible for the College to make the following inquiries in order to determine whether an animal qualifies as a service animal:

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

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

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

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

**Exclusion of a Service Animal from College Property** - The College may direct an individual with a disability to remove a service animal from the premises if the animal:

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

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

Public Etiquette Rules - Members of the public should avoid:
- petting a service animal as it may distract the animal from its work;
- feeding a service animal;
- deliberately startling a service animal;
- calling or attempting to attract the attention of a service animal; and
- attempting to separate a service animal from its handler.

Grievances - Any person who believes that his/her rights to use a service animal on College property have been violated may file a complaint under the College’s Affirmative Action Plan by contacting the College’s Affirmative Action Officer.

Student Lockers
Lockers in Main and East Buildings are available for student use. Students can purchase their own lock and are responsible for their own belongings. Lockers need to be cleaned out at the end of the semester.
Game playing is not permitted on computers unless it is an assigned part of an academic course.

Eating or drinking is not permitted in any classrooms, laboratories, the library, lecture hall, or music rooms.

For reasons of safety, bare feet will not be permitted within college buildings.

Animals will not be permitted within college buildings (service dogs excluded). All students and personnel are also reminded that Greenfield has a leash law that applies on college property.

Bicycles should be parked and fastened to the bike rack. In the event of overcrowding, bikes may be fastened to light poles, but in no event may poles near main stairs and main entrances to the college be used.

Bicycles may not be brought into college buildings or fastened to stairway railings or parked near or against college buildings. The walk/bike path is to be used to enter and exit the campus. Please use it for your safety.

In the event that you see something broken or something that appears hazardous, please notify the college's Facilities Management Department. If unable to reach them, please contact Public Safety (775-1212) and ask that they relay your message to the Facilities Management staff.

Matters involving real or potential criminal culpability must be reported to the Director of Public Safety.

Use of roller skates, skateboards, balls or other athletic or recreational equipment, in or adjacent to the buildings, or use of the premises in any manner so as to interfere with their use by others, or use in such a way as to possibly cause damage to the premises or injury to the user, is prohibited.

Firearms, including their possession and/or display in vehicles, are prohibited from the campus, except by duly authorized police officers in the pursuance of their duties.

Individuals who choose to act in any manner contrary to the above policy may be subject to the disciplinary measures of Greenfield Community College and/or the laws of the Commonwealth of Massachusetts.
Standards of Behavior

As an institution of higher learning, Greenfield Community College actively encourages the free and open exchange of ideas and opinions. The college encourages diversity in the belief that, in doing so, it promotes growth and positive change in individuals. The college recognizes, however, that maintaining an atmosphere where such discourse can flourish requires that faculty, staff and students acknowledge and remain sensitive to the needs, beliefs and feelings of others. It therefore expects all individuals to maintain certain standards of behavior as members of its community.

These expectations include the exercise of discretion in the use of language, both in the choice of terms used and in the tone in which discourse is delivered and individuals are addressed. Insulting or demeaning language or gestures, perhaps generally accepted or even common in other social settings, are not suitable in an academic environment. A courteous regard for the differing backgrounds and perspectives held by others is encouraged.

The above expectations hold for behavior throughout the institution and for all of its members. With regard to behavior in the classroom, yet another set of expectations exists. Classrooms are unique environments, places expressly reserved for the exchange of information and ideas. They constitute sanctuaries of learning, gatherings in which students and an instructor or instructors come together for a particular purpose: to grow and develop through personal interaction and directed activity. Because classrooms are unique in this way, they hold particular expectations of their members. Generally speaking, these are extensions of the rules of civility and courtesy that prevail in the institution at large, though the classroom instructor might add to or modify these rules to promote particular goals. Deviation from the expectations or rules set forth in a classroom is not acceptable.

It should be noted that behavior influenced by an individual’s mental state (irrespective of the ultimate evaluation), or use of drugs or alcoholic beverages shall not limit the responsibility of the individual for the consequences of his or her actions.

Finally, Greenfield Community College, while intent on maintaining an environment that promotes learning within a secure and collegial atmosphere, is resolutely committed to defending every individual’s right to personal expression.
**Student Code of Conduct**

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

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

**Appeals Officer** – The College’s Chief Academic and Student Affairs Officer or designee

**Code of Conduct Officer (CCO)** – The College Official charged with the responsibility of administering the College’s Student Code of Conduct. A member of the Massachusetts Community College Council (MCCC) shall not be selected to serve as the CCO.

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

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

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

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

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

**DISCIPLINARY OFFENSES**

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

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

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

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

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

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

21. Unauthorized activity that constitutes forgery.

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

23. Violation of published College policies, rules, or regulations not otherwise enumerated herein.

**Discipline in the Classroom or on College Property**

Disrupting or interfering in the educational process is prohibited under this policy. If a student engages in disruptive conduct in the classroom or anywhere on campus, a faculty member or other college employee may address and informally resolve the matter without filing a complaint under the Code. A faculty member or other college employee may exercise his/her right to immediately remove a disruptive student from a class meeting or other college area. On the first occasion when a student is removed from a classroom or other college area, the faculty member or other college employee is strongly encouraged to notify the CCO. In all subsequent cases of removing a student from a classroom or other college area, the faculty member or other college employee shall notify the CCO. A faculty member or other college employee may seek the assistance of college security if necessary to remove the student from the class meeting or other college area. If the removal of a student from the classroom is intended to be permanent, a complaint under this policy shall be filed with the CCO by the faculty member. The CCO can exercise his/her discretion to allow the accused student to attend class during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her designee.

**Off Campus Behavior**

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

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

Complaints Alleging Sexual Harassment or Discrimination

Claims of discrimination or sexual harassment shall be pursued under the College’s Affirmative Action Plan. For more information, please contact Peter Sennett, the College’s Affirmative Action Officer, at 413-775-1312.

CODE OF CONDUCT DISCIPLINARY PROCESS

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

1. Disciplinary Process
   a. All complaints under the Code of Conduct shall be filed with or by the CCO.
   b. When the CCO files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCO initiates the disciplinary process by meeting with the Accused Student, putting him/her on notice of the alleged violation and providing him/her an opportunity to respond to the allegations. The CCO may conduct a further investigation if necessary.
   c. If the CCO determines that a violation exists, three procedural options are available.
      (1) Verbal or Written Warnings - For low-level offenses, the CCO may issue a verbal or written warning to the Accused Student. Warnings shall not be subject to a hearing before a Judicial Board or an appeal.
      (2) Administrative Disposition - Under an Administrative Disposition, the Accused Student and the CCO mutually agree upon a disciplinary remedy. By accepting the Administrative Disposition, the Accused Student waives his/her right to a hearing before the Judicial Board or an appeal.
      (3) Judicial Board Hearing - When an Administrative Disposition cannot be reached, the CCO shall refer the alleged violation to the Judicial Board for a hearing. Please see Section 2 below for Judicial Board rules.

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

2. Judicial Board Hearing
   a. A hearing with the Judicial Board shall be scheduled by the CCO not later than thirty (30) days following an Accused Student’s request for a hearing.
   b. A written Statement of Charges shall be presented to the Accused Student not less than five (5) days prior to the hearing.
   c. A Judicial Board hearing is an administrative hearing. The rules of evidence do not apply.
   d. In a matter involving more than one Accused Student, the Judicial Board may permit at its discretion individual hearings for each Accused Student.
   e. The Accused Party has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense. The advisor may be an attorney. An advisor’s role is limited to advising the Accused Student directly. An advisor is not permitted to participate directly in the hearing.
3. **Conduct of Hearing**
   a. A hearing is normally conducted in private.
   b. There shall be a record created of all hearings. The record shall be the property of the College.
   c. All procedural questions are subject to the final decision of the Judicial Board.
   d. Admission of any person(s) to the hearing shall be at the discretion of the Judicial Board.
   e. A hearing shall proceed as follows:
      - The CCO presents the Statement of Charges on behalf of the College. The CCO may present documents, materials and/or witnesses in support of the Statement of Charges.
      - Accused Student responds to the Statement of Charges. The student may present documents, materials and/or witnesses in response to the Statement of Charges.
      - Following the parties’ presentations, the Judicial Board may question each party, their witnesses and/or review all information presented. The Judicial Board has the discretion to request additional documents, materials or information from either party.
      - While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question the other by presenting questions through the Judicial Board. If the Board determines a question is relevant, the other party will be asked to respond.
      - The Board shall have a final opportunity to question the parties.
   f. After the hearing, the Judicial Board shall determine by majority vote whether the Statement of Charges has been proven.
   g. In reaching its decision, the Judicial Board shall determine whether it is more likely than not that the Accused Student violated the Code of Conduct based on the information presented.
   h. Within fifteen (15) days of the conclusion of a hearing, the Judicial Board shall issue a written decision outlining its findings and disciplinary action, if any, to the parties.

4. **Sanctions**
   A student found in violation of the College’s Code of Conduct shall be subject to one or more of the following sanctions:
   a. Verbal or Written Warning
   b. Restrictions/Loss of Privileges
   c. Community/Educational Service
   d. Restitution
   e. Probation
   f. Suspension
   g. Expulsion

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

5. **Appeal**
   a. Within five (5) days of receiving the Judicial Board’s decision, either the CCO or the Accused Student may appeal the Judicial Board’s decision to the College’s Appeals Officer.
   b. An appeal must be in writing and be based on a credible claim that: the hearing was not conducted in conformity with the Code of Conduct; the decision was not supported by a preponderance of the evidence presented; the sanction imposed was not appropriate in light of the Judicial Board’s decision; or new evidence exists, which was not presented at hearing because it was not reasonably known to the Accused Student at that time, and which is sufficiently relevant such that it could alter the Judicial Board’s decision.
   c. The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject or modify the Judicial Board’s decision or sanction.
   d. The Appeals Officer’s decision shall be final.
Student Grievance Procedure

Policy Goal: Conflict Resolution

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

Definitions

1. Complaint: The informal, unwritten stage of an allegation of mistreatment.
2. Grievance: A written complaint filed by a student with the person designated by the President as Student Grievance Officer specifically alleging an abridgment of his/her rights as a student.
3. Grievant: The student or students filing the complaint or grievance. The Grievant must have been a registered student of the college at the time of the alleged mistreatment.
4. Responding Party: The person against whom a complaint or grievance is directed.
5. Student Grievance Officer: A college employee assigned responsibility for administering the Student Grievance Procedure, including the maintenance of specified records. The Student Grievance Officer shall ordinarily be the Director of Student Development. If this individual is the person against whom the grievance is filed, the President shall designate another College official to act as the Student Grievance Officer.
6. Time: The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the President or his/her designee may extend the time limits in extenuating circumstances with notice to both parties in writing, or by mutual written agreement between the Grievant and the Responding Party.
7. Day: As used in this policy, shall mean a calendar day.
8. Senior Officer: Senior level employee who reports to the President for the Responding Party’s work area.
9. Instructional Period: The academic semester, summer session or intersession when a Grievant knows or should have known of a grievable act or inaction. The Instructional Period shall end on the last day of final exams.

Utilizing the Student Grievance Procedure

The Student Grievance Procedure may be used by a student to address complaints concerning the alleged abridgment of the student’s rights, as stated in the College’s Student Handbook and/or Policy Guide. The student Grievant or the Responding Party may consult with Student Grievance Officer at any time. The College’s Student Grievance Officer is Judy Raper, Director of Student Development.

The Student Grievance Procedure may not be used for complaints alleging any act of unlawful discrimination or violation, of college EEO/AA policies. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, age, disability, veteran status, genetic information or national origin, the College’s Affirmative Action Grievance Procedure is a mechanism for resolution. The College’s Affirmative Action Grievance Procedure is contained in the College’s Affirmative Action Plan.

At any Level of the Student Grievance Procedure, either party may request mediation by contacting the Student Grievance Officer. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The Student Grievance Officer shall select an impartial mediator who shall be mutually agreed upon and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation process, and inform the parties of the timetable in writing. Where practicable, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by both parties. The purpose of mediation is to resolve the dispute to the satisfaction of both parties. If a resolution cannot be achieved, the Grievant may proceed with the Grievance Process.

A claim of physical or sexual assault shall not proceed under the Student Grievance procedure. A student claiming physical or sexual assault by an employee of the College shall report the incident to the College’s Security Department and/or the Director of Human Resources. A student claiming physical or sexual assault by another student or an employee claiming physical or sexual assault by a student shall report the incident to the College’s Public Safety and/or the Chief Academic and Student Affairs Officer.
Further, in matters involving physical assault, students and employees are strongly encouraged to report the incident to the local authorities.

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

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

A student grievant initiates the informal phase of the grievance process. The grievant shall first present his/her complaint orally and informally to the Responding Party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when the grievant knew or should have known of the grievable act or inaction.

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

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

**L2 – Step One**
The Student Grievance Officer shall notify the parties in writing when a complaint is not resolved informally at Level One.

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

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

The Responding Party shall forward a written Level Two – Step One response to the Student Grievance Officer within ten (10) calendar days of his/her receipt of the grievance. The Student Grievance Office shall deliver the written response to the Grievant within five (5) calendar days of receipt.

**L2 – Step Two (Supervisor Level)**
If the grievance is not resolved to the satisfaction of the Grievant within ten (10) calendar days after his/her receipt of the Step One response, or if no written response is submitted, the Grievant may within ten (10) calendar days after the written response was received or due, request the Student Grievance Officer to forward the written grievance and response, if any, to the supervisor of the Responding Party, with a copy to the Senior Officer of the work area of the Responding Party.

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

At any time before the issuance of the Supervisor’s Step Two decision, the Senior Officer may request that the parties meet to discuss the issue and attempt to resolve it.

Grade appeals do not go beyond this Step (Level Two – Step Two) per the section on Grade Appeals.
Either party to a grievance may raise no new issues or allegations after Step Two.

L2 – Step Three (Student Grievance Committee Level)

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

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

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

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

The decision of the President, or his/her designee, shall be final and binding on all parties.

Grade Appeals

Complaints or grievances filed in connection with assigned grades represent within the grievance procedure. Grading reflects careful and deliberate assessment of a student’s performance by the instructing professional(s). As such, decisions are necessarily judgmental, the substance of those decisions may not be delegated to the grievance process. Nevertheless, the college recognizes that in rare cases the process of grading may be subject to an injustice.

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

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

If at any level substantial evidence of error is produced, the grading process may be remanded to the instructor of record for reassessment. If the instructor of record is no longer available, the chief administrator of the appropriate instructional division or his/her designee shall instead reassess the grading process.

Membership of the Student Grievance Committee

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

Service on a Committee shall be voluntary, provided that a member who has a personal interest in the particular grievance shall be ineligible to serve on a Grievance Committee. All College employees serving on a Student Grievance Committee, and acting within the scope of their official duties on the Committee, shall be covered to the full extent provided under Massachusetts General Laws, Chapter 258, including, the indemnification provision contained in M.G.L., chapter 258, Section 9.
All Student Grievance Committee members, as well as all others in attendance at a student grievance proceeding, shall maintain the confidentiality of the proceedings. The Student Grievance Officer shall attend all Committee hearings but shall not vote.

**Guidelines For Committee Hearings**

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

1. Prior to the hearing, the newly impaneled Committee shall meet to elect a Committee Chairperson. The Chairperson shall be selected by a simple majority vote.
2. The Chairperson on the Committee shall be responsible for conducting the hearing and drafting the decision of the Committee, but shall vote only in the event of a tie.
3. All hearings shall be closed and deliberations of the Committee shall be confidential and conducted in private.
4. The Grievant and the Responding Party shall be in attendance at the hearing. Each party may be accompanied by an advisor at the hearing. The advisor, however, may not participate in the hearing or question witnesses. Either party may at any time during the hearing consult in private with his/her advisor.
5. Witnesses may be asked by the Committee to remain outside of the hearing room until they are called to testify.
6. The Grievant will address the Committee first. The Grievant will state the nature of his/he grievance and may present relevant evidence and/or witnesses in support of the grievance.
7. The Responding Party may respond to the Grievant’s complaint and present relevant evidence and/or witnesses in opposition to the grievance.
8. Once the parties have presented their respective positions, the Committee may question the parties and/or witnesses.
9. After the Committee has questioned the parties, each party will be given the opportunity to question the other party and their respective witnesses. All questions must be directed through the Committee. If the Committee determines that a question is relevant to the grievance, the party or witness to whom it is addressed will be asked to respond.
10. Following the parties’ questioning of each other, the Committee will have another opportunity to question the parties and witnesses.
11. Hearings before the Committee shall not be subject to the formal rules of evidence. In all cases, the hearing shall be conducted in a fair and impartial manner.
12. If a party to a grievance fails to appear for a scheduled hearing, the Committee has the discretion to proceed with the hearing and issue its findings and recommendations in the party’s absence.
13. The decision of the Committee shall be based on the relevant evidence presented at the hearing. The decision shall be in writing and include: a list of all documentary evidence and witnesses presented; a summary of the testimony offered by both parties and their respective witnesses; the findings of the Committee and its recommendations. Copies of the decision and recommendations of the Student Grievance Committee shall be forwarded by the Student Grievance Officer, to the Grievant, the Responding Party, and the President or his/her designee.
14. When deciding upon a grievance, the Committee shall consider whether a finding against the Responding Party is fundamentally fair and reasonable under the circumstances and in accordance with applicable College rules and procedures.

**Withdrawal**

A student may withdraw his/her complaint or grievance at any time. Withdrawal must be accomplished in writing or by oral agreement confirmed in writing.

**Reprisals**

No member of the College community shall retaliate or threaten to retaliate against, interfere with, restrain, or coerce any student in the exercise of his/her rights under the Student Grievance Procedure or his/her participation in any grievance proceedings.
Collateral Rights of Person(s) Grieved by Students

If the recommendations made at any level of the grievance procedure result in sanctions against a college employee, the sanctions shall be regarded as administrative actions subject to all conditions of applicable collective bargaining agreements and College or Board of Higher Education personnel policies.

Alternative Forums

Filing a grievance in accordance with the Student Grievance Procedure in no way abrogates a student’s right to file a complaint with an appropriate state or federal agency or in another forum.
**THE COLLEGE ADMINISTRATION**

*Massachusetts Board of Higher Education*
Greenfield Community College operates under the authority of the Massachusetts Board of Higher Education. This is the policy making and planning group for all public institutions of higher education in Massachusetts.

*Greenfield Community College Board of Trustees*
Local citizens are appointed by the Governor to serve the college. This board meets regularly with the President and has the responsibility for establishing policies necessary for the administrative management of personnel, staff services, and the general business of the institution under its authority, subject to the authority granted to the Massachusetts Board of Higher Education.

*Greenfield Community College Foundation, Inc.*
The Greenfield Community College Foundation, Inc. is a non-profit citizen group which has helped the college by providing resources not otherwise available through traditional state sources.

*The College*
The President is the chief executive of the college. With his/her staff, the president carries out the policies of the college and the State.
WHO DO I CALL FOR QUESTIONS ABOUT . . .

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<thead>
<tr>
<th>Office</th>
<th>Contact Person</th>
<th>Phone (775-)</th>
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<td>Business, Information Technology,</td>
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<td>1752</td>
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<td>Jan Ross</td>
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<td>Academic Standing</td>
<td>Anna Berry</td>
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<td>Admission/Readmission</td>
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<td>Challenge Exams</td>
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<td>Laura Earl</td>
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<td>Ed Tech</td>
<td>1843</td>
<td>S306A</td>
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<tr>
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<td>Dual Enrollment Students</td>
<td>Peggy Fallon</td>
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<td>Educational Transitions Program</td>
<td>Tamatha Gaumnitz</td>
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<td>Email Accounts (student)</td>
<td>Diane Franklin</td>
<td>1367</td>
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<td><a href="mailto:studenthelp@stuemail.gcc.mass.edu">studenthelp@stuemail.gcc.mass.edu</a></td>
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<td>John Canon</td>
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<td>Jessica Wiltz</td>
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<td>Luke Johnson</td>
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<td>Holly Fitzpatrick</td>
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<td>Grades</td>
<td>Laura Earl</td>
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<td>Laura Earl/DJ Towne</td>
<td>1816/1815</td>
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<td>Bursar’s Office</td>
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<td>Health Records</td>
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<td>HiSET Testing</td>
<td>Kate Devlin/Kendra Sherwin-Williams</td>
<td>1147/1821</td>
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<td>International Student Admission</td>
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<td>Lactation and Nursing Space</td>
<td>Liza Harrington</td>
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<td>Moodle (online)</td>
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<td>Kathy Mielnikowski</td>
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<td>Military, Veterans and Dependents Services</td>
<td>Holly Lovelace</td>
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<td>Non-Academic Problems</td>
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<td>Mary McEntee</td>
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<td>Student Grievance Officer</td>
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<td>Testing Center/HiSET Testing/ Accuplacer/accommodation/make-up tests</td>
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