

Student Handbook



Student Handbook

St Augustine College
1345 W. Argyle St., Chicago, IL 60640
Phone: (773)878-8756 Fax: (773) 878-0937
www.staugustine.edu

August, 2016

Dear Student:

Welcome to St. Augustine College! I applaud your decision to continue with your education. To better help you in achieving your goals, St. Augustine College publishes this Student Handbook. Please read the information in the following pages; this way you will become familiar with many aspects of your life as a student at St. Augustine College.

This handbook is organized into three sections that contain topics regarding academic policies and support, college services, and college behavioral standards and policies, respectively. The Student Handbook is not intended to supplant the College Catalog; if you have any further questions you should refer to the Catalog as it covers all of the topics in greater details. Your Academic Advisor is also a valuable source of information.

Again, I welcome you to St. Augustine College and wish you success in your studies.

Dr. Andrew C. Sund
President

ST. AUGUSTINE COLLEGE MISSION

St. Augustine College is an independent, bilingual (dual language) institution of higher education created under the auspices of the Episcopal Diocese to make the American system of higher education accessible to a diverse student population with emphasis on those of Hispanic descent; to strengthen ethnic identity; to reinforce cultural interaction; and to build a bridge to full cultural, educational, and socio-economic gaps.

Please note that this Handbook does not constitute a contract with St. Augustine College. The policies and programs in this Handbook are current as of August, 2016. Some policies, however, may be revised during the academic year.

2016-2017 St. Augustine College’s Student Handbook
Table of Contents

Contents

ST. AUGUSTINE COLLEGE MISSION 2

Introduction 9

New Student Orientation..... 9

Student Right-to-Know and Required Public Information 9

 Graduation/Completion Rates by gender and ethnicity; Students receiving Pell grants 9

 Transfer-out Rate (St. Augustine College does not track transfer-out rates)..... 10

 Process for withdrawing as a student..... 10

 Cost of Attendance 10

 Financial aid policies, practices, and requirements; and refund policy..... 10

 Refund Policy, Including Title IV Refunds, and Title IV Return Policy 10

 Current Academic Programs, Faculty Directory, and locations where programs are offered. 10

 Academic Calendar 10

 Admissions 10

 Grading System 10

 Services and Accommodations for Disabled Students 10

 Policy for Study Abroad (Currently, St. Augustine does not offer study-abroad programs) 10

 Applicable Accrediting Agencies and current status 10

 Program Accreditation..... 10

College Directory..... 11

St. Augustine Academic Information 13

 Curricula Offered 13

 General Education Core Curriculum 14

 General Education Outcomes 14

 Writing Across the Curriculum (WAC) 14

 Attendance..... 15

 Student Identification Card..... 15

 St. Augustine e-Mail Addresses 15

St. Augustine College Curriculum..... 16

| | |
|--|----|
| Pre-admission | 16 |
| GED Classes | 16 |
| High School Diploma/ Completion of High School or Equivalent Program (GED) | 16 |
| Admissions Policies & Practices | 16 |
| Open Admissions Policy | 16 |
| Transcripts from other Colleges, High School or GED..... | 16 |
| Courses, Classes, Majors, & Concentrations..... | 17 |
| Choosing a Major and Concentration | 17 |
| Associate of Arts (AA) | 17 |
| Second Major | 18 |
| Graduation Report /Study Plan for Degree | 19 |
| Pre-Registration | 19 |
| Completing Registration | 20 |
| Summer Session..... | 21 |
| Add/Drop Courses..... | 21 |
| Course Selection Form | 21 |
| Withdrawals | 21 |
| Independent Study..... | 22 |
| Student Representatives..... | 22 |
| Student Course & Instructor Evaluation | 22 |
| Volunteering Opportunities | 22 |
| Refunds | 22 |
| Institutional Refund Policy | 22 |
| Return of Title IV Funds Policy | 23 |
| Grade assignments & policies..... | 24 |
| Course Pre-requisites and Credit Hour Policy..... | 24 |
| Satisfactory Academic Progress Policy..... | 24 |
| Grade Point Designations | 25 |
| Grade Definitions | 25 |
| Cumulative GPA Measurement..... | 26 |
| Table of Minimum Standards for Good Academic Standing..... | 26 |

| | |
|---|----|
| Table of Minimum Standards for Satisfactory Completion Rate | 26 |
| Mitigating Circumstances for Appeals | 28 |
| Satisfactory Academic Progress | 28 |
| Remedial Courses..... | 30 |
| Performance Notices | 30 |
| Grade Point Average (GPA)..... | 30 |
| Grade Appeals..... | 31 |
| Incomplete Grades (I) | 31 |
| Academic policies and support | 32 |
| Role and Responsibilities of the Academic Advisor | 32 |
| Changing Academic Advisors | 32 |
| Academic Improvement Plan..... | 33 |
| Instructional Support Services / Tutoring | 33 |
| Personal Counseling..... | 33 |
| Working with Public Aid Caseworkers and other Human Services Staff | 34 |
| Career and Transfer Center | 34 |
| Graduation | 34 |
| Graduation Clearance Procedures | 35 |
| Receiving your Diploma or Degree | 35 |
| Graduating with Honors..... | 35 |
| Graduation Ceremony..... | 35 |
| Reference Letters for employment or transfer | 36 |
| Financial Aid | 36 |
| State Financial Aid: The Illinois Student Assistance Commission (ISAC) MAP Awards | 36 |
| Federal Financial Aid: Federal Pell Grant | 36 |
| Federal Supplemental Educational Opportunity Grant (FSEOG) | 36 |
| Federal College Work-Study Program..... | 36 |
| St. Augustine College Financial Aid | 37 |
| Financial Aid Award Letter | 37 |
| Ineligibility if Convicted for Possession or Sale of Controlled Substances..... | 37 |
| Payments and records | 38 |

| | |
|---|----|
| Transcripts..... | 38 |
| Bursar’s Office..... | 38 |
| Student’s Change of Address, Phone & E-mail | 38 |
| Student’s Name Change..... | 38 |
| Learning Resources | 39 |
| Computer Laboratories..... | 39 |
| Guidelines for Use of Computers and the Internet at St. Augustine College | 39 |
| Technology-based instruction and resources (E-Campus) | 39 |
| Information Commons/Library (library.staugustine.edu) | 40 |
| Cultural Events | 40 |
| Administrative Services..... | 41 |
| Child Development Centers | 41 |
| Bookstore..... | 42 |
| Parking | 42 |
| Food and Vending Service..... | 42 |
| Campus Security Act of 1990 (Jeanne Clery Act) | 42 |
| Personal Emergencies..... | 42 |
| St. Augustine Emergency Notification to Students, Faculty, and Staff..... | 42 |
| St. Augustine Policy Regarding Emergency Situations..... | 43 |
| Campus Security Services | 43 |
| Ambulance Services | 43 |
| Liability Insurance | 43 |
| College Behavioral Standards & Policies..... | 44 |
| College Standards and Appeals..... | 44 |
| Representing the College in Public | 44 |
| Academic Integrity | 44 |
| Copyright Policy | 44 |
| Student Complaint Policy..... | 45 |
| Students Rights and Responsibilities | 46 |
| Student Code of Conduct | 46 |
| Campus Weapons Policy | 49 |

| | |
|--|----|
| Additional Program Enrollment or Acceptance Requirements: Medical History and Exam and/or Police Background Check | 50 |
| General College Policies | 51 |
| Acceptable Use (of Electronic Resources) Policy | 51 |
| Title IX | 51 |
| Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 | 51 |
| Family Educational Rights and Privacy Act of 1974 (FERPA)..... | 52 |
| FERPA Annual Notice – Possible Federal and State Data Collection & Use | 52 |
| The Solomon Amendment (10 U.S.C. §983, effective January 2000) | 53 |
| Non-Discrimination Policy..... | 53 |
| Harassment Policy..... | 54 |
| Mandated Reporters of Child Abuse and Neglect | 54 |
| Policy on Controlled Substances and Alcohol Abuse | 55 |
| • Smoke-Free Campus | 55 |
| • Alcohol and Drug-Free Campus | 55 |
| • Sanctions | 55 |
| • Student Assistance Program | 55 |
| St. Augustine College Credit Hour Policy | 56 |
| Attachments..... | 58 |
| Attachment A: Student Complaint Policy and Log..... | 58 |
| Student Complaint Policy..... | 58 |
| Student Complaint Log..... | 61 |
| St. Augustine College - Written Student Complaint Form | 62 |
| Attachment B | 66 |
| Attachment C: St. Augustine Policy Regarding Emergency Situations | 67 |
| Emergency situations..... | 67 |
| Fire evacuation..... | 67 |
| Violent assault (no weapon) | 67 |
| Vandalism or property damage | 68 |
| Active shooter or violent threat..... | 68 |
| Medical emergencies..... | 68 |

| | |
|----------------------------------|----|
| Snow Emergency..... | 69 |
| Gas leak or chemical spill | 69 |
| Power outage | 69 |
| Heat outage..... | 70 |
| Tornado Watch/Warning | 70 |
| Evacuation drills | 70 |
| Warnings | 70 |

The College Catalog is provided to students in a separate file and in print. Please see the Office of Academic Advising if you wish to have a hard copy. The College Catalog is also available at www.staugustine.edu online for your reference.

Introduction

Every student is encouraged to review all sections of this Handbook as there is information that will assist her/his success at St. Augustine College. Academic Advisors are here to help with any questions about the policies, procedures, and the overall organization of the College. We want you to be successful and graduate with a degree.

New Student Orientation

New students are strongly encouraged to attend the New Student Orientation, which is offered every semester on the Saturday before classes begin. Topics covered include, but are not limited to, an overview of the College programs, offices, and services, policies and procedures, important deadlines, transfer opportunities, and available services, including tutoring; a series of workshops (Learning How to Learn, Habits of Successful Students, College Reading and Writing, and Balancing School and Life Demands) are offered as well. There are also opportunities to interact with faculty members, staff, administrators, and current students. If you are not a new student but wish to attend, you are still welcome.

Student Right-to-Know and Required Public Information

St. Augustine College is in compliance with the Title IV Student Right-to-Know and HLC Required Public Information as reported here.

Graduation/Completion Rates by gender and ethnicity; Students receiving Pell grants

| Summary of Graduation/Completion Rates July 1, 2014 Through June 30, 2015 | |
|---|-------|
| Overall Graduation Rate | 32% |
| Graduation Rate by Gender | |
| Men | 17% |
| Women | 83% |
| Overall Graduation Rate by Race/Ethnicity | |
| Nonresident Alien | 0.7% |
| American Indian or Alaska Native | 0.3% |
| Asian | 2.2% |
| Black or African American | 0.7% |
| Hispanic/Latino | 92.2% |
| White | 1.3% |
| Two or More Races | 0.3% |
| Race/Ethnicity Unknown | 2.0% |
| Percent of All Students Receiving Pell Grants | 80% |

Source: IPEDS Enrollment Survey 2015-16

The College Catalog may be found at www.staugustine.edu at the link at the bottom of the Home Page. Several areas are covered with great detail in the Catalog, and we recommend referring to it especially for these topics:

Transfer-out Rate (St. Augustine College does not track transfer-out rates).

Process for withdrawing as a student

Cost of Attendance

All student costs, including tuition, fees, training, and incidentals

Financial aid policies, practices, and requirements; and refund policy

Refund Policy, Including Title IV Refunds, and Title IV Return Policy

Current Academic Programs, Faculty Directory, and locations where programs are offered.

Academic Calendar

Admissions

Grading System

Services and Accommodations for Disabled Students

Policy for Study Abroad (Currently, St. Augustine does not offer study-abroad programs)

Applicable Accrediting Agencies and current status



Alteration and/or unauthorized use prohibited.

St. Augustine College is accredited by The Higher Learning Commission (HLC) and is a member of the North Central Association of Colleges and Schools (NCA) [\(800\) 621-7440](tel:8006217440).

Program Accreditation

The following programs maintain specialized program accreditation:

CSWE

Bachelor of Social Work

CoARC

Respiratory Therapy

College Directory

Main Campus

1345 W. Argyle
Chicago, IL 60640
Phone: 773-878-8756

Class Hours

| | |
|----------|--------------------|
| M - F | 9:00 AM - 12:20 PM |
| M - F | 6:30 PM - 9:50 PM |
| Saturday | 9:00 AM - 7:20 PM |

A few classes meet at different times or have extended time; always double check your information.

Office of Academic Affairs Staff: 773-878-3654 / 7169

Dean of Instruction: Madeline Roman-Vargas, 773-878-3728

Department Chair numbers:

Early Childhood Education and Social Sciences: Dr. Maria J. Vargas, 773-878-3235

Languages, Literature, & Humanities: Ms. Elena Voltchek, 773-878-3837

Computer Information Systems, Business and Culinary Arts: Mr. Juvenal Nava, 773-878-7087

Sciences & Health: Dr. Carlos Ortiz, 773-878-3742

Social Work and Addictions Counseling: Dr. Marcia Pantell, 773-878-3978

Dean of Academic & Student Affairs: Dr. Bruno Bondavalli, 773-878-3439

Associate Dean of Student Services: Dr. Juan E. Ojeda, 773-878-7980

Information Commons/Library: Ms. Elizabeth Murphy, Director, 773-878-7599

Financial Aid Staff: 773-878-3806 / 3297 / 3249 / 4661 / 3683

Bursar Office Staff: 773-878-4723 / 3699

South Location

2610 W. 25th Place
Chicago, IL 60608
Phone: 773-878-3642

Class Hours

| | |
|----------|--------------------|
| M - F | 9:30 AM - 12:50 PM |
| M - F | 6:30 PM - 9:50 PM |
| Saturday | 9:00 AM - 3:50 PM |

A few classes meet at different times or may have extended sessions. Always double check your information.

Director: Dr. Beda Lopez-Sierra, 773-878-2473

West Town Location

3255 W. Armitage
Chicago, IL 60647
Phone: 773-878-3537

Class Hours

| | |
|----------|--------------------|
| M - F | 9:30 AM - 12:50 PM |
| M - F | 6:00 PM - 9:20 PM |
| Saturday | 9:00 AM - 3:50 PM |

A few classes meet at different times or may have extended sessions. Always double check your information.

Director: Ms. Carmen Rivera, 773-878-3545

Southeast Location

11100 S. Ewing
Chicago, IL 60617
Phone: 773-878-7837

Class Hours

M - F 10:00 AM - 1:20 PM
M - F 6:15 PM - 9:35 PM
Saturday 9: AM - 12:20 PM

A few classes meet at different times or may have extended sessions. Always double check your information.

Director: Ms. Patricia Vega, 773-878-7837

Aurora Location

841 N. Lake St.
Aurora, IL 60506
Phone: 630-264-2288

Class Hours

M - F 9:00 AM - 12:20 PM
M - F 6:30 PM - 9:50 PM
Saturday 9:00 AM - 3:50 PM

A few classes meet at different times or may have extended sessions. Always double check your information.

Director: Ms. Elizabeth Cardenas, 630-264-2288 x2201

St. Augustine Academic Information

The College offers an arts and sciences curriculum leading to the following Bachelor and Associate degrees:

Curricula Offered

| Degree | Majors | Credit Hours Required | Concentration |
|---|-----------------------------|-----------------------|------------------------------|
| Bachelor of Social Work | | 128 | General |
| Bachelor of Arts | Psychology | 120 | General |
| | Hospitality Management | 120 | General |
| Associate of Arts (AA) | Business Administration | 60 | General |
| | Liberal Arts and Science | 60 | Interdisciplinary |
| | | | Psychology |
| | | | Social Service |
| | | | Child Development |
| | | | Addictions |
| | | | Spanish |
| | | | Computer Information Systems |
| Criminal Justice | | | |
| Associate of Applied Science (AAS) | Accounting | 60 | General |
| | Administrative Assistant | 60 | Office Assistant |
| | | | Accounting Assistant |
| | | | Medical Billing & Coding |
| | Business Management | 60 | General |
| | Computer Information System | 60 | Applications Programmer |
| | | | Systems Support |
| | Culinary Arts | 60 | General |
| Early Childhood Education | 64 | General | |
| Respiratory Therapy(RRT) | 74 | General | |
| Associate of General Studies (AGS) | | 60 | |

The absolute minimum of 60 credits hours applies to all associate degrees.

General Education Core Curriculum

St. Augustine College participates in the Illinois Articulation Initiative (IAI), a statewide agreement that ensures full transferability of general education courses completed by students at any of the participating institutions. Each student is required to complete the General Education

Core Curriculum including qualifying courses in the areas of Communication (English), Mathematics, Science and Health, Humanities and Fine Arts, and Behavioral and Social Sciences.

The specific General Education Core Curriculum requirements, however, are different for the Associate of Arts and the Associate of Applied Science degrees. See the College Catalog for a complete list of the General Education requirements for each degree.

General Education Outcomes

The College has established the following integrated general education outcomes for all degree programs:

- Using appropriate methodologies, students demonstrate the ability to read, listen, and communicate with understanding and critical discernment.
- Students learn to evaluate ideas and outcomes, solve problems, and make informed decisions based upon consideration of evidence, reason, and implications.
- Students learn to access information efficiently and effectively; evaluate it critically and competently; and use it accurately and creatively.
- Students develop recognition of and respect for diversity through cultural interactions in and outside the classroom.

Writing Across the Curriculum (WAC)

In order to strengthen writing skills and computer literacy for our graduates, St. Augustine College implemented a Writing Across the Curriculum model for most courses beginning in the Fall semester 2011. This model assures that students are engaged in a variety of essential writing and functional computer literacy activities across all disciplines, and it has been expanded and enriched with multiple experiences and best practices. Check with your instructor how WAC works for the courses you are taking.

The intended outcome of the initiative is to continually reinforce the student's writing and computer skills so that upon graduation each student is able to write effectively and is functionally computer literate in any professional environment.

Attendance

Class attendance is of extreme importance for two reasons:

- *It can affect your academic performance and your grades.*
- *It can affect your eligibility to receive Financial Aid.*

If you cannot attend a class for any reason, call your Academic Advisor and/or your instructor and inform her/him of the absence. Keep copies of evidence or documents that justify your absences due to your illness or that of your relatives, and provide copies of these to your Academic Advisor to be reflected in your electronic file. These records may be necessary if an appeal is required.

Student Identification Card

A student identification card (ID) is provided to each student enrolled at the College. This ID needs to be presented for use at the Bookstore, Bursar's Office, Financial Aid Office, and at the College's Information Commons/Library and laboratories. New IDs are issued during registration prior to each semester. You may be denied the use of some facilities if you do not have your ID card. If you need to replace an ID card during the semester, you may request it at no cost.

Please contact the Information Technology (IT) Help Desk at (773) 878 3855 if you need help.

St. Augustine e-Mail Addresses

Students are encouraged to provide a personal or work email address during the Admissions process for easy communication with College and necessary information updates. However, at the first course registration, the College will provide an official SAC email address for each student at no cost. Official College communications will only be sent to this address once a prospective student has completed the Admissions process, and they will be considered as delivered.

If you experience complications with the use of your St. Augustine e-mail address, please contact the IT Help Desk at (773) 878 3855. There is a process for forwarding e-mail to an alternative email address, but all communications sent from the college will go to the SAC address.

Information is provided as to how to activate and use the institutional email address and how to forward messages to an alternate email address, if preferred. You will also be asked to provide an emergency cell phone and home phone number (if available) to enable the College quick and efficient communication. This is in compliance with the U.S. Department of Education requirement that St. Augustine be able to communicate with every member of the St. Augustine community, and provide directions within 30 minutes in the case of a major emergency.

St. Augustine College Curriculum

Pre-admission

GED Classes

To assist applicants in preparing for the GED exam, the College offers GED preparation classes in Spanish and English. Please contact Admissions at (773) 878-3656 for further information, as the GED regulations have significantly changed in the last few years.

High School Diploma/ Completion of High School or Equivalent Program (GED)

High School transcripts, the official passing results of the General Educational Development (GED) tests, or proof of completion of equivalent high school work in a foreign country are all acceptable for admission. You may also be admitted if transferring a preset amount of college credit hours.

Admissions Policies & Practices

Open Admissions Policy

The College admits students primarily upon their potential to graduate from the educational programs it offers. This means that students are accepted through other indicators than the traditional requirements such as SAT or ACT. A student will be accepted with a high school diploma, a GED diploma, proof of completion of a foreign high school equivalent program, or if transferring enough college-level credit hours. Additional admission requirements apply to certain programs according to curriculum requirements and/or requirements for professional standards.

For the detailed policy, see the College Catalog

Transcripts from other Colleges, High School or GED

When you enroll at St. Augustine College, you should request to have your high school, GED, and/or other college transcripts forwarded to St. Augustine College. The Admissions Office will send the request for your transcript and process it once received. However, keep in mind that you are ultimately responsible for providing the documents required for College offices to process your admission package and financial aid, among others.

Courses, Classes, Majors, & Concentrations

Choosing a Major and Concentration

Collegiate programs at St. Augustine College consist of a **Bachelor of Social Work, two Bachelor of Arts (Psychology and Hospitality Management),** and **Associate Degrees**. Three types of associate degrees are offered:

Associate of Arts (AA)

Associate of Applied Sciences (AAS)

Associate of General Studies (AGS)

Our collegiate programs emphasize the ability to think and write clearly; the ability to develop career skills and goals; the ability to acquire and apply information from core fields of knowledge, including the arts and sciences; and, a commitment to life-long learning, cultural humility, and community participation. There are specific details for each one of the programs, information of which is available from the Catalog, or in-person from an academic advisor.

Bachelor of Social Work

BSW enables participants to practice under social work supervision in many social service, behavioral health, health care, and community service agencies. BSW alumni are eligible to apply for an accelerated Master of Social Work program which takes less time. They are also eligible to apply for the LSW license after completing the required supervision and the state LSW exam. Employment opportunities for bilingual social workers are very high in the Chicago metropolitan area. The program is accredited by the Council in Social Work Education. Social workers provide counseling, mediation, advocacy, and community development services to individuals, families, and communities; social justice and community building are central to social work practice.

Bachelor of Arts in Psychology

BA in Psychology works in accordance with the American Psychological Association (APA) standards, and provides its graduates with an excellent background for careers that involve working with people, such as business, sales, counseling, education, and health care.

Bachelor of Arts in Hospitality Management

The BA in Hospitality Management is a comprehensive degree designed to prepare students for employment in the wide and growing field of hospitality; based on a liberal arts foundation, a strong business curriculum, experience in culinary arts, and content courses which cover the major areas of the hospitality industry complete the curriculum.

Associate of Arts

The AA degree offers a course of study leading to transfer to a four-year college or university. The requirements for the degree are typical for the freshman and sophomore year of a Bachelor of Arts program. St. Augustine College is committed to a comprehensive educational program that combines opportunities for intellectual and cultural growth. Approximately four fifths of the required credits for graduation in the Associate of Arts degree are devoted to general education requirements.

Associate of Applied Sciences

The AAS emphasizes occupational and technical curricula. Students may pursue this degree in order to obtain training for more immediate positions in business or industry. The Associate of Applied Sciences degree also permits a student to continue his/her career preparation at senior educational institutions offering programs compatible with his/her work in the junior college. Students interested in pursuing this option should contact the Career and Transfer Center or the Office of Admissions of the chosen four-year institution in order to obtain course transferability information.

Associate of General Studies

The AGS offers a flexible curriculum in order to satisfy individual education as well as career interests. The degree provides a general education core curriculum of 32 credit hours of carefully- chosen courses. In addition, the student selects at least 28 credit hours of courses of his/her interest, according to the study plan pursued. Working with your Academic Advisor, you may choose an area of concentration after taking into consideration:

1. Your skills in the areas of study required.
2. Your previous work experience.
3. The type of job you wish to have upon completion of a program.
4. The length of time commitment according to your English entry level.
5. Whether or not you are considering transferring to another college to pursue a baccalaureate degree.

Second Major

All students are entitled to pursue a second major or second degree. Students seeking a second degree/major must complete a minimum of 12 additional credit hours in the second degree/major area at St. Augustine. It is customary practice to use the word “concentration” at the associate’s level, and “minor” at the bachelor’s level; no second concentration is possible. *The second degree or major must be discussed with your Academic Advisor who will report your continuation of studies to the Registrar’s Office and assign the proper major/degree. You should also check your financial aid status with the Financial Aid Office.*

Graduation Report /Study Plan for Degree

The Graduation Report or Study Plan refers to your plan of studies, including all of the requirements and elective options that you need to fulfill to receive your Bachelor's or Associate's degree. This document, along with the transcript, is prepared by your Academic Advisor during registration, and it is a map or guide for the course sequences that you must complete. Your Advisor will provide you a copy for your use; keep it to verify your academic progress. There are different formats in use; one of them is generated from the electronic database, and the other is manually built, but the information should be the same for both.

Pre-Registration

The College offers you the opportunity to pre-register (select your courses for the next semester in advance) during the last weeks of each semester and the time between the end of the semester and the official registration period.

Early registration is beneficial. Remember, each course is designed for a specific and limited number of students. Once a class section is closed, opening another section of the same course depends upon demand, space, and faculty availability. It is to your benefit to register early to ensure your course selection.

Early registration offers you the following advantages:

- Avoid long waiting lines during the registration period.
- Have more time to discuss your course selections with your Academic Advisor.
- Choose the courses you need without having to deal with sections already full and not being able to take the course you want or the section convenient to your time schedule.
- Have time to review your full academic performance, and your progress toward graduation.

This pre-registration, however, does not become effective until your final grades for the semester are recorded and you validate during the period of registration. Validation of registration means that your courses have been confirmed by the Registrar's Office and that you have signed your Registration statement (it shows the courses and the cost of tuition, fees, previous balances, additional charges, etc.) in the Bursar's Office during registration.

The pre-registered student who does not validate by the last Saturday of Registration loses the privilege since pre-selected courses will be deleted from the computer system to permit other students to register in those courses.

The College is now undertaking an in-depth review of the registration process with the expected aim of simplifying and streamlining the system.

Completing Registration

There are four major components to completing the registration process:

- **Admissions Office (Station #1):** The Admissions Officer will check for completion of the admissions requirements, included, but not limited to: transcripts from other institutions and GED/high school official transcripts. Lack of compliance with admissions requirements may affect your status and eventually prevent your registration to be completed. It is also critical to update your contact information if you have not done that through your Advisor for the purpose of mailing grades, important letters, etc.
- **Financial Aid (Station #4):** If you are receiving State and/or Federal assistance to cover the cost of your studies, the Financial Aid Office verifies that you have presented all of the documentation necessary for your grants to be processed. The Financial Aid Office will also see that you meet the requirements for institutional aid you may have applied for.
- **Advising (Station #5) if you have not registered early:** An Academic Advisor works with you in the appropriate selection of courses according to your plan of studies, and assists you in reviewing your academic progress. If you need to make any changes subsequent to preregistration, also see an Academic Advisor. You may need to go to **Registrar's Office (Station # 6)** to process your registration, but in any case you will get a "road map" to show you the places you need to go to.
- **Bursar's Office (Station #7):** The Bursar's Office will check your financial aid status to determine if there is a balance to be covered by you and for which a contract and payment arrangements must be made. An outstanding balance from a previous semester may be an impediment to register. You are responsible for fulfilling the contract and payment agreements you made during Registration and at any other time, and for any other purchases or expenses you may have incurred during the semester or academic year. Payments (see below) are processed by Bursar's Office.

PLEASE NOTE: Two important conditions must be fulfilled before your registration is final:

- a) **Bursar & Financial Aid clearances.** Even if you have completed your course selection during the pre-registration, the Registrar's Office will not process your registration unless the Bursar's Office and the Financial Aid Office give you clearances; the Office of Financial Aid will review the academic standards and satisfactory progress guidelines to ensure compliance. If you have pending matters, your registration will be kept on hold until you make the necessary arrangements, which will be explained in details.
- b) **Appeals.** A student classified in Academic Exclusion (as it pertains to GPA guidelines) or Appeal (as it pertains to satisfactory academic progress for financial aid) will need to submit an appeal through his/her Academic Advisor. The Academic Advisor will process

the appeal through the appropriate committee, which will make a recommendation for the Director of Financial Aid to consider. In any case, the Academic Advisor will notify the student of the appeal's outcome.

Summer Session

Summer sessions are opened for a limited number of classes. If you are interested in summer classes, ask your Academic Advisor for more information.

Add/Drop Courses

After registration or pre-registration for any semester is completed, you may need to change courses. These changes can be of two types:

- A change or changes to a different course(s): This is possible during the first two weeks of the semester; afterwards only if approved by the Chairperson or Dean of Instruction.
- A change from one section to another of the same course: Same as above.
- Late changes (from the third week and on) will be approved only when there is a relevant reason, for example a change in your job schedule; be prepared to submit evidence when meeting the Academic Advisor to request the change.

For all changes to be valid, they must be recorded on a Course Selection Form (available at the Office of Academic Advising) by your Academic Advisor, properly signed, and delivered to the Registrar's Office. There is a system in place through which both your current and future instructors are notified of the change so they can exchange information, but you still should notify your instructor as a courtesy to him/her. Under certain circumstances the change is subject to approval from the Chair of the Department or the Dean of Instruction; this approval is a must for changes requested from the third week of classes on. The change will not be processed until formally approved.

Course Selection Form

Your Academic Advisor will use a Course Selection Form to submit any changes in your class schedule, including partial and full withdrawals. It is the student's responsibility to turn the form in to Registrar's Office for the changes to become official.

Withdrawals

If you need to withdraw from classes, it is recommended that you speak with an Academic Advisor first. Withdrawals may affect your financial aid and could result in a balance which you would have to pay, and most often will delay your expected graduation. For more information regarding withdrawals, speak with your Academic Advisor or a Financial Aid Counselor, and review the "Withdrawals" section of the College Catalog.

Independent Study

A student in the last semester of working toward his/her degree may be authorized by the Dean of Instruction to take an independent study under the following conditions:

- The student has an academic record that demonstrates his/her capacity to succeed in completing the course assignment, while studying on his/her own under an instructor's guidance.
- The course needed to complete graduation requirements is not being offered in that semester and cannot be substituted for an equivalent course or, due to his/her work schedule, the student is unable to attend at the time(s) when the course is being offered.
- The department is able to locate or hire an instructor to teach the independent course.
- The nature of the course content is such that it allows for independent study. *To request an independent study, meet your Academic Advisor.*

Student Representatives

In each term, student representatives are elected by their peers for each course. While following the guidelines for and orderly representation of the student constituency, the elected student is instrumental in the exchange of information between the faculty member and the students. This system promotes the resolution of classroom-related problems and gives students the opportunity to exercise and practice leadership skills.

Student Course & Instructor Evaluation

During each semester, students are requested to complete a Student Course & Instructor Evaluation. This information is used in evaluating and reviewing the performance of the instructors. Any unique concern about your instructor should be presented to your Academic Advisor in order to be considered by the academic authorities.

Volunteering Opportunities

Participation in volunteer projects is encouraged. You will gain experience in planning and developing projects, and it will give you references to cite in your résumé as extra-curricular activities. Contact your Academic Advisor if you desire to be involved.

Refunds

Institutional Refund Policy

Students who withdraw (drop) from a class before the end of the third week of class will be granted a full (100%) refund. Additionally, students who attend a class only once or never by the end of the third week will be automatically withdrawn (dropped) and receive a full (100%) refund. If the College cancels a class and is not able to place the student in another suitable class, any

paid tuition and fees will be refunded. For terms shorter than a standard semester, such as the summer term, the refund period will be reduced in the same proportion. Withdrawal date is defined as the student's last date of recorded attendance or the midpoint of the semester for students who leave without notifying the institution. The refund policy is complex and federal and state regulations do have an impact on them; always ask to make sure you have a clear understanding of the consequences when you withdraw completely or partially (see below).

Return of Title IV Funds Policy

This policy applies to students who received federal Title IV student aid (Federal Pell Grant and Federal Supplemental Educational Opportunity Grant) and completely terminate enrollment prior to completing 60% of the enrollment period.

The amount of Title IV aid an institution must refund to the federal programs is determined by the federal return to Title IV funds formula as specified in Section 484 B of the Higher Education Act. St. Augustine College utilizes software provided by the Department of Education to calculate the amount of aid that must be refunded.

A St. Augustine College student who officially withdraws at any time during the semester must go through a process which begins with an Academic Advisor. The student is then advised by the Office of Financial Aid so s/he is aware of the effect of this decision on his/her aid package. Appropriate calculations will be performed prior to the official withdrawal so the student is aware of the precise fiscal consequences. If the student decides to withdraw, the official withdrawal date provided by the Registrar's office based on the last date of attendance, as submitted by the instructor, is utilized to document the last date of enrollment for an official withdrawal in the Return to Title IV calculation.

A student who earns all failing grades based on non-attendance is considered an unofficial withdrawal for the purpose of the Return to Title IV policy. The last date of attendance documented on the Registrar's Office attendance report, as submitted by the instructor, will be utilized for the return of Title IV funds calculation. If the date cannot be determined, the midpoint of the semester will be utilized.

St. Augustine College returns unearned aid used to pay institutional charges within 45 days of the withdrawal determination in the following order:

1. Federal Pell Grant
2. Federal Supplemental Educational Opportunity Grant

If it is determined the student is eligible for Title IV funds post withdrawal, these funds will be automatically credited to the student account for allowable current outstanding charges within 45 days of the date the school determined the student withdrew. Students without outstanding charges will have grant funding refunded within 45 days of the date the school determined the

student withdrew. If a student withdraws prior to completing verification, all Title IV funds will be returned.

Copies of information from the Student Aid Handbook or other regulatory sources can also be made available at the request of the student.

Grade assignments & policies

Course Pre-requisites and Credit Hour Policy

Many of the courses offered at the College are designed to be taken in a cumulative sequence in which one course builds upon the knowledge of the other. Therefore, for some courses there is a prerequisite, a course or series of courses that you must have taken and satisfactorily completed in order to enroll in subsequent courses. In the case of Developmental English and Mathematics, these prerequisites can be waived if you take and pass a placement test. Having prerequisites waived does not reduce the minimum of credit hours required for graduation (at least sixty for the Associate Degree and one hundred twenty for the Bachelor's Degrees, but one hundred twenty eight for Social Work).

The awarding of credit hours must also conform to the Credit Hour Policy regarding total hours of instruction and out-of-class work. The full policy is explained in another section of this Handbook.

Satisfactory Academic Progress Policy

St. Augustine College's Policy for Satisfactory Academic Progress is aimed at promoting the pursuit of high academic achievement. The College's educational philosophy abides by the principle that "a student's performance will rise to match his/her educator's expectations."

The College policy does not imply that individual learning differences be ignored, or forced into a system of arbitrary inflexibility. The institution is devoted to the fostering of educational achievement within a framework of realistic parameters and availability of resources. The parameters, which define policy standards, represent the minimal compliance requirements for academic and financial aid standing. Students must comply with the policy in order to maintain eligibility for participating in the financial aid programs. The "Satisfactory Academic Progress Policy" is based on students' compliance with the policy's standards. Students' academic standing and progress will be reviewed at the end of every term. Students who have questions about academic status and/or satisfactory progress must consult with their Academic Advisors.

The Registrar's office, on the basis of reports received from the Academic Affairs Department, issues midterm and final grades, which are used along with attendance records by advisors to

monitor student performance; students found to be at high risk are contacted by advisors to set up corrective actions.

Grade Point Designations

Used in GPA computation:

A = 4 points, counted as registered hours
 B = 3 points, counted as registered hours
 C = 2 points, counted as registered hours
 D = 1 point, counted as registered hours
 F = 0 points, counted as registered hours
 IF = 0 points, counted as registered hours
 I = 0 points, counted as registered hours

Not used in GPA computation:

V = Not counted as registered hours
 EW = Not counted as registered hours
 AW = Counted as registered hours
 SW = Counted as registered hours
 S = Counted as registered hours*
 U = Counted as registered hours*
 NG = Counted as registered hours
 T = Counted as registered hours
 TU = Not Counted as registered hours

* These grade designations are most often used for laboratories, which carry no credits.

Grade Definitions

| Grade | Interpretation | Grade Point Value |
|--------------|---|--------------------------|
| A | Superior | 4 |
| B | Good | 3 |
| C | Average | 2 |
| D | Minimum Passing | 1 |
| F | Failure | 0 |
| IF | Fail (unresolved incomplete) | 0 |
| I | Incomplete | 0 |
| | <i>It is changed to a letter grader after successful completion of missing work, or becomes an IF, if not resolved.</i> | |
| AW | Administrative Withdrawal | |
| EW | Extenuating Circumstances Withdrawal | |
| SW | Student Initiated Withdrawal | |
| V | Audit | |
| S | Satisfactory | |
| U | Unsatisfactory | |
| NG | Grade not reported by instructor by the deadline. | |
| | <i>It will be changed when the grade is received.</i> | |
| T | Transferred course | |
| TU | Transfer course under evaluation | |

Other symbols:

- * Course was retaken
- R Course repeated for credit

Cumulative GPA Measurement

The cumulative grade point average (GPA) is computed at the end of each semester on the basis of all grades, A through F, earned in College credit courses. Summer is treated as a regular semester.

Table of Minimum Standards for Good Academic Standing

| Cumulative Number of Registered Hours | Minimum Cumulative GPA |
|--|-------------------------------|
| 0-6 | 0.5 |
| 7-12 | 1.0 |
| 13-24 | 1.3 |
| 25-36 | 1.6 |
| 37-48 | 1.9 |
| 49 – above | 2.0 |

Table of Minimum Standards for Satisfactory Completion Rate

| Cumulative Number of Registered Hours | Minimum Cumulative number of credit hours with grades of A, B, C, D, or T |
|--|--|
| 0-4 | 0 |
| 5-8 | 4 |
| 9-12 | 8 |
| 13-16 | 11 |
| 17-20 | 14 |
| 21-24 | 16 |
| 25-28 | 19 |
| 29-32 | 22 |
| 33-36 | 24 |
| 37-40 | 27 |

| | |
|---------|-----|
| 41-44 | 30 |
| 45-48 | 32 |
| 49-52 | 35 |
| 53-56 | 38 |
| 57-60 | 40 |
| 61-64 | 43 |
| 65-68 | 46 |
| 69-72 | 48 |
| 73-76 | 51 |
| 77-80 | 54 |
| 81-84 | 56 |
| 85-88 | 59 |
| 89-92 | 62 |
| 93-96 | 64 |
| 97-100 | 67 |
| 101-104 | 70 |
| 105-108 | 72 |
| 109-112 | 75 |
| 113-116 | 78 |
| 117-120 | 80 |
| 121-124 | 83 |
| 125-128 | 86 |
| 129-132 | 88 |
| 133-136 | 91 |
| 137-140 | 94 |
| 141-144 | 96 |
| 145-148 | 99 |
| 149-152 | 102 |
| 153-156 | 104 |
| 157-160 | 107 |
| 161-164 | 110 |
| 165-168 | 112 |
| 169-172 | 115 |
| 173-176 | 118 |
| 177-180 | 120 |
| 181-184 | 123 |
| 185-188 | 126 |
| 189-192 | 128 |
| 193-196 | 131 |
| 197-200 | 134 |

These tables indicate minimum requirements. Some programs have different standards. Refer to Additional Admission Requirements for the Bachelor of Social Work and the Respiratory Therapy program. These tables are used by Academic Advisors and Financial Aid Counselors to assess academic standards and satisfactory academic progress for financial aid.

Mitigating Circumstances for Appeals

These are circumstances that take place in the life of students that could compromise the ability to make satisfactory academic progress. Students can explain these circumstances in an appeal process. These can include the following, but the list is not exhaustive:

- Death in the immediate family;
- Extended (over two weeks) and documented illness of the student or a member of the student's immediate
- family requiring medical intervention or hospitalization; or some other health/life threatening situation; or
- Childbirth by the student or student's spouse; or
- Family problems, such as separation/divorce, or other life-changing situations.

Satisfactory Academic Progress

Satisfactory Academic Progress is measured using three criteria.

1. **Academic Progress.** Academic progress is measured using the “table of minimum standards for good academic standing.” Each term students’ local GPA is compared to the table and a determination is made. If the local GPA meets or exceeds the table value, the student is “IN academic compliance” (IA). If the local PA is below the minimum standard, the student is “NOT IN academic compliance” (NA).
2. **Satisfactory Completion Rate.** The satisfactory completion rate is computed by adding all the hours registered with final grades of A, B, C, D and T and dividing this number by the total hours registered (with ANY grade) If the result is .67 or higher (2/3) the student is “IN satisfactory completion rate” (IC). If the result is .66 or less, the student is “NOT IN satisfactory completion rate” (NC). The “table of minimum standards for satisfactory completion rate” also illustrates the ratio of registered to completed hours needed to have the designation IN.
3. **Maximum Time Frame.** Students must complete academic programs within 1 ½ times or 150% the number of hours required for the program of study. All registered hours, whether the student received financial aid or not, (including repeated hours, withdrawn

hours, failed hours, and transfer hours) are counted toward this requirement. If a student has not yet attempted 150% of the hours required for a program, the student is “IN time frame” (IT). If the student exceeds the maximum time frame, the student will be “NOT IN time frame” (NT). If a student exceeds the maximum time frame he or she becomes ineligible to receive financial aid.

Satisfactory Academic Progress will be computed at the end of each term, after final grades are submitted. Summer term is treated as a regular term and Satisfactory Academic Progress is computed. The statuses are:

Good Progress – If a student is in academic progress (IA) *AND* in completion (IC) his or her status will be indicated as (GF). If a student is in the first term of attendance, he or she automatically starts at (GF) at the beginning of the first term.

Warning – If a student was in (GF) the prior term of enrollment and ends the current term out of academic compliance (NA) or out of completion rate (NC), he or she will be placed on warning (WF). If a student started a term on (WF) and ends the term on (GF) he if she will regain (GF) status.

Appeal and Plan– If a student does not regain (GF) after a term on warning (WF), his or her status will be changed to “Appeal” and he or she will need to appeal with an academic advisor. The student is not be eligible for further financial aid until the appeal is reviewed and approved. Appeals will be reviewed by the Financial Aid Appeal Committee and either approved (AA) or denied (AD). The appeal must include (1) an explanation of the mitigating circumstance(s) that led to losing GF status, (2) an explanation of how the circumstances have changed and (3) a plan (PL), which specifies how the student plans to regain GF status within the maximum time frame allowed for the desired program. During the period where the standing is AA, it is the responsibility of the student to meet with his or her academic advisor every two weeks to discuss progress. Additionally, the plan will be reviewed each term for compliance with its own terms. If not in compliance, which is the student has not made progress with his or her own plan, the student will become ineligible to receive financial aid (XF).

Regaining financial aid eligibility after becoming ineligible (XF)—In order to regain financial aid eligibility, a student must make academic progress without the use of aid whether at this institution or another one. If the student can prove that he or she can make academic progress over at least one academic semester and prove that he or she can complete the desired program of study within the maximum time frame, he or she can regain eligibility.

As you can see, these policies, which follow governmental mandates, are strict, and may sound confusing, mostly during your first semesters at St. Augustine College; Academic Advisors and Financial Aid Counselors will be glad to explain and clarify them at your request.

Remedial Courses

St. Augustine College does not offer solely remedial programming; the exceptions would be the math tutorial MTL (Math Tutoring Lab) taken most often during the summer term as the sole class for students attempting to resolve incompletes or other exceptional circumstances, and auditing a class under authorization from the Dean of Academic and Student Affairs.

Performance Notices

When an instructor feels that your academic performance or class behavior is not satisfactory, he/she may choose to send a Performance Notice to your Academic Advisor. In the performance notice, the instructor indicates the problems in your academic performance and recommends possible solutions. Your Academic Advisor will contact you to discuss the Performance Notice and assist you in looking for alternatives and solutions to your academic problems. The Academic Advisor will recommend study techniques, peer tutoring, or other tutoring services that may assist you, and will conduct with you a joint assessment of the situation to decide a course of action; your instructor will receive feedback from the advisor. Under certain circumstances, the issuing faculty makes specific recommendations to be discussed with you by the Academic Advisor, such as mandatory tutoring or completion of additional assignments.

A Performance Notice is a warning, an indicator of a problem and potential failure of a course, and an indicator of those areas in which you need to improve to succeed in the course. If you act upon the recommendations of your Advisor you may successfully complete the course.

Grade Point Average (GPA)

Your Grade Point Average (GPA) reflects your academic performance by averaging the grades you have received in relation to the number of hours you have enrolled. There are two forms of GPA with which you need to be familiar:

- **Semester GPA:** Reflects your academic performance in a given semester. It is calculated according to the formula given in the College's Catalog, taking into account only the courses you have enrolled for in one semester.
- **Cumulative GPA:** Reflects your academic performance throughout the semesters you have studied at the College, and is calculated with the same formula mentioned above, but takes into consideration all of the courses for which you have enrolled since you started. Minimum GPA to graduate from St. Augustine College is 2.00 for the Associate and BA Degrees, and 2.75 for the Bachelor of Social Work.

Your GPA affects your academic status and is also a reflection of your academic performance, and it is an important part of your academic record.

Grade Appeals

It is the intent of the College to provide all students with procedures by which their legitimate right to seek redress can be exercised, when they do not believe that their final grade in a course is consistent with the syllabus requirement for the grade (the established grading scale is outlined in the syllabus).

Procedure:

1. Within 90 days from the date the grade is issued, the student must contact the department for a review of the grade calculation. If s/he is not satisfied with the outcome, then,
2. The student should file a written grade appeal petition with an Academic Advisor. The Dean of Instruction, will form an ad hoc academic appeals committee which will review the evidence available and make a final decision. The Committee's decision is final.

Incomplete Grades (I)

If a student is passing a course and misses the final examination or fails to complete a major course assignment, the instructor may assign a grade of "I". For this grade to be assigned, the following conditions apply:

- The decision to give the grade of incomplete is solely the responsibility of the faculty and the course coordinator/chairperson; student should be passing the course at the time the incomplete is considered.
- Incomplete grades (I) are given after student requests in writing an incomplete grade, and/or the faculty determines that an 'I' grade is acceptable, such as when the student is unavailable to make the request personally.
- Incomplete grades should be given only to students who have demonstrated responsible conduct towards meeting the course requirements and extenuating circumstances have prevented the student from completing some of the course requirements.
- Students must provide documentation describing the circumstances for requesting an incomplete.
- Incomplete grades cannot be requested after the semester has ended.

The instructor must: a) fill out an "incomplete grade report" form for each student who receives an incomplete grade; b) indicate the current student grade on the incomplete grade report; c) explain what the student needs to do in order to complete the course; and d) maintain grade records for the period of time required to remove the incomplete.

An incomplete grade must be removed by the end of the following semester. If during a whole semester the student does not change his/her grade, the "I" automatically becomes "IF". Once the IF grade is assigned, the course has to be taken again if credit is to be received. In the case

of courses, whose content requires practicum, the student will have up to two semesters to remove the incomplete, subject to approval from the Department Chair and Dean of Instruction.

If the incomplete grade represents an impediment for graduation, the incomplete grade must be removed prior to the end of the 13th week of the semester in which the student is graduating.

Academic policies and support

Role and Responsibilities of the Academic Advisor

An Academic Advisor is assigned to you at the time of Registration in order to be your liaison with the College's offices and administrators. The Advisor will assist you with:

- Your academic plan and select appropriate courses;
- Complying with the College's requirements for program completion and graduation; ☐ Career and transfer information;
- Monitoring of academic progress, attendance, and financial aid compliance;
- Information regarding extracurricular activities and student organizations;
- Processing of academic and financial aid appeals (see Appeals, Academic or Financial Aid Exclusion);
- Receiving and processing requests for special accommodations under ADA;
- Receiving and processing complaints;
- Referrals for services not provided by the College, such as personal counseling;
- All student complaints. The full policy and forms for registering a Student Complaint are in the attachments to this Manual;
- Learning disabilities and Learning Assistance adjudication. The full policy and forms for requesting an accommodation based upon a certified learning disability are in the attachments to this Manual.

Your Academic Advisor is available to talk with you about any problems or concerns that are interfering with your academic goals. At the beginning of each semester, the office hours for advisors are posted and information is emailed to every student as to who the assigned academic advisor is and how he/she could be contacted. Although you will have an advisor formally assigned to you, any advisor, at any location, will provide you with advising services on a walk-in basis.

If you experience difficulties with your Advisor, see the Changing Academic Advisors below.

Changing Academic Advisors

It is impossible to feel at ease with everyone. Some students may not feel comfortable working with the Academic Advisor assigned to him/her. In this case:

- Speak to the Academic Advisor assigned to you (or the Associate Dean of Student Services) and explain to her/him that for personal reasons you would prefer to be assigned a different Academic Advisor.
- The Associate Dean will process your request and notify you who the new advisor is, and his/her contact information and office hours.

Academic Improvement Plan

Whenever a student is in warning status (as defined by the Academic Standards and Satisfactory Academic Progress for Financial Aid), he/she is required to develop an Academic Improvement Plan with the assigned Academic Advisor. This plan, developed by your Academic Advisor and you, has the purpose of assisting you in overcoming the limitations that affect your academic performance. The plan must include specific remedial actions and a schedule of meetings with your Academic Advisor. A simplified version of the Academic Improvement Plan is the action plan agreed upon when a performance notice has been discussed.

If the student was unsuccessful in removing either the warning status, he/she must file an appeal with an Academic Advisor for his/her case to be reviewed by the Appeals Committee, which members are the Dean of Academic and Student Affairs, the Dean of Instruction, and the Assistant Dean of Academic Advising or their appointees (see above for more details).

Instructional Support Services / Tutoring

Instructional Support Services helps all students at St. Augustine College achieve their fullest academic potential. The ISS will assist students in most academic areas. The services will begin most of the times by week 3 and end week 16 of the semester and a schedule with locations and times is prominently posted for everyone to see it. Most tutoring groups are taught by teachers trained in the subject area, although some tutoring groups may be conducted by qualified student mentors that have demonstrated thorough knowledge in the subject area. The ISS includes individual and group sessions, as well as study groups aimed at improving the students' understanding and study skills; learning software and other resources are also available. *If you need help with any subject area, please contact your Academic Advisor.*

Personal Counseling

Pursuing a college education is a very important decision in the life of any student. The decision to study may affect the rest of the student's life and vice-versa; his/her life will affect her/his academic performance.

Academic Advisors are prepared to provide you with academic counseling and to direct you to the appropriate resources for personal matters, as we understand that college can create stress in everyone's personal life. If you are concerned about a personal matter related to your family,

schools, or financial issues, please see your Academic Advisor. They are prepared to listen to you and to direct you to professional services if necessary.

Working with Public Aid Caseworkers and other Human Services Staff

Sometimes, if you are receiving public aid, Social Security, or other state and/or federal benefits, you may be asked questions regarding your educational program for which you may not have a clear answer. Part of the work of your Academic Advisor is to assist you in these situations. You may find it beneficial to ask your Academic Advisor to contact your public aid counselor in order to answer and/or clarify any doubts that your public aid counselor may have regarding your academic plans. If you are required to present any documentation of your attendance, academic progress, etc., your Academic Advisor can provide them for you. It should be taken into consideration that FERPA requires advisors to have a written permission from you to release your academic information; ask the Academic Advisor for the details and see the FERPA section at the appendices.

When requesting letters for Public Aid or similar agencies, you must allow at least 48 hours for them to be prepared. There are many students requesting similar services and it may be impossible to prepare the letters for you at a moment's notice.

Career and Transfer Center

The mission of the Career and Transfer Center at St. Augustine College is to provide professional and personalized academic and workforce support services to St. Augustine students and alumni. The center assists students in the process of transferring to a four-year institution, career counseling, career exploration, workshops on topics of interest, and the implementation of strategic job searching and skills development required to succeed in a global workplace. Located at the Main Campus, their services are available for students at all campuses; contact them at (773) 878 3357 or (773) 878 3960 if you are interested in exploring these opportunities.

It is your responsibility to request an advisor's assistance and to ensure that the chosen curriculum meets the requirements of the four-year institution to which you plan to transfer. St. Augustine College has a transferable General Education Core Curriculum that meets the requirements established by the Illinois Board of Higher Education.

The College has articulation agreements with several local universities and dual admissions agreements with Northeastern Illinois University, National-Louis University, DeVry Institute of Technology, and others. Contact the Career and Transfer Center Director for more information.

Graduation

Graduation Clearance Procedures

At the registration or pre-registration in which you are enrolling for your last semester towards a degree or certificate, you must review, with your Academic Advisor, your academic performance to date.

- You must fill out a graduation application with your academic advisor in order to get the graduation process started. The graduation petition summarizes your coursework at St. Augustine College, and reflects the completion of all the requirements. Its acceptance by the Registrar's Office means that you have completed the graduation clearance procedure.
- Your Academic Advisor will notify you of any impediments to your graduation.
- You will be asked to fill out an online graduation survey.

See the catalog for a complete list of the Graduation Requirements.

Receiving your Diploma or Degree

In order to receive your Diploma or degree, it is necessary to have fulfilled all of the graduation requirements, and have completed your graduation petition and clearance procedures. Diplomas are issued three times a year, at the end of the Fall, Spring, and Summer semesters, yet there is only one commencement ceremony (graduation) each year, at the end of the Spring semester. Those students fulfilling incomplete coursework or other graduation requirements during the summer will have their diplomas issued by the summer graduation day if possible; if not, by the end of the following Fall semester.

Graduating with Honors

To celebrate academic achievement, the College awards degrees of distinction to those students graduating with cumulative grade point averages of 3.5 or higher as listed below:

- Cum Laude: GPA of 3.50 to 3.699
- Magna Cum Laude: GPA of 3.70 to 3.899
- Summa Cum Laude: GPA of 3.9 to 4.00

These honors are awarded during the Commencement Ceremony.

Graduation Ceremony

There is one annual official graduation ceremony, called Commencement, and it is held at the end of the Spring semester. In order to participate in the ceremony, you must complete the Graduation Clearance Procedure. Those students with the highest Grade Point Average (GPA) proudly wear their honors' medals for the occasion. It is the honor of the Graduation Class Representatives, usually referred to as valedictorians (one for the Associates and another for the Bachelors) to give speeches on behalf of their graduating class.

Reference Letters for employment or transfer

For the purposes of employment and transferring to other colleges, you may be required to provide personal reference letters. Your professors and your Academic Advisor can provide these letters for you. It is rather difficult to obtain them at the last moment. If you need reference letters, allow at least one week for the person(s) writing them to have them ready. You can request these letters directly or by leaving a note for your Advisor or professor.

Financial Aid

Anyone accepted for admission to St. Augustine College who is a citizen or permanent resident of the United States may be eligible for financial aid. Although the government regulations largely determine what "financial need" is, the staff of the Financial Aid Office will assist students in meeting their financial needs in order to attend the College.

State Financial Aid: The Illinois Student Assistance Commission (ISAC) MAP Awards

The Illinois Student Assistance Commission Monetary Award Program is available to any student attending an approved Illinois college or university who can demonstrate financial need and qualifies as an Illinois resident. Application must be filed for each academic year (jointly with the federal application).

Federal Financial Aid: Federal Pell Grant

This is a federal assistance program for any undergraduate student who demonstrates financial need. The amount of the grant varies according to the student's need and the maximum allowed under the federal program. Application also must be filed for each academic year (jointly with the state application).

Federal Supplemental Educational Opportunity Grant (FSEOG)

This federal program is designed for any undergraduate who demonstrates financial need annually. The federal government provides post-secondary institutions with allocations from which the Director of Financial Aid assigns awards.

Federal College Work-Study Program

St. Augustine College participates in the College Work-Study (CWS) Program, a federal financial aid program that helps colleges to provide jobs for students who exhibit need in financing their college education. To participate in the College Work-Study Program, a student must receive a CWS award as part of a financial aid offer from the Financial Aid Office. In order to maintain eligibility to participate in the CWS program, the student must comply with Financial Aid Office requirements.

St. Augustine College Financial Aid

St. Augustine College offers its own merit-based and need-based awards and grants. Since the eligibility qualifications and conditions are different for each one of them, it is recommended that interested students talk to either an Academic Advisor or a Financial Aid Counselor for further details.

Presidential Discretionary Fund and Other Awards

Occasionally, St. Augustine College receives grants or donations for specific academic or occupational programs, or there are limited moneys for specific purposes. Information about these scholarship opportunities can be obtained from a Financial Aid Counselor or from an Academic Advisor.

Presidential Scholarships

The College grants these awards to students who demonstrate scholastic achievement in their academic programs. This award is given at the beginning of the semester and is for 50% of tuition and fees. New and continuing students may apply.

New Students:

A new student must apply through the Financial Aid Office and make arrangements with the Admissions Office to take a test designated for this purpose.

Continuing Students:

A student must complete an application for institutional aid. The Financial Aid Director will review the student's academic record and make the award if funds are available and the student is eligible.

St. Augustine College (SAC) Awards

St. Augustine College (SAC) Awards are smaller grants provided directly by the College. These awards are conferred (within the limits of the funds available) on the basis of need to students progressing satisfactorily and who are in good standing with the Bursar's Office.

Financial Aid Award Letter

Every year, after completing your financial aid application process, you will receive an award letter from the Financial Aid Office. This letter indicates what funds are being awarded to you for the current academic year by both the Federal and State granting sources, and by signing it you accept the award and commit to provide the information required by the Financial Aid Office.

Ineligibility if Convicted for Possession or Sale of Controlled Substances

As of July 1, 2000, any student currently receiving financial aid who has been convicted of any offense under any federal or state law involving the possession or sale of a controlled substance

shall not be eligible to receive any grant, loan or work assistance during the period beginning on the date of such conviction and ending after the interval specified. This restriction is part of the Higher Education Act Amendments of 1998; for further information visit www.ed.gov.

Payments and records

Transcripts

When you transfer to another college, or when applying for a job, you will need a copy of your official transcripts. You must request your transcripts at the Registrar's Office. The Registrar's Office will mail your official transcript directly to the institution to which you are planning to transfer or will issue a sealed transcript to be picked up if you choose so. Usually, it takes a full week, after requesting them, before the other institution receives a mailed transcript. The first transcript is issued at no charge; there is a nominal fee for successive requests. **Transcripts will not be released if a student has any debt with the College.**

Bursar's Office

The Bursar's Office is responsible for keeping the accounting records of all of the students. For any questions regarding your balance, contact the Bursar's Office (Main Campus). This Office mails statements of student accounts, makes payment plans, etc. This is also where you make payments for transcript requests, child care, etc. and where the overall management of your student account occurs.

Bursar's Office Clearance

As part of the registration process, you must stop by Bursar's Office, where the status of your account will be reviewed for clearance. Outstanding balances above the amount determined by the Administration may require payment arrangements or eventually prevent your registration. Contact Bursar's Office staff for any question regarding your student account.

Student's Change of Address, Phone & E-mail

In order to keep your records updated, it is important that you report every change of address, telephone number and e-mail. Please ask your Academic Advisor or the Admissions Office to correct your address, phone and/or e-mail while you wait. Changes of address, phone numbers and e-mail can also be made at the time of registration in the Admissions Office. This is vital for emergency purposes as well as administrative records.

Student's Name Change

In addition, in order to keep your records updated, it is important that you report any legal name change to your Academic Advisor or the Admissions Office. It is imperative in this case

that you provide appropriate legal documentation, such as a court order, to the Academic Advisor or the Admissions Office. This information is important when processing correspondence, grant applications, registrations, and transcripts.

Learning Resources

Computer Laboratories

Computer labs are available for general use and Technology Assistants are available to help if needed. The use of the labs requires an updated College ID card.

Open computer lab hours are available when each campus is open. Hours are usually adjusted during summer depending on demand and Technology Assistant availability; always consult timetables for accurate information.

Guidelines for Use of Computers and the Internet at St. Augustine College

General guidelines for the use of the college computing, networking, information resources and the Internet at St. Augustine must be understood and honored by every student, faculty and administrator.

Individual rights regarding intellectual property, privacy, freedom from harassment and academic freedom must be respected. Acceptable uses are research, education, and public service; unacceptable uses, including illegal or commercial purposes, or transmitting threatening, obscene or harassing content are prohibited. These provisions apply to every member of the St. Augustine community as a user.

For your reference, the Acceptable Use Policy of the College is explained below, and it is also available from the College catalog. The statement part must be signed by each student before a password is issued for access to the College's computers, software, network, and other online resources.

Technology-based instruction and resources (E-Campus)

E-Campus is a web-based system that allows students to take at least part of one or more classes under a distance-learning approach; students may access assignments and upload work using E-Campus on the library work stations, or off campus through the Internet. The instructor will let you know if the class you are taking has an E-Campus component. Other technology-based resources are being integrated into classes; your instructor will provide you with information and specific guidelines as needed.

Information Commons/Library (library.staugustine.edu)

The Information Commons/Library provides students with tools to discover, access, evaluate, and use published and unpublished information. Librarians provide reference and library instruction services to all students and faculty. Technology specialists provide computer and Internet connectivity assistance at all teaching locations. ***Instructions for accessing the Information Commons/Library online through the campus website is Attachment B.***

St. Augustine College has five teaching locations that use the Internet to deliver most library and technology resources and services. More than one million books and journal articles resources are indexed in SAC's online databases. In addition, students, faculty and staff may access the virtual library 24 hours a day, every day of the year via the library's web site, library.staugustine.edu. This web site is the key to the library's online catalog, reference sources, 150,000+ e-books, and 500,000+ full-text journal articles.

The main Library at the Argyle Campus maintains a collection of 10,000+ current books and multimedia instructional resources that support the college's curriculum. A special collection of Spanish-language literature and the 72-volume historical encyclopedia, *Enciclopedia Universal Ilustrada Europeo-Americana*, also known as *Enciclopedia Espasa*, are housed at Argyle library. Books and videos are delivered from the Main Campus to faculty and students at any teaching location on request via SAC's Intercampus Delivery Service.

St. Augustine College is a partner in library consortia that provide interlibrary loan services to SAC students and faculty: Chicago-area, the statewide ILLINET, and the international OCLC Worldcat networks. Interlibrary loan services are available without charge to SAC students and faculty for books and journal articles that are not available in SAC's Library.

The Library at the Main/Argyle Campus is open Monday-Friday 8:30 am – 9:45 pm, and Saturday 8:30 am – 5:00 pm during academic terms; hours may vary and accurate information is available for each term on-site. SAC Librarians and Library/IT staff are available to answer questions in person, by phone, by e-mail, or text message at all hours the Library is open.

Contact the Information Commons/Library staff at (773) 878 3752 or (773) 878 3710

Cultural Events

The Office of Academic Advising is responsible for coordinating all of the cultural events that take place at the College with the exception of those promoted by external agencies, which are coordinated by the Office of Development. These events usually fall in one of the following categories:

- Cultural events promoted and organized by the Office of Academic Advising. This include concerts, theater performances, visiting artists, exhibits, and other similar activities, and are generally offered free of charge to the students and their families.

- Cultural events promoted by external agencies; many community based groups hold cultural presentations at the College. In these cases, the College serves as a host, and there is usually an admission charge, with special ticket prices for students.
- Cultural events organized by the students; students are encouraged to organize and to participate in cultural events. If you are interested in organizing or participating in cultural activities, ask your Academic Advisor about ways to get involved.

Administrative Services

Child Development Centers

The College offers professional child care services at all course locations except Aurora for a nominal fee, through its Child Development Centers, which serve children, ages 3 to 12. Students may use these services while attending classes, using the library or the other school services. Contact information for enrolling a child at a St. Augustine Child Development Center is on the next page.

Child Development Center Requirements

The Child Development Center serves children between the ages of 3 years old and 12 years old (**Children must be toilet-trained**). The following documents are required for children to be admitted into the Child Development Center.

- Complete registration packet
- A copy of the child's birth certificate
- A current physical exam (less than 6 months old)
- Updated immunization record
- A current dental exam (less than 6 months old)
- A copy of the parent's current class schedule

To complete the application process, please bring the above listed documents before or on the day of registration.

Please contact the Child Development Center staff for hours of operation and other specific details, at (773) 878 3231.

Fee Policy

The Child Development Center charges a nominal fee per child per semester. In order to avoid any additional charges or holds, we urge you to make your full payment at the moment of registration or by the end of the semester. Payment is made in the form of a check or money order payable to St. Augustine College.

Cancellation of Child Development Center Services:

In order to withdraw from the Child Development Center, parents must sign a withdrawal form and provide a reason for the withdrawal. For a full refund, parents must drop their child or children before week 3 of the current semester, or prove that the child did not attend and/or receive services.

Bookstore

The bookstore offers new, used, and rental book options; the latter is the one preferred by most students. You may want to purchase/rent the books by yourself, but keep in mind that you should arrange for the books to be received before the courses begin; your professors expect you to show up with your book by day one.

Parking

Limited parking, including space for the disabled, is provided at the main campus and at each satellite. There is additional on-street parking. Unauthorized cars parked in reserved and disabled spaces, or cars illegally parked, are subject to towing. All parking is free of charge on a first-come, first-served basis.

Food and Vending Service

Food services are provided at the main campus and satellites with schedules that accommodate most student needs. Vending machines are also available at selected locations in each building.

Campus Security Act of 1990 (Jeanne Clery Act)

St. Augustine College is in compliance with the Campus Security Act. (P.L. 101-542). Information is collected to provide institutional safety policies and crime statistics to students. Further information regarding the annual crime statistics are available through the Office of the Dean of Academic and Student Affairs.

Personal Emergencies

Please inform your friends and family that in the event of an emergency, you may be reached through the Office of Academic Advising, the Site Directors, or through the Receptionist at the Main Campus. Since the office hours of the Site Directors and Academic Advisors vary, it is recommended to call the main College phone (773) 878 8756 for assistance.

It is important that those calling you know the name of the class that you're in; otherwise, it may be difficult to locate you.

St. Augustine Emergency Notification to Students, Faculty, and Staff

In compliance with state and federal law, St. Augustine has an Emergency Notification System to reach all students, faculty and staff. This system provides immediate notification to the St.

Augustine community through e-mail, cell phone and landline contacts, and is posted on the St. Augustine website about any emergency at any or all campuses of the College.

When it is necessary to close the College during regular business hours due to an emergency, including a weather emergency, an announcement indicating that the College is closed will also be broadcast on WMAQ (670 AM) WGN (720 AM) and WBBM (780 AM) radio stations.

In order for the St. Augustine Emergency Notification System to reach all students, faculty and staff, you are assigned a St. Augustine e-mail address. In addition, the System will reach you at any e-mail or phone number that you provide to the College when you register for the semester.

St. Augustine Policy Regarding Emergency Situations

The College has a full statement of policies and safety instructions regarding emergency situations. ***This statement may be found in the Attachment C for your information.***

Campus Security Services

The College provides for your security through Security Guards/Building Monitors, whose responsibility is to protect students, faculty and staff, as well as the surveillance of the facilities. Since they constantly move around the premises, the best way to contact them is through the Receptionist. Security Guards/Building Monitors are easily identifiable by their uniforms and badges.

St. Augustine College complies with the Crime Awareness Act and reports to the College community, on a yearly basis, its statistics regarding criminal occurrences in any of its facilities. Preventive measures are in place through the use of security guards and alarm systems.

Ambulance Services

Should a staff member of the College determine there is the need for an emergency transfer to the hospital, either for medical or psychiatric reasons, the Chicago Police and Fire Departments (911) will be called. The Police and Fire Departments will assess the situation and, if appropriate, transfer the student to a local hospital. In most cases, College staff members do not accompany students to the hospital. In all cases, students are financially responsible for all costs related to the ambulance and/or off-campus care. The College does not provide transportation to and from the hospital or other off-campus services.

Liability Insurance

Any accidents that take place must be reported immediately to the Office of the Dean of Academic and Student Affairs, who oversees Physical Facilities. The College carries a limited insurance policy for cases in which its liability might be invoked after the injured person has

his/her claim processed by his/her insurer; field placement situations are also covered under the policy.. However, the College is not insured for loss or damage to personal property and is not responsible for such losses.

College Behavioral Standards & Policies

College Standards and Appeals

Representing the College in Public

Only those persons expressly authorized by the President of the College may represent the College in any public speaking appearances. Whenever you make any public statements identifying yourself as a student of the College you must indicate that you are presenting your personal point of view and opinions and not those of the College. Unless said otherwise, it is implied that individuals voicing personal opinions do not represent the College.

Academic Integrity

Scholastic integrity lies at the heart of this academic institution. It is expected that all material submitted as part of any class exercise, in or out of class, is the actual work of the student whose name appears on the material or is properly documented otherwise. Plagiarisms, collusion, other forms of cheating, or scholastic dishonesty are incompatible with the principles of St. Augustine. Students engaging in such activities may receive failing grades or no credit for assignments or examinations, may be required to resubmit assignments or retake examinations, may receive a failing grade in the course, or may be suspended or expelled. Cases involving academic dishonesty are initially considered and determined at the faculty and department/program levels. Appeal of the department/program decision is to the Dean of Instruction, whose decision is final.

Copyright Policy

The College community is required to comply with the *United States Copyright Law of 1976 (the "Act")*, 17 U.S.C. 101 et seq. The College is also committed to preserving the rights accorded to users of copyrighted works under the "fair use" provision of the Act. All faculty, staff and students must adhere to College copyright policy and are expected to review authoritative online resources, such as those cited below, when considering the use of copyrighted works of others in the course of instruction.

Copyright protects "original works of authorship fixed in any tangible medium of expression." 17 U.S.C. 102 (a). Copyright generally extends automatic protection to any original expression of creative work that is recorded in any tangible form (published or unpublished). 17 U.S. C. 101. These works include, but are not limited to: literary works; musical works; dramatic works;

pantomimes or choreographic works; pictorial, graphic and sculptural works; motion pictures and other audio visual works; sound recordings; and architectural works. A copyright notice is not required for copyright protection.

St. Augustine encourages an environment that provides for the fair use of copyrighted materials to achieve the goals of teaching, service, and research, while remaining in compliance with applicable laws. A “fair use” can be determined by examining four (4) factors: (1) the purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes; (2) the nature of the copyrighted work; (3) the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and (4) the effect of the use upon the potential market for or value of the copyrighted work. U.S.C. 107. The four “fair use” factors should be evaluated each time an employee seeks to copy materials for instructional use.

Further explanation of the four “fair use” factors may be found at the following two URLs and other educational sites: www.lib.purdue.edu/uco/Copyrightbasics/fair_use.html [http://fairuse.stanford.edu/Copyright and Fair Use Overview/chapter9/9-b.html](http://fairuse.stanford.edu/Copyright_and_Fair_Use_Overview/chapter9/9-b.html). For further guidance on copyright, see www.knowyourcopyrights.org/resourcesfac/kycrbrochure.shtml, the Library of Congress, the American Library Association, the Association of Research Libraries, other recognized national or state library organizations or at www.copyright.gov.

Student Complaint Policy

The College provides the right to a fair hearing for each student complaint arising during his/her time as a student at St. Augustine College.

Complaints

This procedure is designed to address complaints regarding any department or service, including, but not limited to dissatisfaction expressed by a student because he/she believes that a policy, procedure or practice has occurred that adversely affects the student, allegations of discrimination by reason of race, sex, national origin, disability, religion or other areas covered by federal or state laws, guidelines and regulations, and College policies and procedures.

St. Augustine provides published policies in the College catalog on Grade Appeals, which is a separate procedure. Grade Appeals are not considered as complaints that are to be included in the log of student complaints.

Complaint Resolution

Any student who believes that his/her rights as a student have been infringed upon should initiate a written Student Complaint with the Office of Academic Advising within fifteen (15) working days of the incident, unless extenuating circumstances necessitate additional time.

The Associate Dean of Student Services shall then collect all pertinent information and convene all parties involved, if appropriate. The Office of Academic Advising and the student may mutually agree to invite others to serve as resource persons in their attempts to resolve the complaint. Every reasonable effort shall be made in good faith by all parties to resolve the complaint satisfactorily.

The student filing the complaint will be informed of the action taken or progress accomplished within thirty (30) working days of the filing date of the complaint, unless extenuating circumstances necessitate additional time. Moreover, the student shall be informed, along with the nature of the extenuating circumstance, if more than thirty (30) days are required.

The detailed procedure and form for student complaints is Attachment A in this Handbook.

Students Rights and Responsibilities

Students are both citizens and members of an academic community. As a citizen, each student has the freedoms of speech, assembly, association, and the press, and the rights of petition and due process, which are guaranteed by the State and Federal constitutions. As members of an academic community, students have the right and the responsibility to participate, through the student course representative system and through dialogue with the College's Administration.

Student Code of Conduct

St. Augustine College is an institution that provides educational services. It operates on the basis of consideration and respect for all members of our community: faculty, staff, and students. For this reason, the College requires that students observe certain standards of behavior. If students do not want to risk disciplinary action, they must not engage in conduct which interferes with the requirements of appropriate behavior which the Board of Trustees has established for the operation of the College.

Academic Guidelines and Expectations

- Students must attend all classes, arrive on time, and stay in the classroom until the instructor dismisses the class. If they arrive late, students must enter the classroom quietly so as not to disrupt the class.
- The use of laptops and cell phones for non-academic purposes during class is not allowed. Therefore, students are expected to keep cellular phones off or in vibrator mode inside classrooms. Laptops may be used with the permission of the instructor if related to the needs of the course. During testing, cell phones are to be turned off.

- Students who plagiarize will receive the grade "0" (zero) in the corresponding assignment or project. Students who copy on exams or submit assignments or projects prepared by a third party shall receive the grade of "0" (zero). Instructors assigning this grade will notify the student, the Academic Advisor, and the corresponding Department Chair.
- Students who behave in a disruptive manner, such as to inhibit the learning of other students, shall be asked by the instructor to leave the classroom. In such a case, the instructor shall inform the site director, the student's Academic Advisor, and the Chair of his/her department of the circumstances.
- Students shall take their break at the designated time, and only for 15 minutes.
Instructors are authorized to resume instruction after the 15 minutes have ended.
- Students who miss classes are responsible for finding out what material was covered and what assignment they need to prepare for the following class. This can be completed by checking the syllabus, talking directly with their instructor, emailing the instructor, or consulting with their academic advisor.
- Students who are aware, ahead of time, that they will miss classes should contact the instructor to find out what work is expected of them.
- Students are responsible for completing all their assignments before they come to class. If a student does not do homework or class assignments, the student is responsible for following the instructor's guidelines for late or incomplete work.
- Students shall submit all assignments and class projects directly to the instructor, or as otherwise indicated by the instructor. Students should keep a copy of the assignment in case it is misplaced.
- Students are not allowed to bring visitors to the classroom, unless they are authorized in advance to do so.
- Lack of compliance with these guidelines and expectations will be handled by the Instructor or as otherwise indicated below.

Prohibited Conduct

Students are subject to disciplinary action, if they engage in the following behaviors:

- Forging, altering, misusing, or misrepresenting documents or records.
- Vandalizing or destroying public or private property.
- Engaging in behaviors that obstruct or disrupt authorized institutional activities.
- Failing to enter or use institutional facilities at authorized times and in an authorized manner.
- Engaging in physical, verbal or abusive conduct which may offend, threaten or endangers the well-being of another member of the College community or of visitors to the campus.
- Displaying disorderly conduct or using inappropriate verbal expressions on campus or at functions sponsored or supervised by the College.

- Failing to adhere to institutional regulations including, but not limited to, registration of organizations, manner and place of public expression, and use of institutional facilities.
- Engaging in conduct that is a crime under local, state or federal law, either on College premises or at off- campus functions sponsored or supervised by the College.
- Possessing, using, or distributing narcotics, or dangerous and controlled substances, except as permitted by law.
- Possessing, using, distributing or under the influence of alcohol on College premises without the authorization of the President.
- Possession of weapons, as described in the Campus Weapons Policy on p. 41.
- Possession of explosives, firecrackers, dangerous chemicals, or other substances prohibited by law.
- Failing to meet financial obligations relative to the College.
- Smoking, in areas not designated for this purpose.
- Destroying or removing College property such as tools, materials or equipment.

Sanctions for Violations of the Code of Student Conduct

Violations of the Code of Student Conduct shall be reported to the Assistant Dean of Academic Advising. The Assistant Dean will gather pertinent information and documentation and take appropriate action.

When circumstances allow, efforts should initially be made to resolve violations of the Code of Student Conduct at the local level by the Instructor, the Site Director, and the Student Representative. If there is an immediate threat, call 911.

The College will investigate the charge. Investigation will include discussions with the Academic Chair and Site Director, as well as other appropriate measures, depending on the circumstances and nature of the offense. If the College determines, after reasonable investigation, that the student has violated the Code, the College may impose one of the following sanctions:

Admonition:

An oral statement to the student that the student is violating or has violated the Code of Student Conduct will be documented in the student's file.

Warning:

Notice, orally and in writing, of further violation(s) of the Code being possible cause for Severe Disciplinary Action. This will be documented in the student's file.

Severe Disciplinary Action:

When a violation of the Code of Student Conduct is continued, repeated, or when a major violation that could warrant reparation or expulsion occurs, the Assistant Dean for Academic Advising will refer the case to a College Disciplinary Committee. The College Disciplinary Committee is composed of the Dean of Academic and Student Affairs, the Dean of Instruction, a student representative and — when the violation involves an instructor — the corresponding department chairperson or program administrator. Depending on the nature of the violation, additional persons may be asked to sit as part of the Committee.

In making its determination, the designated College Disciplinary Committee shall consider a written report by the Assistant Dean of Academic Advising as well as oral and written arguments by the student and other affected members of the College, which shall become a part of the student's file. Both the violation and the resolution adopted shall be documented in writing and a copy placed in the student's file.

The Office of Human Resources may be involved in the resolution of the problem if the violation affects human rights, institutional policies, or the law. When the violation involves the law, the College authorities shall involve the police and/or attorneys as appropriate to the case.

Any party involved may appeal the decision of the College Disciplinary Committee to the College President, who will determine whether the case merits further consideration by the President's Cabinet.

Campus Weapons Policy

The new policy below, which replaces all previous versions, is incorporated into the College Catalog, into student, faculty, adjunct faculty and staff handbooks, and on the College website, effective immediately.

St. Augustine College is committed to providing a safe environment for work and study. Violent behavior and threats of violence are strictly prohibited on College property. The possession or use of weapons of any kind, including firearms and explosives, is also expressly prohibited in College-related activities and on College property, except that an Illinois Concealed Carry Licensee who has a concealed firearm inside his or her vehicle shall be permitted to keep the firearm inside the vehicle and park the vehicle in a St. Augustine College owned parking lot. A licensee may keep the firearm, or ammunition, concealed in a case within a locked vehicle or in a locked container out of plain view within the vehicle while it is parked in a College owned

parking lot. "Case" is defined as a glove compartment or console that completely encases the weapon or firearm carrying box, shipping box or other container. A licensee may carry a concealed firearm in the immediate area surrounding the vehicle solely in order to store the firearm within the trunk or retrieve it from the trunk, as long as the firearm is unloaded before it is carried outside the vehicle.

The exception is that any law enforcement personnel, on-duty armed private security personnel, other government personnel authorized to carry a weapon, and retired law enforcement personnel with valid Retired Officer Carry Cards are exempt as per state law.

As any object has the potential to become a weapon, the College reserves the right to define a "weapon" based on its potential for damage or threat. Replicas and facsimiles of weapons are similarly prohibited. As warranted, violations will be referred to local law enforcement officials by immediately calling 911.

Any claims that an individual possesses a weapon or explosive will be responded to as an actual threat, whether or not evidence of said weapon or explosive exists. This prohibition applies to all students, faculty, staff, independent contractors, and visitors. Violators of any part of this policy will be subject to disciplinary action which may include immediate removal from the campus or sanctions including dismissal from the College.

Additional Program Enrollment or Acceptance Requirements: Medical History and Exam and/or Police Background Check

Additional enrollment or acceptance requirements apply to certain programs at St. Augustine College because of curriculum requirements, professional program standards, and/or legal responsibilities related to employment settings.

Some programs, such as Respiratory Therapy, require that students undergo medical exams and present their medical history.

Students in programs that include hospital or clinical rotations, direct contact with clients in social work settings, field observations and practica in schools, for example, must submit evidence of having completed a Criminal Background Check (sometimes called a Fingerprint Background Check) prior to engaging in such settings. Program-specific requirements and professional implications of a felony conviction for the Social Work, Respiratory Therapy, Early Childhood and other programs should be discussed with an Academic Advisor in the department offering the program for which a student is enrolling or applying.

General College Policies

Acceptable Use (of Electronic Resources) Policy

The College's Acceptable Use (of Electronic Resources) Policy must be signed by every faculty, staff and student. These requirements are essential regarding electronic communications and Internet use, and are included in the Human Resources Policy Handbook for all employees and for Faculty and Students in the College Catalog. The full policy is included in the Attachments.

Title IX

St. Augustine College adheres to the provisions outlined in Title IX of the 1972 Federal Education Amendment Act prohibiting sex discrimination and harassment in all activities of the College. Title IX is coordinated by the Office of Human Resources.

Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973

St. Augustine College follows the provisions of the Americans with Disabilities Act, as amended in 2008, and Section 504 of the Rehabilitation Act of 1973 that prohibit discrimination on the basis of an individual's disability and offers disabled persons the opportunity to participate fully in all educational programs and activities.

St. Augustine College's Office of Academic Advising coordinates and ensures services and accommodations for registered students with disabilities. These services provide equal educational opportunities to students by minimizing the impact of functional limitations upon their academic lives and offer disabled persons the opportunity to participate fully in all educational programs and activities.

The Dean of Academic & Student Affairs serves as the College ADA compliance officer. The Dean assumes responsibility for seeing that the College is properly interpreting federal regulations that require the College take such steps as are necessary to ensure that reasonable accommodations are made for all students with documented learning disabilities. The Dean is responsible for coordinating the College's compliance with these regulations with the Office of Academic Advising.

The College adheres to all confidentiality and privacy concerns as outlined in these regulations.

Any student with an appropriately documented disability is eligible for services. The Office of Academic Advising will serve students with permanent, temporary or episodic disabilities including psychological, medical, physical, visual, hearing and learning disabilities, including ADHD/ADD. Students seeking ADA and Section 504 services should contact the Office of Academic Advising as early as possible, including during the admission or registration process.

Family Educational Rights and Privacy Act of 1974 (FERPA)

The Family Educational Rights and Privacy act of 1974 affords certain rights to students with respect to the student's educational records. 1) The right to inspect and review their records within 45 days of a request for access. 2) The right to request amendment of the student's educational record that the student believes to be inaccurate. 3) The right to consent in writing to disclosures of personally identifiable information contained in the student's record. 4) The right to file a complaint with the U.S. Department of Education concerning alleged failures of St. Augustine College to comply with the requirements of FERPA. The office which administers FERPA is: Family Policy Compliance Office; U.S. Department of Education; 400 Maryland Ave, SW; Washington, DC 20202.

In compliance with the Family Educational Rights and Privacy Act of 1984, St. Augustine College protects the rights of students with relation to the accuracy and privacy of their educational records. Students requesting inspection, amendment or correction of the student's records may do so through the Associate Dean of Student Services or the Dean of Academic and Student Affairs. As the law permits, St. Augustine College has designated the following categories of information as directory information, to be released without prior written consent. Directory Information: Student's name; SAC e-mail address & phone number (currently enrolled students only); dates of attendance; date of any degree awarded and major; honors or awards received; and photographs. Students may direct that any of all of the listed directory information be withheld from public disclosure by completing a form in the Registrar's Office each year.

FERPA Annual Notice – Possible Federal and State Data Collection & Use

As of January 3, 2012, the U.S. Department of Education's FERPA regulations expand the circumstances under which a student's education records and personally identifiable information (PII) contained in such records— including Social Security Number, grades, or other private information—may be accessed without the student's consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities ("federal and state authorities") may allow access to student records and PII without consent to any third party designated by a federal or state authority to evaluate a federal- or state- supported education program. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, federal and state authorities may allow access to students' education records and PII without their consent to researchers performing certain types of studies, in certain cases even when St. Augustine College objects to or does not request such research. Federal and state authorities must obtain certain use-restriction and data security promises from the entities that

they authorize to receive a student's PII, but the authorities need not maintain direct control over such entities.

In addition, in connection with statewide longitudinal data systems, state authorities may collect, compile, permanently retain, and share without students' consent PII from their education records, and they may track their participation in education and other programs by linking such PII to other personal information about students that they obtain from other federal or state data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

The Solomon Amendment (10 U.S.C. §983, effective January 2000)

Federal law that mandates that colleges provide student recruiting information upon request to military recruiting organizations. The request and information released by the College is limited to military recruiting purposes only. The request for information must be in writing on letterhead that clearly identifies the military recruiting organization. The release of student recruiting information follows the FERPA guidelines defining student directory information. Students are not permitted under federal law to restrict the release of this information specifically to military organizations, but if students withhold the release of directory information generally, then the College may not release this information to military organizations.

Non-Discrimination Policy

St. Augustine College is committed to the most fundamental principles of academic freedom, equality of opportunity, and human dignity. Decisions involving students and employees are based on individual merit and are free from invidious discrimination in all its forms. Therefore, it is the policy of St. Augustine College not to engage in discrimination or harassment against any person because of race, color, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, unfavorable discharge from the military, or status as a disabled veteran or a veteran of the Vietnam era and to comply with all federal and state non-discrimination, equal opportunity and affirmative action laws, orders, and regulations. The non-discrimination policy applies to admissions, employment, access to and treatment in College programs and activities. Complaints of discrimination prohibited by College policy are to be resolved within existing College procedures.

Inquiries regarding compliance with State or Federal non-discrimination requirements may be addressed to the Office of Human Resources and Payroll, 1345 West Argyle Street, Chicago, Illinois 60640, (773) 878 7798; or to the Director of the Office for Civil Rights, Department of Education, Washington, D.C.

Harassment Policy

In keeping with the spirit and the intent of federal and state law, St. Augustine College strives to provide a comfortable work environment. We are committed to an institution that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability, or any other protected status. Offensive or harassing behavior will not be tolerated against any student or employee. Any student, faculty, or employee who believes s/he has been sexually harassed may obtain redress through the established grievance procedures.

Sexual harassment is defined as any use of one person's power and/or authority over another person to attempt to coerce a sexual relationship, or to subject a person to unwanted sexual attention, or to punish a refusal to comply, or to create a sexually intimidating, hostile, or offensive working environment.

Sexual harassment is understood to include a wide range of behaviors, including, but not limited to, the actual coercing of sexual relations, verbal or physical sexual advances, sexually explicit or derogatory statements, physical aggressiveness such as touching, pinching or patting, and slurs, jokes, posters, cartoons, and gestures. Such behavior may offend the aggrieved party, cause discomfort or humiliation, and interfere with job performance. This definition will be interpreted and applied consistent with accepted standards of mature behavior and freedom of expression.

Mandated Reporters of Child Abuse and Neglect

The Illinois Abused and Neglected Child Reporting Act (ANCRA), has been amended in 2012 to include "*personnel of institutions of higher education.*" Accordingly, all individuals employed and/or appointed by the College, including but not limited to faculty, staff, student employees, and volunteers are considered Mandated Reporters of child abuse and neglect. This means that all employees have a duty to immediately report or cause a report to be made whenever they have "reasonable cause to believe that a child known to them in their professional or official capacity may be abused or neglected." St. Augustine College employees have a legal obligation to immediately report or cause a report to be made to the Illinois Department of Children and Family Services (DCFS) at (800) 25-ABUSE, or (800-252-2873).

Students in the Social Work, Respiratory Therapy and Early Childhood Education programs are mandated reporters of child abuse and neglect whenever they have reasonable cause to believe that a child known to them through their student participation in field placements, internships and teaching placements in social service agencies, health care facilities and child care/school settings, may be abused or neglected.

Policy on Controlled Substances and Alcohol Abuse

Drug and alcohol abuse constitutes a grave threat to physical and mental well-being and significantly impedes learning. No student, staff member, faculty, or any other person or persons can manufacture or use, possess, deliver, sell, or distribute any state- or federally-controlled substance on College premises, except as authorized by law. No student, staff, faculty or any other person or persons of legal age, as defined by the State of Illinois, are to consume, transport, or possess any alcoholic beverage on the Main Campus or other locations except as authorized by law or College administrative directives.

Any staff, faculty or student in need of professional assistance to deal with drugs and alcohol problems shall contact an Academic Advisor, who shall assess the condition, and, if appropriate, shall refer them to a community agency.

The College reserves the right to act firmly to control either drug or alcohol usage including dismissal from the College and employment. Students should be aware that violations of any state, federal or municipal law while on the main campus or other locations may be subject to enforcement of these laws.

- **Smoke-Free Campus**

As of July 1, 1993, all College facilities and vehicles are smoke-free environments. This policy is designed to promote and protect the health of students, employees, and visitors and to protect College furnishings and equipment from smoke damage.

- **Alcohol and Drug-Free Campus**

The College promotes safety in the work place and employee and student health and wellbeing. Involvement with drugs and alcohol can adversely affect performance, morale, and safety. The College, therefore, maintains a work/study environment free from the effects of drug and alcohol abuse.

- **Sanctions**

The use, possession, sale, transportation, or distribution of controlled drugs, drug paraphernalia, or alcohol by anyone while on College property or on College business will be cause for discharge. Illegal substances shall be confiscated, and the appropriate law enforcement agencies shall be notified. Notwithstanding this policy, the College may serve alcoholic beverages in moderation at certain College-sponsored social functions.

- **Student Assistance Program**

Consistent with this goal and with the requirements of the Drug-Free Work Place Act of 1989, the College encourages students with a drug or alcohol problem to contact the Office of Academic Advising for help in dealing with these problems in themselves or in their families.

All communications will be strictly confidential. Students will not be subject to discipline for voluntarily acknowledging their drug or alcohol problem prior to detection. However, voluntary acknowledgment and referral for assistance will not thereafter excuse violations of this drug and alcohol policy for which the student is subject to discipline. It should be also considered the special circumstances applicable to specific programs, such as the case of students taking clinicals or internships, in which cases stricter regulations may apply. Ask your academic advisor for additional information.

St. Augustine College Credit Hour Policy

St. Augustine College assigns and awards credit hours that conform to commonly accepted practices in higher education. The College employs the *Federal Credit Hour Definition* in the assignment and awarding of credit hours, as stated in the following policy:

At St. Augustine College a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally-established equivalency that reasonably approximates not less than—

- 1) One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks for one semester for each credit hour.
- 2) At least an equivalent amount of work as required in paragraph (1) of this definition for other activities as established by an institution, including laboratory work, internships, practica, studio work, and other academic work leading toward the award of credit hours.

For traditional **lecture-discussion and seminar** courses, a one (1) credit hour class meets 50 minutes per week over the course of the semester.

Short-term courses: Half-semester courses, summer session courses, and other courses offered over a different period of time will require the same amount of classroom and out-of-class work per credit hour as required of semester-long courses with that work distributed over the shorter period of time.

Practica, Clinicals, Field Placements, Internships and Externships require at least one fulltime five-day week of professional practice or the equivalent over a longer period of time for one credit hour, or the combination of such with required coursework.

Workshops and Contract Courses: Credit-bearing courses offered for special populations by special arrangement will meet regular academic credit hour standards.

Independent Study will represent a minimum of three hours of student work per credit hour per week throughout the course of the semester or the equivalent work distributed over a different period of time.

Although the College does not currently offer **Distance Education, Internet** or **Hybrid (Blended) Courses**, should it choose to do so, the credit hour policy will be consistent with the standards of courses offered through face-to-face instruction, although some or all of content delivery and faculty-student interaction could occur through one or more forms of distance education.

Attachments

Attachment A: Student Complaint Policy and Log

Revised and Adopted June, 2012; Updated and Approved December, 2013

Student Complaint Policy

The College provides the right to a fair hearing for each student complaint arising during his/her time as a student at St. Augustine College.

Complaints. This procedure is designed to address complaints regarding any department or service, including, but not limited to:

- Dissatisfaction expressed by a student because he/she believes that a policy, procedure or practice has occurred that adversely affects the student.
- Allegations of discrimination by reason of race, sex, national origin, disability, religion or other areas covered by federal or state laws, guidelines and regulations, and College policies and procedures.

St. Augustine provides published policies in the College catalog on **Grade Appeals**, which is a separate procedure. **Grade Appeals** are **not** considered as complaints that are to be included in the log of student complaints.

Complaint procedure. When possible and as circumstances allow, students should make every effort to resolve complaints by working informally with the person(s) whose actions or inactions have caused the dissatisfaction, or that person's department supervisor.

It is recommended that, when possible and as circumstances allow, a student first make an informal or verbal complaint to the institutional officer who is responsible for the area to which the complaint is directed. If, however, an informal complaint is not satisfactorily resolved or is inappropriate, a student may submit a formal written complaint through the Office of Academic Advising at any location.

The form for the filing of a formal written Student Complaint is available at the Office of Academic Advising at any location, or may be printed from the St. Augustine website at www.stagustine.edu, under the Student Services tab. The written Student Complaint must be returned to the Office of Academic Advising, again at any St. Augustine location, to be received and recorded in the receipt book. A copy will be provided to the student upon receipt, with the signature of the person in the Office of Academic Advising who has accepted the complaint.

A written complaint filed with the Office of Academic Advising must contain the following information (see the form attached to this policy):

- a. Student name and Student ID number;
- b. Description and date of the problem or concern;
- c. Names of persons, department or policy responsible for the complaint (if known);
- d. Description of any actions taken informally to resolve the problem or concern;
- e. Recommendation as to what could be possible resolution(s) of the complaint;
- f. Any background information believed to be relevant;
- g. Signature and date of the student filing the complaint.

Complaint resolution Any student who believes that his/her rights as a student have been infringed upon should initiate a written Student Complaint with the Office of Academic Advising within fifteen (15) working days of the incident, unless extenuating circumstances necessitate additional time.

The student filing the complaint will be informed of the action taken or progress accomplished within fifteen (30) working days of the filing date of the complaint, unless extenuating circumstances necessitate additional time. Moreover, the student shall be informed, along with the nature of the extenuating circumstance, if more than fifteen (30) days are required.

Formal Office of Academic Advising Student Complaint Process

The process that is followed by the Office of Academic Advising in responding to a student complaint specifically has six steps:

Step #1: The Student completes the “Written Student Complaint Form,” which is included with this policy, and submits the written complaint to the Office of Academic Advising at any location.

The Office of Academic Advising representative will immediately:

- a. Return a signed and dated copy of the complaint to the student;
- b. Record receipt of the complaint in the paper log book , noting all appropriate details;
and
- c. Submit the original written complaint to the Associate Dean for Student Services.

Step #2: The Associate Dean of Student Services will:

- a. Create a folder in the electronic complaint log,
- b. Respond to the student in writing at the student’s St. Augustine e-mail address to acknowledge the complaint has been received and logged;
- c. Collect all pertinent information;

- d. Direct the complaint to the institutional officer who is responsible for the area in which the complaint is made, and convene all parties involved, as appropriate.

An “institutional officer” may be anyone in the position of director or above at any St. Augustine campus or site.

Step #3: The institutional officer to whom the student complaint has been referred is expected to respond within 10 working days to the Associate Dean of Student Services regarding the recommended action or explanation as appropriate.

Step #4: The Associate Dean of Student Services will:

- a. Collect copies of all communication and other supporting documents for inclusion in the complaint file;
- b. Document any other external actions initiated by the student to resolve the complaint, if known to St. Augustine (e.g. lawsuit, EEOC investigation, etc.);
- c. Document in the electronic file all steps taken to resolve the complaint;
- d. Present the recommended resolution to the complaint to the Dean of Academic and Student Affairs for review and approval.

Step #5: The Associate Dean of Student Services is responsible for then informing the student, again at the student’s St. Augustine e-mail address, of the recommended resolution, action or explanation regarding the formal written complaint.

Step #6: If the complaint is not resolved to the student’s satisfaction, the student may first follow the Grievance Procedures, which are published in the College Catalog, to appeal the decision.

Any student who has completed the full complaint resolution process, but believes that the complaint has not been satisfactorily resolved, has the right to contact The Higher Learning Commission of the North Central Association at www.ncahlc.org and/or the higher education regulatory agency in his or her home state. Illinois residents may contact the Illinois Board of Higher Education at www.ibhe.state.il.us. Indiana residents may contact the Indiana Board of Proprietary Education at www.in.go/bpe.

Retaliation Any retaliatory action taken by a member of St. Augustine College (student or employee) against any student or employee of the College as a result of a student seeking a resolution of a written complaint under this policy, or cooperating in an investigation, is prohibited and shall be regarded as a separate and distinct matter under these procedures.

Student Complaint Log

The information in the electronic log of student complaints, which is maintained by the Office of Academic Advising, includes the following confidential information on each complaint:

1. Date the complaint was submitted;
2. Nature of the complaint;
3. Steps taken to resolve the complaint, and all documentation associated with those steps;
4. Date and the final resolution, action or explanation regarding the complaint, including referral to outside agencies; and
5. Any other external actions initiated by the student to resolve the complaint, if known by St. Augustine (e.g. lawsuit, EEOC investigation, etc.)

Information on all student complaints may be made available for outside review by the Department of Education, the Higher Learning Commission and any other official legally entitled to such review. However, steps will be taken to insure the anonymity of any student who files a complaint.

The purpose of an outside review can include but is not limited to:

1. Establish that St. Augustine processes complaints in a timely manner
2. Demonstrate fairness and attention to student concerns, and
3. Identify any pattern in the complaints that suggests problems with institutional quality.

St. Augustine College - Written Student Complaint Form

Instructions: Please complete Part A1-6 of this form in your own words, and submit it to an Academic Advisor in person at any St. Augustine campus. Be sure to receive a copy of this complaint, signed by the Academic Officer who accepted this written complaint before leaving the office.

Part A1: Student Information:

First Name: _____ Last
Name: _____

SAC ID number: _____

Please note that St. Augustine College, for the protection of the confidentiality of the student and of the College, will relay all communications regarding this complaint to the student's St. Augustine College assigned e-mail address only.

Part A2: Briefly describe the problem or concern in terms of what happened, person(s) involved, when and where it occurred. Please attach a copy of any additional information that may be pertinent to the complaint:

Part A3: Briefly describe what you did informally to resolve the problem, if anything, before filing this formal, written complaint. And why was your informal attempt at resolution not successful:

Part A4: What is your best recommendation as to the resolution that you prefer St. Augustine to take to resolve this complaint?

Part A5: Student signature: The information that I have reported above is accurate and true to the best of my knowledge and will be treated as confidential.

Signature of Student _____ Date: _____

Part A6: Office of Academic Advising acknowledgement: Signature of the Academic Advisor who received this written complaint and accepts responsibility for assuring the complaint is logged and forwarded to the Assistant Dean for Advising.

Signature of Academic Advisor _____ Date: _____

Complaint Log Number _____ **COPY TO STUDENT AFTER SIGNATURE!**

Part B1: Analysis by the Associate Dean for Student Services of the actions/discussions needed to resolve the complaint: What steps/actions need to be taken in order to resolve this complaint, including identification of those St. Augustine personnel who need to be involved in the resolution.

Part B2: Recommended resolution of the written complaint by the Office of Academic Advising: Please document here the steps/actions taken in order to resolve the Student Compliant, including identification of those St. Augustine personnel involved in the resolution.

Additional notes on any special circumstances or explanations:

Part B3: FORWARD COMPLAINT, RECOMMENDATION AND ALL BACKUP DOCUMENTATION TO THE DEAN OF ACADEMIC & STUDENT AFFAIRS

Date: _____

Part B4: Dean – Approve and Acknowledge resolution of the complaint, with an attached copy of the communication sent to the student explaining the resolution put in place.

Signature _____

Date: _____

Dean of Academic and Student Affairs

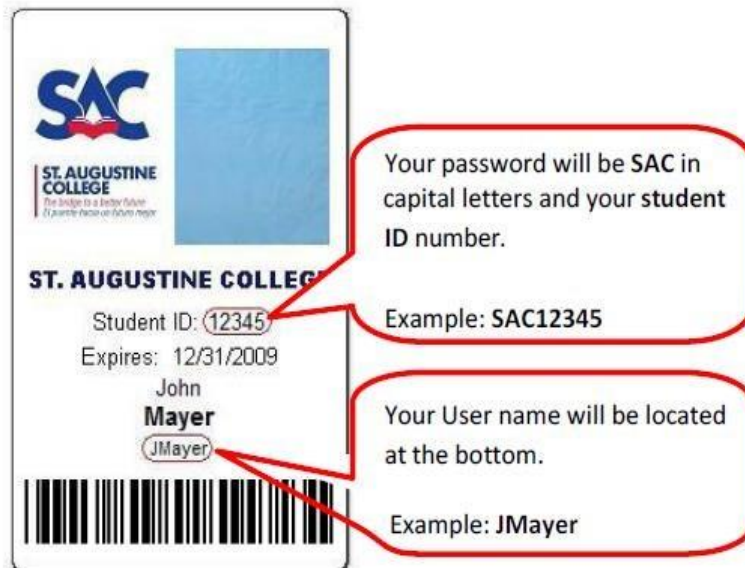
Attachment B

How to get to your Information Commons/Library website:

1. Go to the College Website which is www.staugustine.edu
2. Choose the Student Services tab at the top;
3. Next, choose Library (at the bottom of the student services list).
4. When you wish to use the subscription databases you will log in with your SAC ID student account (this is the same login that you use for your computer).

User Name: The user name is located on your student ID. Password:
Type in all capital letters SAC(ID#).

The library website is accessible from any computer with Internet, either on campus or at your home.



Attachment C: St. Augustine Policy Regarding Emergency Situations

Emergency situations

If you observe a situation that requires an emergency response, **call 911** immediately for assistance from the Chicago Fire Department, Emergency Medical Services or the Chicago Police Department

The addresses when reporting an emergency situation are:

Main Campus: 1333-45 W. Argyle, Chicago, IL 60640

West Location: 3255 W. Armitage, Chicago, IL 60647

South Location: 2610 W. 25th Place, Chicago, IL 60608

Southeast Location: 11000 South Ewing Ave., Chicago, IL 60617

Aurora Location, 841 N. Lake St., Aurora, IL 60506

Notify the Administration at the Main Campus (773.878.8756) or the Site Director at the West, South, Southeast or Aurora locations of any emergency either after calling 911 and finding a safe location, or directly if immediate assistance is not required

The College has the following policies regarding emergency situations:

Fire evacuation

Anyone observing or suspecting a fire in any building should immediately:

Pull the fire alarm;

Call 911 to alert the fire department to come immediately. Tell the location clearly.

All students, faculty and staff must immediately evacuate to the parking lot at any St. Augustine building. Child care children must immediately be taken, per federal law, at least 100 yards from the building, which means at least one block.

Supervisors and faculty are expected to assure that all persons in their responsibility have evacuated immediately and are accounted for whenever the fire alarm is sounded

Communication should be maintained among faculty and supervisors as the situation progresses or the most immediate person in the chain of command issues an "all clear."

Violent assault (no weapon)

Immediately call 911 whenever a violent assault observed, describing the address and location on campus, the situation you are observing, the features of the perpetrator, and if anyone is hurt or injured.

If reasonable, try to distract the person to stop confrontation, but do not engage in the struggle.

Find a safe place away from the offender as quickly as possible.

Alert everyone in the area to the danger and to exit the area.

If possible after calling 911 and finding a safe location, contact front office to alert them to the situation and provide assistance as needed.

At the South and West sites, get security guard to take charge of situation.

Vandalism or property damage

Property damage does not merit risking safety, even if observed.

Call 911 and notify front office, identifying the address and location on campus, the perpetrator and the situation as thoroughly as possible.

Assure that anyone in the vicinity is alerted and evacuates area, and exit yourself.

Active shooter or violent threat

If you see or know that a person has a firearm on campus or if you hear shots fired on campus or if you witness an armed person shooting people, protect yourself first - move to a safe location.

As soon as possible, call 911. Tell the dispatcher your name, address/location, and cell phone number and describe the situation you are reporting: who, what, when, where, how and why (if known). Is anyone hurt or injured?

If possible, alert others in the immediate area about the current situation.

When you encounter the police, keep your hands empty and in plain view at all times. Listen to their instructions and do exactly what they say. If you are evacuating, carry nothing that could be mistaken for a weapon.

If the shooter is outside the building or in a hallway, turn off all the lights, close and block the door with desks and chairs. If you can do so safely, get all occupants on the floor, remain silent, silence cell phones, and remain out of the line of fire.

If the shooter is inside your building and it is possible to escape the area safely and avoid danger, do so by the nearest exit or window. Leave in the room books, backpacks, purses, etc.

As you exit the building, keep your hands above your head and listen for instructions that may be given by police officers. If an officer points a firearm at you, make no movement that may cause the officer to mistake your actions for a threat. Try to stay calm.

Medical emergencies

Call 911 and tell the dispatcher the address/location, nature of the medical emergency and your cell phone number and describe the situation you are reporting: who, what, when, where, how and why (if known). Administer CPR if trained or reach the nearest Respiratory Therapy faculty,

or Child Care staff, all of whom are CPR trained and can provide emergency assistance, immediately.

Remain with the person in distress until Emergency Medical Technicians arrive and provide them with as much information as possible about the person and circumstances.

Contact the front office about the circumstance and action as quickly as possible.

Snow Emergency

A snow emergency is determined by the President based upon the forecast or ongoing circumstances like an accumulation.

Elements for consideration are combination of ice, driving conditions are/will be exceptionally hazardous, etc. The President or his designee will notify snow emergency system for distribution to radio, TV, and websites. Once the Emergency Notification System is implemented, messages will be sent to all students, faculty and staff regarding the cancellation.

Options could be cancellation for morning, evening, or both. Customarily St. Augustine is closed for only one day.

Gas leak or chemical spill

Call 911 immediately if a gas leak is smelled or a chemical spill occurs. If there is a gas leak, the dispatcher will relay a message to the gas company. Be sure to tell the dispatcher the address and location of the gas smell/leak or chemical spill.

Do not touch any chemicals that have been spilled or attempt to clean up. Rather, keep everyone away, and be sure that no one places a spark or fire source near a gas leak or chemical spill.

Evacuate everyone in the immediate vicinity of any gas leak or chemical spill and assist in alerting everyone in the building if a gas leak threatens the safety of students, faculty and staff beyond the immediate vicinity.

Power outage

If there is a power outage, wait 30 minutes before dismissing if it is still daylight.

Dismiss in 15 minutes if it is after dark (Emergency lights in hallways allow for student/faculty to evacuate outside classrooms to wait for a reasonable amount of time).

Administrative office will check with ComEd for a status report on restoration of power. However, the estimate from ComEd can be more extended than actual restoration. So please hold students for at least 15 minutes if possible before dismissing.

Heat outage

Heat loss usually takes up to 12 hours, and, therefore, advanced notice will be provided to all faculty, staff, and students through the new Emergency Notification System if a heat outage of more than 6 hours is anticipated. Please do not dismiss classes if the heat has gone out during class as the temperature will not drop sufficiently in the three hours of class to justify dismissal. A notice will also be posted on the Chicago message system about any heat outage or water main breakage that results in closing the college. These are the messages that are scrolled across TV screens and announced on the radio.

Tornado Watch/Warning

A tornado warning will trigger surveillance as to the direction and intensity of an anticipated tornado to prepare for a possible evacuation.

Evacuation will immediately be ordered and the fire alarm system will be activated if the Chicago Fire Department sirens are sounded or a tornado warning has been issued by the National Weather Service for the any campus location.

Evacuation is expected to the 1st floor hallways in all buildings.

Supervisors and faculty are expected to assure that all persons in their responsibility have evacuated and are accounted for.

Evacuation drills

The Child Care students must practice a fire drill at least once a month.

Faculty and supervisors are asked to be sure that those under his/her responsibility know the location of the nearest exit at the beginning of each course.

If a fire alarm is sounded, it is the responsibility of the faculty and staff to assure that everyone leaves the building immediately and that all within their class or area have evacuated.

Warnings

Doors may not be locked in stairwells from the inside. Fire alarms are checked routinely according to contract and law.