



STUDENT HANDBOOK

2016-2017

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Welcome to Lakes Region Community College, a fully-accredited, comprehensive community college. Whether your goal is immediate preparation for a career, transfer to a four-year university, or simply personal enrichment you will find at LRCC an educational experience that is both stimulating and rewarding.

At LRCC, we offer twenty-seven associate degrees and a broad range of certificate programs in an environment that is focused upon student achievement and success. Quality, accessibility and a positive student experience are the cornerstones of our college. We have highly qualified, dedicated and caring faculty and staff, whose goal is to ensure that you approach your academic careers with confidence. Your academic success is our primary focus.

Many of our programs are unique and not available at any other community colleges in the State. Electrical Systems Installation and Maintenance, Fire Science/Fire Protection, GM/ASEP and Toyota/T-Ten, Marine Technology, Health Information Technology, Restaurant Management are a few examples of our signature programs. All of our programs are designed to have a major impact on the professional and educational opportunities available to our students.

The College also provides non-credit courses and workshops both for professional development and personal betterment. Our Workforce Development Office serves as our outreach to business and industry. We offer customized training to meet specific business needs, offered either on-campus or at the work site.

Our guaranteed transfer agreement with the University System of New Hampshire assures that all of your credits in the Liberal Arts program with a grade of "C" or higher will transfer to the University of New Hampshire, Plymouth State University, Keene State College, and Granite State College. There are numerous other transfer possibilities as well with excellent four-year institutions.

Committed to a supportive student-centered approach to education, the College offers an array of student services including financial aid, tutoring, advising, counseling, athletics, and job placement.

We hope you will take full advantage of the exciting educational opportunities that have been created for you at LRCC. We look forward to meeting you and working with you to achieve your educational goals.

Scott J. Kalicki, Ph.D.
President

DISCLAIMER

Lakes Region Community College has made every effort to assure the accuracy of the information in this handbook. Students and others who use this handbook should note that policies, rules, procedures and regulations change and that these changes may alter the information in this publication. This handbook is not intended to be a complete statement of all policies, rules, procedures and regulations. More current or complete information may be obtained from the appropriate administrative office on the campus.

The college reserves the right to change without notice any academic or other requirements, course offerings and course contents contained in this handbook. This handbook does not constitute a contract or terms of a contract between the student and the college.

GENERAL INFORMATION

Lakes Region Community College is one of seven colleges in the Community College System of New Hampshire. For information on any of the colleges, see www.ccsnh.edu.

COLLEGE MISSION

The mission of Lakes Region Community College is to serve all students seeking a high-quality education, emphasizing active learning and personal attention, whether their goal is to transfer to a four-year college or university, enter immediately into employment in a technical or professional field, or simply improve their current skills and knowledge. We prepare students to meet their personal goals as well as the needs of business, industry, and the community; and we support the community through our involvement in educational, social, cultural and economic development activities.

CCSNH MISSION

Our purpose is to provide residents with affordable, accessible education and training that aligns with the needs of New Hampshire's businesses and communities, delivered through an innovative, efficient, and collaborative system of colleges. CCSNH is dedicated to the educational, professional, and personal success of its students; a skilled workforce for our state's businesses; and a strong New Hampshire economy.

DISABILITIES SERVICES MISSION

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

AMERICANS WITH DISABILITIES ACT (ADA)

Section 504 of the Rehabilitation Act of 1973

ADA and Section 504 guarantee specific rights in federally-funded programs and activities to persons who qualify as disabled. It is the policy of Lakes Region Community College that no member of the college community should be subjected to discrimination while pursuing his/her education or employment at the college.

Discrimination on the basis of disability is illegal under both State and Federal law. Any member of the college community who feels that he/she has been discriminated against because of a disability may bring the matter to the attention of Gary Courtney, Chairperson of the ADA/Section 504 Grievance Committee.

CAMPUS AND STUDENT BODY

The Lakes Region Community College campus is located in the Lakes Region of New Hampshire, adjacent to the Belknap Mountains and the Gunstock Ski Area. The White Mountains Recreation Areas are a short drive to the north, and the cities of Concord and Manchester and the Seacoast are less than an hour to the south. Laconia has a population of approximately 18,000, and Belknap County, in which the College is located, has a population of approximately 62,000.

Approximately 1,300 students attend the College each semester (950 FTE) in its technical, professional and transfer programs. Forty-eight percent of students are male and 52% are female. Forty-nine percent of students are enrolled full time in a degree or certificate program and 51% are non-matriculating students. The average age of students is 28, with an age range from 19 – 67 overall.

NOTICE OF NON-DISCRIMINATION

Lakes Region Community College does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, color, religion, national origin, age, sex, disability, gender identity and expression, genetic information, veteran status, sexual orientation, or marital status. This statement is a reflection of the mission of the Community College System of New Hampshire and LRCC and refers to, but is not limited to, the provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964
- The Age Discrimination Act of 1967
- Title IX of the Education Amendment of 1972
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990 (ADA)
- Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974
- NH Law Against Discrimination (RSA 354-A)
- Genetic Information Nondiscrimination Act of 2008

Inquiries regarding discrimination may be directed to **Larissa Baia**, Lakes Region Community College, (603) 524-3207, or to **Sara A. Sawyer**, Director of Human Resources for the Community College System of New Hampshire, 26 College Drive, Concord, NH 03301, (603) 230-3503. Inquiries may also be directed to the US Department of Education, Office of Civil Rights, J.W. McCormack Post Office and Courthouse, Room 701, 01-0061, Boston, MA, 02109-4557, 617-223-9662, FAX: 617-223-9669, TDD:617-223-9695, or Email: OCR_Boston@ed.gov ; the NH Commission for Human Rights, 2 Chennell Drive, Concord, NH 03301, 603-271-2767, Fax: 603-271-6339; and/or the Equal Employment Opportunity Commission, JFK Federal Building, 475 Government Center, Boston, MA, 02203, 617-565-3200 or 1-800-669-4000, FAX: 617-565-3196, TTY: 617-565-3204 or 1-800-669-6820.

ACCREDITATION

Lakes Region Community College is accredited by the New England Association of Schools and Colleges (NEASC) Commission on Institutions of Higher Education, a non-governmental, nationally-recognized organization whose affiliated institutions include elementary schools through collegiate institutions offering post-graduate instruction.

Accreditation means the institution meets or exceeds criteria for quality as determined through a peer group review process. An accredited college is one that has the necessary resources to achieve its stated purpose through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the future. Institutional integrity is also addressed through the accreditation process.

Accreditation provides reasonable assurance about the quality of opportunities available to students who attend the college.

Inquiries regarding the status of an institution's accreditation by the New England Association should be directed to the administrative staff of the college. Individuals may also contact the New England Association of Schools and Colleges, 209 Burlington Road, Bedford, MA 01730, (781) 271-0022.

ENROLLMENT

Students may matriculate in degree, professional certificates and certificate programs on a full- or part-time basis and enroll in classes offered in the day and evening. Students may extend their coursework beyond the number of semesters outlined in the program profiles. Non-matriculated students may attend, taking credit and non-credit courses days or evenings.

Every degree student must demonstrate basic arithmetic and algebra skills before enrolling in college-level math and other courses (e.g., science). To earn an associate degree, students will be required to complete successfully one or more college-level math classes as specified by the particular program and curriculum to which the student has been accepted. Students lacking basic arithmetic and algebra skills may achieve those competencies through developmental math courses offered at the College.

TRANSFERABILITY

Lakes Region Community College offers over forty degrees, professional certificates and certificates. In addition to these programs, there exists many opportunities to start your education here and continue your education with other institutions of higher education. Our students now benefit from many articulation agreements and guaranteed transfer programs to many other colleges. The transfer process can be started at any time while attending LRCC. A student may enroll at LRCC knowing that they plan to continue their education, or they may decide to continue their education as they work toward completion of their program here. It's never too early, however, the sooner the process is started the easier it is to meet transfer requirements and maximize transfer credits and options.

The NH Dual Admission Program provides a seamless pathway from Lakes Region Community College to one of the four members of the University System of New Hampshire (University of New Hampshire, Keene State, Plymouth State or Granite State). Students receive special academic advising and enjoy campus activities at two colleges while working towards an associate degree and a bachelor's degree simultaneously. You can receive more information on the program, visit www.dualnh.org or www.nhtransfer.org for information on how specific courses transfer from LRCC to participating 4-year institutions.

CAMPUS SAFETY

Campus Commitment to Safety

All of us at Lakes Region Community College are concerned about the safety and well-being of everyone on campus. Of course, a truly safe campus can only be accomplished through the cooperation of the entire college community, which includes students, faculty, staff and guests. College community members must assume responsibility for their own personal safety and the security of their personal belongings by taking simple, common sense precautions, some of which are outlined in the Student Handbook. **CAMPUS SAFETY PHONE- 603-545-4392**

The Campus Safety Department's intent is to ensure a safe campus environment for our students, faculty, staff and guests. Campus Safety Officers and the College's Maintenance staff constantly survey the campus. Cameras mounted throughout the property aid in that effort by recording activities on the campus. Campus Safety Officers conduct regular tests of campus security equipment, such as lighting, alarms and locks. During business hours, the College will be open to students, employees and visitors. Emergencies may necessitate changes or alterations to any posted schedules. Campus Safety Officers have the authority to request identification from individuals on the campus. Criminal incidents on campus are referred to the appropriate police department. Lakes Region Community College maintains active Memorandums of Understanding (MOUs) with the Laconia and Belmont Police Departments.

Campus Crime Information

In accordance with the Campus Security Act, Lakes Region Community College provides information related to crime statistics and security measures. For further information, contact the Vice President of Student Services & Enrollment Management.

The College makes available to all current and prospective students, as well as, all current and prospective employees the Campus Security Policies and Procedures and the most recent campus crime statistics. This is part of the Federal Law No.101-542, the Student Right-to-Know and the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act of 1999 (formerly the Campus Security Act of 1990). Crime statistics include incidents occurring on campus (main campus location at 379 Belmont Road, Laconia), as well as, any incidents at the Shaker Table Restaurant (Canterbury Shaker Village, Canterbury, NH) current location of our Culinary, Pastry Arts and Restaurant Management programs. During the past three years, the following crimes were reported to have been committed on the Lakes Region Community College campus.

Offense	Location	2013	2014	2015
Murder, Non-Negligent Manslaughter	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Negligent Manslaughter	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Sex Offenses, Forcible	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Sex Offenses, Non-forcible	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Robbery	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Aggravated Assault	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Burglary	On Campus	0	1	1
	Non-campus	0	0	0
	Public Property	0	0	0
Motor Vehicle Theft	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Arson	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Liquor Law Arrests	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Liquor Law Violations referred*	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0

Drug Law Arrests	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Drug Law Violations Referred*	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Illegal Weapons Possession Arrests	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0
Illegal Weapons Possession Referred*	On Campus	0	0	0
	Non-campus	0	0	0
	Public Property	0	0	0

There were no reported hate crimes* for the years 2013, 2014 or 2015.

*Crimes in which victims are selected because of actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability.

Additional Information on campus safety policies and statistics can be obtained in the annual *Campus Safety Report* available from <http://www.lrcc.edu/crime-stats.html>.

The Violence Against Women Reauthorization Act (VAWA) set reporting, procedural and educational requirements for how colleges and universities address sexual violence and assault on campus. LRCC's 2015 Crime Statistics will include any data reported on sexual assault, domestic violence, dating violence and stalking. For policy statements with regards to any of these crimes, see the Student Code of Conduct. See CCSNH Judicial Process for information on LRCC's judiciary procedures for investigating and addressing reports of sexual assault. LRCC will work collaboratively with community partners to provide awareness programs to prevent acts of sexual violence.

Campus Sex Crimes Prevention Act

In October 2002, the Federal Government amended the Campus Sex Crimes Prevention Act (Public Law 106-386) to require colleges to inform students, faculty and staff where to obtain information concerning sex offenders. Accordingly, the college refers to the State of New Hampshire Sexual Offender website for information. The website address is www.state.nh.us/soupermail/secure/disclaimer.html.

Class & Lab Safety

Proper safety glasses must be worn at all times in all science and technology laboratories when participating in activities where eye injuries might occur. Certain technical labs may require safety shoes/boots or other safety gear. Check with faculty member for specifics. This college does NOT provide medical services. In the event of an injury or accident requiring medical attention, 911 should be called immediately, followed by the Campus Safety Office (545-4392) and/or the Reception Office (524-3207). When accidents occur, an *Incident Report* form must be completed. Forms are available online at <http://www.lrcc.edu/student-resources/incident-report> or from the Office of the Vice President of Student Services and Enrollment Management (Turner 113).

Automated External Defibrillators (AEDs)

There are three AEDs on campus. One located outside Bennett Library, one located in the Cafeteria near the electronic bulletin board and one in the foyer on the second floor of the CAT Building. There is also an AED located at the Shaker Table Restaurant which is located at Canterbury Shaker Village.

Fire Safety Procedures

Fire drills will be held periodically, and students should become familiar with procedures for evacuating the building. Fire alarm boxes are located at each exit area on the first and second floors. When discovering a fire:

1. Immediately pull a fire alarm box.
2. Notify Campus Safety, Admissions or a college official of the location of the fire.
3. Leave the room, close the door and proceed promptly, but calmly, out the building via the nearest exit.

4. In the event a handicapped student is enrolled, a plan of action will be developed to assist that student during such emergencies and be on file with the Center for Teaching and Learning and the Office of the VPSSEM.
5. The instructor will be the last person to leave the room.
6. No one should re-enter the building until notified by fire department personnel.

An **Emergency Response Guide** pamphlet is posted in each class, office and laboratory. In the event of accident or sickness while on campus, the instructor or a student must dial 911 to seeking medical attention for the individual. Once emergency personnel have been contacted, the condition should be reported to the Reception and/or Campus Safety. As appropriate, the college will notify a student's parent, guardian, spouse or other responsible adult.

Traffic Controls

On campuses such as ours where we depend upon cars, trucks, motorcycles and bicycles for personal transportation, it is necessary to adopt and enforce some controls which will insure the safety of a large number of people occupying a small amount of space. A committee of students, staff and faculty has established the regulations that follow.

- All members of the LRCC community (faculty, staff and students) driving a vehicle to campus are expected to have an LRCC parking decal. Decals are available free of charge from the Campus Safety Office (Turner 136).
- Parking for handicapped individuals is available at various posted locations. Turner building wheelchair access with associated parking is at the rear of the building near the auto and marine labs by the bookstore. State law provides a penalty of \$250 for anyone parking in these spaces without a permit. A special registration plate or decal issued by the NH Department of Safety is required to park in these spaces.
- All motor vehicles will follow directional arrows when entering or leaving the parking areas.
- Posted speed limits of 15 MPH will be observed at all times.
- Student parking is prohibited in the following areas: in back of cars; in front of doors; in driveways and access lanes; on the grass; or any area not marked for parking spaces.
- Visitor lot (Lot A in the Campus Parking Map) is designated for campus visitors and those with handicapped permits only. Non visitors parking in those spaces will be ticketed.
- All motor vehicles will be operated in a safe manner with due consideration for the safety and welfare of others. Negligent and/or careless operators will be denied the privilege of operating a vehicle on campus and/or subject to fines.

Reporting Procedures

To report criminal activity, emergencies or other behavioral incidents, contact Campus Safety at **545-4392** or the Vice President of Student Services and Enrollment Management (VPSSEM) at 524-3207. Faculty, students and employees may also report any classroom emergency to Admissions. This information will be given to the Vice President of Student Services and Enrollment Management and the Vice President of Academic Affairs. Reports can also be made via the *Incident Report Form* available in print from the office of the Vice President of Student Services & Enrollment Management (Turner 113) or the College Security Officer (Turner 136). The *Incident Report Form* can also be submitted electronically via <http://www.lrcc.edu/student-resources/incident-report>. Reports can be submitted anonymously and no report will be taken lightly. Do not hesitate to seek the supportive assistance of a member of the Student Affairs staff, faculty/colleague or a close friend.

Campus Safety Policies and Procedures

Lakes Region Community College strongly encourages the reporting of crimes, accidents, incidents and other emergencies. Potential or actual criminal activity and other emergencies can be reported directly by any student, faculty member or employee to the local police department or appropriate faculty/staff at the contact number listed (see *Community Services and Resources* section on the Student Handbook). The College encourages reporting directly to local authorities in situations where the need is obvious, such as a theft you see taking place or the need for immediate medical attention, etc. Notification of college personnel should take place after the emergency authorities are en-route by calling the Reception or the Student Affairs Office.

All classrooms, offices and lounges are equipped with copies of the **Emergency Response Guide**. It outlines steps to be taken in case of a variety of emergencies occurring on the campus. Students, faculty and staff are expected to follow the guidelines provided in the **Emergency Response Guide**. LRCC encourages all students, faculty and staff to sign up for **LRCC ALERTS** (communication platform) as administrators will use **LRCC ALERTS** to communicate important information to the community during an emergency.

ADMISSIONS POLICIES AND PROCEDURES

Admission to the Lakes Region Community College is open to anyone whose academic record and personal qualifications suggest that he or she may pursue profitably one of its programs of study.

The following procedure is to be followed by each applicant for degree, professional certificate or certificate programs. A student must take at least one course per year to maintain matriculated status, or must apply for readmission and abide by any new requirements in force at that date.

1. Submit evidence of graduation from a regionally accredited high school (or its equivalent) with an official transcript of courses, grades and standardized tests.
2. File a Lakes Region Community College application form including the application fee, and when requested, complete a personal interview with a college representative.
3. Participate in the placement exam or other admissions exams as required by specific curricula.
4. Present recommendations from a high school source and/or employer(s) when appropriate. The recommendations should reflect character, personality, special abilities and general qualifications for college study.
5. Submit an official transcript of all previous postsecondary work with course descriptions.
6. Submit the health survey prior to registering for classes. A physical examination may also be necessary to meet the requirements of selected programs.
7. Apprise the College of eligibility for Veterans Administration and other aid programs.

It is the applicant's responsibility to request that official transcripts of previous study be mailed directly to the Admissions Office. High school transcripts must be received prior to consideration of the application.

Applications can be completed online or downloaded by visiting www.lrcc.edu. Printed application forms can also be obtained from high school guidance offices or from the College directly. A \$20 non-refundable application fee is required. The application fee is waived for Jobs for New Hampshire Graduates when the application is accompanied by a letter from the Community College System of New Hampshire Chancellor. Running Start students are also eligible for an application fee waiver.

Matriculation

A student is considered matriculated if he/she has formally applied and been accepted into a degree or certificate program by the college Admissions Office, and takes at least one class per year after being admitted. A student is considered non-matriculated if he/she has not been formally admitted to a degree or certificate program.

Professional Conflict Due to Prior Criminal Convictions

Students may be required to participate in a criminal background check, and should be aware that a prior criminal conviction may affect their ability to enter and/or be certified within a given profession. They should immediately contact the Department Chairperson for the program to which they are considering applying to inquire about possible conflict with their ability to enter the profession in which they are interested.

Processing of Applications

In most cases, applicants will be notified of admission status by mail within 14 days of the date the college receives all necessary admission data and testing is completed. Certain programs, however, have specific application deadlines and notification procedures. Please check the specific program information in this catalog for details.

Residency

A student's permanent home of record determines residency for tuition purposes. Normally, this is the location (town, city, state) from which the student enrolls for college. The determining factor is the official address listed on federal tax returns.

New residents may qualify for in-state tuition only after a one-year period of continuous domicile in New Hampshire, i.e., purchasing/renting property, obtaining a N.H. driver's license, vehicle registration and voter registration. Any request for a change of residency status must be received in writing in the Admissions Office prior to September 1st for the Fall Semester or January 1st for the Spring Semester. See the Admissions Office for details listed in the Community College System of New Hampshire policy manual.

Out-of-State Applicants

The determination of residency is made by the Admissions Office at the time of admission. Students who wish to appeal a residency decision may request detailed information from the Admissions Office.

New England Regional Student Program (NERSP)

The New England Regional Student Program provides qualified out-of-state New England residents with reduced tuition based on in-state tuition plus 50 percent. Eligibility for this program is established if the academic program to which the student is applying is not offered in the student's home state, or if the program offered at this college is closer to home. Determination of eligibility is the responsibility of the Vice President of Student Affairs. NERSP students are liable for full payment of all fees.

Transfer Applicants

Applicants with previous college credit should furnish official transcripts and course descriptions from post-secondary institutions previously attended.

Transferring Courses

Many programs at other CCSNH campuses serve the entire state. Potential students often wish to take courses in one location and later transfer them to a program in another location. Students should take advantage of such opportunities, but it is recommended that prior written agreement to transfer the credits be secured from the college to which the student wishes to transfer.

Students may transfer credits from other accredited colleges, including the colleges within the Community College System of New Hampshire, provided they earned a grade of C or better, and those credits are equivalent to the courses in their program. To apply, students must contact other college(s) they have attended and arrange for official transcripts and course descriptions to be sent to the Lakes Region Community College Registrar.

The Vice President of Academic Affairs must review course credit awarded through another institution's credit by examination policy. The academic office coordinates transfer credit. The appropriate department chairperson(s) and the Vice President of Academic Affairs determine acceptability of transfer credit. Students should consider that transfer credits may lessen their financial aid eligibility by reducing the course load from full-time to part-time status.

Lakes Region Community College does not use grades received in courses taken at any other institution in computing semester or cumulative grade point averages.

International Students

An international student is an individual who is in the United States as a non-immigrant with a temporary visa such as the F-1 student visa. The term does not include students who are foreign-born but hold a Lawful Permanent Resident (LPR) status. A student with LPR status is legally permitted to live and work in the United States permanently. Other eligible noncitizens given LPR status include but are not limited to: refugees, victims of human trafficking, and those granted asylum in the US.

Applicants who are residents of a non-English speaking country, or whose native language is not English, will demonstrate English language proficiency by submitting one of the following:

1. TOEFL (Test of English as a Foreign Language), or an equivalent assessment instrument. TOEFL test results with a minimum score of 173/61.
2. Official transcript an English-speaking high school.

International applicants will also submit the following documents before an admissions decision is rendered:

3. Completed college application.
4. Notarized high school and/or post-secondary transcript translated to English with a key to the grading system. Upon request, the college will mail a list of approved private companies that provide transcript translation and required notarization.
5. \$100 non-refundable International Admissions fee, a \$100 deposit and financial documentation including a statement of financial support for the cost of full attendance, estimated at two semesters, and a financial statement from a bank, both translated into English.

Upon receipt of the documentation listed above, applicants' can be considered for admission to the College. In order to receive a Form I-20 (Certificate of Eligibility), required by the U.S. Citizenship and Immigration Services (USCIS) to apply for an F-1 student visa, applicants must also submit:

6. A copy of the biographical page of a valid passport
7. A residential address in the home country
8. Proof of medical insurance coverage in the US.

Upon receipt of all required documents, applicants will be notified of their status by the Admissions Office. Applicants should file the application and all other documents at least 90 days in advance of the expected start date. Accepted international students are required to take a placement exam to appropriately select college level or development (basic

skills) level courses in math and English. International students are expected to enroll and maintain full time status (minimum of 12 credits per semester), will be charged out-of-state tuition rates and are not eligible for federal financial aid.

Admissions Policy for Disabled Students

The college shall not discriminate against otherwise qualified handicapped persons solely by reason of his/her handicap. This policy extends to persons with identified, specific learning disabilities under provision of Section 504 of the Rehabilitation Act of 1973. An "otherwise qualified" person is one who is able to meet all program requirements in spite of his/her disabilities. Students with documented disabilities are encouraged to self-disclose their disability to be eligible for reasonable classroom accommodations. These students should provide the Coordinator of Disability Services with the documentation of their disability, including the most recent psychological and academic testing within three years. The Learning Center provides the latest assistive technology as well as tutors and workshops for learning and study strategies, note-taking and organizational skills. For more information, contact Jennifer Abraham at (603) 524-3207.

Readmission to the College

A student who has withdrawn from the college, has been suspended, or has not enrolled for three consecutive semesters must apply for readmission through the Admissions Office.

Change of Major

A currently enrolled student who changes major need not submit a new application but does need to complete a Change of Major/Credential form. Students currently enrolled in a program who wish to be considered for admission to the Nursing program are required to submit a new application for admission to the Nursing program along with the \$20.00 application fee.

Additional Associate Degrees

Students can have only two majors at one time. To qualify for a second major, the student must have first successfully completed one semester in another major, and then submit a second application for the second major along with a dual major request form. Both forms are available in the college Admissions Office. A second major is defined as a program of study identified by its own unique title as it appears on the credential, a title different from that of the first major. Additional majors require a minimum of 15 additional credits at the college beyond those required for the first and subsequent degrees, excluding Credit by Examination, Credit for Experiential Learning, College Level Examination Program (CLEP), and Transfer Credit.

Matriculated students, who want a credential less than a degree, while still pursuing the degree, can pursue the lesser credential as a second major. The student does not have to withdraw from the degree and apply to the certificate.

COST OF ATTENDANCE

Tuition and Fees

New Hampshire Residents: \$200 per credit

New England Regional Student Program (NERSP): \$300 per credit

Out-of-state & International: \$455 per credit

Veterans and a spouse or child using educational assistance benefits that are living in New Hampshire and attending CCSNH will be charged in-state tuition, without waiting the ordinary period to establish residency.

GM ASEP Students

All New England resident students enrolling at Lakes Region CC in the General Motors ASEP automotive program will be charged in-state tuition rate rather than the New England Regional rate.

ALL FEES SUBJECT TO CHANGE. Full-time status for financial aid and/or insurance purposes requires a minimum of 12 credits each semester, except for co-op students.

Fees (Full and part-time students)

Comprehensive Fee: Students enrolled full or part-time, day or evening, will be assessed a Comprehensive Fee of \$6 per credit in each semester of attendance. The fee is administered in part by the Student Senate within administrative guidelines.

Laboratory/Clinic/Practicum: A fee will be charged for laboratory/clinic/practicum or other similar experiences. This fee will be calculated by subtracting the number of class hours from the number of credit hours and multiplying the remainder by \$60 for each course. This fee will be added to the normal tuition charge for that course. This fee will be charged to all students with no exceptions. Effective January 1, 2009, no fee will be charged for co-ops and internships. No other lab fees are permitted without the written authorization of the Chancellor of the Community College System of NH.

Example: BIOL 1450 Anatomy & Physiology I $\frac{CL}{3}$ $\frac{LAB}{2}$ $\frac{CR}{4}$ $4 - 3 = 1 \times 60 = \$60$

Other Fees

Application Fee*	\$20.00
International Student Admissions Fee	\$100.00
Credit Exam Fee per credit	\$100.00
Graduation Fee (plus \$20 for additional or replacement diplomas)	\$125.00
Payment Plan Fee* (when applicable)	\$30.00
Payment Plan Late Fee	\$10.00
Orientation Fee	\$40.00
Accuplacer Exam Fee*	\$20.00
Drug Testing Fee (per test)	Up to \$125.00
Protested Check Fee*	\$35.00
Student Professional Liability Insurance (per year)	\$20.00 – 60.00
Culinary Fundamentals (Hospitality Sanitation test)	\$39.00
Culinary Supply Fee for CULA 1460L, CULA1510L,	\$200.00
Culinary Supply Fee for CULA2200L, 2250L, 2450L, 2550L	\$200.00
Introduction to Hot Foods (Hospitality Sanitation test)	\$39.00
LNA Competency Exam - written	\$80.00
LNA Competency Exam – clinical	\$80.00
NLN Pre-Admission Exam Fee	Up to \$70.00
NLN Pre-Admission Scheduling Fee	\$10.00
Nursing Simms Kit Fee for NURS1320L, 2220L	\$41.00
Immunizations Tracker Fee	\$35.00
Nursing Clinical Surcharge per semester	\$350.00
ATI Nursing Exam Prep Fee for NURS1320L	\$240.00
ATI Nursing Exam Prep Fee for NURS1420L	\$142.00
ATI Nursing Exam Prep Fee for NURS2220L	\$133.00
ATI Nursing Exam Prep Fee for NURS2320L	\$532.00
Drug Testing Fee for NURS1320L and 2220L	\$42.00
Machine Processes Amatrol E-learning Software Fee for LMAN1430	\$300.00
N. American Board of Certified Energy Practitioners Cert. (NABCEP) students	\$80.00
N. American Board of Certified Energy Practitioners Cert. (NABCEP) non-students	\$100.00
Building Performance Institute (BPI) Testing Proctor Exam Fee for non CCSNH students	\$50.00
College Level Examination Program (CLEP) Fee	\$25.00
Replacement Fee (unreturned library books) per book	\$30.00
Fire Academic Fee	\$640.00
SCBA (Self Contained Breathing Apparatus)**	\$350.00
Turn Out Gear**	\$100.00
Fire Inspector Certification Fee (FIRE2100)	\$15.00
Fire Instructor Certificate Fee (FIRE2420)	\$15.00
Basic Service Operations (Fork Lift Driving Certification)	\$20.00
Mercury Marine MTF Certification Test	\$25.00
Graphic Design & Media Arts Annual Fee for Adobe Creative Cloud Software	\$420.00
Automotive Yearly Materials Fee	\$125.00
Housing Deposit Fall and Spring semester	\$350.00
Housing Deposit Summer	\$250.00
Housing Summer Weekly Rate	\$125.00

Housing Single Rate per semester	\$3950.00
Housing Double Rate per semester	\$3600.00
Housing Activity Fee per semester	\$75.00
Housing Internet Fee per semester	\$100.00
Housing Parking Fee per semester	\$10.00
Proximity Card Replacement	\$25.00
Standard Apartment Cleaning	\$100.00
Deep Apartment Cleaning	Materials & Labor + 10%
Key Replacements	Materials & Labor + 10%
Student ID card Replacement (non-proximity)	\$10.00
Common Area messes	\$25.00
Apartments Repairs	Materials & Labor + 10%
Acts of Vandalism	Materials & Labor + 10%
Smoking Damage	Abatement costs + 10%
Parking Violations – First Offense	\$5.00
Parking Violations – Second Offense	\$10.00
Parking Violations – Third Offense	\$20.00
Alcohol Violation Fines – First Offense	\$50.00
Alcohol Violation Fines – Second Offense	\$100.00
Alcohol Violation Fines – Third Offense	\$200.00
Smoking Fines – First Offense	\$25.00
Smoking Fines – Second Offense	\$50.00
Failure to Leave During Fire Alarm Activation	\$50.00
Tampering with Fire/Life Safety Equipment	\$100.00
False Fire Alarm Fee	\$350.00
Tractor Trailer Program Deposit*	\$350.00

*Non-Refundable.

**These charges apply to Fireground Procedures classes.

Liability Insurance

Student Personal Professional Liability Insurance is mandatory for all students in health and human service related programs which include clinical requirements. This may also be required for students in other programs who participate in an off campus practicum or internship. Fee ranges from \$20.00 to a max of \$65.00 per year.

Senior Citizen Tuition

Senior citizens (65 or older) will pay half tuition on a space available basis for credit courses. They are also responsible for the Comprehensive Student Service and Academic Instruction fees. Eligibility requires New Hampshire residency. Senior citizens will pay full tuition for non-credit courses and workshops.

Payment of Tuition

It is the policy of the College to require payment or arrangements for payment of all semester charges 10 calendar days prior to the start of the semester. Each semester/session of the college year, including summer sessions, is billed separately. **Students will receive tuition bills electronically via e-mail message to the student's college e-mail address upon registration. Students can also view their bill on the Student Information System (SIS).**

Tuition is based on a per credit charge. Students enrolled in 12 credits or more are considered full-time students. Credits earned during co-op work experience are college credits for which there is tuition fee charges payable by the student. It is the responsibility of the student to report all scholarships received to the Bursar's Office.

Books, Tools and Supplies

The college furnishes much of the necessary lab equipment and tools, but students must purchase their own textbooks and personal equipment. Faculty advisors of each curriculum will discuss these needs during the orientation/advising process. The cost of textbooks and supplies varies for each program.

Delinquent Accounts

An account becomes delinquent 30 days after the start of the semester. Any account unpaid or in arrears for more than 60 days will be referred to the College System Office Collection Department. Accounts that continue to be delinquent will be referred to a private collection agency by the College System Office. Please note that additional fees of up to 35% of the amount owed to the college will be assessed by the collection agency. Once the account goes to a collection agency, the student can no longer rectify the situation with the college, but must resolve it directly with the agency.

Protested Checks

The College will charge a \$35 fee for any check, draft or money order returned as uncollectible, plus all protest and bank fees, in addition to the amount of the check, draft or money order, to the person presenting the check, draft or money order to the department or institution to cover the cost of collection.

Student Account Deferred Payment Based on Student Hardship

- 1) If a student requests a deferred payment based on known student hardship, the request shall be made in writing to the president. Evidence of good cause to receive a student hardship deferral shall include, but not be limited to:
 - death in the student's family;
 - medical emergency;
 - military commitments;
 - family emergency; or
 - a similar problem beyond the control of the student
- 2) Within 10 calendar days of the date of receipt of the student's request for a deferral, the president shall grant or deny the request. FINANCE 13 10/18/07
- 3) Upon approval, the following requirements and procedures shall apply:
 - The president shall execute a written agreement with the student.
 - The agreement shall state when full payment is due.
 - The agreement shall state how full payment is to be made.
 - The agreement shall be dated and signed by the president and student.
 - The agreement shall be on file in the business office.

Payment Plan: A payment plan is available through E-Cashier NELNET. Go to www.lrcc.edu and click on Business Office at the bottom of the page, then click on the red box "Sign up for a payment plan" or contact the Business Office at the College.

Tuition Refund Policy

Students who officially withdraw from the college or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks) will have seven (7) calendar days from the designated start of the class to withdraw for a full refund. If the seventh (7th) or fourteenth (14th) calendar day falls on a weekend or holiday, the drop refund date will be the first business day following the weekend or holiday. Exception: students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. Students registered for workshops must withdraw in writing at least three (3) days prior to the first workshop session in order to receive a full refund of tuition and fees. **STUDENTS WHO HAVE NOT MADE PAYMENT ARRANGEMENTS 10 CALENDAR DAYS PRIOR TO THE START OF THE SEMESTER (OR ALTERNATIVE TERM START DATES) MAY BE DROPPED FROM THE CLASS ROSTER.**

All Federal Title IV funds (i.e., Pell, SEOG, Perkins Loan) are prorated and refunded according to the rules and regulations mandated by the U.S. Department of Education.

Tuition Refund/Tuition Credit/Tuition Waiver Policy

In extenuating circumstances, the President (or designee) is authorized to offer alternative compensation in the form of tuition credit or waiver to students on a case-by-case basis. Tuition credit on a student account must be used within one calendar year from the date of authorization

Tuition Refund

The policy of the Community College System of New Hampshire is to grant a refund of tuition only when a student formally withdraws by the 14th calendar day of the semester or other prorated enrollment period.

Under special circumstances and for compelling reasons beyond a student's control, the College may grant an exception to this policy. Students may request such an exception by completing the *Financial Appeals Request form* available from the Students Services suite or the office of the Vice President of Student Services and Enrollment Management.

Tuition Credit

A tuition credit must be requested in writing and is granted when circumstances meet one of the following criteria: a death in the family, a medical emergency, a military commitment or a situation beyond the control of the student. In addition, a tuition credit is granted only when tuition has been paid. Tuition credits are not given when the account shows an outstanding balance. To be considered for a tuition credit, students must submit a *Financial Appeals Request form* available from the Student Services suite or the office of the Vice President of Student Services and Enrollment Management.

Tuition Waiver

A tuition waiver may be granted when circumstances meet one of the following criteria: a death in the family, a medical emergency, a military commitment or a situation beyond the control of the student. To be considered submit a *Financial Appeals Request form* available from the Student Services suite or office of the Vice President of Student Services and Enrollment Management.

FINANCIAL AID

LRCC encourages all prospective student to apply for financial assistance. Applying is free and there is no required commitment on the part of the student or family to accept aid. The basic forms of assistance available are scholarships, grants, loans and work-study. The Federal College Code on the FAFSA for LRCC is: 007555.

To be considered for aid, the student must first be admitted into a program of study that leads to a degree, professional certificate or eligible certificate. Second, the student must be making satisfactory academic progress and must demonstrate financial need.

In order to be evaluated for aid, the student must complete the Free Application for Federal Student Aid (FAFSA). File the FAFSA electronically at www.fafsa.ed.gov.

Note: Federal, state and private scholarship funds are often limited. Applicants with greatest financial need receive first consideration for assistance. Application materials should be filed by May 1 to receive priority consideration.

Admission, registration and class attendance must be confirmed before financial aid reimbursement expense checks can be issued to the student. Please allow at least 30 days from the beginning of the first class. In addition, books (\$1400 estimated per year) must be paid for in cash, by credit card or by check. Students experiencing difficulty should contact the Financial Aid Office.

Sources of Financial Aid

The following are brief descriptions of various programs, scholarship opportunities, and miscellaneous sources of possible support. More detailed information about these matters and application procedures can be obtained by visiting the Financial Aid webpage at www.lrcc.edu.

Grants

Federal Pell Grants

This is the federal government's basic grant program. Pell grants range from \$292 to \$5,775 for full-time students. Use the FAFSA to apply for a Federal Pell Grant. Students with a Bachelor's degree are not eligible.

Federal Supplemental Educational Opportunity Grant Programs (FSEOG)

This is a smaller grant program funded by the federal government and the institution for the neediest students. Awards range between \$100 and \$1000 at the colleges in this system. Use the FAFSA or Renewal FAFSA to apply for this grant. Students with a Bachelor's degree are not eligible.

Carl Perkins Grant

Project RENEW provides financial support for single parents and displaced homemakers who have matriculated in a career or technical program. Funds available through this federal grant are used for tuition. Students must file an application form and essay. Awards are based on need, number of dependent children, whether the student is working and whether the student has other sources of income.

Loans

The Federal Perkins Loan program provides funding for the neediest students. This loan program carries a 5 percent interest rate. Students are generally awarded \$200-1,500 per year, with repayment beginning nine months after leaving college.

Direct Subsidized Stafford Student Loan

This is a loan program that is subsidized by the federal government (subsidized loan is a loan that will not accrue interest during enrollment periods of at least half-time status). Student enrolled below ½ time (6 credits or less) for any given term are ineligible for loan disbursements. Grade level 1 (0-31 credits earned) students may borrow up to \$3500 per year. Grade level 2 students (32+ credits earned) may borrow up to \$4,500. First time borrowers must complete entrance counseling and complete master promissory note at www.studentloans.gov.

Direct Unsubsidized Stafford Student Loan

This loan program follows similar criteria as the subsidized Stafford student loan except the student is liable for the interest while in school. Student enrolled below ½ time (6 credits or less) for any given term are ineligible for loan disbursements. Grade 1 level students (0-31 credits earned) may borrow up to \$5500 per academic year combined with the subsidized Stafford Loan. Grade level 2 students (32+ credits earned) may borrow up to \$6,500 per academic year. Independent students may borrow an additional \$4,000 to meet educational costs as eligibility permits. First time borrowers must complete entrance counseling and a master promissory note at www.studentloans.gov

Direct Parent Loan for Undergraduate Students (PLUS)

Parent Loans for Undergraduate Students are available to provide additional funds for educational expenses. These loans are made to parents of dependent undergraduate students. Parents may borrow up to the student's cost of attendance less anticipated financial assistance. More information is available on-line at <http://lrcc.edu/financial-aid/loan-programs>.

Alternative Loans for Parents and Students

These programs are developed by various agencies to assist parents and students meet their educational expenses. Such funds may assist families that do not qualify for, or need to supplement, other forms of financial aid. More information is available on-line at: <http://lrcc.edu/financial-aid/loan-programs> .

Federal Work Study Program

The Federal Work Study Program provides jobs for students who have demonstrated financial need by filing the Federal Application for Federal Student Aid (FAFSA). College Work Study Program encourages the part-time employment of undergraduate students who need the income to help pay for their cost of education and encourages FWS recipients to participate in community service activities. In addition, a student must have financial need.

Scholarships

Students are urged to investigate private scholarship opportunities. Many religious organizations, clubs, businesses, banks and individuals provide scholarship assistance. Visit <http://www.lrcc.edu/admissions/financial/financial-aid/scholarships-and-grants> for more scholarship opportunities and applications.

Return of Federal Title IV Funds: Mandated by Law

A financial aid recipient who does not complete all of the days he/she was scheduled to attend during the payment period may be required to repay all or a portion of the financial aid he/she received for that semester. Recipients may also be required to pay back, to the College, all or a portion of tuition charges.

Title IV funds are awarded to a student under the assumption that the student will complete all courses he/she is scheduled to attend during the period financial aid assistance is awarded. When a student ceases attendance and does not complete all courses he/she was scheduled to attend, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive. If a student ceases attendance prior to completing more than 60% of the payment period or period of enrollment, the amount of Title IV grant or loan assistance earned by the student must be determined using a specific formula. This is known as the Return to Title IV Funds calculation. If the amount disbursed to the student is greater than the amount the student earned, unearned funds must be returned by the College and/or the student to the appropriate program. If the amount disbursed to the student is less than the amount the student earned, and for which the student is otherwise eligible, he or she is eligible to receive a Post-withdrawal disbursement of the earned aid that was not received. The exact amount to be returned by the College and/or repaid by the student will vary depending on the amount of financial aid received and the point in which the student ceases attendance from the College. The amount of assistance earned is determined on a prorated basis. For example, if the student completed 30% of the payment period

or period of enrollment, he/she would earn 30% of the assistance he/she was originally scheduled to receive. If the student completes more than 60% of the payment period (generally the length of the semester) or period of enrollment (if enrolled in Modules only - courses than run less than the full semester), all the assistance that he/she was scheduled to receive for that period is earned. There are some Title IV funds that students are scheduled to receive that cannot be disbursed once a student withdraws because of other eligibility requirements. For example, a first-time, first-year undergraduate student must complete 30 days of his/her program in order to be eligible for a Direct Loan disbursement. If the student withdraws prior to completing 30 days of his/her program, he/she will not receive any Direct Loan funds. If the student receives excess Title IV program funds that must be returned, the College must return a portion of the excess equal to the lesser of:

1. The institutional charges multiplied by the unearned percentage of the student's funds, or
2. The entire amount of excess funds.

The College must return this amount even if it did not keep this amount of the student's Title IV program funds. If the College is not required to return all of the excess funds, the student must return the remaining amount. Any loan funds that must be returned by the student, (or student's parent for a PLUS Loan) are to be repaid in accordance with the terms of the promissory note. That is, the student must make scheduled payments to the holder of the loan over a period of time. Any amount of unearned grant funds that a student must return is called an overpayment. The maximum amount of a grant overpayment that a student must repay is half of the grant funds he/she received or was scheduled to receive. The student must make arrangements with the school or the Department of Education to return the unearned grant funds. The requirements for the Title IV program funds when a student withdraws are separate from the College refund policy. Therefore, a student may still owe funds to the College to cover unpaid Institutional charges. The College may also charge a student for any Title IV program funds that the school was required to return. **A student will not be allowed to register for any future courses until this required refund is paid.** The College will return funds to the appropriate aid programs as prescribed by law and regulations in the following order:

1. Federal Direct Unsubsidized Stafford Loan
2. Federal Direct Subsidized Stafford Loan
3. Federal Perkins Loan
4. Federal Direct PLUS Loan
5. Federal Pell Grant
6. Federal Supplemental Education Opportunity Grant
7. Other Title IV Aid Programs
8. Other Federal sources of aid
9. State/Private/College aid

No Pass Grades (Return of Title IV Funds)

Students in the following situation in a given semester will have the unearned portion of that semester's financial aid returned to the federal government:

- are receiving Financial Aid; **and**
- **all grades** issued for a given semester are a combination of "no passing grades"; **and**
- do not have a last date of attendance documented after the 60% period of the semester.

The Return of Title IV calculation will use the "last date of attendance" or the 50% period of that semester. Students in this situation may be **required to repay** a percentage of their financial aid.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS POLICY

The Financial Aid office is required by federal regulations to periodically review financial aid recipients to ensure that they are making academic progress towards the completion of their program of study. Satisfactory academic progress for financial aid recipients is measured by both qualitative and quantitative standards and is an assessment of a student's cumulative academic record while in attendance at the institution.

Qualitative Standard

Cumulative GPA Component

Must have earned the minimum published CGPA at the published intervals.

Quantitative Standard

Completion Rate Component	Must complete more than <u>2/3 of the credits attempted</u>
Maximum Timeframe Component	Can receive financial aid for up to <u>150%</u> of the number of credits

In general, coursework that is taken while in attendance at this college and applies to your academic program is taken into account when reviewing your academic record for satisfactory academic progress. However, there are some exceptions. Please refer to the table below for a breakdown of how each type of course or credit is treated in the review.

	Cumulative GPA Component	Completion Rate Component	Maximum Timeframe Component
Regular courses in your program of study	Y	Y	Y
Repeat Courses	Y	Y	Y
Transfer Credits	N	Y	Y
Consortium Credits	N	Y	Y
Developmental/Remedial/ESL	Y	Y	Y
Incompletes	Y	Y	Y
Audit Courses	N	N	N
Credit by Examination	N	N	Y

QUALITATIVE STANDARD

Cumulative GPA Component

A student must maintain a minimum cumulative grade point average as noted below to be considered as making satisfactory academic progress.

Total Credits Earned Toward Program	Minimum Cumulative Grade Point Average Required for the Program	
	Certificate Diploma	Associate
0 – 13	1.50	1.50
14 – 27	2.00	1.70
28 – 40		1.80
41+		2.00

QUANTITATIVE STANDARD

Completion Rate Component

A student must successfully complete more than two-thirds (66.66%) of the total credits s/he attempts throughout his/her academic career at the college. All attempted credits resulting in either an academic grade or administrative transcript notation will be included in the quantitative calculation.

For example, a student who has enrolled in 36 credits throughout their academic career at the college must pass more than 24 credits in order to be making satisfactory academic progress.

Maximum Timeframe Component

A student may receive student federal aid for any attempted credits towards his or her program of study as long as those credits do not exceed 150% of the published length of the student's program of study.

For example, a student enrolled in an eligible 24 credit certificate program can receive financial aid for up to 36 credits attempted. Likewise, a student enrolled in a program of study that requires 64 credits to earn the degree can receive student federal aid for a maximum of 96 credits attempted.

Academic Periods Included in the Review

The qualitative and quantitative standards of the Satisfactory Academic Progress policy will be used to review the academic progress for all periods of the student's enrollment. Even periods in which the student did not receive FSA funds will be included in the review. Additionally, periods for which the student was granted academic amnesty will be included in the review.

Satisfactory Academic Progress Review Process (SAP):

Question	Answer
When is my academic progress <u>Reviewed</u> ?	At the end of each semester
Are there <u>Probationary Periods</u> ?	Yes, one semester of probation prior to suspension
Is there an <u>Appeal Process</u> ?	Yes
Can you <u>re-gain Financial Aid eligibility</u> once you lose it?	Yes

The qualitative and quantitative components of the SAP policy will be reviewed at the end of each semester within the regular academic year of the student's program of study

Students who meet SAP standards will be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the following semester.

Students who do not meet SAP standards will be placed on SAP probation for one semester. Students placed on SAP probation will retain their eligibility for Student Federal Aid for the following semester.

Students placed on SAP probation:

At the end of the probationary period, SAP standards will be reviewed. If the student meets SAP standards, s/he will once again be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the following semester. If the student is still unable to meet the standards for SAP, s/he will no longer be eligible to receive FSA at the institution until such time that s/he is able to meet the standards of SAP.

Repeat Courses – Only the most recent grade for a course that has been repeated will count towards a student's CGPA. Therefore, grades from prior attempts will be excluded from the student's cumulative CGPA. However, all attempts including the most current will be included in the calculation for the completion rate and maximum timeframe components. Financial Aid will cover a repeated course only when it is repeated to replace an unacceptable grade as determined by a specific course and/or major.

Transfer Credits – Credits that are transferred in from another institution and apply to the most current major will be excluded from the student's cumulative CGPA. However, they will be included in the calculation for the maximum timeframe and completion rate components.

Consortium Credits – All courses taken at an institution other than your home institution through an official consortium are included in the calculation for completion rate and maximum timeframe components, but are excluded from the student's cumulative CGPA component.

Developmental/Remedial Courses – Credits from these course will be included in the calculations for all three components of the satisfactory academic progress review. You are only eligible for federal financial aid for up to 24 credit hours of this type of coursework.

Incompletes – All incompletes must be resolved by the end of the third week of the semester following the receipt of the incomplete grade. If it is not, the grade is either automatically changed to an "F" or is considered to be an "F" for all components of the satisfactory academic progress review. Financial Aid can be withheld until Incompletes are resolved.

Audit Courses - Financial Aid does not cover any courses a student audits. Further, audit courses are not included for any of the calculated components. Full tuition is charged for all audited classes. See full audit policies.

Credit by Examination - Financial Aid does not cover courses in which a matriculated student earns credit through Credit by Examination. Credit by Examinations count toward the maximum time frame component, but are excluded from the

student's cumulative CGPA component and completion rate components. The cost of credit by examination is \$25 per credit.

Appeal Process – A student who becomes ineligible for federal student aid due to not meeting the financial aid standards of satisfactory academic progress may appeal for a review of that determination. A student who believes s/he has extenuating circumstances that affected his or her ability to progress satisfactorily should appeal in writing within 30 days of the date of the letter indicating a loss of financial aid eligibility. The letter should be addressed to the Financial Aid Appeals Committee and be submitted to the Financial Aid office. A successful appeal may preserve the student's eligibility for federal student aid in the following semester.

Change of Program – A student who changes his/her academic program may request an appeal in that determination if s/he has changed programs while enrolled at his/her current college. If this appeal is taken up then only those courses applicable to the new program will be evaluated for the Completion Rate and CGPA components. However, all courses attempted will be evaluated for the Maximum Timeframe component. If under these circumstances the student is making satisfactory academic progress, the student will regain eligibility for student aid. If under these circumstances the student is not making satisfactory academic progress, the student will not regain eligibility for student aid at this time.

For further information about the Financial Aid Satisfactory Academic Progress policy, please contact the Financial Aid Office. The complete Financial Aid Handbook is available on-line at <http://www.ccsnh.edu/links.html>.

Veterans Administration

The Veteran's Certifying Official assists students in receiving their VA educational assistance entitlement. Enrollment certifications are electronically reported to the Veteran's Administration after the add/drop period. Any changes in enrollment status will be reported to the VA, which may affect your benefit payments.

New Veteran Students:

1. Complete VA Form 22-1990 (Application for Educational Benefits) available online at www.gibill.va.gov or in the Registrar's Office. This form should be mailed to the VA Regional Office in Buffalo, NY. It may take 8-12 weeks for your claim to be processed. If you have already applied for the benefits, please provide a copy of your Certificate of Eligibility, issued by the VA, to the Veteran's Certifying Official.
2. Provide a copy of your separation papers, DD214 (active duty) or an original "Notice of Basic Eligibility" from your reserve unit (reservists), or, if you have already applied for benefits, please provide a copy of your Certificate of Eligibility, issued by the VA.
3. Apply for admission into an eligible degree or certificate program with our Admissions office.

You will find additional information on how to apply for educational benefits, benefit eligibility and changes in enrollment status online at www.gibill.va.gov or you may contact the college Veteran's Certifying Official at (603) 366-5221.

Complete Financial Aid Handbook is available online at <http://www.ccsnh.edu/sites/default/files/CCSNH2016-2017StudentFinancialAidHandbook-rev062016.pdf>.

ACADEMIC POLICIES/PROCEDURES

Academic Philosophy

At Lakes Region Community College, students are exposed to various methods of instruction. While some courses are lecture-based, others subscribe to a performance-based, student-directed learning philosophy. Performance-based learning is a systematic, organized approach to education and training that specifies the knowledge and skills required for graduates to perform competently and confidently in a rapidly changing economy and society. Programs and courses are structured within a competency-based framework. By defining competencies (knowledge, skills, and attitudes) in each course, educators and learners work together to maximize the potential of each individual in the learning process. Intellectual, interpersonal and physical-manual competencies are assessed continuously to assist learners in improving their performance. The College continually strives to provide a physical, intellectual and social environment that supports the unique learning styles, backgrounds and needs of each individual.

Academic Requirements

Associate Degree

The Associate Degree prepares students for immediate employment or the opportunity to further their education. The curriculum provides students with the tools to think critically, reason, compute, communicate, and adapt to change. Associate Degree candidates must meet the following requirements:

1. A minimum of 64 semester hours.
2. A minimum of 32 semester hours in major and related courses.
3. In addition to major courses, a 24 semester hour minimum core program in general education courses consisting of:
 - a. English Composition and Literature/Communication 6 Semester Hours
 - b. Science 3-4 Semester Hours
 - c. Mathematics 3 Semester Hours
 - d. Social Science 3 Semester Hours
 - e. Humanities/Fine Arts/Foreign Language 3 Semester Hours
 - f. Liberal Arts Electives 6 Semester Hours*(minimum of two courses and six credits from areas a-e above)
4. The remaining eight semester hours or more shall include either technical or general education courses.
5. Any credit granted through options will count towards degree/professional certificate/certificate requirements, but will not be included in computing grade point averages.

*The Associate in Applied Science requires 3 Semester Hours in Liberal Arts

Professional Certificate

All professional certificate programs require a minimum of 20 semester hours in major and related courses, as well as 12 semester hours from the general education core. A cumulative grade point average of 2.0 or higher is required. Only those courses in the certificate will be used to calculate the GPA.

Liberal Arts Categories

Liberal Arts courses are categorized as follows:

English	Courses with ENGL prefixes and HUMA1600L
Humanities	ENGL2230L, ENGL2240L, ENGL2460L, ENGL2500L, ENGL2540L, ENGL2550L, ENGL2560L, ENGL2570L, and courses with ARTS, FREN, HIST, HUMA, PHIL and SPAN prefixes
Literature	ENGL2230L, ENGL2240L, ENGL2460L, ENGL2500L, ENGL2540L, ENGL2550L, ENGL2560L, ENGL2570L
Mathematics	Courses with LMAT prefixes
Science	Courses with BIOL, CHEM, ENVS, PHYS prefixes
Social Science	HUMA1310L, HUMA1500L, HUMA1510L, HUMA2500L, HUMA2520L, and courses with HIST, PHIL, POLS, PSYC, and SOSC prefixes

Assignment of Credits

A credit hour shall be allocated based on the below:

Category	Contact Hours per Week	Contact Hours per Semester (based on minimum 15 week semester)
Class	1	15
Laboratory	2 or 3	30-45
Clinical	3 to 5	45-75
Practicum, Fieldwork	3	45
Internship	3 to 6	45-90
Co-op	Variable by Dept.	Variable by Dept.

Course Credit Hour Designation

One instructional hour is equal to 50 minutes. Next to each course is the course credit breakdown, shown in three numbers. The first number represents the number of lecture hours per week. The second number represents the number of lab, clinical, co-op, internship, or practicum hours per week. The third number represents the total number of credits.

BIOL1450L	Anatomy & Physiology	3-2-4
PSYC1250L	Introduction to Psychology	3-0-3

The academic instructional semester consists of no less than 15 weeks and no longer than 16 weeks or their equivalent including final exams. Courses that are delivered in alternate time schedules including summer semester (8 weeks, 12 weeks, etc.) will be shown the same as above, but will be scheduled to reflect the equivalency of the total number of hours. For example, PSYC1250L offered on an 8 week schedule would meet 6 hours per week and earn the same 3 credits.

Course Credit for Unit Instruction

Students who complete the competencies of a unit of a course may receive credit for the portion(s) successfully completed. For information about this process contact the student advisor. Note: Students required to take a three-credit (unit) course may not split units between two or more courses to satisfy one course requirement.

Residence Credit

Students seeking a degree at the college must earn a minimum of 16 semester hours from Lakes Region Community College. At least eight semester hours of the courses taken to meet the minimum residency requirements shall be advanced courses in the student's major field of study or in appropriate advanced courses in related fields. Advanced courses are associate degree program courses listed in the first and second semesters of the second year, or in the second semester of the first year of one-year programs. Students seeking a professional certificate must complete a minimum of 9 credits or 25% of the credits, whichever is larger, from Lakes Region Community College. For a certificate, students must complete at least 6 credits or 25% of the credits, whichever is larger, from Lakes Region Community College.

Basic Skills

Basic Skills is a competency-based program designed for students who would benefit from building academic skills in English, mathematics and/or reading prior to enrollment in college level courses. With small class sizes, instructors provide a supportive environment, focusing on students' individual academic needs. Peer tutoring, instructor-led labs and ongoing meetings with Basic Skills advisors help maximize student success.

Basic Skills courses follow the same grading system as college-level courses, and these grades are computed into the grade point average (GPA), but do not provide credits toward graduation. To exit a Basic Skills course, students must receive a grade of C- or better. Tuition is charged for each semester of Basic Skills coursework.

Nursing applicants who require Basic Skills courses are not automatically admitted to the nursing program upon completion of Basic Skills courses. Nursing applicants must meet prerequisite course requirements and participate in the nursing pre-admission examination before admission review.

Students enrolled in Basic Skills follow the same college policies regarding tuition, financial aid, academic grading, academic standards and student activities.

Directed Study

Under certain circumstances a matriculated student may take a course in a semester when the course is not offered either during the day or evening. A Directed Study allows a matriculated student to pursue the published learning objectives/outcomes for a course independently under the guidance of a qualified faculty member. *Students must be matriculated and have a minimum cumulative GPA of 2.0 to be eligible for a Directed Study.*

The student must demonstrate compelling reasons why the course could not be taken in a subsequent semester or was not taken in the semester when it was originally offered in the curriculum. Barring exceptional circumstances, a Directed Study will not be granted for a course currently being offered in the day or evening divisions.

Distance Learning

Distance Learning courses are offered via the Internet in a 100% online environment using the Blackboard platform. Students work from home or office to complete the course content. All competencies and knowledge presented is the same as the student would experience in a classroom based course. This mode of study is increasing in popularity and the College is expanding the course menu every semester. A student may add a 100% online course up to the official start date of the semester. Once the semester has started a student may add a 100% online course only with the permission of the instructor.

Alternative Delivery

Alternative Delivery is anything other than the once or twice a week traditional classroom meeting. It includes 100% Online Learning or Distance Learning, hybrids, video conference, and other condensed formats. These methods offer flexibility in scheduling while placing more responsibility for learning on the student. Online Learning and hybrid courses are taught using the Blackboard web-based delivery system. Students are recommended to take an online self-assessment and have basic computer skills before registering for a hybrid or Distance Learning course.

Independent Study

Opportunities for credit-bearing Independent Study are available to matriculated students who wish to explore areas of a discipline not covered in the normal curriculum but related to the student's program. *Independent study is not available to non-matriculated students. Students must be matriculated and have a minimum cumulative GPA of 2.0 to be eligible for an Independent Study.*

The intent of Independent Study is to expand a student's learning experience beyond the normal program curriculum. Typically undertaken for 1-3 credits, Independent Study may not be done in lieu of any course existing in the college catalog.

Graduation Requirements

The College has established minimum competencies that must be attained in each program. Students will be awarded associate degrees upon completion of academic requirements and demonstration of the required competencies.

To be eligible for graduation, students must:

1. Satisfactorily complete each requirement in their academic program
2. Earn a cumulative grade point average of 2.0 or higher
3. Meet all obligations to the College, including payment of all fees
4. File the Intent to Graduate form with the Registrar's Office.

The student has the primary responsibility for ensuring that he/she meets degree/professional certificate/certificate requirements for graduation. The student should initiate at least one meeting with his/her faculty advisor each semester to ensure all the graduation requirements have or will be met by the intended time of graduation.

Transcripts

A student may request an official transcript (record of a student's academic history) through the Registrar's Office. All college obligations must be met, including student loan payments, outstanding tuition, payment of fines and library materials turned in before a transcript can be released. Transcripts are released in accordance with the Family Education Rights and Privacy Act of 1974 (the Buckley Amendment) and will not be released to a third party, including parents and spouses, without written permission of the student. Transcripts can be requested through the Student Information System (SIS) or transcript request forms are available in the Registrar's Office or on the college website. There is no charge for an official transcript; unofficial transcripts can be located on the Student Information System (SIS).

Academic Honesty

Original thinking and intellectual honesty are central to a college education. Research projects require the ongoing use of existing works, but students must conduct themselves with proper regard for the rights of others and of the college, in a context of mutual respect, integrity and reason. Activities such as plagiarism and cheating are not acceptable and will not be condoned by the college. Students involved in such activities are subject to serious disciplinary action.

The following are presented as examples of academic dishonesty:

1. Misrepresenting academic work done by someone else as one's own efforts, with or without permission of the person.
2. Providing or using prohibited assistance in assignments and examinations.
3. Unauthorized communication in any manner with other students during an examination; collaboration in the preparation of reports or take-home examinations; copying, giving aid or failing to follow the faculty member's instructions.
4. Tampering with or falsifying official college records.
5. Infringing upon the right of other students to fair and equal access to college library materials and comparable academic resources.
6. Falsification of data collected for and presented as part of course requirements.
7. Presenting as one's own ideas, another person's work or words without proper acknowledgement.

There may be other instances of academic dishonesty, which will be identified by a faculty member.

Academic dishonesty is not tolerated at Lakes Region Community College. There is the expectation that coursework will be done honestly, whether in lab projects, on examinations, or for term papers. The individual faculty member will make the initial response to an occurrence of academic dishonesty. The instructor should discuss the matter with the student, and should include what happened to cause the instructor to think cheating had taken place. The instructor should be specific: cheating was seen first-hand, cheating was reported by another student, work handed in was of much higher quality than usual, etc. Please refer to the College Judicial System on the College website as well as in the Student Affairs Office for consequences and procedures.

Academic Honors

Students whose academic performance warrants recommendation and recognition will receive academic honors. The *President's List* recognizes students enrolled in a degree or professional certificate program carrying a minimum of 12 semester hours and earning a grade point average of 3.75 or higher.

The *Vice President's List* recognizes students enrolled in a degree or professional certificate program carrying a minimum of 12 semester hours and earning a grade point average of 3.3 to 3.74.

During each commencement ceremony, the student with the highest cumulative grade point average in an associate degree program receives recognition as the class valedictorian. The student must complete a minimum of 64 credits at this college, exclusive of transfer credits and waivers. Competition for this award has traditionally been very strong, with students winning by fractions of a point.

National Honor Society

The College is affiliated with Phi Theta Kappa, the National Honor Society for two-year colleges. Students with a cumulative grade point average of 3.5, degree matriculation status, and a minimum completion of 12 credits may be inducted into the honor society.

Determination of Grades

The college posts grades on our Student Information System (SIS) at the end of each semester/session for each course for students who have met all financial and other college responsibilities. Online grade reports include the semester grade point average, cumulative credits and the cumulative grade point average. Current semester and Cumulative Grade Point Averages are not re-calculated until at least one week after the end of each semester in August, December, and May once grades are received for all courses.

Grade Point Average

The grade point average determines academic standing and is computed as follows:

1. Multiply the grade points earned in each course by the number of credit hours associated with that course. For each course, this gives a value known as quality points.
2. Add the quality points from all the courses taken in the semester. Separately total the number of credits.
3. Divide the total quality points by the total number of credits. This gives the semester grade point average.

Example	Letter Grade	Semester Hours	Quality Points
ENG1200L College Composition	A (4)	3	4 x 3 = 12
BIOL1440L Human Biology with Lab	B+ (3.3)	4	3.3 x 4 = 13.2
MATH1230L Introductory Algebra	C (2)	3	2 x 3 = 6
LPSY1250 Introduction to Psychology	D (1)	<u>3</u>	<u>1 x 3 = 3</u>
TOTAL		13	34.2

A total of 34.2 quality points divided by 13 credits = 2.63 semester grade point average (GPA)

Grades are recorded as follows:

A.....4.0 Points	AF – Administrative Failure
A-.....3.7 Points	AU – Audit
B+.....3.3 Points	CR – Credit by Exam
B.....3.0 Points	CS – Continuing Study
B-.....2.7 Points	I – Incomplete
C+.....2.3 Points	NP – No Pass
C.....2.0 Points	P – Pass
C-.....1.7 Points	TR – Course Transfer
D+.....1.3 Points	W – Withdrew
D.....1.0 Points	WF – Withdrawal Failing
D-......7 Points	WP – Withdrawal Passing
F......0 Points	* - Basic Skills

Explanation of Grades

AF: Instructor or administrator initiated withdrawal at any time for reasons other than poor grade performance, e.g., failure to meet attendance requirements, as published in the instructor's syllabus, violation of the Student Code of Conduct, disruptive behavior, etc. The grade may also be issued if a student registered in a clinic, practicum, internship or lab is

deemed unsafe or performing in an unsatisfactory manner as determined by an evaluation by a faculty member/agency supervisor in accordance with department criteria and procedure. Calculated in GPA as an "F". The AF cannot be used for poor grade performance.

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

CR: Students who are matriculated and earning a C or better on a Credit by Examination receive a grade of CR. The credits earned count toward the degree and are not calculated in the GPA.

CS: Continuing Study allows students to re-register for a developmental course if competencies have not been met by the end of the course. Intended for students who have demonstrated progress and a commitment to succeeding in the course but who need more time to achieve competencies. This grade applies to Basic Skills courses only and does not affect GPA.

I: An Incomplete grade indicates that a student has not completed a major course assignment due to extraordinary circumstances. It is not used to give an extension of time for a student delinquent in meeting course responsibilities. The (I) grade is not calculated into the GPA. However, all work must be completed by the end of the third week of the subsequent semester or the grade defaults to an F. *See full Incomplete policy: Incomplete Course Grade.*

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

P: Pass (not calculated into GPA).

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

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

WP: Student initiated withdrawal from a course after the drop deadline (60%) of the course; student has a passing grade at time of drop, as determined by the instructor. Does not affect GPA. Can be initiated by the instructor if the student, because of extenuating circumstances, is unable to initiate the process (e.g., catastrophic illness or injury, job transfer to another state).

* **Basic Skills:** Grades for Basic Skills courses have an asterisk following the course name and are computed in a GPA/CGPA, but cannot be used to satisfy degree requirements.

NOTE: When a student repeats a course (either voluntarily or because it is required to make up a failure), only the latest grade is computed in the GPA/CGPA, but both grades will appear on the academic transcript followed by an (I) – include and/or an (E) – exclude from CGPA.

Cumulative Grade Point Average

The cumulative grade point average (CGPA) reflects a student's academic standing through the most recent semester. To compute the cumulative grade point average, divide the total quality points earned in all semesters by the total credits attempted in all semesters. Calculation of Cumulative Grade Point Average (CGPA) will be based on all courses taken at the institution, including developmental or remedial courses.

Grade for a Repeated Course

All grades are entered on the grade report and academic record, and are used in figuring semester and cumulative grade point averages.

Students may retake a course, whether to replace an F or to improve their prior grade. The grade achieved in the most recent course will be the grade used in calculating a student's CGPA. When a student retakes a course at this college, the course and credit hours appear on the semester's grade report and academic record with the letter grade entered. The course grade and hours are included in the semester and the cumulative grade point average computation. The original grade and credit hours will not be figured in the cumulative grade point average, but will appear on the student's academic record followed by an (E)-exclude. Third and subsequent attempts to repeat a course will require the approval of the student's advisor or Vice President of Academic Affairs.

Incomplete Course Grade

An Incomplete Grade (I) indicates that a student has not completed a major course assignment (usually a final exam or culminating final assessment) due to extraordinary circumstances, such as serious illness, death in the family, etc. The grade is applied only in those instances where the student has a reasonable chance of passing. *It is not used to give an extension of time for a student delinquent in meeting course responsibilities. An Incomplete Contract must be completed by the instructor, signed by the student and filed with the Registrar's Office prior to the end of the term.*

The work must be completed by the student through arrangement with the instructor no later than:

- the end of the third week in the Spring semester for a grade issued in the Fall semester;
- the end of the third week in the Fall semester for a grade issued in the Summer term;
- three weeks from the earliest start date of the Summer term for a grade issued in the Spring semester;

Should the student fail to complete the work within the designated period, the grade will automatically become an F grade. The Vice President of Academic Affairs may make exceptions to the above deadlines.

Incomplete grades will not be included in the computation of Grade Point Average until a final grade is posted and/or the grade becomes an F. An "I" grade may affect a student's financial aid. Students should contact the Financial Aid office for further information.

Academic Standing

Students must show orderly progress toward their degrees and continue to display an ability to benefit from their programs and courses.

Each semester the Vice President of Academic Affairs reviews the academic performance of matriculated students whose cumulative grade point average (CGPA) is below 2.0. This review may result in a status of Probation or Suspension.

Academic Status Report: The instructor may issue status reports at any time during the semester/session when a student's academic performance is unsatisfactory. The status report identifies the problem and makes recommendations for corrective action. The advisor, counselor and instructor receive copies, and a copy goes in the student's file. A student may receive a failing grade without having received a course warning. The Academic Standing Committee may also issue warnings if a student's semester or cumulative grade point average falls below 2.0.

Academic Probation: Students will be placed on probation if they fall within one of the following categories:

0-13	Earned Credits:	between .500 and 1.49 CGPA
14-27	Earned Credits:	between 1.10 and 1.69 CGPA
28-40	Earned Credits:	between 1.25 and 1.79 CGPA
41+	Earned Credits:	between 1.50 and 1.99 CGPA

Students placed on Academic Probation will be limited to enrolling in 9 credits and may not participate in any extracurricular activities.

Academic Suspension: Students will be placed on suspension from the College for one semester if their academic performance falls under one of the following categories:

0-13	Earned Credits:	between 0.00 and .499 CGPA
14-27	Earned Credits:	between 0.00 and 1.09 CGPA
28-40	Earned Credits:	between 0.00 and 1.24 CGPA
41+	Earned Credits:	between 0.00 and 1.49 CGPA

Students placed on mandatory part-time cannot take a full course load. After consultation with their advisor, they may register for a reduced load that allows them to continue to work toward completion of their program. If they demonstrate improved academic progress for that term, they may appeal the status and the committee may reinstate them to full-time.

A student who does not meet satisfactory progress for Academic Probation for three consecutive semesters will be placed on Academic Suspension.

Under certain circumstances a student may also be suspended from the college for a designated period of time for failing to meet minimum academic standards.

Financial aid may be in jeopardy if a student fails to achieve satisfactory academic progress as defined above.

Appeal of Academic Standing Decisions

Students must submit a letter clearly defining the basis for the appeal to the Vice President of Academic Affairs within 7 business days following the date of the letter to the student. The student may have a representative at the meeting, and is encouraged to meet with the college counselor or the academic advisor for assistance in presenting his/her case.

If the student is not satisfied with the results of the appeal, he/she has the option to appeal directly to the President of the College within 5 days of the outcome of the appeal. The appeal to the President must be in writing, and must clearly define the basis for appealing the Vice President of Academic Affairs decision.

Each student must have a cumulative grade point average of 2.0 to graduate. NOTE: Co-op students must have a 2.0 or permission of their advisor to be eligible to participate in a co-op work experience.

Academic Amnesty

In order to be eligible for Academic Amnesty, a student must meet all of the following conditions:

1. The student has not taken any courses at original college of enrollment for a period of at least 3 years from the last semester of attendance.
2. The student applies for Academic Amnesty at the time of admission.
3. The student has never before received Academic Amnesty
4. The student achieved a cumulative GPA below 1.7 during previous attendance.

All grades earned during a student's previous attendance at the college will no longer be used to calculate the student's new cumulative GPA. Grades of C- and above taken during that time will be used to meet course requirements, subject to the approval of the Vice President of Academic Affairs. All previous grades will remain on the student's transcript.

Academic Advising

All students have an academic advisor who serves as a critical contact/mentor for the students during their time at the College. The academic advisor helps students select course and must approve all registration decisions, including course add/drop changes and withdrawals. The advisor assists students in identifying academic and personal resources on campus, conducts graduation audits, and helps students select and choose various program options. Advisors help students with decisions about career goals or further education. The more clearly students define and communicate their own goals, the more productive the student/advisor relationship will be.

Each semester, the academic advisor will conduct degree audits with the students. The purpose of the audit is to identify student progress towards the completion of the program, and to offer early intervention in making necessary schedule changes when the student fails a course, or when the student takes a course out of the normal sequence. The student bears the ultimate responsibility for making sure that he/she completes the required coursework for his/her program.

Academic Environment

The learning environment at the college encourages free discussion, inquiry and expression. Student performance is evaluated only on the basis of performance in class or lab, not on the basis of their individual views. Students are responsible for learning the content of any course of study, participate actively in the class and have the right to take exception to the views presented in class.

Students shall maintain academic standards and are accountable for the honest and timely completion of assigned work, consistent participation in all class, shop, laboratory or clinical activities, and for conducting themselves in an appropriate manner.

At the beginning of each semester the instructor shall provide students with a syllabus that contains a description of the course, its objectives, grading procedures, special academic requirements, prerequisites and specific class participation and attendance standards. The syllabus will include a schedule indicating (on a weekly basis if possible) when various course topics will be covered. Copies of syllabi are also available from the Academic Affairs Office.

Ethical Guidelines

Policies on students' rights and responsibilities, including the Student Code of Conduct, Equity, and the Judicial Policies

and Procedures, were developed based on national guidelines and standards. Student Services is guided by College, State and Federal ethical guidelines.

Attendance

Successful college students attend class regularly. Most failures, dropped courses and poor grades result from poor attendance. The college has designed a schedule of classes for each course that meets the Carnegie unit definition of class time necessary for the average college student to complete the course. This time at the college, under the supervision of a professional educator, contributes to academic success. It is understood that students may miss class due to illness or emergency. When this happens, the student should make every attempt to contact the instructor as soon as possible to discuss assignments and makeup opportunities. Students should in all cases notify and consult with their instructor on all absences. Absence for any portion of scheduled class time may constitute an absence. In some cases students must keep their own attendance records because a financial sponsor requires this for use in advising and recommending students to employers. The instructors will make every effort to accept advance notices of absences due to college events and/or emergencies. It is, however, ultimately the student's responsibility to make arrangements for missed assignments, tests, lectures, deadlines and other academic activities associated with the lack of attendance.

The college encourages attendance in class for several reasons:

1. There is a strong correlation between attending classes and academic success.
2. Material may be available in class that is not in the textbook.
3. Class time has been assigned to each student and that is their time to receive instructor assistance, which is important to the successful completion of the course requirements.
4. Much learning takes place between faculty and students during class. This time is also a chance for students to think, question and clarify ideas and information.
5. Each individual is expected to make satisfactory progress in classes. Attendance is important so the faculty can assist the student in making satisfactory progress.
6. Students who are not making satisfactory progress should, with the consensus of instructor and advisor, drop the course during the drop period.

Registration for any course presupposes that the student will attend all scheduled classes, laboratories, and clinics. Any student who does not attend the first class of the semester and has not processed a course drop in writing with the registrar's office will be removed from the class roster; however, the student is still responsible for tuition and fees. Each student is responsible for meeting all class requirements. For an absence rate that reasonably precludes making up missed coursework, barring mitigating factors such as major illness, accident or family emergency, faculty may process an administrative failure form with the Registrar's Office or award a final grade of AF at the end of the term.

Course Failure

The student must make up a course for which a grade of F was received, either by retaking the course at Lakes Region Community College or by taking a comparable course at another institution. Courses transferred from other institutions count towards credits only; the F remains as part of the CGPA. Retaking a failed class will result in the F being replaced by the passing grade for the purpose of GPA calculation. The student should consult the advisor and department chairperson to determine if a course will transfer. Course failures cannot be made up by taking a credit by examination. See policy on Credit by Examination.

Appeal of a Grade

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

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

1. Meet with the instructor
The student shall contact the faculty member and schedule a meeting to discuss the grade appeal and attempt to resolve the conflict. The faculty member and student shall meet within the next five work days.
2. Meet with the Program Coordinator/Department Chairperson
If the issue was not resolved in Step 1 above, the student has three work days from the date of the faculty member's decision to file a written appeal with the faculty member's program coordinator or department chairperson, or with the Vice President of Academic Affairs if the faculty member is also the department chairperson or program director. Within three work days the department chairperson (VPAA) will mediate the dispute either through discussion with the instructor, or with the student in the company of the faculty member. If no resolution is reached, proceed to Step 3

below.

3. **Meet with the Vice President of Academic Affairs (VPAA)**

If the issue is not resolved in Step 2 above, the student has three work days to file a written appeal with the Vice President of Academic Affairs. The VPAA will meet with all parties concerned within the next three work days to attempt to resolve the dispute. The VPAA will have three work days from the last meeting to render a decision on the grade appeal. The decision of the VPAA is final.

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

Registration

The Registrar's Office, the Financial Aid Office and the Bursar's Office coordinate the registration process, which includes registering for courses, completion of forms and payment of college tuition and fees. Matriculated students must have advisor approval before registering for any course. Non-matriculated students may register during the open registration period before the start of each term, pending available space and the meeting of prerequisites or instructor approval.

Students should understand that by registering for courses at LRCC, they are financially obligated for ALL costs related to the registered course(s). Upon a drop or withdrawal, it is understood they will be responsible for all charges as noted in the student catalog and handbook. If they do not make payment in full, it is understood that their account may be reported to the credit bureau and/or turned over to an outside collection agency. It is also understood they will be responsible for the costs of the outside collection agency and/or any legal fees and bounced check fees under RSA 6:11 which may add a significant cost to their existing account balance.

Adding a Course

Students may add courses to their schedule up to and including the seventh (7th) calendar day of the semester, providing there is space in the class. Adding a course requires the signature/approval of the instructor, Department Chair, or the Registrar. A course may be added after the seventh (7th) calendar day of the semester only with the permission of the instructor. Add/Drop forms are available through the registrar's office and online at www.lrcc.edu.

Adding a Distance Learning Course

A student may add a 100% online course up to the official start date of the semester. Once the semester has started, a student may add a 100% online course only with the permission of the instructor.

Dropping a Course

The student should discuss the decision to drop a course(s) with his/her advisor. Add/Drop forms are available through the Registrar's Office or the college website. Course(s) may also be dropped online via the Student Information System (SIS), up to the last day to drop with a refund.

Students may drop a course anytime during the first 60% of the semester without academic penalty. This may, however, result in a change in student status for financial aid, veteran's benefits, insurance discounts, etc. Students who officially withdraw from the College or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks) will have seven (7) calendar days from the designated start of the term to withdraw for a full refund. If the seventh (7th) or fourteenth (14) calendar day of the term falls on a weekend or holiday, the drop refund date will be the first business day following the weekend or holiday. Exception: students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. Students registered for workshops must withdraw in writing at least three (3) days prior to the first workshop session in order to receive a full refund of tuition and fees.

Students who formally drop a course by filing the drop form in a timely manner will have information entered on their academic record as follows:

1. No courses or grades are recorded for students who register but do not attend classes.
2. No courses or grades are recorded for students who withdraw from course(s) during the refund period.
3. A grade of W is awarded to students who drop a course(s) after the refund period but during the first 60% of the semester.

Students who fail to file an official drop form to drop a course for which they are not attending will receive an AF – Administrative Failure for such courses on their transcripts.

Audit Policy

Under the Audit Policy, students may enroll in courses which provide an opportunity to assess their ability to do college work, explore a discipline of interest, refresh prior learning, or supplement existing knowledge. Typically, a student attends lectures, seminars and/or labs but does not complete graded assignments (unless agreed upon with the instructor). When enrolled as an audit, the student will not be given a final grade, nor will credit towards graduation be given for the course (the academic transcript will reflect an AU for the course). *Student must pay the full tuition for the course. Financial Aid does not cover costs for an audited course.*

Not all courses can be taken for audit, and entry into a course as an auditing student is by permission of the instructor. A student must complete a registration as an audit during the first week of classes. Once admitted as an audit, the student may not change to credit status after the designated add period; likewise, a student registered for credit may not change to audit status after the designated add period.

The Vice President of Academic Affairs may make exceptions to the above.

Prerequisite

Students must successfully complete a prerequisite course before enrolling in the next course. The course description section of the college catalog notes prerequisites. A failing grade in a prerequisite will prevent a student from taking the next course. Students may use courses from other colleges to meet prerequisites. The department chair or academic vice president determines transfer credit. See the section on Transfer Credit for further information.

Co-requisite

Some courses have a co-requisite course requirement, which means that the course must be taken simultaneously with another course. A co-requisite may be satisfied if taken in a prior semester. Students should review all co-requisite requirements with their advisor.

Withdrawing from the College

Withdrawing from the college is a serious step, and students should discuss this process with instructors, the academic advisor and the college counselor. To withdraw from the college, a student must complete the withdrawal form and an exit interview with the college counselor and financial aid director. Failure to attend classes does not constitute withdrawal from the college. However, students who stop attending a course may be administratively dropped.

Students may withdraw from the college up to one week before the end of the semester. The date of withdrawal is noted on the students' academic college records, which also reflect the most recent date of class attendance, as needed, for students receiving scholarships, veteran's benefits, or for recipients of Title IV financial aid or other awards with special attendance requirements. Academic records will be treated in accordance with the standards used for dropping individual courses.

A student who has withdrawn from the college or who has been suspended may apply for readmission through the Admissions Office.

Student Status

A *matriculated* student is one who has been admitted to a program (degree, professional certificate or certificate) at the college. Matriculated students are entitled to participate in the Title IV Federal Financial Aid Program and have priority when registering for classes with limited enrollment. To remain matriculated, a student must register for, and enroll in, at least one course during the academic year (not to exceed a 12-month period). A student who does not register for at least one course per academic year will lose matriculated status. A student who chooses to re-matriculate must reapply for admission to a program. A student who begins a second program at the college may have to satisfy different program requirements.

A *non-matriculated* student is one who has not been admitted to a program at the college, and may register on a first-come, first-served basis for any course, providing the student has met prerequisites and that there is space available. *Non-matriculated* students should matriculate before the completion of 9 semester hours and begin pursuing graduation requirements. An advisor will help students make these decisions.

A *matriculated* student may request a *leave of absence* in writing through the Academic Affairs Office if the student will not be taking courses within one academic year (not to exceed a 12-month period) but wishes to remain on matriculated status.

After a leave of one academic year, the student must either register for at least one course or lose matriculated status, thus requiring reapplication and admission.

Medical Leave Policy

A matriculated student who, due to a *serious medical condition* that requires extended in-patient treatment in a medical facility and/or ongoing outpatient medical treatment, becomes unable to complete his/her academic requirements and/or who becomes unable to meet the program's technical standards and/or the requirements of the Student Code of Conduct, may apply for a formal Medical Leave of Absence for up to two consecutive semesters.

Students considering a Medical Leave of Absence should be aware that *granting of such leave does not relieve a student from financial responsibility to the college*. A student who is seeking a Medical Leave of Absence who is also a financial aid recipient should contact the Financial Aid Office to discuss the leave and any potential implications for changes in financial aid eligibility. Students who have concerns about continuing health insurance coverage may also wish to consult <http://www.michelleslaw.com> for important information.

Students requesting Medical Leave of Absence must:

1. Provide a letter to the Vice President of Academic Affairs identifying their program of study, the medical reason for the request, the proposed date on which the leave would begin, and the proposed date of readmission, and;
2. Provide the Vice President of Academic Affairs documentation of the medical condition from a licensed health care professional *directly involved in the treatment* of the student's particular condition that is sufficiently comprehensive to facilitate the decision-making process.

The Vice President of Academic Affairs (or designee) will make a determination regarding the appropriateness of the leave request and notify the student in writing whether the request for Medical Leave of Absence was granted and what conditions for readmission may apply. Students whose Medical Leave requests are granted will not be required to re-apply for admission at the end of the leave period provided that all conditions for readmission have been met.

Conditions for readmission may include, but are not limited to, submission of documentation from a licensed health care professional *directly involved in the treatment* of the student's particular condition that is sufficiently comprehensive to provide reasonable assurance that the returning student will be able to meet all college and program academic, technical, and behavioral requirements. Other conditions for readmission may include a required in-person meeting with the Vice President of Academic Affairs and/or the student's program Department Head; compliance with any new admission criteria implemented in the student's absence; following a new curriculum plan that may have been implemented in the student's absence; and/or repeating courses and/or clinical experiences to ensure clinical competence following an extended absence. (Please note that students wishing to return to a residence hall may be required to meet additional, separate criteria from those required for return to an academic program. Students should directly negotiate any return to residence life with the college's Student Affairs Office.)

Students who choose to seek Medical Leave under the provisions of this policy should be aware that information they voluntarily disclose during the application and readmission processes will be handled under the confidentiality guidelines of the Family Educational Rights and Privacy Act (FERPA) and disclosed only to those persons with a direct academic need to know.

Enrollment status is defined according to the number of credits a student takes during a semester and is used to determine financial aid awards. Credits awarded for transfer, work experience, audits and challenge exams do not count toward determination of full-time status. It is important to know that full-time status is the equivalent of 12 or more credit hours.

Full-time	12 or more credits, or registered for co-op
Three-quarter time	9-11 credits
Half-time.....	6-8 credits
Less than half-time	1-5 credits

A student must register for 12 or more credit hours to qualify for *full-time status* for financial aid, veteran's benefits, insurance discounts, etc.

Disclosure of Directory Information

Lakes Region Community College defines "directory information" as name, address, e-mail address, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of

attendance, enrollment status (may include number of credits and/or full/part-time status), anticipated graduation date, degrees and awards.

Students may refuse designation of personally identifiable information as directory information provided that a written request is received by the Registrar.

Privacy of Records

The college maintains an academic folder for all matriculated students. The folder includes permanent academic records, application for admission, correspondence to and from the college, transcripts of all previous academic records, recommendations, standardized test results, armed forces papers, social security papers, medical records and miscellaneous information.

The college does not provide access to, or release of, any personally identifiable records or files to any individual, agency or organization without prior written consent of the student except as follows. The President, Vice Presidents and registrar shall have unlimited access, without permission, to all student records. They may release information without prior written authorization of the student in the following circumstances:

1. To officials and teachers within the college who are directly involved in a legitimate, educational matter with the student.
2. To authorized Federal and State offices as identified in Section 438(b) (3) of Public Law 93-380.
3. To appropriate persons in connection with an emergency if the knowledge of such information is necessary to protect the health or safety of any person. If students wish their parent(s) or anyone else to be given information about any aspects of their progress at the college, they must sign a Waiver of Confidentiality form, which can be obtained from the Registrar's office.

Students may request release of college records by completing the Authorization for Release of Records form with the Registrar's office prior to the release of student information or documents to individuals other than those listed above.

Social Security Number

Federal law requires that Lakes Region Community College collect names and corresponding social security numbers for all students attending the college. The college is required by the Internal Revenue Code to produce a 1098-T tax form (Federal Register, Vol. 67, No. 2244, page 777686 (ii)) which requires the college to report the names and social security numbers of all students taking credit-bearing courses. Please note, however, that the college will ensure the security of the student's social security number and will not disclose it to anyone outside the college, except as mandated by federal or state laws.

Cooperative Education

A co-op is an educational program that combines classroom studies with paid, productive work experience in a field related to the student's major or career. The student is a full-time employee of the site and is not required to take classes during the duration of the co-op. Depending on the length of the co-op and criteria established by the sponsoring academic department, 1 – 4 credits may be awarded.

Each college department will set standards for eligibility to participate in a co-op. Individual departments must approve co-op sites and will determine requirements (papers, journals, etc.) that must be met during the co-op. The co-op will be graded using the college's grading system and credit will be awarded accordingly. Cooperative education is optional for all programs except the GM ASEP Program, Culinary Arts, Pastry Arts, and Restaurant Management. Faculty monitors each placement to ensure that it meets academic requirements and that the work experience is relevant to the student's area of study.

Exceptions to the above may be made with the approval of the Department Head and Vice-President of Academic Affairs.

Cooperative education allows a student to:

- Apply classroom knowledge to an employment situation
- Gain confidence for future employment
- Earn money to defray college expenses
- Earn credit for graduation
- Add solid experience to his/her resume

While the College makes every effort to place each eligible student, THERE IS NO GUARANTEE that placement will occur. Students who cannot obtain placement for any reason, including ineligibility due to a low grade point average or who decline to participate, are required to register for an alternative co-op experience or an elective. Students should see their faculty advisor for specific details. The college charges tuition and fees for co-op, alternative co-op experience or elective credits on a per-credit basis.

The student's co-op faculty advisor assists students in preparation for their co-op experience. During this process, usually two to four weeks prior to the co-op session, employers submit position descriptions to the co-op office. Students who meet individual department co-op requirements should review the position descriptions, consult with the department and faculty, and apply for those positions for which they are qualified and interested. The company will screen the resumes and interview candidates. The employer and the successful candidate negotiate final decisions concerning placement. Although the college will assist in finding suitable co-op placements for students, there is no guarantee of placement or choice of locations. Students are expected to assist in placement inquiries as required. The faculty reviews the academic standing of each student prior to placement. If at any time the student's grade point average is below the necessary requirement of 2.0, the student may be ineligible for a cooperative education experience. Credit for the co-op experience may be awarded on a pass/no pass basis, which will not be calculated into the student's grade point average, or it may be awarded on an A-F basis, which will be calculated into the student's GPA. Students must complete co-op credits prior to graduation through the co-op placement, alternative co-op education or electives, depending on the program. Successful completion of the course includes preparation and submission of a journal and report. In the event of a no-pass or no-credit grade, the student may appeal through the appropriate channels.

The college retains its right to remove a student from a co-op position if the situation warrants doing so. Obviously, as with most work situations, the employer can terminate the relationship resulting in loss of credit, if the employer has just cause and has documented the situation. Each department's criteria pertaining to cooperative education may differ. The student should consult with his/her advisor for additional information.

Credit Options for Advanced Standing

Credit options are opportunities for adult learners to earn credit toward a degree through alternatives other than coursework. Credit options include: transfer credit, CLEP examinations, credit by examination, advanced credit, DANTES and experiential learning.

The College encourages students to apply the wealth of knowledge and experience they possess to take advantage of all the credit options available to them. It is possible for students to earn significant credit based on previous educational and professional experiences. The only restriction is that students seeking a degree/professional certificate/certificate at the College must complete residency requirements. (See residence credit for specific requirements.)

Please note that credit earned through any of these options counts toward degree/professional certificate/certificate requirements, but is not included in computing grade point averages. Upon matriculation, student request for recognition of technical courses more than seven years old is subject to review. Course content may be outdated and therefore not acceptable for transfer or other credit. Computer Technologies courses more than three years old will not be accepted.

Credit by Examination

Credit by examination provides matriculated students with the opportunity to challenge technical and other courses for which they feel qualified. Credit by examination is not available for those courses for which a CLEP exam exists. Examinations are prepared and administered by the college faculty. If students obtain a grade of C or better, the credits earned count toward their degree and the academic record will reflect a grade of CR. The academic officer and the instructor coordinate the credit by examination process. The exam must be taken and graded within the first seven days of the semester. The student, the advisor and the registrar receive notification of the course exam results, a copy of which is placed in the student's permanent file.

Students who apply for Credit by Exam must be matriculated and may apply for credit by examination only for those courses for which they are not currently registered. The fee for credit by examination is \$25 per credit, plus all direct costs associated with providing the laboratory exam. Students cannot use credit by examination to make up a previously failed course. If a student earns credit by examination, the enrollment status could change, an action which could affect financial aid status.

DANTES (Defense Activity for Non-Traditional Education Support)

The DANTES College Credit Examination program provides National Guard members and servicemen and women with three different exam programs to earn college credit. The exams are CLEP, ACT/PEP and the DANTES Subject Standardized Tests (DSSTS). To apply, students must arrange to have credits earned through DANTES sent to the college registrar.

Continuing Education Credits

In students' working or professional lives, they may have taken work-related courses that have provided them with certificates or Continuing Education Units (CEUs). Students may earn credit(s) toward their degree through these efforts.

To apply, students need to assemble all certificates and CEUs into a package. Students must develop a narrative statement (for each certificate or CEU) that outlines the purpose of the course or workshop, the sponsor and instructor of the activity, and the total number of hours for each activity. In addition, students must arrange for their employer to send a letter to the Vice President of Academic Affairs, confirming their narrative statements and highlighting the competencies gained through participation in the activities.

Experiential Learning

Credit for prior learning offers students the opportunity to demonstrate the knowledge they have gained through life experiences and apply this knowledge towards credit in a degree/diploma/certificate program. To prepare for this option, students will develop a portfolio to be assessed by appropriate college personnel. A student must be matriculated at one of the CCSNH colleges to be eligible to apply for experiential credit. Not all programs provide the experiential credit option; students should consult with their respective colleges for eligible programs and the process used for application.

Students may be awarded a maximum of 24 credits for experiential learning. Students will be assessed a fee based on 50% of the current tuition rate on the total credits awarded (e.g., for 12 credits awarded: 0.50 x current tuition rate x 12 credits).

Running Start

High school students have the opportunity to earn college credit through the Running Start program. This unique partnership between the college and local area high schools offers the high school student selected college-level coursework and college credit for successful completion of coursework. Running Start courses are taught at the high school by high school faculty members during the regular school day.

The cost of a three-, four- or five-credit course is \$150 per course, plus books and supplies. This represents a significant savings associated with college tuition. Local high schools and students interested in a Running Start course may call the Running Start Coordinator at the college for more information.

Early College

LRCC also offers interested high schools the opportunity to participate in the *Early College Program* intended to provide interested high school students with concurrent dual enrollment (at their high school and at LRCC). High schools approve students' enrollments in specific courses taken at LRCC and grant high school credit in addition, to the college level credit granted by the College.

High School Articulation

Some high schools are developing written agreements with the college to ensure guaranteed acceptance for motivated students. These agreements specify the competencies needed for acceptance, and they show the student how to meet them. They also spell out how a student can earn college credit while in high school. (See College Catalog for a list of updated Articulation Agreements with participating high schools).

Blackboard

Lakes Region Community College uses the Blackboard Online Management System as our online course environment. Students can access Blackboard from the Lakes Region Community College home page at www.lrcc.edu or from <http://ccsnh.Blackboard.com>. In order to successfully participate in a 100% online or hybrid course, students will need +basic computer skills, an email account, and access to a computer. A high-speed Internet connection is recommended for viewing some files and videos. See the CCSNH Browser and Operating System Requirements to ensure adequate capabilities <http://www.ccsnh.edu/students/browser-and-operating-system-requirements>.

Computer Use

The college provides numerous opportunities for access to information technology resources for students. These resources enable students, faculty and administration to accomplish their academic goals and further the mission of the college. The environment provided is one which:

- Provides equitable access among the college users
- Is conducive to learning
- Is free of illegal or malicious acts, including harassment
- Shows respect of others through proper "netiquette"

The CCSNH Computer Acceptable Use Policy can be found at: <http://www.lrcc.edu/about-lrcc/acceptable-use-policy>.

Non-compliance with these requirements constitutes a violation and will be reported to the College President and the IT Department of the appropriate CCSNH Campus or Center. Violations will be referred to a judicial committee.

Serious violations may result in civil or criminal prosecution.

STUDENT SERVICES

Mission Statement

Student services provides high-quality, student-focused support, assistance and services responsive to individual needs in a caring environment that enhances success and empowers students to maximize their potential.

The administration, faculty and staff regard student services as an integral part of the total educational experience at this college. A wide range of student service programs helps to meet the needs and interests of the student body. Every effort is made to know students as individuals and to serve their needs individually.

Academic Advising

Academic advising is available to all students. The academic advisor is a critical contact/mentor for students during their time at the college. The academic advisor helps students register for courses and must approve all registration decisions, including course add/drop changes and withdrawals. The advisor assists students in identifying academic and personal resources on campus, conducts graduation audits, and helps students select and choose various program options. Advisors help students with decisions about career goals or further education. The more clearly students define and communicate their own goals, the more productive the student/advisor relationship will be.

The academic advisor will conduct degree audits with their advisees. The purpose of the audit is to identify student progress towards the completion of their program, and to offer early intervention in making necessary schedule changes when a course has been failed or not taken in the normal sequence. The student bears the ultimate responsibility for making sure that he/she completes the required coursework for his/her program. A listing of faculty advisors by curriculum follows.

CURRICULUM

Accounting

Advanced Manufacturing

Automotive/ASEP

Business Management

Computer Technology

Culinary Arts

Early Childhood Education

Electrical Power and Control Tech.

Electrical Systems Install. & Maint.

Electro Mechanical Tech.

Energy Services and Technology

Fine Arts

Fire Technologies

Graphic Design

Human Services

Liberal Arts

Marine Technology

Media Arts and Technology

Nursing

Office Technology Management

Pastry Arts

Restaurant Management

Teacher Preparation

ADVISOR

Carlene Rose

Michael LaBrecque, Keith Fletcher

Jamie Decato, Mike Parker

Carlene Rose

Sandra Lavalley

Patrick Hall

Donna Magoon

Keith Fletcher, Carl Daniels, Gary Barney

Gary Barney, Keith Fletcher, Carl Daniels

Keith Fletcher, Carl Daniels

Andy Duncan

Elizabeth Wilson

John Connell, Gary Courtney

Mike Place

Linda Ferruolo

Janet Bloom, Scott Cracraft, Nancy Eckert, Julie Morin, Steve Oliver,

Fran Seigle

Jake Marsh, Brian Morgan

Mike Place

Debbie Brady, Laura Rodgers, Amy Tremblay, Cathy Kubec

Carlene Rose

Patrick Hall

William Walsh

Donna Magoon

Activity Period

Two activity periods during the school week with minimal classes scheduled provide time for college activities including Student Senate and Honor Society meetings; student participation in clubs and activities of special interest; faculty and staff meetings; and seminars and discussion groups. **Activity Periods are: Tuesdays 12-1pm and Wednesdays, 11am – 12pm.**

Alumni

Alumni are an essential component of collegiate success, and the largest group within the college community. Because a larger association of alumni strengthens us, the college encourages all its past students to remain actively involved through guest lecturing, attending events, annual giving, promoting the college, and staying connected with those who shared the same college experiences. To stay connected with the college, post an opportunity, or to make a donation to the college, please contact the College at 603-524-3207.

Bookstore

The bookstore is your one-stop destination for all your school needs. We have LRCC merchandise, school supplies and, of course, textbooks. You may shop online by visiting <http://www.lrcc.edu/student-resources/bookstore>. In the store, acceptable forms of payment are cash, major credit cards, checks, bookstore gift cards and financial aid vouchers. The only non-cash services offered are based on written authorization from approved agencies. Online payment methods include major credit cards and bookstore gift cards.

Business Office

All business transactions for students regarding tuition and fees are handled by the Business/Bursar's Office. The college accepts Visa, MasterCard, Discover, cash or check. Business Office hours are 8:00 A.M.–4:00 P.M., Monday through Friday, year-round. The office is located in Room 119.

Students whose accounts are not paid 10 days prior to the first day of the semester must have completed a "Deferred Payment Agreement" indicating that payment will be guaranteed by one of the following methods: 1) a third party; 2) financial aid; or 3) a payment plan. A payment plan is available through E-Cashier NELNET. Go to www.lrcc.edu and click on Business Office, located under Admission, click on the red box "Sign up for a payment plan" or contact the Business Office at 603--366-5245.

Counseling

Two support counselors provide general support, including course registration, referral to outside agencies and mental health referrals to all students. Counselors' hours are Monday – Thursday 9am – 5pm. Career counseling services are available through the Teaching and Learning Center. These services are offered free to students with the aim of assisting students in successfully meeting academic and/or professional goals.

LRCC partners with Genesis Behavioral Health (www.genesisbh.org) to provide mental health services to our students. A licensed clinical therapist provides limited counseling hours on campus. Please contact the support counselors for appointments. Students needing longer-term support will be referred out to service providers in their local area. All counseling is confidential.

Behavioral Intervention Team (BIT)

LRCC's BIT is a multidisciplinary group meeting regularly to support students via an established protocol. The BIT will collect and gather information on students experiencing a crisis or exhibiting behaviors of concern. The Team will investigate reports and focus on implementing preventative and timely interventions. The BIT is under the direction of the VP of Student Services and Enrollment Management. Team membership may include representatives from Student Affairs, Academic Affairs, Campus Safety and Counseling. To make a report (may be confidential) please contact the VP of Student Services and Enrollment Management (lbaia@ccsnh.edu or 366-5215).

Food Service

Food service is subcontracted to a food service provider. Service includes breakfast, lunch, and dinner each weekday when classes are in session. The hours of operation are posted each term. Catering services for events on campus are also available.

The college's Culinary Arts program operates the *Shaker Table Restaurant* at Canterbury Shaker Village just a few miles south on Route 106. The restaurant offers a reasonably priced lunch menu several days a week.

Health Record

Residential students must have a student health form, including proof of immunizations, on file at the college before moving into their assigned housing. Students enrolled in Nursing, Culinary Arts, Early Childhood Education and Fire Science must

also complete a physical examination prior to the beginning of the semester. Failure to provide documentation may remove a student from clinical/lab.

Honor Society

Students who have completed a minimum of 12 college-level credits with a 3.5 cumulative grade point average are invited to become members of Phi Theta Kappa National Honor Society for two-year colleges. The society was established to maintain and perpetuate the qualities of scholarship, leadership, service and fellowship. Initiation ceremonies are held during the academic year. Only matriculated degree students, full-time or part-time, day or evening, are eligible. Certificate and professional certificate students are not eligible.

Housing

LRCC offers students interested in a full campus life experience the opportunity to live on campus. The Apple Ridge Student Apartments are fully-operated by LRCC staff with a live-in Residence Director and Resident Assistants (RAs) living among the residential student population. All students live in one, two or three-bedroom furnished apartments with fully-equipped kitchens. Interested students must carry a minimum load of 12 credits per semester, apply for housing and submit a housing deposit. Housing assignments will be made on a first come first serve basis with preference to our returning students. Costs and additional information is available from www.lrcc.edu or by contacting Nicholas Walton, Residence Director at 603-366-5281.

Residential students are responsible for all LRCC and CCSNH policies including those identified in this handbook, the Student Code of Conduct and the LRCC Housing Contract and Residential Students Rights and Responsibilities (see Appendix).

Teaching, Learning & Career Center

The Teaching, Learning & Career Center (TLCC), available to all students, offers a full range of academic and support services to enhance the educational opportunities for all students by giving them the tools to foster independent learning. The Center has a growing list of resources including books, handouts, video and audio tapes, computerized tutorials, and advanced assistive technology. Its human resources include learning specialist facilitators, peer and master tutors, and two reading specialists.

The Center provides training in writing, organizational and study skills, note taking and time budgeting. Tutoring is offered in almost all subject areas.

Students who need academic support or who want to advance more rapidly in an academic area may contact the Center. Staff members will assist in meeting the individual student needs. Staff will also work with faculty for additional support or conferencing

The TLCC offers career support in the following areas:

- Resumes, cover letters, interview protocol sessions
- Job listings, career advice and direct contact to registered employers are available through the online career management service (CCN) accessed through the College

Peer Tutoring

Peer Tutoring is an important service the school provides to tutor students free of charge. Peer tutoring is available for students enrolled in courses at LRCC. Students needing tutoring services should come to the Teaching, Learning and Career Center (TLC). Tutors are available for most courses including math, college writing, accounting, computers and business courses. Peer tutors are students (18 years and older) who have successfully completed the courses in which they are tutoring or have proven expertise on the subject and are eligible for Work Study under Financial Aid. Tutoring sessions are on a one-to-one basis and allow students to ask questions at their own pace, and receive immediate feedback.

Library

Bennett Library supports and enhances the on-campus and distance learning information needs of Lakes Region Community College students. Resources and services include:

- 13,000+ print books
- 100,000+ eBooks
- 84,000+ full text journals, magazines and newspapers.
- Electronic databases—Ebscohost, SIRS Issues Researcher, E-Book Academic Collection, National Fire Codes, ProQuest Central, CREDO Reference
- 700+ videos/DVDs

- Interlibrary Loan Services for books/journal articles
- Reference/Research Assistance
- Class materials/Textbook reserves
- Computer Lab (25 seats) with internet access a variety of software applications and WIFI
- Multimedia equipment—scanner, computer projectors, copier, laptops, Flip HD Video camera
- Wireless access and printing
- Study/Conference Rooms
- Free Laconia Public Library card with student ID

The Bennett Library web page (www.lrcc.edu/student-resources/bennett-library) provides links to the CCSNH libraries' online catalog, all electronic databases, and selected web sites, including a selection of citation/writing tools. Off-campus access to certain password-protected databases is available using your LRCC Easy Login/Student Email/Blackboard username and password. Access to library resources is also directly available through Blackboard through the Library tab. Please check with the Library for more information. Library staff collaborates with faculty to provide materials that support the programs and mission of the College, and to provide instruction to students in learning how to find, evaluate, and use information—a lifelong skill. Open year round with abbreviated summer and holiday hours, the library offers a large comfortable reading and study area. Books are checked out for 3 weeks with varying limits on other materials. There are no fines for overdue materials; however, there will be a replacement charge for any material not returned or damaged, and a Banner hold placed on the student's account that may affect their ability to register for future classes, or receive transcripts. A claim may also be sent to an outside collection agency if materials are not returned or reimbursed. Materials must be returned or replaced to the satisfaction of the librarian. Interlibrary loan materials must be returned to Bennett Library; students are responsible for all fines or replacement charges for non-returned or damaged materials as billed by the lending library or a Banner hold may be placed on the student's account. Interlibrary loan materials borrowed under the New Hampshire College and University Council (NHCUC) interlibrary loan agreement will be considered as borrowed from the student's home campus library for the collection of any lending library fees for loss or damage. For further information or assistance, access Bennett Library's web page (www.lrcc.edu/student-resources/bennett-library), e-mail: laconialibrary@ccsnh.edu, call 366-5227 or 366-5294 or visit.

Placement/Transfer Opportunities

The Community College is proud of its continued excellent job placement record. Typically, between 89 and 93% of graduates find jobs related to their field or continue their education at a four-year institution. Faculty advisors maintain close contact with business and industry representatives and actively assist students in locating job opportunities. The Teaching, Learning and Career Center assists students in the area of resume development, job interviewing techniques and career counseling.

Student Email Accounts

The college email network facilitates communication between students, faculty and the college community, including Blackboard. Students will be assigned a student email address within 24 hours of acceptance. This email account will serve as the official account for all electronic communication with the College. A student's address and password are displayed under the Personal Information Menu in the secure area of the Student Information System (SIS). For help visit <http://www.ccsnh.edu/online-resources>.

Student Information System (SIS)

Students may access their college information online at www.lrcc.edu. The SIS allows current students to register for classes, check seat availability, look up instructor email addresses, and view class schedule, grades, financial aid status, student billing account and personal information.

New Student Account Set-up in SIS

If you have never accessed the SIS before, please use the following instructions to set up your student account:

- Go to the college web page at www.lrcc.edu and click on "myLRCC", and select "New Users" button.
- Select "Enter Secure Area"
- Enter your User ID – provided to you by the Admissions Office or the Registrar's Office.
- Your PIN is your six digit date of birth (MMDDYY) or the last six digits of your User ID. You will be prompted to reset/create a new PIN for future access.
- Choose Security Question - Choose a question to reset your PIN in the event you forget it. Please use a question with an answer that is private and will not change in the future, such as your mother's maiden name.

Please protect your privacy and the privacy of others and do not share your PIN with anyone else. If you have any questions

regarding the Student Information System, please contact the registrar's office at 603-524-3207.

GENERAL STUDENT INFORMATION

Address of Record

When sending college official correspondence, the address given by you on your application for admission is used as your official mailing address of record. It is critical that it be accurate. A change of address requires completing a Request for Change of Personal Information form available from the Admissions office, the Registrar's office, or online at www.lrcc.edu.

Book Refund Policy

Textbooks may be returned if a course is changed or cancelled. Students returning a book will be refunded the cost of the book, providing the student has not written in it and has **original receipt** for books purchased. The bookstore will make every effort to pay the highest refund price depending on the quality of the text being returned. Do not write in a textbook until you are positive you will remain in the course.

Cancellation of Classes

In the event of major snowstorms, icing conditions or other emergencies requiring the cancellation of classes, notification will first be made using LRCC Alerts (please see LRCC Alerts section for details). Weather conditions vary within commuting areas and students should use caution and discretion in determining if it is safe to travel.

Cell Phones

Cell phone usage is not permitted in classrooms, labs, the college library, the learning center, or college offices. Please ensure your cell phone is either turned off or set to a non-audible ring mode before entering any of the above. This is a courtesy to other students and patrons. **Your cooperation is appreciated and anticipated.**

Children on Campus

Students who bring children on campus accept responsibility and liability for these children at all times. Children are not allowed to attend classes and must be supervised at all times while on campus.

Conduct and General Regulations

Students are expected to conduct themselves in an adult and responsible manner. Student conduct, either on or off the campus, of a nature which discredits the individual or the College may result in disciplinary action, including suspension. No effort is made to list all types of misconduct and penalties. Authority rests with the judicial body for deciding each case based on its circumstances. Final authority rests with the President for disciplinary action. It is expected that students will obey all Federal, State and local laws while on college property. The College reserves the right to terminate the enrollment of any student, following due process, whose conduct or influence is regarded as detrimental to the welfare of the College, its students, staff or faculty. For categories of misconduct for which students may be sanctioned following due process include, please see the ***Student Code of Conduct*** section.

Dress Code

All students are expected to come to class dressed in clothing appropriate to the class or lab which they attend. Students who are inappropriately dressed for class or lab may be denied admission by the instructor.

Student Assistant Fund for Emergencies (SAFE) and Edna Hansen Fund

The SAFE fund provides students with small emergency grants in the form of pre-paid cards. The Edna Hansen fund provides students with advances on expected financial aid refunds. Named for Professor Emeritus Hansen, this fund is designed to help students with unforeseen emergency expenses. An application is required for both forms of assistance. See Financial Aid office for more information. Based on emergency circumstances, a student may have financial aid debited to replenish the fund.

Firearms

Students, staff, faculty and guests are not allowed to have a weapon on campus, including in any residence hall at any time. Any student, staff or faculty member, or guest found to be in violation of this policy will be subject to possible removal from the College. For the purpose of this policy, firearms and weapons shall include, but are not limited to: shotguns, rifles, pistols, BB guns, dart guns, paint guns, starter pistols, blow guns, bows and arrows, knives over three inches in length, hatchets, martial arts weapons, including but not limited to nunchucks, throwing stars, and any other device that could be or appear to be of danger to other persons.

Injuries or Illness

No injury or illness, however slight, should be ignored. When ill or injured, a student should report to the instructor (if it occurs during a class). If the injury requires medical attention, 911 should be contacted immediately. Once emergency medical personnel have been contacted, the Campus Safety Officer and/or the Admissions Office should be informed. In cases of injuries occurring on campus, an *Incident Report* form should be completed as soon as possible. *Incident Report* forms are available online at <http://www.lrcc.edu/student-resources/incident-report> or from the Office of the VPSSEM.

Lost and Found

The Library is the location to turn-in found articles and to reclaim a lost one. See Library staff for assistance.

LRCC ALERTS

LRCC utilizes an emergency alerts system called LRCC ALERTS to notify students, staff and faculty of emergencies, class cancellations or college closures. Signing up for LRCC ALERTS is the only way to ensure that you or a loved one receives the most up-to-date information available to the college.

Messages can be delivered to you by voice mail, email or text message. LRCC students are automatically registered to receive alerts via college email, but will need to register (opt in) and provide emergency contact information to receive ALERTS via phone and/or text messaging. This is a **FREE** service. However, you should check with your phone plan for potential charges associated with text messaging. LRCC will not reimburse anyone for text messaging charges.

To Register for LRCC ALERTS:

1. Have your Student ID handy - you will be asked for this during the registration process.
2. Visit www.LRCC.edu
3. Look for the myLRCC and click on it
4. Log in to SIS and follow the prompts

Nursing Student Handbook

The Nursing Student Handbook includes policies and procedures specific to students who have been admitted to the Nursing program. It describes policies specific to both the academic and clinical components of the Nursing program. It is revised every Spring and is posted on BlackBoard at the beginning of Fall each year. Nursing students must follow both the Student Handbook and the Nursing Student Handbook.

Student Identification Cards

LRCC students are required to obtain a college ID. This ID is provided to students at orientation or anytime during the semester. The initial student ID is free. Students without an LRCC ID card, should visit the Campus Safety office (Turner 136) to obtain one. There is a replacement fee of \$10 (regular ID) and \$35 for a residential student ID if it is lost or stolen.

Substance Abuse Education

The college recognizes the need to provide accurate information about substance abuse. The college promotes awareness of substance abuse issues by arranging for speakers for the college and community, and collecting resource materials which are available through the library and/or counselor. Information and referral services to students are available through the college counselors.

Tools and Equipment

College tools and equipment cannot be borrowed for personal use by students outside the building or off campus.

Smoking

In compliance with state regulations for public buildings, smoking, including the use of smokeless tobacco or tobacco-alternative products, such as electronic cigarettes, is permitted only in college designated smoking gazebos or in students' personal vehicles if they are parked 50 feet from any building. Smokeless tobacco products and tobacco-alternative products are prohibited in all college-owned vehicles. All members of the LRCC community are expected to observe this policy. Violations of the policy may be subject to disciplinary action.

Alcohol Policy

Alcohol is not permitted on LRCC property, including leased facilities, except as specifically allowed by LRCC and CCSNH policy and laws governing the acquisition, distribution, possession or consumption of alcohol. The sale or distribution of alcoholic beverages is regulated by the laws of the State of New Hampshire, and local or county ordinances. The acquisition, distribution, possession or consumption of alcohol by members of the LRCC community must be in compliance with all

local, state and federal laws.

Except as prohibited by law, and provided that all conditions of any Federal, State and/or local law, regulation or code are met, students over the age of 21 and not otherwise lawfully barred from the use of alcohol, may possess or consume beer or wine only within the privacy of their residential housing unit provided no persons under the legal drinking age are present and students conform to the Student Code of Conduct. Open containers of alcohol are prohibited in any common areas in and around residential housing. Students of legal drinking age on a College sponsored trip may consume alcohol subject to the rules regarding intoxication in the Student Code of Conduct.

Students should be aware that the ability to possess and consume alcohol on LRCC property is a privilege and that alcohol must be used responsibly. Primary responsibility for knowing and abiding by the provisions of components of the LRCC and CCSNH Alcohol Policy and all relevant laws rests with each individual. Failure to abide by the terms of this Alcohol Policy and/or all provisions of the Student Code of Conduct, including rules regarding intoxication, may result in disciplinary action under CCSNH and LRCC Judicial Policy. Guests of legal drinking age who consume alcohol on LRCC property are the responsibility of the College resident inviting them and the guests' behavior or violations will become those of the resident and subject to the Student Code of Conduct. Guests may be subject to removal from campus if intoxicated or if behaving in a manner that would constitute a disruption. At any time, as determined by the amount of noise, numbers of people and traffic patterns, the College reserves the right to suspend the ability to possess or consume alcohol within any given area. The policy outlined here is a part of a broader standard set forth by the CCSNH. For the full policy visit <http://www.ccsnh.edu/sites/default/files/content/documents/System%20Policies-%20700-%20Student%20Affairs-%2006%2023%2016-.pdf>.

Student Use of Un-prescribed Drugs and Narcotics

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

Sexual Harassment/Discrimination

It is the policy of LRCC and the CCSNH that all members of the LRCC community should be able to work and study in an environment that is free of sexual discrimination and sexual harassment. Sexual advances, requests for sexual favors, non-verbal, verbal, and/or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education;
2. Submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual;
3. Such conduct has the purpose or effect of substantially interfering with an individual's academic or professional performance or of creating an intimidating, hostile or offensive employment, educational, or living environment.

Sexual discrimination and sexual harassment are prohibited. In some cases, the individual may be susceptible to prosecution under State or Federal law. Chancellor, Vice Chancellor, Presidents, Vice Presidents, and Division/Department Heads are urged to take appropriate steps to distribute this policy statement and to inform employees and students of procedures for lodging complaints. A student should notify the Title IX Coordinator, Larissa Baía (lbaia@ccsnh.edu or 603-366-5215 at any time for counseling and advice or to submit a complaint.

It is the policy of the Community College System of New Hampshire that all employees and students should be able to work and study in an environment that is free from all forms of discrimination, including sexual harassment. Sexual harassment shall be treated as an area of misconduct and will not be tolerated under any circumstances. See Student Code of Conduct section for further information on infractions involving sexual harassment and procedures for filing a complaint.

Student Hazing Policy

Purpose and Scope

As an institution within the Community College System of New Hampshire, the Lakes Region Community College hereby recognizes the dangers inherent in student hazing, condemns the practice, and places students and staff on notice that hazing must be treated as a criminal offense and reported to the police, and will subject those who participate in it to college disciplinary procedures as well. See Student Code of Conduct section for further information on infractions involving hazing and procedures for filing a complaint.

COMMUNITY SERVICES AND RESOURCES

ALCOHOL AND DRUG ABUSE

Alcoholics Anonymous 800-593-3330
Al Anon, Alateen 888-425-2666
Horizons Counseling Center 524-8005

CONSUMER AFFAIRS

Auto Cap 800-852-3372
Better Business Bureau, Concord 224-1991
Consumer Protection and Antitrust Division Attorney General's Office, Concord 271-3641 or 888-468-4454
Employment Standards Administration, Wage-Hour Division, Manchester 666-7716 or 866-487-9243
Genesis, the Counseling Group 528-3867
Public Utilities Commission 271-2431 or 800-852-3793

DISASTER AID

American Red Cross 524-5414
Salvation Army 524-1834

EDUCATION

Franklin Adult Education 934-5441
Head Start 524-7050
Laconia Adult Education 524-5712
NH Department of Education, Concord 271-3494
UNH Cooperative Extension Service, Belknap County 527-5475

EMERGENCY PHONE NUMBERS

POLICE 524-5252
FIRE 524-6881
COUNTY SHERIFF 527-5454
EMERGENCY 911

EMPLOYMENT SERVICES

Employment Standards Administration Wage-Hour Division, Manchester 666-7716
NH Division of Employment Security 224-3311 or 800-852-3400
NH Workforce Opportunity Council 271-7275

ENERGY AND ENVIRONMENT SERVICES

Fuel Assistance 271-2155
 Franklin 934-3444
 Laconia 524-5512
 Meredith 279-4096
 Plymouth 536-8222
To report hazardous substances, toxic chemicals, oil spills 271-3899

FAMILY PLANNING AND PREGNANCY

Crisis Pregnancy Center, Plymouth 536-2111 or 800-395-4357
Family Planning Clinics
 Belknap County, Laconia 524-5453
 Carroll County, Conway 447-8900 or 539-9575
 Grafton County, Plymouth 536-3584
 Merrimack County, Franklin 934-4905
Prepared Childbirth Classes, Laconia 524-3211 X-3744

FAMILY SERVICES

Catholic Charities 528-3035

Child and Family Services of NH, Conway	447-2054
Child and Family Services, Laconia	524-5835
Crisis Pregnancy	528-3121
NH Division of Children, Youth and Families, Laconia District Office	524-4485
Toll free	800-322-2121
To Report Child Abuse	271-6562 or 800-894-5533
NH Healthy Kids	877-464-2447

FINANCIAL ASSISTANCE SERVICES

Consumer Credit Counseling Service	800-327-6778
NH Division of Employment Security, Laconia	524-3960
Social Security Administration	800-772-1213

HEALTH AND MENTAL HEALTH SERVICES

AIDS Disease Hotline	800-752-2437
Alzheimer's Disease Programs	800-272-3900
American Cancer Society	800-227-2345
Community Health & Hospice	524-8444
Genesis Behavioral Health	524-1100
Genesis Healthcare	524-3340
Hospice, Laconia Area	524-8444
Laconia Clinic	524-5151
Lakes Region General Hospital	524-3211
National Alliance for the Mentally Ill of NH	800-242-6264
NH Division of Public Health Services	800-852-3345, Ext 4501
Sexually Transmitted Diseases Information	800-852-3345, Ext 4502

HOUSING AND HOUSING ASSISTANCE

Housing Authority	524-2112
NH Housing Finance Authority	
Rental Assistance	800-439-7247
Purchase Assistance	800-640-7239

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

- The right to inspect and review the student's education records within 45 days of the day the college receives a request for access. Students should submit written requests that identify the record(s) they wish to inspect to the Registrar, Vice President of Student Services and Enrollment Management or other appropriate official. The college official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the college official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
- The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask the college to amend a record that they believe is inaccurate or misleading. They should write the college official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the college decides not to amend the record as requested by the student, the college will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- The right to consent to disclosures of personally-identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the college in an administrative, supervisory, academic, research or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the college has contracted (such as an attorney, auditor or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official

in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

- The right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA.
- Students may request release of college records by completing the Authorization for Release of Records form with the Registrar's Office prior to the release of student information or documents.

STUDENT ACTIVITIES

LRCC fosters a vibrant and active student life. LRCC's philosophy is to educate the entire person that they are able to adapt to an ever-changing world. We believe strongly that learning occurs both in and out of the classroom. Thus, we are proud to support and encourage the numerous student clubs and organizations, which represent the interests and aspirations of our student body. Students who may not see their interests represented in the existing clubs are encouraged to consider starting a new organization. Contact the Office of the VP of Student Services and Enrollment Management for more information.

Faculty/Staff Advisors for Student Clubs

Faculty and staff members volunteer to supervise student activities as they occur. Students should request faculty and/or staff members to supervise at least two weeks in advance of the scheduled date of the activity. (See Guidelines for Student-Sponsored Activities.)

Guidelines for Student-Sponsored Activities

When a student club or organization sponsors activities for the benefit of students, it is the club's responsibility to:

- 1) Identify individual/s who will be responsible for the activity. These individuals should:
 - a. develop and manage a budget for the planned activity
 - b. identify what is needed to conduct the activity, location, staffing, maintenance and audio visual needs, etc.
- 2) Review the need for chaperones well in advance of the activity and invite faculty to volunteer. Students should give faculty at least 2-weeks advance notice when requesting a faculty member serves as a chaperone. On occasion, courtesy invitations may be given to administration, faculty and staff.
- 3) The student group responsible for the activity then meets with the club advisor and the VPSSEM to:
 - a. confirm activity and dates
 - b. outline schedule of activity, responsibilities, insurance and other requirements
 - c. review alcohol policy
 - d. review need for a custodian and/or security officer and any payment involved
 - e. how, when and to whom bills are to be submitted for payment
 - f. "after-the-event" reports, if needed
 - g. review rules governing attendance
 - h. review the responsibilities of students
- 4) Prior to using the kitchen, cafeteria and/or equipment, approval of the food vendor must be obtained.
- 5) Make arrangements with the plant maintenance engineer for the event.
- 6) Submit a Room Request Form to request a room(s), time and date for the activity.
- 7) Make arrangements for any purchases with the club advisor of the Student Affairs office. All purchases require:
 - a. itemized receipts for all purchases
 - b. minutes from club meeting authorizing all purchases
 - c. signatures of club President and club Advisor
 - d. submit all money collected to the Business Office and obtain a receipt
- 8) Appoint a clean-up committee and insist that the job be done immediately following the event. It cannot be left until morning as it would disrupt activities and classes scheduled for the rooms or equipment.

Student Participation on College Committees

An important responsibility of the Senate includes appointing student representatives to various college committees. These students, not necessarily members of the Senate, share in the authority and responsibility which goes with these committee assignments.

Judicial Committee
College Advisory Committee
College Coordinating Council—1 student
Ad Hoc Committees—as the need arises.

Student Senate

The Student Senate serves as the governing group for the entire student body. The primary goal of the Student Senate is to provide experiences that promote the general welfare of every student at Lakes Region Community College. The Senate is responsible for planning social and cultural activities and managing the receipts and expenditures of student funds allocated. Typical activities include, but are not limited to, field day, films, lectures, clubs, and socials.

Student Senate Constitution

Preamble

We, the students of Lakes Region Community College, recognizing the need to establish a close relationship between the student body, the faculty and the administration to promote student affairs and develop initiative, leadership and responsibility, do hereby establish this Constitution to perpetuate the aims of the students.

Article I – Name

The student governing body shall be known as the Student Senate.

Article II – Purpose

The Student Senate is responsible for promoting and coordinating student affairs, recommending the establishment of clubs and activities, promoting high standards for personal conduct, promoting student welfare and assisting in the allocation and disbursement of student activity funds which support activities. Final decisions regarding Student Senate actions and recommendations are the responsibility of the Vice President of Student Services and Enrollment Management, the President of the College or designee.

Article III – Membership

- Section 1 There shall be no more than two voting senators representing each curriculum and club/organization. Senators shall attend all Student Senate meetings.
- Section 2 Curriculums and clubs/organizations shall set their own processes for selecting and replacing Senators. Representative Senators shall be in place by the first week of October.
- Section 3 The duties of the senators will be to inform the students in their curriculum and clubs/orgs of the Student Senate business at hand and to get the students' opinions on upcoming business.
- Section 4 Attendance will be taken at every meeting and senators must be present unless excused by the Student Senate President or designee.
- Section 5 If a senator has two consecutive unexcused absences from the Student Senate meetings per term, he/she may be required to forfeit their position.

Article IV – Election and Duties of Officers

- Section 1 The president, vice president, secretary, treasurer, and historian shall be known as the Executive Board. Nominations and election of the president, secretary, and treasurer will be done by the student body during the 2nd week of April, prior to the year in office. Nominations and election of the vice president and historian will be done by the student body by the first week in November. If a senator is elected president, a replacement senator for that curriculum or club/org shall be appointed within two weeks.
- Section 2 The duties of the president shall be to preside at the meetings, set agendas, appoint and discharge committees, call special meetings, and to cast the deciding vote in case of a tie. The president shall also be the voice of the Senate in the Community.
- Section 3 The vice president shall act as parliamentarian and assume the duties of the president in his/her absence. The vice president will also be in charge of the Executive Election Committee.
- Section 4 The secretary shall keep the minutes of each meeting. The minutes shall be publically posted within one week following said meeting. The minutes shall be submitted to the faculty Senate president, the Vice President of Student Affairs and the President of the college. The secretary shall also handle all correspondence.
- Section 5 The treasurer shall maintain Student Senate financial records and make financial reports.

- Section 6 The historian shall keep a record of all Student Senate events. This record, both written and visual, will be compiled at the end of each academic year to be passed on to future Senates.
- Section 7 Members of the Student Senate may be removed by a 2/3 vote of the Student Senate. Malfeasance, neglect of duty, or improper conduct shall constitute reason for removal. Persons whose removal is being considered shall be entitled to an open hearing before the Senate.
- Section 8 If for any reason the president terminates office, the vice president takes over until an election is held within two weeks. If the vice president, secretary or treasurer should terminate office, the president shall appoint temporary officers until an election is held within two weeks.
- Section 9 All members of the Student Senate must remain in good standing at the college.

Article V – Meetings

- Section 1 The Student Senate will meet weekly during the College-designated activity period.
- Section 2 Emergency meetings will be held as decided by the President or designee.
- Section 3 Quorum will be defined as at least the president (or designee), two additional executive officers and at least five Senators.

Student Senate By-Laws

Article I – Subcommittees

- Section 1 The function of subcommittees is to submit proposals to the entire Senate for review and a vote.
- Section 2 Members of the subcommittees may be senators or members of the at-large student body.
- Section 4 The chairperson of each subcommittee shall be appointed by the president and must be a voting member of the Student Senate.

Article II – Formation of Clubs and Organizations

- Section 1 Two or more students and an advisor (must be employed by the College) are required to form a new student club/org-
- Section 2 Application for recognition form shall be submitted to the Vice President of Student Affairs and to the Student Senate for approval.
- Section 3 Final approval in the appointment of an advisor shall be made by the Vice President of Student Affairs.
- Section 4 Clubs/orgs will receive allocated funds only after the application for recognition has been approved by the Student Senate.

Article III – Amendments of By-laws

- Section 1 Amendments to the by-laws require a two-thirds vote of the entire Student Senate.

**STUDENT JUDICIAL SYSTEM
Community College System of New Hampshire Judicial Policy**

I. PHILOSOPHY

A student’s continuance at any college in the Community College System depends not only upon his or her academic performance but also on his or her conduct. The receipt of academic credit and the conferring of a degree, diploma (LPN), professional certificate, or certificate are subject to the student’s compliance with the academic and judicial standards of the individual college. A broad range of sanctions, up to and including dismissal/expulsion from all colleges, may be imposed at any time for conduct that would discredit or adversely reflect on the student and/or the colleges.

The goals of the colleges’ judicial system are to:

- Develop, disseminate, interpret, and enforce campus regulations;
- Protect the relevant rights of all students;
- Adjudicate student behavioral problems in an effective, equitable, and educational manner;
- Facilitate and encourage respect for campus governance; and
- Provide learning experiences for students who participate in the operation of the judicial system.
- Enable students to learn from their experiences, to foresee consequences of behavior, and to avoid behaviors that would violate ethical and moral standards.

The mission of the colleges’ judicial systems shall be educational in emphasis. In the administration of discipline, however, it is imperative that a proper balance exist between concern for the individual involved in an infraction and concern for the college community. In doing so, the good of the college community normally takes precedence.

II. STUDENT CODE OF CONDUCT AND JUDICIAL PROCESS

A. Scope

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

B. Definitions

College Official – Refers to any person employed by any CCSNH college performing assigned administrative and/or other professional responsibilities.

College Premises – Refers to all land, buildings, facilities, and other property in the possession of, or owned, used or controlled by any CCSNH college (including adjacent streets and sidewalks).

Complainant – Refers to any person who has filed a report or complaint alleging that a student has engaged in conduct that violates the Student Code of Conduct.

Faculty – Refers to any person hired by CCSNH colleges to conduct educational activities.

Judicial Advisor – Refers to the college official(s) appointed by a CCSNH college to coordinate and monitor the judicial process. The judicial advisor's roles will include but not be limited to monitoring the judicial bodies and proceedings; advising judicial bodies and students on the applicable judicial process; reviewing requests for judicial appeals; and maintaining judicial proceedings records.

Judicial Body – Refers to any college official or committee authorized to determine whether a student has violated the Student Code of Conduct and to impose sanctions.

Judicial Committee – Refers to the appellate body appointed by a CCSNH college that is authorized to consider an appeal arising from a judicial body's determination that a student has violated the Student Code of Conduct and/or the sanctions imposed by such judicial body.

Respondent – Refers to a student against whom a complaint alleging violation of the Student Code of Conduct has been filed.

B. General Infractions

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

C. Academic Misconduct

1. Acts of dishonesty including but not limited to the following:
 - a. Cheating, which includes, but is not limited to: (1) use of any unauthorized assistance from other persons or technologies in taking quizzes, tests, or examinations or in the preparation and completion of class assignments; (2) dependence upon the aid of resources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; (3) the acquisition, without permission, of tests or other academic material belonging to a member of the colleges faculty, staff, or students; or (4) knowingly providing unauthorized assistance of any kind to another for the purpose of providing unfair advantage to the recipient in the completion of course assessments/assignments (sometimes known as facilitation);

- b. Plagiarism, which includes, but is not limited to, the use (intentional or unintentional), by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in providing term papers or other academic materials via direct sale, barter, or other means;
2. Grading Authority: Authority over individual assignment or course grades is reserved to instructors. Therefore, a student who commits an act of academic misconduct may also be subject to academic consequences at the discretion of the instructor in the course. This can result in, but is not limited to, the student failing the course. A student who wishes to file a Grade Appeal should refer to CCSNH Academic Affairs Policy 670.04.

D. Disruption of College Operations

1. Furnishing false information to any college official, faculty/staff member;
2. Forgery, alteration, or misuse of any college document, record, or instrument of identification;
3. Tampering with the election process or financial management of any college recognized student organization;
4. Disruption or obstruction of any authorized college activity or of any authorized non-college activity; or unauthorized occupancy of any college facility;
5. Failure to comply with directions of college officials, campus security personnel, or public law enforcement officers acting in performance of their duties, including failure to identify oneself to these persons when requested to do so;
6. Participation in a campus demonstration that disrupts the normal operations of the institution and/or infringes on the rights of other members of the college community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area;
7. Conduct that is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on college premises or at functions sponsored by or participated in by the colleges. Abuse of the Judicial System, including but not limited to:
 - a. Failure to obey the summons of a judicial body or judicial committee;
 - b. Falsification, distortion, or misrepresentation of information before a judicial body or judicial committee;
 - c. Disruption or interference with the orderly conduct of a judicial proceeding;
 - d. Attempting to discourage an individual's proper participation in or use of the judicial system;
 - e. Attempting to influence the impartiality of a member of a judicial body or judicial committee through threat, intimidation, or bribery prior to and/or during the course of the judicial proceeding;
 - f. Failure to comply with the sanction(s) imposed under the Student Code of Conduct;
 - g. Influencing or attempting to influence another person to commit an abuse of the judicial system;
 - h. Aiding or abetting in the violation of the Student Code of Conduct.

E. Health and Safety Offenses

1. Unauthorized possession, duplication, or use of keys or key cards to any college premises or unauthorized entry to or use of college premises;
2. Obstruction of the free flow of pedestrian or vehicular traffic on college premises or at college-sponsored or supervised functions; Reckless or dangerous operation of a motor vehicle on campus which endangers persons or property.

F. Offenses Involving Others

1. Physical or verbal abuse that threatens or endangers the health, well-being, or safety of any member or guest of the CCSNH community and includes verbal abuse that is sufficiently serious to deny or limit the victim's ability to participate in or benefit from the college's educational programs;
2. Threats of harm or injury, either stated or implied, addressed directly to any member or guest of the CCSNH community or posted in an electronic medium so as to leave no doubt as to the intended target;
3. Acts of intimidation or coercion, whether stated or implied;
4. Offenses of domestic violence, dating violence and sexual assault;
5. Acts of harassment, including sexual and discriminatory harassment, directed toward any member or guest of the CCSNH community.

Sexual harassment refers to persistent and unwanted sexual advances.

Discriminatory harassment refers to the verbal or physical conduct that denigrates or shows hostility toward an individual on the basis of race, color, gender, sexual identity or expression, national origin, religion, age, physical or mental disability, and sexual orientation; or because of opposition to discrimination or participation in the discrimination complaint process.;

6. Acts of sexual misconduct, retaliation, creating a dangerous condition or stalking directed toward any member or guest of the CCSNH community.
7. Hazing, which is defined in NH RSA 631:7 as “any act directed toward a student, or any coercion or intimidation of a student to act or to participate in or submit to any act, when: (1) Such act is likely or would be perceived by a reasonable person as likely to cause physical or psychological injury to any person; and (2) Such act is a condition of initiation into, admission into, continued membership in or association with any organization;” and under this Code of Conduct includes acts that endanger the mental or physical health or safety of a student, or that destroy or remove public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a group or organization;

G. Offenses Involving Property

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

III. VIOLATION OF CIVIL/CRIMINAL LAW AND COLLEGES' CODE OF CONDUCT

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

IV. SANCTIONS

A. Sanction Definitions

1. WARNING - a notice in writing to the student that the student is violating or has violated institutional regulations;
2. PROBATION - a written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the student is found during the period of probation to be violating any institutional regulations;
3. LOSS OF PRIVILEGES – denial of specified privileges for a designated period of time (e.g., social probation, vehicular privileges, deactivation of a group, limited access to facilities, *Persona Non Grata*);
4. LOSS OF CONTACT – restriction prohibiting an individual from harassing, threatening, accosting, or even approaching or contacting a specified individual;
5. FINES – previously established and published fines may be imposed;
6. RESTITUTION - compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement;

7. RESIDENCE HALL SUSPENSION – separation from the residence halls for a definite period of time, after which the student, group, or organization is eligible to return. Conditions for readmission will be specified;
8. RESIDENCE HALL EXPULSION – permanent separation from the residence halls;
9. COLLEGE SUSPENSION – separation from the college for a definite period of time, after which the student, group, or organization is eligible to return. Conditions for readmission will be specified;
10. COLLEGE DISMISSAL/EXPULSION – permanent separation from all CCSNH colleges which may include loss of campus visitation privileges.
11. EDUCATIONAL OR SERVICE SANCTIONS – imposed in addition to or in lieu of the above sanctions; examples of such sanctions include but are not limited to work assignments, service to the college, written letter of apology, mandatory meetings with a college official. Such sanctions require the approval of any person(s) whose participation is required for the completion of the sanction(s).
12. INTERIM SANCTIONS - In certain circumstances, the President or Vice Presidents of the college, or a designee, may impose a sanction prior to the hearing before a judicial body. Interim sanctions may be imposed only a) to ensure the safety and well-being of members of the college community or preservation of college property; b) to ensure the student's own physical or emotional safety and well-being; or c) to ensure the normal operations of the college. Notification of the imposition of Interim Sanctions must be communicated to the Judicial Advisor as soon as is practical, as well as to the appropriate Vice President (if the Vice President did not originate the imposition of sanctions).

B. STUDENT DISCIPLINARY PROCEEDINGS

Training

All individuals involved in conducting disciplinary proceedings and appeals shall receive annual training on the student code of conduct, investigations and the hearing process which shall include training on the issues related to dating violence, domestic violence, sexual assault and stalking and how to conduct an investigation and hearing process that protects the safety and welfare of victims and promotes accountability.

Filing a Complaint

1. Any person who witnesses or learns of a violation of the Student Code of Conduct may bring a complaint forward to the appropriate Judicial Body by filing an incident report.
2. Incident report forms may be obtained from the Academic or Student Affairs Offices, Title IX Coordinator and College Title IX Coordinator as well as from the Judicial Advisor. In addition, forms may be made available through Campus Security or Residential Life (where available) or on the college web site. Information in the incident report should include but not be limited to the following:
 - a. Reporting person's name, address, phone, and student identification number (contact information and ID number shall not be released to the Respondent without written permission of the person reporting the incident);
 - b. Date, time, and location of incident;
 - c. Person(s) involved in the incident;
 - d. Victim(s) or damages involved in the incident;
 - e. Complete narrative description of the incident
 - f. Names of witnesses to the incident;
 - g. Any other information deemed appropriate.

Preliminary Process for Sex-Related Offenses

1. All complaints involving a sex-related offense shall be forwarded to the CCSNH Title IX Coordinator and the College Title IX Coordinator.
2. If the complaint involves a sex-related offense, the College must provide the victim with a written explanation of the rights of the victim and the institution's responsibilities regarding, as applicable, issuance of restraining orders, orders for protection, no contact orders, etc.

The College must also provide a description in writing of the procedures for disciplinary proceedings in cases of such alleged offenses and resources available to the victim(s). Resources may include services such as counseling, health, mental health, victim advocacy, legal assistance, information concerning the process for preserving evidence, and other services available for victims, both on-campus and in the community. The College must also notify the victim of the information that will be disclosed, to whom it will be disclosed, and the reasons for such disclosure.

Investigation and Resolution of Complaint by Judicial Body

1. The fact that a complaint has been filed creates no presumption that the Respondent has committed the alleged offense.

2. The complaint will be referred to the appropriate Judicial Body, which will investigate (or request a formal investigation by an impartial investigator) and hear all complaints and may a) dispose of the complaint as unfounded; b) mediate an informal resolution; or c) issue (or authorize to be issued) sanctions as described in Section IV above.
3. The Respondent and the Complainant, where applicable, have the right to be assisted by an advocate of their choice. An advocate, however, is not permitted to speak or to participate directly in any investigation or hearing before the Judicial Body.
4. A time shall be set for an initial hearing before the Judicial Body not less than one (1) business day after nor more than five (5) business days after the Respondent has been notified. At the initial hearing, the Judicial Body may receive evidence from the Complainant and the Respondent regarding any interim sanctions and shall determine whether a) the complaint should be disposed without further investigation and a report issued setting forth the findings and the sanctions, if any, to be imposed; b) mediation is appropriate; or c) a formal investigation is required. In the event a formal investigation is required, the Judicial Body will accept the findings of the investigator(s) and provide a report of the findings to Respondent and where the allegations involve domestic violence, dating violence, sexual assault, or stalking, the Complainant shall also be provided a report of the investigator's findings.
5. Whether the investigation is completed by the Judicial Body or an impartial investigator, all findings will be based on a preponderance of the evidence; *i.e.*, evidence that would lead a reasonable person to believe that it was more likely than not that the Respondent committed the alleged offense.
6. If the investigator's report contains a finding that the Respondent committed the alleged offense, a time shall be set for a sanctions hearing before the Judicial Body to be held not less than one (1) day nor more than ten (10) days after the investigation report is issued. Both the Complainant and the Respondent shall be simultaneously informed, in writing, of the outcome of any Judicial Body hearing that arises from an allegation of domestic violence, dating violence, sexual assault, or stalking.

C. STUDENT DISCIPLINARY APPEALS
Filing an Appeal and Preliminary Appellate Process

1. A Respondent may appeal a disciplinary action by filing a written appeal with the Judicial Advisor within five (5) business days of being informed of the sanction being imposed. For cases involving gender or gender identity or expression discrimination, sexual harassment, sexual assault, domestic violence, dating violence or stalking both the Respondent and the Complainant have the right of appeal. The imposed sanction remains in effect during the appeal process. The written appeal must indicate the grounds for reversing the sanction. Grounds for appeal shall be limited to:
 - a. the original hearing/investigation was not conducted fairly and in conformity with prescribed procedures (see B above);
 - b. new and relevant evidence, sufficient to alter the decision, has been revealed that was not brought out in the original hearing, because such evidence and/or facts were not known to the person appealing at the time of the original hearing; or
 - c. inappropriate gravity of the sanction in relation to the offense.
2. The Judicial Advisor has three (3) business days from the receipt of the appeal to determine whether the basis set forth in the appeal falls within the grounds allowed for appeal and to inform the appealing student in writing. If, the Judicial Advisor determines that the case does not fall within the grounds allowed for appeal, then the previous adjudication stands.
3. If the Judicial Advisor determines that the case does fall within the grounds allowed for appeal and the allegations do not involve domestic violence, dating violence, sexual assault, or stalking, the Judicial Advisor may:
 - a. Meet with the Judicial Body who issued the original disciplinary action to discuss a possible modification or rescission, as appropriate. If a decision to modify or rescind is not reached, the appeal will be forwarded immediately to the Judicial Committee or
 - b. Immediately forward the appeal to the Judicial Committee for consideration;

4. If the Judicial Advisor determines that the case does fall within the grounds allowed for appeal and the allegations involve domestic violence, dating violence, sexual assault, or stalking, the Judicial Advisor shall immediately forward the appeal to the Judicial Committee for consideration.
5. All preliminary processing of appeals will be concluded within five (5) business days unless the Judicial Advisor determines that there are specific articulated extenuating circumstances (e.g., absence of key parties) that require an extension.
6. The Judicial Advisor will provide notification of the outcome of the preliminary processing of the appeal in writing within three (3) business days of the decision to the Respondent and, as applicable, the Complainant, and any administrative offices involved.

D. MEMBERSHIP OF THE JUDICIAL COMMITTEE

1. A chairperson and an alternate chairperson who will be appointed by each college president or his/her designee.
2. A total of eight (8) voting members, elected as follows:
 - a. Four (4) faculty or staff selected by college president or other appropriate college official(s).
 - b. Four (4) students selected by the Student Senate or other appropriate student group. If the college has residence halls, two of the students shall be from the residence halls.
3. A total of five (5) alternate voting members to be selected as follows:
 - a. Two (2) faculty or staff selected by the college president or other appropriate college official(s).
 - b. Three (3) students selected by the Student Senate or other appropriate student group, one (1) from the residence halls (if applicable) and two (2) commuter students.
4. The advisor to the Judicial Committee will be the Judicial Advisor who will be appointed by the Vice President of Student Affairs.

E. JUDICIAL COMMITTEE APPEAL HEARINGS

1. A minimum of five (5) members (including the Chair) shall constitute a quorum to conduct a hearing. If five appointed members are not available due to recusals or for other reasons, additional members shall be selected by the Judicial Advisor pursuant to the methodology set forth in paragraph 2 b below.
2. During the summer or vacations, a meeting may be called and members will be selected as follows: a. Regular members will serve, if available, or b. In the event sufficient regular members are not available, the Judicial Advisor will appoint additional members as necessary to reach a quorum and in such a manner as to reflect the original representation of the committee.
3. If the complaint has been brought by a member of the Judicial Committee or the Vice President of Student Affairs, he/she shall recuse him/herself from the Committee's deliberations and voting.
4. Hearings shall be conducted by the Judicial Committee according to the following guidelines:
 - a. The parties shall receive written advance notification informing them of the allegations set forth in the complaint, the time, date and place of the hearing.
 - b. The Respondent may remain silent or submit only a written statement or response to the complaint.
 - c. Hearings normally shall be conducted in private. Admission to the hearing of any person not directly involved with the proceedings shall be at the discretion of the chairperson of the Judicial Committee.
 - d. When more than one individual is charged with the same violation, each Respondent shall have the right to an individual hearing. Otherwise, the cases may be heard jointly.
 - e. The Complainant and the Respondent have the right to be assisted by an advocate they choose. The Complainant and/or the Respondent, however, are each responsible for presenting his or her own case and, therefore, advocates are not permitted to speak or to participate directly in any hearing before the Judicial Committee.
 - f. The Complainant, the Respondent and the Judicial Committee shall have the right to call witnesses. They also have the right to present pertinent records, exhibits, and written statements for consideration by the Judicial Committee. All questioning of the Complainant, the Respondent, and witnesses will be conducted by the Judicial Committee.
 - g. In certain cases, when a complaint has been brought by an individual who is either unable or unwilling to present the case, the college may appoint a representative to present the case. In these instances, a

member of the Judicial Body or the impartial investigator will consult with the Judicial Committee to determine the appropriateness of serving in this role.

- h. All procedural questions are subject to final decision by the chairperson of the Judicial Committee.
 - i. After the hearing, the Judicial Committee shall determine based upon the evidence presented at the hearing (by majority vote) whether the Respondent Student has violated the Student Code of Conduct. The chairperson will vote only in the event of a tie.
 - j. The Judicial Committee's determination shall be made on the basis of whether it is more likely than not that the Respondent committed the alleged offense and thereby violated the Student Code of Conduct.
 - k. The Judicial Committee will issue a report of its findings and sanctions to be imposed to the Judicial Advisor within three (3) business days of the completion of its hearings on the matter.
 - l. The Judicial Advisor will provide written notification of findings and sanctions to the Complainant and the Respondent Student and administrative offices on a need-to-know basis. The original will be with the college's judicial records.
5. There shall be a single record (whether written minutes, audiotape or other record) of all hearings before the Judicial Committee. The record shall be the property of the college, and may only be reviewed by the parties or college official upon providing a written request to the Judicial Advisor.
 6. Except in the case of a student charged with failing to obey the summons of the Judicial Committee, Judicial Body or college official, no student may be found to have violated the Student Code of Conduct solely because the student failed to appear before the Judicial Body or Judicial Committee. In all cases, the evidence in support of the charges shall be presented and considered.
 7. The decision of the Judicial Committee is final and is not subject to further appeal.
 1. 2. The complaint will be referred to the appropriate Judicial Body, which will investigate (or request a formal investigation by an impartial investigator) and hear all complaints and may a) dispose of the complaint as unfounded; b) mediate an informal resolution; or c) issue (or authorize to be issued) sanctions as described in Section IV above.

V. STUDENT RIGHTS

A. Students in the Classroom

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

B. Student Freedom Off-Campus

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

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

C. Freedom of Association

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

D. Freedom of Inquiry and Expression

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

E. Student Participation in College Government

The student body should have clearly defined means to participate in the formulation and application of institutional policy affecting academic and student affairs. The role of student government and both its general and specific responsibilities should be made explicit and the actions of student government within the areas of its jurisdiction should be reviewed only through orderly and prescribed procedures.

F. Student Publications

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

G. Establishing Student Conduct Standards

1. Conduct: In developing responsible student conduct and disciplinary procedures, the CCSNH and its colleges should:
 - a. Establish and communicate, through publication, those standards of behavior which are considered essential to the educational objective and community life.
 - b. Initiate disciplinary proceedings only for violations of standards of conduct formulated or published.
 - c. Formulate and communicate disciplinary procedures, including the student's right to appeal a decision.

2. Investigation of Student Conduct

Search & Seizure: LRCC regards the right of privacy as an essential freedom. Occupied premises, assigned lockers, privately owned automobiles or any other personal property owned or controlled by a student may not be searched without consent of the student except in the circumstances noted below. Before a search is conducted, school officials will have reasonable grounds to believe that the search will turn up evidence that the student has violated, or is violating, either the law or school rules. All searches will be reasonable and justified from their inception and reasonable in scope:

- a. Residential Life health and safety inspections, Thanksgiving Break Closings, Winter Break Closings and Spring Break closings to insure the health, cleanliness, safety and maintenance of the Residence Halls. During inspections, if a policy violation comes to the attention of the staff (ex. candle), it may be addressed judicially.
- b. Routine inspections, emergency repairs, and/or routine maintenance. Such activities do not normally include searches, but are for the purpose of inspection, maintenance and repair.
- c. Entries authorized in advance by the President or Vice President of Student Affairs (or designee) in writing based upon reasonable information that such entry is necessary for the purpose of detecting and removing items, including but not limited to, weapons or other contraband which violate a law or a school rule or pose a threat to the health and safety of students, faculty, staff or guests. The scope of any search conducted pursuant to this authorization shall extend no further than is necessary to secure and remove the item(s).
- d. Entries and searches authorized by law. Entries and searches conducted by duly and authorized law enforcement officials under circumstances authorized by law.
- e. Entry may be made to ensure the health and safety of occupants. Examples include, but are not limited to, fire or alarm evacuations, smell of smoke or burning items, and concern for non-responsive occupants.

- f. Appropriate staff may enter if there is a reasonable belief that evidence exists that a violation of a college policy is taking place. Efforts will be made to seek compliance from the residents of the space before this type of entry is made.

VI. STUDENT RIGHTS – GRIEVANCE PROCEDURES

Any student who feels that his/her rights have been violated may file a grievance following the procedure below. In the case of a grievance alleging discrimination based on race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identity or expression, genetic information, or veteran status, the student may also report the conduct to the college's Affirmative Action or Equity Officer and/or Title IX Coordinator. In the case of a grievance alleging discrimination, the college may also initiate an investigation and take appropriate steps including, but not limited to, referring the matter to the appropriate College Official for disciplinary action.

1. Prior to filing a grievance, the student is encouraged to meet with the individual who has allegedly violated his or her rights, e.g., instructor, staff member, or student, to resolve the issue informally.
2. If the issue cannot be resolved by pursuing the process in step 1, or the individual elects not to resolve the matter informally as prescribed in step 1, a formal grievance in writing must be submitted to:
 - a. The Vice President of Academic Affairs for grievances related to the instructional process (see college catalog or student handbook for separate process for Grade Change/Grade Appeal), or
 - b. The Vice President of Student Affairs for grievances not related to the instructional process.

The grievance must be submitted within two weeks of the date the grievant knew or reasonably should have known, of the alleged violation. The grievance shall specify the right claimed to have been violated and state briefly the underlying facts.

3. The Vice President of Academic Affairs (VPAA) or Student Affairs (VPSA), or designee, will meet with the individual alleged to have violated the student's rights. The VPAA/VPSA, or designee, may attempt to resolve the issue informally at this stage. If resolution is not possible and the VPAA/VPSA or designee determines that the grievance alleges facts which if true constitute a violation of the student's rights and has been timely filed, the matter will be forwarded to the Judicial Advisor who convene the Judicial Committee within two weeks of the receipt of the formal grievance. If the VPAA/VPSA or designee determines that the grievance does not state a violation of the student's rights or is untimely, the VPAA/VPSA will provide a written explanation to the student and the matter will be considered resolved at that point

APPENDIX

Residential Students Rights and Responsibilities

Introduction

LRCC offers a wealth of resources to support your success. The opportunities to learn and to grow are virtually limitless, and are shaped primarily by your motivation to embrace the intellectual and personal challenges of a college education. As with any community, ours has rules that have been developed to ensure a supportive and appropriate environment for learning. While these rules pertain primarily to residential students, they are consistent with the expectations for all members of the LRCC community.

The *Residential Student Rights, Rules and Responsibilities* outline those expectations that LRCC has established to foster an environment conducive to learning on – and beyond – the College campus. One crucial aspect of this environment is our collective commitment to respecting the rights, dignity, and worth of all community members. We recognize that our “classroom” extends throughout the universe and we hope that you will carry this same sense of respect to all corners of the world, beginning with our host community of Laconia. For this reason, we ask that you take time to review all of these documents in order to understand the values and rules of this community.

For the vast majority of our students, college will be a challenging and worthwhile experience. We hope that taking the time to become familiar with the expectations and rules outlined in this document will allow you to focus on the best parts of college life and to truly discover your own future at LRCC.

Notice of Non-discrimination

Lakes Region Community College does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, color, religion, national origin, age, sex, disability, political affiliation, veteran status, sexual orientation, or marital status. This statement is a reflection of the mission of the Community College System of New Hampshire and LRCC and refers to, but is not limited to, the provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964
- The Age Discrimination Act of 1967
- Title IX of the Education Amendment of 1972
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1991
- Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974
- NH Law Against Discrimination (RSA 354-A)

Inquiries regarding discrimination may be directed to Larissa R. Baía, Lakes Region Community College, (603) 524-3207, or to Sara A. Sawyer, Director of Human Resources for the Community College System of New Hampshire, 26 College Drive, Concord, NH 03301, (603) 271-6300. Inquiries may also be directed to the US Department of Education, Office of Civil Rights, Region 1, 1875 JFK Federal Building, Boston, MA 02203, (617) 565-1340; the NH Commission for Human Rights, 2 Chennell Drive, Concord, NH 03301, (603) 271-2767; and/or the Equal Employment Opportunity Commission, JFK Federal Building, Boston, MA 02203, (617) 565-3200.

Alcohol, Tobacco, and Other Drug Policies

LRCC Alcohol Policy

The College supports the Drug Free Schools and Communities Act Amendment of 1989 and complies with this and all Federal, State and local laws pertaining to controlled substances, including alcohol.

The College is committed to establishing and maintaining an environment that fosters mutually beneficial interpersonal relations and a shared responsibility for the welfare and safety of others. Because alcohol can have a significant effect on that environment, the College has adopted this policy for governing alcohol use by students, staff, faculty, visitors, and guests. While College policy permits responsible consumption of alcohol at some places and times, the consumption of alcohol should never be the primary purpose or focus of an event. Alcohol-free social events are encouraged.

- The acquisition, distribution, possession, or consumption of alcohol by members of the LRCC community must be in compliance with all local, state, and federal laws.
- Non-alcoholic beverages must be provided at events where alcoholic beverages are served.

- Institutional restrictions on alcohol use on LRCC property vary by location, and, in some cases, by time.
 - a. College residence halls and apartment complexes. Residents over the age of 21 and not otherwise lawfully barred from the use of alcohol, may possess or consume beer or wine only within the privacy of their residential housing unit provided no persons under the legal drinking age are present and students conform to the Student Code of Conduct. Alcohol may not be consumed in common areas such as lounges, hallways, etc.
 - b. Alcohol may not be consumed in the following facilities; Automotive, CAT, Turner, Commons, academic, administrative, and classroom buildings (any LRCC building not included in the previous categories). Consumption of alcohol is permitted only as part of an approved event, such as a reception for a visiting scholar or a celebration of a special accomplishment. The President or his/her designee must give the required approvals.
- LRCC has an interest in off-premise events held in its name. If alcohol is used illegally or inappropriately at such events, the College may take steps to protect its interests.
- Students of legal drinking age on a College sponsored trip may consume alcohol subject to the rules regarding intoxication in the Student Code of Conduct.
- Alcoholic beverages will not be permitted at student organization sponsored events without approval from the President. Requests for approval must be made in writing at least 45 days prior to the event. Those who grant approval for alcohol consumption must keep a written record of all such approval.
- No purchase of alcoholic beverages allowed from any student funds under the jurisdiction of the CCSNH Board of Trustees. All events at which alcohol is served must comply with the CCSNH Alcohol Policy: College Facilities, including but not limited to the requirement that a third party licensed vendor be retained for serving alcohol.

Parental Notification in Cases of Alcohol or Other Drug Violations/Arrests

The College may notify parents when their son or daughter is charged with a violation of the College's alcohol or other drug policies, including violation of local, state, or federal laws regarding use or possession of alcohol or other drugs that are also violations of institutional policy.

Only parents of financially-dependent students under age 21 will be notified, unless the student's health or safety is jeopardized.

Residential Alcohol Policy and Regulations

As members of the College community, students are expected to obey the law and assume full responsibility for the choices they make regarding alcohol use. Students, not the College or its staff, are accountable for all outcomes related to legal, illegal, and/or irresponsible use of alcohol. Following are specific tenets of the residential alcohol policy.

1. Possession and/or consumption of alcohol is not permitted by anyone under age 21. A legal age drinker may have just one open alcohol container at a time for personal consumption.
2. Possession or consumption of beer or wine is permitted only in rooms or apartments where at least one of the assigned residents is at least 21 years old and provided no persons under the legal drinking age are present.
3. Alcohol is not permitted in any of the common or public areas of the residence halls or apartment buildings.
4. Providing underage people with alcohol is illegal and, therefore, not permitted.
5. No person may sell, furnish or give alcohol to anyone who is visibly intoxicated, even if that person is over the age of 21.
6. All common sources of alcohol, including but not limited to kegs, punch bowls, beer balls, or excessive amounts of alcohol in bottles or cases, are strictly prohibited in residence halls and apartments. The host(s) of such activity may receive a sanction of eviction or greater.

7. In all circumstances when staff respond to and confront an illegal drinking activity, empty alcohol containers may well be considered an aggravating factor connected with the current illegal activity.
8. A person who is under the influence of alcohol and whose behavior leads to injury or illness may be considered to be in violation of the alcohol policy.
9. Having a gathering in a residence room, suite or apartment that involves illegal consumption of alcohol will likely lead to eviction upon a first offense. A gathering is defined as more people in the room/suite/apartment than just the people who are assigned to that room/suite/apartment.

LRCC Drug and Narcotics Policy

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

College ID Cards

Use of Identification

The primary purpose of the LRCC ID card is to identify the cardholder as eligible for the various programs and privileges LRCC provides. The ID card remains the property of the College. You may be asked to produce it at any time to validate your presence in or access to buildings and programs. Your LRCC ID card is not transferable. A photo ID card will be confiscated when presented by someone other than the owner. Misuse of the card will result in penalties to all parties.

Lost ID Cards

Lost or stolen ID cards should be reported immediately to the Campus Safety office (603) 545-4392. You are responsible for any use made of your card until it is reported lost or stolen and suspended. A charge of \$10 is made to replace a lost, stolen or mutilated photo ID card.

Door-to-Door Solicitation

Students or others may not solicit door-to-door in the student apartments, and the availability and location of space in buildings must be stipulated by the administrative officer of those buildings.

Health and Safety

Hazardous Substances or Dangerous Weapons

Possession or use of hazardous or dangerous weapons or substances, including, but not limited to firearms, explosives, fireworks, air, pellet, and BB type guns, is prohibited on all College property including Apple Ridge student apartments. Fireworks are defined as any substance prepared for the purpose of producing a visible or audible effect by combustion, explosion, or detonation.

False Reports

Making or causing to be made false fire alarms, false reports of fires, or any other dangerous conditions is prohibited. Offenders/violators will be prosecuted to the fullest extent of the law.

Fire Safety Equipment

Nothing shall obstruct any fire sprinkler head or be hung from piping supplying sprinkler heads. Tampering with fire safety equipment or unauthorized removal of such equipment is prohibited. The playing of hall sports in residence halls is prohibited to protect fire safety equipment.

Evacuation

Failure to evacuate in the event of a fire alarm, hazardous, serious condition, or at the lawful request of a College or public safety official is prohibited.

Failure to Report

Failure to report serious or hazardous incidents including, but not limited to, fire, accident, or illness is prohibited.

Failure to Obey

Failure to obey directives or interference with the response of College or civil officials to emergency calls or in the carrying out of their regular responsibilities is prohibited.

Fire Hazards

Creating fire hazards or endangering the safety of persons or property, or improper use of electrical appliances, or possession of hazardous or flammable substances including, but not limited to gasoline, benzene, naphtha, and cleaning fluids is prohibited.

Throwing Objects

Objects are not to be thrown from windows or decks. Room or apartment residents may also be held responsible for objects thrown out of their windows, regardless of who threw the objects.

Access to Building Exterior

Students are prohibited from being on decks/balconies, window ledges, roofs or porticos at any time. Smoking is not permitted in rooms, apartments or balconies. Doors leading to balconies are to remain locked at all times. Use of balconies is strictly prohibited except in the case of an emergency. Cans, bottles, or any other items/objects are not to be placed in balconies, on window ledges or roofs. Allowing entry to another individual into the building via a balcony is prohibited and subject to eviction.

External Doors and Internal Fire Doors

Opening a clearly marked external emergency exit or security door, or deliberately propping open a door that is intended to be locked, is prohibited. Students are also prohibited from obstructing or blocking open any interior fire door/stairwell door.

Room and Board Agreement

General Provision

Every student residing in College housing is subject to the provisions of the *Residential Students' Rights, Rules and Responsibilities* and the *LRCC Student Handbook*. All rules of conduct governing the behavior of College students shall be enforced; violations of rules, policies and regulations as stated in the documents referenced above shall be subject to appropriate College sanctions, including eviction from College housing. Students can be held responsible for any policy violation that occurs in their apartment. All students are expected to conduct themselves in a manner consistent with the expectations of the College, as stated in the LRCC Student Handbook and the *Residential Students' Rights, Rules and Responsibilities*.

1. Eligibility. In order to live in College housing, students must be classified as full time students. Full-time students are defined in those carrying a minimum load of 12 credits per semester.
2. Housing Assignment. Assignments are made by the Residence Director. Use of student preference, seniority, or time priority systems for making such assignments may be changed or limited at the College's sole discretion. Reasonable accommodations for persons with disabilities will be made to the extent possible. Such accommodations may include but are not limited to room type requests, proximity to facilities, service animals and power- driven mobility devices. All requests for such accommodations must be approved by LRCC Disabilities Coordinator. The College will cooperate to the degree possible with students desiring a change in room or apartment assignment. The College retains the right to administratively change a housing assignment at its sole discretion. The College reserves the right to assign more occupants to a room than the established capacity when the demand for housing exceeds the spaces available. In such cases, the housing fee for all occupants involved will be adjusted based on the housing rates established by the Board of Trustees.
3. Occupancy. Occupancy begins when a student accepts a key to their room. Only the student officially assigned and checked into a specific room may occupy that room. At its own choosing, the Student Affairs Office may require a student to move to another room in order to consolidate unassigned spaces. A student may occupy only the type of room for which they are paying.
4. Move In/Move Out. Before moving out, a student is required to remove all refuse, remove all personal possessions, and leave the room or apartment clean. Charges for additional cleaning required, removal of

personal property, or for any damage or loss of College property, normal wear and tear excepted, will be billed to the student(s).

a. Room keys and mailbox keys. Keys will be issued to the student of record on arrival at the beginning of the occupancy period. Keys may not be transferred, duplicated, or given to other persons. Lost keys should be reported immediately to the Residence Director or a member of Campus Safety. In each case in which keys are lost, a new key is issued, and the student billed. Keys said to be temporarily mislaid, keys not returned at the end of the occupancy period, or unauthorized duplicate keys turned in at the end of occupancy will be considered lost keys and charges will be assessed to the student.

5. Liability. The College shall not be liable directly or indirectly for theft, destruction, or loss of money, valuables, or other personal property, belonging to, or in the custody of, the student for any cause whatever, or whether such losses occur in the student apartments, storage areas, and common areas including hallways, lounges, parking and all other Campus property. The College provides no insurance for personal possessions. Students must have their own insurance or be included under their family's insurance policy. The College is not responsible for personal property left behind by students after the date of their withdrawal, transfer, departure, suspension, eviction or dismissal from any accommodation in College housing. Students are particularly encouraged to remove all valuables from their accommodations during periods of absence or during College vacations. In the event of mechanical difficulty (air conditioning, heat, hot water and other equipment) or interruptions of electrical power or water service, the College will make reasonable efforts to restore service; however, there will be no reduction of housing charges because of such failure. In the event of damage by fire, water, steam or other causes which render the room or apartment wholly unfit for occupancy, the College reserves the right to reassign the student to alternative College housing accommodations. If alternate quarters are not available, this Agreement may be terminated and the student shall not be entitled to recompense for damages except for a pro-rated housing fee refund.
6. Staff. The College will provide staff in accordance with the College policy of providing students with a living experience that complements the academic mission of Lakes Region Community College.
7. Communication. The College and Office of Student Affairs often communicate with students on official matters in written form and through the use of various technologies. In those instances when the College chooses to communicate with students through technology (including but not limited to email, and electronic messaging), it does so with the use of College-generated email address. The College will provide and maintain this email address; it will be the responsibility of the student to monitor official communication sent by the College to this address on the CCSNH e-mail system, as well as, those communicated via LRCC ALERTS.
8. Parking. Student/guest parking will be determined in accordance with the parking and traffic rules and regulations. Only vehicles for persons with disabilities (displaying the appropriate permit) may park in designated parking areas. Any vehicle illegally parked is subject to towing at owners expense and/or a fine, and disciplinary action. There will be a charge per semester for each student with a vehicle on site.
9. Storage. Storage space for surplus or seasonally used property is NOT provided. Each student must make his/her own arrangements for such surplus storage off campus. No article of any nature may be stored in stairwells, attics, housekeeper closets, interior and exterior building passageways, roofs or on the grounds. Storage is not allowed on apartment balconies, lounges or laundry room.
10. Entry/Inspection. College staff members reserve the right to enter a student's room or apartment at any time, whether or not the student is present to (a) perform maintenance (b) to conduct fire/safety inspections (c) during an emergency (d) to enforce safety or health expectations.
 - a. Advance notice is not required unless maintenance is expected to be substantially disruptive to students.
 - b. The Laconia Fire Department and the College reserve the right to determine fire safety standards for decorations and appliances and require students to take action to correct hazards.
 - c. The LRCC reserves the right to access and review individual records related to entering or exiting residential buildings.

11. Laundry Service. Laundry machines are provided for students and accept payment only in the form of prepaid card. The College shall not be liable for any damage to or loss of personal property resulting from the use of the laundry machines, nor shall the College be liable for personal items left unattended in the laundry rooms.

Use of Dwellings and Grounds

1. Appliances. All electrical items in a room must be UL listed or recognized to a UL standard by a nationally recognized testing laboratory. Coffee pots, popcorn poppers, irons, and hot pots may be used but cannot be plugged in unattended.
2. Cleanliness. Students are responsible for maintaining reasonable sanitation and safety standards in their rooms, suites and apartments (including suite and apartment bathrooms). If upon inspection, College staff finds safety and sanitation below standard, the student will receive a written request pre- scribing corrective action. If after a reasonable time the corrective action has not occurred, the College will perform the needed work at the student's expense.
3. Furnishings. Each bedroom will be furnished with a bed, desk and desk chair, dresser and closet space for each resident. Closet space will be shared. College supplied furniture may not be moved from the originally assigned room to any other on or off-campus location and may not be stored in any suite or apartment bathroom. Students are prohibited from taking furniture from common spaces in the apartment building and placing it in a student room, apartment or any other on or off-campus location. Such action shall be considered theft.
4. Maintenance. Routine maintenance needs should be reported to the RA or RD in a timely manner. The College reserves the right to perform any and all needed maintenance. If maintenance is needed, it is the responsibility of the resident to notify the maintenance and/or Housing staff, at the onset of each instance, about any personal, medical, or health concern which may be impacted by the work.
5. Trash Removal. Students are solely responsible for bagging trash which accumulates in their room or apartment and disposing of such trash by depositing it in the designated dumpster or recycling container. Personal room or apartment trash may not be placed in common area trash receptacles.
6. Bicycles. Bicycles are to be parked and secured only in places provided for that purpose. Bicycles may not be attached to stair railings (exterior/ interior), building entrances, light poles, trees, sign posts, etc. A student is required to remove their bicycle(s) prior to their designated move-out date.

Payment/Cancellation/Refund-Housing

The College will establish housing fees yearly and will announce these proposed fees for each academic year. Fees are considered proposed until approval is granted by the Board of Trustees. Upon nonpayment of fees or any charges herein provided, the College may refuse to register the student for the next semester, issue grade reports of work done, or allow the student to be graduated. Semester payment is due when indicated on the bill or prior to occupancy, whichever is earlier. For detailed information regarding payment of housing charges, cancellations, refunds or other financial matters, please refer to *LRCC's Housing Contract*.

Dining Option

While all student apartments include a fully equipped kitchen, students have the option of utilizing the services provided by the food service vendor in the cafeteria. At the start of the term, service will only include breakfast and lunch approximately 7:30 am – 2:00pm. Normal hours of operation will eventually be Mon – Thurs 7:30 – 7pm and Fri 7:30 – 2pm.

LRCC Housing Community Standards

In addition to abiding by applicable federal, state and local laws, and the LRCC conduct rules outlined in the Student Rights, Rules and Responsibilities, the student is expected to understand, support and live by community standards, rules and regulations established for all residences. Violations of any of the above, which could result in suspension or expulsion from the College, will be forwarded to the Student Judicial Body. Residents evicted or suspended for reasons of conduct will be financially responsible for that semester's rent.

1. Alcohol. All students are subject to the rules outlined in the *Student Handbook* and the *Residential Students' Rights, Rules and Responsibilities* governing the use of alcohol, as well as federal, state, and local laws of alcohol use. Entryways, hallways, and lounges are common areas, and consumption of alcohol is prohibited in these areas (including by those of legal drinking age). Group sources such as kegs of beer, beer balls, and alcoholic punches are prohibited in College housing. Under certain circumstances the presence of empty alcohol containers may be evidence of a violation of the rules regarding possession or use of alcohol. Please see LRCC Alcohol Policy and Residential Alcohol Policy and Regulations sections.
2. Alteration to Premises. No changes may be made in the building or its fixtures by students individually or in groups without the expressed permission of the Department of Housing. The student or any person acting without said permission shall refrain from:
 - a) Removing any item of Community College equipment/furniture from the room or premises.
 - b) Altering or replacing the present locks or other security devices or installing additional locks or security devices.
 - c) Making any structural or electrical alterations to the room.
 - d) Using nails, screws, bolts, or decals upon the furniture, walls, doors, wood-work, ceiling, or floors of the room or apartment or otherwise defacing, painting or marring such surfaces.
 - e) Making unauthorized repairs to, or painting the room or apartment.
 - f) Removing blinds or screens.
 - g) Building partitions or making alterations to furniture.
 - h) Taking furniture or other items from common spaces and placing them in student room or apartment.
3. Civility. The College offers many times, places and ways to engage in expressive conduct, and it expressly seeks to create a diverse learning culture where students feel encouraged to express themselves on a wide variety of issues. Students attending LRCC are not required to live on campus. All persons living in College housing are entitled to sleep, study and quietly enjoy their living space without unreasonable disruption. The College's goal is to create a residential environment where all residents can expect to be treated in a civil and respectful way by each other. Residents or guests shall not harass, intimidate, threaten or abuse a guest or fellow resident through speech, conduct or writing. Isolated or incidental breaches of civility shall normally be treated as opportunities to counsel an offending student, with or without a formal warning. Repeated or knowing threats, harassment, intimidation or abuse sufficiently severe or pervasive to alter the conditions of another resident's sleep, study or repose may result in conduct charges or eviction.
4. Common Area Use. The College strives to create an atmosphere of respectful, diverse opinion and expression. Although our community aspires to extend this atmosphere into student residential facilities, it is important to note that residences are unlike other campus facilities, and that some kinds of expressive conduct are subject to reasonable time, place and manner restrictions. Students are expected to use good judgment when engaging in expressive conduct or displaying material in the common areas of the residence hall. These include any areas outside of a student room, including lounges, hallways, common bathrooms and hallway doors where community members must pass every day and therefore cannot avoid. Students and guests are prohibited from displaying material in common areas that disrupt or would likely disrupt the educational mission of LRCC, including, but not limited to, materials that are pornographic, obscene or create a hostile environment sufficiently severe or pervasive to alter the conditions of other residents' ability to sleep, study or repose. Students and guests are also prohibited from displaying materials that advertises or promotes drugs or alcohol, use gratuitous profane or vulgar language, or that are harassing or threatening to others. Please refer to the LRCC Notice of Non-Discrimination for more information. The display of materials in the common areas shall be defined to include, but not be limited to, photographs, posters, written materials, videos, and live performances. Isolated or incidental breaches of the rules governing the use of common areas shall normally be treated as opportunities to counsel an offending

student, with or without a formal warning. Use of common areas to make repeated or knowing threats, harassment, intimidation or abuse sufficiently severe or pervasive to alter the conditions another student's sleep, study or repose may result in conduct charges or eviction.

5. Condition of Common Areas. Students are responsible for keeping all common and public areas of College housing free of personal trash and belongings. These areas include, but are not limited to hallways, stairwells, lounges, utility closets, and adjacent grounds. Fees may be applicable.
6. Damage. Damage, theft, and vandalism to College property are strictly prohibited. Violators will be subject to disciplinary action. Each student is financially responsible for the cost of replacement or repairs of any breakage or damage (except for normal wear and tear) to his/her accommodations and its furnishings as well as for his/her share of the costs of any damages in the common areas of College housing.
7. Drugs and Paraphernalia. Students may not possess, use, be under the influence of or sell illegal drugs. Sharing or otherwise distributing illegal drugs or controlled substances in or around the student apartments will be subject to eviction and possible suspension or expulsion from the College. All paraphernalia which can be used with illegal drugs including, but not limited to, bongs, pipes, rolling papers, etc. are prohibited.
8. Guest, Visitation, and Escort Policies. The student is responsible for the behavior of their guests, for damages caused by their guests and for informing guests of hall policies. All guests will be escorted by their host at all times while visiting in the building. Students within College housing are collectively responsible for their own conduct, as well as, the conduct of their guests. Overnight guests are not permitted in College housing without advance permission of all students of the room/apartment in which they are staying. Overnight guests may not stay longer than two nights in any given week. No more than between 13 and 24 people in an apartment, depending upon apartment, at one time, per order of the Laconia Fire Department. College apartment residents must register with and receive approval from the Resident Director for hosting a gathering of more than 13 people (including hosts).
9. Hall Sports. Behavior that may result in personal injury or damage to property is prohibited. This includes, but is not limited to hall sports, water fights, some forms of practical jokes, roughhousing, dropping items out of windows, improper behavior on balconies, tampering with or other misuse of elevators, and failure to observe fire safety rules and procedures. All athletic activities are to be confined to areas outside College housing which are specifically designated for such purposes.
10. Lewd and Indecent Behavior. Conduct and behavior which is considered lewd or indecent, including but not limited to, public or unwanted nudity, urination and defecation in areas other than toilets or urinals, sexual activity in public areas, uninvited or unwelcome voice or written messages to others which are considered lewd or indecent by the receiver.
11. Noise. Each student shall respect and observe the rights of other students occupying College housing. Noise that is disruptive to others, including apartment staff, is prohibited. Courtesy hours are always in effect and residents are to respect requests of others for quiet. Night time hours are "quiet hours", when residents are to be especially aware of the volume and impact of their noise. Apartment quiet hours are Sunday-Thursday 11pm-7am and 12am-8am on Friday and Saturday.
12. Pets. With the exception of service animals as reasonable accommodations as determined by LRCC Disability Services for Students, pets or animals of any kind, except non-dangerous fish, are prohibited in College housing. One ten gallon tank containing fish is allowed per room.
13. Posting/Solicitation. Door-to-door solicitation is strictly prohibited. Commercial activity, solicitation or advertising is not permitted in or around College housing unless prior approval has been obtained. The only exceptions are activities permitted under College Rules and/or those sponsored by Community College staff. All information posted in common areas and on bulletin boards must be approved by the Residential Life staff. Posting on room doors or other areas are subject to removal if constituting a fire hazard or if the posted material is unacceptable (i.e. racist, sexist, homophobic, etc.). No commercial soliciting or canvassing is allowed.
14. Prohibited Items. The following items are prohibited in LRCC housing, except where specifically permitted.
 - a) Halogen lamps, hot plates, heating/immersion coils, electric frying pans, toaster ovens, electric heaters, electric blankets, non-UL listed items and electrical items not approved by the Department of Housing

- b) Air conditioners, clothes washers and dryers, dishwashers, and water beds
- c) Television or radio antennae and any other objects which are placed outside the room window or anywhere on the exterior of the building or adjacent grounds.
- d) Firearms, candles, incense, explosives, fireworks, weapons of any kind, hazardous chemicals, gasoline, charcoal lighter fluid, propane, butane, motorized vehicles of any kind (or parts, repair tools, accessories for any motor vehicle)

15. Security. Part of the obligation of community living is to help safeguard the living environment. Students are reminded that they share in the responsibility for the security of their rooms and the buildings in which they live. Students are strongly encouraged to keep their apartments locked at all times and also to report individuals who appear to be tampering with locks, damaging facilities, harassing students, or behaving suspiciously. Students are advised to be particularly security-minded at times of check-in, holiday breaks, check-out, or when fewer residents are in the residential facilities. The following behaviors can compromise the security of other students, and are prohibited. Students found responsible for any of the following behaviors will be subject to disciplinary action, including fines to cover the costs of door repair or replacement.

- a) Giving personal keys or ID card to another person
- b) Leaving keys or ID card in a public space
- c) Propping open any door to the outside
- d) Attempting to force open any secured door
- e) Interfering with the locking mechanism of any door
- f) Allowing individuals who seek entry to “piggyback” (enter the building without using their own entry card).
- g) Removing a window screen
- h) Damaging any door, lock, or window
- i) Climbing through windows, being on ledges, porticos or roofs
- j) Throwing objects out windows or from roofs of buildings
- k) Entering another student or staff members living space without permission

16. Smoking. Smoking is strictly prohibited inside any College residence facility. Smoking within 25 feet of any College building is strictly prohibited. This ban includes all forms of smoking including electronic cigarettes, cigars, cigarettes, marijuana, hookahs, chewing tobacco etc. LRCC reserves the right to remove smoking privileges in any of its locations if privileges are misused.

17. Theft. Attempted or actual theft of and/or damage to property of the campus or property of a member of the residential community is prohibited. This includes removing property from campus, apartment common spaces or from rooms of other students.

18. Weapons. LRCC is a weapon free campus. This applies to all student apartments. Weapons include but are not limited to, firearms, simulated firearms, dangerous chemicals, any explosive device, nun chucks, brass knuckles, butterfly knives, paintball guns/equipment and any other materials that can be used to intimidate, threaten or endanger others, are prohibited on campus. Any knife, including a butter knife, used as a weapon shall be considered a violation of this policy.

19. Failure to Comply. Refusing to cooperate with College staff or Campus Safety who are attempting to investigate or address a situation in a College residence apartment is prohibited. The student is required to provide proper identification and truthfully answer legitimate inquiries.

20. Eviction. A housing eviction requires a resident to move out of the apartment within 48 hours after the College judicial process is completed. Residents evicted or suspended for reasons of conduct are financially responsible for that semester’s rent. It is important to understand that eviction can occur for a first offense.