



Student Handbook 2020-2021

Please note: This handbook is a compilation of the latest available information about Springfield Technical Community College (STCC). It is intended to serve as a guide to the programs, services and regulations of STCC. Any information here supersedes all previous Springfield Technical Community College Student Handbooks. Springfield Technical Community College reserves the right to change its regulations, fees and announcements without notice whenever such action becomes necessary. Please refer to the STCC website for the most current information regarding STCC policies and services.

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Welcome Message from the Vice President of Student Affairs

Dear Students:

On behalf of the entire team in the Division of Student Affairs, I welcome you to the 2020-2021 academic year at Springfield Technical Community College (STCC). During these challenging and unprecedented times, you have demonstrated courage, resilience and commitment to your educational journey.

Whether you're a recent high school graduate, a non-traditional student, or the first in your family to go to college, our dedicated and skilled Student Affairs team is here to support you, every step of the way. As each day passes, you'll build momentum towards achieving your academic and personal goals.

We encourage you to make the most of your time at STCC by choosing to be an engaged member of our community. Research shows that engaged students are more successful students. Commit to building meaningful connections with peers, faculty, staff and administrators. Take advantage of tutoring and academic support. Become a student leader or peer mentor, join a club/organization, or participate in a leadership development program. Cheer on our athletic teams and participate in campus activities, cultural events and community engagement opportunities.

While times may call for our community to gather in virtual and distanced ways, #STCC To Your Plan! We look forward to celebrating your successes and achievements!

Best,



*Darcey Kemp
Vice President of Student Affairs*

Mission Statement

Springfield Technical Community College supports students as they transform their lives.

Vision Statement

Springfield Technical Community College will be a dynamic, multi-cultural learning community where students grow in character, intellect and self-confidence.

Core Values

Dedication: We believe that with pride and determination among our faculty, staff and students we can create a community of truly inspired individuals.

Integrity: We are committed to fostering an environment that promotes truth and the development of individual character.

Respect: We nurture mutual respect among faculty, staff and students. With respect, we embrace differences to create an inclusive environment for all.

Community: As a community within the community at large, we improve lives and strengthen the region through accessible and affordable higher education.

Student-Centered: We encourage our students to be the best that they can be. We provide a diverse educational experience that promotes personal and professional growth.

Caring & Commitment: As a community of dedicated faculty and staff who care about student success, we produce graduates who will contribute to the well-being of the region and to the Commonwealth.

ACADEMIC INFORMATION

The academic policies and procedures contained in this section are necessary reading for all students attending Springfield Technical Community College. Please take some time to look through this segment as well as the entire Student Handbook.

Absences, Attendance/Tardiness

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=attendance>

Academic Load

The normal load for full-time students is 12 to 18 semester hours of credit. You should work with your academic advisor to see how many hours are right for you.

Academic Forgiveness (Fresh Start) Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=fresh+start>

Academic Standing

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=academic+standing>

Address Changes

<https://www.stcc.edu/resources/academic-support/student-records/>

Assessment of Student Learning

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=assessment+of+student+learning>

Auditing Classes

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=audit>

Biographical Data Changes

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=academic+information>

Challenge Exams

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=challenge+exams>

CLEP, AP, and Challenge Credit

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=challenge+exams>

Change in Class Schedule

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=academic+policies>

Registration Process

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=registration+process>

Cooperating Colleges of Greater Springfield (CCGS)

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=ccgs>

Dean's List

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=deans+list>

Directed Study

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=directed+study>

Final Examination and Assessment

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=final+examination>

Honor's Program: A Commonwealth Honors Program

The Honors Certificate Program offers a challenging academic experience for qualified students who wish to pursue unique study and research opportunities in their major fields of study. As a Commonwealth Honors Program, our program offers students easier transfer opportunities and recognition as Honor students throughout the Commonwealth. There are three certificate options available.

Honors students come from all departments and majors. Some students with outstanding SAT scores or placement into an Honors English Comp class can start the honors program the day they arrive on campus. Usually, honors students have earned a GPA (or QPA) of 3.2 or better in at least 4 courses (12 credits). They may need an elective to complete program requirements, or they have decided to challenge themselves by taking an honors seminar or adding responsibilities to a regular class.

Students who hope to enter career specific programs, like nursing or engineering often take seminars before starting their majors. In addition, some programs (such as nursing) have provided opportunities for add-ons within the major. Add-on responsibilities include presenting their work in a public venue, such as a class, a group meeting or at an Honors sponsored event.

Admission Requirements

To qualify for participation in the Honors Program, a student must be either:

- An entering freshman with a 3.5 GPA from high school - OR - a 3.0 GPA from a high school honors program - OR - 1000 combined SAT score; --OR--
- A current student with 12 college-level credits and a 3.2 GPA.

Students who do not currently fulfill these requirements may seek admission into the program by submitting a letter of recommendation from a recent professor and an original piece of writing demonstrating academic competence, such as a research paper from a recent course.

The Honors Program is housed in the School of Liberal and Professional Studies. For more information call 413-755-4836.

Make-up Examinations

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=make-up+exams>

Medical Leave Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=medical+leave>

Phi Theta Kappa Honor Society

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=phi+theta+kappa>

Satisfactory Academic Progress Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=sap>

Scholarships and Awards

<https://www.stcc.edu/scholarships>

Additional scholarships can be found at: <https://libguides.stcc.edu/c.php?g=61098&p=392781>

Developmental Courses

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=developmental+courses>

Grading System

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=grading+system>

Grade Appeal Process

Level One- Informal Procedure

Student and instructor consult with the Student Grievance Officer (the Vice President of Academic Affairs of the College, or designee)

Student presents case orally and informally to the instructor within 30 calendar days

Instructor Responds

Informal, must respond within 10 calendar days (may be in writing)

If agreement is reached, stop here. If no agreement is reached, proceed to Level Two

Level Two Step One- Formal Procedure

Student meets with Student Grievance Officer

Student Grievance Officer must inform both parties in writing that complaint was not resolved at Level One

Student Files a Written Grievance with Student Grievance Officer

Within 10 calendar days

Must contain: name and title of instructor, statement of known facts, documents and supporting materials, list of individuals with pertinent information, and the desired outcome.

Must be dated and be titled "Level Two, Step One"

Delivered to Student Grievance Officer by email, regular mail, certified mail, or in-hand

Student Grievance Officer Communicates to Instructor

Forwards all supporting documents to the instructor within 5 calendar days

Instructor Responds

Has 10 calendar days from receipt of supporting documents from the Student Grievance Officer to respond in writing

Student Grievance Officer Communicates to Student

Provides the instructor's response within 5 calendar days

If not resolved to satisfaction of student within 10 calendar days, proceed to Level Two, Step Two

Level Two Step Two- Supervisor Level

Student requests that the Student Grievance Officer forward the grievance and response of the instructor to the instructor's supervisor (Dean) with a copy to the Senior Officer (Vice President of Academic Affairs)

Supervisor Investigation and Decision

Supervisor will investigate the grievance and confer with the Senior Officer

Supervisor will deliver written decision to Student Grievance Officer within 10 calendar days

Student Grievance Officer will deliver the decision to the student and instructor within 5 calendar days

Senior Officer may request that parties meet to attempt to resolve prior to Supervisor decision

Grade appeals do not move past Level Two, Step Two

Grade Changes

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=grade+changes>

Graduation Requirements

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=graduation+requirements>

Incomplete Grades

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=incomplete+grades>

Mid-Semester Grades

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=midsemester+grades>

Reading Days

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=reading+days>

Repetition of Courses

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=repetition>

Transcripts

You can order your transcript online, by mail, or in person. Transcript requests cannot be accepted via email, telephone or fax. **Please note that all college charges must be paid in full before a transcript request will be processed. If there is a hold on your account contact the Student Financial Services Office at (413) 755-4696. STCC adheres to all FERPA regulations and no information is released over the telephone.**

Ordering Official Transcripts Online

Methods of delivery when ordering official transcripts online:

- **Electronic Exchange Transcript** to a receiving member college of the National Student Clearinghouse Electronic Transcript Exchange. The list of colleges is available to you in the ordering process. Normal processing time is within 24 hours. The cost is **\$5.50**
- **Electronic PDF Transcript** to any recipient with a valid email address. It is the responsibility of the requestor to enter the correct email address of the recipient. Please check with your intended recipient to confirm that they will accept transcripts in this format. Normal processing time is within 24 hours. The cost is **\$6.50**

- Transcripts to be **mailed** via United States Postal Service. **Allow 3 business days for processing.** The cost is **\$5.50**

Order Your Transcript Online

The Registrar's Office, along with the National Student Clearinghouse, offers students the ability to order transcripts online and to submit electronic transcripts to third parties via the web. Students can order transcripts using any major credit card and will be charged only after the order has been completed. Electronic transcript ordering is available online, 24 hours a day, 7 days a week. Students can choose to receive updates on the status of their order via text or email, and can also visit the site to track their orders. Students will be asked to verify their identity by providing name, social security number or student id number, and date of birth. Students will also be required to electronically sign the required consent form and are encouraged to electronically sign with their mouse in order to expedite the order. If students need assistance, they can contact the National Student Clearinghouse at (703) 742-4200 Monday-Thursday 9am-7pm ET, and Friday 9am-5pm ET, or email at transcripts@studentclearinghouse.org.

Ordering Official or Unofficial Transcripts by Mail or in Person

Download the Transcript Request Form from the STCC website. Enter all required information and print and sign the form. Official transcripts cost \$3.00. Make checks payable to STCC. There is no charge for an unofficial transcript. **Allow 2 business days for processing.**

Mail transcript request with payment to:

**Registrar's Office
STCC
1 Armory Square
P.O. Box 9000
Springfield, MA 01102-9000**

Bring transcript request to the Registrar's Office with payment to Building 19, Room 169.

Tutoring

Tutoring is available to STCC students in a wide range of subjects. Our tutors include STCC students, as well as professional academic tutors, who have expertise in their subject areas and training in effective tutoring approaches. The Student Success Center (SSC), Building 19, 2nd floor next to the Library. Tutoring is done remotely through Google Hangouts or Zoom.

The College also offers online tutoring through NetTutor, which can be accessed through the following link: https://stccnet.stcc.edu/student_services/SSC/Pages/default.aspx

Students who wish to meet with a tutor should contact the Student Success Center (SSC) at (413) 755-4715, or email the SSC at ssc@stcc.edu. Current students can view the Student Success Center tutoring schedule through the following link:

https://stccnet.stcc.edu/student_services/SSC/Pages/default.aspx

Unsatisfactory Progress

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=unsatisfactory+progress>

Course Withdrawal

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=course+withdrawal>

College Withdrawal

Students wishing to officially withdraw from the College during the semester must submit a Withdrawal Form to the Registrar's Office. Final course grades of "W" will be recorded on the student's transcript and will not be calculated into the GPA. Students should refer to the Academic Calendar for the semester deadline date for filing a withdrawal. Information regarding the STCC refund policy is available from the Student Financial Services Office.

STUDENT SERVICES

Admissions

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=admissions>

Springfield Technical Community College maintains an open-door admission policy. As long as an applicant has earned a high school diploma from an accredited high school or a high school equivalent (GED or HiSET) he/she will be admitted to the College.

STCC does not discriminate on the basis of race, creed, religion, color, gender, gender identity, sexual orientation, age, disability, genetic information, maternity leave, military service, and national origin, in its educational opportunities, programs, activities and employment. Title IX protects any person from sex-based discrimination, harassment, and violence regardless of their gender expression or gender identity. This includes female, male, transgender, and gender non-conforming students, faculty, and staff.

Please note that certain academically competitive programs may have additional admitting requirements as well as specific application deadlines. Applicants should consult the web page relating to their program of choice regarding any potential admissions requirements and/or deadline.

For information and answers to questions about our academic programs, and the process of applying to be a student at STCC please contact STCC Admissions using the contact information below.

Admissions

Ira H. Rubenzahl Student Learning Commons (B19), Room 168
(413) 755-3333
admissions@stcc.edu

Adult Basic Education Services

Springfield Adult Learning Center (SALC)

SALC provides free classes for adults who can further their education in a number of ways. This includes earning a High School Equivalency Certificate (HSE), increasing understanding and skill using a computer, email or internet, and becoming a Springfield Technical Community College (STCC) college student after completing your HSE.

These classes take place on campus during day and evening hours or are online through remote learning classes. Classes focus on preparing students for college, careers and vocational certificate programs. All classes are free for eligible students.

The Springfield Adult Learning Center provides a range of classes and services including:

Adult Basic Education:

- Preparation for the High School Equivalency Test Classes (HiSET/GED)**
- Technology Classes** (Technology, Digital Literacy and Computer Use)
- College and Career Workshops** (Advising and Workforce Readiness Preparation)
- HiSET to Medical Sciences** (explore the human body systems while in a HiSET Class)
- Financial Literacy** (explore finances, budgeting and investing while in a HiSET Class)
- Book Club** (improve your reading skills while reading in small groups)

Transitions to College Program:

- Springfield Technical Community College One-Year Program** (for eligible adult learners who have obtained a High School Equivalency diploma)
- College credits, developmental courses, academic support, and advising**
- Preparation classes and activities for college** (technology, math, writing, and reading)
- Workshops to discover career interests, complete college applications, complete applications for financial aid, learn about STCC programs, scholarships, clubs, and activities, and analyze and prepare solutions based on challenges associated with attending college for first generation college students and adult high school equivalence earners**

Hampden Prep:

- Intensive digital and computer literacy classes**
- Computer Skills:** Learning to use a phone or computer for learning, accessing and using online tools, keyboarding, email, Microsoft Office Suite, and Google Suite
- Workforce Readiness Skills:** Preparing for employment or better employment
- Career Exploration:** Designing a pathway to a career

Essential Skill Development for Employment: learning to listen, learning to learn, learning to earn

Resume development support, job-interviewing skills, completing online job applications

Financial Literacy: Understanding budgeting, credit reports, money management, credit, and retirement planning

Certificate Training: Microsoft Office Suite Specialist Certificate, Manager's ServSafe Certificate, Food Handler ServSafe, OSHA10, CPR, and National Career Readiness Certificate

Registering for Classes

Adult Basic Education, Transition to College program and Hampden Prep classes' applications begin with a visit to the STCC Adult Education Center located in Building 27/2nd Floor, Room 147 or by applying through the online application on the Springfield Technical Community College Website.

To apply online, complete an application online on the STCC website under Springfield Adult Learning Center, <https://www.stcc.edu/explore/communityed/adult-learning/>.

To apply, please complete the application: [Adult Basic Education Program application](#). We look forward to working with you!

Please note, new applicants need to click "Create New Account" and create an account with a username and password. Our Intake Specialist will contact you for an interview and discuss your next steps in the application and enrollment process.

For more information, please email: SALC@stcc.edu

The Springfield Adult Learning Center is open 8:00 am - 6:00 pm Mondays and 8:00 am - 4:00 pm Tuesdays through Fridays when the STCC campus is open.

Instruction

Instruction is available in face-to-face classes, hybrid (partially face-to-face and partially online), online classes and through online platforms. These different models and resources empower students to get a head start on their education, provide additional instruction, and support independent learning to meet students' goals and personal timelines.

Additional Information

For more information on services contact the Adult Education Center at 413-755-4300 or email SALC@stcc.edu.

English for Speakers of Other Languages

We welcome adults looking to improve their spoken and written English skills into the ESOL program! SALC serves learners of all ages and from a variety of language backgrounds and cultures. These classes are free to students.

English for Speakers of Other Languages (ESOL):

English Speaking, Listening, Reading and Writing Classes

Beginner to Advanced English Classes

If you are an ESOL student, complete [this form](#) to apply. You will get a follow-up phone call from us within a few weeks to complete a short language assessment by phone. Please note that there is a waiting list for these classes. We look forward to working with you!

Please contact our office with any questions: 413-755-3765

The STCC / Springfield Adult Learning Center (SALC) is a unique partnership among Hampden County organizations including Holyoke Community College (HCC), Springfield Technical Community College (STCC), Springfield Housing Authority (SHA) and the Community Mitigation Commission. The Department of Elementary and Secondary Education (DESE) and the Community Mitigation Commission fund the services through generous grants.

Advising

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=advising>

In keeping with the College's commitment to the success of its students, academic advising services are offered to all students. Critical to academic success, academic advising is a shared process between student and advisor that emphasizes the clarification and achievement of the student's academic goals.

All students accepted into a degree or certificate program at the College have access to an academic advisor, who is a member of the faculty or professional staff. Students who have identified a field of study are typically assigned to advisors who have expertise in the students' field of interest, while students who are unsure about their goals are assigned to advisors who can help them define what these goals may be. Academic advisors assist students with academic decisions and serve as a source of information and support to their advisees. Students are encouraged to take advantage of this resource, while understanding that academic and career decisions are ultimately their own responsibility.

Students are notified of their advisor's name and location soon after classes begin. During every semester, students accepted into a degree or certificate program will be assigned to one of the following for academic advising:

- A specific Advisor
- Their Department of Study
- The Academic Advising and Transfer Center

Assigned Advisor information can be found in the "My Profile" section of the Academic Profile Menu in WebAdvisor. Please note that many academic transactions may require the advisor's intervention, including a signature for course withdrawals, access to course registration, and degree audits. Current students can get additional advising information and resources by visiting the STCCNet Portal Advising page. Advisor assignments are subject to change depending on major selection and other factors.

Students who are interested in applying to the College and/or have questions about transferring to STCC should contact the Office of Admissions at 413-755-3333 or admissions@stcc.edu.

Armory Square Child Care

Many STCC students juggle multiple responsibilities, including caring for young children. To support these students and their families, STCC hosts an on-campus, private, non-profit child day care center called Armory Square Child Care Inc. Conveniently located in Building 14 on the STCC campus, the Armory Square Child Care Inc. is a private, non-profit child day care serving the children of STCC students, faculty, and staff, and the public. Licensed to accommodate up to 40 children ages two-years-nine months to five-years, the center offers full- and part-time programs, year round. Scholarships are available for the children of STCC students and vouchers from the New England Farm Workers Council are accepted. The center is accredited by the National Association of Education for the Young Child. For detailed information, contact the Armory Square Child Care at (413) 737- 4955 or childcare@stcc.edu.

Athletics



STCC is a member of the New England Region (Region XXI) of the National Junior College Athletic Association and the Northeast Region of the National Collegiate Wrestling Association. STCC has advanced to the national championship tournament in men's soccer, women's soccer, men's basketball, golf, and wrestling, winning a team National Championship in women's soccer (2006) and multiple individual National Champions in men's and women's wrestling (1 in 2018, 2 in 2019, 2 in 2020).

STCC currently sponsors 6 intercollegiate athletic programs.

Intercollegiate Athletic Teams

Basketball

[Men's Basketball](#)

[Women's Basketball](#)

Soccer

[Men's Soccer](#)

[Women's Soccer](#)

Basketball	<u>Men's Basketball</u>	<u>Women's Basketball</u>
Wrestling	<u>Men's Wrestling</u>	<u>Women's Wrestling</u>

Prospective student-athletes interested in a specific program should directly contact the head coach. Coaches' contact information is available on-line at:
<https://www.stcc.edu/campus-life/athletics/>.

For general questions contact the Athletics Department at (413) 755-4061 or visit the Athletics Office located in Scibelli Hall, Building 2, Room G6.

STCC student-athletes have transferred all over the United States. To become marketable to a four-year college or university, student-athletes should strive to excel in the classroom as well as in the athletic arena. Many student-athletes also choose to transfer to STCC from other colleges and universities. Specific guidelines exist for STCC and its athletic governing bodies in regards to transferring. Prospective student-athletes who have questions about these rules or their eligibility should contact the Director of Athletics and Fitness at (413) 755-4061.

There are no fees charged to student-athletes to participate on an intercollegiate athletic team at STCC. Programs may choose for their members to purchase specific team items which could result in an additional cost, but items would then belong to the individual.

In addition to STCC's competitive teams, many intramural and recreational activities have been offered to the student and campus population. Past activities have included: indoor soccer, basketball, bowling, softball, floor hockey, and volleyball.

Our Facilities

The Scibelli Hall gymnasium holds an NCAA regulation basketball court, equipped with a floating, cushioned, hardwood floor with two training courts with five baskets, Daktronics Scoreboard System and bleacher seating for 450. It also houses 3 competition wrestling mats for practices and competitions. STCC's gymnasium has hosted regional championships in both basketball and wrestling.

The STCC soccer field has served as a site for both state and regional championships. Sitting in the middle of the National Armory parade ground, it offers an historic environment in the center of campus.

The wrestling training room provides STCC's nationally competitive wrestling teams with an exceptional training space within the facilities. The training room allows for as many as 30 student-athletes to engage in high level practices.

The STCC Fitness Center is equipped with Cybex cardio equipment, strength training machines, and free weights. The facility is routinely used by athletic programs to physically prepare for high level athletics.

Transportation: STCC contracts with Valet Park of America and their professional drivers to transport athletes to and from events in and around the New England region. If and when a team or athlete advances to a National Championship other arrangements may need to be made depending on the distance and timeline.

Disability Services

Prospective students, current students, or members of the public who need auxiliary aids and or services for effective communication or accommodations to participate in an Athletic program are invited to make their needs and preferences known to the Office of Disability Services at 413-755-4785 or Katherine Senie, Title IX Coordinator, 413-755-4749.

Pregnant Student-Athletes

Under Title IX protections student-athletes may continue participating in their sport as a pregnant and/or parenting student, or apply for a redshirt season (if pregnant). STCC prohibits the discrimination of student-athletes based on their pregnancy, childbirth, conditions related to pregnancy, false pregnancy, termination of pregnancy or recovery or parental or marital status; and they the college offers reinstatement to the same position after pregnancy as they held before the onset of pregnancy. For additional information: Human Resources/Title IX Coordinator, 413-755-4749.

Bookstore

The STCC Bookstore is happy to assist you in purchasing the books and materials you'll need for your classes. Whether you're making a purchase online, or in person, please have your schedule with you for easy reference.

The STCC Bookstore is located on the 1st floor of Building 19, and is open Monday-Friday, 8:00 am – 4:00 pm. They can be reached at 413-755-4431.

Financial Aid

Please note, purchases being covered by Financial Aid can be used online at www.stccstore.com. Please use your student ID number when paying online. Also, make sure to use your STCC email account.

Ordering Books Online

To order your books online go to www.stccstore.com

They accept Visa, MasterCard, American Express, Discover Card and PayPal. You must present your credit card when making in-store purchases or requesting refunds.

Personal checks are not accepted.

Book Buy-backs

The bookstore buys back books from 8:30am to 3:00pm during regular business hours. You must bring a valid STCC RAM Card or State ID. You can also sell back your books at www.stccstore.com.

Refund Policy

- Textbooks in resalable condition may be refunded with receipt within seven (7) calendar days from the start of classes or within two (2) days of purchase thereafter, including summer term.
 - Textbooks purchased during the last week of classes or during exams fall under last date for returns and/or the 2 day returns policy or may be sold back under the buyback policy and also must have a receipt.
 - Computer software may be returned if it is unopened and still shrink-wrapped with a receipt.
 - Electronic devices may not be returned.
 - In addition, upon proof of drop/add, the Bookstore will accept textbook returns from students who have dropped a course with a receipt and the text/items in resalable condition.
-

Campus Police



Emergency Line: 911 from any phone

Non-Emergency Line: 413-755-4220

The Springfield Technical Community College Police Department, located in Building 9, is a full-time, professional law enforcement agency that also provides a wide variety of public services, including emergency medical assistance, investigating suspicious circumstances, and responding to and investigating criminal matters. Patrols are conducted throughout the STCC campus and any STCC-controlled exterior locations twenty-four hours a day.

STCC police officers are required to complete a rigorous 18-week police academy prescribed by the Massachusetts State Police. Every officer must also complete at least forty hours of in-service training, reviewing a number of subjects including legal updates, defensives tactics, and CPR and first-aid certifications. Officers receive specialized training courses offered by other police agencies, the Massachusetts Police Training Council and other professional organizations. All STCC police officers are empowered by the Commonwealth of Massachusetts to enforce criminal law and to make arrests not only on the campus grounds but also in the area surrounding the college.

Career Development Center

The mission of the Career Development Center is to provide information and resources to students, and alumni; to help guide them through the process of career and life goal setting and implementation; to assist in aligning their skills, values, and interests to the career that is suitable to them; and to provide job search strategies, techniques, and information as well as to utilize best practices by encouraging and promoting career awareness.

The Career Development Center works closely with area and regional employers to assist them in sharing job information with qualified students and alumni. Please familiarize yourself with the many services and resources available to you as a student and future alumni of STCC. We are happy to be of service to you. We are located in Building 19, Suite 141; email careerservices@stcc.edu , or call to schedule an appointment at (413) 755-4464.

Student/Alumni Resources and Services

<https://www.stcc.edu/resources/career-support/>

- Job and employer information
- Resume, portfolio, and cover letter assistance
- Mock interviews
- Free lifetime services, resources, and assistance
- Online Career Center - [STCC Students/Alumni Login & Register](#)
- Job development assistance
- Career assessment tools such as the Myers-Briggs Type Indicator (MBTI) (available to current students), and the O*Net Interest Profiler
- Career exploration and goal setting assistance
- Networking opportunities available through Employer Meetups and Industry Chats.

Center for Access Services



Please note, due to COVID-19 the Center for Access Services (CAS) is working remotely and campus access to CAS is restricted. As a result CAS services maybe limited or altered. CAS will continue to assist students remotely while COVID-19 campus restrictions are in place. The entire CAS team is working diligently (remotely) to minimize the impact this current situation is having on our students. The CAS team can be reached at cas@stcc.edu or (413) 200-8776. Emails will be monitored regularly throughout the day during normal business hours.

Who We Are

The Center for Access Services (CAS) provides extensive non-academic supports to help students overcome barriers that may impact their ability to stay in school. We work closely with community based organizations to assist students in applying for federal and state financial resources, housing assistance, food assistance, and more. Additionally, we house a variety of services and initiatives, including meal assistance, emergency financial assistance, school supplies, and grocery assistance through STCC's very own Ram Cupboard (emergency food pantry).

Mission

The Center for Access Services is dedicated to helping students overcome non-academic barriers impacting their ability to stay in school with the goal of improving graduation rates and increasing self-sufficiency for every student at STCC.

Student Eligibility and Accessing CAS Services

All enrolled/ matriculated students (including: ABE, Gateway, Workforce), prospective students, and returning students in need of non-academic support are encouraged to contact CAS for assistance!

CAS is located in House 7. The office is open year round, Monday through Friday from 8am to 4pm. Monday through Thursday, CAS staff are available to meet with students between 4pm and 7pm. Evening meetings are by appointment only. CAS can be reached at (413) 755-5761 or email at CAS@stcc.edu.

***While COVID-19 campus restrictions are in place: cas@stcc.edu or (413) 200-8776.**

CAS Resources

The CAS office provides FREE resources to eligible STCC students. The following resources are available in the CAS office:

The Student Emergency Fund

The Student Emergency Fund is designed to assist students who encounter an unexpected, short-term financial emergency that would prevent them from continuing their education. Our goal is to assist students so that they may continue their studies and successfully complete their coursework.

Ram Cupboard

The Ram Cupboard is an emergency food pantry located in the center. The Ram Cupboard is designed to help support students in meeting basic nutritional needs by allowing them access to emergency groceries and/or meals.

SNAP Application Assistance

Every Tuesday from 1:00-3:30 the center hosts a SNAP coordinator from The Food Bank of Western Massachusetts. Students can drop in or schedule an appointment with the SNAP coordinator. If students are unable to make it to a meet on Tuesday, office staff can arrange another time to meet.

School Supplies

The CAS office provides school supplies to STCC students in need.

Farmers' Market (Seasonal) —The Farmers' Market at STCC is your source for fresh and locally grown produce. CAS can provide financial assistance to low-income students interested in shopping at the market. The market operates on Wednesdays from 12 p.m. – 3 p.m., and is located between building 13 and building 2. Be sure to check your student emails, or campus signage, for dates of operation as they vary each season.

Community Connections

CAS office staff work to cultivate relationships with local social service agencies that provide assistance to STCC students. Office staff can offer case management to students and facilitate connections with resources in the community that can help eliminate barriers. If students need support beyond what is offered in the CAS office, staff can guide students toward resources in the greater community that can provide the support students need. The [STCC Library](#) also provides information on local and state resources to help individuals, families, and veterans in need of housing, food, medical, legal, or mental health assistance.

Emergency Information

- STCC Alert
- School Closing Information
- Emergency Messages

STCC ALERT INFORMATION

Springfield Technical Community College has partnered with RAVE Mobile Safety to provide an emergency alert system. This system is capable of delivering messages to your STCC and personal email addresses, as well as your land line and cell phone.

If you are a student at STCC, we have enrolled you in this program with the current information we have on file. If you are not a student, you can still enroll using the procedure outlined below for Self-Registration.

We encourage you to log into the [Rave Mobile Safety site](#) to confirm your contact information and choose your notification preferences.

Please Note: Your cellular phone carrier may charge a per-text fee for the delivery of emergency notifications to your cell phone.

You should have received an email from Rave Wireless Attendant with instructions. Once you have set up your account, you can use this link to change your preferences and opt-out of receiving text and or voice alerts.

If you are having problems getting into RAVE, please note that your username for RAVE is your full STCC email address. Once you type in your username you can click forgot password to reset your password.

If you have difficulty logging in, have any questions, or if at any time you need to un-enroll, please notify the IT Help Desk at 413-755-4016 or email helpdesk@stcc.edu.

Self-Registration:

If you have no formal association with STCC (you are NOT a student) you may self-enroll by taking the following steps:

1. Access the RAVE site at: <https://www.getrave.com/login/stcc>
2. On the far right side of the screen, select the button labeled Register.
3. Enter all pertinent information and save. You will receive an email asking you to confirm your enrollment.

Note that your username is the email address you used to register.

EMERGENCY MESSAGES

In the event of an off-campus emergency requiring the attention of a student, the Vice President of Student Affairs Office will attempt to contact the student. You may reach the Student Affairs office by calling 413-755-4402 between the hours of 8 a.m. to 4 p.m. After 4:00 P.M., STCC Police may be reached at 413-755-4220 for emergency notifications.

Emergency messages may be relayed to a student only for a serious emergency to justify interrupting a class. If a student is not in class, it may not be possible to locate deliver an emergency notification.

English as a Second Language (ESL)

The English as a Second Language (ESL) Program is designed to assist students whose native language is not English. The program is academically based and assists students in improving their language skills as well as it prepares students to apply to one of the college's associate degree or certificate programs.

All students entering the ESL Program must be assessed on their English language skills in order to be registered in the appropriate course level for either credit or non-credit classes. **Students**

must contact the English Language Learner Office (ELL), in Building 19, Room 268, or call (413) 755-4423 to arrange an assessment to see which class level is the most appropriate.

The ELL staff provides a wide range of support services to ESL learners including general instruction and assistance with filling out the FAFSA, referrals to other STCC support services, and general community educational information.

Fitness Center

The Fitness Center is located in Scibelli Hall, Building 2, Room 117. It is available to all currently enrolled students, faculty and staff. The Fitness Center provides the STCC campus community with the opportunity to exercise before or after classes. The Fitness Center is equipped with Cybex cardio equipment and strength training machines, as well as a large selection of free weights. Our trained staff is available to help members become familiar with equipment and assist in reaching their fitness goals.

Membership

Membership is free. All users must have an active RamCard ID and will be required to complete liability and policy forms for the facility. Members must present their RamCard, every visit, to gain access to the facility and will not be permitted to use equipment without it.

Hours of Operation

Fitness Center hours of operation are Monday - Friday 6:00 a.m. - 5:00 p.m. year-round.

*Hours are subject to change during holidays and college breaks.

Any questions or for scheduling updates, contact the Fitness Center Desk at (413) 755-4966

Office of Disability Services

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=disability+services>

STCC is committed to the success of all students, and we strive to achieve equal educational opportunities to allow full access for students with disabilities. Our Office of Disability Services (ODS), located in Building 19, Room 141, provides accommodations, services and auxiliary aids to students with disabilities in accordance with the Americans with Disabilities Act As Amended (2008) and Section 504 of the Rehabilitation Act (1973).

Creating an optimal learning environment is a unique and collaborative process. ODS works closely with faculty to ensure that the academic integrity of each course remains intact, while preserving equal access to course content and materials for qualified students at the same time.

ODS also strives to foster partnerships with faculty, staff and students, promote disability awareness throughout the campus community, and provide guidance regarding college policies and procedures pertaining to the rights and privileges of persons with disabilities.

We look forward to helping you reach your academic and career goals!

Who We Serve

We serve individuals with disabilities who are defined by the Americans with Disabilities Act as someone who has a physical or mental impairment that substantially limits one or more major life activities, has a history of such an impairment, or is perceived by others as having such an impairment.

Getting Started

Students seeking accommodations for a documented disability should self-identify and register with ODS. For more information, please visit <https://www.stcc.edu/resources/academic-support/ods/register/>. Additionally, you may contact us at (413) 755-4785 or via email at disability_services@stcc.edu.

Services Offered

- Testing and classroom accommodations
 - Arrangements for sign language interpreters
 - Guide student development of self-advocacy skills
 - Evaluation and training in the use of assistive technology
 - Supportive academic counseling
 - Consultation with faculty
-

Food Services

Nadim's located in Building 2, Lobby serves breakfast and lunch, Monday - Friday, from 8:00 am - 1:30 pm.

The Grab and Go, located in Bldg. 19, 1st Floor has freshly made and packaged; breakfast items, sandwiches, salads, specialty items and beverages. Monday – Friday, 10:00 am- 12:30 pm.

Snack and Beverage vending machines are located throughout campus.

Weather permitting, June through late August, Food Trucks will be on campus behind Building 2, from 11:00 am – 1:30 pm.

Health and Wellness Center

The Health and Wellness Center is open to students for services year round. This includes patient evaluations, consultations, wellness programs, and assistance with college health forms. Our

knowledgeable staff provide confidential, compassionate care. Appointments and walk-in services are available.

Here is our contact information for additional details about services, hours of operation, or to find the answers to other questions:

- [STCC Portal](https://stccnet.stcc.edu/student_services/healthservices/Pages/default.aspx): https://stccnet.stcc.edu/student_services/healthservices/Pages/default.aspx
- [website](http://www.stcc.edu/healthservices): <http://www.stcc.edu/healthservices>
- phone: 413.755.4230
- fax: 413.755.6045
- Physical Location: Building 19, Room 177
- email: healthservices@stcc.edu

- live chat: 

Self-Care Room

Springfield Technical Community College is committed to supporting student healthcare needs. A Self-Care Room is available to students and employees. It may be used for lactation, wound care, self-administration of medications, meditation and other reflective practices, and nearly any other lawful healthcare need. The Self-Care Room is located within the Health and Wellness Center, Building 19, Room 177. The room is available on a first-come/first-served basis. Room use is limited to 30 minute intervals, is subject to the Student Code of Conduct and all other applicable College policies.

An additional Self-Care Room is available to students and employees in Building 16, Room 262. It may be used for lactation, meditation and other reflective practices. The room is available on a first-come/first-served basis, use is limited to 30 minute intervals, is subject to the Student Code of Conduct and all other applicable College policies. Scheduling the use of this Self-Care Room, can be done through the Human Resources Office in Building 16, Room 257 or at 413-755-4361.

Health Forms

Different students have different requirements for which health forms need to be submitted. To help avoid confusion forms are organized according to student status. All forms are available as PDF files to be downloaded from the [Health and Wellness Center page](#) on the STCC website at www.stcc.edu. Many forms are available electronically on the [Health and Wellness Center page of the STCC Portal](#) at stccnet.stcc.edu.

Where can a student get these immunizations if he/she has no proof?

If a student needs to be re-immunized because of age or inability to locate his/her record, there are many locations and clinics to obtain vaccinations, some at a reduced rate. Tuberculosis testing, seasonal flu vaccinations and physical exams are by appointment only.

Request for Copy of Vaccination Records

A paperless system of forwarding vaccination records has not yet been developed/approved by the college, however you may complete an electronic Authorization to Release or Obtain Health Records form on the Health and Wellness Center page of the STCC Portal at stccnet.stcc.edu, or

download the Authorization to Release or Obtain Health Records form on the Health and Wellness Center page on the STCC website and return it to the Health and Wellness Center in person, by mail, or by fax. Please allow 2 business days for the request to be processed.

Massachusetts General Law requires all full-time students under 30 years old, and all full and part time students in a health science program who have contact with patients to obtain a physician's certificate that the student has received the following immunizations:

Full-Time Students

All full-time students, under 30 years old, must submit the following vaccination records:

- immunity to tetanus (vaccination within the last 10 years)
- immunity to pertussis (single dose of pertussis containing vaccine after age 18)
- immunity to measles (two live-vaccine doses or positive titer results)
- immunity to mumps (two live-vaccine doses or positive titer results)
- immunity to rubella (two live-vaccine doses or positive titer results)
- immunity to hepatitis B (three vaccine doses or positive titer results)
- immunity to chickenpox, known as varicella (two vaccine doses, positive titer results, or documented history of disease)
- Proof of MenACWY or MCV4 after 16th birthday for all students between 16-21 years old or a signed waiver form.

Part-Time Students

Most part-time students are not required to submit vaccination records. There are exceptions:

- Students enrolled in a health field
- Students enrolled in Early Childhood Education
- Students enrolled in Behavioral Sciences
- Workforce Development Students Health Program Students

These 4 groups of students must submit vaccination records to the college, all other part-time students need only submit the Health History Form.

All students are asked to submit a Health History Form each year. This form lists medications, allergies, emergency contacts, etc.

Students Enrolled In a Health Field, Early Childhood Education and Behavioral Sciences

Students enrolled in the **School of Health and Patient Simulation (Nursing, Dental, Medical Imaging, Medical Assisting, Rehabilitation Therapies, etc.), Early Childhood Education, Applied Psychology, Human Services/Social Work or non-credit healthcare programs (CNA, EMT, Phlebotomy)** are required to submit vaccination records.

- Tdap within the last 10 years
- immunity to **measles** (two live-vaccine doses or positive titer results)
- immunity to **mumps** (two live-vaccine doses or positive titer results)
- immunity to **rubella** (two live-vaccine doses or positive titer results)
- immunity to **hepatitis B** (three vaccine doses AND positive titer results)
- immunity to **varicella** (two live-vaccine doses or positive titer results, for these students history of disease is not sufficient)
- Proof of MenACWY or MCV4 after 16th birthday for all students between 16-21 years old or a signed waiver form.
- **tuberculosis screening (does not apply to the Behavioral Sciences or Early Childhood programs)**

- initial two-step Mantoux test
or
- T-Spot or Quantiferon Gold blood test within the past year
- If the student has a history of a positive tuberculosis test, a Chest X-ray is required within the last 2 years and an annual tuberculosis questionnaire must be completed.

Student Athletes

Student Athletes are required to submit vaccination records.

- immunity to tetanus (vaccination within the last 10 years)
- immunity to pertussis (single dose of pertussis containing vaccine after age 18)
- immunity to measles (two live-vaccine doses or positive titer results)
- immunity to mumps (two live-vaccine doses or positive titer results)
- immunity to rubella (two live-vaccine doses or positive titer results)
- immunity to hepatitis B (three vaccine doses or positive titer results)
- immunity to chickenpox, known as varicella (two vaccine doses, positive titer results, or documented history of disease)

All Athletes must complete a one time Athletic Sickle Cell Trait NJCAA Form; and they must also complete an annual Athletic Preparticipation Form.

Identification Card (RAM Card)



RamCards can be obtained in the Student Financial Services office Building 19, Room 287. A valid state or government issued photo identification such as a driver's license or passport must be presented at the time your RamCard photo is taken and when RamCards are picked up (the college cannot accept permits for a Ramcard as these are not valid for identification). Students must be registered in order to obtain a RamCard. Please note that it takes approximately one hour for the registration system to relay student information to the RamCard database so students will become eligible to have their RamCard picture taken about one hour after they register (during RamCard business hours). The STCC RamCard is your official STCC identification. You are required to carry it at all times when on campus and present it when requested to do so by a College official. Card usage is subject to STCC policies and procedures and is nontransferable. If presented by anyone other than the pictured cardholder, the card will be confiscated and all privileges revoked. Cardholders are required to immediately report lost or stolen cards to the RamCard Office. A replacement fee will be charged if lost, damaged or stolen.

LEAD: Female Initiative for Leadership & Education

Lead Mentorship Program

This program is designed to provide female students with the opportunity to take a leading role in their education. To provide more community/civic engagement opportunities and help develop a strong network. Along with promoting self-awareness, self-love and confidence. Student participants will connect with professionals that will serve as mentors during their educational career. The mentoring model will consist of both 1:1 and group mentoring sessions.

Targeted population underrepresented female students.

Main Objectives

Goals:

- Increase Retention of underrepresented female students
- Provide civic engagement opportunities
- Increase self-awareness, self-love and confidence
- Build a network
- Become an active participant in their educational career

Established in 2018

Library

CIRCULATION POLICIES

Borrowing

Members of the STCC community have full borrowing privileges at the STCC Library, located in Building 19, 2nd Floor, provided they are actively registered and their records are in good standing.

STCC borrowing privileges are extended to current students, faculty, and staff of the Cooperating Colleges of Greater Springfield consortia provided they have registered with their institution's library and have library records in good standing. College library cards or IDs are required at check out and some audiovisual items may be limited. STCC students, faculty, and staff have reciprocal borrowing privileges at these institutions in accordance with their circulation policies.

The length of time an item will circulate is dependent on the format and type of library card used to borrow. STCC students may borrow print material for a period of 28 days and audiovisual material from 2 – 28 days depending on format. Most items may be renewed one time either through the library catalog or by the Circulation staff in the library.

STCC students must return all borrowed material prior to the end of each semester. Failure to do so will result in a library block placed on their college account. Blocked students do not have access to registration, grades, transcripts, certificates, or degrees.

Reserve Material

Reserve material is kept at the Circulation Desk. Most items are library use only and require a college ID or library card to access. Copy machines are available for student use.

Study Rooms

Study room keys are available to groups of two or more on a first-come, first-served basis at the Circulation Desk. College ID's or STCC library cards are required to borrow keys. The library staff reserves the right to limit loan periods during times of exceptional demand.

- Study room keys will circulate to STCC academic study groups of 2 or more people, for a period of 2 hours.
- Patrons will be required to leave their student IDs with the Circulation staff in exchange for the Study Room Key.
- The keyholder is responsible for the key, group behavior, and the condition of the room.
- Library staff, at their discretion, will terminate sessions if the study rooms are not being used appropriately or if excessive noise disturbs other patrons.
- Keys are available to STCC students, faculty, and staff members only.
- Study room keys cannot be reserved.

Digital Loans

Chromebooks and WiFi Hotspots are available for loan to current, credit-earning STCC, and Gateway to College students.

- Digital material is loaned for a period of 7 days.
- Digital material cannot be reserved or renewed.
- Digital material must be returned to an STCC library staff member.

Borrowers are expected to follow the existing library and campus computer use policies.

The library is not responsible for the use or misuse of any personal information left on the device by current or previous users.

Borrowers are expected to save all work to alternate retrievable devices or programs.

Overdue fines will be assessed at \$5.00 per day.

Damage to the Chromebook and/or accessories will result in a bill for replacement.

\$350.00/Chromebook \$40.00/Case \$20.00/Charger \$12.00/Mouse

Damage to the WiFi HotSpot and/or accessories will result in a bill for replacement.

\$100.00/WiFi HotSpots \$10.00/Case \$5.00/Charger \$5.00/Cable

Reference Services & the Research Help Desk

The Reference Department provides assistance to users in locating resources to meet information and research needs. Our Reference Collection includes print and [electronic resources](#) to meet these needs. The Research Help Desk is staffed during all regular library hours. Staff may be reached by calling (413) 755-4549.

Students can receive help:

- finding sources on their research topics
- creating in-text citations and bibliographies

- evaluating information from the Web

HELM

The STCC Library is a part of Higher Education Libraries of Massachusetts (HELM), a consortium of academic libraries in Massachusetts. Members of the consortium may request items from other member libraries easily through the HELM shared library management system.

Cooperating Libraries of Great Springfield (CLGS)

The STCC Library is part of CLGS, a consortium of public and academic libraries located in the Greater Springfield area. By reciprocal agreements, a STCC library card will be honored at the Cooperating Libraries of Greater Springfield. These libraries include: American International College, Bay Path College, Elms College, Holyoke Community College, the Springfield City Library, Springfield College, the Western New England University Library & Law Library, and Westfield State College. Library card holders from these institutions also have borrowing privileges at the STCC Library.

Lost and Found

Lost & Found items are kept at the STCC Police Department in Building 9 for up to a year and a day. If the item's original owner can be identified, STCC Police will attempt to locate and notify that person of the item. If you **found** an item, please turn it in to Lost and Found at the STCC Police Department in Building 9. If you **lost** an item, please check with STCC Police. Additionally, not every found article is turned into STCC Police. Sometimes, faculty in your department might retain the object for you.

Due to health and safety concerns, perishable items such as food will not be stored by STCC police, and will be immediately disposed of

Operating Procedure

All property turned in to the STCC Police Department is to be disposed of in accordance with the policy as underlined below:

Claimed Property

Every effort will be made to locate the owner of the property. Property owners appearing at the STCC Police Department will be required to offer proof of ownership prior to having the items turned over to them.

Unclaimed Property

Unclaimed property is to be held for a period of a year and a day. At the end of this period, the unclaimed items may be returned to the finder or disposed of as follows:

- Money - All money turned in as lost and found and not claimed in accordance with the above will be donated to a charitable organization.
- Clothing - All serviceable clothing will be turned over to a charitable organization.
- Eyeglasses - All eyeglasses will be turned over to a charitable organization.
- Jewelry - All jewelry will be turned over to a charitable organization.

Keys - All keys will be disposed of after a year and a day.

Male Initiative for Leadership and Education (M.I.L.E.)

M.I.L.E. provides Coaching & Mentoring to Male Students of Color to foster a greater sense of belonging and academic self-confidence to achieve college success. Student participants will connect with professionals and students who serve as mentors and peer-mentors throughout their time at STCC. The program consists of 1:1 and group mentoring, skill building workshops, community service, tutoring and advising.

For the Fall-2020 Semester, M.I.L.E. will host a variety of virtual events and gatherings to enrich the college experience on **9/23, 10/21, 11/18, 12/16**. Mentors will host Google Meet check-ins throughout the semester to provide one-to-one coaching and advising on a drop-in basis.

To join M.I.L.E. complete the participant form that can be found at:
<https://www.stcc.edu/resources/academic-support/mile/participant-form/>

For more information write to: stcc_mile_program@stcc.edu

Office of Multicultural Affairs



The Office of Multicultural Affairs at Springfield Technical Community College is committed to meeting the needs of all students from underrepresented student populations. Multicultural Affairs provides educational programming which includes:

- **Student and community engagement**
- **Cultural activities**
- **Academic support and retention of students**
- **Diversity, equity and inclusion trainings**

Multicultural Affairs supports the College's commitment to building a diverse and inclusive climate on campus while creating an environment that is both safe and welcoming for all students to be successful.

Signature Programming:

The Office of Multicultural Affairs offers a number of signature culturally diverse programs and events designed to engage and enrich the campus life experience. These events are open to all students and seek to celebrate the rich cultural heritage that exists at Springfield Technical Community College.

Diversity Speaker & Performance Series**OMA Student Welcome Reception****Soul Food & Jazz Luncheon****Hispanic Heritage Celebration & Latin Food Tasting****STCC Stands Social Justice Film Series****Art & Soul Cultural Field trips****Connections Student Workshop Series****Artist' Roundtable****OMA Cares****Movies That Matter**

Multicultural Affairs also celebrates various cultural heritage months such as:

Hispanic Heritage Month**LGBTQ History Month****Native American Heritage Month****International Education Week****Black History Month****Women's History Month****Asian American Pacific Islander Month****OMA Multicultural Center**

The Multicultural Center is located in the Ira H. Rubenzahl Learning Commons (Building 19), room 271. The Multicultural Center is a safe, multi-use, academic and social space that supports positive student engagement through activities, programs and constructive dialogue related to topics of diversity and inclusion. The Multicultural Center welcomes all students, but focuses especially on students of color, LGBTQ, and those from various underrepresented groups. In

addition, the Multicultural Center is a place for students to hang out with friends, study or hold student club meetings and provide students with a comfortable venue to seek guidance.

Center Signature Programs:

Artist' Roundtable

DiversiTea (Conversations on Diversity)

OMA Student Group Meetings

Keep It Real Diversity Game Night

OMA Student Wokeshop Series

OMA Multicultural Center Services:

The Multicultural Student Center also serves as a resource to various student-led clubs to help STCC students succeed in and out of the classroom. Clubs/organizations that work in coordination with the center:

The Black Student Association

The International Club

The Muslim Student Association

The Multicultural Affairs Advisory Council (MAAC)

The center also provides resources for counseling, tutoring, and advising which helps students to navigate college life. It also allows students to learn more about STCC's academic policies, develop personal relationships with STCC staff/faculty, and how to constructively achieve their academic goals. The center is a one-stop spot on campus to comfortably have students' questions and concerns answered so they can proceed successfully.

Diversity Initiatives:

M.I.L.E. (Male Initiative for Leadership and Education)

LEAD Female Empowerment Initiative

Multicultural Center Hours of Operation:

Hours of operation vary from semester to semester and are be posted accordingly. The Multicultural Center is available for use and must be reserved through the Office of Multicultural

Affairs at 413-755-4461. A minimum of 24-hour advance notice for events with fewer than 15 people is required to reserve the room.

Multicultural Affairs Office Hours:

Monday – Friday: 9:00 a.m. to 5:00 p.m.

Multicultural Center Hours:

Monday-Friday: 10:00 a.m. to 4:00 p.m.

*Hours may be impacted due to holiday and other college closings

Contact Information:

Vonetta Lightfoot

Multicultural Affairs Operations Manager

Ira H. Rubenzahl Student Learning Commons (B19), 2nd Floor, room 271

413-755-4461

vmightfoot@stcc.edu

[Parking and Transportation](#)

*****IMPORTANT NOTICE*****

(Due to COVID 19 Changes have been made to the

Parking & Transportation System Please Read Carefully)

- Parking Office will operate remotely and will have no in person services.
- There will be no day or evening shuttle services.
- All Day & Evening Students must register their vehicles.
- All Day & Evening Students must park in Lots 1 & 2

PARKING PROCESS

Student parking permits, PVTA bus passes can be obtained by visiting the [Parking Portal](#).

- STCC uses a license plate reader system with cameras for parking services.
- All Day & Evening Students must register their vehicle through the on-line Parking Portal.

- Unregistered vehicles may be ticketed.
- Students may not park on-campus at any time.
- Student parking is available in Lots 1 & 2.
- Students with completed financial arrangements are eligible to register a vehicle **or** apply for a PVTa Bus Pass, but not both.
- Vehicle license plates and bus passes must be re-registered each semester and during summer sessions.

Parking

Day & Evening Students: Student parking is available in Lots 1 & 2. On-campus parking is prohibited.

Student Lots 1 & 2: Lots will be open from 7AM to 10 PM Monday through Thursday, and on Friday from 7AM to 5PM.

Student Lots 3, 4, & 5: Will remain closed until further notice.

***** AFTER HOURS PLEASE CALL STCC POLICE AT: 413-755-4220 TO REQUEST ACCESS TO YOUR VEHICLE*****

Below is a link to the Student Parking Lot Map:

<https://www.stcc.edu/media/departments/policecx2fparking/studentlots.pdf>

Bus Passes

PVTa bus passes are available for students who have scheduled **on-campus** classes and have no other means of transportation. New students will be issued a PVTa Bus pass. Bus passes should be retained for future semesters. If lost, misplaced or stolen, a replacement fee of \$45 will be charged before a new pass is issued.

If you have any questions contact the Parking Office at (413) 755-4238, or email at parking@stcc.edu.

Print Management

In an effort to go green and reduce the amount of paper used on campus, STCC has implemented Follow Me Printing. This solution, used by colleges across the country is integrated with the RamCard and will give students more printing options. Students are able to print to a secure print queue from any computer lab on campus or upload a document from any device anywhere. They can then go to any of the print release stations located on campus, swipe their RamCard and select the documents that they choose to print. In the near future, students will also be able to print to their secure print queue from home or wirelessly on campus from laptops and tablets. Print release stations can be found at:

Print Costs

☐ **Free Print Credits**

Students will have \$20 in free print credits added to their RamCard account at the start of each semester. These free print credits are used to defray the costs associated with printing/copying in and outside of the classroom. We encourage all students to think of ways to reduce the amount of printing required for classes. Any free print credits that are unused at the end of the semester will be removed from student accounts seven days after the end of the semester. After the free print credits are removed, students will be given \$2 in free print credits for miscellaneous printing between semesters.

- ☐ Single Sided Black and White \$0.10
- ☐ Double Sided Black and White \$0.14
- ☐ Single Sided Color \$0.40
- ☐ Double Sided Color \$0.60

☐ **Monitoring Print Credits and Adding Additional Funds**

Students should monitor their print credit balances on a regular basis. Students can view account balances, check print activity and add funds to their account by logging into <https://myramcard.stcc.edu/oneweb/>. When adding funds to their account on this site, there is currently no minimum amount. Students can also add additional funds to their RamCard account in the Student Accounts Office (cash only; \$10 minimum). *Note: Currently these funds can only be used for printing/copying. All funds added to the RamCard are non-refundable, but will carry forward to the next semester.*

Students can also view/print credit balances at print release stations or by logging into <http://printers.stcc.edu/> using their student username and password.

Print From Anywhere

Print Jobs can now be uploaded directly to your print queue from any device anywhere by logging into <http://printers.stcc.edu/>. This means that you do not need to be logged onto a STCC computer to add documents to your print queue. The below document types are the only file types that are currently supported for this method of printing.

Microsoft Excel	xlam, xls, xlsb, xlsx, xltm, xltx
Microsoft PowerPoint	pot, potm, potx, ppam, pps, ppsm, ppsx, ppt, pptm, pptx
Microsoft Word	doc, docm, docx, dot, dotm, dotx, rtf
PDF	pdf
Picture Files	bmp, dib, gif, jfif, jif, jpe, jpeg, jpg, png, tif, tiff

Please Note:

- ☐ All pages and tabs within a document will be printed.

- If you only want to print select pages within a document you will need to save the pages that you want to print as a separate document.
- When printing an Excel document, all tabs and pages will print.
- After uploading a document, it is a good idea to double check the number of pages that were uploaded to make sure that the correct number were uploaded.

Detailed instructions on printing from anywhere are available

at: https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/Off-Campus-Printing-Wireless-Printing.aspx

Detailed instructions on converting a PowerPoint to a PDF so that multiple slides print on one page are available at:

(Note: This only needs to be done when directly uploading files into <http://printers.stcc.edu/> https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/Off-Campus-Wireless-Converting-Powerpoint.aspx

Additional printing tips are available at:

https://stccnet.stcc.edu/student_services/studentfinancialservices/Pages/print%20management%20students.aspx

Registrar's Office

The Registrar's Office, located in Building 19, Room 169 supports students, faculty and staff through the facilitation of administrative processes and ensures the privacy and accuracy of student records.

Student will receive assistance with;

- Registration
- Non Degree Student Applications
- Course schedules, Course Descriptions and Course Pre-Requisite information
- Requests to audit a class
- Questions regarding grades and grade changes
- Enrollment verification forms and class schedules
- FERPA – Permission to Release Information forms
- Assistance with CCGS registrations
- Assistance with requests to withdraw from a course or courses
- Transcript ordering
- Requests for a name change, social security number change, phone number change, address change, and change in residency status
- Assistance with all aspects of graduation
- Dean's List
- Mass Transfer Block information, Mass Transfer Pathways, and Commonwealth Commitment
- Honors Certifications

Access to forms and more detailed information can be found on the Registrar's Office Portal page at STCCNET.STCC.EDU.

River Valley Counseling Center

River Valley Counseling Center provides STCC students with increased access to mental health services via on-campus mental health support. River Valley Counseling has an office in the Ira H. Rubenzahl Student Learning Commons (B19). To be eligible, students must carry health insurance. Students identifying a need or desire for personal counseling can be seen by a licensed professional therapist. Call 413-755-4332 to schedule an initial referral session with David Forton, MS, LMHC, Office of Disability Services.

Student Activities & Development

The Student Activities and Development Office oversees educational, cultural and social activities that complement the college's academic program. Through initiatives such as the Student Government Association (SGA), the Campus Activities Board (CAB), the Student Ambassador Program (SAP), community service projects and a variety of clubs and organizations we provide diverse opportunities for students to become involved in campus life. Also, access to off-campus events and attractions are available through discounted ticket sales and bus trip.

Please stop by the Student Activities & Development Office, located in Building 19, Room 129, to learn more about campus life at STCC; or call us at (413) 755-4912.

Student Club Recognition Policy

The Student Activities Office and the Student Government Association (SGA) encourage the formation of new student clubs. Every club must have a full-time faculty or staff advisor and be open to all members of the student body. Students interested in forming a new student club will be required to submit certain documentation to the Coordinator of Student Activities who may request a meeting with club organizers in order to collect additional information needed for recognition. Recognition of a student club by the College or the SGA shall not imply approval or endorsement of the club or its activities. All student clubs and their members are subject to the College's policies and procedures, including the Student Code of Conduct and Policy on Affirmative Action, Equal Opportunity & Diversity. For a copy of the club formation toolkit, which includes a complete description of the process for forming a student club, or for additional information about the College's active student clubs, please visit the Student Activities Office located in Building 19, Room 129 or call 413-755-4912.

Student Affairs Office

The Vice President of Student Affairs Office, located in Building 19, Rooms 261 & 263, is charged with supporting and participating in the academic mission of the College. As educators we seek to maintain and enhance a purposeful, open, disciplined, caring and diverse community. As such we value integrity, dedication, commitment, honesty, social and civic responsibility, while promoting our students' intellectual, emotional, physical, and spiritual development. We are committed to optimizing student development through excellence in services, programs and facilities.

As specialists in the field of student development, we serve as student advocates. We consult and collaborate with faculty, staff, administrators and campus external governing agencies. Through collaborative research and evaluation we study our environment, programs and services and are accountable to our students, the College, our state and our profession for providing a quality educational experience for all students.

Mission of Student Affairs

The Mission of the Vice President of Student Affairs Office is to complement the academic mission of the college. We provide opportunities for student development, student involvement and experiential learning which contributes to student success and satisfaction.

The primary focus of the Vice President of Student Affairs Office is to promote individual student growth, personal achievement, and social responsibility through a wide range of programs and services intentionally designed to complement the student's educational experiences and which strives to:

- foster student academic success through a series of staff and peer mentoring programs;
- emphasize ethical and responsible student behavior through the administration of the Student Code of Conduct and a fair equitable program of student judicial review;
- develop the social, civic, and leadership skills of students through a wide variety of student organizations, group activities, and leadership programs; and
- encourage and facilitate programs that advance the cultural, social, civic, leadership and educational development of students within a pluralistic and multicultural learning environment.

Student Advocacy

The Vice President of Student Affairs Office provides student advocacy and support for all STCC students. We are here to advocate for you and ensure that your college experience is the best it can be. Our services include:

- Conflict resolution;
- Debt appeals;
- Guidance in judicial and grievance procedures;
- Referrals for services both on and off campus; and
- **Assistance with the Medical Re-Entry process.**

If you have any issues or concerns we can be reached at (413) 755-4402.

Student Ambassador Program

The Student Ambassador Program provides STCC students interested in developing leadership and communication skills with the opportunity to serve as role models, advocates and peer advisors to fellow students. Ambassadors educate students about the many resources available on campus and encourage involvement and engagement in campus life. Ambassadors work closely with college offices and campus initiatives including Student Activities & Development, the Diversity Council and Student Support Services.



Students interested in serving as Student Ambassadors are urged to apply. Please stop by our office located in Building 19, Room 122 to pick up an application. For more information please call us at (413) 755-4721.

Student Ambassador Duties

- Represent the student community at a variety of internal and external events
 - Assist new students in becoming oriented to get involved in student organizations, attend campus events, and to make meaningful connections with people in the college community
 - Promote student resources, activities and events
 - Create and maintain an Open House atmosphere during the first two weeks of the semester in the Student Ambassador Center, Monday through Friday, from 8:00 AM - 4:00 PM
 - Design, create, and implement two Student Ambassador events per year (one community service, and one that fulfills a student need)
 - Participate in community service events
 - Promote student success
-

[Student Financial Services](#)

The Student Financial Services Department, located in Building 19, Room 287, is here to assist with all questions regarding the financial aid process, payment arrangements, bookstore vouchers, Ram Cards, and health insurance waivers. Federal and state financial aid is available to students who need assistance with paying for their college education. At STCC, the Student Financial Services staff will assist you throughout the application process and provide you with the most current information available on its financial aid programs. The Student Financial Services Department can be reached at (413) 755-4214.

Student Government Association

The Student Government Association (SGA) is the forum through which students' viewpoints, concerns, and input into campus governance are represented. Positions are filled by student volunteers who are interested in gaining valuable experience while improving campus life.

Three elected and several appointed student leaders meet regularly to focus on various student related issues. The Student Body President, Student Body Vice President and Student Trustee are elected to fill one-year terms. The SGA has a variety of committees and welcomes student involvement. The Campus Activities Board Chair, Treasurer and Club Liaison positions also play vital roles in ensuring our students have opportunities to participate in campus life.



The Campus Activities Board (CAB) coordinates with the Student Activities & Development Office in planning and hosting programs and special events on and off campus. The CAB Chair, Treasurer and Club Liaison play vital roles in ensuring students have opportunities to participate in campus life. CAB meets every other Monday during the college hour from 12:30 p.m. to 1:30 p.m. in the Student Ambassador Center, Building 19, Room 122. All students are welcome!

To learn more about opportunities to participate in your Student Government Association stop by the Student Activities & Development Office, Building 19, Room 129; or call (413) 755-4912.

Student Success Center

The STCC Student Success Center (SSC) is located in Building 19, next to the Library on the 2nd floor. The SSC is committed to providing holistic academic support that empowers students to overcome obstacles and challenges that negatively impacts their ability to be successful. The overall purpose is to offer students a safe, inclusive and supportive environment where all students feel secured and welcomed as they work towards their individual goals and academic achievements.

The center is staffed with tutors and coaches that are ready to assist students as needed. The staff seeks to provide each individual student the chance to improve their skillsets and develop strategies in becoming lifelong learners.

The Student Success Center staff is committed to:

- Treating all students with respect, patience, and care;
- Listening carefully;
- Being resourceful in providing options, advice, and tools.

The Student Success Center is designed with the student's success in mind; offering a variety of services (free of charge) intended to give every student at STCC the opportunity to be successful!

Additional Services and how to contact the center are described below:

Tutoring Services:

Tutorial services are coordinated in the Student Success Center (SSC). Tutoring is available in most subjects, based on the availability of tutors; Monday – Thursdays from 7:30am to 7:00pm, and Fridays from 7:30am to 5:00pm. Tutors are available by appointment and on a limited walk-in basis. If there is a subject where there is no tutor listed, please contact the Coordinator.

To make an appointment, you can call the SSC at (413) 755-4715 or email the SSC at ssc@stcc.edu. The tutor schedule is available on the SSC portal page at: https://stccnet.stcc.edu/student_services/SSC/Pages/default.aspx

Coaching Services:

Academic Coaching services are coordinated in the Student Success Center (SSC). The Student Success Coach/Retention Specialist provides support to students across all disciplines, demonstrating a multifaceted approach to meeting student needs, fostering academic excellence, and achieving overall college success. Through individualized direct and indirect interactions,

students will be able to utilize Success Coaching as an additional layer of support that will assist them in the completion of their chosen academic program. Coaching is available to all students through walk-in and scheduled appointments. Students experiencing difficulty in navigating through the semester are encouraged to meet with the Student Success Coach to explore ways of cultivating success.

What to expect from your Student Success Coach:

- Maintain a confidential space for students to discuss topics such as future academic plans and personal goals or endeavors.
- Monitor students' academic progress and connect them with supportive resources when necessary, which include Faculty, Academic Advisors, Student Financial Services and more.
- Identify and highlight academic strengths as well as areas of focus.
- Provide proactive support and communication unique to each student's individual needs.
- Actively work to remove barriers to college-wide success.
- Create a comprehensive Academic Success Plan to be implemented and followed by the student and reinforced by the Success Coach.
- Foster independence and autonomy within each student while empowering them to self-advocate.
- Prepare students for Academic Advising and Registration opportunities.
- Financial Planning, Success Planning, Goal Planning
- Identification of learning strategies, study guidance, time management assistance and organizational skills assistance

To make an appointment, you can call the SSC at (413) 755-44715 x 4537 or email the Student Success Coach/Retention Specialist at nljackson@stcc.edu.

Academic Warning and Suspension Guidance:

The SSC center additionally offers guidance on how to deal with poor academic performance. Students at STCC are expected to maintain their academic performance in order to satisfactorily complete their certificate or degree program. If they fail to maintain a 2.0 GPA they will be placed on either Academic Warning or Academic Suspension. In either cases, they are encouraged to reach out to the SSC for guidance on how to resolve the matter and learn the best way to maintain Good Academic Status.

Academic Warning: If a student is placed on Academic Warning, they should refer to page 6 of this handbook and contact the SSC for additional guidance.

Academic Suspension: If a student is placed on Academic Suspension, they should refer to page 6 of this handbook or they have the option to appeal that suspension by reviewing the guidance below. Students are additionally, encouraged to reach out to the SSC if they need further clarity and guidance.

Appealing an Academic Suspension

If a student plans to appeal his/her suspension they should complete the Academic Suspension Appeal E-Form that is made available on the SSC portal page: https://stccnet.stcc.edu/student_services/SSC/Pages/default.aspx. Once the form is complete, student should be sure to click the submit button and wait to be contacted by the SSC for scheduling a date to meet with the Academic Review Board. (For more guidance on this process, refer to page 6 of this handbook.)

If you have questions regarding any of services offered by the SSC, you can contact them via phone: (413) 755-4715 or email: SSC@sStcc.edu.

Testing and Assessment Center

STCC's Testing and Assessment Center is dedicated to supporting the mission of the college by providing professional proctored testing services to incoming as well as current students along with its faculty and staff in a safe and inclusive environment.

The Testing and Assessment Center office is located in building 19, second floor room 238.

STCC is committed to the academic success of all entering students. The college develops an Entrance Assessment Review to provide every student with proper advising and to promote retention. The Entrance Assessment Review is used to evaluate student competency in reading, writing, mathematics, and keyboard skills and aids STCC students and advisors in planning an appropriate course of study. This testing is required before registering for classes. No credit is awarded on the basis of entrance assessments. Please visit the Testing Center webpage for more information in regards to all services that we provide, including exemptions to placement tests, at www.stcc.edu/testing.

TRIO Student Support Services

TRIO Student Support Services (SSS), located in Building 19, Room 266 is part of the Student Affairs Division at Springfield Technical Community College. The program assists students in adjusting to the college environment and prepare for the transition either from STCC into a four-year college/university, or from college into career. The purpose of TRIO SSS is to assist students in maintaining good academic standing, experience academic achievement, increase persistence and college graduation, and promote transfer to a four-year college/ university after earning an Associate's degree. The program offers supportive services to project participants and emphasizes the importance of ongoing contact throughout the students' time at STCC.



~ Providing Support for a Successful College Experience ~

Services

TRIO SSS services include academic, career and transfer advising; assistance in course selection and registration, completing FAFSA, financial aid and scholarship applications; career assessment, planning and guidance; academic tutoring and study skills support; specialized orientations; college success and skill development workshops; and referrals to non-academic resources. The program also provides students with software codes required for various math classes (e.g. My Math Lab, Connect Math, Web Assign, etc.). TRIO Grant Aid scholarship awards for Pell Grant recipients, and limited part-time employment opportunities for STCC students.

Eligibility

Students must meet certain eligibility guidelines set up by the US Department of Education to participate in TRIO SSS. Eligibility does not guarantee acceptance into the program. Students who are either first-generation college (neither parent has received a Bachelor's Degree); have a financial need (as determined by individual or family taxable income); and/or have a documented disability are all eligible if they have not earned an Associate's Degree and meet these requirements:

- A U.S. citizen, permanent resident or meet the residency requirements to receive federal student financial aid
- Currently enrolled at STCC (students are encouraged to apply for TRIO SSS upon acceptance to STCC)
- Have a need for academic support to successfully graduate

How to Apply

Students interested in participating in the TRIO SSS program should:

- Complete both the Participation Application and Income Verification form and submit them to the TRIO SSS Office
- Make an appointment with a TRIO SSS Counselor for an Intake Interview

- Set-up a final interview with the program's Director

Students will receive notification on the status of their application within three weeks after their final interview.

Students interested in applying to TRIO SSS and/or working with the program as a part-time Peer Tutor, or Work-Study student, should contact the program office at (413) 755-4718, or ssserv@stcc.edu to get more information.

Veteran's Affairs Office

STCC is committed to providing Veterans and current members of the Armed Services with support for their academic and personal success. Among the College resources is a dedicated Center for Veterans and Service Members.

Veterans and Service Members applying to STCC

Prior to applying to STCC, all students should contact the Veterans' Affairs (V.A.) Office for the correct procedures to follow in order to establish V.A. benefits. All new students eligible to receive V.A. benefits must contact the Office of Veterans' Affairs after receiving their acceptance letters and registering for classes. All returning students receiving V.A. benefits must contact the Veterans' Affairs Office after registering for the upcoming semester. Registering with the College does NOT certify an eligible student for V.A. benefits for the upcoming semester. All eligible students must contact the V.A. Office in person to initiate enrollment certification. Students must also be matriculated in a degree-granting program to receive their benefits. The Office of Veterans' Affairs is located in Building 19, Room 153. If you have any questions please feel free to contact us at 413-755-5343.

NOTE: All students receiving V.A. benefits must contact the Office of Veterans' Affairs before withdrawing from a course or terminating enrollment, and when changing an address, changing dependent status, or changing an academic program.

All students should contact the Financial Aid Office to investigate eligibility for federal and state grants and scholarships.

Center for Student Veterans and Service Members

Springfield Technical Community College is dedicated to eliminating the barriers to education encountered by veterans and service members. We help address:

- **Information barriers** by providing a go-to person who is available to walk you through any problem you encounter on campus
- **Financial barriers** by providing the most up-to-date information about military benefits
- **Educational barriers** by clearly posting the policies for Students Called to Duty, and increasing resources for tutoring for military students
- **Injury and trauma related barriers** by increasing access to mental health and disability services support, advocacy, and accommodations
- **Cultural barriers** by providing professional development workshops/training for administration, faculty and staff on personal/mental health issues specific to Veterans

Mission Statement

The mission of the Center for Student Veterans and Service Members is to eliminate the barriers to a successful college education by identifying needs, providing support, promoting communication and interaction among, and empowering the success of students with military training and combat experience.

Objective

Our objective is to thank those students with military experience and combat training by providing them a supportive environment with the tools and resources to successfully traverse the bridge between military service and a fulfilling college experience.

Services Offered

- Access to computers and the internet
- Referrals to tutoring services offered throughout STCC in most academic areas
- Referrals to outside counseling services
- Use of the Veterans and Service Members Lounge on campus (Building 19, Room 135)

Veterans Affairs Benefits and Payments

All new students eligible to receive V.A. benefits must contact the Office of Veterans Affairs after receiving their acceptance letters and registering for classes. All returning students receiving V.A. benefits must contact the Office of Veterans Affairs after pre-registration for the upcoming semester. Please go to the veterans page for detailed information on these benefits. For questions regarding Veterans Benefits please contact Akeilee Murchison at (413) 755-5343 or by email at agmurchison@stcc.edu.

Any student receiving Chapter 31 (VA Vocational Rehabilitation and Employment Services) or Chapter 33 (Post-9/11 GI Bill®) benefits will not be charged a late fee while STCC is waiting to receive any V.A. related payments as long as payment is received within 90 days of the date certified by the V.A. or the payment from the V.A. is made to the institution within the timeframe.

WebAdvisor

WebAdvisor is an online tool for students, faculty and staff. Students are able to view grades, class schedules, and financial information. This online service is where students can register for courses and make changes to their schedule. Once logged in, your WebAdvisor account will be used to log into campus computers and printers on campus. A student can set up a payment plan, and waive the health insurance on WebAdvisor.

NON-ACADEMIC POLICIES AND STATE/FEDERAL REGULATIONS

Absence Due to Religious Belief

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=absence+religious+belief>

Absences for Pregnancy or Childbirth

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=absence+for+pregnancy>

Re-Entry Process Following Absence Due to Medical Leave or Hospitalization

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=re-entry>

Civility In The Classroom

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=civility>

Copyright Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=copyright>

Student Suicide Prevention Protocol

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=suicide+prevention>

Bathroom and Locker Room Use Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=bathroom+and+locker>

Fundraising and Solicitation Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=fundraising>

Guest Speakers Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=guest+speakers>

Students Called To Active Military Duty - Massachusetts Public Colleges and Universities

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=active+military+duty>

CORI/SORI (Criminal Offender Record Information & Sex Offender Registry Information)

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=cori>

Solicitation on Campus

The general policy of Springfield Technical Community College prohibits the selling of merchandise or the solicitation of donations on campus or at off-campus events. Under certain circumstances, exceptions to the rule are made for recognized student organizations, the College, or its departments. Clearance for the disbursement of material aimed primarily at the faculty and/or staff of the College must be secured from the office of the Executive Vice President of Academic Affairs. Clearance for all other solicitations, distribution of information and literature, must be received from the Office of Student Activities and Development, and then may take place only at locations and times specifically designated by the Student Activities and Development Coordinator.

Non-affiliated off-campus organizations may apply for permission to use the campus facilities through the Special Events Coordinator. Approval to distribute and post information must be secured from the Student Activities and Development Office.

Distribution of Printed Materials & Posting Guidelines

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=printed+materials>

Drug and Alcohol Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=drug+and+alcohol>

Marijuana Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=marijuana>

Hazing Law

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=law>

Confidentiality of Student Records (FERPA)

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=ferpa>

Latex Allergy Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=latex>

Service Animals Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=service+animals>

Social Media Policy

Information technology resources provided by the College are the property of the College. Users shall have no expectation of privacy when using such resources. The use of all College information technology resources for social media activities, including, but not limited to Facebook, YouTube, Twitter, Instagram, LinkedIn, blogs and other forms of social media, shall be limited to academic, educational, or professional purposes that are directly related to official College business and in support of the College's mission. All such uses shall comply with the College's computer use policies.

Solomon Amendment

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=solomon>

Student Comprehensive Health Plan

The Commonwealth of Massachusetts, effective September 1, 1989, requires each student carrying nine (9) credits or more, and accepted into a program to participate in the student health insurance program. If a student has comparable coverage and wishes to waive participation in the Massachusetts Community College insurance plan, the student must complete a waiver form showing comparable coverage.

The following health insurances **cannot** be used to waive the STCC health insurance:

- MassHealth Limited
- Health Safety Net
- Children's Medical Security Plan
- Out-of-State Medicaid Plans

For further information on the student health insurance you can go to the following web page: <https://www.mahealthconnector.org/help-center>.

The health insurance provider for the 2020-2021 academic year is Blue Cross Blue Shield, serviced through Gallagher Student Health & Special Risk.

Please note:

- The last day to waive the student health insurance for a semester is the billing due date for that semester.
- A student's bill must be paid in full before the College can forward a student's name and payment to the insurance company for coverage.
- All payments to the payment plan must be made and/or financial aid must be applied to the student's bill, resulting in a zero balance, before the appropriate information is forwarded to the insurance company.

The cost of the Fall 2020 policy effective September 1, 2020, through August 31, 2021, is \$3,045.00. The cost of the Spring 2021 policy, effective January 1, 2021, through August 31, 2021, is \$2,032.00. The insurance company will not process any claims until the student's bill is paid in full and has been submitted to Gallagher.

Please Review: Important Health Insurance Information:

- **Health Insurance Waiver Instructions**
<https://www.stcc.edu/media/departments/student-accounts-office/Waiver-Instructions.pdf>
- **2020-2021 MACC Summary of Benefits and Coverage**
<https://www.stcc.edu/media/departments/student-accounts-office/2020-2021-MACC-Summary-of-Benefits-and-Coverage.pdf>
- **2020-2021 MACC Summary of Benefit**
<https://www.stcc.edu/media/departments/student-accounts-office/2019-2020-MACC-Summay-of-Benefit-.pdf>

Health Insurance Authorization Form

The STCC Student Financial Services is required to obtain written authorization to apply Federal Financial Aid to the student health insurance charge. If you are relying on Financial Aid to pay your bill you must complete an Authorization Form so that we may apply financial aid to this charge.

Student Expression Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=expression>

USA Patriots Act

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4041&hl=patriots>

Campus Grounds Smoking Policy

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4035&hl=smoking>

Use of STCC Information Technology Resources (Revised 2/28/11)

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4044&hl=Information+Technology>

MISCELLANEOUS STATEMENTS AND DISCLOSURES

General Data Protection Regulations (GDPR)

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=gdpr>

Statement of Nondiscrimination

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=nondiscrimination>

Americans with Disabilities Act

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=disabilities>

Student Right to Know Disclosure

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=right+to+know>

Campus Safety Disclosure

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=safety>

Policy in Support of Pluralism

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=pluralism>

Policy Prohibiting Sexual Harassment

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=harassment>

Community Notification of Where to Access Sex Offender Information

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=offender>

Accreditation

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4046&hl=accreditation>

STUDENT CODE OF CONDUCT

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=law>

STUDENT GRIEVANCE PROCEDURES – MASSACHUSETTS COMMUNITY COLLEGES

<https://catalog.stcc.edu/content.php?catoid=22&navoid=4042&hl=grievance>

