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General Information

Mission Statement

Community College System of New Hampshire

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

River Valley Community College

River Valley Community College transforms lives by providing a quality and affordable education through innovative personal approaches to lifelong learning and career pathways.

Educational Philosophy

Since the College serves a diverse student population possessing a wide range of academic and physical abilities, the College is committed to providing a variety of educational approaches, instructional methods, supplementary services, and co-curricular activities to meet those diverse needs. In the context of a student-centered environment, the primary aim of the College is to assist students to become self-reliant, self-confident skilled workers and educated persons.

The College believes that the educated person is able to read critically, write clearly and comprehensively, reason analytically, and utilize mathematical and scientific skills to solve life's problems. The educated person functions as a responsible and ethical member of society, recognizes and copes with the ambiguities of life, and appreciates diversity. The educated person moves from

concrete to abstract levels of thinking, fosters integration and synthesis of knowledge, interchanges roles as both learner and teacher, and utilizes contemplative thought.

By embracing an understanding and appreciation of self in today's socially and technologically complex world, and through the stimulation of intellectual curiosity, learners will be able to improve their lives and contribute something of value to the community of which they are a part.

Expected Outcomes

RVCC College Outcomes

RVCC is an active community partner and provides programs and activities which expand access to higher education.

RVCC provides holistic student support services and prepares students to be life-long learners.

RVCC supports local economic development by educating a skilled workforce to meet the needs of business, industry, and government.

RVCC Student Learning Outcomes

RVCC students should be able to communicate effectively, both verbally and via the current technology in their chosen field of study.

RVCC students should be able to use critical reasoning to solve problems.

RVCC students should be able to perform competently at the entry level in their chosen career path or transfer successfully to the next level of education.

RVCC students should be able to critically analyze contemporary issues in their communities and participate in productive citizenship by engaging in service learning and volunteerism.

RVCC students should be able to demonstrate commitment to diversity, equity, and social responsibility as life-long learners.

Non-Discrimination Policy

River Valley Community College does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identify or expression, genetic information and veteran status, as defined under applicable law. This statement is

a reflection of the mission of the Community College System of New Hampshire and River Valley Community College, and refers to, but is not limited to, the provisions of the following laws: Title VI and VII of the Civil Rights Act of 1964; The Age Discrimination Act of 1967; Title IX of the Education Amendment of 1972; Section 504 of the Rehabilitation Act of 1973; The Americans with Disabilities Act of 1975; Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1990; NH Law Against Discrimination (RSA 354-A). Inquiries regarding discrimination may be directed to: Jennifer Cournoyer, Vice President for Academic & Student Affairs, Claremont (603) 542-7744; or to Sara A. Sawyer, Director of Human Resources, Community College System of NH, 26 College Drive, Concord, NH 03301, (603) 271-6300. Inquiries may also be directed to the US Department of Education, Office for Civil Rights, 5 Post Office Square, 8th Floor, Boston, MA 02109-3921, (617) 289-0111; the NH Commission for Human Rights, 2 Chennell Drive, Concord, NH 03301, (603) 271-2767; and/or the Equal Employment Opportunity Commission, JFK Federal Building, Boston, MA 02203, (617) 565-3200.

Academic Affairs

Faculty

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

Department Chairs

The Department Chairs oversee and supervise programs that are similar in nature. They are available to students to assist in problem solving and support academic advisors and program directors in the advising of students, as needed.

Program Directors/ Coordinators

Each program has a Program Director/Coordinator who oversees the program curriculum and integrity. Program Directors/Coordinators may act as or assign advisors to students within a program. They are the first point of contact for a student when problem solving or seeking guidance regarding a program of study.

Registrar

The Registrar is responsible for keeping records of course registration, withdrawals, and grades. The

Registrar keeps all official student transcripts updated and determines if a student has met graduation requirements.

Office of Academic & Student Affairs

The Office of Academic & Student Affairs has oversight of all academic and student functions, including course and program offerings, instructional delivery, academic planning and evaluation, admissions, registration, financial aid, and all student services and student life functions. The Office of Academic & Student Affairs welcomes student visits and encourages feedback on all RVCC offerings. This office is comprised of the Vice President, the Associate Vice President, and the College Project Coordinator.

Definitions

Academic Amnesty

A student who has previously attended River Valley Community College and is admitted at a later time may be eligible for Academic Amnesty, which provides for the following:

1. All grades taken during the student's previous time at the College will no longer be used to calculate the student's new cumulative GPA. However, grades C- and above taken during the student's previous time at the College will be used to meet course requirements (where appropriate), subject to the approval of the Vice President of Academic & Student Affairs.
2. Even though previous grades will not be used to calculate the new cumulative GPA, all previous grades will remain on the student's transcript.

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

1. The student applies for Academic Amnesty before the start of their second semester after readmission;
2. The student has not taken any courses at River Valley Community College for a period of at least three (3) years from the last semester of attendance;
3. The student has never before received Academic Amnesty; and
4. The student achieved a cumulative GPA below 1.7 during previous attendance.

Academic Amnesty forms can be found at www.rivervalley.edu.

Academic Integrity

River Valley Community College believes that "the educated person functions as a responsible and ethical member of society" ([Education Philosophy](#)) and as such does not tolerate violations of academic integrity. Examples of violations of academic integrity include, but are not limited to cheating and plagiarism.

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

Plagiarism, which includes, but is not limited to, the use (intentional or unintentional), by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in providing term papers or other academic materials via direct sale, barter, or other means. Submitting parts of an assignment without citation or an entire assignment that you have previously submitted for the same class or another class are forms of self-plagiarism. Students repeating the same course should consult their instructor for their policies on reuse of work.

All incidents of academic dishonesty will be reported to the VPASA. Students who commit academic dishonesty may be subject to sanctions as described under the Community College System of New Hampshire Judicial Policies, II. Student Code of Conduct.

Copyright Policy

The Copyright law of the United States (Title 17 U.S. Code) governs the making of photocopies, electronic file sharing or distribution of copyrighted materials using the College's information technology system. Students are liable for any infringements of these laws. The NH Attorney General's office or the CCSNH Attorney's

office will not defend students for copyright violation. For more information, see www.copyright.gov, especially their FAQ's at www.copyright.gov/help/faq.

Domicile – Change of Residency Status

A student's residency status determines the tuition rate assigned to their account. In-state tuition is available to those students who reside in New Hampshire. Those domiciled elsewhere shall be invoiced at either the New England Regional Student Program (NERSP) rate or the out-of-state rate.

Matriculated students who establish in-state residency (from an out-of-state or NERSP status) are responsible for notifying the Admissions Office of their residency change by completing and submitting a [Change of Residency Form](#) to Admissions, and producing an original driver's license or a non-driver identification card.

Note: River Valley Community College is not certified to accept International Students. For the full CCSNH System Policy see [740.01 Domicile and Tuition Rate](#).

Student Status

Active Status: A matriculated student who has not officially withdrawn from a program or the College is considered active status. Students remain in active status until they withdraw from the College or have not received a grade for a credit course for three consecutive semesters (including summer) at which time they will be officially withdrawn from the College.

Inactive Status: Students who officially withdraw from a program or the College are considered inactive. Students who have not received a grade for a credit course for three consecutive semesters will be removed from active status and will become inactive. If an inactive student chooses to return to the College, they must reapply in a program and follow the new program of study.

Matriculated Student: A student who applies, is officially accepted to the College in a program, and has been confirmed by returning a deposit to the College is said to be matriculated. The status remains until the student officially withdraws from the program or College, is suspended/dismissed for academic or disciplinary reasons, upon graduation, or has remained inactive for three consecutive semesters.

Non-Matriculated: A student who is enrolled in a course or courses but who has not officially been accepted into a College program is considered non-matriculated. A student who has taken individual courses and then decides to work for a degree should commit to a specific program and formally matriculate after proper counseling. It is recommended that students matriculate into a program prior to the satisfactory completion of 9 credits to ensure credits earned can be applied to the program of study.

Full-Time: A student is considered full-time if registered for at least 12 credits in any given semester or an appropriate fraction thereof: for example, if summer semester is 8 weeks instead of 16 weeks, a student would be considered full-time if they carried 6 credits.

Part-Time: A student who is registered for fewer than 6-8 credits (for financial aid awards), or who otherwise indicates less than full time status is considered part-time.

Registered Students: A student is considered registered for a course when a completed registration has been entered by the student into their SIS account. This confirms that the student has been determined to meet all pre & corequisites for the course. The student must also meet all College financial obligations.

Academic Courses

Adding a Course

Students may add a course up to and including the seventh (7th) calendar day of the 15-16 week semester, prorated for alternate semester lengths. Students are allowed to add classes with instructors' permission, and provided space is available. To add a course, visit the [Student Information System \(SIS\)](#). Some instructors will not allow students to add the course once the course has begun.

Auditing a Course

Under the Audit Policy students may enroll in courses that provide an opportunity to learn more about the challenges of college work, explore a discipline of interest, refresh prior learning, or supplement existing knowledge. Typically, a student attends lectures, seminars, and/or labs but does not complete graded assignments. When enrolled as an audit, the student will not be given a final grade nor will credit towards graduation be given for the course. The academic transcript will reflect an "AU" for the course. Students are responsible for the full tuition and fees for the course. Financial Aid will not cover costs for an audited

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

Cancellation of Classes/Two Hour Delay

The College will hold classes as usual unless there is a utility malfunction or severe weather conditions. The College does not follow the same weather cancellation or delay standards used by public K-12 school systems because we do not operate buses and our students are adults. We, therefore, align our closing and delay decisions with other local colleges, businesses and industry. We are sensitive to our students who are parents and the challenges created by public K-12 weather cancellations plus the broad geographic area we serve with its significantly different weather conditions. Students should use their own judgment as to whether it is safe for them to drive to classes. In the event that conditions are such that the Claremont campus or Academic Centers in Keene and Lebanon must close or cancel classes, announcements will be made by 6:00am for the day classes and 2:00pm for evening classes that begin at 5:00pm and after. Notifications will be made through **RVCC Alerts** (see College website for additional [RVCC Alerts](#) information), the College website (www.rivervalley.edu), and the radio and TV stations listed below:

WKNE	103.7FM		Keene, NH
WKVT	92.7FM	1490AM	Brattleboro, VT
WTSL	92.3FM	1400AM	Lebanon, NH
WHDQ	106.1FM		Claremont, NH
WXXK	100.5FM		Newport, NH
WNNE	Channel 31		White River Jct, VT
WMUR	Channel 9		Manchester, NH

Course Attendance Policies

Class attendance is considered essential to academic success. Since there are constant learning opportunities between faculty members and students, and between students and other students within the learning environment, it is expected that students will attend each meeting of each course in which they are enrolled.

Specific attendance policies for each course are determined by the instructor and will be stated in writing in the course syllabus. These policies reflect the

instructor's authority to determine under what terms students may be permitted to make up work missed through absence or tardiness.

Faculty report participation to the Registrar's Office after the last day to drop the course. Students who have not participated by that date will be dropped from the course and will not be financially responsible for the cost of the course.

Course Deactivation for Non-Payment of Tuition

Students who fail to fulfill financial obligations two weeks before the first day of class may have their course registration voided and classes deleted. Students who wish to be enrolled for classes must re-register at the time payment is made. The College cannot guarantee registration in the desired course or section once a course registration has been voided.

Course Registration

Each semester students register for courses in consultation with their Academic Advisor. Students are accountable for registering for the appropriate course(s) according to their program of study and for making sure that any prerequisites (including relevant test scores and/or co-requisite courses) have been satisfied prior to registering for classes to prevent delay of course registration. Credit cannot be awarded for a course unless a student is officially registered and has met all financial obligations. Any changes after registration must be made by the student in their [Student Information System \(SIS\)](#) account. Non-matriculated students may take courses on a space available basis. Students can verify their registration status on the [Student Information System \(SIS\)](#). Matriculated students registering for classes for the first time must meet with their academic advisor to set up an academic plan. This will ensure that students meet course pre-requisites and complete program requirements in a timely manner. Students can access their class schedule through the [Student Information System \(SIS\)](#).

Course Registration – 100% Online Courses

Online courses (100%) are offered by all seven college in the CCSNH. To enroll in 100% online course, students must specifically register to the college offering the course. For complete information about each course, the College hosting the course, registration information, visit www.ccsnh.edu. Students matriculated at River Valley

Community College may register for online courses offered at Claremont, Keene or Lebanon following the Course Registration Policy.

Course Repeat Policy

Financial Aid may cover a repeated course only when it is repeated to replace an unacceptable grade as determined by a specific course and/or program of study. Students can speak with staff in the Financial Aid Office to discuss specific situations.

When a student repeats a course at RVCC, the grade achieved in the most recent attempt will be the grade used in the cGPA calculation. All previous grades will remain on the transcript but are not used in the cGPA calculation. Repeated courses completed at an institution outside of River Valley Community College and transferred in will not replace a previous grade or be used in the calculation of the cGPA.

A Course Repeat Form (<https://www.rivervalley.edu/current-students/registrar-office/course-repeat-form/>) is required to repeat any courses. Third and subsequent attempts to repeat a course will require the approval of the Vice President of Academic and Student Affairs.

Directed Study

Under certain circumstances a matriculated student may need to take a course during a semester when the course is not offered. A Directed Study allows a matriculated student to pursue the published learning objectives/outcomes for a course independently under the guidance of a qualified faculty member. A matriculated student must have a minimum cumulative grade point average of 2.0 to be eligible for a Directed Study. The student must demonstrate compelling reasons why the course could not be taken in a subsequent semester or was not taken in the semester when it was originally offered in the curriculum. Barring exceptional circumstances, a Directed Study will not be granted for a course currently being offered by the College. Directed Study Forms may be obtained from the student's advisor.

Dropping (or Withdrawing From) a Course

Students who officially withdraw from the College or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. Classes that meet in a shorter format than the traditional semester will have 7 calendar days from the designated start of the alternative semester to withdraw for a full refund. If the seventh (7th) or fourteenth (14th) calendar day falls on a

weekend or holiday, the drop refund date will be the first business day following the holiday or weekend. Exception: Students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. All refunds require that students complete an official withdrawal form.

Students registered for non-credit workshops must withdraw in writing at least three days prior to the first workshop session to receive a full refund of tuition and fees. In extenuating circumstances, the President (or designee) is authorized to offer alternative compensation in the form of tuition credits to students on a case-by-case basis. Tuition credit on a student account must be used within one calendar year from the date of authorization.

In accordance with Federal regulations, refunds for an amount less than \$1 (\$0.99 or less) will be forfeited.

Please download a tuition appeals request form if you would like to appeal your tuition: [Tuition Appeals Request](#).

NOTE: Tuition and fees are subject to change without notice. Applicants should check with the College for verification of current charges. All refunds require that the student drop the course in SIS within the allotted refund time.

Withdrawal Policy for Credit Courses

A Withdrawal in SIS must be completed prior to the 60% point of the course's term. If the Withdrawal is completed in SIS after the refund period and before the 60% point of the course, no refund will be given and a "W" will be reflected on the transcript which does not impact GPA.

Withdraw Pass/Withdraw Fail for Credit Courses

After withdraw deadline (60% point in a course) in order to withdraw, a [Withdraw Pass/Withdraw Fail Form](#) must be submitted through the college's website and a grade of Withdraw Pass (WP) or Withdraw Fail (WF) will be determined by the instructor. A WP grade does not impact GPA, a WF grade impacts GPA the same way an F would. This process can be initiated by the instructor if the student, because of extenuating circumstances, is unable to initiate the process (e.g., catastrophic illness or injury, job transfer to another state).

****Students are encouraged to note the specific dates for each course in which they are enrolled.****

Refund Policy for Non-Credit Courses

Students registered for workshops through the Office of Workforce Development must withdraw in writing at least three days prior to the first workshop session in order to receive a full refund of tuition and fees. Refunds are not prorated.

Refund Process

Refunds (paid by check or cash) take approximately 7-10 business days to process and are mailed directly from Nelnet Business Solutions out of Charlotte, North Carolina. Checks cannot be picked up in the Business Office. Students may opt to sign up for direct deposit via their SIS. For direct deposit refunds please allow 3-5 business days for processing. Credit card refunds are processed through the card information used for purchase. FACTS payment plans are the students' responsibility to cancel through the Business Office. Over payments on FACTS plans are sent to you at the end of the semester from the college.

Before you register, please read the following notice:

I understand that I must fulfill my financial obligation two weeks before the first day of the semester, or my registration may be voided and my classes deleted. I understand by registering for courses at RVCC, I am financially obligated for ALL costs related to the registered course(s). I agree that by registering for courses within the Community College System of New Hampshire (CCSNH), I am financially obligated for ALL costs related to the registered course(s). Upon a drop or withdrawal, I agree that I will be responsible for all charges as noted in the student catalog and handbook. I further understand that if I do not make payment in full, my account may be reported to the credit bureau and/or turned over to an outside collection agency. I also agree to pay for the fees of any collection agency, which may be based on a percentage of the debt up to a maximum of 35%, and all additional costs and expenses, including any protested check fees, court filing costs and reasonable attorney's fees, which will add significant costs to my account balance. (Effective 4-1-14)

Failed Courses

A failed course must be repeated at the College with a passing grade in order to receive credit towards graduation. The original grade "F" remains on the official transcript, but the most recent grade earned is used in the cGPA computation. Financial aid may be impacted by repeating courses. Third or subsequent attempts must

be reviewed and approved by the Vice President of Academic & Student Affairs. A failed course is not eligible for a Credit by Exam or CLEP.

Independent Study

Independent Study is an opportunity for intensive investigation of a special skill, process, or topic, to be arranged on an individual basis between student and faculty. The intent of the Independent Study is to expand a student's learning experience beyond the normal program curriculum. Independent Study is not available to non-matriculated students. This credit-bearing opportunity is only available to matriculated students who wish to explore areas of a discipline not covered in the normal curriculum but related to their program. Matriculated students must have a minimum cumulative GPA of 2.0 to be eligible for an Independent Study. Typically undertaken for 1-2 credits, an Independent Study may not be done in lieu of any courses existing at RVCC. Speak with your Program Director or Advisor to get started!

RVCC Alerts Emergency Notification System

RVCC ALERTS is River Valley Community College's emergency notification system that will help ensure rapid and reliable mass communication to students, faculty, and staff. The **RVCC ALERT** system is designed to communicate with cell phones (text and voice messages), landlines and email systems, should a weather closure/delay, emergency situation or crisis occur on the RVCC campus or academic center.

RVCC students are automatically registered to receive alerts via college email, but will need to register (opt-in) and provide their emergency contact information to receive alerts via phone and/or text messaging or personal email. To register, you need to access the Secure Area of the [Student Information System \(SIS\)](#). On the home page, select Personal Information, then select the RVCC Alerts icon.

If you have questions about RVCC Alerts, please contact the Campus Safety Office at (603) 542-7744, ext. 5420.

Check with your phone plan for potential charges associated with text messaging. Costs associated with text messaging are dependent on the phone plan you carry. Some phone plans apply nominal charges for text messages. If you choose to receive ALERTS by text message, be aware that RVCC will not reimburse for these messages.

Student Evaluations of Faculty and Course

Each semester students are asked to evaluate their courses/instructors as part of a process to maintain and improve a quality educational program. The Office of Academic & Student Affairs will distribute the official faculty/course evaluation form electronically to student college emails. Confidentiality of responses is maintained.

Academic Services

Advanced Standing Placement

Transfer of Credits

Students may be admitted to programs with advanced standing if they have taken appropriate college courses at another regionally accredited institution and earned a "C" or higher. It is the student's responsibility to work with their advisor to submit a Transfer Evaluation Request Form, to furnish official transcripts and, if requested, course descriptions. Transcripts do not need to be requested from other CCSNH schools. Courses and grades will be evaluated by a Department Chair/Program Director and recommendations made to the Office of Academic & Student Affairs. The VPASA is responsible for the final determination of which credits transfer. Some course material will not transfer if greater than ten years old or if competencies covered are not equivalent to RVCC's curriculum. Students are advised to consult with their academic advisor prior to registering for courses at another institution to ensure credits will meet graduation requirements at RVCC.

Pre-Approved Transfer Process

Any current students seeking to take a course at another college and wishing to apply that course to their degree must have prior written approval from the Vice President of Academic & Student Affairs and their Department Chair or Program Director. Without this written approval prior to enrollment in the course, the College does not guarantee acceptance of this course as transfer credit. Grades of courses transferred are not included in the calculation of Grade Point Average or Cumulative Grade Point Average. Credits transferred from another institution will be added to the total credits accumulated for graduation. Students can work with their Advisor to submit paperwork for a Pre-Approved Transfer Request.

Important student responsibility: At the conclusion of a course, matriculated students must request that an official transcript be sent to RVCC (Attention: Admissions) so that a transfer of credit evaluation can be processed (unless the course was taken at another CCSNH school, in which case the transcript does not need to be sent). Credits are not automatically transferred. Students should follow the college policy for requesting transfer of credits to other institutions. It is highly recommended that non-matriculated students interested in admission apply for admission to their program of choice as soon as possible. Students who complete courses as a non-matriculated student may find that not all credits can be applied towards a specific degree or certificate.

Consortium Agreements - Pre-Approval of Courses for Transfer

A Consortium Agreement allows a student who is accepted into an eligible program and is receiving financial aid at one CCSNH College (Home) to use their financial aid to pay for courses at another CCSNH College (Host). The agreement is a formal contract between the Home and Host Colleges. A student who wishes to take a course at a college other than the Home College is required to complete a Consortium Agreement with the Home College. Courses taken at the Host College must be pre-approved for transfer to the student's program. [Consortium Agreements](#) are available online or in the Financial Aid Office, and must be fully completed, including course numbers and names for both transfer and host institutions. Consortium agreements must first be approved by the Program Director, then submitted to the Vice President of Academic & Student Affairs.

The approved document will be submitted to the Financial Aid Office for processing. During the summer when Program Directors are not on campus, the student may submit the form directly to the VPASA office. However, students are encouraged to register for courses well in advance when program directors are on campus.

Credit by Examination (CBE)

Students may test out of certain courses through the Credit by Examination (CBE) process.

In order to be considered for a CBE, the student must meet the following criteria:

- The student must be matriculated in a program at RVCC.
- The student can demonstrate that by study, training, or experience outside RVCC has acquired skill or knowledge equivalent to that acquired by

students enrolled in a College course. Such skill, knowledge, or experience shall be in the area of the course concerned; and determined to be relevant by the Vice President of Academic and Student Affairs or other authorized personnel, based on evidence that the background prerequisites justify allowing the student to take the exam. Background prerequisites shall include the student's academic or employment record or both; and / or faculty recommendations.

- The student must have a cGPA of 2.0 or higher.
- Request must be for a regular course listed in the catalog.
- The student has not previously attempted a CBE for this course, been enrolled in the course, previously received a grade for the course at any CCSNH school, been administratively withdrawn from the course, or withdrawn from the course after the drop/add period.

The student shall apply to the Vice President of Academic and Student Affairs or authorized person of the College by completing the appropriate RVCC CBE Request Form. Upon approval, the student will pay a non-refundable fee of \$25 per credit to the Business Office. The student must complete the CBE within one month of approval.

Students must earn a C or higher in the exam. If successful, the appropriate credits earned are applied to the student's program. Credit will not be given for grades below "C". A student receiving a grade below a "C" is ineligible for another CBE in that course.

River Valley Community College is committed to awarding degrees that reflect a well-rounded education. Our programs are designed to support student growth and promote a deeper understanding of their chosen field, often building upon professional experiences gained before or during their studies. To maintain academic integrity and ensure meaningful engagement with the curriculum, students may earn a maximum of 12 (twelve) credits through CBE.

College-Level Examination (CLEP)

Students may test out of certain courses through the College-Level Examination Program (CLEP) administered by the [College Board](#).

In order for a CLEP to be considered, the student must meet the following criteria:

- The student must be matriculated in a program at RVCC.
- The student can demonstrate that (in addition to achieving the necessary score on the exam), by study, training or experience outside RVCC they

have acquired skill or knowledge equivalent to that acquired by students enrolled in a College course. Such skill, knowledge, or experience shall be in the area of the course concerned; and determined to be relevant by the Vice President of Academic and Student Affairs or other authorized personnel, based on evidence that the background prerequisites justify allowing the student to take the exam. Background prerequisites shall include the student's academic or employment record or both; and / or faculty recommendations.

- The student must have a cGPA of 2.0 or higher.
- Request must be for a regular course listed in the catalog or an elective necessary for the student's program.
- The student has not previously attempted this course, been enrolled in the course, previously received a grade for the course at any CCSNH school, been administratively withdrawn from the course, or withdrawn from the course after the drop/add period..

The student shall apply to the Vice President of Academic and Student Affairs or authorized person of the College by completing the appropriate Transfer Request Form.

Upon successful completion of the CLEP the student shall request the score be sent directly to the College Admissions Office from the College Board. A passing score for CLEP is 50 or above, depending upon the course. If successful, the appropriate credits earned are applied to the student's program.

Students should consult with Program Director, Department Chairperson or Vice President of Academic and Student Affairs before taking CLEP exams to determine which CLEP exams with appropriate scores and documentation can be used to fulfill program requirements (clep.collegeboard.org).

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College Board Advanced Placement Examination Credit

The College recognizes the College Board Advanced Placement Examination Program as a means of evaluating a student's eligibility for advanced placement and credit transfer. AP credits are reviewed by the

Program Director and, at their discretion, are submitted to the Vice President of Academic and Student Affairs. Students who have participated in the AP Program and who have been admitted to the College should have official AP grade reports forwarded from the College Board directly to the College Admissions Office. More information can be found at College Board, Advanced Placement Examinations, CN6671, Princeton, NJ 08541-6671, telephone number (609) 771-7300 (www.collegeboard.org). The minimum score to receive credit varies from three (3) to five (5). No credit is awarded on any AP exam score of less than three (3).

Transfer Crosswalks

RVCC may award college credits for the completion of two non-credit programs as specified below:

Registered Medical Assistant (RMA)

Students who have completed the RMA program with River Valley Community College and have passed their board exam may meet with their RVCC advisor and request the following nine credits:

HLTH 102R Medical Terminology (3 credits)
HLTH 166R Legal and Ethical Issues in Health Care (3 credits)
MEDA 121R Medical Office Practice (3 credits)

Child Development Associate (CDA)

Students who have completed their CDA as awarded by the Council for Professional Recognition and have matriculated into the ECE Level II Certificate or the ECE Associate Degree at RVCC may meet with their RVCC advisor and request the following:

If the student submits a copy of CDA (current, non-expired), copy of training transcript, and updated résumé, they may request credit for these six credits:

ECE 103R Health, Safety & Nutrition (3 credits)
ECE 190R Practicum I (3 credits)

If the student submits a copy of CDA (current, non-expired), copy of training transcript, and updated résumé, and a copy of Apprentice Certificate, they may request credit for these nine credits:

ECE 103R Health, Safety & Nutrition (3 credits)
ECE 190R Practicum I (3 credits)
ECE 101R Foundations of ECE (3 credits)

Articulation Agreements with 4-Year Universities and Colleges

River Valley Community College has several Articulation Agreements, also known as Transfer Agreements, with Colleges and Universities in the New England area. Some colleges include University of New Hampshire, Plymouth State University, Franklin Pierce University, Keene State College, Southern New Hampshire University, Rivier University and Granite State College. Students can ask their academic advisor for additional information.

Developmental Courses

Students who do not meet established pre-requisites will be required to take developmental courses for placement into college level courses. While these courses do not count toward graduation requirements in any RVCC program, they are required to meet prerequisites for the college level courses in subjects such as English, math, and science. Credits from these courses will be included in the calculation for all three components of the Financial Aid Satisfactory Academic Progress Review. The three components are Cumulative GPA, Qualitative Components, and Quantitative Components. Students are only eligible for federal financial aid for up to 24 hours/credits for this type of coursework.

Dual Admission 2+2

Students interested in opting into the dual admission program between the Community College System of NH and the University System of NH (USNH) must sign the dual admission contract at the time of admission to RVCC. Students must complete an Associate Degree at RVCC with a cumulative grade point average of 2.5 or higher. Admission to a specific USNH program is dependent upon meeting the program's individual requirements and space availability at the time of transfer. For more information contact the Office of Academic & Student Affairs.

Electronic Resources

Student Email System

Every student at River Valley Community College is issued a student email address that will be used as the primary tool for communication and is where electronic correspondence will be sent. You are encouraged to check this email account daily. Computers are available for student use in the library in Claremont and Student Success Centers at all three locations.

To determine your email address, login to the Secure Area of the [Student Information System \(SIS\)](#). On the Home page, select Personal Information, then select View E-mail Addresses. Your College student email address will be displayed.

To log on to your email account, go to <http://www.ccsnh.edu/online-resources> and click on the link below the **Student Email and Office 365 Apps:** heading. Enter your EasyLogin username and password and click on Sign In.

Student Information System

The [Student Information System \(SIS\)](#) is where you can access your course schedule, grades and financial aid information. You can also pay your bill, request a transcript, and obtain your EasyLogin.

the Online Resources page, www.ccsnh.edu/online-resources and click on the New Users icon. Enter your Student ID number. This number begins with A and is followed by an 8 digit number series. Enter your PIN - your default PIN is your 6 digit birthday (mmddyy) or the last 6 digits of your Student ID number. Click on Login. Next, create your new SIS PIN - choose 6-15 numbers. Then, set up your security question.

If you attempt to log in to SIS three times unsuccessfully, your SIS account will become disabled and you will be locked out. If you need to have your PIN reset, contact any of the following for assistance:

RVCC IT Help Desk at RVCCITSupport@ccsnh.edu

Student Success Center: 603-542-7744 ext 5499

Keene Academic Center: 603-357-2142

Lebanon Academic Center: 603-443-4200

Library Services

The [Charles P. Puksta Library](#) supports the curricular and research needs of River Valley Community College by providing information resources, student-centered library services, and instruction. The library houses an instructional classroom, group and individual study rooms, a parents' room, treadmill desks, computers, color printing, copying and scanning, and WiFi.

In addition to serving students, staff, and faculty at the main location in Claremont, the library extends services with rotating collections to the College's academic centers in Keene and Lebanon, New Hampshire. Students who attend courses at any campus location are entitled to full access to library resources and services. Local community members are welcome to

use the library and borrow physical materials, but electronic resources and [Interlibrary Loan](#) services are unavailable for non-members of the College.

The library collection is built to support the specific programs at RVCC as well as to provide recreational reading and enrichment opportunities for the community. Puksta Library collects several different formats: newspapers, books, DVDs, picture books, graphic novels, study guides, flashcards, and anatomical models are included in the physical collection. Digital materials include [eBooks](#), open educational resources, [electronic databases](#) from the EBSCO and ProQuest suites of products, video streaming from the [Films on Demand](#) collection, and [PrepStep](#), which is an online platform that helps students prepare for occupational exams or the ATI TEAS. Additionally, the library has a small Library of Things that includes activity kits, yard games, puzzles and board games, as well as a few instruments.

At faculty's request, library instruction is available for classes and small groups to assist with accessing library resources and to ensure students are conducting effective research. For students, drop-in research and resource discovery assistance is available during regular hours of operation. The library circulation desk is staffed Monday – Friday, from 8 AM to 4 PM. Please direct questions about library resources, services, or support to library staff at RVCCLibrary@ccsnh.edu, or call the library at 603-542-7744, ext. 5465.

Transfer Advising

RVCC students often decide to continue their education after graduation. Any student who desires information about bachelor degree granting colleges can contact an Academic Advisor or Program Director about their options. Representatives from New Hampshire and New England Colleges visit campus each semester to share information about options for transfer students from RVCC. New Hampshire Transfer, www.nhtransfer.org is a program that encourages community college students to continue their education with pathways to easily transfer credits into programs of their choice.

Grading

Academic Honors

Academic honors are determined each semester (including summer when full time is 6 credits for the purposes of determining academic honors). Students with an incomplete grade are unable to receive academic honors until the incomplete grade is resolved.

President's List

A full-time, matriculated student in good standing with a Grade Point Average of at least 3.70 is entitled to honors on the President's List.

Vice President's List

A full-time, matriculated student in good standing earning a Grade Point Average of 3.0 to 3.69 is entitled to honors on the Vice President's List.

Academic Standards

Students falling below the following standards will be designated as not meeting satisfactory academic progress. Failure to meet satisfactory progress will result in either Academic Probation or Academic Suspension.

Note: In this policy, 'consecutive' refers to the last three semesters for which the student has received grade(s), regardless of breaks in enrollment.

Academic Probation Definition: A warning which indicates the student may not be on track to graduate because of poor academic performance. The student may remain in the program, but their academic progress will be monitored.

Students not meeting the criteria below will be placed on Academic Probation.

- 0-13 Credits Accumulated (GPA Credit Hours):
below 1.50 CGPA
- 14-27 Credits Accumulated (GPA Credit Hours):
below 1.70 CGPA
- 28-40 Credits Accumulated (GPA Credit Hours):
below 1.80 CGPA
- 41+ Credits Accumulated (GPA Credit Hours):
below 2.00 CGPA

Calculation of Cumulative Grade Point Average (cGPA) will be based on all courses taken at the institution, including developmental or remedial courses.

Academic Suspension Definition: A hold on a student taking further courses as a matriculated student. A student may continue to take courses as a non-matriculated student.

The student will receive written notification of Academic Probation or Suspension by electronic mail to their RVCC email account. A student may appeal probation or suspension by following the process outlined in their notification letter.

A suspended student may take courses at River Valley Community College as a non-matriculated student. Once un-matriculated, a student will not be able to receive

Financial Aid and may choose to drop their courses in SIS during the drop period of the semester academic suspension is initiated.

Students not meeting the criteria below will be put on Academic Suspension.

- 0-13 Credits Accumulated (GPA Credit Hours):
below 0.50 CGPA
- 14-27 Credits Accumulated (GPA Credit Hours):
below 1.10 CGPA
- 28-40 Credits Accumulated (GPA Credit Hours):
below 1.25 CGPA
- 41+ Credits Accumulated (GPA Credit Hours):
below 1.50 CGPA

OR

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

Before re-applying for matriculation into a program of study, the student must successfully complete two three-credit courses with a "C" or better.

Financial aid may be in jeopardy if a student fails to achieve Satisfactory Academic Progress as defined by Federal Regulations.

College Dismissal Definition: Students dismissed from the College are prevented from taking classes or applying to programs. College dismissal may result from academic or other breaches of the Student Code of Conduct.

Academic Warning: A student who is failing or in danger of failing a course may at any time be given an academic warning by the instructor.

Academic Appeal Procedure

A student may appeal any decision regarding their academic status by filing a written appeal with the Vice President of Academic & Student Affairs by following the process outlined in their notification letter. The appeal must include student's name, address, program and the basis for the student's request and will be forwarded to the chair of the Academic Standing Committee for review.

The student will have an opportunity to present their case to the Academic Standing Committee, if desired. A written recommendation of the committee will be sent to the Vice President of Academic & Student Affairs who will send the student the final decision.

Academic Honors

Academic honors are determined each semester (including summer when full time is 6 credits for the

purposes of determining academic honors). Students with an incomplete grade are unable to receive academic honors until the incomplete grade is resolved.

President's List

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Graduation Honors - College CGPA

CGPA 3.20 - 3.59 = Cum Laude

CGPA 3.60 - 3.89 = Magna Cum Laude

CGPA 3.90 - 4.00 = Summa Cum Laude

Graduates earning a CGPA of 3.50 or higher are entitled to wear a gold tassel. Students who have not completed all graduation requirements at the time of graduation are not eligible for graduation honors, and will not be awarded the gold tassel.

Academic Standing Committee

The River Valley Community College Academic Standing Committee is charged to review the appeals of the academic status of matriculated students. The Committee reviews all appeals and may recommend any of the following actions to the Vice President of Academic & Student Affairs:

1. academic suspension
2. academic probation
3. academic warning
4. letter of encouragement
5. removal from academic suspension or academic probation

Additional Associate Degrees

Students may earn additional associate degrees either by concurrent completion of the requirements of the several degrees or by subsequent study after the first degree is received. The requirements for earning additional degrees are as follows:

1. Complete all requirements of each program of study, including general education requirements not in common with the additional program(s), and
2. Earn a minimum of fifteen (15) additional credits at the college, beyond those required for the first and subsequent degrees, excluding Credit by Examination, Credit for Experiential Learning, College Level Examination Program (CLEP), and Transfer Credit.

See full CCSNH Board Policy [620.05 Additional Associate Degrees](#).

Calculation of Grade Point Average (GPA)

Semester and cumulative grade point averages are calculated for all students. The GPA is calculated by multiplying quality points by credit hours for each course, totaling these products, and dividing the sum by the total credit hours attempted in a given semester. Example: Grade Points x Credit Hours = Point Credits

Example	Grade	Points	x	Credit Hours	=	Point Credits
Course 1	A	4.0	x	4	=	16.0
Course 2	B+	3.3	x	3	=	9.9
Course 3	C+	2.3	x	3	=	6.9
Course 4	C-	1.7	x	3	=	5.1
Course 5	D	1.0	x	3	=	3.0
Total				16		40.9

Total point credits, 40.9, divided by total credit hours, 16, equals the Grade Point Average, 2.55.

Cumulative Grade Point Average (cGPA)

The Cumulative Grade Point Average (cGPA) takes into account all course work taken at the Claremont campus and the Centers in Keene and Lebanon. The cGPA is obtained in the same way as the GPA, except that the calculations are based on all courses that the student has taken. When a student repeats a course, only the most recent grade earned is used in the cGPA computation. The original grade, however, remains on the transcript along with the grade of the repeated course.

Financial Aid – Satisfactory Progress Regulations

Students are expected to make Satisfactory Academic Progress toward the achievement of their educational goals in order to receive financial aid. Standards for this progress are both qualitative and quantitative, and are reflected in a student's cumulative grade point average (cGPA) and in his/her "incremental" progress in terms of completing a minimum amount of work at stated intervals.

Qualitative Standard

Cumulative GPA Component - A student must maintain a minimum cumulative grade point average as noted below to be considered as making Satisfactory Academic Progress.

Total Credits Earned Towards Program	Associate Degree or Certificate Program Minimum GPA Required
0-13	1.5
14-27	1.7
28-40	1.8
40+	2.0

Quantitative Standard

A student must successfully complete more than two-thirds (66.66%) of the total credits he/she attempts throughout his/her academic career at the College. All attempted credits resulting in either an academic grade or administrative transcript notation will be included in the quantitative calculation. A student may receive student federal aid for any attempted credits towards his or her program of study as long as those credits do not exceed 150% of the published length of the student's program of study. For example, a student enrolled in an eligible 24 credit certificate program can receive financial aid for up to 36 credits attempted. Likewise, a student enrolled in a program of study that required 64 credits to earn the degree can receive student federal aid for a maximum of 96 credits attempted.

Warning Semester

The qualitative and quantitative components of the Satisfactory Academic Progress (SAP) policy will be reviewed at the end of each semester within the regular academic year of the student's program of study. Students who meet SAP standards will be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the following semester.

Students who do not meet SAP standards will be placed on SAP probation for one semester. Students placed on SAP probation will retain their eligibility for Student Federal Aid for that upcoming semester. At the end of the probationary period, SAP standards will be reviewed. If the student meets SAP standards, he/she will once again be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid (SFA) for the next semester. If the student is still unable to meet SAP standards, he/she will no longer be eligible to receive SFA at the institution until such time that he/she is able to meet the standards of SAP.

Grade Appeal Process

If a student believes they have been assigned an inaccurate or unfair grade, they may formally appeal through the following process. Any appeal must have the

grade appeal form submitted and be initiated by the student with the instructor before the conclusion of the next semester (including summer). Students should be advised that in most instances a grade may be changed only by the instructor. Only in the case of obvious computational error or blatant abuse of the grading prerogative* can the Vice President of Academic & Student Affairs, the only other individual on campus empowered to change a grade, alter a student's grade.

Please follow this process to formally appeal a grade:

Submit the [Grade Appeal Form](#) and Meet with the instructor: The student shall submit the Grade Appeal Form to serve as documentation of the start of the appeal process. The student shall then contact the faculty member and schedule a meeting to discuss the grade appeal and attempt to resolve the conflict. The faculty member and student shall meet within the next five (5) workdays.**

If no resolution is reached, proceed to Step 2 below.

Meet with the Program Director or Department Chair: If the issue was not resolved in Step 1, the student has three (3) workdays from the date of the faculty member's decision to file a written appeal with the faculty member's Program Director or Department Chair, or with the Vice President of Academic & Student Affairs if the faculty member is also the Program Director or Department Chair (PD/DC). The letter of appeal, which may be in the form of a formal email, must include student's name, contact information, semester the course was taken, course name and number, instructor's name, rationale for the appeal, and students understanding of the reasoning from the instructor to deny the appeal. Within three (3) workdays, the Program Director, Department Chair, or VPASA, will mediate the dispute either through discussion with the instructor, or with the student in the company of the faculty member.

If no resolution is reached, proceed to Step 3 below.

File an appeal with the Vice President of Academic & Student Affairs (VPASA): If the issue is not resolved in Step 2, the student has three (3) working days to file a written appeal with the VPASA. The letter of appeal, which may be in the form of a formal email, must include student's name, contact information, semester the course was taken, course name and number, instructor's name, rationale for the appeal, name of faculty and PD/DC the student has met with, and students understanding of the reasoning from the instructor and PD/DC denying the request to appeal. The VPASA will meet with all parties concerned within the next three (3) workdays to attempt to resolve the dispute. The VPASA will have three (3) workdays from the last meeting to render a decision on the grade appeal.

The decision of the VPASA is final.

*Note that "blatant abuse of the grading prerogative" refers to situations in which an instructor has willfully ignored published grading and assessment criteria and/or has exhibited bad faith by acting in violation of published performance/behavior standards for faculty.

**There are times, especially during the summer, that the schedules of the faculty member, the Program Director, the Department Head, and/or the Vice President are not compatible with the timeframes specified above. Students who have been unsuccessful in their attempts to reach the faculty member may contact the Office of Academic & Student Affairs directly. A representative of the Office of Academic & Student Affairs will then make every attempt to arrange the required meeting with the course instructor as indicated in Step 1 and Program Director or Department Chair as indicated in Step 2. Students are advised, however, that it may not be possible in all cases to do so.

Grade Reports

Grades and unofficial transcript can be accessed by current students directly through the [Student Information System \(SIS\)](#). [Transcripts](#) can be ordered for official record requests. All financial obligations or other holds must be resolved before requesting official transcripts.

Grading System

Students earn grades which are assigned by individual faculty members on the basis of an objective evaluation of students' academic achievement. To successfully complete a certificate or an Associate degree at the College, students must earn a minimum Cumulative Grade Point Average (cGPA) of 2.00 and meet all program requirements.

The reporting of student achievement utilizes the following grades:

Grade	Quality Points	Grade	Quality Points
A	4.0	C	2.0
A-	3.7	C-	1.7
B+	3.3	D+	1.3
B	3.0	D	1.0
B-	2.7	D-	0.7
C+	2.3	F	0.0

Auxiliary Grades

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

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

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

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

AU: (Audit) A course taken as an audit does not earn credit and cannot be used to meet graduation requirements. Admission by permission of the instructor. Full tuition and fees are charged to audit a course. **Not all courses are available for audit.** See the [Audit](#) section for full audit policy.

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

P: Used in Pass/Fail courses. Pass (not calculated into GPA)

PP: Used in Pass/Fail courses. Provisional Pass; warning (not calculated into GPA)

NP: Used in Pass/Fail courses. No Pass; unsatisfactory (not calculated into GPA)

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

R: Repeat

T: Transfer

Graduation Honors – College cGPA

cGPA 3.20 - 3.59 = Cum Laude

cGPA 3.60 - 3.89 = Magna Cum Laude

cGPA 3.90 - 4.00 = Summa Cum Laude

Graduates earning a cGPA of 3.50 or higher are entitled to wear a gold tassel at graduation. Students who have not completed all graduation requirements at the time of graduation are not eligible for graduation honors, and will not be awarded the gold tassel.

Graduation & Intent to Graduate Deadline

Commencement is generally held twice per year in May and December. Degree and certificate completion can be posted to student's academic record in December, May, or August. Students who expect to complete requirements for a degree or certificate **must complete the [INTENT TO GRADUATE](#) form no later than the deadline noted** on the form. Failure to file an INTENT TO GRADUATE form by the deadline may mean the student cannot participate in the graduation exercises and will result in a delay of the diploma delivery.

There is no extra fee for graduation.

It is expected that students filing an Intent to Graduate form will be completing all program requirements by the graduation date indicated on their form. Students should review their academic history online through the [Student Information System](#) to ensure that they have or will have met the program requirements for graduation. It is strongly encouraged that students expecting to graduate in May meet with their Program Director early in the fall semester to review the academic record prior to filing the Intent to Graduate form.

If a student would like to participate in the May graduation ceremony, but won't finish the final six credits of their program until August, they can file an [Exception to Participate in Graduation Request Form](#) for VPASA approval. Before submitting the request, the student shall consult with their advisor and register for any remaining courses in SIS.

Graduation Requirements

To graduate, students must complete all courses and attain a cumulative Grade Point Average (cGPA) of at least 2.0 within their program. Specific requirements for all degree and certificate programs are available in the catalog. Credits earned in developmental courses are not counted toward graduation requirements. Matriculated students must earn a minimum number of academic credits at the College as follows:

1. Degree students must earn 15 credits, of which 8 credits must be in advanced (200-level) courses in the student's major.
2. Certificate students must earn 6 credits or 25% of the credits, whichever is higher

Additional Associate Degrees

Students may earn additional associate degrees either by concurrent completion of the requirements of the several degrees or by subsequent study after the first degree is received.

The requirements for earning additional degrees are as follows:

1. Complete all requirements of each program of study, including general education requirements not in common with the additional program(s), and
2. Earn a minimum of fifteen (15) additional credits at the college, beyond those required for the first and subsequent degrees, excluding Credit by Examination, Credit for Experiential Learning, College Level Examination Program (CLEP), and Transfer Credit.

Participation in Graduation Exercises

The following students are eligible to participate in graduation exercises:

1. Students who have filed an [Intent to Graduate form](#) before the deadline; and
2. Students who have completed
 - all requirements by the end of Spring Semester. OR
 - all but six (6) semester hours of required credits for the degree or certificate by the end

of Spring Semester. These final credits must be earned before the end of the subsequent summer semester. Students in this category must request permission by completing a [Exception to Participate in Graduation Request Form](#) and submitting it to the Vice President of Academic & Student Affairs before March 1st showing how the remaining credits will be earned. The VPASA must approve the plan submitted and will respond to the student via college email. Students who have credits remaining upon graduation are not eligible for graduation honors.

- Exceptions to the above may be made by the President. However, no exceptions will be given after April 1st.

No credentials are issued to the students until they have completed all requirements for the degree or certificate. Students with outstanding balances or overdue library materials will not receive the credentials or be able to receive transcripts.

Policy on Access to Grades and Transcripts

In accordance with FERPA regulations, if a student has a hold on an account because of outstanding financial obligations they will be able to view the final grades at the conclusion of the semester in question through [Student Information System \(SIS\)](#). However the student will be unable to view their entire transcript on SIS, but may view the entire transcript in the Registrar's Office on request. No official transcript will be released until all financial obligations are resolved.

Student Rights – Grievance Procedures

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

1. Prior to filing a grievance, the student is encouraged to meet with the individual who has

allegedly violated his or her rights, e.g., instructor, staff member, or student, to resolve the issue informally.

2. If the issue cannot be resolved by pursuing the process in Step 1, or the individual elects not to resolve the matter informally as prescribed in Step 1, a formal grievance in writing must be submitted to:
 - The Vice President of Academic & Student Affairs for grievances related to the instructional process (see college catalog or student handbook for separate process for [Grade Change/Grade Appeal](#)), or for grievances not related to the instructional process.

The grievance must be submitted within two (2) weeks of the date the grievance knew or reasonably should have known, of the alleged violation. The grievance shall specify the right claimed to have been violated and state briefly the underlying facts.

3. The Vice President of Academic & Student Affairs, or designee, will meet with the individual alleged to have violated the student's rights. The VPASA, or designee, may attempt to resolve the issue informally at this stage. If resolution is not possible and the VPASA or designee determines that the grievance alleges facts which if true constitute a violation of the student's rights and has been timely filed, the matter will be forwarded to the Judicial Advisor who convene the Judicial Committee within two (2) weeks of the receipt of the formal grievance. If the VPASA or designee determines that the grievance does not state a violation of the student's rights or is untimely, the VPASA will provide a written explanation to the student and the matter will be considered resolved at that point.

Transcripts

The transcript is the official record of the course work completed at River Valley Community College. River Valley Community College has partnered with the National Student Clearinghouse (NSC), to provide online transcript ordering for our students and alumni.

To request a transcript, please use this link: (<https://www.rivervalley.edu/current-students/registrars-office/transcript-request/>). You can also find the link on any RVCC webpage.

Requests for electronic transcripts made before 2 PM (EST) are processed overnight on the same day. Requests made after 2 PM (EST) will be processed on the next business day.

Requests may be canceled if the system is unable to locate the student's record. This may occur if the information entered in a request does not agree with Student Information System (SIS) record. Registrar's Office staff will reach out to the student if this occurs. Requests for transcripts from prior to 1993 may take additional time to process. Mailed transcripts will also take additional business days to process and delivery time.

Note: Each official transcript requested costs \$5.00

Note: All seven colleges within the Community College System of NH (CCSNH) can view all grades from within the system. Official transcripts do not need to be sent to other CCSNH colleges. Please contact your campus to let them know you have grades from another CCSNH college or colleges.

For unofficial transcripts, **current** students can login to their Student Information System (SIS) (<http://sis.ccsnh.edu/>) account. Unofficial transcripts are not available for students without an active SIS account and they are advised to request a transcript as instructed above.

Please email RVCCRegistrar@ccsnh.edu with any questions.

Academic Program Policies

Absence due to Religious Observation

River Valley Community College makes a reasonable effort to support students seeking an accommodation for religious observance. Students who need accommodation for religious observance should speak with their faculty in order to minimize conflict with classes and assignments.

Consistent with the attendance policy for each program, class absences will be addressed on a case-by-case basis. Students are responsible for making up any work missed as the result of an accommodation. As soon as is reasonably possible, each student has the responsibility

to communicate with their course instructors about religious observances that are likely to conflict directly with academic coursework or clinical assignments.

Students seeking religious accommodation should be prepared to discuss the following with their faculty:

- Nature of religious observance
- Date(s) and times
- Specific accommodation needed to support observance
- Timeframe to complete missed work
- Any special considerations

Students who need support or would like to discuss how to communicate with faculty may contact the Office of Academic & Student Affairs.

Addition of New Program

In some cases, students may decide to add another program of study while attending RVCC. It is important for students to discuss this decision with their current Academic Advisor/Program Director as well as meet with the Program Director of the new program. Meeting the requirements of more than one program at the same time can be very challenging and the student is reminded that they may be working with more than one academic advisor. Students are not permitted to be enrolled in more than two degree programs at the same time. Students wishing to add a new program must complete a [Program Change or Add Form](#). The addition of a new program will become effective on the first day of the new semester in which the student is currently enrolled.

Change of Address/Change of Name

Students changing their living quarters, permanent address, telephone number, e-mail address, preferred name, or legal name must notify the College as soon as possible. A [Personal Information Change Form](#) should be completed as soon as possible in order to ensure that RVCC has accurate information on file.

Change of Program

Students wishing to change from one program to another must meet with their current Academic Advisor/Program Director as well as meet with the Program Director of the new program. Students receiving financial aid must also talk with the Financial Aid Director. Students using VA Benefits must also talk with the School Certifying Official. Students will be required to meet the graduation requirements of the new program and in some cases it may extend the length of time needed to complete program requirements prior to graduation.

Matriculated students wishing to add or change a program must complete a [Program Change or Add Form](#).

College Withdrawal

Any student who finds it necessary to withdraw from the College should first notify their faculty advisor and then complete the [College Withdrawal Form](#). Failure to officially withdraw or return College property may result in financial holds, course failures and academic suspension. The student is financially responsible for all tuition and fees if the drop date has passed for any enrolled courses. Any official withdrawal from the College after the last date to withdraw from a full semester course (60%) has passed shall be considered effective the first day of the following semester for academic reasons, and the student will be held academically accountable for the entire semester. If [Withdraw Pass/Fails Forms](#) aren't submitted for each course, a final grade will be issued as though the student had completed the entire semester. A note will be added to the student's transcript indicating College withdrawal. Students who have officially withdrawn from the College may apply for readmission.

Criminal Background Check Policy

A criminal background check may be required prior to Work Based Learning (WBL) experiences. Failure to undergo a criminal background check prior to a WBL experience may result the inability to progress in a program. Should a clinical, fieldwork or practicum agency refuse to place a student based on the outcome of the background check, the college/program shall have no responsibility to arrange an alternate clinical/fieldwork or practicum placement. Students may appeal the decision and will be given the opportunity to present information to dispute the background check. Students must agree that all results will be available to the program and the sites associated with the program. The criminal background check may be required several times during a two year program and may be required for employment and/or licensure and/or certification. Cost for the criminal background check will be the responsibility of the student.

RVCC currently works with [Certified Background Check](#) to help students in this process. Students should work with their Program Directors for assistance. Some agencies require both a state and federal background check.

Medical Leave Policy – Michelle's Law

A matriculated student who, due to a serious medical condition that requires extended in-patient treatment in a medical facility and/or ongoing outpatient medical treatment, becomes unable to complete his/her academic requirements and/or who becomes unable to meet the program's technical standards and/or the requirements of the Student Code of Conduct, may apply for a formal Medical Leave of Absence for up to two consecutive semesters. Students considering a Medical Leave of Absence should be aware that granting of such leave does not relieve a student from financial responsibility to the College. A student who is seeking a Medical Leave of Absence who is also a financial aid recipient should contact the Financial Aid Office to discuss the leave and any potential implications for changes in financial aid eligibility. Students who have concerns about continuing health insurance coverage may also wish to consult <http://www.michelleslaw.com> for important information. Students requesting Medical Leave of Absence must:

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

The Vice President of Academic & Student Affairs (or designee) will make a determination regarding the appropriateness of the leave request and notify the student in writing whether the request for Medical Leave of Absence was granted and what conditions for readmission may apply. Students whose Medical Leave requests are granted **must complete a course drop/withdrawal form on SIS for each course for current semester**, and will not be required to re-apply for admission at the end of the leave period provided that all conditions for readmission have been met.

Conditions for readmission may include, but are not limited to, submission of documentation from a licensed health care professional directly involved in the treatment of the student's particular condition that is sufficiently comprehensive to provide reasonable assurance that the returning student will be able to meet all college and program academic, technical, and behavioral requirements. Other conditions for

readmission may include a required in-person meeting with the Vice President of Academic & Student Affairs and/or the student's program Department Chair; compliance with any new admission criteria implemented in the student's absence; following a new curriculum plan that may have been implemented in the student's absence; and/or repeating courses and/or clinical experiences to ensure clinical competence following an extended absence.

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

Pregnancy and Parenting Accommodations

River Valley Community College is committed to creating and maintaining a community where all individuals enjoy freedom from discrimination, including discrimination on the basis of sex, as mandated by Title IX of the Education Amendments of 1972. Sex discrimination, which can include discrimination based on pregnancy, marital status, or parental status, is prohibited and illegal in admissions, educational programs, and activities. The following are the procedures for ensuring the protection and equal treatment of pregnant persons, individuals with pregnancy-related conditions, and new parents.

Definitions:

"Medical necessity" is a determination made by a health care provider of a student's choosing.

"Pregnancy and pregnancy-related conditions" include, but are not limited to pregnancy, childbirth, false pregnancy, termination of pregnancy, conditions arising in connection with pregnancy, and recovery from any of these conditions.

"Pregnancy discrimination" includes treating a student affected by pregnancy or a pregnancy related condition less favorably than similar individuals not so affected, and includes a failure to provide legally mandated leave or accommodations.

"Pregnant student/Birth parent" refers to the student who is or was pregnant. Although the pronoun "she" and "her" are used herein, this procedure and its pregnancy-related protections apply to all pregnant persons regardless of gender identity or expression.

“Reasonable accommodations” for the purposes of this policy are changes in the academic environment or typical operations that enable a pregnant student or student with a pregnancy related condition to continue to pursue her studies and enjoy equal benefits of the College.

Non-discrimination and reasonable accommodation of students affected by pregnancy, childbirth, or related conditions:

RVCC and its faculty, staff, and other employees shall not require a student to limit her didactic studies due to pregnancy or pregnancy-related conditions. The benefits and services provided to students affected by pregnancy shall be no less than those provided to students with temporary medical conditions. Students with pregnancy-related disabilities, like any other student with a disability, are entitled to reasonable accommodation so they will not be disadvantaged in their didactic courses of study or research, and may seek assistance from the Accessibility Coordinator. Students attending a work-based learning experience may be subject to additional program policies regarding pregnancy and should consult their program handbook and speak with their Program Director. Where the Accessibility Coordinator requires students to identify their disabilities and request accommodations by a fixed date in the term, deadline exceptions may be granted in the case of disabilities arising as a result of pregnancy or pregnancy-related conditions.

Reasonable accommodations may include, but are not limited to:

Accommodations requested by the pregnant student to protect the health and safety of the student and/or her pregnancy (such as allowing the student to maintain a safe distance from hazardous substances)

Modifications to the physical environment (such as accessible seating or mobility support)

Extending deadlines and/or allowing the student to make up tests or assignments missed for pregnancy-related absences

Providing remote learning options

Excusing medically-necessary absences

Granting leave

Work Based Learning (WBL)

Work based learning (WBL) is an educational opportunity for students to apply learning to the professional workplace, strengthening skills and learning

more about the requirements of the field and how best to perform. WBL is identified in different ways, but includes courses titled: clinical, affiliation, fieldwork, and practicum. Some WBL is incorporated into courses that are offered each semester, while others are scheduled independently. They may be scheduled for a few days a week, or for several consecutive full weeks. Each experience is completed in a workplace environment. Specific proof of immunity may be required depending on your program of study and placement. Additional immunization, laboratory work, drug tests and/or written documentation may be required based on individual circumstances.

For all WBL experiences student knowledge, technical skills, attitude, attendance and behavior are evaluated based on predetermined criteria that are provided to the students and the agency. It is the student’s responsibility to understand the goals, objectives and evaluation criteria for the experience and to adhere to all policies, rules and procedures set forth by RVCC, the academic department/program and the assigned workplace.

To ensure the safety and well being of others, the College must be certain that each student participating in a WBL experience possesses minimum skills, knowledge, personal maturity and judgment as defined by department/program standards. A student will not be placed in, or will be removed from, a WBL experience if performance or behavior is deemed unsatisfactory or unsafe as a result of a formal evaluation conducted by a faculty member/agency supervisor in accordance with published department/program criteria and procedures. In such circumstances in which a removal from the WBL is indicated a grade of “AF” will be assigned.

The RVCC Student Handbook describes sanctions that can be taken if a student violates the College Code of Conduct while participating in a WBL experience. There are occasions when a violation is significant enough that a student will be recommended for immediate expulsion from the WBL experience or suspension from a program. In such instances:

- The faculty will make a recommendation to the Vice President of Academic and Student Affairs that specifies the exact nature of the situation and the potential risks for continuation in the experience.
- The student will be notified of this recommendation in conference and a signature will be secured indicating the student understands that they must not return to the workplace setting.
- Upon review of the recommendation and supporting documentation, the VPAA will make a decision to support the faculty recommendation or

will require a meeting with the student, college faculty and WBL supervisor to review the status and discuss possible options.

As with any academic decision, the student has the right to appeal as described in the RVCC Student Handbook.

Criminal Background Check Policy

A criminal background check is required by many facilities prior to WBL experiences. Failure to undergo a criminal background check prior to an assigned work based learning experience may result in inability to progress in a program. Should an agency refuse to place a student based on the outcome of the background check, the college/program shall have no responsibility for arranging an alternate clinical/fieldwork or practicum placement. Students may appeal the decision and will be given the opportunity to present information to dispute the background check. Students must agree that all results will be available to the program and the sites associated with the program. The criminal background check may be required several times during a two-year program and may be required for employment and/or licensure and/or certification. Cost for the criminal background check will be the responsibility of the student. Students should work with their Program Directors for assistance. Note: Some agencies require a state and federal background check.

Drug and Alcohol Test

Drug and Alcohol Testing is required by many facilities prior to WBL experiences. Failure to undergo a drug and alcohol test prior to an assigned work based learning experience may result in inability to progress in a program. Should an agency refuse to place a student based on the outcome of a drug and alcohol test, the college/program shall have no responsibility for arranging an alternate clinical/fieldwork or practicum placement. Students may appeal the decision and will be given the opportunity to present information to dispute the drug and alcohol test. Students must agree that all results will be available to the program and the sites associated with the program. The drug and alcohol test may be required several times during a two-year program and may be required for employment and/or licensure and/or certification. Cost for the drug and alcohol test will be the responsibility of the student. Students should work with their Program Directors for assistance.

Student Services

Accessibility Services

Students seeking accommodations must provide current documentation of the disability. Current documentation requirements are based on the type of disability and range from evaluation within the past six (6) months to evaluation within the past three (3) years. Reasonable accommodations are provided to students to allow them to achieve at a level limited only by their abilities and not their disabilities. Contact the Accessibility Coordinator or visit the RVCC website for more information:

[Accessibility Services](#).

Admissions Team

RVCC's [Admissions Team](#) is here to assist and advise students during the admissions process. This includes counseling during initial inquiries, helping to identify and direct students toward program of study, informing students of outstanding information needed to complete the matriculation process and identifying Academic Advisors.

Bookstore

The Bookstore is an online entity which serves as a center for the purchase of textbooks and equipment necessary for study. The bookstore can ship materials to any street address. Students may also choose to visit the on-ground location located at NHTI in Concord. The Bookstore is not an agent of the College and is operated by a private company under contract with the Community College System of New Hampshire.

Career Counseling

Representatives from area businesses are eager to employ an educated workforce with people who have earned certificates and degrees at River Valley Community College. Students can expect to find career guidance from Program Directors and can also find support from professionals in the [Advising, Career and Transfer \(ACT\)](#) Center. Regional jobs are listed on online at [Career Coach](#) and [WorkReadyNH](#) is a tuition-free workforce development program tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

Computer Labs

Personal computers are available on a scheduled basis for general student use. RVCC expects responsible use of

the computer facilities and that students adhere to the [Judicial Policy](#) on computer use. No student is allowed to install any software on college computers.

Financial Aid

Students in need of [financial assistance](#) may obtain information and applications from the Financial Aid Office. Financial Aid Staff administers federal assistance programs and several state and campus based programs. Students matriculated at the College must re-apply for financial aid each year if they wish continued assistance for their future year. Students are advised to begin the re-application process in January for the following year. Additional financial information is listed in the Financial Aid Handbook at <http://www.ccsnh.edu/about-ccsnh/financial-aid-Scholarships>.

Food Service

CLAREMONT - In the Falcon Room, there is a MicroMarket that supplies fresh sandwiches, food to be microwaved, and snacks for purchase.

KEENE - Vending machines are available around the Keene State Campus for drinks and snacks as well as multiple dining facilities.

LEBANON - Vending machines and microwave ovens are available in the Common Room for drinks and snacks.

Health Services

There is no formal health services system within the College, however, there are many resources available in close proximity to all three locations. Costs and eligibility requirements vary, so you are urged to call in advance, if possible.

Students are responsible for all expenses incurred as a result of medical services required in the event of an accident or injury while on campus or at clinical sites.

RVCC in Claremont is located approximately one mile from Valley Regional Hospital. This facility is utilized for any emergency medical problems occurring at the Claremont campus. RVCC at Keene is located approximately two miles from the Cheshire Medical Center, which is utilized for any emergency medical problems. RVCC at Lebanon is located approximately 2 miles from Alice Peck Day Memorial Hospital and Dartmouth.

Internet Access

Students may access the Internet through computers labs in the library and select classrooms. The Community College System of NH Computer Services Department

reserves the right to monitor and restrict user activity on the network. Failure to comply with policies will result in a loss of account privileges. Students must comply with all [computer policies](#).

Scholarships

A variety of scholarships are available each year to assist students in meeting their educational expenses. Scholarships may be specific to programs of study or general in nature. Most scholarships require that students are matriculated and have successfully completed one semester or more. Information on scholarships and applications can be obtained from the Office of Academic & Student Affairs, Admissions Office, Financial Aid Office or the College website at www.rivervalley.edu/admissions/financial-aid.

Parking & Traffic Regulations

All students, faculty and staff may park their motor vehicles in designated spots on RVCC property free of charge. All vehicles parked on RVCC property, anytime, must be properly licensed, inspected and display a parking permit.

Commuter students, faculty, and staff are responsible for advising Campus Facilities if they are planning to leave their vehicle in designated spots on RVCC property overnight. Individuals may be asked to leave a set of keys with Campus Facilities in the event the vehicle needs to be moved due to an emergency and/or snow removal. There is no designated RVCC parking at the Lebanon Academic Center, please follow parking rules issued by the City of Lebanon.

Handicap parking will be reserved for vehicles operated by handicapped persons. All vehicles parked in handicapped spots must display State handicapped license plates or decals. If you are in need of a temporary handicap parking permit due to surgery, broken bones, etc., you must first supply the Vice President of Academic & Student Affairs for students of the Human Resources Officer for employees with documentation from your physician. Afterwards, a temporary parking permit will be issued. Any vehicle illegally parked in a handicapped parking space will be issued a ticket and could be towed at owners expense.

With the exception of the parking in marked spaces such as the PTK spot, Visitor Parking, College Vehicle Parking, or any other spots marked reserved or handicapped, all parking on campus is on a first come first served basis. Any unauthorized vehicles parked in marked areas will be ticketed and/or towed or booted at owner's expense.

There are two speed limit zones on the main campus (Claremont):

- Speed limit on College Place is 15 miles per hour unless otherwise posted.
- Speed limit in parking areas is 5 miles per hour.

There is one speed limit zone at the Academic Center in Keene: 5 miles per hour on Center driveways and parking areas. The paved one-way road parallel to Washington Street is used for one way access and limited parking spots.

Miscellaneous points:

- There will be no parking except in designated areas.
- Vehicles will yield to pedestrians at all times.
- Officers from the local police department may be called at any time to assist with those vehicles or persons driving vehicles in an unsafe manner.
- Violations of this policy may result in fines and/or actions described in the [Student Code of Conduct](#).
- Transcripts, diplomas, and grade reports will be not issued until all fines are paid.

Smoking Policy

To promote the health and well being of RVCC students, faculty, staff and the general public on campuses and academic centers, smoking is restricted to personal vehicles and in the Gazebo adjacent to the Student Parking Lot at the main campus. Disposal of tobacco products on College grounds is also considered a violation of the Smoking Policy. Students violating the Smoking Policy may be fined as follows: first offense: \$25.00; second and subsequent offense: \$50.00.

Student Email

Every student at River Valley Community College is issued a student email address that will be used as the primary tool for communication and is where electronic correspondence will be sent. You are encouraged to check this email account daily. Computers are available for student use at all three locations.

To determine your email address, login to the Secure Area of the [Student Information System \(SIS\)](#). On the Home page, select Personal Information, then select View E-mail Addresses. Your College student email address will be displayed.

To log on to your email account, go to <http://www.ccsnh.edu/online-resources> and click on the link below the **Student Email and Office 365 Apps:** heading. Enter your EasyLogin username and password and click on Sign In.

[See also Electronic Resources](#)

Student IDs

Students are issued a student ID at the beginning of their first term free of charge and it should be visible at all times. The student ID also serves as your library card and will provide you access to our library as well as other libraries in the Community College System and the University System. See library staff for more information. The student ID will provide you discounts at some local vendors. The Bookstore also requires a photo ID for buyback. There will be a \$15.00 replacement fee charged for any lost picture ID. Contact the Office of Academic & Student Affairs for more information.

Student Information System (SIS)

The [Student Information System \(SIS\)](#) is where you can access your course schedule, grades and financial aid information. You can also pay your bill, request a transcript, and obtain your EasyLogin.

The Online Resources page, www.ccsnh.edu/online-resources and click on the New Users icon. Enter your Student ID number. This number begins with A and is followed by an 8 digit number series. Enter your PIN - your default PIN is your 6 digit birthday (mmddyy) or the last 6 digits of your Student ID number. Click on Login. Next, create your new SIS PIN - choose 6- 15 numbers. Then, set up your security question.

If you attempt to log in to SIS three times unsuccessfully, your SIS account will become disabled and you will be locked out. If you need to have your PIN reset, contact any of the following for assistance:

RVCC IT Help Desk at RVCCITSupport@ccsnh.edu

One Stop Claremont: 603-542-7744 ext 0

Keene Academic Center: 603-357-2142

Lebanon Academic Center: 603-443-4200

[See also Electronic Resources](#)

Student Property - Lost and Found

The College is not responsible for property left by students who have graduated or left the College. Lost and found items should be brought to the front office at the main campus or to reception desk at the Keene and Lebanon Academic Centers. Every attempt will be made to return found items. After 30 days, property will be removed from the College.

Vice President of Academic & Student Affairs (VPASA)

The Vice President of Academic & Student Affairs has responsibility for much of what sets the tone for students outside the classroom at the College. Admissions, Financial Aid, orientation, and student activities are some of the services for which the Vice President of Academic & Student Affairs is responsible. As an advocate for students, the Vice President of Academic & Student Affairs and staff respond to student questions, concerns, or problems and facilitate their resolution.

Student Activities/ Organizations

Activities

Activities are promoted by the Student Government Association (SGA). They are open to all students and interest levels. Each year various events are planned. The activities are offered at low cost or no cost to current students. Students interested in helping to plan or participate in activities should consider joining. For more information, contact a Student Government member or Student Government Advisor. Students must be in good academic and financial standing to participate in some activities.

Alumni Association

The River Valley Community College Alumni Association consists of active Alumni volunteers who promote the best interests of the College, work to strengthen the relationships of all alumni with one another and the College, and provide support to the College in meeting its goals. Membership in the Association is open to all recipients of a degree, diploma or certificate. Alumni interested in joining the Association should visit our website at www.rivervalley.edu.

Athletics

The determining factor for athletics depends on student interest. Skiing, tennis, swimming, track, soccer, basketball, cross-country, golf, and other individual and team sports can be organized if numbers warrant. Community facilities may be available to our students for an intramural program. Athletics are supported by funds allocated from Activity Fees.

Students participating in intercollegiate athletics must be maintaining satisfactory progress towards a degree.

Any participating student placed on probation becomes ineligible to participate until such time as she/he is restored to good standing.

Establishing New Organizations

Student organizations are reflective of student interests. Any student or group of students can establish a new club or organization. To do so, consult the Student Government Association Bylaws for starting new clubs on campus. The SGA will then vote to officially recognize the organization. Organizations must be open to all students and should not discriminate based on race, color, religion, national origin, age, sex, handicap, veteran status, sexual orientation, gender identify or expression, genetic information or marital status. A club's request for recognition by the Senate will indicate its willingness to comply with the SGA's guidelines for the expenditure of club funds.

Student Government Association (SGA)

The purpose of the [Student Government Association \(SGA\)](#) shall be to support the student body through guidance and governance over student affairs which are extracurricular in nature nurturing a successful student experience. Information about SGA is sent electronically through email and is posted on the Student Information Boards at the Claremont campus, Keene and Lebanon locations.

Student Functions

Any recognized organization can sponsor a function with prior Student Government Association approval. Approval forms are available from the Office of Academic & Student Affairs. The group's faculty advisor must sign the form and can answer questions a group might have. The approval form must be returned to the SGA Advisor for approval. Students should consult the SGA Bylaws and Operating Rules for specific guidelines on all SGA activities.

Phi Theta Kappa (PTK)

Phi Theta Kappa (PTK) is the largest international honor society for two-year colleges recognizing and encouraging scholarship, leadership, service, and fellowship in two-year college students. Invitations for membership are extended to Associate degree students who have accumulated 12 credit hours or Certificate students who have accumulated 6 credits at RVCC, have

achieved a 3.5 cumulative Grade Point Average, and have demonstrated leadership and service. The River Valley Community College chapter is Alpha Delta Chi.

The College is committed to providing an experience that educates and supports students in and out of the classroom. Building networks and resources along with co-curricular programs and activities help meet this student-centered mission. A conscientious effort is made to know students as individuals and to serve their interests and needs accordingly. All student activities and clubs are accessible through the Office of Academic & Student Affairs.

General Policies and Services

Animals on Campus

This policy is intended to control the nuisance and potential health and safety hazard created by domestic animals (e.g. dogs, cats, livestock) and wild animals (e.g. raccoons, skunks, opossums) on campus. Dogs, except for service dogs used by individuals with disabilities, and dogs registered by faculty and staff with the Facilities Manager, are not permitted on College property, in College buildings, or at College sponsored events. RVCC adheres to the ADA guidelines pertaining to service animals on our campuses. Please refer to the following link for details: https://www.ada.gov/service_animals_2010.htm. Animals should not be left unattended in vehicles. Pet owners must clean up after their animals.

Campus Security

Students need to report emergencies, crimes, or acts of violation of rules, regulations or laws to the Vice President of Academic & Student Affairs. An incident report must be completed by the student regarding any emergency, crime or violation of law occurring on campus. Annually, through a campus safety and security brochure, the student handbook, and other college publications and resources, the Office of Academic & Student Affairs distributes information regarding crime prevention tips and existing counseling, mental health, and other services to students, both on campus and within the local community. Students will have access to campus buildings during regularly scheduled hours while classes are in session. Maintenance staff routinely inspects campus grounds and facilities for possible security concerns. Students and employees of the College are encouraged to be responsible for their

security and the security of others. Students may report any campus maintenance/security concerns to the Vice President of Academic & Student Affairs.

Cell Phone Usage

The College requests that students carrying cell phones put ringers on silence or vibrate during class time. If it is necessary to respond to a call, please quietly leave the classroom environment. Faculty have the right to require all cell phones be turned off in their classroom except in extreme cases of emergency. Instructors also have the right to require cell phones be put away during exams and evaluation periods. The library is a place of study and therefore cell phone use is prohibited. Student are asked to silence cell phones while in the library.

Clery Act - Crime Statistics & Reporting a Crime or Incident on Campus

River Valley Community College takes pride in being a safe and accessible institution of higher learning. To view our Crime Statistics Report visit www.rivervalley.edu, and click on Campus Safety under the About menu for a direct link to the report.

To report a crime or incident on campus, click on the Incident Tracker link on the [Campus Safety](#) page on the website and you will be linked to an Incident Reporting system to complete and submit electronically, or contact any faculty, staff or administrator who will assist you. Dial 911 for any emergency on the main campus or at the Keene and Lebanon locations.

Collection Clause

The following collection clause applies to all financial transactions made by the student:

I understand that I must fulfill my financial obligation two weeks before the first day of the semester, or my registration may be voided and my classes deleted. I agree that by registering for courses within the Community College System of New Hampshire (CCSNH), I am financially obligated for ALL costs related to the registered course(s). Upon a drop or withdrawal, I agree that I will be responsible for all charges as noted in the student catalog and handbook. I further understand that if I do not make payment in full, my account may be reported to the credit bureau and/or turned over to an outside collection agency. I also agree to pay for the fees of any collection agency, which may be based on a percentage of the debt up to a maximum of 35%, and all additional costs and expenses, including any protested check fees, court filing costs and reasonable attorney's

fees, which will add significant costs to my account balance.

Codes of Conduct, including Harassment

Any conduct that threatens or endangers the health, well-being, or safety of another person is prohibited; likewise, conduct that adversely affects individuals, the college community and/or the pursuit of its objectives, whether on or off college premises or, inside or outside of the classroom is also prohibited. [Code of Conduct policies](#) are available on line. The [RVCC Title IX / RSA188-H policy can be found here](#).

Drug Free Workplace & Drug Free Schools and Communities

It is unlawful to manufacture, distribute, dispense, possess or use a controlled substance prohibited in and on property owned or operated by River Valley Community College. No employee may report to or engage in college-related work while under the influence of alcohol or illegal drugs. Likewise, unlawful possession, use or distribution of illicit drugs or alcohol by students and employees is also prohibited. Employment policies are available in Human Resources and [Student's Code of Conduct](#) Policies and at the Student Services Information Center at the main campus and at the Keene and Lebanon locations.

Incident Reports

Incident reports have been referred to in previous sections and are documents that are placed on file to maintain record of any situation beyond normal college activities. Reportable incidents may include, but are not limited to: accidents in the building or parking lots, exposure to hazardous materials, fear or threat of bodily harm, harassment, slander, etc. Incident reporting can be done online at <https://www.rivervalley.edu/about/campus-safety/>.

Immunization Policy

Students, regardless of age, who are accepted into a CCSNH program requiring participation in a clinic practicum, internship, co-op or field experience, or student who participate in inter-collegiate athletics or reside in a residence hall, must present documented proof of immunizations against measles, mumps, rubella, tuberculin skin infection and tetanus before participation or residence can be approved. Records will

be maintained by Program Directors & Clinical Coordinators. RVCC works with various software programs to help students collect and manage this information. Students should consult their program director for additional information.

Please note: Individual clinical sites may require a COVID-19 vaccination in order to participate. As with all clinical program requirements, the site reserves the right to deny participation to any student who does not meet basic eligibility criteria. CCSNH students who do not meet eligibility criteria for clinical programming may be required to select an alternate course of study in the event that the student cannot obtain the required clinical experience for their chosen course of study. Individual programs of study are not required to secure clinical experience for students who do not meet eligibility criteria.

Documentation standards are as follows:

1. Students shall be considered immune to measles, mumps, and rubella (MMR) only if they have:
 - a. Documentation of immunization with 2 doses of live vaccine after 12 months of age;
 - b. Laboratory confirmation of immune titers for measles, mumps and rubella; or
 - c. Had one rubella, provided the student was born prior to 1957.
2. Students shall be considered immune to measles or rubella, instead of MMR only if they have:
 - a. Had the disease confirmed by an office record of a doctor;
 - b. Been born before 1957 and therefore considered immune;
 - c. Laboratory confirmation of an immune titer;
 - d. Been immunized with 2 doses of live vaccine after 12 months of age; or
 - e. Been subject to the more stringent requirements of a clinic or practicum site.
3. Students shall be considered immune to mumps instead of MMR only if they have:
 - a. Had disease confirmed by an office record;
 - b. Been immunized with one dose of vaccine after 12 months of age; or
 - c. Been subject to the more stringent requirements of a clinic or practicum site.
4. Students shall be considered immune to rubella instead of MMR only if they have:
 - a. Laboratory confirmation of an immune titer;
 - b. Been immunized with one dose of vaccine after 12 months of age; or
 - c. Been subject to the more stringent requirements of a clinic or practicum site.
5. Students shall be considered immune to tetanus only if they have received tetanus- diphtheria booster within the last 10 years.

6. Students entering the medical field shall be considered immune to hepatitis B series only if they have been immunized with 3 doses of hepatitis B, according to the following schedule:
 - a. After being given the first dose, the student shall receive a second dose no later than one month after the first; and
 - b. After being given the second dose, the student shall receive a third dose no later than six months after the second.
7. Students shall be considered immune to tuberculin skin infection only if they have:
 - a. Proof of a negative Purified Protein Derivative (PPD) within the last year;
 - b. A positive PPD established by an x-ray with negative results within the last year; or
 - c. Been subject to modification for clinic or practicum site.
8. The documented date of immunization for both measles and rubella shall include the day, month, and year. However, only month and year shall suffice as long as the month and year show that the immunization was given at least 13 months from month of birth. If only the year of immunization is provided, the date given shall be 2 years from the year of birth.
9. Exceptions to this policy shall be granted for good cause by the college President. Good cause shall include, but not be limited to, medical contraindications or other reasons beyond the control of the student.
10. Requests for waiver shall be submitted in writing to the President of the College. The President shall determine if the application shall be granted or denied within 10 working days of its receipt.

Liability Insurance

Personal professional liability insurance is mandatory for all students in Allied Health and Nursing programs which include clinical requirements. The rate is approximately \$25.00 per year. If you already have your own professional liability insurance, you will need to show valid proof of such coverage before you participate in Work Based Learning (WBL) experience.

Medical Insurance

All students are requested to carry medical insurance while attending the College. Students enrolled in any work-based learning (such as ECE, Allied Health, and Nursing programs) and/or engaged in interscholastic sports must have medical insurance. Students working in laboratories or shops that require the operation of machinery or equipment that could cause injury in case of malfunction or student error should be covered by medical insurance.

Messages

A personal message cannot be delivered to a student in class except in the case of emergency.

Posters, Signs and Notices

The College has designated information boards on campus for posting notices, signs and posters. In an effort to maintain an esthetically welcoming environment, we ask that you limit postings to these areas. All posters, signs and notices should be legible, include a dispose date, and receive prior approval from the Vice President of Academic & Student Affairs before being posted on appropriate bulletin boards. Postings lacking a dispose of date will be assumed expired and removed.

Recycling

River Valley Community College recycles and encourages faculty, staff and student to do the same. Look for specially marked recycling receptacles around the main campus and the Keene and Lebanon locations.

Refunds for Tuition

Students who officially withdraw from the College or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. Classes that meet in a shorter format than the traditional semester will have 7 calendar days from the designated start of the alternative semester to withdraw for a full refund. If the seventh (7th) or fourteenth (14th) calendar day falls on a weekend or holiday, the drop refund date will be the first business day following the holiday or weekend. Exception: Students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. All refunds require that students complete an official withdrawal form.

Students registered for non-credit workshops must withdraw in writing at least three days prior to the first workshop session to receive a full refund of tuition and fees. In extenuating circumstances, the President (or designee) is authorized to offer alternative compensation in the form of tuition credits to students on a case-by-case basis. Tuition credit on a student account must be used within one calendar year from the date of authorization.

In accordance with Federal regulations, refunds for an amount less than \$1 (\$0.99 or less) will be forfeited.

Return of Funds for Financial Aid Recipients

Financial Aid recipients who withdraw from the school or stop attending classes may be required to **repay** all or part of their financial aid received. Recipients may also be required to **pay back** to the College, all or a portion of tuition charges. Students who attend more than 60 percent of the semester are considered to have earned 100 percent of the federal or state aid received. Contact the Financial Aid Office for more information on Return of Title IV funds. Withdrawals are done through the [Student Information System \(SIS\)](#).

The date the Withdrawal is entered by the student in SIS is the withdrawal date and date of notification to the College. If a student ceases attendance without providing official notification, the withdrawal date will be the midpoint of the semester, unless the Registrar is notified otherwise.

Students who stop attending class after the add/drop period may receive an AF from the instructor at the end of the semester. An AF grade is computed into the student GPA as an F. However, an instructor may also give an AF grade at any point during the semester for violation of the instructor's individual attendance policy, for disruptive classroom behavior or for unsafe clinical practice. In this instance the instructor will submit the AF grade to the Registrar on a designated form. The date the form is submitted will be the date of notification.

Safety and Fire Regulations

Eye Safety

In all science and mechanics laboratories when eye injuries or contamination might occur, proper safety glasses must be worn, or safety shields used, at all times. In the event of an accident, notify the supervising faculty, complete appropriate response steps as directed by the supervising faculty, and complete an accident report. If required, seek medical attention.

Fire Safety

Fire drills will be held periodically, and students should become familiar with procedures for evacuating the building. Fire alarm pull boxes are located near each exit and other locations throughout the College buildings.

When discovering a fire:

1. Immediately pull a fire alarm box;
2. Notify the Office of Academic & Student Affairs or Academic Center Director as to the location of the fire.

When the fire alarm sounds:

1. All machinery should be turned off and secured.

Turn off any gas;

2. Leave the room and proceed promptly but calmly

out of the building through the nearest exit;

3. The instructor will be the last person to leave the room, shutting the door as they leave;

4. Gather in the parking lot, away from the building;

5. Do not re-enter the building until an all-clear has been announced.

Fire escape routes are posted in each room. Students should be familiar with all safety rules and procedures that are available in each laboratory.

Social Media

For a student or program club to be recognized by the College as an official social media account, the club must seek approval from the Marketing Director, or designee. The Marketing Director, or designee, will review all social media inquiries as they relate to RVCC. River Valley Community College reserves the right to remove any content for any reason, including but not limited to, content that violates [Student Code of Conduct](#) policies, and any information or conduct that may violate local, state or federal laws and regulations.

Tuition Appeal Policy

What is the Institutional Refund Policy

The Institutional Refund Policy for credit courses at RVCC allows a 100% refund of tuition and fees for courses dropped within a specific range of dates governed by the start date of each course. After the end of each 100% refund period, no other refunds will be granted. These dates are posted every semester on the RVCC website, and will vary from semester to semester.

Guidelines for Petitions for Exception to the Institutional Refund Policy

- Students may request an exception to the Institutional Refund Policy due to extenuating circumstances which prohibited completion of course(s) in a given semester.
- Requests must be submitted on the [Tuition Appeal Form](#), with a written personal statement and any essential documentation to support the request (if applicable).
- Students receiving financial aid should speak with a Financial Aid Counselor before submitting the petition as its approval could affect current and future financial aid awards.
- Requests for refunds will NOT be considered for classes in which the student earned a grade (A-F,P/NP).
- The student must officially withdraw or be administratively withdrawn (W,WP,W,F,AF) from classes before a petition is submitted.
- Students with circumstances related to academic, institutional, or enrollment issues may complete a Tuition Appeal Form. The petition will be forwarded to the Tuition Appeals Committee which meets bi-weekly.

Deadlines for Submitting Petitions for Exception to the Institutional Refund Policy

Fall term petitions must be submitted before April 1st of the following year.

Spring term, before September 1st of the same year.

Summer term, before November 1st of the same year.

Examples of Extenuating Circumstances

- Illness or injury of a nature that significantly impacted the ability to continue attending class
- Illness or injury of an immediate family member where the student is the primary care giver
- Death of an immediate family member (Spouse/partner, parent, child, grandchild, sibling, grandparent)
- Military deployment/call to active duty
- Required, involuntary employment schedule changes

Examples of Unacceptable Extenuating Circumstances

- Lack of awareness of RVCC's refund policy and/or course drop/withdrawal deadline.
- Choice to attend another institution without notifying RVCC.
- Student received a grade(s) for the course(s) in a request.

Examples of Required Documentation

- Letter from a licensed health care provider written on the provider's letterhead containing the following information:
 - The general nature of the medical condition that prevented the student from attending class.
 - The approximate date of onset of the medical condition giving rise to the request, and the dates through which the condition continued.
 - The date on which it is anticipated that the student will be able to resume attending class.
- Copy of death certificate or obituary of immediate family member
- Copy of military orders
- Letter from employer in official letterhead verifying involuntary employment changes with specific dates, signed and dated by supervisor.

Petitions presented without supporting documentation may not be accepted. The Tuition Appeals Committee reserves the right to request additional documentation.

Appeals

Students who wish to appeal the committee's decision should do so in writing via email to the President

Tuition and Fees Due

Tuition is due two weeks prior to the start of the semester and can be paid in the Business Office, by mail, or online through the Student Information System (SIS) at www.rivervalley.edu.

When tuition is not fully covered by financial aid and/or a payment plan, it is the student's responsibility to pay the difference two weeks prior to the start of classes.

Students who have not accepted their financial aid, established a payment plan, or paid in full two weeks prior to the start of classes could be in jeopardy of being deregistered from classes. When a student registers after the payment due date, a payment arrangement (payment in full, or the online installment payment plan) must be made within one week of registration.

Students will not receive bills in the mail; all billing statements will be viewable in the Student Information System (SIS). Students will receive an e-mail notification (sent to their @students.ccsnh.edu e-mail address) advising them that their current billing statement is available for viewing on the SIS. The statements can be printed or downloaded to PDF format. After viewing their statements online; students may choose to pay online, via phone 603.542.7744 ext. 5302 or by visiting the Business Office. If the student would like someone else to receive or pay the bill, the student must designate this person as an "Authorized Payer".

Unattended Children on Campus Policy

It is the policy of the CCSNH to provide a friendly and safe campus while maintaining a learning environment for students and a disruption-free workplace for employees. Children are welcome to accompany adults to their appointments at a CCSNH College; however, children should not be left unattended anywhere on the College campus, including the grounds and parking facilities. Individuals under the age of 16 who are not registered in a class must at all times be under the supervision of an adult who is at least 18 years old. The College faculty and staff are not responsible for the care and supervision of unattended children.

In addition, children of students or employees who are not registered for classes are not permitted in classrooms and/or laboratories, even if the parent/guardian is registered in the class. Parents/guardians are advised that students under the age of 16 who are enrolled in a class are not the responsibility of College employees, other than during designated class time or while doing class related activities on the campus. If a

child is left unattended, the College will attempt to locate the parent/guardian and return the unattended child. If the parent/guardian cannot be located, the College may contact local law enforcement. The only exceptions to the above policy are prearranged tours, field trips, and college coordinated or sponsored programs for children.

Use of College Name

No student, group of students, club, or any organization may use the name of the College in any form of printing, including letterheads, or any form of publicity without obtaining written permission from the President. All publicity should be cleared through the President or their designee.

VA Prior Credit Policy

VA regulation states that all facilities approved under the GI Bill® Program have to evaluate all prior credit. The NH State Approving Agency is requiring that all students using any form of GI Bill® Education Benefits, enrolled on or after April 1, 2015, must complete the Credit for Prior Learning/Training Student Acknowledge Form. Remember the regulation states "evaluate" and not "Must grant credit for prior credit." Please see the RVCC School Certifying Officer for the form and further information.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at www.benefits.va.gov/gibill.

Student Rights and Responsibilities

Family Education Rights and Privacy Act of 1974

The Family Educational Rights and Privacy Act of 1974 was enacted to protect the privacy of educational records, to establish the right of student to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. The federal law includes provisions for disclosure of Directory Information by educational institutions. River Valley Community College considers the following to be Directory Information: Student's name, address, telephone number, CCSNH email, date of birth, major

field of study, dates of attendance, degrees, awards, honors and most recent educational institution attended.

If you do not wish disclosure of any or all of the categories of identifiable directory information, you must submit a [Prevent Disclosure of Directory Information](#) form.

Directory Information/Non-Disclosure: If you chose to withhold "Directory Information", any future requests for such information from non-institutional persons or organizations will be refused, except as provided by law. The College will honor your request to withhold general Directory Information but will assume no responsibility to get permission to release information in the future or assume any liability regardless of the effect upon you by withholding this information. Students have the right to review the entire contents of any of their records at the College. Students will be given access to their own record if possible at any time between 8:00 a.m. to 4:00 p.m. The only person authorized to release this information is the Vice President of Academic & Student Affairs. *Students wishing access to their records must contact the Vice President of Academic & Student Affairs personally. In cases involving the possibility of misinterpretation of data, the Vice President of Academic & Student Affairs shall interpret the data to the student.

Students shall have the opportunity for a hearing to challenge the content of their college records to insure that they are not inaccurate, misleading, or in violation of their privacy or rights. This type of challenge must be made in writing to the Vice President of Academic & Student Affairs.

*(With the single exception that letters of recommendation submitted on the basis of a pledge of confidentiality prior to January 1, 1975, will not be shown to students.)

No access to or release of any personally identifiable records or files of students will be allowed to any individual, agency or organization without the prior written consent of the student except as follows: the President, Vice President of Academic & Student Affairs, Registrar and their respective staffs, shall have unlimited access without permission to all student records.

They cannot, however, release any information without prior written authorization from the student except as follows:

1. to officials and teachers within the College who are directly involved in a legitimate educational manner with the student;

2. to authorized Federal and State officers as identified in Section 438 (b) (3) of Public Law 93-380;
3. to appropriate persons in connection with an emergency if the knowledge of such information is necessary to protect the health or safety of any person.

Copies of the Family Educational Rights and Privacy Act of 1974, Part 99, dealing with Privacy Rights of Students, may be obtained from the Vice President of Academic & Student Affairs.

Solomon Amendment

The Solomon Amendment requires institutions to provide directory-type information on students at least 17 years of age upon request of representatives of the Department of Defense for military recruiting purposes. For more information, please contact the [Registrar's Office](#).

Student Code of Conduct and Judicial Process

RVCC Title IX / RSA188-H Policy

CCSNH and its Colleges are committed to creating and maintaining a positive and productive learning environment. In furtherance of this objective, CCSNH prohibits discrimination in the administration of its education programs and activities based on sex including conduct that constitutes sexual harassment or other forms of sexual misconduct, as described below. CCSNH also prohibits retaliation against anyone who is involved in making or reporting of a complaint, or in the investigation or hearing of a formal complaint of sexual misconduct/sexual harassment. The full RVCC policy is located on the [RVCC Website](#).

Scope of Policy and Jurisdiction

This policy applies to and protects any person participating in or attempting to participate in the education program or activity of any CCSNH college. This policy applies to all college programs and activities including all locations within the United States, events, or circumstances over which the college exercises substantial control over both, the respondent and the

context in which the sexual harassment occurs, whether such programs or activities occur on-campus or off-campus. CCSNH Human Resources Policy 323.01 also prohibits sexual harassment and retaliation and will govern investigations of reports where an employee is the complainant and/or respondent.

Inquiries regarding Title IX may be directed to:

For Students:

Jennifer Cournoyer
Vice President for Academic & Student Affairs and Title IX Coordinator
1 College Drive
Claremont, NH 03743
jcournoyer@ccsnh.edu
603-542-7744 x5331

For Employees:

Connie Sampson
Human Resources Officer
1 College Drive
Claremont, NH 03743
csampson@ccsnh.edu
603.542.7744 x5323

Inquiries may also be directed to:

Office for Civil Rights,
Boston Office
US Department of Education,
8th Floor
5 Post Office Square
Boston, MA 02109-3921
OCR.Boston@ed.gov
617-289-0111
TTY 1-800-877-8339
FAX 617-289-0150

Student Code of Conduct

730.06 STUDENT CODE OF CONDUCT AND JUDICIAL PROCESS (revised June 2024)

I. Introduction

A. Community Standards Policy Statement

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

- Act with integrity and honesty in accordance with the highest academic, professional, and ethical standards

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

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

B. Definitions

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

II. Student Code of Conduct

A. Scope

1. The Community Standards and Student Code of Conduct prohibits activities that directly and significantly interfere with the colleges'
 1. educational responsibilities of ensuring the opportunity of all members of the community to attain their educational objectives; or
 2. responsibilities of protecting the health and safety of persons in the campus community, maintaining and protecting property, keeping records, providing living accommodations and other services, and sponsoring non-classroom activities such as lectures, concerts, athletic events, and social functions, whether the violation occurs on or off the college premises or inside or outside of the classroom. Such conduct or attempted conduct is forbidden.
2. The colleges' jurisdiction and discipline shall be limited to violations of the Community Standards and Student Code of Conduct.
3. The Community Standards and Student Code of Conduct (herein referred to as "the Code") applies to any person registered, accepted, or enrolled in any course or program offered by any CCSNH college including those who are not officially enrolled for a particular term but who have a continuing relationship with the colleges.
4. The Code applies to student organizations including athletic teams.
5. The Code applies to students participating in off-campus college activities such as trips, co-ops, or internships.
6. Students are expected to familiarize themselves with College and CCSNH policies and the Code. Lack of familiarity will not constitute an excuse for failing to meet these expectations.
7. The list of prohibited conduct is not all-inclusive, but is illustrative of conduct that may violate the above expectations, exposing a student or student organization to disciplinary proceedings and sanctions.
8. Residential students are responsible for the activities that occur in their assigned residence hall rooms and their shared living/common spaces. All assigned occupants of a room may be subject to the same sanction as the individuals directly

responsible for the violation. Likewise, a student may be held accountable for any violation that is committed by the student's non-student guest.

9. Students who assist others in violating any provision of the Code may be charged with a Code violation to the same extent as those persons committing the violation.
10. Students who attempt conduct in violation of the Code, even if unsuccessful, may be charged to the same extent as a completed violation.

B. Prohibited Conduct

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

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

C. Academic Misconduct

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

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

the completion of course assessments/ assignments (sometimes known as facilitation);

b. Plagiarism, passing off the work of another as one's own, which includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in providing term papers or other academic materials via direct sale, barter, or other means.

2. Grading Authority: Authority over individual assignment or course grades is reserved to instructors. Therefore, a student who commits an act of academic misconduct may also be subject to academic consequences at the discretion of the instructor in the course. This can result in, but is not limited to, the student failing the course. A student who wishes to file a Grade Appeal should refer to CCSNH Academic Affairs Policy 670.04.

D. Disruption of College Operations

Students are expected to comport themselves in a safe manner at all times while on any CCSNH campus. Students are required to consider their behavior not just in relation to themselves, but in relation to others in the school community. Any behavior that is deemed unsafe to the student or others around the student may be considered a disruption of college operations and shall be a violation of the Code. Behavior that may constitute a disruption of college operations includes, but is not limited to:

1. Disorderly conduct, including any behavior that obstructs or disrupts the regular or normal functions of the College or surrounding community, breaches the peace or violates the rights of others.
2. Failure to comply with the directions or interference of college officials, campus security personnel, or public law enforcement officers or emergency response/medical personnel acting in performance of their duties, including failure to identify oneself to these persons when requested to do so;
3. Furnishing false information to any college official, faculty or staff member;
4. Forgery, alteration, or misuse of any college document, record, or instrument of identification;
5. Tampering with the election process or financial management of any college recognized student organization;
6. Disruption or obstruction of any authorized college activity or of any authorized noncollege activity; or unauthorized occupancy of any college facility;

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

E. Health and Safety Offenses

The following health and safety violations are illustrative of violations of the Code. Student behavior that

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

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

F. Offenses Involving Others

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

1. Physical or verbal abuse that threatens or endangers the health, well-being, or safety of any member or guest of the CCSNH community and includes verbal abuse that is sufficiently serious to deny or limit the victim's ability to participate in or benefit from the college's educational programs;
2. Intentionally or recklessly causing physical harm or abuse, injury, constraint on another's physical movement or threat of harm (stated or implied) toward another person.
3. Threats of harm or injury, either stated or implied, addressed directly to any member or guest of the CCSNH community or posted in an electronic medium to leave no doubt as to the intended target;
4. Acts of intimidation or coercion, whether stated or implied;
5. Offenses of domestic violence, dating violence and sexual assault; which would be referred to the campus Title IX officer.
6. Acts of harassment and/or retaliation, including discriminatory harassment, directed toward any member or guest of the CCSNH community.
 1. Discriminatory harassment refers to the verbal or physical conduct that denigrates or shows hostility toward an individual on the basis of race, color, gender, sexual identity or

expression, national origin, religion, age, physical or mental disability, and sexual orientation; or because of opposition to discrimination or participation in the discrimination complaint process.

2. Retaliation is any adverse action related to participation in an education program taken against a person because a person has filed a report or participated in any in the filing of an incident report or complaint, investigation or hearing process related to student conduct;
7. Hazing, which is defined in NH RSA 631:7 as “any act directed toward a student, or any coercion or intimidation of a student to act or to participate in or submit to any act, when:
 1. Such act is likely or would be perceived by a reasonable person as likely to cause physical or psychological injury to any person; and
 2. Such act is a condition of initiation into, admission into, continued membership in or association with any organization;” and under this Code includes acts that endanger the mental or physical health or safety of a student, or that destroy or remove public or private property, for the purpose of initiation,
 3. admission into, affiliation with, or as a condition for continued membership in, a group or organization.

G. Offenses Involving Property

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

1. Attempted or actual theft of and/or damage to property of the college or property of a member of the college community or other personal or public property;
2. Theft or other abuse of technological resources, including but not limited to:
 1. Unauthorized entry into electronic files, to use, read, or change the contents, or for any other purpose;
 2. Unauthorized transfer of electronic files or copyrighted software programs;
 3. Unauthorized use of another individual’s identification and password or key card;
 4. Use of technological resources that interferes with the work of another student, faculty member, or college official;
 5. Use of technological resources to send, publish, or display obscene, pornographic, threatening, or abusive messages;

6. Use of technological resources to receive; browse, store or view obscene or pornographic materials for other than college-approved research. Use of technological resources for criminal activity;
7. Use of technological resources to interfere with operation of the college computing system.

H. Abuse of Judicial System

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

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

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

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

officials, faculty and staff will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators.

IV. Violation of Community Standards and Code of Conduct Process

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

A. Outcomes & Sanction Definitions

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

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

B. Responding to Reports of Violations of Community Standards

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

2. Filing a Report

1. Any person who witnesses or learns of a potential violation of the Community Standards and Student Code of Conduct may report the incident to the appropriate Judicial Decision Maker/Committee by filing an incident report.
2. Incident report forms may be obtained on the college website. Information in the incident report should include but not be limited to the following.
3. Reporting person's name, address, phone, and student identification number (contact information

and ID number shall not be released to the Respondent without written permission of the person reporting the incident);

4. Date, time, and location of incident;
5. Person(s) involved in the incident;
6. Victim(s) or damages involved in the incident;
7. Complete narrative description of the incident;
8. Name of Witnesses to the incident;
9. Any other information deemed appropriate.

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

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

1.
 1. The fact that a complaint has been filed creates no presumption that the Respondent has committed the alleged offense. The complaint will be referred to the appropriate Judicial Decision Maker/Committee, which will investigate (or request a formal investigation by an impartial investigator) and hear all complaints and may

i.) dispose of the complaint as unfounded;

ii.) mediate an informal resolution; or

iii) issue (or recommend to be issued) sanctions as described in Section IV above.

2. The Respondent and the Complainant, where applicable, have the right to be assisted by an advocate of their choice. An advocate, however, is not permitted to speak or to participate directly in any investigation or hearing before the Judicial Decision Maker/Committee.
3. Within five (5) business days after the Respondent has been notified of the report, the Judicial Maker/Committee shall set a date and time for an initial hearing.
4. At the initial hearing, the Judicial Decision Maker/Committee may receive evidence from the Complainant and the Respondent regarding any interim sanctions and shall determine whether
 1.
 1. the complaint should be disposed without further investigation and a report issued setting forth the findings and the sanctions, if any, to be imposed;
 2. mediation is appropriate; or

3. a formal investigation is required. In the event a formal investigation is required, the Judicial Decision Maker/Committee will accept the findings of the investigator(s) and provide a report of the findings to respondent.

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

8. Judicial or Appeals Committee Process

1. Judicial/Appeals Committee Membership

9.
 1. A designated College Official will be appointed as the Chair of the Judicial or Appeals Committee by the college president, vice president or designee, including senior administrator at another college.
 2. When possible, a committee membership will be made up of the suggested members below:
 1. Two (2) faculty or staff selected based on the specifics of the case being heard
 2. Student representation based on the college's practice of appointing or electing student judiciary members.
 3. When a case involves residential life there should be a representative from that population on the committee

c. During the summer or vacations, a meeting may be called and members will be selected as follows:

3.
 1.
 1. Regular members (as determined above) will serve, if available
 2. In the event sufficient regular members are not available, the designated College Official will appoint additional members as necessary to reach a quorum and in such a manner as to reflect the original representation of the committee.

4. The Vice President of Student Affairs has the right to change the number and makeup of the judiciary or appeals committee as required to meet the needs of the campus, schedule availability, or the complaint at hand.
5. If the complaint has been brought by a member of the Judicial or Appeals Committee or the Vice President of Student Affairs, he/she shall recuse him/herself from the Committee's deliberations and voting.
 2. **Judicial/Appeals Committee Hearings**
6. The VPSA or designee, including senior administrator at another college may determine if a grievance or appeal should be heard by a Judiciary Decision Maker or a Judiciary Committee.
7. In the case of a Judiciary Committee, a minimum of three (3) members (including the Chair) shall constitute a quorum to conduct a hearing. If three appointed members are not available due to recusals or for other reasons, additional members shall be selected by the designated College Official pursuant to the methodology set forth in section c below.
8. The Vice President of Student Affairs has the right to change the number and makeup of the appeals committee as required to meet the needs of the campus, or the complaint at hand.
9. Hearings shall be conducted by the Judiciary or Appeals Committee according to the following guidelines:
 1. The parties shall receive written advance notification informing them of the allegations set forth in the complaint, the time, date and place of the hearing.
 2. The Respondent may remain silent or submit only a written statement or response to the complaint.
 3. Hearings normally shall be conducted in private. Admission to the hearing of any person not directly involved with the proceedings shall be at the discretion of the chairperson of the Judiciary or Appeals Committee.
 4. When more than one individual is charged with the same violation, each Respondent shall have the right to an individual hearing. Otherwise, the cases may be heard jointly.
 5. The Complainant and the Respondent have the right to be assisted by an advocate they choose. The Complainant and/or the Respondent, however, are each responsible for presenting their own case and, therefore, advocates are not permitted to speak or to participate directly in any hearing before the Judiciary or Appeals Committee.
 6. The Complainant, the Respondent and the Judiciary or Appeals Committee shall have the right to call witnesses. They also have the

- right to present pertinent records, exhibits, and written statements for consideration by the judiciary or appeals committee. All questioning of the Complainant, the Respondent, and witnesses will be conducted by the judiciary or appeals committee.
7. In certain cases, when a complaint has been brought by an individual who is either unable or unwilling to present the case, the college may appoint a representative to present the case. In these instances, a College Official or the impartial investigator will consult with the Judiciary or Appeals Committee to determine the appropriateness of serving in this role.
8. All procedural questions are subject to final decision by the chairperson of the Judiciary or Appeals committee.
9. After the hearing, the Judiciary or Appeals Committee shall determine based upon the evidence presented at the hearing (by majority vote) whether the Respondent Student has violated the Code. The chairperson will vote only in the event of a tie.
10. The Judiciary or Appeals Committee determination shall be made on the basis of whether it is more likely than not that the Respondent committed the alleged offense and thereby violated the Code.
11. The Judiciary or Appeals Committee will issue a report of its findings and sanctions to be imposed to the appropriate College Official within three (3) business days of the completion of its hearings on the matter.
12. The College Official will provide written notification of findings and sanctions to the Complainant and the Respondent Student, and administrative offices on a need-to know basis. The original will be maintained with the college's judicial records.
10. The Chair of the Judicial or Appeals Committee shall be responsible for making a record of the hearing. There shall be a single record (whether written minutes, audiotape or other record) of all hearings before the Judiciary or Appeals Committee. The records shall be the property of the college and may only be reviewed by the parties or college official upon providing a written request to the appropriate College Official.
11. Except in the case of a student charged with failing to obey the summons of the Appeals Committee, Judicial Decision Maker/Committee or College Official, no student may be found to have violated the Community Standards and Student Code of Conduct solely because the student failed to appear before the Judicial Decision Maker/

Committee or Appeals Committee. In all cases, the evidence in support of the charges shall be presented and considered.

12. The decision of the Appeals Committee is not subject to further appeal by the student. Any step, sanction, or decision within the judiciary process is open to review by the Vice President or designee, including senior administrator at another college.

D. Student Violation Appeals Process

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

3. All preliminary processing of appeals will be concluded within five (5) business days unless the College Official/Appeals Committee determines that there are specific articulated extenuating circumstances (e.g., absence of key parties) that require an extension.
4. The College Official/Appeals Committee will provide notification of the outcome of the preliminary processing of the appeal in writing within three (3) business days of the decision to the respondent and, as applicable, the Complainant, and any administrative offices involved.
5. The decision of the Appeals Committee is not subject to further appeal by the student. Any step, sanction or decision within the judiciary process is open to review by the Vice President or designee, including senior administrator at another college.

V. Student Rights

A. Students in the Classroom

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

B. Student Freedom Off-Campus

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

1. Not duplicate the function of general laws until the college's interests as an academic community are distinctly and clearly involved;

2. Not subject the student to a greater penalty than would normally be imposed if the off-campus violation incidentally violates an institution regulation;
3. Take appropriate action independent of community pressure.

C. Freedom of Association

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

D. Freedom of Inquiry and Expression

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

E. Student Participation in College Government

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

F. Student Publications

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

G. Establishing Student Conduct Standards

1. Conduct: In developing responsible student conduct and disciplinary procedures, the CCSNH and its colleges should:
2. Establish and communicate, through publication, those standards of behavior which are considered essential to the educational objective and community life.
3. Initiate disciplinary proceedings only for violations of standards of conduct formulated or published.
4. Formulate and communicate disciplinary procedures, including the student's right to appeal a decision.
5. Search and Seizure within the Student Conduct Process: CCSNH regards the right of privacy as an essential freedom. Occupied premises, assigned lockers, privately owned automobiles or any other personal property owned or controlled by a student may not be searched without consent of the student except in the circumstances noted below. Before a search is conducted, school officials may have reasonable grounds to believe that the search will turn up evidence that the student has violated, or is violating, either the law or school rules. All searches will be reasonable and justified from their inception and reasonable in scope:
 1. Residential Life health and safety inspections, Thanksgiving Break Closings, Winter Break Closings and Spring Break closings to insure the health, cleanliness, safety and maintenance of the Residence Halls. During inspections, if a policy violation comes to the attention of the staff (ex. candle), it may be addressed judicially.
 2. Routine inspections, emergency repairs, and/or routine maintenance. Such activities do not normally include searches, but are for the purpose of inspection, maintenance and repair.
 3. Entries authorized in advance by the President or Vice President of Student Affairs (or designee, including senior administrator at another college) in

writing based upon reasonable information that such entry is necessary for the purpose of detecting and removing items, including but not limited to, weapons or other contraband which violate a law or a school rule or pose a threat to the health and safety of students, faculty, staff or guests. The scope of any search conducted pursuant to this authorization shall extend no further than is necessary to secure and remove the item(s).

4. Entries and searches authorized by law. Entries and searches conducted by duly and authorized law enforcement officials under circumstances authorized by law.
5. Entry may be made to ensure the health and safety of occupants. Examples include, but are not limited to, fire or alarm evacuations, smell of smoke or burning items, and concern for non-responsive occupants.
6. Appropriate staff may enter if there is a reasonable belief that evidence exists that a violation of a college policy is taking place. Efforts will be made to seek compliance from the residents of the space before this type of entry is made.

VI. Student Rights—Grievance Procedures

All members of the CCSNH community are encouraged to make efforts to resolve conflicts informally before pursuing grievance or complaint procedures whenever appropriate. Students are encouraged to talk with or respond in writing to other students, faculty, or staff members to seek resolution to their concerns. In some cases, the institution acknowledges that such action may be inappropriate and/or ineffective in situations regarding potential discrimination or when there is the potential of an imbalance of power. In such situations, or if informal resolution is not possible, the student may pursue the complaint procedures described below to resolve concerns involving another student, faculty or staff.

1. **Student Alleged Discrimination Process:** If a student feels they have been experienced bias or discrimination based on race, creed, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, genetic information, or law enforcement, military, veteran, or marital status, they should use this process to report. As stated above, a student may elect to resolve a conflict informally first. Please note a student is never required to confront a faculty or staff

member in situations regarding discrimination. In any situation regarding discrimination in regards to sex, sexual orientation, gender identity or expression students should contact the Title IX coordinator at their home campus. The Title IX process can be found [here](#).

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

instruction, or staff interactions with the specific employee involved, e.g., instructor, staff member, or student, to resolve the issue informally.

2. If the issue cannot be resolved by pursuing the process in step 1, or the individual is concerned regarding the outcome of the discussion in step 1, a formal grievance in writing must be submitted to:
 1. The Vice President of Academic Affairs for grievances related to the instructional process (Refer to CCSNH Academic Affairs Policy 670.04. for separate process for Grade Change/ Appeal process), or:
 2. The Vice President of Student Affairs for grievances not related to the instructional process.
3. The grievance should be submitted as soon as the complainant is able to report. A grievance that is submitted past a timely period will be evaluated to the extent the appropriate College Official is able to investigate. Timely reporting allows the college to follow up with the respondent in an appropriate fashion. The grievance shall specify the discrimination or event that took place and state briefly the underlying facts.
4. The Vice President of Academic Affairs (VPAA) or Student Affairs (VPSA), or designee, including senior administrator at another college, will meet with the individual alleged to have violated the student's rights. The VPAA/VPSA, or designee, including senior administrator at another college, may attempt to resolve the issue informally at this stage. If resolution is not possible and the VPAA/VPSA or designee, including senior administrator at another college determines that the grievance alleges facts which if true constitute a violation of the student's rights and has been timely filed, the matter will be forwarded to the appropriate College Official who will start the process of investigation if necessary. If the VPAA/VPSA or designee, including senior administrator at another college determines that the grievance does not state a violation of the student's rights or is untimely, the VPAA/VPSA will provide a written explanation to the student and the matter will be considered resolved at that point.
6. **Student Grade Appeal: Refer to CCSNH Academic Affairs Policy 670.04.**
7. **[Outcomes for Community Standards and Code of Conduct Violations](#) (Updated Fall 2024)**

Crime Awareness & College Security Information Report

2023 Crime Awareness & College Security Information Report Executive Summary

2023 Crime Awareness & College Security Information Report Executive Summary

The information provided herein meets the requirements of the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act of 1998. It has been prepared by the River Valley Community College Campus Safety Officer using statistical data and other information supplied by Facilities, the Campus Assessments, Response, and Evaluation (CARES) Team, and police departments from the cities of Claremont, Keene, and Lebanon. The report is updated annually.

This report provides readers with important information about the college's safety and security policies and procedures and includes statistics about incidents of crime at River Valley Community College (RVCC). When you review the statistics, you will note that RVCC is a safe institution. The safety you experience at the campuses in Claremont, Keene, and Lebanon, is due in part to the combined efforts of many individuals and departments, and the close working relationship with local law enforcement. We believe safety at RVCC is a shared responsibility and we rely on every college member to contribute to safety on campus by reporting suspicious activities and using common sense when going about their daily activities. The Associate Vice President of Academic and Student Affairs, in collaboration with RVCC Administration, the Facilities Manager, Campus Safety, the Safety Committee, and the CARES Team is primarily responsible for developing services, programs, and strategies for maintaining a reasonably safe environment at the Claremont campus and Academic Centers.

To meet this goal, the college focuses on three important functions:

- Maintain a strong partnership with the civil authorities and community groups in the greater Claremont, Keene, and Lebanon communities.

- Focus on emergency management requires a comprehensive approach to preventing, preparing for, responding to, and recovering from emergency situations. RVCC strives to be proactive when planning for and handling emergency events. These efforts are charged to the college's Safety committee in conjunction with the CARES team – the college's first responder team for students in personal and emotional crises.
- Utilize systems that allow us to enhance safety through our badging system, automated locking systems, regularly scheduled drills, and applications such as Mutualink, an automated emergency response platform. Mutualink is certified by the Department of Homeland Security.

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The safety of our campus community is vitally important to RVCC. It is our hope that you find this report informative and helpful and that your time at River Valley Community College is enjoyable and safe. If you have questions or would like additional information about safety, security, and emergency management at the college, please visit <https://www.rivervalley.edu/about/campus-safety/>.

Higher Education Act (HEA) – Legal Requirements

The Federal Higher Education Act requires all colleges and universities to:

- Publish an annual report every year by October 1, which contains three years of campus crime statistics and certain campus security policy statements including a summary of the college's emergency response policies and evacuation procedures.
- Disclose crime statistics for the college including public areas immediately adjacent to the campus or academic centers, non-campus facilities, or remote classrooms. The statistics are gathered from local law enforcement, Campus Safety, Facilities, and other college officials who have significant responsibility for student and campus activities.
- Provide timely warning notices of those crimes that have occurred and post notices for any ongoing threat to students and employees.
- Disclose all incidents of crime in a public crime log.

The Associate Vice President of Academic & Student Affairs or designee is responsible for preparing and distributing this report. The Associate Vice President of Academic & Student Affairs or designee works with departments throughout the college, the President's Office, the CCSNH Chancellor's Office, Campus Safety & Security, and local law enforcement in Claremont, Keene, and Lebanon to compile the information herein. The URL and direct link are included on the RVCC

Campus Safety Website to inform prospective and current students and employees. Paper copies of the report may be obtained by contacting the RVCC Campus Safety and Security office at 603-542-7744 x5324 or the Office of Human Resources at 603-542-7744 x 5323.

The URL for this report is
<https://www.rivervalley.edu/about/campus-safety/>