

GENERAL INFORMATION

Freedom of Speech, Expression and Dissent

Freedom of speech is an important value within University of Massachusetts Global's academic community. Students and student organizations may examine, discuss, and debate any topics of interest to them within the framework of academic inquiry (with exceptions of harassing speech, threats of violence, or other perceived violations of the Student Code of Conduct and its appendices). Students may support causes by orderly means which do not disrupt the regular and essential operation of the institution. Without advance written authority from University administration, students and student organizations should not state or indicate that they are speaking on behalf of the University. The complete text of the Freedom of Speech, Expression and Dissent Policy is available in MyUMassGlobal within the Student Code of Conduct appendices section.

Policy Prohibiting Discrimination and Harassment

University of Massachusetts Global is committed to providing an educational and work environment free of unlawful discrimination and harassment in any form, including but not limited to verbal, physical, written, electronically recorded, or visual. As described within the Policy Prohibiting Harassment, University of Massachusetts Global prohibits all forms of discrimination and harassment on the basis of age, race (including traits historically associated with race, including, but not limited to, hair texture and protective hairstyles, such as braids, locks, and twists), color, religion, or religious creed (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and/or related medical conditions), gender, gender identity, gender expression, gender transitioning, national origin, ancestry, physical and/or mental disability, medical condition, military or veteran status, marital status, citizenship status, sexual orientation, genetic information, sexual and reproductive health or any other characteristic protected by local, state, or federal law. The University also prohibits discrimination and harassment based on the perception that a person has any of the above protected characteristics, or is associated with a person who has or who is perceived as having any of the above protected characteristics.

This policy applies to all University agents, employees, and students. It also applies to applicants for admission and employment, vendors, independent contractors, instructors, and other third parties doing business with the University. This policy prohibits retaliation of any kind against individuals who oppose perceived discrimination or harassment or who assist in complaints or investigations regarding potential discrimination or harassment. For more information, questions, or complaints related to this policy, please email civilrightscomplaints@umassglobal.edu or civilrightsinquries@umassglobal.edu (civilrightsinquries@umassglobal.edu)

A Note on Sex and Gender-Based Discrimination and Harassment

University of Massachusetts Global does not discriminate on the basis of sex in its education programs and activities. The University and Title IX's prohibition of sex discrimination covers sexual harassment, including sexual violence. Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable

of giving consent due to the victim's age, use of drugs and/or alcohol, or intellectual or other disability. Sexual violence includes, but is not limited to, rape, sexual assault, sexual battery, and sexual coercion. The University prohibits sex-based, gender or gender expression-based, and sexual orientation-based discrimination and harassment even if those acts do not involve conduct of a sexual nature. This also includes discrimination and harassment based on pregnancy and childbirth-related conditions, and/or parental status.

The complete text of the Sex/Gender-Based Discrimination and Harassment Policy is available at <https://www.umassglobal.edu/title-ix> (<https://www.umassglobal.edu/title-ix/>).

Inquiries concerning the application of Title IX and complaints regarding suspected acts of sex or gender-based discrimination or harassment, including sexual violence, may be referred to the University's Title IX Coordinator(s) at: civilrightscomplaints@umassglobal.edu.

You also have the right to file a complaint with the Department of Education's Office for Civil Rights – please visit: <https://ocrcas.ed.gov/> contact-ocr (<https://ocrcas.ed.gov/contact-ocr/>) for the address and phone number of the office that serves your area, or call 1-800-421-3481.

Religious Accommodation Policy

University of Massachusetts Global prohibits all forms of discrimination and harassment based on, but not limited to, religion (including religious dress, holidays, and grooming practices). University of Massachusetts Global is committed to providing an academic environment that is respectful of the sincerely held religious beliefs of its students. University of Massachusetts Global will make good faith efforts to reasonably accommodate the religious needs, observances, and practices of students, upon request and with reasonable notice. However, an accommodation may be denied if the requested accommodation would result in unfair advantage, require significant alteration to a program, activity, or curriculum, result in lowering of academic standards, and/or cause the University undue financial hardship.

Students should make their religious accommodation request(s) at the course level to their instructor(s). Students should make their religious accommodation request(s) related to program and/or University required activities to the dean or the associate dean of the program by sending an email with the subject line "Religious Accommodation Request" to one of the following accounts:

- School of Arts & Sciences: ad-arts@umassglobal.edu
- School of Business and Professional Studies: gworthin@umassglobal.edu
- School of Education: lori.piowlski@umassglobal.edu
- School of Nursing and Health Professions: patric.schine@umassglobal.edu

Faculty and staff can consult with the Assistant Vice Chancellor over Student Conduct & Compliance when reviewing and/or considering student accommodation requests (civilrightsinquries@umassglobal.edu). Students are encouraged to review their course syllabus for potential conflicts the first week of the course and promptly notify their instructor(s) and/or program dean/associate deans of the religious accommodation request(s). All request(s) must be done in writing using the student University of Massachusetts Global email account. Students requesting to miss class, or a required course/program activity because of a religious observance must submit their accommodation request(s) **at least 5 calendar days in**

advance. Accommodation requests will be considered on a case-by-case basis.

Students who have made timely religious accommodation requests but have not received responses from their instructor(s) and/or the program associate dean, or students who have questions about this policy and/or its application may contact the University's Assistant Vice Chancellor over Student Conduct & Compliance by emailing civilrightsinquiries@umassglobal.edu.

University of Massachusetts Global's Complaint Policy/Office of Student Concerns

When students have a question, concern, or complaint regarding their University of Massachusetts Global experience, they should contact their Student Service Center representative(s) for initial guidance and possible resolution. However, there may be circumstances when students are still uncertain as to University policies and procedures, appropriate channels of communication, or alternative options available for resolving disputes. Students may then contact the Office of Student Concerns (OSC) for guidance. The OSC provides informal assistance with investigating complaints and may offer recommended actions to help resolve conflicts or disputes. Alternatively the OSC may provide guidance or refer students to the appropriate university officials who can review and respond to their concerns, accordingly. The OSC is an advocate for the fair resolution of a problem, not for any particular party, and gives equal attention to the rights of all concerned. The University prohibits retaliation against a student for making a good faith complaint or for participating in an investigation. Students are encouraged to review the full complaint policy accessible through <https://www.umassglobal.edu/about-umassglobal/consumer-information> (<https://www.umassglobal.edu/about-umassglobal/consumer-information/>) for more information.

The institutional contact for this process may be reached at ombuds@umassglobal.edu.

To complain about a grade, a course, instructor, or program, students are asked to contact their academic advisor for assistance. The OSC does not review or investigate academic or professional conduct related complaints or concerns. If complaints are regarding University faculty, students are requested to contact their academic advisor or academic dean directly.

While we encourage students to first address complaints with the institution, an individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at:

Mailing Address:

Bureau for Private Postsecondary Education

P.O. Box 980818

West Sacramento, CA 95798-0818

Physical Address:

Bureau for Private Postsecondary Education

1747 North Market Blvd., Suite 225

Sacramento California, 95834

Phone: (916) 574-8900

Toll Free: (888) 370-7589

Main Fax: (916) 263-1897

Licensing Fax: (916) 263-1894

Enforcement/STRF/Closed Schools Fax: (916) 263-1896

Web site: www.bppe.ca.gov (<http://www.bppe.ca.gov/>)

For online only students, and/or students outside of California, please refer to the State Authorization section in the Catalog and/or online for additional information.

Local, State, and Federal Laws

Students attending University of Massachusetts Global are subject to local, state, and federal laws. University of Massachusetts Global reserves the right to impose institutional sanctions (as described in the Student Code of Conduct) for violations of public laws, even when such violations occur off University property. Students may also be subject to civil and/or criminal charges for offenses on University of Massachusetts Global property if such offenses violate local, state, or federal laws.

Financial Responsibility Agreement

University of Massachusetts Global requires that all students who enroll in classes read and electronically accept the Financial Responsibility Agreement (FRA), which will remain in effect indefinitely, unless material changes are made to the contract, in which case the student will be advised to accept an updated agreement. The FRA informs the student of his or her responsibility regarding payment of tuition and fees and is valid until all charges due are paid in full. The FRA also provides important information regarding Delinquent Accounts/Collections, Communication Methods and University of Massachusetts Global email address, Method of Billing and Billing Errors, Returned Payments, Withdrawals and Drops, Education Plans, Late Payment Charges and variety of other essential items. Failure to accept the Financial Responsibility Agreement will result in a hold on the student's account, which will prevent registration, obtaining diploma and other activities. The full text of Financial Responsibility Agreement can be found at: <https://services.umassglobal.edu/banner/FinancialResponsibilityAgreement.pdf>

MyUMassGlobal

"MyUMassGlobal" is the student and staff online portal with both mobile friendly and full website access. MyUMassGlobal is designed to provide easy 24/7 access to the essential student resources, including academic advising, disability services (Office of Accessible Education), career services, student organizations, student concerns (Office of Student Concerns), university policies and procedures, financial resources, technological resources, military and veteran services, University of Massachusetts Global MyPath, and much more. Quick links provides access to many of the key online systems used throughout an academic career such as the virtual library, Blackboard, DegreeWorks, student e-mail and Self Service for additional student resources.

Student Privacy Rights

University of Massachusetts Global is committed to the protection and confidentiality of student educational records, adhering closely to the guidelines established by the Family Educational Rights and Privacy Act

– a federal legislation established to regulate access and maintenance of student educational records.

The Family Educational Rights and Privacy Act (FERPA) affords student certain rights with respect to their education records

They are:

1. The right to inspect their education records.
2. The right to request an amendment of the student education records that the student believes are inaccurate.
3. The right to provide written consent to disclosures of Personally Identifiable information, contained in the student education record, except to the extent that FERPA authorizes disclosure without consent.

Educational records are defined as records that are directly related to a student and maintained by the institution.

Student Directory Information

Release of student record information is generally not done at University of Massachusetts Global without the expressed, written consent of the student. However, at its discretion University of Massachusetts Global may release Directory Information without the student's consent. Directory Information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed. Designated Directory Information at University of Massachusetts Global includes the following: student name, electronic mail address, telephone number, dates of attendance, degrees and awards received, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, theses & dissertation titles/ topics, photograph, full-time/part-time status, most recent previous school attended, date and place of birth.

Students may withhold Directory Information by notifying the OneStop Services in writing or by submission of a "Request for Non-Disclosure of Directory Information" form available in MyUMassGlobal.

Library Resources and Services

The University of Massachusetts Global Library provides students with access to the information resources and research support services they need to become critical, efficient, and ethical users of information as they advance in their professions, earn credentials, and complete their degrees. The University of Massachusetts Global Library homepage (<https://umassglobal.edu/library/>) is the starting point for accessing 100 subscription and open-access databases, along with thousands of e-books and full-text journals for all disciplines taught at UMG. Library resources are available 24/7 and students may schedule individual research appointments (<https://umassglobal.libcal.com/appointments/scheduleanappointment/>) using our calendar, or get support by using our Ask A Librarian service (<https://umassglobal.libguides.com/library/ask-a-librarian/>). Faculty may request library instruction sessions and academic resources (<https://umassglobal.libguides.com/library/faculty-resources/>) to enhance student information literacy skills and support student success. The library's website provides additional help in the form of research guides, FAQs, and live workshops, as well as resources for doctoral students, and faculty. To access library resources, sign in at My UMass Global (<https://my.umassglobal.edu/Pages/Login.aspx>) and select "Library" from the Quick Links menu or go to umassglobal.edu/library (<https://umassglobal.edu/library/>).

The Office of Accessible Education

The Office of Accessible Education (OAE) is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). The Office works individually with each student to develop an effective and comprehensive accommodation plan.

Registration with OAE is on a **voluntary, self-identifying basis**. Please visit the Office of Accessible Education (OAE) (<https://my.umassglobal.edu/sites/student/MyResources/ada/Pages/Home.aspx>) website for more information about how to register for services (<https://www.umassglobal.edu/why-umassglobal/dedicated-support-services/accessible-education/registration-process/>), eligibility requirements (<https://www.umassglobal.edu/why-umassglobal/dedicated-support-services/accessible-education/accessible-education-faqs/>), and **information** about potential academic accommodations, support services and resources (<https://www.umassglobal.edu/why-umassglobal/dedicated-support-services/accessible-education/accessible-education-resources/>). Faculty can also receive support from OAE by visiting our Faculty Information (<https://www.umassglobal.edu/why-umassglobal/dedicated-support-services/accessible-education/faculty-information/>) page.

In addition to providing direct service to our students, the Office of Accessible Education also acts as a liaison between students, administrators, faculty, and other staff members to ensure the facilitation of accommodation plans that are reasonable and appropriate. A "reasonable accommodation" is an adjustment designed to mitigate the impact of a student's disability without compromising the integrity of an academic course or program.

Our university is committed to ensuring equal accessibility for all students. Let us know about any accessibility barriers you encounter using any of our online systems or websites by submitting a Feedback or Accessibility Concern (<https://services.umassglobal.edu/feedbackoraccessibility.html>) submission form through your portal in MyUMassGlobal. We'll do our best to improve things and get you the information you need.

Military and Veterans Services

Military Partnerships

University of Massachusetts Global has military partnerships with the Air Force, Navy, Army, Marines, US Department of Education and Department of Defense to meet the needs of military. Additional information is available on the University of Massachusetts Global web site.

Air Force – AU-ABC

The Air University Associate-to-Baccalaureate Cooperative Program (AU-ABC) is an initiative between Air University and University of Massachusetts Global to offer baccalaureate degree opportunities to Air Force enlisted members, Airmen, Space Force and Guardians with a completed Associate degree from the Community College of the Air Force (CCAF).

Air Force – GEM

The General Education Mobile (GEM) program is a partnership between the Community College of the Air Force (CCAF) and University of Massachusetts Global to deliver general education coursework required

for the CCAF degree. The program includes online courses from each of the following disciplines: oral communication, written communication, mathematics, social sciences, and humanities that meet the CCAF's pre-approved general education requirements.

Army COOL Program

Active Duty Army, Army Reserve, and National Guard personnel are eligible for up to \$4,000 of financial assistance from the Army Credentialing Assistance Program, which is part of the Army Credentialing Opportunities On-Line (COOL) service. It gives the ability to obtain an industry-recognized certification that shows you are an expert who can successfully perform the key job requirements in your field and anywhere the military life takes you. This program can enhance your skills, either in your current MOS, or in an occupation you would like to pursue when you leave military service. The online programs can be accessed anywhere, anytime.

Troops To Teachers

University of Massachusetts Global is an active partner with Troops to Teachers, a U.S. Department of Education and Department of Defense program that helps eligible military personnel transition to a career as a public school teacher. The skills, knowledge, and experience one gains in the military are highly valued in our public schools.

MyCAA

The Military Spouse Career Advancement Account (MyCAA) provides tuition assistance to military spouses of active duty Army, Navy, Air Force, or Marine service members, or activated Reservists in pay grades E1-E5, W1-W2, or O1-O2. MyCAA accounts are limited to the \$4,000 benefit with a \$2,000 fiscal year cap. Funding is subject to eligibility criteria, and program revisions and other limitations may apply. Active duty spouses receive a reduced tuition rate for associates, bachelors and graduate degree programs at University of Massachusetts Global.

Veterans and Active Duty Service Members

University of Massachusetts Global adheres to the Executive Order 13607, establishing Principles of Excellence for Educational Institutions serving Service Members, Veterans, Spouses and other family members. In accordance with Veterans Administration Regulation 38 CFR 21.4253, University of Massachusetts Global adheres to the Guidelines for Institutions Enrolling Veterans and Eligible Persons: Standards for Maintaining Adequate Records and Policies for Satisfactory Progress, Previous Education and Training, Conduct, and Attendance. University of Massachusetts Global participates in the VA Yellow Ribbon program.

Previous Education and Training

- a. University of Massachusetts Global maintains a written record of previous education and training.
- b. Transcripts of college-level education are part of the record.
- c. The records clearly indicate that appropriate credit has been granted with training periods proportionately shortened and the VA notified.
- d. University of Massachusetts Global maintains an official record of previous education and training of the veteran and active duty military student, or eligible person which clearly indicates that appropriate credit has been given by the institution for previous education and training, with the length of the degree program shortened proportionately. The veteran, the active duty military student, as well as The Department of Veterans Affairs and the respective military branch of the armed forces will be notified of this official evaluation of prior education or training.

Standards for Maintaining Adequate Records and Policies for Satisfactory Progress

- a. University of Massachusetts Global maintains adequate records to show the progress of each veteran and active duty military student.
- b. Records show continued pursuit at the rate for which enrolled and progress being made.
- c. Records include final grades in each subject for each session.
- d. Cumulative permanent records are maintained to reflect grades in all subjects undertaken.
- e. Students are not permitted to enroll repeatedly in courses not attended or withdrawn from, without penalty. A veteran or an active duty military student may repeat a course in which a passing grade has been achieved only when a higher grade is required by the major.
- f. The school records will reflect the point in time when educational benefits should be discontinued for unsatisfactory progress, unsatisfactory conduct, and withdrawals. See Academic Probation and Dismissal policy for more detail information.

Academic Probation and Dismissal

- a. The policy includes the grade point average (2.0 on a 4.0 scale) required for graduation for baccalaureate programs and a 3.0 or higher for graduate programs.
- b. A minimum grade point average (2.0 on a 4.0 scale) must be maintained to achieve credit for a given proportion of the course load. Academic probation and means for dismissal are clearly delineated. VA interpretation of academic probation requires that a veteran student be placed on probation at the beginning of the session immediately following that in which the veteran student fails to maintain the minimum grade point average. Veteran and active duty military students must meet the required academic standard during the probationary session or be subject to interruption of benefits and/or academic dismissal. The VA is notified when a veteran student is determined to be making unsatisfactory progress resulting in interruption of benefits and/or academic dismissal.
- c. No veteran or active duty military student will be considered to have made satisfactory progress when the student ceases to make satisfactory progress toward completion of his or her training objective, receives no credit, or withdraws from all courses undertaken, except when there are extenuating circumstances.

Conduct and Attendance

- a. University of Massachusetts Global enforces a policy relative to standards of conduct and progress as defined in the academic policies and procedures in this catalog.
- b. Class attendance policies are determined by each instructor and shall be included on the course syllabi distributed during the first week of each class. The university recommends as a minimal policy that students who are absent 20% of the course should be failed.

Unearned Military Tuition Assistance Policy

In accordance with the Department of Defense Voluntary Education Partnership Memorandum of Understanding regulations, Tuition Assistance funds are earned proportionally during an enrollment period, with unearned funds returned based upon when a student stops attending. If a Service member officially or unofficially withdraws from a course, University of Massachusetts Global must return unearned tuition assistance (TA) funds on a proportional basis through at least the 60 percent portion of the enrollment period. In cases where some or all of the tuition assistance must be returned, the Service member will be responsible for all balances on his or her student account.

In instances when a Service member stops attending due to a military service obligation, the affected Service member will work with University of Massachusetts Global to identify solutions that will not result in a student debt for the returned portion.

Requesting your Military and Veteran Benefits

- a. Students who wish to use their Military or VA Education benefits are required to fill out the “Request to Use Military/VA Benefits Form” on MyUMassGlobal Self Service, in order for their respective enrollment to be certified.
- b. Students may be asked for additional and/or updated information at the request of the Military and Veterans Services Department to appropriately process your educational benefits.

Interrupted Enrollment

Active Duty Military students who left the University in order to perform military services will be readmitted with the same academic status that he/she had when last in attendance at University of Massachusetts Global. The length of absence from University of Massachusetts Global cannot exceed five years. However, after a length of absence of two years, students will be asked to provide evidence of why their enrollment was interrupted for military reasons. The evidence must be issued by their military branch or commanding officer. The University may require students to adopt the catalog year program requirements at the time of their return if a program has become impacted or changed by external regulatory agencies. If students take coursework during their absence from the University, they must provide official transcripts of that coursework to the Division of Student Services prior to their return. Non-Satisfactory performance or issues of academic integrity may nullify the student’s eligibility to return.

VA Pending Payment Compliance

In accordance with Title 38 US Code 3679 subsection (e), this school adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the students enrollment;
- Assess a late penalty fee to;
- Require student secure alternative or additional funding;
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies