



JOHNSON & WALES
UNIVERSITY

Student Handbook
2009-2010

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Introduction

This handbook is an outline of the partnership shared by students, faculty and staff at Johnson & Wales University. This partnership includes establishing clear expectations for all involved in our mission of career education. As faculty and staff, we carefully design, monitor and refine the policies and procedures contained in this handbook. We ask you, our students, to familiarize yourself with its contents and keep it in a convenient place for future reference.

There are also many reference sections that offer you the support and information necessary to meet our expectations for your success. Use these resources to sharpen your academic skills, develop your leadership abilities, seek additional hands-on experience, or to just have fun!

Employers value JWU students because they possess the professionalism, commitment, experiences and career management skills to be successful in their chosen industry. A Johnson & Wales University education includes a career-focused curriculum, academic and career coaching, career management education classes and a diverse set of experiential educational opportunities. Students also gain skills employers desire by participating in community service, athletics, and clubs and organizations.

As you begin or continue at JWU, we encourage you to take ownership of your own success. Immerse yourself in your academic pursuits and become involved in campus life. We are here to support you along the way.

The mission of Johnson & Wales University is to empower its diverse student body to succeed in today's dynamic world by integrating general education, professional skills and career-focused education. To this end, the university employs its faculty, services, curricula and facilities to equip students with the conceptual and practical tools required to become contributing members of society.

Our core values are the following: student centered, experientially based, industry relevant, employment focused and globally oriented.

We look forward to a bright and prosperous future here at Johnson & Wales University. Guiding us is our strategic plan — FOCUS 2011. Innovative, dynamic and challenging, this plan will shape the university well into the future. Our success depends on the student body, as well as the administration and faculty. Your participation will play a vital role as we pursue the goals put forth in our plan. We will be looking to you for feedback and leadership as we work toward strengthening Johnson & Wales University's contribution to the global community.

2009-2010 Academic Calendar: Charlotte Campus

This calendar is offered to students in the undergraduate, graduate and continuing education programs for planning purposes only; dates are subject to change. Visit www.jwu.edu/charlotte.

	=start/makeup/end class dates
	=no classes/holiday/break
	=payment deadline

- 8 Fall term classes begin**
- 11** Make-up classes held for :
-Baking/culinary lab classes

SEPTEMBER '09						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MARCH '10						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

- 9 Spring term classes begin**
- 12** Make-up classes held for :
-Baking/culinary lab classes

- 12** No classes; Columbus Day
- 23-25** Family Weekend
- 16** Make-up classes held for :
-Baking/culinary lab classes

OCTOBER '09						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

APRIL '10						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- 2** No classes; Good Friday
- 30** Payment deadline for the summer term (note: summer is an optional term)

- 6** Payment deadline for the winter term
- 13** Make-up classes held for :
-Baking/culinary lab classes
- 13** Friday classes end
- 16** Monday classes end
- 17** Tuesday classes end
- 18** Monday/Wednesday + Wednesday classes end
- 19** Tuesday/Thursday + Thursday +baking/culinary lab classes end

NOVEMBER '09						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Nov 20-Nov 30:
Thanksgiving & term break

MAY '10						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Commencement: May 22

- 13** Thursday classes end
- 14** Make-up classes held for
-baking/culinary lab classes
- 17** Monday classes end
- 18** Tuesday/Thursday +Tuesday classes end
- 19** Monday/Wednesday + Wednesday classes end
- 20** Friday classes + baking/culinary lab classes end
- 21** Residence halls close at 5 pm

- 1 Winter term classes begin**
- 4** Make-up classes held for :
-Baking/culinary lab classes
- 18** Holiday break begins (no classes)
-Residence halls close at noon on Dec 18; they re-open on Jan 3 at noon

DECEMBER '09						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JUNE '10						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 7** Summer Session 1 classes begin
- 21** Advanced Standing program begins

- 3** Holiday break ends
- 18** No classes; M.L. King Jr. Day
- 22** Make-up classes held for :
-Baking/culinary lab classes
- Feb 5** Payment deadline for the spring term

JANUARY '10						
S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

JULY '10						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 1** Session I classes end
- 5** No classes; Independence Day (observed)
- 6** Session II classes begin
- 9** Make-up classes held for: Session II classes
- 9** Payment deadline for Fall 2010 (for new students only)
- 29** Session II classes end

- 19** Make-up classes held for :
-Baking/culinary lab classes
- 22** Monday classes end
- 23** Tuesday classes end
- 24** Monday/Wednesday + Wednesday classes end
- 25** Tuesday/Thursday + Thursday + baking/culinary lab classes end
- 26** Friday classes end

FEBRUARY '10						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Feb 27-Mar 8: Term break

AUGUST '10						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- 6** Payment deadline for Fall 2010 (for returning students only)
- 21** Co-op/externship ends
- 27** Summer term ends
Advanced Standing ends

Phone Numbers

Main University Address:

Johnson & Wales University Charlotte
801 West Trade Street
Charlotte, NC 28202

Main Line:

980-598-1000

Toll Free:

866-JWU-CHARLOTTE (866-598-2427)

Information Line:

980-JWU-INFO (980-598-4636)

Fax:

980-598-1010

www.jwu.edu/charlotte

Physical Addresses:

Academic Center

801 West Trade Street
Charlotte, NC 28202

Gateway Center

901 West Trade Street
Charlotte, NC 28202

Admissions - Suite 175

College of Business/School of Arts & Sciences -
Suite 530

Classrooms - Suite 401

Accounting/Human Resources/Campus
Services - Suite 412

Gateway Village

800 West Trade Street
Charlotte, NC 28202

Library - Suite 130

Experiential Education & Career Services -
Suite 135

The Village Bookstore - Suite 150

Cyber Lounge - Suite 150-A

Student Academic & Financial

Services/Operations/Career Advisors/

Development/Alumni Relations - Suite 170

Cedar Hall North

725 West 4th Street
Charlotte, NC 28202

Cedar Hall South

215 South Cedar Street
Charlotte, NC 28202

City View Towers

425 West Fifth Street
Charlotte, NC 28202

Academic Affairs

Gateway Center, Suite 530
Main Number: 980-598-1020
Fax: 980-598-3201

Accounting

Gateway Center, Suite 412
Main Number: 980-598-1016
Fax: 980-598-1060

Admissions

Gateway Center, Suite 175
Main Number: 980-598-1100
Toll Free: 866-JWU-CHARLOTTE (866-598-
2427)
Fax: 980-598-1111

Alumni Relations

Gateway Village, Suite 170
Main Number: 980-598-1201
Fax: 980-598-1336

School of Arts & Sciences

Gateway Center, Suite 530
Main Number: 980-598-3200
Fax: 980-598-3201

Athletics

Cedar Hall South, Suite 115
Main Number: 980-598-1840
Fax: 980-598-1802

Bookstore

“The Village Bookstore”

Gateway Village, Suite 150
Main Number: 980-598-1250

Fax: 980-598-1251

College of Business

Gateway Center, Suite 530
Main Number: 980-598-3100
Fax: 980-598-3201

Campus Services

Gateway Center, Suite 412
Main Number: 980-598-1050
Fax: 980-598-1060

Center for Academic Support

Academic Center, Suite 410
Main Number: 980-598-1500
Fax: 980-598-1505

Chef's Choice

Academic Center, Suite 300
Main Number: 980-598-1085
Fax: 980-598-1435

Communications & Media Relations

Academic Center, Suite 500
Main Number: 980-598-1004
Fax: 980-598-1010

Community Outreach

Academic Center, Suite 500
Main Number: 980-598-1086
Fax: 980-598-1010

College of Culinary Arts

Academic Center, Suite 300
Main Number: 980-598-1440
Fax: 980-598-1435

Development

Gateway Village, Suite 170
Main Number: 980-598-1007
Fax: 980-598-1336

Dining Services

Student Dining Center, Cedar Hall North
Main Number: 980-598-1950
Catering: 980-598-1956
Fax: 980-598-1955

Executive Office

Academic Center, Suite 500
Main Number: 980-598-1011
Fax: 980-598-1010

Experiential Education & Career Services

Gateway Village, Suite 135
Main Number: 980-598-1200
Fax: 980-598-1220

Facilities Management

Cedar Hall South, Suite 109
Main Number: 980-598-1925
Academic Center Maintenance Office: 980-598-1930
City View Towers Maintenance Office: 980-598-1940
Residence Hall Maintenance Office: 980-598-1920
Housekeeping Office: 980-598-1935
FAX: 980-598-1802

Health & Counseling Services

Academic Center, Suite 200
Main Number: 980-598-1700
Fax: 980-598-1701

The Hospitality College

Academic Center, Suite 400
Main Number: 980-598-1515
Fax: 980-598-1520

Human Resources & Payroll

Gateway Center, Suite 412
Main Number: 980-598-1025
Student Employment: 980-598-1026
Fax: 980-598-1060

Information Technology Services (ITS)

Academic Center, Suite 251
University Help Desk: 866-JWU-HELP (866-598-4357)
Fax: 980-598-1055

Library

Gateway Village, Suite 130
Main Number: 980-598-1600
Reference Desk: 980-598-1611
Fax: 980-598-1606

New Student & Parent Programs

Cedar Hall South, Suite 100
Main Number: 980-598-1880
Fax: 980-598-1802

Operations

Gateway Village, Suite 170
Main Number: 980-598-1030
Fax: 980-598-1350

Printing & Mailing Services

Academic Center, Suite 320
Main Number: 980-598-1650
Fax: 980-598-1652

Purchasing

Academic Center, 1st Floor
Main Number: 980-598-1418
Receiving Office: 980-598-1400
Storeroom: 980-598-1417
Fax: 980-598-1421

Residential Life

Cedar Hall South, Suite 110
Main Number: 980-598-1800
Cedar Hall North: 980-598-1851
Cedar Hall South: 980-598-1871
City View Towers: 980-598-1861
Fax: 980-598-1802

Safety & Security

Cedar Hall South, Suite 113
Main Number: 980-598-1900
Fax: 980-598-1802

Student Academic & Financial Services (SAFS)

Gateway Village, Suite 170
Main Number: 980-598-1300
Fax: 980-598-1350

Office of Student Activities (OSA)

Cedar Hall South, Suite 115
Main Number: 980-598-1810
Fax: 980-598-1802

Cyber Lounge

Gateway Village, Suite 150-A
Main Number: 980-598-1815

Student Affairs

Cedar Hall South, Suite 100
Main Number: 980-598-1830
Student Conduct: 980-598-1820
Community Affairs: 980-598-1890
Fax: 980-598-1802

Staying in the Loop

There are many ways for you to stay current with university events. Johnson & Wales University maintains an automated information line that's accessible 24 hours a day. Many departments use the information line to announce bulletin board information, special events, class cancellations, sporting events and policies. Call 980-598-4636 (JWU-INFO) any time to reach the information line. The university Web site, www.jwu.edu, keeps you connected to all things JWU 24 hours a day.

Each student at JWU receives an e-mail account and access to conveniently located computer centers and help desk services. Students use Microsoft Outlook Web Access, a Web-based e-mail program, where mail is accessed through a Web browser. If you have any questions about the services mentioned here, contact the university Help Desk at 866-JWU-HELP (866-598-4357) or helpdesk@jwu.edu.

Your JWU e-mail account not only serves as a tool for sending and receiving e-mail, but also provides access to important university resources. Use your account to access current information about term start requirements, faculty, coursework, the university calendar, student activities, athletics information and more.

The JWU e-mail accounts are also one way the university communicates with students in times of an emergency. The campus has implemented an emergency notification system, called Connect-ED that sends notices via voice messages. Please update your contact information through [uconnect \(uconnect.jwu.edu\)](http://uconnect.jwu.edu) so your Connect-ED account is accurate.

The *Charlotte Campus Update* (CCU) is a weekly electronic newsletter delivered to your JWU e-mail account. The CCU is designed to give you information on all the important news, events and announcements for the Charlotte Campus. Find it at www.jwu.edu/ccu.

Pay close attention to announcements made in your classrooms by professors and instructors. These are very important.

The Office of Student Activities publishes a free monthly calendar of social and educational events and activities. The calendar can be obtained from the Office of Student Activities.

Keep your eye out for bulletin boards providing information about on- and off-campus issues (e.g. crime info), events and opportunities. Often, important information about exams, term start requirements and commencement are posted on bulletin boards, as well.

The Student Handbook

By attending Johnson & Wales University, you have agreed to conform to the rules and regulations as outlined in this publication, as well as the catalog, all applicable student handbooks, and the *Resident Student Contract*, including any amendments. You have demonstrated your commitment to developing and enhancing your professional as well as your personal life. As part of this commitment, you must demonstrate acceptance of your responsibilities as a member of the university community. It is expected that you will conduct yourself in a professional and courteous manner in and out of the classroom. Familiarize yourself thoroughly with the contents of this handbook — ignorance of the rules will not excuse infractions.

You are required to abide by all the rules and regulations established by the university. These rules apply to all students (including commuter students) and must be followed both within and outside of university facilities and common areas.

This handbook is a guide for you, one that will help you make your way through the often confusing maze of college life. Use it, and take advantage of all Johnson & Wales has to offer you during your time here.

Amendments

The university reserves the right to amend this handbook and change or delete any existing rule, policy, or procedure or add new rules, policies, and procedures at any time and without prior notice.

General Information and Policies

Advising

Students may have an assigned faculty advisor who will work with them throughout their academic career. Students may also utilize academic counselors in Student Academic & Financial Services as an additional academic resource to discuss curriculum changes, course sequencing and graduation planning. For personal and clinical counseling services, students may seek the support of Health & Counseling Services. Students may view their assigned primary advisor in the secure area of uconnect (Student Records > Program of Study Summary).

Automobiles on Campus

The university is not responsible for any vehicle or its contents while it is parked on university property.

PARKING PERMITS

All students who park on campus must obtain a university parking pass. Visitor parking is available in the 700 West Trade public parking garage located one block from the Academic Center. Entrances to the garage are located on Trade Street and 5th Street. The first 90 minutes are free.

Parking permits for students are handled by Campus Safety & Security. Students (resident and commuter) who plan to bring a vehicle on university property must register their vehicles with Campus Safety & Security and purchase permits through the cashier in Student Academic & Financial Services upon arrival. The security office is located in Cedar Hall South.

Parking permits can be purchased per term for \$150 and \$400 for the year. Parking permits are nonrefundable and nontransferable. Owners who change vehicles must register the new vehicle with Safety & Security immediately. To obtain a permanent parking permit, the following documents are required:

- Current university ID
- Valid driver's license
- Valid automobile registration

Those students who intend to bring a vehicle and park on university property must complete an application and mail it to SAFS Cashier, 801 West Trade Street, Charlotte, NC, 28202. Students should indicate a first and second choice for parking in the event their first choice is not available. When the application is received, the student will be assigned a parking permit number. Once all available spaces are filled, students' names will be placed on a waiting list. This list will show students' names and dates the applications were received. **Students who submit a parking application are not guaranteed a university parking space.** For more information, contact Campus Safety & Security at 980-598-1900.

Please note: If the required documents cannot be produced upon arrival at Campus Safety & Security, a parking permit will not be issued.

PARKING AREAS

Resident and Commuting Students

The decision to bring a car on campus should be a well-informed one since parking space is extremely limited. Cedar Hall South has approximately 300 parking spaces and will be available and assigned to students and staff. Additional permit parking is available in privately owned lots within six blocks of the Academic Center. For more information, contact Safety & Security at 980-598-1900.

PARKING REGULATIONS

Automobiles that are parked on university property are subject to the following regulations:

1. All vehicles parked on university property must have a valid parking permit or are subject to ticketing, fines and towing at the owner's expense.
2. Parking permits are non-refundable and are only transferable to an alternate vehicle of the original owner, upon sanction of the Safety & Security Director or their designee. Changes in vehicle information, however temporary must be reported to Safety & Security at **980-598-1900** immediately.
3. Permits are valid for the parking area and period indicated only. All hang tags and access cards for parking must be returned or renewed no later than (2) two business days after the last day of each term. Failure to comply will result in a fine of \$100 for replacement of the equipment.
4. Vehicles parked on campus must be in a marked space. Vehicles parked in fire lanes, loading zones or blocking aisles will be towed immediately at the owner's expense.
5. Johnson & Wales reserves the right to tow any vehicle from any university managed property at any time at the owner's expense.
6. The university is not responsible for any vehicle or its contents while it is parked on university managed property. Any vandalism, theft or other damage should be reported to Safety & Security for investigation.
7. Due to the limited amount of space there is no visitor parking available on campus. Any vehicle not meeting the above guidelines will be subject to ticketing, fines and towing at the owner's expense.
8. During special events on campus, weekends, holidays or sporting events, parking may be restricted and subject to an additional parking fee.
9. Failure to operate a vehicle with reasonable care can and will result in immediate revocation of parking privileges without a refund.
- 10. All vehicles on Johnson & Wales managed property are subject to search at any time.**

Check-In

Check-In is the mandatory university requirement that students must satisfy prior to enrollment. In order to be considered officially enrolled in classes at the start of each term, Check-In must be satisfied. Students who fail to fulfill these requirements will have holds placed on their accounts and will be prohibited from

entering class or changing their schedules. In some instances, schedules will be deleted and, if applicable, housing assignments will be removed.

Prior to each term's posted deadline for the term start requirements, all students must complete (or confirm completion of) the following requirements. Deadlines are available online at www.jwu.edu/sfs and are included in many e-mail communications.

All students must

1. Participate in course registration.
2. Contact Student Academic & Financial Services to review their invoices and payment arrangements.
 - a. Invoices are mailed beginning in May (for the fall term), October (for the winter term) and January (for the spring term); students must be registered for the winter, spring or summer term in order for an invoice to be generated for those terms.
 - b. Students are encouraged to contact Student Academic & Financial Services prior to course registration to streamline the process of completing the term start requirements.
3. Meet the Payment Deadline Requirement.

If applicable, students must also

4. Satisfy the Financial Aid Requirement.
5. Satisfy high school requirements (all new undergraduate students), B.S. requirements (all new graduate students), or master's requirements (all new postgraduate students) by submitting final, official documentation.
6. Satisfy the Health Services Requirement (all new students).
7. Satisfy the International Student Services Requirement.

PAYMENT DEADLINE REQUIREMENT

Prior to each term's deadline for completing the term start requirements, all students must establish (or confirm) an appropriate and approved payment plan with Student Academic & Financial Services. Failure to satisfy this requirement will result in immediate and permanent deletion of the student's schedule, and a Financial Hold will be placed on the student's account. In this instance, students will be permitted to register only when holds no longer exist on their record. Students who have not registered by a term's deadline for completing term start requirements will be required to complete their payment arrangements, as well as satisfy all other hold(s) if applicable, before being able to register for courses. Originally scheduled courses cannot be guaranteed.

Financial planning representatives are available in Student Academic & Financial Services to help students and families satisfy the Payment Deadline Requirement (visit www.jwu.edu/sfs/planners.htm for contact information). One, or a combination, of the following options constitutes an appropriate payment plan.

- Pay the entire annual balance due to Johnson & Wales University.
- Make a term payment in full to Johnson & Wales University.

- Pay the enrollment fee and the first month's payment to Tuition Management Systems (TMS), the university's monthly payment plan company.
- Apply for and receive approval for a loan that covers the entire annual balance due to Johnson & Wales University.
- Submit company authorization for tuition reimbursement.

FINANCIAL AID REQUIREMENT

In order to receive financial aid, students must first complete the FAFSA (Free Application for Federal Student Aid) with the U.S. Department of Education; and the completed FAFSA must then be on file with Student Academic & Financial Services. If selected for verification, all requested documentation (i.e. parents' federal tax returns, student's federal tax returns and verification worksheets) must be received in Student Academic & Financial Services by the posted term's deadline for completing term start requirements. Failure to satisfy this requirement will result in the placement of holds on the student's account and will prohibit the student from entering class or changing their schedule.

HEALTH SERVICES REQUIREMENT

Prior to the first term of studies, the university requires all new, full-time undergraduate students (residents and commuters), all international graduate students, and all culinary continuing education students to submit documentation verifying the following:

- Complete physical exam (signed by doctor) within the past year
- Two doses MMR (measles, mumps, rubella) vaccine (or titers if applicable)
- Tetanus-diphtheria booster within the last 10 years
- Negative tuberculosis test or chest X-ray within the last six months
- Signature of a parent (if under 18 years old)
- Three doses hepatitis B vaccine
- Completion of chicken pox vaccine series or proof of physician-diagnosed disease
- Immunizations that are strongly recommended but not required include meningitis and hepatitis A

Failure to satisfy this requirement will result in the placement of a Health Services Hold on the student's account and prohibit the student from entering class or changing their schedule.

INTERNATIONAL STUDENT SERVICES REQUIREMENT

Johnson & Wales University, in accordance with federal regulations, requires that all international students maintain current and complete documentation with International Student Services. Students should contact the office directly to verify that their records are complete. Failure to satisfy this requirement will result in the placement of an International Student Hold on the student's account and will prohibit the student from entering class or changing their schedule (see University Holds, page 23).

Complaints and Grievances

It is the intention of Johnson & Wales University to resolve concerns by faculty, students and staff quickly, informally and as close as possible to the point of origin. The grievance procedure is not intended to be a forum to challenge university policy, but rather a means by which an individual can seek a timely and fair review of their concerns.

Exempt from Johnson & Wales' internal grievance process are those areas for which there presently exists a complaint process or built-in review or appeal. Those exempt areas include, but are not limited to

1. Actions by the Dean of Students Office, including matters that have been referred to the University Student Conduct Review Process;
2. Actions relating to Student Academic & Financial Services and/or Financial Aid;
3. Actions by Residential Life concerning contract release; and
4. Actions by the Committee on Academic Standing.
5. Actions by a faculty or staff member which may constitute harassment or discrimination (which should be referred to the Compliance Officer or a Compliance Team member).

Outside of the exempt areas, the following procedures should be used for the resolution of academic and administrative issues.

ACADEMIC AND ADMINISTRATIVE COMPLAINTS

Step One

A student should first address the complaint orally with the faculty or staff member involved within five days of the incident. The faculty or staff member will consider the complaint and notify the student of his or her decision within a reasonable time, usually five days.

Step Two

If the complaint cannot be resolved at the previous level, the student should present the complaint, in writing, to the appropriate department chairperson or department director within five days of receipt of the faculty or staff member's decision. The department head will document his or her decision and provide a copy to the student, faculty or staff member, and dean/department chair of the appropriate school or college (in the case of an academic complaint) or the dean of students or executive director of operations (in the case of an administrative complaint) within a reasonable time, usually five days.

Step Three

If the complaint is still unresolved, the student may request a final review at the executive level by submitting a written request for review to the office of the vice president (if an academic complaint) or the office of the director of operations (if an administrative complaint) or their designees. The written request should set forth the reasons that the student is seeking a review of the earlier decision and, in particular, should specify if the student feels that relevant, new information has come to light since the decision was made, that the student's basic rights as a student were denied, or that the decision was unjust or inconsistent

with the circumstances of the incident. The request will be considered by the vice president or executive director of operations or his or her designee. The decision of the vice president or executive director of operations will be final and a written copy of the decision will be given to the student.

Expedited Review

If there is a legitimate need for an immediate or expedited review of an academic or administrative decision, then written complaints, requests for review and decisions may not be required.

Note: Retaliation against any individual who files a complaint or grievance or cooperates in the investigation of a complaint or grievance is also prohibited and should be reported promptly so that the university can take action against anyone who engages in retaliation.

Computer and Technology Use

All students are required to comply with the university's Computer and Technology Use Policy, which is accessible at www.jwu.edu/legal.

The university's Computer and Technology Use Policy prohibits students from uploading, downloading, posting, publishing, transmitting, retaining, reproducing, sharing or distributing in any way information, software, movies, music, books, articles or any other material which is protected by copyright or other proprietary right, without obtaining permission of the owner. Violation of this policy may result in the termination of the student's access to the Internet via the university's Internet system and student conduct review actions up to and including dismissal from the university.

In addition, students should be aware that unauthorized distribution of copyrighted material (e.g., songs, music and other materials), such as through peer-to-peer networks, may constitute copyright infringement and subject students to civil and criminal penalties. Copyright infringers could face statutory damages ranging from \$200 to \$150,000 for each work that is infringed as well as potential criminal penalties, including imprisonment in serious cases.

Please refer to the Computer and Technology Use Policy for a further description of prohibited activities regarding use of university technology resources.

Dress and Manners

You should dress neatly, appropriately and in good taste, and exhibit courtesy and dignified behavior at all times, especially when you are representing the university. These actions are also essential to a successful career. Various departments and/or programs may have specific dress codes or other requirements. You should familiarize yourself with any that apply to you.

Also, communication devices, such as cellular phones, pagers, etc., may not be used in the classrooms, libraries, computer labs, writing and academic support centers or any academic-related facility and must be turned off, set to vibrate or otherwise rendered inaudible.

Drug and Alcohol Policy

Johnson & Wales University prohibits the unlawful manufacture, distribution, dispensation, possession or use of narcotics, drugs, other controlled substances or alcohol at the workplace and in the educational setting. Possession or use of alcoholic beverages anywhere on university premises is prohibited except for lawful use at events, operations or programs sanctioned by university officials (see the Student Code of Conduct, which starts on page 91) and except that during the 2009-2010 academic year, residents of City View Towers at the Charlotte Campus who are age 21 or older who have signed a “Special Agreement for City View Towers Residents Ages 21 or Older” with the university may possess and use alcoholic beverages in their own apartments in accordance with the Special Agreement and applicable laws. Unlawful for these purposes means in violation of federal, state or local statutes, regulations or ordinances. Workplace is defined as either university premises or any place where university business is conducted away from university premises. Educational setting includes both university premises and approved educational sites off campus.

Possession or use of illegal drugs, narcotics or drug paraphernalia is absolutely forbidden. Johnson & Wales is not, and cannot be considered, a protector or sanctuary from the existing laws of the city, state and federal governments.

SANCTIONS

Disciplinary sanctions which may be imposed on a student found to be in violation of the above policy include, but are not limited to, reprimand, revocation of certain privileges, campus service, deferred suspension, fine or restitution for loss, suspension or dismissal from the university and/or university housing, and referral to alcohol education classes. The university also reserves the right to notify parents of violations.

ALCOHOL AND ITS EFFECTS

Alcohol abuse is defined as any drinking that harms or endangers the drinker or other people. It can be a single episode or a regular pattern. Alcohol consumption causes a number of marked changes in behavior. Thought processes are slowed as alcohol numbs and destroys brain cells.

SYMPTOMS OF DRUG ABUSE

The key is change. It is important to watch for any significant changes in physical appearance, personality, attitude or behavior. Behavior signs include a change in overall personality or attitude with no other identifiable cause; a general lack of motivation, energy, or self-esteem; sudden oversensitivity, temper tantrums, or resentful behavior, moodiness, irritability or nervousness.

POSSIBLE EFFECTS OF DRUG ABUSE

Narcotics (opium, morphine, heroin) may cause euphoria, drowsiness, respiratory distress and nausea. Depressants (barbiturates) may cause slurred speech, disorientation and drunken behavior without the odor of alcohol. Stimulants (cocaine, amphetamines) may cause increased alertness, increased blood pressure and pulse, insomnia and loss of appetite. Hallucinogens (LSD, mescaline) may cause illusions, hallucinations and

poor perception of time and distance. Cannabis (marijuana, hashish) may cause euphoria, relaxed inhibitions and disoriented behavior.

JWU'S SUBSTANCE ABUSE PREVENTION PROGRAM

Several programming initiatives and alternatives are available to help students examine their own behavior related to alcohol and other drugs (AOD).

- Health & Counseling Services provides an assessment of AOD usage for all students who seek counseling.
- Referrals to community resources are available for individuals with more long term or complex needs. A number of AA groups hold meetings close to campus and in the larger Charlotte community.
- The Student Conduct office also collaborates with Health & Counseling Services to provide educational and other resources for students with problematic drinking behavior.
- A number of programming initiatives take place each year as part of theme week and Residential Life programs. Events are held throughout the academic year and are open to any member of the university community who would like to be involved. Interested students should contact Residential Life at 980-598-1800.

STATE PENALTIES FOR DRUG AND ALCOHOL OFFENSES

Johnson & Wales University students are subject to state criminal prosecution and penalties for drug and alcohol offenses. These offenses include, but are not limited to, the following:

- Possession or delivery of marijuana, cocaine, heroin, LSD or PCP
- Possession of a needle and syringe
- Driving under the influence of alcohol and/or drugs
- Driving under the influence, death resulting

Criminal penalties for drug and alcohol offenses can include

- Mandatory drug or alcohol counseling
- Alcohol and/or drug treatment
- Driver retraining
- Suspension or loss of driver's license
- Community service
- Fines
- Imprisonment for various periods of time up to life imprisonment

Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. They are

1. The right to inspect and review the student's education records. Students should submit to Student Academic & Financial Services written requests that identify the record(s) they wish to inspect.

Student Academic & Financial Services will make arrangements for access and notify the student of the time and place where the records may be inspected.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask Johnson & Wales University to amend a record that they believe is inaccurate or misleading. They should write to Student Academic & Financial Services, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the university decides not to amend the record as requested by the student, the university will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the university in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the university has contracted as its agent to provide a service instead of using university employees or officials; a person serving on the Board of Trustees; or a student serving on an official committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the university to comply with the requirements of FERPA. The name and address of the office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, DC 20202-5901.

DIRECTORY INFORMATION PUBLIC NOTICE

At the discretion of the university and in conformity with FERPA, Johnson & Wales University has determined the following to be "directory information:" student name, address, telephone listing, e-mail address, photograph, date and place of birth, dates of attendance, grade level, enrollment status (e.g., undergraduate or graduate, full- or part-time), class schedules, participation in officially recognized activities and sports, weight and height of members of athletic teams, major, fields of study, degrees, honors and awards received, vehicle description and registration, and the most recent previous educational institution attended.

This information may be released by the university upon inquiry unless a student specifically requests in writing to the contrary. To withhold disclosure of any category of directory information under the Family Educational Rights and Privacy Act, a written request for nondisclosure must be received by Student Academic & Financial Services within two weeks after the first day of each term. Requests for nondisclosure will be honored by the university until the student submits written notice to Student Academic & Financial Services terminating the original request for nondisclosure.

Financial Obligations

Continuation as a student in good financial standing is conditional upon being current in all financial obligations to the university, including loans in which the university appears as a holder or guarantor. Diplomas will not be granted, nor transcripts released, and enrollment in future terms will be prohibited until a student's financial obligations have been deemed current.

Repaying loans helps establish favorable credit ratings that make it easier for students to buy homes, rent apartments, buy cars, obtain credit cards, get good jobs, further their educations, or open checking accounts. To see how much you have borrowed or for more information about your student loans, call Student Academic & Financial Services. Developing a budget that considers loan payments is highly recommended. Notify your loan holder and JWU if there are any changes to your address and/or phone number.

Firearms

Firearms and guns are strictly forbidden on university property or in any buildings or facilities owned, controlled or used by the university, except for licensed and authorized possession and use by federal, state and municipal law enforcement officials ("law enforcement officials") in the course of their official duties and except for firearms and guns of off-duty law enforcement officials that have been properly disarmed and secured in vehicles outside of university buildings.

Food and Beverages

In academic buildings, food and beverage consumption is limited to designated eating areas only. Under no circumstances are food and beverages to be consumed in classrooms or corridor areas. For policies related to JWU's dining facilities, see page 108.

Identification Cards

Official university student identification (ID) cards are issued to all students and must be carried at all times. Primarily serving as your official university ID, the card is part of our campus electronic security system and dining services meal plan.

All campus buildings are equipped with electronic card-access devices for security purposes. Your ID card enables you to gain access to all campus administrative and academic buildings by simply passing the card before the reader device located near the entrance door. Residential student ID cards will also be programmed for 24-hour access to the individual's assigned residence hall. Your ID card is also programmed with your meal plan for ease of transaction at a variety of campus dining service locations. Other uses of the ID card include purchasing tickets at the Office of Student Activities, and attending various campus-related events held both on and off campus.

Use of the issued university ID is restricted to the person to whom the card is issued, and whose photograph appears thereupon. Transferring your card to another person or using another person's card for any reason is strictly prohibited. Any violation of this card-use rule will be referred to the Office of Student

Conduct.

Once you receive your university ID, the following conditions shall apply:

- Immediately report a lost or stolen card to Campus Safety & Security
- Replacement ID cards must be obtained at Campus Safety & Security
- Lost or damaged ID cards will incur a \$15 replacement fee
- Students are only permitted one ID

All university-issued ID cards remain the property of Johnson & Wales University. Please call 980-598-1900 for more information.

Nondiscrimination Policy

Johnson & Wales University does not discriminate unlawfully on the basis of race, religion, color, national origin, age, sex, sexual orientation, gender identity or expression, or disability, in admission to, access to, treatment of, or employment in its programs and activities. (The term “sexual orientation” shall mean and be limited to having an orientation for or being identified as having an orientation for heterosexuality, bisexuality, or homosexuality. This Non-Discrimination Policy shall not be interpreted to prohibit Johnson & Wales University from maintaining separate facilities, sports teams, housing, university-based social fraternities and sororities, and other programs and facilities, for males and females, in accordance with the provisions of Section 16-38-1.1 of the General Laws of Rhode Island, as the same may be amended from time to time, or similar laws applicable in other states where the university conducts operations).

The following person has been designated to handle inquiries regarding the Non-discrimination Policy: Sandra Lawrence, university compliance officer, Johnson & Wales University, One Cookson Place, Providence, RI 02903, 401-598-1423.

Inquiries concerning the application of non-discrimination policies may also be referred to the appropriate governmental agencies listed below.

Regional Director, Office for Civil Rights, U.S. Department of Education, J.W. McCormack P.O.C.H., Room 701, 01-0061, Boston, MA 02109-4557

Rhode Island:

- Equal Employment Opportunity Commission, John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203 – 617-565-3200
- Rhode Island State Commission on Human Rights, 180 Westminster Street, 3rd Floor, Providence, RI 02903-3768 – 401-222-2661

Massachusetts:

- Equal Employment Opportunity Commission, John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203 – 617-565-3200

- Massachusetts Commission Against Discrimination, One Ashburton Place, 6th Floor, Room 601, Boston, MA 02108

Colorado:

- Equal Employment Opportunity Commission, 303 East 17th Avenue, Suite 510, Denver, CO 80203, 303-866-1300
- Colorado Civil Rights Division, 1560 Broadway, Suite 1050, Denver, CO 80202-5143, 303-894-2997

Florida:

- Equal Employment Opportunity Commission, One Biscayne Tower, 2 S. Biscayne Boulevard, Suite 2700, Miami, FL 33131 – 305-536-4491
- Florida Commission on Human Relations, 2009 Apalache Parkway, Suite 100, Tallahassee, FL 32301 – 850-488-7082

North Carolina:

- Equal Employment Opportunity Commission, 129 West Trade Street, Suite 400, Charlotte, NC 28202, 704-344-6682
- N.C. Human Relations Commission, 217 W. Jones Street, 4th Floor, Raleigh, NC 27603, 919-733-7996

Posting Policy

All posted advertisements for student clubs and organizations must be approved through the Office of Student Affairs/Activities or an individual designated by the Office of Student Affairs/Activities. Only active or petitioning recognized clubs/organizations may have items approved. All flyers must be reviewed for content by a designated staff member from the Office of Student Affairs/Activities. The Office of Student Affairs/Activities reserves the right to reject any flyer.

As a general rule, any material or flyer that is determined to be illegal, unethical, harassing, or targets an individual or group in a demeaning manner or promotes the use of alcohol, its consumption or sale, illegal drug use or hazing will not be approved. All flyers must bear the name of the sponsoring organization and will be stamped and numbered, if approved. All apartment listings must be approved through the appropriate campus-designated department.

Absolutely no materials (posters, flyers, pamphlets, newspapers, etc.) can be posted anywhere on our campus unless they meet the following criteria:

- Any materials hung in the hallways, on doors, walls or windows of any building and classroom, or on trees, telephone poles, etc. or other unauthorized areas, whether they carry the appropriate approval or not, will be immediately removed.
- Only authorized bulletin boards are to be used to display approved posters and flyers. There are a number of bulletin boards throughout the university campus that are reserved for the specific use of

one office or department. Students may not use these restricted bulletin boards for posting notices.

- Any requests to post a document within an enclosed board must be made through the administrator in charge of the building or floor.

All postings must have an end date when the information is no longer valid. This may often be the date of the event promoted on a flyer. However, if no specific event date is listed, an end date that eliminates the expectation that the flyer would be posted for an indefinite period must be included on the documents to be posted.

Sexual Assault Policy

Johnson & Wales University prohibits sexual assault, sexual battery, and other unlawful sexual activity, and offers programs aimed at the prevention of sexual offenses. These offenses are violations of state criminal law as well as the university's Student Code of Conduct.

In considering sex offenses, the university refers to the laws of Rhode Island, Florida, Colorado and North Carolina. While these laws are complex (containing a variety of technical definitions, distinctions between first- and second-degree offenses, situations constituting statutory rape, etc.), a summary of the basic elements of sexual assault, sexual battery and other serious sexual offenses in all four states would generally encompass the following:

- Nonconsensual or coerced
- Sexual activity
- For purposes of sexual arousal, gratification, or abuse

Nonconsensual sexual activity takes place when the victim does not or cannot (because the victim is mentally or physically disabled, incapacitated or impaired) give intelligent, knowing and voluntary consent. While consent can be expressed in a variety of ways through words, attitude or action, a failure to resist does not, in and of itself, signify consent. Coercion includes force or violence or the threat of force or violence against the victim or someone else, or any other means calculated to cause submission against the victim's will.

Sexual activity includes not only intercourse, but any penetration into a genital or anal opening of a victim with a body part or any object. It also includes other sexual contact such as being touched by or being forced to touch (with your hand or any other part of your body) another person's sex organs, breasts, groin, buttocks or anus (whether clothed or unclothed) or being touched in or around any of these places (whether clothed or unclothed) by another person. When any of these activities appears to be for the purposes of sexual arousal, gratification, or abuse on the part of one person and is nonconsensual or coerced on the part of the other person, it will constitute a sexual offense.

If there is reason to believe that Johnson & Wales University's regulations prohibiting sexual assault have been violated, either on or off campus, the administration may pursue disciplinary action through the university's conduct review process and/or through any other available procedures.

Johnson & Wales University strives to be supportive and accommodating for all victims of sexual assault. University representatives from a number of departments such as Residential Life (RLC.s, CM.s or R.A.s),

Campus Safety & Security, and Health & Counseling Services will make every effort to help in these ways:

1. We will meet with you privately at a place of your choice on campus to take a statement and explain your options.
2. We will make every effort to maintain confidentiality.
3. We will not prejudge you.
4. We will treat you and your particular situation with courtesy, sensitivity, dignity, understanding and professionalism.
5. If you feel more comfortable talking with either a female or a male counselor or representative, we will do our best to accommodate your request.
6. We will assist you in arranging for any hospital treatment or medical needs.
7. We can assist you in privately contacting counseling, Safety & Security, advising, and other available resources, both on campus and in the community.
8. We will fully investigate your report with respect and discretion.
9. We will continue to be available for you — to answer your questions, explain the systems and processes involved, and be willing listeners.
10. We will consider your report seriously, regardless of your gender or the gender of the alleged violator.

EDUCATION AND PREVENTION PROGRAMS

The Charlotte Campus maintains sexual assault education and prevention programs focused on risk reduction, sexual assault prevention and responses to sexual assault. Literature dealing with issues of sexual assault is available from Campus Safety & Security.

All residential life staff are trained to deal with issues of sexual assault. This training occurs both during the summer and during the school year and is augmented by additional information regarding sexual assault in the Resident Assistant Manual. Resident assistants help promote sexual assault prevention by participating in educational programs for students in their residence halls.

Education programs promote awareness of rape, acquaintance rape, and other forcible and nonforcible sex offenses. Johnson & Wales University takes a proactive stance to educate its student body regarding issues of sexual assault and methods of prevention. Students receive sexual assault education at various times.

STEPS TO FOLLOW IF A SEXUAL ASSAULT OCCURS

If you believe you are the victim of a sexual assault, you should take the following steps:

1. ***Go to a safe place.***
2. ***Tell someone.*** Your options include
 - Reporting the assault to Campus Safety & Security (980-598-1900) or a Residential Life staff member (such as your R.A., C.M., or R.L.C.) and/or
 - Reporting the assault to law enforcement authorities by dialing 911 or contacting the appropriate police

at the numbers listed under “Getting Help” below; and/or

- Contacting any of the other organizations or departments listed under “Getting Help” below; and/or
- If you choose not to report the assault, but to seek only counseling assistance, contacting Health & Counseling Services directly (980-598-1700) or, without disclosing any details of the incident, asking a Residential Life staff member or Safety & Security to contact the on-call counselor.

Johnson & Wales University strongly urges students to report sexual assaults to local police and Campus Safety & Security so that the university can take appropriate measures to provide help to the victim and prevent future assaults.

3. ***Seek medical attention immediately.*** Both male and female students can be victims of sexual assault.

Victims are encouraged to go to Carolinas Medical Center or the nearest hospital. (See hospitals listed under “Getting Help” below.) Medical attention is critical so that any injuries (including internal injuries) or infections which may have resulted from the assault can be treated. Getting an exam does not mean that you have to press charges; however, a medical exam will help to preserve evidence if you should choose to press charges at some point.

4. ***Preserve and record evidence, including the following:***

- Do not wash anything (including your hands, mouth and face).
- Do not wash or comb your hair.
- Do not shower, douche or change your clothes.
- Bring an extra set of clothes with you to the hospital.
- Record a description of the assailant (including type of clothing, race, age, height, weight, hair color, eye color, distinguishing marks, etc.) and
- Record where the assault occurred and the description and direction of travel of any vehicle involved.

5. ***You may seek assistance in changing existing academic and living situations after an alleged sexual assault incident.*** The university will make every effort to honor your request if such changes are reasonably available.

6. ***You may seek additional help, counseling, and assistance.*** People and organizations offering these services are listed under “Getting Help” below.

GETTING HELP

The single most important thing a sexual assault victim can do is tell someone — the police, a friend, a community-based rape crisis center, a counselor. Don’t isolate yourself, don’t feel guilty, don’t blame yourself and don’t just ignore it. Sexual assault, whether by a stranger or by someone you know, is a violation of your body and your trust. The organizations and departments listed below can provide or arrange for immediate support and response, including arrangements for emergency services, if needed; transportation to medical resources; contact with local authorities; information regarding criminal and civil proceedings and/or the university’s student conduct review procedures, as appropriate; advocacy services; referrals/advice about university and community counseling services; and assistance with personal safety concerns.

COMMUNITY HELP

Medical

Carolinas Medical Center, 1000 Blythe Blvd., Charlotte, NC 28204, 704-355-2000

Behavioral Health Center, CMC Randolph, 501 Billingsley Road, Charlotte, NC 28211, 704-358-2700

Presbyterian Hospital, 200 Hawthorne Lane, Charlotte, NC 28204, 704-384-4000

Police

Emergency: 911

City-County Police information, non-emergency, 704-353-1000

Sheriff, 704-336-2543

Community

Rape Crisis Center, 601 E. Fifth Street, Charlotte, NC 28202; Crisis line, 704-375-9900

On-Campus Help

Campus Safety & Security

24 Hours a Day, Cedar Hall South, 980-598-1900

Residential Life

Resident assistants and the residential life coordinators are available in each residence hall. Students should contact the front desk of their building to be directed to the appropriate staff member on duty.

Cedar Hall South – 980-598-1871; Cedar Hall North – 980-598-1851

Central office staff members are available 8:30 a.m. – 4:30 p.m.

Dean of Students

Cedar Hall South, 980-598-1830

Health & Counseling Services

Academic Center, second floor

Health Services, 980-598-1700

Clinical Services, 980-598-1710

Student Conduct

Cedar Hall South, 980-598-1820

Executive Offices

Academic Center, fifth floor, 980-598-1020

WHAT ACTION MAY BE TAKEN

1. *Criminal Prosecution:* If you choose to pursue criminal prosecution through the courts, the incident should be reported to the police. Campus personnel are available to assist you when notifying local or campus authorities. **Remember, a police report does not require a victim to prosecute.** The Rape Crisis Center provides services to help and inform victims of sexual violence when moving through the prosecution process.

2. *University Disciplinary Action:* A sexual assault is a violation of the university's Student Code of Conduct and reports of sexual assaults by students are addressed through the university's Student Conduct Review procedures. Any student who admits responsibility for, or is found responsible for, a sexual assault under the Student Code of Conduct will, at a minimum, receive a sanction of suspension, which may last until the victim graduates. To ensure fairness, sensitivity, and respect for the rights of the victim and the alleged violator, the following are applicable to student conduct proceedings involving sexual assaults:

- The victim has the right to a speedy hearing.
- The victim has the right to make a "victim impact statement" in addition to an incident report. This statement will be considered by the judicial body if the alleged violator is found responsible.
- Both the accuser and the accused are entitled to the same opportunities to have others present during a disciplinary proceeding.
- Both the accuser and the accused will be informed of the final determination of any disciplinary proceeding brought alleging a sex offense and any sanction imposed against the accused.

WHEN ANY ONE OF THE OPTIONS ABOVE IS PURSUED, YOU DO NOT FORFEIT YOUR RIGHT TO PURSUE THE REMAINING OPTIONS. Compliance with the items listed above does not constitute a violation of the Family Educational Rights and Privacy Act (20 U.S.C. 1232g).

Sexual Harassment

It is the goal of Johnson & Wales University to provide an educational and employment environment free from all forms of intimidation, hostility, offensive behavior, and discrimination, including sexual harassment. Sexual harassment is a violation of state and federal laws and university policy.

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when (1) submission to such conduct is made either explicitly or implicitly a term or condition of your employment or education at Johnson & Wales University, (2) submission to or rejection of such conduct is used as the basis for employment, academic, or other decisions affecting you, or (3) such conduct has the purpose or effect of unreasonably interfering with your work or academic performance or creating an intimidating, hostile, or offensive working or educational environment.

Sexual harassment includes the misuse of authority to emphasize the sexuality of an individual in a manner that prevents or impairs that individual's full enjoyment of employment or educational benefits, environment or opportunities. While sexual harassment may take the form of physical conduct, it may also appear in verbal or written derogatory or discriminatory statements that may affect recommendations, status, promotions, raises, or favorable work assignments for employees, or campus life, class assignments, grades, or recommendations for students.

Sexual harassment does not include behavior or occasional compliments of a socially acceptable nature. However, some behavior which is appropriate in a social setting may not be appropriate in the workplace or academic environment. It is not always easy to define precisely what conduct constitutes sexual harassment, however, examples of conduct which may constitute sexual harassment include:

- sexual teasing, joking, suggestive looks, or staring
- direct or implied threats that submission to sexual advances will be a condition of employment, promotion, grades, or letters of recommendation
- unwelcome touching of any nature, including patting, embracing, caressing, or pinching
- improper brushing against another's body, or "friendly" arms around the shoulders
- offers of money or other consideration for sexual activity
- repeated requests for dates despite being asked to stop
- suggestive sexual remarks or innuendos
- unauthorized entering of restrooms or other locations meant to be used exclusively by the opposite sex
- improper or unwelcome inquiries about someone's sexual or personal life
- overt or subtle pressure for sexual activity or direct or implied propositions of a sexual nature

Sexual harassment in any form is inappropriate and will not be tolerated at Johnson & Wales University. Such behavior or the tolerance of such behavior on the part of an administrator, supervisor, faculty member, or staff member, violates the policy of the university and may result in disciplinary action up to and including termination. Such behavior on the part of a student also violates the policy of the university and may result in student conduct review sanctions up to and including dismissal from the university.

WHAT SHOULD I DO IF I THINK I AM THE VICTIM OF OR IF I WITNESS SEXUAL HARASSMENT?

No one who believes they may have been sexually harassed is required to address the matter directly with the offending party. Occasionally, people may be able to resolve a potentially harassing situation by speaking with the offending party about the conduct that they find offensive and wish stopped. Informal discussions between parties will sometimes resolve the problem, however, the university strongly advises anyone who has a complaint of sexual harassment to report the incident if they are not comfortable complaining directly to the offending party or if the conduct continues.

Harassment by Employees: If you believe that you have been the subject of sexual harassment by an employee of the university (including administrators, faculty or staff members, or a student employee acting in the capacity of an employee), or by an outsider visiting or doing business on campus, you should promptly report the harassment to the University Compliance Officer, One Cookson Place, Sixth Floor, Providence, RI 02903, 401-598-1423, to any compliance team member listed below, or to any department head, dean, vice president, campus president, or university officer. Students who believe they are victims of sexual harassment may also report the incident to a Campus Safety & Security officer, residential life staff member, advisor or counselor, or any other trusted university employee. Any university employee who becomes aware of sexual harassment at the university, or to whom sexual harassment is reported, must immediately notify a compliance team member (see below) or the General Counsel.

Harassment by Students: Anyone who believes they have been the subject of sexual harassment by a student should report the harassment to a Campus Safety & Security officer, residential life staff member, department head, dean, compliance team member, or any vice president or campus president, who will refer the matter to the dean of students and the student conduct review office for investigation and resolution.

INVESTIGATION AND RESOLUTION

Once sexual harassment has been reported, the university will promptly begin an investigation to be headed up by a compliance team member or other appropriate person. Sexual harassment investigations by the university take into account the private nature of most sexual harassment incidents and the emotional and moral complexities surrounding such issues. All reasonable efforts are made to preserve confidentiality and to protect the rights of all parties, however, the university cannot guarantee confidentiality or anonymity if disclosure is necessary to resolve the situation or put an end to any harassing behavior. At the conclusion of the investigation, the university will take appropriate action, including providing remedies or sanctions that may be warranted in the circumstances up to and including termination or dismissal of the offending employee or student.

Sexual harassment is unlawful. Retaliation against an employee or student for filing a complaint of sexual harassment or for cooperating in an investigation of a complaint of sexual harassment is also unlawful and strictly prohibited by the university. Anyone found to have engaged in retaliation will be subject to immediate and serious disciplinary action up to and including termination or dismissal.

COMPLIANCE TEAM

Compliance team members are specially trained and authorized to conduct and resolve sexual harassment complaints. All complaints of sexual harassment by employees must be reported directly or indirectly to a compliance team member. In the event of a conflict of interest or other circumstances where reporting to a compliance team member would not be appropriate, reports of sexual harassment may be made to the university compliance officer (401-598-1423), the university director of human resources & payroll (401-598-1845), or the general counsel (401-598-2838).

Providence Campus:

Sandra Lawrence, university compliance officer

One Cookson Place, 6th Floor
401-598-1423

Vicki Bruno, administrator and liaison

The Yena Center, Third Floor
401-598-1749

Diane D'Ambra, vice president of human resources & payroll

Wales Hall, 4th Floor
401-598-1845

Paul McVety, dean of culinary academics

David Friedman Center, 2nd Floor
401-598-1775

North Miami Campus:

Larry Rice, vice president and dean of academic affairs

Academic Student Center, 1st Floor
305-892-7586

Ismare Monreal, dean of students

Academic Student Center, 5th Floor

305-892-7567

Barry R. Vogel, director of administration
Academic & Student Center, 5th floor
305-892-7042

Charlotte Campus:

Tracy Smith, human resources representative
Gateway Center, Suite 530
980-598-1006

Loree Heimbach, academic administrative coordinator
Academic Center, 5th Floor
980-598-1020

Joseph Campos, director of admissions
Gateway Center, Suite 175
980-598-1101

Denver Campus:

TBH, human resources representative
The Hospitality College, 2nd Floor
303-256-9306

Stephen Pyle, department chair and associate professor
The Hospitality College, 1st Floor
303-256-9351

STATE AND FEDERAL EMPLOYMENT DISCRIMINATION ENFORCEMENT AGENCIES

In addition to the Johnson & Wales policies and procedures regarding sexual harassment, if you believe you have been subjected to sexual harassment, you may contact the appropriate governmental agencies listed in the university's Nondiscrimination Policy (page 12).

Smoking

Smoking is strictly prohibited in all campus facilities. This includes, but is not limited to, common work areas, classrooms, conference and meeting rooms, private offices, elevators, hallways, stairs, restrooms, vehicles and all other enclosed facilities. There are designated smoke areas located outside facilities on campus and in surrounding business parks.

Student Rights

- Students have both the right of access to and the right to privacy of their educational records under certain conditions. Information regarding university policies on access to and release of student records is found in Family Educational Rights and Privacy Act, page 9.
- Students have the right to an academic and residential environment free from discrimination, harassment and assault in accordance with the university's Nondiscrimination and Sexual Harassment policies.

- Student groups have the general right to recommend campus speakers within limitations applied by the university.
- Students have the right to participate as members on several university committees. The Student Government Association maintains rosters of committee members, including student participants.

WHO CAN HELP?

Students who believe their rights have been violated by an employee of the university (including administrators, faculty or staff members, trustees or student employees) should contact the university's Compliance Office at 401-598-1423 or a member of the Campus Compliance Team (Page 18).

Any student who believes that their rights have been violated by another student should report the matter to the dean of students (980-598-1835) or another Student Affairs administrator, including

- Vice President for Student Affairs/Dean of Students Office, 980-598-1835
- Any residential life coordinator; or
- Any academic dean (for issues related to academics).

University Communications with Students

Johnson & Wales University is committed to providing communication that is timely and relevant to our students. The university will send communications by regular mail and/or via the university e-mail system, with the full expectation that students will receive and read them in a timely manner. Any correspondence sent by mail or university e-mail is deemed to be an official notification.

E-MAIL

The university e-mail system is considered to be the primary medium of formal communication with students. Accordingly, **each enrolled student is required to activate and then monitor their university e-mail account on a frequent and consistent basis.**

Students experiencing technical difficulties when accessing their university e-mail account must contact the university Help Desk for assistance.

STUDENT CONTACT INFORMATION

The university may also correspond with students by regular mail. In order for the university to communicate effectively and in a timely manner, including in emergency situations, all students are required to manage and update, via uconnect, their permanent and local/commuter mailing addresses and telephone contact information (including cell phone numbers) so that they are current at all times (Enter Secure Area > Personal Information > Update Addresses and Phones).

Each student is required to maintain an on-campus or local/commuter address **and** a permanent address. Depending upon the type of correspondence, individual university offices may choose to utilize any one of the student's listed addresses (preference is documented in each department's procedures). Upon graduation, a student's diploma will be mailed to the address provided by the student on the diploma application.

CONNECT-ED SYSTEM

This system is used in order for Johnson & Wales to quickly provide notice and accurate information and instructions to the entire university community during an unforeseen event or emergency. All students will be required to supply the university with a valid phone number, preferably a cell phone, so each student can be contacted in person, or a voicemail left, notifying of a course of action.

MAILING ADDRESS

A mailing address is classified as the preferred mailing address during enrollment. Most correspondence from the university will be sent to this address. If no mailing address exists on file, the permanent address will be utilized.

ON-CAMPUS OR LOCAL/COMMUTER ADDRESS (REQUIRED)

An on-campus or local/commuter address is classified as the address of residence during enrollment. Post office box addresses will not be accepted for this address. If no valid address of any type is supplied during the enrollment period, a “schedule hold” will be placed on the student’s account.

PERMANENT ADDRESS (REQUIRED)

A permanent address is classified as the student’s “home” address. If no valid address of any type is supplied during the enrollment period, a “schedule hold” will be placed on the student’s account.

WORK-STUDY AND STUDENT EMPLOYEES

Students who are employed by the university must also notify the Student Employment Office of any change in address.

WORK EXPERIENCE PROGRAMS ADDRESS

Any student participating in a Work Experience Program, such as an externship, cooperative education (co-op) or co-op abroad must provide the Experiential Education & Career Services Office with any change(s) in contact information.

INTERNATIONAL STUDENTS

The United States Citizenship and Immigration Services (USCIS) requires that all aliens residing in the United States report all changes of address to the USCIS within 10 days of any move that takes place within the United States by completing form AR-11 (also available in Student Academic & Financial Services). Post office box addresses will not be accepted in any address for international students.

University Holds

Holds are placed when students are not in compliance with university term start requirements or university policy. Students are advised to review holds in uconnect frequently, especially after each term’s deadline for completing term start requirements and before the start of each term (Enter Secure Area > Student Records > View Holds). Holds will **prevent a number of activities**, which may include

- entering class
- registering courses
- changing schedule (i.e. add/drop)
- accessing/releasing official transcripts
- receiving diploma
- graduation
- receiving a grade and academic credit

ACADEMIC PROGRESS WARNING HOLD

The Academic Progress Warning hold prevents course registration. This hold will be placed if the student is in danger of losing financial aid eligibility due to noncompliance with satisfactory academic progress requirements. This hold will be removed once the student has contacted and met with an academic counselor in Student Academic & Financial Services.

ACADEMIC STANDING HOLD

The Academic Standing Hold prevents course registration. This hold will be placed if the student failed to meet the requirements for good academic standing. This hold will be removed once the student has contacted and met with his or her assigned academic counselor in Student Academic Services.

COLLECTIONS HOLD

The Collections Hold prevents course registration, entrance to class, access to/release of transcripts, release of diploma, and enrollment verification. This hold will be placed if a student is no longer enrolled at the university and has an outstanding tuition balance with the university. A Collections Hold will be removed once the outstanding balance is paid in full.

COMPLIANCE HOLD

The Compliance Hold prevents access to Degree Audit. This hold will be placed when Student Academic & Financial Services is reviewing a student's Degree Audit for accuracy. This hold will be removed once Student Academic & Financial Services has completed its review.

ENTRANCE INTERVIEW HOLD

The Entrance Interview Hold prevents course registration and entrance to class. This hold will be placed if a first-time borrower for the Federal Stafford Loan program has not completed an entrance interview with Student Academic & Financial Services by the term's posted deadline for completing term start requirements. Entrance interviews can be completed online at www.webfinaid.com. An Entrance Interview Hold will be removed once the student has completed the entrance interview with Student Academic & Financial Services. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term.

FINANCIAL AID HOLD

The Financial Aid Hold prevents course registration and entrance to class. This hold will be placed if the Financial Aid area of Student Academic & Financial Services has requested documentation (e.g. parent taxes, student taxes, dependent verification worksheet, etc.) from a student and that documentation was not provided to the Financial Aid Office prior to the term's posted deadline for completing term start requirements. This hold will be removed once all requested documentation has been received by the Financial Aid area of Student Academic & Financial Services. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term.

FINANCIAL HOLD (FALL, WINTER, SPRING, SUMMER)

The Financial Hold prevents course registration (if this hold is placed, the student's schedule is deleted). This hold will be placed if the student has not established an acceptable payment plan with the university prior to each term's posted deadline for completing term start requirements. All payment plans must remain in good standing, prior to the deadline for completing term start requirements, in order to avoid a hold. This hold will be removed once a payment plan has been established and/or payments are up-to-date.

HEALTH SERVICES HOLD

The Health Services Hold prevents course registration and entrance to class. This hold is applied to the records of new and returning full-time undergraduate, international graduate and culinary continuing education students who have failed to comply with the university's medical documentation/immunization requirements. This hold is released only after ALL the requirements have been met. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the returning student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term. New students will not be allowed to enroll for the next term. In addition, this hold will be applied to the records of students who are approved for a campus transfer. This hold is released after all health services requirements of the new campus (destination campus) are satisfied. Students will have no more than one term to meet these requirements.

INTERNATIONAL STUDENT HOLD

The International Student Hold prevents course registration and entrance to class. This hold is applied by International Student Services to the records of any student who has not completed all required documentation, in accordance with federal regulations. This hold is released only after ALL documentation requirements have been met. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term.

JUDICIAL HOLD

The Judicial Hold prevents course registration, entrance to class and graduation. This hold is applied to

the records of students who have been suspended and/or dismissed from the university or have other outstanding obligations with the Office of Student Conduct. A Judicial Hold for suspended students will be released after the term of the suspension has expired upon notice from the Director of Student Conduct/Office of Student Conduct that the student has been approved for reinstatement. Judicial Holds for dismissed students will not be released. Judicial Holds for other outstanding obligations with the Office of Student Conduct will be released upon a student's fulfillment of any such obligations.

LIBRARY HOLD

The Library Hold prevents release of diploma. This hold will be placed if the student owes outstanding fees to the library. This hold will be removed when the student has paid all outstanding fees to the library.

LOAN DELINQUENT HOLD

The Loan Delinquent Hold prevents course registration, entrance to class, access to/release of transcripts, release of diploma, and enrollment verification. This hold will be placed if a student is delinquent or is in default with a Federal Perkins Loan or Johnson & Wales Achievement Loan. This hold will be removed once the loan is in good standing.

MEDICAL HOLD (A OR B)

Medical Hold A and Medical Hold B prevent course registration and entrance to class. This hold will be removed when the student has contacted the appropriate university office and satisfied requested requirements.

NC RESIDENCY APPLICATION HOLD

The NC Residency Application hold prevents course registration and entrance to class. This hold will be placed if a student at the Charlotte Campus has not submitted the NC Residency Application prior to the fall term (or the first term of attendance). This hold will be removed when the residency form is received.

OUTSTANDING BALANCE HOLD

The Outstanding Balance Hold prevents access to/release of transcripts, and release of diploma. This hold will be placed if a student carries a tuition balance after they have completed their associate degree and are continuing for their bachelor's degree. This hold will be removed when the balance is paid in full.

PERKINS LOAN MASTER PROMISSORY NOTE (MPN) HOLD

The Perkins Loan MPN Hold prevents course registration and entrance to class. This hold will be placed if a student was awarded a Perkins Loan and has not completed the Perkins Loan MPN prior to the term's deadline for completing term start requirements. This hold will be removed once Student Academic & Financial Services has received a completed Perkins Loan MPN. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term.

PREVIOUS BALANCE HOLD

The Previous Balance Hold prevents course registration and entrance to class. This hold will be placed if the student is delinquent and/or is not in compliance with the established payment plan with the university by the posted term deadline for completing term start requirements. All payment plans must remain in good standing in order to avoid a hold. This hold will be removed once the payment plan has been brought up-to-date.

SCHEDULE HOLD

The Schedule Hold prevents course registration. This hold will be assigned by Student Academic & Financial Services to students in the Pre-M.B.A., English as a Second Language, Exchange and Early Enrollment programs. This hold will be removed when the student has completed their program requirements.

A schedule hold will also be assigned to students who fail to maintain valid address information during the enrollment period.

STAFFORD LOAN MASTER PROMISSORY NOTE (MPN) HOLD

A Stafford Loan MPN Hold prevents course registration and entrance to class. This hold will be placed if a student was awarded a Federal Subsidized and/or Unsubsidized Stafford Loan and the student has not completed the Stafford Loan MPN prior to the term's posted deadline for completing term start requirements. This hold will be removed once Student Academic & Financial Services has received a completed Stafford Loan MPN. If this hold is not cleared by the end of the add/drop period (week 1 or 2, dependent on the student's schedule), the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the term.

VERIFY FINAL GRADES RECEIVED HOLD

The Verify Final Grades Received Hold prevents course registration. This hold will be placed if an undergraduate student has not provided the university with final, official documentation that verifies high school diploma completion; or a graduate student has not provided the university with final, official documentation that verifies B.S. degree completion; or a postgraduate student has not provided the university with final, official documentation that verifies master's degree completion. Acceptable forms of documentation for verifying high school diploma completion include a letter from an authorized high school administrator, a high school diploma recognized by their state department of education or a G.E.D. certificate (a diploma copy is not acceptable). This hold will be removed once the student has provided documentation to Student Academic & Financial Services or Admissions.

Withdrawal from a Course

A student who withdraws or who becomes withdrawn (i.e. due to noncompliance with attendance policies) from a registered course(s) after the add/drop period, remaining registered for at least one other

course, will be assigned (by the course instructor) a grade of WP (not available for graduate courses), WF (not available for graduate courses) or W in order to record attempted credits. Please note that a tuition credit will not be issued; full charges continue to be applied. Also, course withdrawals are not permitted during final exams. In compliance with federal regulations, Student Academic & Financial Services will report an enrollment update to the National Student Clearinghouse within 30 days of the withdrawal notification date, which is the date the student or instructor notifies Student Academic & Financial Services.

Students who decide to proceed with a course withdrawal must notify Student Academic & Financial Services in person or in writing (via JWU e-mail, fax or letter). All students are strongly encouraged to consult with their course instructor and to utilize available university resources, such as tutoring or study skills assistance, prior to withdrawal. It is the student's responsibility to consult with individual offices to address the impact withdrawal will have on their status.

As applicable, course withdrawal may jeopardize or impact

- Graduation date and academic progress
- Eligibility to remain in university housing
- Eligibility to participate in NCAA athletic events
- Financial aid eligibility and award
- Immigration status
- Veterans Administration benefits

Withdrawal from the University

Occasionally, students may consider not registering for a term/semester, or temporarily or permanently discontinuing enrollment. Students may return to the university to register for a future term/semester, but are subject to the university's Readmittance Policy. Upon withdrawal from the university or interruption of continuous enrollment, a student is expected to submit an immediate notification of withdrawal to Student Academic & Financial Services in person (or in writing via JWU e-mail, fax or letter). If a student fails or neglects to provide immediate notification, the date of withdrawal notification will be equal to the latest date in which an instructor reports the student has exceeded their absences and/or is no longer attending. Refunds, if applicable, are calculated using the date of withdrawal notification and in accordance with the Tuition & Fees Credit Policy, which applies to all types of withdrawals from the university, voluntary or involuntary.

In order to record attempted credits (including for purposes of determining satisfactory academic progress), a grade of W, WP (not available for graduate courses), or WF (not available for graduate courses) will be recorded by each course instructor for each withdrawn course; if mitigating circumstances prevail or for students withdrawing before a term's midpoint, grades of NC will be recorded. All students are strongly advised to consult with Student Academic & Financial Services, as well as individual offices, prior to the submission of their notice to address the impact of withdrawal or leave on their status.

- Consult with Student Academic & Financial Services to discuss the impact of withdrawal or leave on tuition charges and financial aid (including grants, scholarships, loans and outside awards), which may become impacted; if receiving financial aid, you are required to complete an "exit" interview.

- If residing in on-campus housing, contact Residential Life prior to the submission of your notice to discuss the impact on your housing status (note: students must vacate university housing within 24 hours of withdrawal, removing all personal belongings, returning keys and signing out at the front desk of their residence hall).
- When (or if) enrollment resumes, your graduation date and academic progress are affected; the university cannot guarantee when or if courses may be re-offered; withdrawal from a prerequisite course may impact future course registration, if scheduled, and may impact the sequencing of remaining requirements.
- If receiving veteran's benefits, you will be referred to the Veterans Administration.

LEAVE OF ABSENCE (LOA) POLICY

Under certain conditions, such as personal, illness or health, military service, employment, humanitarian or church service, family responsibilities, and financial obligations, students may request a leave of absence from the university. A leave of absence will allow the student's status to remain as "in school," making the student eligible for a deferment on student loans during the approved time while not actively registered with the university. The specific requirements by which the student agreed to abide at the time any financial aid was accepted, however, will remain in effect (approved students are advised to contact their lender(s) for repayment information and grace period expiration policy). Please note:

- Students considering a leave of absence must submit an application with Student Academic & Financial Services by no later than the day prior to the start of a term/semester, or lab segment (applications will be accepted at any time during the term as long as the student has not entered the segment for which the leave is being requested); Note: students who are non-U.S. citizens must contact the international student advisor, first, prior to pursuing a leave of absence.
- Requests (including required documentation) will be reviewed in a timely fashion and either approved or rejected by Student Academic & Financial Services.
- An approved leave may last for no more than one term/semester during an academic year; furthermore, students are not absolved from any other university policies by which they would ordinarily be bound.
- If the student does not return at the expiration of the approved leave of absence, the student will be considered withdrawn from all registration and the last date of the student's previous term/semester or lab segment attended will become the student's last date of attendance and the loan deferment will expire as of that date.

MEDICAL WITHDRAWAL

Students may apply for a voluntary Medical Withdrawal if they experience life situations, medical conditions, or psychological circumstances that significantly impair their ability to function successfully or safely as a member of the university community. This leave is intended only for serious medical or psychological conditions, which may involve hospitalizations, or other similar conditions or events. Documentation must be provided to certify the severity of the condition. In these instances, time away from the university for treatment and recovery can often restore functioning to a level that will enable a student to return to the university and be successful.

- Students considering a medical leave of absence for *health-related* conditions must submit an application to the director of Health & Counseling Services with requested documentation, which may be based on a written recommendation from a university health care provider or an appropriately qualified medical or mental health professional from the community.
- Students considering a medical leave of absence for *psychological* conditions must contact a clinical counselor in Health & Counseling Services for an assessment. A counselor will perform an evaluation and determine the appropriateness of the medical leave. Students who request this leave will do so voluntarily and in writing by signing an informed consent. Students will have to seek appropriate treatment locally or at home, and remain out of school for the remainder of the current term and the subsequent term.
- Requests (including required documentation) will be reviewed in a timely fashion and either approved or denied by the appropriate director(s).

If granted a medical leave, the university allows eligible undergraduate day and graduate students to continue enrollment in the JWU Student Health and Accident Insurance Plan for a maximum of one term; however, students must complete an enrollment application, available at our medical facilities, and pay separately the current premium for that term to the university's insurance agency. Based on the last-date-of-attendance notification date and in compliance with the Tuition & Fees Credit Policy, a credit for term/semester charges may be granted, but only for the term/semester in which the student returns; if such a credit is awarded, a student will be notified by Student Academic & Financial Services before their return to the university. Furthermore, if approved for a medical leave, the student will be notified of conditions that must be satisfied in order to return to the university. In addition to the university's Readmittance Policy, the university has a responsibility, both to the student and to the larger university community, to establish criteria regarding eligibility for re-enrollment.

- The criteria include, but are not limited to, compelling evidence that the condition that precipitated the need for the leave has been sufficiently treated and improved to the point where it will no longer adversely affect the student's safety and functioning.
- At any time, students who are out of school on a *health-related* medical leave may submit documentation that their issue has been sufficiently treated; this evidence will be evaluated by appropriate medical personnel to determine if the student is ready to return to the university.
- Students who are out of school on medical leaves for *psychological* conditions are required to have their community mental health professional(s) complete a report evaluating their readiness to return to the university. In addition, students must write a letter to the Health & Counseling director requesting reinstatement. This documentation must be submitted to the director of the Health & Counseling six weeks prior to the start of the term. The director will then review all documentation and determine student eligibility to return to the university.

IMPACT OF WITHDRAWAL

All students are strongly advised to consult with Student Academic & Financial Services, as well as individual offices, prior to the submission of their notice to address the impact of withdrawal on their status.

- Students receiving financial aid are required to complete an exit interview with Student Academic & Financial Services. All students are encouraged to consult with Student Academic & Financial Services to discuss the impact of withdrawal on tuition charges and financial aid; the financial aid award (including grants, scholarships, loans, and outside awards) for the current or subsequent terms may be affected.
- Students living in on-campus housing are required to contact Residential Life prior to the submission of their notice to discuss the impact of withdrawal on housing status. Students must vacate university housing within 24 hours of withdrawal, removing all personal belongings, returning keys and signing out at the front desk of their residence hall.
- Students who withdraw from the university *before the midterm* of any term will be allowed to withdraw without grade penalty, but will be subject to the Tuition & Fees Credit Policy. Students will receive a grade of No Credit (“NC”).
- Students who withdraw from the university *after midterm* will be assigned (by the course instructor) a grade of WP (not available for graduate courses) or WF (not available for graduate courses) in all enrolled courses except when mitigating circumstances prevail. A “W” is a failing grade and is permanently entered into the cumulative average. Withdrawal from the university during final exams is not permitted.
- Students receiving veteran’s benefits when they withdraw from the university and who incur all failing grades will be referred to the Veterans Administration.
- Students withdrawing for medical reasons must provide proper medical documentation to the Health & Counseling Services Office. Grade changes cannot be processed without this documentation.
- When (or if) enrollment resumes, graduation date and academic progress is impacted. The university cannot guarantee when or if courses may be re-offered. Withdrawal from a prerequisite course may impact future course registration, if scheduled, and may impact the sequencing of remaining requirements. In addition, students wishing to return for a future term/semester will be subject to the Readmittance Policy.

TUITION & FEES CREDIT POLICY

Term/semester charges are defined as tuition and, if applicable, room only, room and board, weekend meal plan, the general fee and orientation fee. Tuition is applicable to all students, including those on approved off-campus programs including co-ops, study abroad programs, internships and externships. The General Fee and Orientation Fee are nonrefundable, if applicable. To the extent that any charges due to the university remain unpaid, no refund check will be issued. No tuition or fees will be assessed for terms/semesters that the student does not register. Students who withdraw (or become withdrawn) from the university prior to the end of the academic year may have their financial aid adjusted. Institutional grants and scholarships will be reduced in proportion to any tuition credit received. Full-term eligibility for institutional loans will be credited to the student’s account to the extent that any charges are due the university. The distribution formula for the institutional refund to the Federal Student Financial Aid program shall be calculated according to federal regulations. Any refund due will be issued within 45 days after the date that the university was first notified of the withdrawal.

Date of withdrawal of all registration for undergraduate and graduate students	Credit for term charges (excluding the general fee and orientation fee, if applicable)
Prior to the date the term begins	100%
During the 1st and 2nd weeks of a term/semester	90%
During the 3rd and 4th weeks of a term/semester	50%
During the 5th and 6th weeks of a term/semester	25%
After the 6th week of a term/semester	0%

Date of withdrawal of all registration for post-graduate (doctoral) students	Credit for semester charges
On or prior to the date a semester begins	100%
After the date a semester begins and during the 1st and 2nd weeks of a semester	90%
During the 3rd and 4th weeks of a semester	50%
During the 5th, 6th, 7th, and 8th weeks of a semester	25%
After the 8th week of a semester	0%

RETURN OF TITLE IV FUNDS

When a student withdraws (or becomes withdrawn) during a payment period or period of enrollment, the amount of student financial assistance earned is determined by a specific formula. The unearned portion(s) is returned to the student financial assistance program(s). The amount of assistance earned is determined on a pro-rata basis. That is, if the student completed 30 percent of the payment period or period of enrollment, the student earns 30 percent of the assistance originally scheduled. Once the student has completed more than 60 percent of the payment period or period of enrollment, the student earns all the assistance to which he/she was originally entitled. If the student received excess funds that must be returned, Johnson & Wales University must return a portion of the excess equal to the lesser of the student's institutional charges multiplied by the unearned percentage of the student's funds, or the entire amount of the excess funds.

ALLOCATION OF REFUNDS

A refund owed to a student who received funds under any Title IV, HEA program will be returned to the Title IV, HEA programs from which the student received aid in the following order until the amounts received by the student from these programs are eliminated: the FFEL Unsubsidized Stafford Loan program, the Subsidized Stafford Loan program, the Federal Perkins Loan program, the Federal PLUS Loan program, the Federal Pell Grant program, the Academic Competitiveness program, the National SMART Grant program, the Federal SEOG program, all other sources of aid, any unpaid institutional.

Academic Policies

Academic Decisions

Students who wish to appeal an academic decision should seek the help of the following people, in the following order, when trying to resolve it.

1. Professor or instructor.
2. Department chairperson.
3. Academic dean of appropriate college or school (final appeal).

For more information, see the Complaints and Grievances section on page 6.

Academic Misconduct

If you are found responsible for cheating, plagiarizing or in any way compromising your academic integrity, you may be subject to both academic disciplinary action (including dismissal from class) and student conduct review action (up to and including dismissal from the university).

In addition, each member of the university community has the right and the responsibility to maintain an atmosphere conducive to effective learning. Consistent with this goal, faculty members may take academic disciplinary action against any student who unreasonably interferes with this atmosphere by disruptive or unacceptable behavior or other misconduct. To be actionable, such misconduct does not need to take place in the classroom, laboratory or practicum property; it can also take place outside of these areas if it seriously and adversely affects the ongoing learning and teaching process.

Sanctions for academic dishonesty or misconduct can include

- Grade adjustments, such as giving an “F” for the paper, project or exam involved, or for the course;
- Temporarily withdrawing the student from the class until outstanding issues are resolved;
- Withdrawing the student from the course, resulting in a punitive grade of “W”;
- Permanently prohibiting the student from taking any courses from the faculty member involved.

The foregoing list is not exhaustive and other types of sanctions may be appropriate in a particular case. Students may appeal the imposition of a sanction for academic dishonesty or misconduct to the department head and ultimately to the dean by following the procedure for academic complaints.

In many cases, academic dishonesty or other misconduct warranting academic disciplinary action will also be a violation of the Student Code of Conduct. The faculty member may also file an incident report under the university’s Student Conduct Review Process under which additional disciplinary action may be taken, up to and including dismissal from the university.

THE ALAN SHAWN FEINSTEIN GRADUATE SCHOOL AND THE
SCHOOL OF EDUCATION POLICIES (PROVIDENCE CAMPUS)

Students in the Alan Shawn Feinstein Graduate School and the School of Education are required to read

and sign the Graduate School Policy on Academic Dishonesty in each course. Penalties for violation will be in accordance with the signed policy.

Any student who is found to have engaged in academic dishonesty and is sanctioned by the faculty member may seek a review of that decision by requesting a hearing with the dean of the respective school within two weeks after the decision. The hearing will be conducted by the dean and attended by the student and faculty member. The dean will consider the evidence and statements of the student and the faculty member and will determine whether to uphold or modify the action taken by the faculty member. Modification of a decision may include either decreasing or increasing sanctions imposed by the faculty member. The decision of the dean will be final and not subject to further review. In addition to these procedures, the faculty member or the dean may, at any time, refer the matter to the Office of Student Conduct for disciplinary action under the Student Conduct procedures, which may result in additional sanctions up to and including dismissal from the university.

Academic Standards

UNDERGRADUATE ACADEMIC STANDING

The university expects all students, part time or full time, to meet minimum standards of academic achievement. Students are in good academic standing if they maintain a 2.00 or better cumulative grade point average, which is a graduation requirement. All freshman students begin in good academic standing.

The student will be placed on **academic probation** if his or her GPA is less than a 2.00, but higher than suspension standards. All students placed on probation will be counseled by their academic counselor and will be offered appropriate resources. While on probation, a student may matriculate at the university and is eligible for financial aid. Students may matriculate on probationary status for no more than three consecutive terms.

During the time of academic probation, the student's progress is monitored by the Committee on Academic Standing. This committee determines whether to impose academic suspension or permanent academic dismissal if academic achievement standards are not met. Students on probation who achieve a 2.00 or better GPA will return to good academic standing. Students on academic probation must meet with their academic counselor in order to register for courses. Web registration is not available to students on academic probation until they meet with an academic counselor.

Students will be placed on **suspension** if the student's GPA is below a 1.00 after the first term; if the student's GPA is below a 1.25 after the second term; if the student's GPA is below a 1.50 after the third term. The suspended student is not allowed to matriculate at the university and is expected to work on academic deficiencies. The student must petition the Committee on Academic Standing in order to reinstate and matriculate at the university. The student must provide documentation of academic improvement.

Suspended students, after one term of nonmatriculation, may appeal in writing to the Committee on Academic Standing. **Dismissed** students may appeal in writing to the Academic Appeals Committee. All letters should be received in Student Academic & Financial Services no later than six weeks after dismissal. **Committee decisions are final.**

Students who are reinstated into the university will be placed on "Academic Warning." These students

risk permanent dismissal from the university if they are unable to meet the academic guidelines. In addition, students are required to attend mandatory study skills strategies seminars and tutoring in the content area. Failure to complete this requirement will result in immediate dismissal.

ACADEMIC ACHIEVEMENT STANDARDS: UNDERGRADUATE (DAY)

Status	End of Term Outcome
1st term of enrollment (attempting 0–21 credits)	below 1.00 = suspension 1.00–1.99 = 1st term on probation 2.00 or higher = good standing
1st term on probation	below 1.00 = dismissal 1.00–1.25 = suspension 1.26–1.99 = 2nd term on probation 2.00 or higher = return to good standing
2nd consecutive term on probation	0–1.25 = dismissal 1.26–1.49 = suspension 1.50–1.99 = 3rd term on probation 2.00 or higher = return to good standing
3rd consecutive term on probation	0–1.50 = dismissal 1.51–1.99 = suspension 2.00 or higher = return to good standing

Attendance and Tardiness

The purpose of the university’s Attendance Policy is to help students develop a businesslike attitude toward their studies during their university experience and to maximize their educational opportunities. With appropriate planning, students should be able to observe religious holidays within the attendance policies.

All students are expected to attend each meeting of every class on time (and for the entire class meeting time) and report to class fully prepared with textbooks and other required materials. It is at the discretion of the course instructor whether or not late or unprepared students will be admitted to class and credited with attendance for that day. All absences, regardless of circumstances (including absences due to scheduling changes during the add/drop period or absences due to failure to satisfy term start requirements, i.e. holds), are recorded daily by the course instructor. Absences may also **jeopardize academic standing and enrollment status, which may impact financial aid, veteran’s benefits and athletic eligibility**. It is therefore imperative that students attend all class meetings or consult with course instructors if absences or tardiness are imminent.

Any instances of noncompliance with stated attendance requirements and/or any absences beyond published allowances are considered excessive and may/will result in withdrawal of the student from the

course by the instructor or reduction of a student's final grade by the course instructor. As a result, students may receive grades of "W," "WF" or "WP" (WF and WP not available in Graduate School). Students withdrawn from all courses will be withdrawn from the university and subject to the Withdrawal Policy (see Withdrawal from the University, page 28).

Students should not assume course or university withdrawal by not attending a course(s). **It is the student's responsibility to notify Student Academic & Financial Services of any courses that they are no longer attending, as well as intent to leave the university. Discontinuing attendance or notifying an instructor does not constitute an official course or university withdrawal.**

ADD/DROP PERIOD AND SCHEDULE CHANGES

The add/drop period is the time from the first day of the term to a course's attendance deadline (see chart on next page). Students wishing to add or drop courses (this includes changing a class time or instructor) before or during the add/drop period must complete their changes in uconnect (Enter Secure Area > Registration > Add/Drop Classes). Note: if the add/drop period has not ended but uconnect add/drop is no longer available, students must visit Student Academic & Financial Services for scheduling changes.

Schedule Change Acknowledgments

- A course may be dropped before or during the add/drop period without academic penalty, but financial aid and account charges may be impacted (schedule changes may impact financial aid and account charges; consult Student Academic & Financial Services as needed).
- In order to avoid academic and/or financial penalty, a course must be dropped by its attendance deadline (students must remain enrolled in at least one other course). Culinary/pastry laboratory segments that are not dropped by the second class meeting of the term's first segment will receive full charges unless a Leave of Absence is approved. For academic courses that start after the second week of the term, full charges continue to be applied if the course is not dropped prior to the third week of the term.
- Students who are not in attendance by the second class meeting for any culinary/pastry laboratory segment will be considered withdrawn from all remaining segments unless a Leave of Absence is approved (see page 29). Full charges continue to be applied for all remaining segments that are withdrawn. Refunds, if applicable, are calculated using the date of withdrawal notification and in accordance with the Tuition and Fees Credit Policy, which applies to all types of withdrawals from the university, voluntary or involuntary.
- A course may no longer be added if the add/drop period has ended.
- A course may no longer be added if it becomes or is already closed (a closed course has met its capacity and open seats are no longer available); students who drop a course risk the possibility of permanently losing their seat.
- All absences, including absences accrued during the add/drop period, are recorded by the course instructor.
- If the add/drop period has ended, then students must submit written notification or visit Student

Academic & Financial Services to process a course withdrawal; a withdrawal grade of “W,” “WF” or “WP” will be assigned by the course’s instructor (see Withdrawal from a Course, page 27).

Attendance Deadline	Applicable Credit Courses	Maximum Allowed Absences
1st class meeting	Courses less than 4.5 credits (that meet five weeks or less)	0
2nd class meeting	3.0 credit courses*	1
	4.5 credit courses (that meet one time a week, including FSM4061)	
	Courses less than 4.5 credits (that meet six weeks or more)	
	6.0 credit courses (that meet less than four times a week)	
	9.0 credit courses	
	All summer courses	
	All doctoral courses	
3rd class meeting	4.5 credit courses (that meet two or more times a week, unless noted)	2
	5.5 credit courses	
	6.0 credit courses (that meet four times a week)	
	All study abroad courses (consult with Study Abroad Office for any changes)	
	All co-ops (no allowable absences)	

*After a term begins, students enrolled in culinary/pastry laboratory segments are not permitted to withdraw from a segment prior to its start date unless a Leave of Absence is approved.

CO-OP, EXTERNSHIPS AND FOOD SERVICE LABORATORY COURSES

Attendance policies for co-ops, externships and certain food service laboratory courses (FSM2060 Food Preparation Management, FSM4060 Hospitality Operations Management, FSM4061 Advanced Food Service Operations Management) are more demanding than they are for other courses and will be outlined during orientation.

Attendance policies for co-op and externship are quite strict and intended to help the student transition

into the world of work. Students are expected to adhere to the attendance policy and term dates as outlined in the letter of acceptance or employer contract. Students cannot begin their co-op or externship after the first week of classes. Students are required to verify their attendance by a specified date. Students who do not confirm their attendance at the employer site or submit assignments in a timely manner will be considered absent and ultimately withdrawn.

ONLINE, HYBRID AND SELF-PACED COURSES

While online, hybrid and self-paced courses may not require regular in-class attendance, students are expected to meet stated due dates and/or meeting requirements as provided by the faculty member at the beginning of each course. In any self-paced or hybrid course, if a student misses three assignment due dates, three scheduled meetings with the course instructor, or any combination of the two, the student may be dropped from the course. In an online course, if a student misses three milestones on separate dates by the second Saturday of the course, the student may be dropped from the course. Throughout the remainder of the term, instructors for online courses may drop a student at their discretion if they determine that not enough milestones have been achieved.

COLLEGE OF BUSINESS, THE HOSPITALITY COLLEGE AND THE SCHOOL OF ARTS & SCIENCES

Day programs in the College of Business, The Hospitality College and the School of Arts & Sciences may allow additional absences (never to exceed a total of six hours of class time absences for the term) at the approved discretion of the course instructor only.

COLLEGE OF CULINARY ARTS

The culinary/baking & pastry arts laboratories are hands-on, skill-oriented learning experiences. The daily exercises in each laboratory include exposure to foods, equipment and procedures that are unique and not repeated. Since hands-on training requires consistent student presence in the classroom, the attendance policy for lab sessions requires maximum student participation. All absences, regardless of reason, are recorded and will affect the student's overall evaluation. The administration and faculty mandate that each student attend every class to maximize his or her educational opportunities. Any tardiness beyond 30 minutes for laboratory classes and 10 minutes for academic classes would be considered excessive and may result in punitive action taken by the course instructor. If a second tardiness occurs, class entrance will be determined at the discretion of the course instructor.

Students registered for a culinary or baking & pastry laboratory course rotation and who do not comply with attendance policies for any lab segment will be withdrawn from the university. The university has a **Leave of Absence Policy** intended for students with an extreme, short-term, personal problem (i.e. death in the family, short-term illness, etc.) that would prevent the student from entering a scheduled culinary/pastry laboratory course segment within a term and subsequently result in the student being withdrawn from the university.

EXTENUATING CIRCUMSTANCES

Faculty and administration recognize that a student may need to miss classes due to extenuating circumstances. Extenuating circumstances include those instances that are beyond a student's control, such as extended illness, court appearances or family tragedies. Even though absences may be caused by extenuating circumstances, a student may still be dropped from a class or the university due to absences.

If extenuating circumstances cause a student to be absent for more than the allotted absences for a class as defined by the appropriate college or school, the student should first contact the course instructor to discuss the effect of absences on the student's eligibility to continue in the courses. If necessary, contact an academic counselor in Student Academic & Financial Services. It is the student's responsibility to arrange to make up any work missed due to absences of any kind.

Change of Status

CHANGE OF PROGRAM, MAJOR OR CONCENTRATION

You may request a program change by completing a Change of Status Form with an academic counselor in Student Academic & Financial Services. Additionally, if you are completing an associate degree program and plan to continue at Johnson & Wales University for a bachelor's degree, you must also complete a Change of Status Form. If you are unsure of your choices, it is recommended that you meet with an academic counselor.

It is recommended that you change your program (or declare your bachelor's degree) as early as possible so that you may seek proper advice and facilitate new program registration. Approved changes will become effective for the subsequent term if requested after the add/drop period. Registering for courses in the new program is the student's responsibility. The ability to register for courses in the new program is not guaranteed and is subject to space availability.

Any change to a current program may delay graduation.

Please review the following information carefully regarding program changes:

1. Students are responsible for the curriculum listed in the catalog in effect when originally entering the university. At the discretion of the deans, department chairs and/or Student Academic & Financial Services, revised curricula may be implemented.
2. All courses from the previous program which apply to the new program will be counted toward course completion totals and will be calculated in the cumulative GPA.
3. If no relevant courses are available to transfer to the new program, the student must begin the new curriculum and a new maximum time frame and quantitative/qualitative criteria at interim evaluation points will be calculated.
4. Students on academic probation are not eligible to change their program without the approval of an academic counselor in Student Academic & Financial Services.
5. Students requesting a change into the following programs must follow the guidelines listed below:
 - Baking & Pastry Arts, Culinary Nutrition and International Hotel & Tourism Managementbachelor's degree programs: Students must complete a separate application and be accepted into the

program. (See admissions criteria in current catalog.)

6. Students may not request to change into a program that has been discontinued.
7. Courses that no longer apply to the new program will remain unused and be calculated in the cumulative GPA.
8. Certain programs may not be available every term.
19. An undergraduate extension student wishing to enroll in a degree program must first submit official documentation verifying high school completion and be accepted by Undergraduate Admissions.
10. Students enrolled in an A.S. degree program may not declare the certificate or diploma program in that same discipline.

Class Cancellations

INCLEMENT WEATHER

The following modes of communication are available and updated accordingly regarding class cancellations or delays:

- The Information Line is updated at 980-JWU-INFO (980-598-4636).
- A campus-wide email is drafted and released announcing any closure.
- Local network stations News 14 Carolina, WBTV 3 (CBS), WCNC 6 (NBC), WSOC 9 (ABC) and FOX 18 are contacted to post any closure, as well as 1110 WBT AM radio.

Please refrain from calling other numbers for information on cancellations or delays.

Class Schedule

Courses are offered in three terms. Occasionally, make-up classes are scheduled, due to holidays or other missed days, to meet minimum classroom hour requirements. It is possible that a course may not be rescheduled and the student will be responsible for all work as outlined in the syllabus. Students must print their schedule via uconnect (Enter Secure Area > Registration > Detail Schedule). Summer hours vary. Consult the summer term offerings on uconnect for class times.

BUSINESS, CULINARY, HOSPITALITY AND ARTS & SCIENCES

Day Academic Classes

Monday/Wednesday

7:30 - 9:25 a.m.

9:35 - 11:30 a.m.

11:40 a.m. - 1:35 p.m.

1:45 - 3:40 p.m.

3:50 - 5:45 p.m.

5:55 - 7:50 p.m.

7:30 - 10:20 a.m.

10:30 a.m. - 1:20 p.m.

1:45 - 4:35 p.m.

Tuesday/Thursday

7:30 - 9:25 a.m.

9:35 - 11:30 a.m.

11:40 a.m. - 1:35 p.m.

1:45 - 3:40 p.m.

3:50 - 5:45 p.m.

5:55 - 7:50 p.m.

7:30 - 10:20 a.m.

10:30 a.m. - 1:20 p.m.

1:45 - 4:35 p.m.

Friday

8:30 a.m. - 12:15 p.m.

12:30 p.m. - 4 p.m.

Note: Some courses may be scheduled at different times. Students should refer to their Detail Schedule in uconnect for specific meeting times once they have registered for courses.

COLLEGE OF CULINARY ARTS

Day Laboratory Classes

Culinary/pastry laboratory classes are offered in five sequential nine-day segments within a term. The daily time offerings of classes are as follows.

Time	Day(s)
7 a.m. - 1 p.m.	M–Th
1:45-7:45 p.m.	M–Th

SUMMER SESSION

In addition to the three terms in the regular school year, the university offers an optional summer term. Summer course offerings are limited and may not provide students with the opportunity to complete program requirements or to accelerate the completion of program requirements. Specific course offerings cannot be guaranteed. Please note that accelerating the completion of program requirements may negatively impact future enrollment (i.e. part-time enrollment during a term in the next academic year). Students are strongly advised to review course projections and to plan accordingly. When available, course offerings are searchable via uconnect.

Curriculum Modifications

In an effort to improve and modify curricula, certain course requirements may be changed. These changes in curriculum are not always reflected in the current issue of the university catalog. At the discretion of the deans, department chairs and/or Student Academic & Financial Services, the university will implement the revised curricula when deemed appropriate. A student's Degree Audit and Planner will reflect these changes. If you have any questions about these revisions or any other requirements, contact your dean and/or department chair.

Enrollment Verification

Most students may print their own enrollment verification letters conveniently and easily via uconnect (Enter Secure Area > Student Records > Print Enrollment Verification Letters). In order to use this enrollment verification service (provided by the National Student Clearinghouse), students must have a Social Security number on file. If you do not have a Social Security number on file with the university or you are an international student, please contact Student Academic & Financial Services to request an enrollment verification letter.

These enrollment verifications can be viewed or printed and then sent to student service providers (for example, health insurers) by you, all at no charge. You can also view deferments sent to lenders. The enrollment certificate will include all terms of enrollment.

A verification can only be generated after a term has started and the university has submitted enrollment/graduation data to the service. Please review dates when term information is available.

Enrollment Status (full-time vs. part-time course load)

fall term 2009: October 2

winter term 2009: January 8

spring term 2010: April 2

summer term 2010: June 25 and July 28

Graduation verification (major/degree)

fall term 2009: January 15

winter term 2009: April 16

spring term 2010: July 16

summer term 2010: September 24

NOTE: For the most current list of dates, go to www.jwu.edu/charlotte > Academic Services > Academic Records > Enrollment Verification

NATIONAL STUDENT CLEARINGHOUSE

Johnson & Wales University has authorized the National Student Clearinghouse to provide degree and enrollment verification. Potential employers or services providers are directed to verify a student's status through degree verification. The National Student Clearinghouse may be contacted by phone: 703-742-4200; fax: 703-742-4239; e-mail: service@studentclearinghouse.org; or mail: National Student Clearinghouse, 13454 Sunrise Valley Drive, Suite 300 Herndon, VA 20171.

The university began submitting data to the National Student Clearinghouse beginning September 1999.

Field Trips

On occasion, instructors arrange for field trips to be taken in connection with class work. Students are responsible for any class work missed. They will be marked absent for classes missed and should discuss with their instructors the effect this absence will have on their overall attendance record. On class or student activity trips representing Johnson & Wales University, students must arrange for a member of the faculty or staff to accompany the group.

Final Examination Schedule

All final exams are administered at the last class meeting. No student will be excused from a final exam in any course for any reason except for illness commitment; in this case, the policies of incomplete grades will apply.

Grade Appeals

Final grades are generally not appealable. In the case of clerical or mathematical errors in the calculation or recording of a grade, students have one calendar year from the term ending date in which they may appeal an official grade. This appeal must be addressed to the faculty member in writing. Any change to a student's final grade is only viewable by accessing the student's academic transcript or Degree Audit.

Grade Point Average (GPA)

A term GPA and a cumulative GPA are calculated for each term.

FORMULA

The formula for calculating the GPA is as follows:

1. $GPA = \text{Total Quality Points} / \text{Total GPA Hours}$
2. $GPA \text{ Hours} = \text{Course's Grade Quality Point Value} \times \text{Course's Credit Hours}$

(Note: GPA calculation does not use all grades.)

Course's Grade Quality Point Value = see grading system.

REPEATED COURSES

If a student chooses to repeat a course (when a grade other than W has been assigned) the highest grade earned will be calculated into the student's overall graduation GPA. However, both grades will appear on the academic transcript. Earlier attempts will be noted on the transcript as excluded from the cumulative GPA. Additionally, the repeated course will not count towards meeting an additional degree requirement.

Grade Reports

A student must be officially registered in a course in order for a grade to be issued. The university does not mail grade reports. All grades are available online via uconnect (Enter Secure Area > Student Records > Academic Transcript); all students have the convenience and security to access their grades online and print them at their discretion. Once grades are available (generally by the Thursday after final exam week), students are sent a notification to their JWU e-mail account. Grades are considered official and final only when listed on the academic transcript.

Grading System

UNDERGRADUATE ACADEMIC GRADING SYSTEM (SEPTEMBER 1985 TO PRESENT)

The grading system at the undergraduate level is as follows. Please note that not all grades are used by all colleges or schools. Grades followed by an "H" designate the course as an Honors option. All grades issued will appear on the academic transcript.

Grade	Range	Quality Point Value	Used in GPA
A+	95–100	4.00	Yes
A	90–94	4.00	Yes
B+	85–89	3.50	Yes
B	80–84	3.00	Yes
C+	75–79	2.50	Yes
C	70–74	2.00	Yes

D+	65–69	1.50	Yes
D	60–64	1.00	Yes
F	0–59	0.00	Yes
W	Withdrawal	0.00	Yes
WF	Withdrawal/Fail	0.00	Yes
WP	Withdrawal/Pass		No
I	Incomplete		No
NC	No Credit		No
NG	No Grade		No
GP	Grade Pending		No
AU	Audit		No
P	Proficiency		No
S	Satisfactory		No
PL	Prior Learning Assessment (after September 2000)		No
CX	Challenge Exam Credit		No
U	Unsatisfactory		No

UNDERGRADUATE PERFORMANCE TRANSCRIPT GRADING SYSTEM

Grading Scale

D Developing

V Validated

M Mastered

N Not Tested

Developing (D)

The student is in the process of meeting the university standard for demonstration of the competency.

Validated (V)

The student has met the university standard for demonstration of the competency.

Mastered (M)

The student has met the university standard for demonstration of the competency with distinction.

Not Tested (N)

Evaluation of the competency did not occur due to transfer credit, prior learning experience or other circumstances (i.e. the student withdrew from the class before testing occurred).

Skills Definition

Transferable (T): Skills and abilities that are core competencies for job performance and lifelong learning.

Transferable skills are soft skills associated with all disciplines.

Applied (A): Technical skills associated with specialized training within a specific discipline.

Certifications (C): Industry or institutions certifications achieved or completed by the student.

Honors Option (H): If a course was taken as an Honors Program requirement, the grade received will be followed by “H” (for example, AH, AH+).

Failure (F)

A Failure is issued if a student maintains required attendance but fails to achieve adequate scholastic progress. The grade is recorded permanently on the student’s academic record. Upon successful completion of the course at a later date, the cumulative average is adjusted to reflect only the passing grade. However, both grades will appear on the academic transcript. This system allows students to recover academically from poor terms and graduate within a reasonable amount of time.

Withdrawal (W), Withdrawal/Pass (WP), Withdrawal/Fail (WF)

In order to record attempted credits (including for purposes of determining satisfactory academic progress), a grade of W, WP, or WF is recorded when a student withdraws, or is withdrawn due to excessive absences, from a registered course after its add/drop period has ended. Students withdrawing from graduate and postgraduate level courses are eligible for a W grade only. A W is a punitive and failing grade issued at the instructor’s discretion, and is entered permanently into the term and cumulative grade point averages. In order to qualify for a WP, the student must have an estimated grade of 60 or higher at the time of withdrawal. This grade is not entered into the term and cumulative grade point averages. If the estimated grade is below 60, the student will be issued a WF, which is entered into the term and cumulative grade point averages as a failing grade until successful completion of the course at a later date.

Incomplete (I)

An Incomplete is issued to students if they are unable to complete course requirements (because of authorized absence due to service commitment or illness). Outstanding work must be completed within two weeks of the final exam class day or the grade will automatically become an “F,” and the grade will be included in the grade point average. For classes graded “S/U,” (Satisfactory/Unsatisfactory) an Incomplete (“I”) will change to a “U.”

No Credit (NC)

A nonpunitive designation issued to a student who has been authorized to withdraw from class or the university due to extenuating circumstances or who has withdrawn from the university prior to mid-term.

No Grade (NG)

No Grade is issued temporarily when there is no grade provided by the faculty member. Once a grade is submitted, the cumulative average and transcript will reflect only the new grade.

Grade Pending (GP)

A Grade Pending is issued as a temporary mark when the completion of course requirements is still underway. A Grade Pending is not calculated into the cumulative average and is generally used under extreme, extenuating circumstances. If a grade is not submitted to replace the GP within one year, it will automatically become an “F.”

Audit (AU)

An Audit occurs when no academic credit is granted. This grade is not calculated into the cumulative average. Students are not permitted to audit online courses.

Proficiency (P) (undergraduate only)

Proficiency credit is granted for achievement of multiple levels of skills in progression where the self-paced approach is in effect. This grade is not calculated into the cumulative average.

Prior Learning Assessment (PL) (undergraduate only)

Students may earn credits for the knowledge or skills they have mastered outside the classroom through volunteer work, employment, travel programs, organizations or other comparable sources.

Satisfactory/Unsatisfactory (S/U)

Used for designated courses throughout the university.

Challenge Exam Credit (CX) (undergraduate only)

Challenge Exam credit is granted for specifically designated courses upon successful completion of department challenge exams.

Graduation Requirements

A.S. AND B.S. (UNDERGRADUATE) DEGREE CANDIDATES

Graduation requires successful completion of a prescribed sequence of study and a minimum 2.00 grade point average. Students with a cumulative GPA below 2.00 will be in noncompliance with the criteria for good academic standing and may be subject to academic dismissal. Furthermore, as required by your program, all students must successfully complete community service-learning requirements, career management course sequences, and any and all requirements as indicated in your catalog (for example, culinary/pastry/hospitality students are required to take Food Safety and Sanitation Management and must pass a national certification exam recognized by the Conference for Food Protection to fulfill graduation requirements).

All associate-level degrees require the completion of a minimum of 90 quarter credits. All bachelor’s-level degrees require a minimum of an additional ninety (90) quarter credits, for a total of 180 quarter credits. While most major programs have variations that require slightly more quarter credits for completion, no program requires fewer than the 90/180 quarter credit minimum.

As a reminder, academic courses may be taken to fulfill one degree requirement only. Students may not use required bachelor's-level courses to satisfy associate-level elective requirements.

WRITING REQUIREMENT

Students who graduate with a bachelor of science degree must leave Johnson & Wales with effective writing skills. To help them meet this requirement, all students entering or transferring to the university are required to achieve a minimum score of “validated” in a Performance Transcript assessment prior to graduating with a bachelor of science degree. Depending on the major, these writing skills will be assessed at the completion of either ENG1021 Advanced Composition and Communication or ENG2010 Technical Writing. If a “validated” assessment is not achieved at this point, students must successfully complete ENG0001, a Performance Transcript Writing course and achieve a “validated” score. This, in effect, is a graduation writing requirement for all students pursuing a bachelor of science degree from JWU.

UNDERGRADUATE HONORS

The following undergraduate honors are issued upon graduation, based on individual grade point averages.

cum laude, 3.40–3.60

magna cum laude, 3.61–3.80

summa cum laude, 3.81–4.00

When determining honors status for publication purposes (i.e. commencement program, newspaper releases, etc.), the student's GPA **at the end of the winter term** of the current year is used for students completing their remaining course requirements in or following the spring term. A student's final GPA will be used to record graduating honors, as applicable on the student's diploma and academic transcript.

DIPLOMA APPLICATION

Each student is required to submit an online diploma application (Enter Secure Area of uconnect > Registration > Diploma Application) at least two to three terms prior to program completion. This application ensures that (1) your name is printed correctly on your diploma, (2) you receive it at the correct address, and (3) you are reviewed at the end of the correct term. Please note the following policies.

- Failure to submit an application may result in delayed graduation; name will be printed as listed in university records and the parent/guardian address on file will be used for mailing.
- Students completing a certificate program must complete a diploma application, but are reminded that they — as non-degree recipients — are not eligible to participate in commencement.
- In the event that degree requirements were not met, students are required to submit a new diploma application for the term in which they expect to complete the outstanding requirements; failure to submit a new application will result in delayed graduation.
- Before submitting your application (submission does not imply completion or attendance at commencement), use Degree Audit to review your requirements and confirm your expected degree

completion term.

- Submit an application two to three terms prior to your expected graduation term; submit one application for each expected degree (i.e. associate, bachelor's, master's).
- Generally, diplomas are issued 6–8 business weeks after degree completion. Only one diploma is issued per degree.
- Diplomas may be reissued when lost, stolen, or the graduate has an authorized name change. Completion of a Diploma Reissue Request Form is required (available online at www.jwu.edu; select Charlotte > Student Life > Academic Services > Forms); duplicate diplomas include a reissue date.
- Diplomas will be issued provided all financial obligations with the university have been met and there are no other holds or outstanding issues on the student's record (e.g. outstanding library fee); review holds frequently in uconnect.

ADDITIONAL GRADUATION OBLIGATIONS

In addition to submitting a diploma application, students must complete an Exit Interview with Student Academic & Financial Services during the last term of enrollment for mandatory student loan exit counseling. Completion of these steps does not imply degree completion or attendance at graduation ceremonies; visit the commencement Web site (www.jwu.edu/commencement) for information on graduation ceremonies.

Hand Washing and Handling of Food

Proper personal hygiene is essential to the prevention of food borne illness; therefore the university has adopted the following policy on the handling of food and hand washing. Every student and employee is required to adhere strictly to this policy.

PREVENTING CONTAMINATION FROM HANDS

Food employees and students may not touch ready-to-eat food with their bare hands. They must use utensils such as deli tissue, spatulas, tongs or single-use gloves.

SINGLE-USE GLOVES

Single-use gloves shall be used for only one task such as working with ready-to-eat food, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation. Hands must be washed prior to wearing gloves. Thorough hand washing is important in keeping gloves or other utensils from becoming vehicles for transferring microbes to food.

READY-TO-EAT FOOD

Food that is in a form that is edible without washing, cooking or additional preparation by the food establishment or the consumer and that is reasonably expected to be consumed in that form includes, but is not limited to the following:

- a. Unpackaged, potentially hazardous food that is cooked to the proper temperature and for the time

- required for the specific food;
- b. Raw, washed, cut fruits and vegetables;
- c. Whole, raw, fruits and vegetables that are presented for consumption without the need for further washing, such as at a buffet; and
- d. Other food presented for consumption for which further washing or cooking is not required and from which rinds, peels, husks or shells have been removed.

SPECIAL HAND WASH PROCEDURES

Food employees and students must wash their hands and exposed portions of their arms with a cleaning compound in a lavatory for at least 20 seconds and thoroughly rinse with clean water.

When to Wash

Before donning gloves for working with food, all employees and students shall clean their hands and exposed portions of their arms as indicated above at the following times:

- a. After touching bare human body parts other than clean hands and clean, exposed portions of arms;
- b. After using the restroom;
- c. After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating or drinking;
- d. After handling soiled equipment or utensils;
- e. Immediately before engaging in food preparation, including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles;
- f. During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks;
- g. When switching between working with raw foods and working with ready-to-eat foods; and
- h. After engaging in other activities that contaminate the hands.

Fingernails

All food handlers (employees and students) shall keep their fingernails trimmed, filed and maintained so the edges and surfaces are smooth and cleanable. Food employees are not allowed to have nail polish or false fingernails on their fingernails while working.

FOOD HANDLERS' REPORTING POLICY

To help reduce the risk of foodborne disease transmission, all students who prepare or handle food in the course of their studies or student employment must sign and abide by a food handlers reporting agreement. This agreement requires you to notify the person in charge of your food service site and university health services when you experience certain symptoms or have been diagnosed with or exposed to certain illnesses. The purpose of this reporting requirement is so that the university can take appropriate steps to reduce the risk of foodborne disease transmission. Failure to comply with the terms of the reporting agreement may not only jeopardize the health of people who consume food handled by you, but could also lead to legal action

and/or other action by the university and/or the state Department of Health or termination of your student or employment status. The reporting agreement requires students to immediately report to the person in charge of their food service site and to university health services immediately for any of the following:

Symptoms.

If you have any of the following symptoms

- Vomiting
- Diarrhea
- Jaundice
- Sore throat with fever

Lesions

If you have a lesion containing pus (such as a boil or infected wound) which is open or draining and is on

- Your hand or wrist (unless an impermeable cover such as a finger cot or stall protects the lesion and a single-use glove is worn over the impermeable cover),
- Exposed portions of your arms (unless the lesion is protected by an impermeable cover), or
- Other body parts (unless the lesion is covered by a dry, durable, tight-fitting bandage)

Typhoid Fever

If a health practitioner has diagnosed you with Typhoid Fever within the past three months and you did not receive antibiotic therapy.

Foodborne Diseases

If you have been

- Diagnosed by a health practitioner with an illness due to one of the following diseases, or
- Identified as the suspected source of an outbreak of one of the following diseases, or
- “Exposed” (see below) to one of the following diseases in the last 60 days
 - Norovirus,
 - Hepatitis A virus infection,
 - Shigellosis (*Shigella* spp.),
 - Typhoid Fever (*Salmonella* Typhi),
 - EHEC/STEC (Enterohemorrhagic or Shiga Toxin-Producing *E. coli* (*Escherichia coli*)),
 - *E.coli* (*Escherichia coli* 0157:H7),
 - *Entamoeba histolytica*,
 - *Campylobacter* spp.,
 - *Vibrio cholera* spp.,
 - *Cryptosporidium parvum*,

- Giardia lamblia,
- Hemolytic Uremic Syndrome,
- Salmonella spp. (non-typhi),
- Yersinia enterocolitica,
- Cyclospora cayetanensis, or
- Any other disease transmissible through food, including
 - Amebiasis
 - Diphtheria
 - Norwalk virus, Norwalk-like virus, or any other calicivirus, or
 - Shiga toxin-producing organisms

“Exposed” means:

- (a) You have consumed food prepared by a person who is ill or infected with the disease, or
- (b) You have consumed or prepared food implicated in a confirmed disease outbreak, or
- (c) Someone you live with has been diagnosed with an illness caused by the disease, or
- (d) You or anyone you live with has attended or worked in a setting where there is a confirmed disease outbreak.

Hat Policy

In any university class outside of the College of Culinary Arts, the instructor or department chairperson may, at his or her discretion, prohibit the wearing of hats.

In the College of Culinary Arts, while in full chef’s or dining room uniform, no hat or head covering other than a university-approved hairnet and chef’s hat is to be worn inside any academic or laboratory building. **These accessories, including baseball caps, nylons, scarves or ‘do-rags,’ are not part of the culinary uniform and, therefore, should not be worn. Leisure hats are not permitted in any academic classroom or laboratory at Johnson & Wales.**

Occupancy in Class

Occupancy in class is limited to faculty, officially registered students, aides authorized by the Center for Academic Support, and invited guests approved by the vice president of academic affairs or the dean of the respective school, college or campus. No grade will be issued to any student unauthorized in any course.

Outcomes Assessment

The definition of a well-educated college graduate will continue to evolve throughout this millennium. In accordance with our mission to empower students to succeed in today’s dynamic world, and to become contributing members of society, Johnson & Wales University integrates general education, professional skills and career-focused education.

JWU is committed to outcomes assessment. Faculty and students are therefore part of an ongoing effort

to determine and refine the effectiveness of instruction and learning. Names of individual students will not be used when reporting results.

Plagiarism

To plagiarize means to use reference sources without providing correct acknowledgements. Plagiarism is a form of academic dishonesty because when you plagiarize, you are using ideas or words created by another person and — because a citation has not been provided to your reader — you are not giving proper credit for the work done by the other person. Thus you are claiming that the words or ideas are your own. In essence, you are stealing from the original writer.

Plagiarism may take many forms: cheating, copying information directly without providing quotation marks, failing to cite sources, or citing sources incorrectly. **It does not matter whether you intended to plagiarize or whether the plagiarism occurred unintentionally — it still constitutes academic dishonesty. Ignorance of the rules of correct citation is not an acceptable excuse for plagiarism.** As members of the Johnson & Wales University community it is the responsibility of all students to clearly understand and abide by the rules.

PROCEDURES FOR PURSUING CHARGES OF PLAGIARISM

Undergraduate Classes

Plagiarism and other forms of academic dishonesty can subject a student to both academic discipline and disciplinary action under the university's Student Conduct Review Process, and may result in suspension or dismissal from Johnson & Wales University.

Graduate Classes (Providence Campus)

Plagiarism and other forms of academic dishonesty can subject a student to both academic discipline and disciplinary action under the university's Student Conduct Review Process, and may result in suspension or dismissal from Johnson & Wales University.

In order to avoid plagiarism and correctly cite source material, Graduate School students refer to the official citation guide of the Alan Shawn Feinstein Graduate School and the fifth edition of the Publication Manual of the American Psychological Association, or students meet with staff in the Professional Communications Center at the Graduate School to review their assignments.

If you have questions about the conventions of correct citation, please ask your instructor or any member of the Johnson & Wales graduate faculty. It is your responsibility to abide by these requirements.

Readmittance Policy

Students can enroll and leave during any term of an academic year. Students who are considering a withdrawal or break in enrollment should review the university's policies regarding Withdrawal from the University and Leave of Absence (page 29). Generally, a student whose break in attendance exceeds the timelines below must request readmittance in order to register and resume enrollment; otherwise, if the break

in attendance does not exceed the timeline, then the student simply needs to participate in course registration via uconnect (page 66).

Term in which studies are resumed:	Timeline (scenario):	Re-admittance Request
Fall term	Did not enroll for the preceding spring or summer terms	Required
	Enrolled for (or enrolled but withdrawn from) the preceding spring or summer terms	Not required; participate in course registration
Winter term	Did not enroll for the preceding fall term	Required
	Enrolled for (or enrolled but withdrew from) the preceding fall term	Not required; participate in course registration
Spring term	Did not enroll for the preceding fall or winter terms	Required
	Enrolled for (or enrolled but withdrew from) the preceding fall or winter terms	Not required; participate in course registration
Summer term	Did not enroll for a term in the academic year	Required
	Enrolled for (or enrolled but withdrew from) the preceding fall, winter or spring terms	Not required; participate in course registration

In order to submit a request for readmittance, students must complete a Readmittance Request form (available online at www.jwu.edu. Select Charlotte > Student Life > Academic Services > Returning to JWU. The request must be received at least four weeks prior to the requested term start date and must include

1. Name, address, e-mail, date of birth and student ID
2. Intended major and program (students may not request readmittance into a major or program that has been discontinued)
3. Desired date for readmittance

4. Students whose absence from the university was necessitated by reason of service in the U.S. Armed Forces, including the National Guard or Reserve, should note such information on their readmittance request. In certain circumstances, specified readmittance criteria may not apply in accordance with applicable law.

Readmittance requests are not guaranteed, are subject to space availability and must satisfy the additional criteria described below. Following a completed review, the student will receive notification regarding the request's status. Please allow up to five business days for processing.

If approved, the student will receive instructions regarding course registration as well as the presence of any holds, which must be cleared prior to being permitted to participate in course registration. Additionally, students approved for readmittance will be assessed the current tuition rate and are responsible for any changes to their program of study that may have occurred during their period of absence. If the break in enrollment exceeds one year or more, the student's program of study may follow the requirements as listed in the current year catalog and, due to progress and change in curriculum and industry requirements, undergraduate credits earned 10 years ago or longer and graduate credits earned three years ago or longer may have to be repeated.

ADDITIONAL READMITTANCE CRITERIA

- Any readmittance to the university is subject to the university's current admissions requirements.
- Students may not request readmittance into a major or program that has been discontinued.
- Undergraduate students with a current GPA below 2.00 and graduate students with a current GPA below 3.00 must be reviewed and approved by the Academic Review Committee (satisfactory academic progress guidelines must be met). Postgraduate (doctoral) students must receive approval from the Director of Doctoral Studies.
- Students seeking readmittance after academic suspension must include documentation in their request that indicates improvement in areas of deficiency. A decision will be determined by the Committee on Academic Standing.
- Readmittance after student conduct suspension must be reviewed and approved by the Dean of Students.
- Students seeking readmittance after a medical withdrawal must forward medical clearance to Health & Counseling Services.
- Students seeking readmittance after a director of Health & Counseling-approved medical leave must forward medical clearance to Health & Counseling Services.
- Undergraduate students requesting readmittance after attending another institution must meet residency requirements to be eligible for an undergraduate degree. Students must submit an official college transcript to Student Academic & Financial Services within the first term of their readmittance in order for the university to review transfer credit. Transfer credit will not be awarded to any student who took classes elsewhere during a period of disciplinary suspension from JWU.
- International students must be cleared and approved by the international student advisor.
- Students who previously earned their sanitation certificates at JWU must be reviewed by Student Academic & Financial Services. If award date is more than five years, the student will be required to

obtain recertification.

- Sanitation certificates earned elsewhere and submitted by a JWU student must comply with the R.I. state guidelines and have been issued within three years of the date of the readmittance request.
- Students must have submitted verification of high school completion and/or bachelor's degree completion (as applicable) in order to be approved for readmittance.

Sampling

Students in the College of Culinary Arts and The Hospitality College must sample liquids and solid foods as part of their education.

1. A sample is a minute quantity of a liquid or a solid to be examined and tasted for the purpose of learning through sensory evaluation.
2. Sampling may be done only with supervision and with appropriately sanitized utensils/glassware.
3. You must sample all food upon request. Sampled food does not have to be swallowed.

Exceptions will be made in cases of medical conditions (including food allergies) or religious ethics. In these cases, you must obtain an authorization from the Health Services Office or special needs advisor to present to your instructor.

Uniforms

The Charlotte Campus is strategically located in an urban corporate environment to provide students with opportunities to interact with business professionals and potential employers. Students are expected to model good personal hygiene and to wear appropriate attire while attending classes consistent with that which is expected of their corporate counterparts. For health reasons, among other reasons, culinary students, in particular, must adhere to high standards pertaining to hygiene, grooming, and uniform compliance.

The staff and faculty are charged with clarifying appropriate grooming and attire but, ultimately, it is the responsibility of the student to use good judgment in representing themselves and the university.

ACADEMIC CLASSES

Business Casual Dress (minimally) is required:

- During all class sessions or class related activities
- During the hours of 7 a.m. – 6 p.m. (Monday-Friday)
- During officially sanctioned university professional events

Business Casual Dress is NOT required:

- After 6 p.m. for student functions such as club meetings or activity attendance unless otherwise specified
- If student's sole purpose is to visit Health & Counseling Services

Business Casual examples for men:

- Long dress pants (khakis are approved)
- Dress shirts, shirts tucked in; sweaters

- Polo style shirts
- Sweatshirts **(JWU only. No exceptions)**
- Dress shoes and socks
- T-shirts worn under dress shirts shall be free of lettering, advertising or design
- A university-issued nametag must be worn while in the Academic Center or Gateway Center for class or university business

Business Casual examples women:

- Dress slacks, pantsuits, dresses or skirts (no more than two inches above the knees)
- Blouses or sweaters
- Sweatshirts **(JWU only. No exceptions)**
- Dress shoes
- A university-issued nametag must be worn while in the Academic Center or Gateway Center for class or university business

Examples of clothing that are NOT considered business casual:

- Hats and other head coverings, including scarves unless for religious purposes
- Sweatpants
- Blue jeans or other denim based clothing
- Sneakers or sandals, flip flops (anything that goes between the toes)
- Provocative clothing (**NOT allowed in Academic Center or Gateway Center at ANY time**)

Students in culinary labs will be required to be in full culinary uniform while in the Academic Center. A description of the culinary uniform requirements and answers to **Frequently Asked Questions** can be viewed online at www.jwu.edu/charlotte/policies.htm.

Students who are inappropriately dressed or not considered groomed will be dismissed from class and considered absent for the day. Such action may also result in judicial review.

COLLEGE OF CULINARY ARTS (LABORATORY CLASSES)

Students must report to laboratory classes in full uniform and remain in full uniform at all times until they leave the premises. **Students not in full uniform will be dismissed or not admitted into class.** Students must have their tool kit (standard university issue only) and curriculum books with them when reporting to a laboratory class. Book bags and backpacks are not allowed in laboratory classrooms.

Culinary Arts and Baking & Pastry Arts/Chef Uniform

- Black university-issued shoes, cleaned and polished
- White socks (plain—no ankle socks, stripes or emblems)
- Clean, pressed, and hemmed university-issued checked pants
- T-shirt (white, no lettering, design, or insignia)
- Clean and pressed university-issued chef's jacket

- University-issued chef's cap—all hair should be contained beneath hat, including bangs. Hair must be of natural/neutral color.
- University-issued apron
- University-issued side towel
- University- issued name tag
- University-approved hair net if hair touches collar; long hair must be worn beneath the chef's hat
- Thermometer (culinary only)
- No jewelry except for wedding band
- No makeup
- No fake nails, nail polish or long nails; nails must be kept short and clean
- No sweaters or coats

A Chef

- Respects and takes care of his or her uniform and tools.
- Stands erect, walks straight without hands in pockets in the kitchen.
- Avoids touching any part of his or her body while involved in food preparation.
- Washes his or her hands frequently, in hand sinks only.
- Wears a chef's uniform with pride, and therefore, commands the respect of everyone.
- Avoids the use of abusive language.
- Exercises self-discipline and instills the same in his or her personnel.

Storeroom/Meatcutting

When assigned to the storeroom area, students should not bring knife kits, book bags, backpacks, or any other type of carrying case. In the meatcutting area, students may wear a plain, white sweatshirt underneath their chef's jacket.

Dining Room/Beverage Service Uniform

- University-approved hair net
- Clean and pressed university-issued dining room shirt
- T-shirt (white, no lettering, design or insignia)
- Clean, pressed, university-issued black skirt or black dress slacks
- Black belt
- Black socks (or neutral stockings for women)
- Cleaned and shined university-issued black dress shoes
- University-issued name tag
- No make-up or jewelry except a wedding band
- No fake nails, nail polish or long nails; nails must be kept short and clean
- No sweaters or coats

While attending Dining Room class, students will be required to bring the following:

- Two ballpoint pens

- Small note pad
- Waiter's corkscrew (available in bookstore)
- Handkerchief
- Culinary Fundamentals textbook

Hats

Refer to the university's Hat Policy, page 51.

Name Tags

A name tag is part of the uniform and is included in the uniform package. If it is lost, students will be required to pay for a replacement. Name tags may be purchased at the Printing & Mailing Center.

Backpacks

Book bags, backpacks and/or other types of carrying cases are not permitted in culinary laboratory classes. Lockers are available for culinary/baking & pastry students. A female student may carry a small purse.

Grooming

- Students' hats must completely cover their hair. If this is not possible, students must first cover their hair with a hair net before wearing the hat. When students are assigned to areas where a hat is not required, hair must still be covered with a hair net, unless the student has a short haircut, i.e., the hair does not touch the collar. Beads and/or other ornaments are not permitted.
- Hair must be and remain neutral in color. Unnatural hair color (pink, blue, etc.) is not permitted.
- Short, straight mustaches are permissible (trimmed evenly at upper lip).
- Because a hair net cannot cover sideburns, they must be clipped short, 1" above the earlobes and straight.
- Fingernails must be kept short and immaculately clean at all times. Nail polish and/or fake nails are not allowed.
- Cuts, wounds, scratches or skin blemishes from the finger tips to the beginning of the forearm must be protected by soft, white cotton gloves or surgical rubber gloves, depending upon the type of work load in which the student is engaged—cotton gloves for behind the range; rubber gloves for cold preparation and warewashing. (See Hand Washing Policy and Handling of Food, page 48).
- All male students must be clean-shaven daily. No beards are allowed. In case of skin conditions, the student must provide proper medical documentation to the Health & Counseling Services Office as well as the dean of culinary education. The dean and/or his/her designee will determine a decision regarding acceptance to class. A person with a documented waiver must keep beard trimmed short and neat. When in food production areas, the beard must be contained with a beard guard.
- All hand and facial jewelry is to be removed by any student wearing his or her uniform before entering the Academic Center. Tongue piercing of any description is included in this requirement. Wedding rings shall be excluded from this requirement.
- Students may not use perfume or cologne.
- Clean and ironed uniforms are expected daily.
- Sweaters or coats may not be worn in classrooms or laboratories.

Laundry

Students are provided with permanent press chef uniforms. As part of the culinary education, students are responsible for their maintenance. Students should not go to work in the industry with their school uniform; buy one or two extra uniforms for this purpose. Aprons and side towels will be issued during registration.

THE HOSPITALITY COLLEGE

Hospitality students who are part of, or registered, in College of Culinary Arts labs, FSM 4060 and FSM 4061, must abide by the culinary arts uniforms and grooming rules.

Academic Information

Advanced Standing Program

Prospective day program students who possess advanced knowledge and skills in food-related areas may apply for the Culinary Arts or Baking & Pastry Arts Advanced Standing examination. The results of the examination are considered in addition to academic records and a letter of recommendation from a food-related employer and/or teacher when determining acceptance into the program.

It is generally recommended that Advanced Standing applicants have a minimum of two years of concentrated foods courses or three years of food-related work experience.

Students who are selected for this accelerated program are required to complete a 10-week summer program. Upon successful completion of the summer program, students attain sophomore standing in the fall.

Students must be accepted for admission to the university prior to applying for Advanced Standing.

Awards and Honors (Undergraduate)

Johnson & Wales University recognizes superior academic achievement and/or outstanding contributions in extracurricular activities.

DEAN'S LIST

Dean's list is calculated at the completion of each term. Students are eligible if they successfully complete at least 12.0 credits with a 3.40 or higher term GPA. Only original grades are used when calculating Dean's List status.

Students with the designated GPA receive the following honors upon graduation:

cum laude	3.40–3.60
magna cum laude	3.61–3.80
summa cum laude	3.81–4.00

Students who successfully complete the requirements of the Honors Program will have an Honors designation placed on their diplomas and transcript. (Consult the Honors Handbook for specifics.)

Special awards are presented each year to students who have made contributions to the university by their involvement in extracurricular activities in addition to maintaining high academic standards. These awards, which include the President's Trophy, the Founders' Trophy and the Trustees' Awards, are based on decisions made by an Awards Committee consisting of faculty and administration members. A Student Recognition Ceremony is held during the spring term to honor the recipients.

ACADEMIC HONOR SOCIETIES

Alpha Beta Kappa is a national honor society which recognizes superior student academic achievement, character and leadership. The society may also elect a limited number of faculty, staff and alumni.

Class

STUDENT CLASS LEVEL

The following criteria determine a student's class level based on quarter-credit hours earned.

Undergraduate

Freshman	0 to 40.49 credits
Sophomore	40.5 to 89.99 credits
Junior	90 to 130.49 credits
Senior	130.5 and higher

Commencement

Commencement is the most significant academic event for students and the entire university community. It is the culmination of years of hard work and personal and financial investment for students and families alike. These ceremonies celebrate the traditional observances that accompany one of the highest rewards of academic achievement.

The commencement Web site (www.jwu.edu/commencement) is the primary source for information on commencement ceremonies.

ELIGIBILITY CRITERIA

What qualifies a student to walk in the commencement ceremony? For participation in the May 2010 Commencement Ceremony and inclusion in the commencement program, students must fall into one of the following categories:

- (a) awarded degree in the fall 2009 or winter 2009 terms, or
- (b) as of March 19, enrolled in the spring 2010 term with a combination of at least 65 earned or in-progress (i.e. registered) quarter credits in an associate degree program, or
- (c) as of March 19, enrolled in the spring 2010 term with a combination of at least 155 earned or in-progress (i.e. registered) quarter credits in a bachelor's degree program.

When determining honors status for publication purposes (i.e. commencement program), the student's GPA at the end of the winter term of the current year is used for students completing their remaining course requirements in or following the spring term. A student's final GPA will be used to record graduating honors, as applicable on the student's diploma and academic transcript.

Note: Names that are printed in the commencement program should not be used as an indicator of program completion. Please review your Degree Audit and Planner to ensure that you have met all graduation requirements. Your graduation status will be reflected on your uconnect academic transcript.

Concentrations

Concentrations allow undergraduate students to pursue in-depth areas of study in which they have special interest or aptitude. The successful completion of a maximum of three concentrations will be recorded on the student's academic transcript when degrees have been awarded. Upon completion of a concentration, no form of honors or GPA is issued.

Students wishing to declare a concentration should review the current catalog for specific concentration information, and are advised to consult a department chair or academic counselor in Student Academic & Financial Services for further advising.

College of Business students transferring in one or more career electives and Hospitality College students transferring in three or more hospitality electives are exempt from this concentration requirement.

In order to enroll in a concentration, a Concentration Request form must be completed and submitted to Student Academic & Financial Services. Forms are available in Student Academic & Financial Services.

Specific concentrations are not guaranteed, and registering for concentration courses is solely the responsibility of the student. Independent studies are not allowed for electives or courses needed to fulfill concentration requirements.

Note: Not all concentrations are available to all majors. Transfer students must complete at least one course at Johnson & Wales to earn a concentration from the School of Arts & Sciences, College of Culinary Arts, or College of Business. Transfer students must complete two of the three concentration courses at Johnson & Wales to earn a Hospitality concentration.

Cooperative Education and Externship Programs

The externship/co-op for the associate programs will be assigned by Student Academic & Financial Services. Once a student's term has been assigned, it can not be changed. Please be aware:

- Students are responsible for completing all freshman requirements prior to the term assigned. If these requirements are not met, the Student Academic & Financial Services Office will reassign the externship term based on availability.
- Should a student withdraw from the university, upon reinstatement he/she will automatically be reassigned a term by Student Academic & Financial Services.
- Failure to satisfy the payment deadline requirement will result in immediate deletion of the student's schedule.

COOPERATIVE EDUCATION

Eligible students may apply for a selective Career Cooperative Education assignment through Experiential Education & Career Services. These assignments allow students to gain academic credit for a work experience within their chosen profession, to gain valuable knowledge about their profession and to develop a professional network within their industry. Upon completion of this term-long course, students will have a more global understanding of the demands and expectations of business and industry. Students from every college or school at the university are eligible to apply for the co-op program. Selection or assignment to

the co-op sites is competitive and only those students demonstrating the best fit are chosen by the co-op staff to represent the university.

To be eligible to apply for the domestic co-op program, students must maintain the appropriate cumulative grade point average during the entire pre-program application and employment process, maintain a clean record of behavior as defined by the Student Code of Conduct, must have completed all prerequisite course work, must have appropriate elective, co-op or practicum credit available in their degree audits and must have the sponsorship of a faculty advisor. In addition to the traditional eligibility requirements, students desiring co-op employment outside of the United States must maintain a 3.25 GPA.

The specific eligibility requirements for each program are:

Program	GPA	Credits	When Eligible	Apply When
College of Business	2.75	4.5, 9.0 or 13.5	120 credits completed	6 months prior
The Hospitality College	2.75	4.5, 9.0 or 13.5	120 credits completed	3 - 6 months prior
International Hospitality	3.25	13.5	120 credits completed	6 months prior
International Culinary/Pastry A.A.S.	3.25	13.5	All freshman requirements completed	6 months prior
Culinary/Pastry A.A.S.	2.75	13.5	All freshman requirements completed	3-6 months prior

College of Business and The Hospitality College

The senior-level program is open to all business and hospitality students who meet both academic and industry requirements. This is an elective-based program that allows students to use free electives and experiential education credits toward an off-campus work experience. The main objective of the program is to expose students to the various management styles and activities in such areas as marketing, sales, accounting, administration, legal, food service, hotel, and retail and to develop competencies in their areas of professional interest. In addition to performance evaluations, each student must complete a project for their host organization that focuses on addressing a problem, completing a task or implementing an event within the host organization. Each student solicits the support of a faculty advisor who maintains the academic rigor of the program.

Co-op for International Students

Due to immigration regulations, any international student who is enrolled in a curriculum program that does not include a cooperative work experience (co-op) will not be permitted to participate in co-op.

International students without a co-op listed in their curriculum who wish to partake in a co-op are advised to speak with the department chair of their college, an academic counselor in Student Academic & Financial Services, and/or an international student advisor to discuss options. Students will be advised to consider a new program of study that includes a co-op in its curriculum. All co-op assignments are subject to an application process and subsequent approval.

Culinary Arts and Baking & Pastry Arts Associate Degree Co-ops

As an alternative to externship, culinary and pastry arts degree students who meet eligibility criteria may apply for the Cooperative Education Program. Students are assigned a term by Student Academic & Financial Services. Students must have a minimum GPA of 2.75, completion of all freshmen coursework, and a clean campus judicial record in order to qualify. It is mandatory for all students to attend an information session prior to the term they have been slated for. Students who choose to do a co-op, but do not meet eligibility criteria will be placed in an externship for the term assigned. Students who do not complete their co-op for any reason cannot participate in another co-op experience.

International Culinary Arts and Baking & Pastry Arts Co-ops

Johnson & Wales University's International Culinary Co-op experience offers a select group of culinary and pastry students a practical, work-related, experiential training opportunity at host company sites chosen by the university. In addition to meeting specific college eligibility requirements, students interested in completing co-op in a targeted country must have conversational language skills, plus one year of practical experience in a full-service kitchen. The international co-op coordinator will discuss the steps needed for timely completion of the application process (six to nine months required). This is a highly competitive program for a select number of students. The criteria for selection is comparable to that of a domestic co-op, with the exception of a minimum cumulative grade point average of 3.25, plus one full year of practical work experience in a full-service commercial kitchen. This option is currently available for all terms.

EXTERNSHIP

The “learning by doing” philosophy of Johnson & Wales is incorporated in many of the programs of study through the Externship Program. This program is designed to provide students with a realistic overview and create an awareness of the realities of the industry they have selected. It also gives students the ability to put the theory learned in the classroom into real-life experiences and practice. Students participate in the program for one term during their sophomore year at one of the university approved sites. Students rotate through various departments at the externship site. Trained professionals and university faculty and staff instruct, monitor, and evaluate student progress. Rotations will dictate what time of day or night the student will spend on externship properties.

When choosing the externship/co-op term, please be aware:

- If a student is eligible for co-op and the application has been completed in the Experiential Education & Career Services Office, he/she will be required to attend an informational session and maintain a GPA of at least 2.75. If the student's GPA falls below 2.75, he/she will be scheduled for externship and is no longer eligible for co-op.

Culinary and Baking & Pastry

During their sophomore year, Culinary Arts and Baking & Pastry Arts students are scheduled for a term-long externship assignment at a university-approved food service site.

Fashion Merchandising & Retail Marketing

The Fashion Merchandising & Retail Marketing bachelor's degree program allows students to participate in a term-long (11 weeks) externship at university-approved retail facilities. During this externship, students will learn about all phases of retail store operations firsthand, including sales, merchandise presentation, catalog operations, inventory control, receiving and marketing, and buyer's clerical duties.

Hotel & Lodging Management

This bachelor degree combines hospitality management knowledge with specialized skill-based training in hotel operations. An integral component of the program is a term-long externship experience at a university-approved lodging establishment. During these 11 weeks, students receive practical, on-the-job experience in such areas as: front desk operations, night audit, reservations, and food and beverage operations.

Restaurant, Food & Beverage Management

The Restaurant Management bachelor degree program prepares students for entry-level management positions in the restaurant industry. Students develop skills and knowledge for assisting with the management of restaurants, hotel food & beverage operations, and non-commercial food operations.

Areas of focus within this degree program include food preparation, guest services, human resource management, administrative practices and industry procedures. Students culminate their experience by spending a term (11 weeks) in a food service management externship.

This program provides students with a unique combination of culinary skills and hospitality management knowledge. Students broaden their understanding of the industry through hands-on culinary classes in cuisine, baking & pastry, and dining room essentials, as well as academic studies in management, hospitality law, human resources & diversity leadership, and accounting. Students culminate their experience by spending a term (11 weeks) in a food service management externship.

Sports/Entertainment/Events Management (SEE)

The SEE bachelor's degree program offers a unique combination of academic courses with hands-on externship experience to provide the operations-based knowledge and skills needed to work in the exciting and expanding field of sports/entertainment. Students learn about the operations and management of public assembly facilities such as stadiums, arenas, performing arts centers, athletic venues, sports tracks, amphitheaters and convention centers. The program culminates in an exciting, term long (11 weeks), off-site externship under the direction of an industry professional that allows students to apply the event/operations management, sales/marketing, and revenue management skills they've learned.

Course Cancellation Policy

Student Academic & Financial Services reserves the right to limit, cancel or change classes in the term offerings at any time without notification to the student. Cancelled classes will be announced via student JWU e-mail messages. Student Academic & Financial Services will contact students affected by cancellations via their JWU e-mail account only. It is the student's responsibility to obtain cancellation information. It is also the student's responsibility to review and manage their course schedule. Students affected by course cancellations may adjust their course registration on uconnect as long as there are no holds preventing registration on their account.

Course Registration

It is recommended that students follow their Degree Audit and Planner when registering for courses. The Degree Audit and Planner is accessible via uconnect. It is the student's responsibility to ensure they register for all remaining degree requirements. Additionally, after registering for courses, students should review their Degree Audit and Planner to ensure that the registered courses are being used to satisfy degree requirements.

Students may access uconnect to register for courses based on their registration start date, which is determined by the number of credit hours completed. Registration start date is the day students begin to Web register courses for a term (not all students begin on the same day; as students earn credits, their registration day will be earlier each term). Registration start dates can be found online at www.jwu.edu. Select Charlotte > Student Life > Academic Services > Course Registration > Registration Dates. Students will not be able to participate in Web registration if holds have been placed on their account.

Students may register (and add/drop) classes beginning as early as 6 a.m. ET on their start date and as late as the end of the add/drop period. It is recommended that students not drop a course from their schedule until they can confirm availability in a different class since dropping a class may forfeit attendance in the current course. It is strongly recommended that students register as soon as possible to avoid class cancellations.

Students who fail or withdraw from a prerequisite course will be removed from the subsequent class requiring that prerequisite. Student Academic & Financial Services will contact affected students via their JWU e-mail account only.

Students should print their course schedules via uconnect 24 hours before classes begin.

COURSE AUDIT

A course audit allows a student to complete a course without affecting academic history; the academic work required in an audit situation is at the discretion of the course's instructor (laboratory, doctoral and online classes may not be audited). No credit is earned for an audited course, but it will be recorded on the academic transcript with a grade marker of AU (Audit). Subsequently, an audited course cannot satisfy program requirements. In the event of a course withdrawal, a grade marker of Withdrawal/Pass (WP) will be issued. Once a course is registered as audit, it cannot be changed to receive academic credit. Interested students must meet with an academic counselor in Student Academic & Financial Services to complete a Course Audit request form (note: prerequisite course requirements must be completed). Audited courses

require normal tuition fees, and must be registered by the end of the add/drop period.

UNDERGRADUATE AND CONTINUING EDUCATION

First-term day program students will be registered for courses by Student Academic & Financial Services. These students are then required to register themselves for courses after one term of enrollment.

Undergraduate day program students may not register for more than 21 quarter-credit hours. Students may not register for more than 13.5 credits in online courses in any given term. For programs requiring an externship or co-op experience, please refer to Cooperative Education and Externships on page 62 for registration guidelines.

ONLINE COURSES

Students may not register for more than 13.5 credits in online courses in any given term.

INTERNATIONAL STUDENTS

International students who are enrolled and in residence in the United States for the term must not exceed a maximum of 4.5 credits of online course credit as part of their full-time course load requirement (12 credits for undergraduates, 9 credits for graduate students). Students who enroll in excess of their full-time course load requirement can study the excess credit in online courses. Students who are on their term off (summer break) may take online courses with no limit.”

EXTENSION STUDENTS

Extension students are nonmatriculating (non-degree) students who are taking courses for professional reasons or personal enrichment. Nonmatriculating students may later choose to apply/enroll for a degree program and will be subject to the university’s current admissions requirements. Students should be aware that credits taken as a non-degree student may not be applicable to current program requirements.

Please note that extension students are not eligible to receive Federal Aid and are subject to the Tuition & Fees policy.

Undergraduate

Students may register for courses on a space-available basis without applying for degree status in a program. Students not meeting prerequisite requirements for a course should meet with an academic counselor in Student Academic & Financial Services to discuss waiving the prerequisite. Students wishing to enroll in a degree program must first submit official documentation verifying high school completion and be accepted by Undergraduate Admissions. If accepted into a degree program, the student is responsible for all courses prescribed in that program, regardless of previously waived prerequisites.

Courses at Other Institutions

UNDERGRADUATE COURSES

Enrolled students requesting to take courses elsewhere must submit a Request to Take Classes Elsewhere

form at www.jwu.edu. Select Charlotte > Student Life > Academic Services > Forms to obtain prior written approval from Student Academic & Financial Services.

The following requirements must be met.

1. The student must have an overall GPA above 2.25.*
2. No more than three courses are allowed during enrollment at the university.
3. The requested course(s) must not be in the major field.
4. The requested course(s) must not be one(s) previously taken by the student at the university and for which the student received a grade of “F,” “W,” “WF,” “I,” or “GP.”
5. The requested courses cannot be taken locally unless JWU does not expect to offer the class before the student’s anticipated graduation date.
6. A student will not be granted credit (transfer credit or otherwise) for any academic work done during the period of a disciplinary suspension.

For each approved course, students must receive a minimum grade of “C” (2.00 equivalent) in order for Johnson & Wales to award transfer credit; additionally, the approved course(s) must be completed within one year of permission being granted.

Accelerating the completion of program requirements may negatively impact future enrollment (i.e. part-time enrollment during a term in the next academic year); students are strongly advised to review course projections and to plan accordingly.

**Students, as always, are responsible for meeting the requirements of satisfactory academic progress.*

Note: Exceptions to criteria 1–4 will be made by the academic counseling team lead.

Degree Audit and Planner

This Web-based, convenient tool takes all of your major/program requirements (as described in the catalog) and

- helps you plan your present and future course scheduling
- tracks the requirements that you have completed and those that are remaining
- allows you to double check you are registering for the correct courses
- ensures you will graduate on time.

To access this essential tool: Enter Secure Area of uconnect > Registration > Degree Audit and Planner.

Full-time Status

Full-time status is determined on a term-by-term basis. Students should realize that in order to receive financial aid and to be eligible for athletics, they must maintain full-time status. Additionally, insurance companies and scholarship foundations frequently require students to maintain full-time status.

For students receiving veteran’s benefits, any change in status (i.e. course add/drop) will be reported to the Veterans Administration. In addition, if a student who is receiving veteran’s benefits receives a “WP,” “WF,” “W” or “NC” in a course, that course will not count toward full-time veteran’s status. If a student-athlete receives a grade of “W,” “WP,” or “NC” in a course that course will no longer count toward full-time

status for NCAA athletic eligibility.

UNDERGRADUATE

Full-time status for undergraduate students is a minimum of 12.0 credits each term; continuing education students must maintain a minimum of 6.0 credits each term for purposes of financial aid only. International students must schedule a minimum of 13.5 credits in order to be considered full time.

High School Documentation

It is the student's responsibility to provide verification of high school completion prior to or during their first term of enrollment. Acceptable forms of documentation include a letter from an authorized high school administrator, a high school diploma recognized by their state department of education or a G.E.D. certificate. Failure to provide verification of high school completion will result in a hold being placed on the student's account (see University Holds, page 23). This hold will prevent the student from registering courses or continuing enrollment.

Honors Program

Johnson & Wales developed this program for academically talented, undergraduate day students who desire a stimulating and challenging learning atmosphere. Eligible applicants must enter during the fall term of their freshman year and have

- Completed two college prep math courses and/or two college prep English courses.
- Maintained a "B" or better average.
- Achieved ACT/SAT scores above the national average or equivalent.
- Placed in the top 25% of class rank.

Selected students will take Honors courses such as Quantitative Analysis, Calculus I, Honors English Composition, Honors Communication Skills, Honors Economics and others, depending on their program of study.

Potential benefits include membership in various national honor societies, preference for on-campus interviews, tutorial positions, resident assistant positions, first-year housing and residence hall roommate assignments.

Additional honors courses are those courses carrying an H-option. SHARP-eligible applicants may also register for H-option courses. Please call or see Associate Professor Lisa Kendall at 980-598-3210 for information. Upon successful completion of the Honors Program, students will have an Honors designation placed on their diplomas and transcripts.

Repeat of Courses

Undergraduate students will be allowed no more than three attempts to successfully complete each course. Students who passed the course, but wish to improve their grade may repeat the course if it is available. The highest grade earned will be calculated into the grade point average.

REQUIRED COURSES

Students who fail a course after a second attempt will be assigned an Academic Standing Hold and placed on academic probation. Students who fail the same course after a third attempt may be academically dismissed.

Students who attempt the same course three times and earn a combination of “W,” “WF” and “F” grades will be assigned an Academic Standing Hold; these students may be subject to academic suspension if the course is not successfully completed during the next course offering.

APPEALS

Appeals regarding academic suspension or dismissal can be made to the Academic Appeals Committee after one term of nonmatriculation if extenuating circumstances exist. A student may appeal only once, and the decision of the committee is final.

CONCENTRATIONS

In programs of study that require a concentration, students will be given the following options in the event that they cannot successfully complete a concentration course requirement at the third attempt:

1. Make an alternate concentration course selection (if available) or
2. Select a new concentration to meet degree requirements.

COURSES NOT REQUIRED

If the attempted course is not a specific degree requirement, the student will be unable to attempt the course again. The student must then select an alternate course to meet degree requirements.

GRADUATION REQUIREMENTS

If the attempted course is a mandated graduation requirement such as career management courses or sanitation certification, then the student has nine terms to complete the course.

Residency Requirement

UNDERGRADUATE RESIDENCY REQUIREMENT

The undergraduate residency requirement refers to the number of courses and credits you must take at JWU, whether you are a transfer student or a JWU student acquiring an additional degree. The residency requirement for all students at Johnson & Wales pursuing an associate degree is a minimum of 31.5 quarter credit hours, half of which must be within the major field.

For students pursuing a bachelor’s degree, the minimum is 45 quarter credit hours, half of which must be within the major field.

Upon review, certain related professional studies courses and program electives may be considered when determining residency. Standardized testing credits are not considered when determining residency requirements.

ADDITIONAL DEGREES

Students may pursue one additional associate in science undergraduate degree by completing a Change of Status Form in consultation with an academic counselor in Student Academic & Financial Services. The additional degree must be in a program that has a minimum of 31.5 credits that are not in the student's primary major. (There must be a 31.5 credit difference between the two associate degrees.) Half of the credits must be within the major field of the additional associate degree. Classes in the additional associate degree may not be used as electives in the primary major if residency requirements have not been met.

Students may pursue one additional bachelor of science degree in a program that has a minimum of 45 credits that are not in their primary majors. (There must be a 45 credit difference between the two bachelor's degrees.) Half of the credits must be within the major field of the additional bachelor's degree. Classes in the additional bachelor's degree may not be used as electives in the primary major if residency requirements have not been met.

GRADUATE SCHOOL RESIDENCY REQUIREMENT (PROVIDENCE CAMPUS)

The residency requirement for all students pursuing a master's degree is a minimum of 45 quarter credit hours. Any student who received a master's degree from Johnson & Wales University may apply for admittance to another master's program at the university. Up to two courses from the first master's degree may be transferred into the second degree, if applicable. Students must meet the entrance requirements for the prospective program to gain admittance, and be in good academic and financial standing. Due to the overlap in core curriculum, students who complete an M.B.A. at the university are not eligible to complete a second M.B.A. at Johnson & Wales University.

POSTGRADUATE (DOCTORAL) RESIDENCY REQUIREMENT

The residency requirement for students pursuing a doctorate degree is 60 semester hours. Only one doctorate degree is allowed.

Special Honors and Rewards Program (SHARP)

This is an honors program designed for qualified full-time undergraduate students in a day program who wish to accelerate their program to complete degree requirements in less than the normally required time. This is accomplished by increasing the student's course load each term as scheduling permits. Participation in the SHARP program can result in savings of time and expenses for eligible students. Day program students accepted into SHARP may register up to 25.0 credits during the fall, winter and spring terms with no additional fees. Interested students must complete a SHARP application, returning the completed form to Student Academic & Financial Services.

The following students are eligible for SHARP.

1. Incoming freshmen who are honors graduates of approved secondary schools, have been elected to their state or national honor society, or have maintained a minimum GPA of 3.00.
2. New transfer students who maintained full-time enrollment at a previous institution and each term earned a cumulative GPA equivalent to Dean's List status for that institution.

3. Students at Johnson & Wales University who have maintained full-time enrollment and a 3.40 cumulative GPA at the end of each term.

Note: The only exception to this policy is the first term of enrollment, during which the cumulative GPA may be less than 3.40.

If a student does not exercise this option, SHARP eligibility may continue provided that the student maintains continuous full-time matriculation while maintaining a cumulative 3.40 GPA after all terms. The benefits provided by SHARP are not applicable during the summer sessions, during full-time practicum or internship terms, for independent studies, or for an additional culinary/pastry laboratory class. Preferred scheduling and graduation acceleration are not guaranteed.

Failure to maintain a cumulative GPA of 3.40 or better after each term will cause the student to become permanently ineligible for the benefits provided by SHARP. Student Academic & Financial Services will only notify a student of their withdrawal from the SHARP program via his or her JWU e-mail account, and it is the student's responsibility to drop extra credits, if registered, to avoid incurring additional charges.

Students registering more than 21 credits in the summer term will be charged in accordance with the Tuition & Fees Policy.

Standardized Testing and Prior Learning Assessment

It is recommended that students intending to apply for the following examinations or portfolio assessment do so in consultation with a counselor in the Center for Academic Support.

Standardized Testing and Prior Learning Assessment brochures listing examination and seminar dates, application deadlines and qualified courses may be obtained from the Center for Academic Support.

Applications for standardized examinations and portfolios are available at the Center for Academic Support. After applying and being determined eligible, you will be notified of the time and location of your test or seminar via your JWU student e-mail account.

PLACEMENT TESTS

(noncredit – no fees)

These tests are administered for placement purposes only to all new students, including transfer students, upon entrance. In situations where two or more levels of a subject are required for graduation, the student's academic career in this subject begins at the level determined by the placement test. This is particularly true when a student has previous academic experience in a subject. Placement tests are currently administered to determine math and foreign language placement.

For a student placing out of all required levels of a foreign language, departmental policy and recommendation will determine if a Departmental Challenge Examination is in order for credit.

PORTFOLIO ASSESSMENT

(for credit – with fees)

Students may earn credits for the knowledge or skills they have mastered outside the classroom through volunteer work, employment, travel programs, organizations or other comparable sources.

To apply for a Portfolio Assessment, students must meet the university's residency requirements (Page 72) and complete the Portfolio Development noncredit seminar. This seminar will meet for three two-hour sessions. Students must discuss this option with a counselor in the Center for Academic Support before they are eligible to enroll.

The seminar assists students with the development of a portfolio that describes and documents how the learning took place. The completed portfolio is submitted to the appropriate department designee for review. The assessor will review the portfolio and either validate the student's learning by awarding college credits, request additional information, or deny the request for credits. Portfolios will not be returned to the students; they become property of the university.

Once the seminar is completed, eligible students, in consultation with a counselor in the Center for Academic Support, may submit additional portfolios. Refer to the Standardized Testing and Prior Learning Assessment brochure, available at the Center for Academic Support.

CLEP EXAMINATION

(for credit – with fees)

The College-Level Examination Program of the College Board is a series of widely accepted national examinations in various subjects. The American Council on Education's recommended score is required to earn credit. JWU subject equivalencies are determined by each department for each exam. These exams are treated as transfer credit for entering students, or from one JWU college or school to another. Students may take up to one exam per test session. Consult the CLEP application or the Standardized Testing and Prior Learning Assessment brochure, available in the Center for Academic Support for required fees, policies and examination information.

CREDIT BY EXAMINATION – DEPARTMENTAL CHALLENGE EXAMINATION

(for credit – with fees)

Departmental exams may be taken for specifically designated courses within a department. Because of previous academic and/or work experience, all matriculating students may request such an exam when they feel they have completed the requirements of a specific JWU course. Some testing options require specific criteria in order to take tests. Refer to the Standardized Testing and Prior Learning Assessment brochure for criteria, as well as annual examination schedules with examination dates, application deadlines and fees. The brochure is available in the Center for Academic Support.

In all cases, the academic department determines policy as it relates to the testing options for each course in the department. Several options may be available to students, and it is recommended that students seek the advice of a counselor in the Center for Academic Support.

POLICIES FOR CHALLENGE, CLEP AND PORTFOLIO ASSESSMENT

1. Portfolio Assessment and Challenge Examinations cannot be repeated if failed and may not be substituted for a class previously taken or one where a Withdrawal (W) or Withdrawal/Fail (WF) grade has been issued.

2. Portfolio Assessment, Challenge or CLEP Examinations may not be substituted for a class previously taken or a class in which the student is presently scheduled.
3. All standardized exams/portfolio credits must fall within the residency requirements for each degree.
4. Seminar, application and processing fees are nonrefundable.
5. The university recognizes up to a maximum of 45 quarter credits earned through Standardized Testing and Prior Learning Assessment.
6. Students must present a valid picture ID when testing.

After being determined eligible to test or enroll in a seminar, students will be notified via their JWU student e-mail accounts of the time and location of their test or seminar. The Standardized Testing and Prior Learning Assessment brochure listing course options may be obtained from the Center for Academic Support. For additional policies/information for Portfolio, Challenge and CLEP options, refer to the brochure.

FOR MORE INFORMATION

If you need more information about Johnson & Wales University's Standardized Testing and Prior Learning Assessment programs, please call the Center for Academic Support at 980-598-1500.

Transcripts

A transcript is a representation of a student's entire academic record while at Johnson & Wales University. In accordance with the Family Educational Rights and Privacy Act (FERPA), a transcript may be released only upon written request of the student. The university does not charge a fee for transcripts; however, transcripts will not be released if a student is not current in all financial obligations to the university. Within three business days of receipt of an authorized request (see below), official transcripts will be printed on official paper and then placed in sealed envelopes issued directly to the student or authorized designee. A maximum of 20 official transcripts may be requested per year. Transcripts are not official if faxed. The university employs two types of transcripts.

ACADEMIC TRANSCRIPT

The academic transcript reflects a student's unabridged academic history at the institution; this includes all letter grades.

Printing and ordering

- To view or print an academic transcript (unofficial): Enter Secure Area of uconnect > Student Records > Academic Transcript.
- To order an official academic transcript: Enter Secure Area of uconnect > Student Records > Request a Transcript.
- If you do not have access to uconnect or intend to pick up your transcript in person, complete a transcript request (available online at www.jwu.edu; select Charlotte > Student Life > Academic Services > Forms) and return it to Student Academic & Financial Services by mail or fax.

PERFORMANCE TRANSCRIPT

The performance transcript, unique to Johnson & Wales University, identifies the practical skills associated with a student's academic course work; skills are graded as developing, validated, mastered, or not tested. Beginning with students who entered the Providence Campus in 2000 (and other campuses in 2002), the performance transcript evaluates industry-specific and general workplace skills employers consider valuable. A listing of each course's assessed performance transcript skills and descriptions is available online at www.jwu.edu; select Providence > Student Life > Academic Services > Academic Records > Transcripts.

Printing and ordering

- To print a performance transcript (unofficial), you must use a self-serve terminal/kiosk located in Student Academic & Financial Services.
- To order an official performance transcript, complete a transcript request and return it to Student Academic & Financial Services by mail or fax.

Transfer Students

The university's policy is to help each incoming student transfer the maximum number of applicable credits, minimizing course repetition and ensuring appropriate academic placement.

Credit is generally granted on a course-by-course basis for subjects taken with similar content, level and duration to courses in the intended major. Due to the JWU "upside-down" curriculum, associate degree holders from other institutions may be granted credit for courses from the third and fourth years of their intended bachelor's degree program, while being required to take some first- and second-year courses.

Students may be required to enroll in additional courses to meet the specific requirements or prerequisites of the four-year program of their choice.

Students must submit all official college transcripts from each college attended prior to Johnson & Wales University. Transcripts must be in English (you are responsible for providing official translations, if needed) and should be received 60 days prior to your start date at the university. Official secondary school records must also be sent to Admissions. Undergraduate credits earned at JWU or other institutions more than 10 years ago may not be accepted. Credit is usually granted for courses with a grade of "C" or better (with a numeric value of 2.00) at another accredited institution.

Students are encouraged to schedule an appointment with the transfer advisor prior to their enrollment to discuss their transfer credit allowance. Early in the first term, students should meet with an academic counselor as well to review their curriculum requirements and sequencing of classes. Students registering for a class in which they have transfer credits must submit a written request to the Transfer Advisor to have their transfer credits removed. Upon completion of the course, the grade earned will be included on the student's academic record and transfer credit will not be considered again for the course.

TRANSFER CREDIT

Transfer students will receive pending credit for course work completed at another college or university during the first term of attendance only, at which time the student is responsible for furnishing proof that

such course work has been successfully completed by submitting official college transcripts.

If official transcripts, course descriptions or other requested material are not received within the designated period of time, pending transfer credit will be forfeited. Credit earned in developmental, remedial and refresher courses is nontransferable. Continuing Education Units (C.E.U.s) are also nontransferable.

Graduate School (Providence Campus)

A candidate for a master's degree may petition to receive a maximum of 9.0 quarter credit hours of transfer credit for graduate-level courses taken at approved colleges prior to initial enrollment in the Graduate School. To receive transfer credit, the courses must cover content in the Johnson & Wales University program and must be approved by the director of graduate admissions under the guidance of the dean. The student must have earned a grade of "B" or better in the course(s). Transfer credits must be taken prior to initial matriculation in Johnson & Wales University's Alan Shawn Feinstein Graduate School. Credits earned at JWU or another institution more than three years prior to enrollment in the Graduate School at Johnson & Wales University are not transferable. Once enrolled in the Johnson & Wales University graduate program, a student may not take courses elsewhere and apply them for transfer credit, except in extenuating circumstances and when permission is granted by the Dean's Office.

Please note that it is the student's responsibility to provide the university with official transcripts and sufficient evidence of course content, for example: textbooks, syllabi, class lecture notes and exams. Official translation of documents, if necessary, must also be provided by the student.

Transfer Within the University

It is possible, for varying reasons, to transfer from one program to another, or from one Johnson & Wales campus to another. The following conditions apply:

- You must consult with an academic counselor in Student Academic & Financial Services if you are interested in transferring. Not all programs of study are available at each campus.
- Financial obligations at the originating campus must be satisfied to be eligible for transfer. You should consult with a financial planner in Student Academic & Financial Services to determine eligibility.
- Campus transfers must also be approved by the Dean of Students, and students with less than a 2.00 GPA must be approved by an academic counselor in Student Academic & Financial Services.
- Campus transfers cannot be guaranteed and are subject to class availability.
- It is the student's responsibility to address housing concerns and proper dress codes at their new campus.
- It is the student's responsibility to Web register for courses at their new campus. Students are required to follow the curriculum required for their major based on their new campus catalog requirements as reflected on their Degree Audit.
- Students must have submitted verification of high school completion to be eligible for transfer.
- Students are required to comply with the medical documentation/immunization requirements of their new campus. A Health Services Hold will be placed on the student's account until the proper documentation has been submitted. Students will have no more than one term to meet these requirements.

Tuition & Fees

Tuition is applicable to all students, including those on approved off-campus programs including co-ops, term abroad programs and externships. Students enrolled in courses in excess of a normal full-time schedule will be assessed an additional tuition charge. For purposes of tuition billing and financial aid eligibility, full-time status is determined on a term basis and consists of 12 to 21 quarter credit hours per term. Students carrying more than 21 quarter credit hours will be charged for each quarter credit over 21. Students are fee assessed tuition upon course registration each term. Summer is also considered a term. Other fees will also be applied each term, i.e. general fee and if applicable, room and board, and weekend meal plan.

Veterans

Veterans must obtain from the Veterans Administration a certificate of eligibility for education and training, approved for the exact program of study, and submit it to Student Academic & Financial Services.

Student Affairs

ATHLETICS

The events and activities offered by the Department of Athletics cover four major program areas:

- Athletics
- Intramural Sports
- Sport Clubs
- Fitness

ATHLETICS

There are currently four athletic teams at the Charlotte Campus: men's basketball, women's basketball, men's soccer and women's volleyball. These teams compete at the club level with plans to eventually convert to varsity status within the National Association of Intercollegiate Athletics (NAIA). To progress to that level, teams on the Charlotte Campus currently compete against other club level teams, while also seeking exhibition or scrimmage opportunities against junior varsity teams and/or varsity teams at smaller institutions.

INTRAMURAL SPORTS

The intramural sports program on the Charlotte Campus covers the variety of competitive opportunities that are scheduled and supervised by the Recreation & Athletics staff. These competitive opportunities range from the more high-intensity events such as basketball and flag football leagues, to events such as spades and poker tournaments. Many of the events have registration deadlines for the interested participants. However, there are also open competitive events that allow participants to sign up on the day the event is taking place.

SPORT CLUBS

Athletics also offers students the option of creating, or participating in, a sport club. Sport clubs are geared toward students who wish to participate in a particular sport throughout the academic year. These clubs are organized and led by students who establish leadership structure and, with the help of an advisor, operate their own budgets. Currently, there are three active sport clubs on the JWU Charlotte Campus: cheerleading, ice hockey, and lacrosse. Students wishing to learn how to start other sport clubs should call or come by the Department of Athletics.

FITNESS

Students currently may use opportunities at two nearby facilities owned by Mecklenburg County Park and Recreation, as well as at the neighborhood Gateway YMCA. These facilities allow patrons to experience a full range of fitness opportunities. JWU students have access to weight rooms, treadmills, group fitness classes, and more.

For more information regarding any of the programs or events offered by the Department of Athletics, please contact the office at 980-598-1840.

Cyber Lounge

Located behind The Village Bookstore, and maintained by the Office of Student Activities, the Cyber Lounge is a campus hangout location. The lounge offers a place to relax between classes or have a meeting. The space provides computer terminal access, wireless access, gaming consoles and a big screen TV. The lounge is open Monday-Thursday from 9am-9pm and Friday & Saturday 12pm-9pm.

Good Neighbor Policy

Living off campus is a maturing experience which carries certain responsibilities. As a student living in the community, you are a representative of Johnson & Wales and your conduct will reflect directly on the university. In severe or continuing cases of misconduct, a student may be suspended from the university or may be required to move into an on-campus residential facility as a condition of the student's being allowed to remain at the university.

Johnson & Wales students have been living off campus for many years and in most instances have developed positive and lasting relationships with area residents. Off-campus students must understand and appreciate that residents of a particular community have made a long-term commitment to their neighborhood; students are transient members of the community and usually remain only for the duration of their academic tenure. The quality of life and the overall character of a neighborhood can be greatly influenced by the lifestyles and sense of citizenship exercised by student residents. A respectful and courteous attitude is usually returned in kind and makes the neighborhood a more pleasant place in which to live. In fact, some students may find community service activities further their sense of belonging in their neighborhood.

Families living in the neighborhoods around our campus have the right to enjoy a reasonable level of peace and quiet. As students, your academic and personal schedules often conflict with the more routine schedules of families. Students are expected to exercise good judgment and be sensitive to the needs of their neighbors.

Most neighborhood residents are not against parties. What concerns them, however, is rowdiness, public drunkenness, disorderly conduct and people partying outside with loud music or other noise late into the night. Party hosts put themselves in serious jeopardy when their guests act irresponsibly. As a social host, you assume all the risks associated with state and local laws regulating drinking age, noise and public safety when you host a party at your apartment or house. Court decisions have held the social host liable for personal injury and property damage caused to a third party as a result of the irresponsible service of alcoholic beverages to guests. This liability is compounded when minors are involved. As a university student, you may also be subject to the university's Student Conduct Review Process and resulting sanctions when an off-campus incident occurs.

It is important to understand that although the university cannot regulate what goes on in the privacy of your home, when otherwise private actions or behaviors become public and attract the attention of neighbors or others within the community that is when Johnson & Wales becomes involved.

Specific areas of concern include, but may not be limited to, the following:

NOISE

Music and general noise should be maintained at reasonable levels. Music should be directed toward the interior of the residence. Residents should remind visitors to exercise common courtesy when visiting, to refrain from excessive shouting between the street and the house, and to limit vehicle noise whenever possible. The city of Charlotte has a noise ordinance. The Charlotte-Mecklenburg Police Department will respond to complaints from students' neighbors and Johnson & Wales safety and security will be notified.

AUTOMOBILES

Observe all city ordinances and exercise courtesy and common sense. Do not obstruct the street or private driveways or park on someone else's property without their permission. For your own safety, as well as that of your neighbors, abide by all traffic laws and drive responsibly.

PROPERTY

Individuals residing in the dwelling and their guests shall respect the property of their landlord, host and neighbors. They are to refrain from the destruction, defacing or littering of property.

VERBAL HARASSMENT

Verbal harassment, profanity and fighting words directed toward others are inappropriate. When the potential for conflict develops, students are encouraged to seek mediation assistance through the university.

FIGHTING/ASSAULT

Physical assault and confrontational behavior are unacceptable. If a volatile situation occurs, walk away until the concerns can be appropriately addressed. If necessary, seek mediation from the university.

ALCOHOLIC BEVERAGES

The use of alcoholic beverages should be in accordance with all state and local laws.

RESPONSIBILITY AND THE SOCIAL HOST

Residents of a dwelling will be held responsible for the actions of their guests.

The university will respond promptly to complaints from our neighbors and, if necessary, follow with appropriate disciplinary action. Living off campus does not circumvent your responsibility as a member of the Johnson & Wales community to abide by the Student Code of Conduct which applies to you whether on or off campus.

Take the responsibilities of living off campus seriously. This social experience is part of your education and should be a pleasant one for you and your neighbors.

Health & Counseling Services

Health & Counseling Services is located on the second floor of the Academic Center and is open from 8 a.m. – 6 p.m., Monday – Thursday and 8 a.m. – 1 p.m. on Fridays during the academic year. Services are free and confidential except as otherwise provided by applicable law.

HEALTH

Registered nurses are available for minor emergencies, medical triage, health and wellness education, illness screening, and hospital or emergency room referral. Students with chronic medical problems or conditions are encouraged to set up an appointment with our campus physician by calling 980-598-1700.

COUNSELING

Clinical counselors provide a variety of services to students and the university community. Services include assessment, individual and group counseling, crisis intervention, community referrals, consultation, and psychoeducational programming. Students typically come to the center to discuss problems such as relationship difficulties, family issues, adjustment issues, depression, anxiety, sexual identity and alcohol/substance abuse. These concerns may negatively impact students' quality of life as well as their ability to succeed academically. The center operates on a short-term treatment model and referrals are made to the community for more long-term or specialized needs. To schedule an appointment, call 980-598-1710.

MEDICAL RECORDS

It is vital that you provide us with an accurate health record. As a prerequisite to term start, the university and the North Carolina Division of Environmental Health require that all new, full-time undergraduate students (residents and commuters), all international graduate school students and all culinary continuing education students submit proof of a complete physical exam that was conducted within the last year, including documented proof of two doses of the MMR (measles, mumps and rubella) vaccine, a tetanus-diphtheria booster within the past 10 years, a negative tuberculosis test or chest X-ray within the past six months, three doses of the hepatitis B vaccine, and completion of the chicken pox vaccine series or proof of physician-diagnosed disease.

Immunizations that are strongly recommended but not required include hepatitis A and meningitis. The American College Health Association has provided the following information about freshman students and the risk of meningococcal meningitis:

“Recent studies show that certain college students, particularly freshmen living in dormitories, have a sixfold increased risk for meningitis... Cases of meningitis among teens and young adults 15 to 24 years of age — the age of most college students — have more than doubled since 1991 ... A vaccine is available against four strains of the bacteria that cause meningococcal meningitis in the United States.”

All medical information is confidential and will not be released by the Health Services Office without your written consent, except as otherwise provided by law.

TREATMENT

Students may walk in to see the nurse or make an appointment to see the campus physician who is

available twice a week. There are no charges for on campus services; however, if the student is referred to an outside medical provider he or she will be responsible for any cost incurred therein.

SICK NOTES AND CLASS ABSENCE

Johnson & Wales University health services does not provide routine “sick notes” to students due to brief absences from class because of illness or fatigue. Students are encouraged to discuss absences directly with their faculty member(s) and to take personal responsibility for class attendance decisions.

In the event of illness due to a communicable disease or contagious illness (other than a routine “cold.”) that necessitates class absence for public health reasons, health services will notify the student’s faculty member(s) of the medical absence directly via the university email system.

Medical Emergencies

In the event of a medical emergency, dial (9) 911 first for emergency assistance and then contact Campus Safety & Security at 980-598-1900.

Medical Non-Emergencies

In the event of a medical problem of a non-emergency nature requiring you to go to an off-campus medical facility, please contact Health & Counseling Services for a referral, 980-598-1700.

Physician

For the convenience of students, the university has made arrangements for a physician to be on campus September through May during the following hours: Tuesdays, 8:00 a.m. – noon and Thursdays, 12:30 – 4:30 p.m. Hours are subject to change. Please call Health Services for an appointment to see the physician.

Severe Allergies

Students who have been medically identified as being prone to anaphylaxis (severe allergic reaction) may authorize the university to administer epinephrine in an emergency. They should provide a doctor’s letter or prescription notifying Health Services of their allergy and the need to administer epinephrine in an allergic emergency. Contact Health Services for more information.

After Hours

If you are ill or in need of medical treatment after Health & Counseling Services’ office hours, or on weekends, you should seek treatment at a hospital or another area emergency room. If possible, bring your insurance information with you. Staff at the hospital will determine whether to bill you, your parents or your insurance carrier for your treatment. **If you have a medical emergency, dial (9) 911 for emergency assistance or contact Campus Safety & Security at 980-598-1900.** An after-hours, on-call service for psychological emergencies is available and may be accessed by contacting the Campus Safety & Security at 980-598-1900.

Dentist

For dental treatment, the university insurance plan coverage extends only to the extraction of impacted wisdom teeth (with coverage of \$100 per tooth). Other procedures are not covered. If you do not have a local dentist, many JWU students have chosen to use the services of Gateway Dental located at 900 W. Trade St., Suite 120. For appointments, call 704-332-9848. Flexible payment options may be available for your treatment. Arrangements may be made to bill you, your parents or your insurance carrier for your treatment there.

Off-Campus Religious Services

Places of worship in the area invite JWU students to attend services and participate in activities. Those listed below represent some of the major denominations. For a complete listing, consult the Charlotte Yellow Pages.

First Baptist Church
301 S. Davidson Street
Charlotte, NC
704-375-1446

First United Methodist Church
501 N. Tryon Street
Charlotte, NC
704-333-9081

St. Peter Catholic Church
507 S. Tryon Street
Charlotte, NC
704-332-2901

Temple Israel
4901 Providence Road
Charlotte, NC
704-366-1948

First Presbyterian
200 West Trade Street
Charlotte, NC
704-332-5123

Holy Trinity Greek Orthodox
600 East Boulevard
Charlotte, NC
704-334-4771

St. Peter's Episcopal Church
115 W. 7th Street
Charlotte, NC
704-332-7746

The Church of Light & Religious Science
5420 Kimmerly Glen Lane
704-567-5007

Mt. Moriah Primitive Baptist Church
747 W. Trade Street
Charlotte, NC
704-376-8806

St. Mark's Lutheran Church
1001 Queens Road
Charlotte, NC
704-375-9185

Unity Fellowship Church Charlotte
2127 Eastway Drive
Charlotte, NC
704-567-5007

Uptown Christ Covenant Church
926 Elizabeth Avenue, Suite 301
Charlotte, NC
704-375-7355

New Student Programs

Attendance at an orientation program is mandatory for all new students and is highly recommended for their parent(s) or guardian(s). Summer orientation is offered to all new students entering Johnson & Wales University in the fall term. At summer orientation, students meet with academic representatives in their chosen school or college and take academic placement exams. Students learn about campus resources, network with upper-class student leaders, familiarize themselves with the campus and make new friends. An abbreviated orientation program, which includes much of the same content as the summer orientation program, is also offered for all new students each term prior to the start of classes. New Student Orientation is the initial step in a student's transition to Johnson & Wales University; therefore, students are encouraged to actively participate.

Convocation is a ceremony to welcome new students and kick off the academic year. All new students are expected to attend this event in addition to New Student Orientation.

Residential Life

The Office of Residential Life works with students to provide a caring and safe living environment that encourages respect and responsibility for one's community, personal development, academic success and career planning. To this end, the office provides opportunities for leadership and learning in collaboration with departments and organizations within the university and surrounding communities. Additional information pertaining to Residential Life staff, policy and procedures are outlined in *Connections: Guide to Community Living* and *Connections: Guide to Apartment Community Living*, both of which are available on the Residential Life Web site, which can be accessed at www.jwu.edu > Charlotte > Student Life.

WHAT TO BRING

You are advised to limit the amount of belongings you bring until you have seen the size of the room assigned to you. Contact your roommates ahead of time to coordinate what each of you will bring.

Items that you will definitely need to bring are bed linens, a pillow, a bedspread and/or quilt, towels, toiletries, hangers and an alarm clock. For a detailed list of suggested items, see *Connections: Guide to Community Living*. **Note:** You are responsible for your own property. When leaving your room, you are advised to lock your door and windows. The university is not responsible for loss or damage from any cause to your personal property. You are urged to see that **your own personal property insurance policy covers such a loss.**

WHAT NOT TO BRING: PROHIBITED ITEMS

The following items are not allowed within our residence halls due to existing Johnson & Wales University policy, fire safety laws, and federal, state and local laws. Your cooperation is expected and appreciated. Possession of any of the following items may result in seizure and/or destruction of the items by a university representative and may result in student conduct action. **Note:** For a complete up-to-date list of prohibited items, see *Connections: Guide to Community Living* or, where applicable, *Connections: Guide to*

Apartment Community Living.

(The list is subject to change without notice.)

- Alcoholic beverages and containers
- Narcotics, drugs and drug-related items
- Firearms, weapons, ammunition and related paraphernalia, BB guns and air guns
- Explosive materials
- Realistic replicas of firearms or other weapons
- Gasoline, kerosene and other fuels
- Firecrackers and fireworks
- Combustible decorations
- Candles, lanterns, incense, etc.
- Wall/ceiling tapestries
- Chemicals of any kind
- Motorcycles, scooters, etc.
- Additional furniture (without prior approval of the resident director)
- Cooking equipment (i.e., grills, toasters, hot pots, hot plates, fry pans, etc.)
- Immersion heaters
- Refrigerators
- Microwaves
- Air conditioners
- Pets (except fish in a bowl or tank under five gallons — only one per room, suite or apartment)
- Halogen lamps
- Neon signs
- Lava lamps
- Oversized radios
- Items that may affect the safety or security of the residence hall

SAFETY RULES

Do not

- Sit on window ledges or climb in and out of windows.
- Place objects on window ledges.
- Leave your door unlocked.
- Leave valuables unsecured.
- Use roofs or awnings.
- Cook in residence halls (with the exception of approved areas).
- Use athletic equipment in halls, common areas or rooms.

- Hang items on sprinklers.
- Check in or sponsor visitors you do not know
(see also Guest and Visitor policy, below).

Fire Safety Rules

Residence hall fire escapes are to be used in the event of actual emergency conditions and must be kept clear of obstacles and impediments at all times. Fire escapes are **off limits** except during emergencies. Violators are subject to fines and disciplinary action.

Fire alarms and extinguishers are placed in residence halls for your safety and that of other residents. You are reminded that use of the equipment, except in the case of fire, jeopardizes the safety of all residents, subjects the violator to fines and disciplinary action (up to and including dismissal from the university) and constitutes a serious criminal offense under the laws of the state.

You must exit the building whenever a fire alarm sounds, during routine fire drills and when illegal or unauthorized use of this equipment has occurred. Fire drills are conducted periodically in each residence hall.

SAFETY INSPECTIONS AND ROOM SEARCHES

Johnson & Wales University reserves the right to key-in and search bags (upon entry), residence hall rooms, MicroFridges, room safes and packages at any time for fire, health and safety hazards, for prohibited items and for maintenance and inventory reasons.

The university also reserves the right to inspect and search residents' rooms in the event that a violation of the Student Code of Conduct occurs or is believed to have occurred.

Resident assistants and community assistants will perform monthly safety inspections of students' rooms. Room searches are conducted with members of the Office of Campus Safety & Security.

ACCESS

All university housing is provided with 24-hour monitored access. Access to each residence hall is limited to its residents. All guests must check in when visiting any residence hall.

Guest and Visitor Policy

1. A student may sponsor a visitor to a residence hall, provided that the student advises the visitor of university rules and the visitor agrees to follow those rules.
2. All visitors must sign in and out on the visitor log at the residence hall front desk.
3. Both the visitor and the sponsoring resident must leave a picture ID card with the attendant at the residence hall front desk while the visitor is in the residence hall.
4. Overnight visitors are not permitted in the residence halls on school nights (i.e. nights when university classes will be held the next day). Visitors must be checked out by 11 p.m. and cannot re-enter the residence hall until 9 a.m. the next day. No overnight visitor can remain in a residence hall for more than three consecutive nights.
5. The university reserves the right to deny and/or limit this visitation privilege.

6. Any visitors under the age of 18 years must be approved **at least one week in advance** by the residential life coordinator, and visitors under the age of 16 years are not permitted to spend the night in the residence halls.
7. **The sponsoring resident is responsible for his/her visitor's actions and behavior, including their initial eligibility to be a guest.** Most importantly, the sponsoring resident is also responsible for ensuring the rights and privacy of the other room and hall occupants. Any violations may result in disciplinary action and suspension of visitation privileges for the visitor and/or student host.
8. Guests of residents must have a temporary permit to park vehicles on university property. It is the responsibility of the sponsoring student to inform a guest of the rules and regulations regarding university parking. See page 2 for information on parking permits.
9. Residential Life reserves the right to amend the guest and visitor policy at any time.

RESIDENCE HALLS

All residence halls are designated smoke free and substance free. Only full-time undergraduate day students are eligible to live in the residence halls. **Students whose status changes to anything less than a full-time day student may immediately lose their on-campus housing eligibility.** Students who have been convicted of certain felonies (or have had certain felony-type charges sustained in a juvenile proceeding), such as crimes of violence, serious drug offenses, and sex offenses, are not eligible to live in university housing.

TWO-YEAR RESIDENCY

Johnson & Wales University Charlotte has a two-year residency requirement for new students. Freshmen and sophomore students are required to live on campus for their first two years of enrollment in Cedar Hall North, Cedar Hall South or City View Towers. Students who meet certain criteria may be exempt from this requirement.

An exemption from the two-year residency requirement will be granted for those who meet one or more of the following:

- Students who are 21 years of age or older
- Students who are transferring from another college or university
- Students who are parents
- Students who are married
- Students who live with an adult relative or guardian within 50-mile radius of the campus (as determined by MapQuest)
- International students
- Students who are not eligible to live on campus.

RESIDENT STUDENT CONTRACTS

The Resident Student Contract (or online Room Terms Agreement) is a contract (effective upon signing or submitting online) which covers the entire academic year, even though room and board and

apartment charges are payable by the term. So long as you are in attendance at the university, you will be responsible for room and board or apartment charges for the entire academic year, even if you decide not to occupy the room or utilize the dining facilities, for whatever reason, voluntary or involuntary, either prior to or during the academic year.

If you participate in a study abroad or if you are on a co-op, you will not be charged room and board or apartment charges for that term. If you are suspended or dismissed from housing, you are required to pay room and board or apartment charges for the remainder of the term during which the suspension or dismissal takes effect.

The refund policy for official withdrawal from the university is stated on page 28; if you re-enter the university in the same academic year, the Resident Student Contract will take effect from the date of readmittance.

RETURNING STUDENT ROOM SELECTION PROCESS

Due to the increased demand for undergraduate on-campus housing, Johnson & Wales University does NOT guarantee housing for returning students other than sophomore students subject to the two year residency requirement. Room selection is made on the basis of a random lottery system. Students receive a lottery date and time for them to make their room selection online, provided they have paid the required room selection reservation fee and completed the online application by the specified deadlines. **There is limited space available for returning students, and applicants are not guaranteed a room.** Information about room selection is published on the Residential Life Web site.

ROOM ASSIGNMENTS

Room assignments are in effect for the entire academic year. Student Affairs senior administrators, Residential Life administrators (director, associate directors and coordinators), residential life coordinators, assistant resident directors and student conduct review personnel also reserve the right to assign and reassign rooms as needed.

Room assignments for first-year and transfer students are selected before the beginning of the academic year, provided students have paid the reservation fee and have completed their housing application online. Roommate requests, meal plan preference and personal preferences may be indicated in the appropriate section of the online Housing Application.

Each residential life coordinator and assistant resident director is authorized to make or direct a room change or residence hall assignment. **Note:** When an occupant of a room discontinues residence, the Office of Residential Life reserves the right to fill the vacancy or to reassign the occupant(s).

Upon withdrawal from the university, you are required to remove all personal possessions from your residence hall **within 24 hours**. The university also reserves the right to remove such belongings if you do not comply, and is not responsible for loss or damage to any item.

RESPONSIBILITY

You are responsible for university property within your assigned room, including furniture, walls, bath

facilities, carpeting, window dressings, etc. It is your responsibility to complete and initial a Room Condition Checklist and Key Agreement upon arrival at the residence hall to ensure you will not be assessed damage overlooked by the maintenance or housekeeping staffs. When property damage is determined, whether voluntary or involuntary, the individual(s) responsible will be assessed damage charges. If the individual cannot be identified, all assigned to that room will be equally assessed for damage.

You are also responsible for damage to common areas such as hallways, lobbies, recreation and study rooms, laundry rooms, vending machines, etc. Again, when property damage occurs, the responsible individual(s) will be assessed for the damage. If that individual cannot be identified, all or a portion of those residing in that residence hall may be assigned responsibility by the resident life coordinator.

FACILITIES REQUESTS

Professional facilities staff is available for needed repairs in the resident student's room. To process a facilities request, a work order must be generated. To request a work order, please visit our Web site and submit the request online at www.jwu.edu/charlotte/reslife. Follow the links for work requests. The front desk manager of the respective building will submit the student's request to facilities. Requests should include the student's name, building, room number, and room phone number along with a brief description of the issue. Facilities requests will be processed and completed between the hours of 9 a.m. and 4 p.m., Monday - Friday. If there is a facilities emergency after 4 p.m., contact the front desk or Campus Safety & Security at 980-598-1900. If it is after 4 p.m. and the request is not an emergency, please report it through the online process described above.

VACATING ROOMS

Rooms must be vacated by noon of the day after the last examination of your final term or within 24 hours after termination of your student status. It is your responsibility to have your room inspected before leaving. Failure to do so could result in charges for cleaning and/or damage. After your room has been inspected, you are required to return the room key issued to you. Failure to return a room or mailbox key will result in a \$100 charge for a room replacement lock and room keys, and a \$50 charge for a mailbox key, even if the key is later returned. All personal property must be removed when you vacate your room. Personal property left behind will be classified as abandoned and disposed of.

PERSONAL PROPERTY INSURANCE

The university is not responsible for the personal property of students. This includes items delivered to the university on your behalf as well as property in individual rooms. **It is strongly urged that all students obtain personal property insurance** to protect themselves from loss or damage due to theft, fire, flood, vandalism and any other hazards. Students are urged to lock doors and windows of their rooms at all times. It is the responsibility of students to take precautions to secure their personal property during recess periods. Any belongings left behind during any such period are and remain the sole responsibility of the occupant.

HOLIDAY RECESS

The residence halls are open during the entire academic year with the exception of the winter holiday

recess. The halls will close at noon on Friday, December 18, 2009 and will reopen at noon on Saturday, January 2, 2010. (City View Towers will remain open during the break to its residents only.)

You are required to vacate the residence halls by noon on December 18. Students registered for any course that continues to meet after this date should make alternate housing arrangements. Although it is not necessary for you to remove all your belongings, it is recommended that you secure all valuables during the recess.

Prior to vacating, you are asked to make sure your windows and doors are locked; that all electrical appliances are unplugged — TV, radio/alarm clocks, stereos, computers, blow dryers, etc.; and that your room is clean, trash is removed and no items have been left on the floor or window sills. Also, be sure to take your medications and/or valuables with you. The Residential Life staff will provide additional instructions prior to the holiday recess.

Student Activities

The Office of Student Activities seeks to foster student development by providing first hand experience in leadership, organizational management, decision making, and event planning. The university recognizes what a vital and enjoyable role student involvement plays in life on campus. By encouraging all students to be active participants around campus and in the community, the result is an array of cultural, educational, social and recreational programs that compliment academic life and ultimately give students a more holistic experience.

The Office of Student Activities is located at 215 S. Cedar Street, Cedar Hall South. Office hours are Monday-Friday 9 a.m.-5 p.m.

Some of the programs and services provided are:

Student organizations	Welcome, Winter and Spring Week events
Comedy shows	Family Weekend
Leadership development	Educational programs

For more information, call 980-598-1810 or email osa.clt@jwu.edu

STUDENT ORGANIZATIONS (Active status varies based on student participation)

Accounting Society	Garnish Your Degree Association
Anointed Ministries	HOPE
Baking & Pastry Club	Ice Chippers
Campus Activities Board	I Club
The Carvers	IFSEA
College Democrats	Minorities About Business
Collegiate Ambassadors Team	Minority Alliance for Culinary Excellence
DEX	Motionz INC.
The Echo	National Society of Minorities in Hospitality
Eta Sigma Delta	Nutrition Club
FCCLA	Random Acts of Kindness
Fashion Society	Reformed University Fellowship

Sankofa Cultural Society
Skills USA
SHRM
Step X
Student Alumni Association
Student Government Association

Toastmasters International
Tribe of David
WECONNECT
Wildcat Herb Society
Wine & Beer Education Society

Student Code of Conduct and Conduct Review Process

STUDENT CODE OF CONDUCT

The purpose of the Student Code of Conduct and the Conduct Review Process that supports it is to help the university maintain a safe, healthy and positive environment for living, learning and working where individuals act lawfully and in compliance with university policies and rules, and act with honesty, integrity, civility and respect for themselves and others and for the university community and the communities in which we live. ***Any behavior that is inconsistent with these goals, whether on campus or off, whether during periods of enrollment or at any time before final graduation, is prohibited and constitutes a violation of the Code of Conduct.*** (Please note that certain violations have mandatory minimum sanctions or special considerations which are noted below.)

Conduct that violates this Code of Conduct includes (but is not limited to)

1. Harming or Endangering Yourself or Others

- a. Use of, or threatened use of, physical force or violence
- b. Fighting
- c. Endangering the health or safety of oneself or another person
- d. Threatening or attempting suicide
- e. Intentional possession of a dangerous article or substance which may be used to injure or cause discomfort to any person
- f. Possession or use of firearms or other weapons, ammunition, BB guns, air guns, fireworks, incendiary devices, or explosives
- g. Initiating or circulating a report or warning of an impending bombing, fire, or other crime, emergency, or catastrophe, knowing that the report is false
- h. Arson or intentionally or recklessly starting a fire on university property
- i. Misuse of or tampering with fire safety equipment (e.g. fire extinguishers, smoke detectors, exit signs, and pull stations)
- j. Participating in hazing or any other action or situation which endangers an individual's mental or physical health and/or involves the forced consumption of alcohol or drugs
- k. Aiding, abetting, encouraging, or participating in a riot, commotion, or disturbance, or other disorderly conduct
 - If you are found responsible for injuring or intending to injure another person, you will, at a minimum, be suspended from the university.

- If you are found responsible for misuse or tampering with fire safety equipment, you will, at a minimum, be suspended from the university.

2. Bias and Harassment

- a. Any Code of Conduct violation against another person committed with bias, hatred, or animus based on the person's actual or perceived race, religion, color, national origin or ancestry, age, gender, sexual orientation, gender identity or expression, or disability
- b. Harassment or the creation of the hostile environment based on race, religion, color, national origin or ancestry, age, gender, sexual orientation, gender identity or expression, or disability
- c. Physical, verbal, nonverbal, written, electronic, or technological harassment of another person
- d. Stalking
- e. Intimidation
 - If you are found responsible for a violation involving bias, hatred, or animus, you will, at a minimum, be suspended from the university.
 - Willful, malicious, or repeated contact with another person, whether in person or by phone, e-mail, instant message, mail, or otherwise can constitute stalking or harassment.
 - See the Sexual Harassment Policy (page 18) for more information about harassment of a sexual nature.

3. Sexual Misconduct

- a. Sexual offenses (including rape, acquaintance rape, unlawful sexual contact, and other sexual assaults or battery)
- b. Other nonconsensual sexual contact
- c. Sexual harassment or other similar violations of an individual's rights
- d. Prostitution
- e. Lewd, indecent, or obscene behavior
 - If you are found responsible for a sexual offense, you will, at a minimum, be suspended from the university and your suspension may last until the victim graduates.
 - If you are accused of a sexual offense or other nonconsensual sexual contact, we are required by law to inform the victim of the outcome of your student conduct review proceedings.
 - It is your responsibility to make sure that anyone with whom you have sexual contact is fully aware of the situation and has actively given consent! "Consent" means a voluntary agreement to participate in sexual activity and requires mutually understandable and communicated words and/or actions demonstrating such agreement. A failure to object does not mean that the other person has consented. For example, a person may be unable to consent if the person is under the influence of alcohol or drugs.
 - See the university's Sexual Assault Policy (page 14) for more information about sexual assault.
 - See the university's Sexual Harassment Policy (page 18) for more information about sexual harassment.

4. *Drugs*

- a. Possession or use of marijuana
- b. Purchase, possession or use of illegal drugs, narcotics, controlled substances, or drug paraphernalia (such as bong, scales, or pipes)
- c. Intended or actual sale or distribution of illegal drugs, narcotics, or controlled substances
- d. Presence at a gathering where there is obvious illegal drug use
- e. Possession or use of prescription drugs which have not been prescribed for you.
- f. Misuse of prescription drugs
 - If you are found responsible for intended or actual sale or distribution of illegal drugs, narcotics, or controlled substances, you will be permanently dismissed from the university. A finding of responsibility for intended or actual sale or distribution can be based only on the presence of a distributable quantity of illegal drugs, narcotics, or controlled substances, or on the presence of paraphernalia used for the sale or distribution of illegal drugs.
 - If you have been found responsible for any other drug violation, you will, at a minimum, receive the following sanctions:

First offense: Deferred suspension from the university and drug educational program.

Second offense: Suspension from the university.

- Students can be found responsible for a drug violation based on the presence of odor alone, on evidence of intoxication, or on the presence of residue or paraphernalia.
- It is the university's practice to inform local police of all drug violations.
- We will report drug violations to your parents if you are under the age of 21.
- If drugs are found in a residence hall room or other campus location, the university may find all occupants of the room or other campus location responsible for the drug violation if it is unable to ascertain which student(s) possessed and/or used the drugs.
- See the university's Drug and Alcohol Policy (page 8) for more information on drugs, narcotics, and controlled substances.

5. *Alcohol*

- a. Possession or use of alcohol anywhere on university property, except for legal use at events sanctioned by university officials and except that during the 2009-2010 academic year, residents of City View Towers at the Charlotte Campus who are age 21 or older who have signed a "Special Agreement for City View Towers Residents Ages 21 or Older" with the university may possess and use alcoholic beverages in their own apartments in accordance with the Special Agreement and applicable laws.
- b. The purchase, possession, or use of alcohol by anyone under the age of 21, whether on or off campus
- c. Selling or providing alcohol to anyone under the age of 21
- d. Presence at a gathering where there is obvious illegal drinking or violations of the university's Alcohol Policy
- e. Possession or use of drinking paraphernalia typically used or associated with excessive drinking (such as

shot glasses, drinking funnels, kegs, beer balls, trash can punches, beer bong, beer pong tables, or taps)

- If you are found responsible for selling or providing alcohol to anyone under the age of 21 or for a gathering where anyone under the age of 21 is drinking, you will, at a minimum, be suspended from the university.
- If you are found responsible for the possession or use of alcohol in violation of the Code of Conduct, then you will, at a minimum, receive the following sanctions:

First Offense: Conduct probation and alcohol educational program.

Second Offense: Deferred suspension from the university.

Third Offense: Suspension from the university.

- We will report alcohol violations to your parents if you are under the age of 21.
- Students can be found responsible for an alcohol violation based on the presence of containers alone, on evidence of intoxication, or on the presence of drinking paraphernalia.
- If alcohol or drinking paraphernalia is found in a residence hall room or other campus location, the university may find all occupants of the room or location responsible for the alcohol violation if it is unable to ascertain which student(s) possessed and/or used the alcohol or paraphernalia.
- See the university's Drug and Alcohol Policy (page 8) for more information on alcohol.

6. *Theft and Abuse of Property*

- a. Theft or unauthorized use or possession of the resources, property, or services of the university or of another person, business, or government
- b. Unauthorized use of the university's name, logo, or seal
- c. Unauthorized use of ATM cards, cell phones, credit cards, checks, long distance accounts, identification cards, key combinations, passwords, PIN numbers, or other property, equipment, or accounts belonging to the university or another person, business, or government
- d. Possession or use of resources, property, or services which you know or should know have been stolen
- e. Unauthorized entry (including forcible entry), use, presence in, or occupancy of any premises or facilities, whether on or off campus
- f. Vandalism
- g. Intentional or reckless damage to or destruction of university property or the property of others
- h. Disposal of trash, garbage, or refuse anywhere on the campus except in designated trash receptacles
- i. Unauthorized removal of food or other items from the dining halls
- j. Throwing food or other objects in the dining halls
 - It is the university's practice to cooperate with local, state, and federal law enforcement authorities in their investigation of theft, identify theft, computer/Internet crimes, and other similar crimes, including providing copies of incident reports and other evidence to these authorities.

7. Failure to Comply and Interference

- a. Failure to comply with the directions of a university representative (including Resident Directors and Resident Assistants) acting in the performance of his or her duties
- b. Failure to participate in the university's Conduct Review Process
- c. Failure to comply with university policies and rules
- d. Failure to evacuate any building in which a fire or other emergency alarm has been sounded or when directed to evacuate by a university representative
- e. Failure to comply with any or all sanctions imposed under the university Student Conduct Review Process by the dates specified
- f. Failure to present a student identification card upon request from a university representative
- g. Interference with university personnel carrying out their duties or other university business
- h. Interference with any member of the university community in the pursuit of the university's mission or purposes
- i. Actions which obstruct, disrupt, or physically interfere with the use of university equipment (including safety and security equipment), premises, buildings, rooms, or passages
 - Official university policies include policies on Computer and Technology Use (page accessible at www.jwu.edu/legal), off-campus behavior (the Good Neighbor Policy - page 79), Sexual Harassment (page 18), Smoking Policy (page 21), and various academic matters (see Academic Policies, starting on page 33).

Various university offices and departments have rules and regulations which must be followed, including Campus Safety & Security (parking and traffic rules), the Office of Student Activities (rules governing student organizations), the Office of Residential Life (page 84), Health & Counseling Services and the Student Dining Center.

8. Dishonesty

- a. Academic dishonesty such as cheating or plagiarism
- b. Knowingly furnishing false information
- c. Forgery, alteration, or unauthorized use of student or university documents, records, identification, library materials, or property
- d. Misrepresentation, fraud, or deceit
- e. Possession or use of falsified forms of identification
- f. Knowingly bringing a false complaint against another student or staff or faculty member
- g. Falsification, distortion, or misrepresentation of information before a hearing panel or hearing officer in the Student Conduct Review Process
 - Academic dishonesty, cheating, and plagiarism will subject you not only to student conduct sanctions, but also to academic disciplinary actions such as being withdrawn from the course (page 27).

9. Other Prohibited Conduct

- a. Illegal gambling, wagering, betting, or bookmaking.
- b. Participating in or accepting members into any organization that the university has banned or suspended
- c. Gathering for the purpose of inciting, participating in, or encouraging a disturbance of the peace
- d. Unauthorized operation of a business on university property or using university resources
- e. Disorderly conduct
- f. Behavior that would offend or frighten a reasonable person
- g. Any other conduct that would violate federal, state, or local laws
- h. Any other actions that would violate the legal rights of others
- i. Conduct which would interfere with student learning or with the mission of the university
- j. Conduct which would adversely affect the security of the university community, local residents or property, the name of the university, or the integrity of the educational process

SANCTIONS

If you are found responsible for a violation of the Student Code of Conduct, you will be given one or more sanctions. Sanctions are designed to help prevent future Code of Conduct violations, to educate students on appropriate behavior required to succeed in the workplace and live in society, and, where appropriate, to remedy any damage done.

Sanctions given under the Johnson & Wales Student Conduct Review Process are

University Dismissal

Permanent dismissal from the university (noted in the student's education records), which prohibits the student from attending the university (at any campus or learning site) or any university events and from entering or being present without permission on any property of the university. A student who is dismissed from the university will still be responsible for certain tuition and housing charges, subject to any applicable refund policy.

University Suspension

A temporary dismissal from the university, which prohibits the student from attending the university (at any campus or learning site) or any university events and from entering or being present without permission on any property of the university. The student is not eligible to apply for reinstatement for the duration of the suspension. During a university suspension, a "Student Conduct Hold" is placed on the student's academic record which prevents the student from registering for classes, obtaining an official transcript, and/or graduating. The student will not be granted credit (transfer credit or otherwise) for any academic work done during the period of suspension. Requests for reinstatement after a university suspension are handled by the Dean of Students Office and reinstatement will be granted only if the student is able to demonstrate to the satisfaction of the dean that the student will not engage in any further violations of the Code of Conduct and

that all other conditions of the suspension, if any, have been met. As with dismissal from the university, a student who is suspended from the university will still be responsible for certain tuition and housing charges, subject to any applicable refund policy.

Dismissal from Housing

Permanent dismissal from university housing under which the student is prohibited from living or being a guest in any university or campus housing. In the case of a dismissal from housing, the student is required to pay room and board charges for the remainder of the term during which the dismissal takes effect.

Suspension from Housing

A temporary dismissal from university housing under which the student is prohibited from living or being a guest in any university or campus housing and is not eligible to enter into a new housing contract for the duration of the suspension. Requests for new housing contracts after a suspension are handled by the Dean of Students Office and a new student housing contract will be permitted only if the student is able to demonstrate to the satisfaction of the dean that the student will not engage in any further violations of the Code of Conduct and that all other conditions of the suspension, if any, have been met. As with dismissal from housing, the student will be responsible to pay room and board charges for the remainder of the term during which the suspension takes effect.

Suspension of Privileges

A suspension under which the student is prohibited from participating in specified activities (such as intercollegiate or intramural athletics, campus events, extracurricular activities, student life activities, student leadership positions, or student clubs or organizations) or from entering certain university buildings or facilities (such as residence halls, dining centers, university fitness or athletic facilities, or certain administrative or academic buildings) during the period of the suspension.

Interim Suspensions

An immediate, temporary suspension which remains in effect until student conduct review proceedings can take place. An interim suspension can be a suspension from the university or from housing or a suspension of privileges. Interim suspensions are used when the university perceives that because of the nature of the alleged violation, an interim suspension is necessary to protect an individual or the university community, to protect property, or to protect the normal operations of the university, during the period before a hearing can be held. Since the university may, at the request of a student who is facing both Student Conduct and criminal proceedings for the same violation, delay the student conduct hearing while these proceedings take place, an interim suspension may also be used until that student's hearing is held.

Deferred Dismissal or Suspension

A student who receives a deferred dismissal or suspension of any type (university, housing, or privileges) faces actual dismissal or suspension if the student is found responsible for a further violation of the Code of

Conduct while on deferred dismissal or suspension. A sanction of deferred dismissal or suspension will remain in place for at least two terms, but may remain in effect for the balance of the student's enrollment at the university.

Conduct Probation

A trial period during which a student is given time to demonstrate that the student will not engage in the same or a similar violation again. A student who is placed on probation will receive a formal written reprimand for the violation and, if found responsible for a second violation of the same or a similar type while on probation, will, at a minimum, receive a sanction of deferred suspension. Students placed on probation may also be subject to suspension of certain privileges.

Fines

Monetary penalties must be paid by a specified date. Fines must be paid by the date specified when the sanction is given.

Restitution and Apology

The purpose of restitution is to make good or compensate an individual or the university for loss, damage, or injury caused by a violation of the Code of Conduct. Restitution can take the form of a monetary payment, the repair or replacement of damaged property, or participation in a campus or community work or service project. An apology must be made in writing and submitted to the Office of Student Conduct which will forward it to the appropriate party. Restitution must be completed and letters of apology must be submitted by the date specified when the sanction is given.

Campus Service

Includes providing labor or services to the university for a specified number of hours or completing an on-campus work or service project. Campus service must be completed by the date specified when the sanction is given.

Active Avoidance

A requirement to actively avoid another person or persons and not have any direct or indirect contact with such person(s), including e-mail, mail, telephone, instant messaging, face-to-face contact, or any contact through a third party. Active avoidance requires the student to take action to avoid encounters with the other person(s), including leaving an area where the other person(s) is present.

Administrative Relocation

Required relocation to another room within the university housing system.

Educational Program Attendance

Required attendance at an educational program regarding alcohol or drug abuse, nonviolent conflict resolution, or other topics relevant to the violation for which the student was found responsible. To the extent that there is a charge for an educational program, the student will be responsible for this charge. Attendance at educational programs must be completed by the date specified when the sanction is given.

Educational Project

A research, writing, or other educational project designed to help the student understand a specific inappropriate behavior. Educational projects must be completed by the date specified when the sanction is given.

Letter of Censure/Reprimand

A letter issued by a hearing officer to a student, a copy of which is placed in the student's student conduct review file.

CONDUCT REVIEW PROCESS

The Johnson & Wales student conduct review process, like the Student Code of Conduct, is designed to help the university maintain a safe, healthy and positive environment for living, learning and working, where individuals act lawfully and in compliance with university policies and rules, and act with honesty, integrity, civility and respect for themselves and others and for the university community and the communities in which we live. The conduct review process is used to support and enforce the Student Code of Conduct by providing procedures for determining whether a student is responsible or not responsible for a violation of the Code of Conduct.

The university administers the conduct review process in good faith, making every reasonable effort to be fair to all involved. Students have the right to participate in the conduct review process without having past student conduct review decisions discussed or used when a decision is being made concerning a current alleged violation; however, the past may be considered when determining a sanction for an individual found to be responsible for a violation of the Student Code of Conduct. All students have the obligation to participate in the conduct review process, as a witness or otherwise, when asked by Student Affairs staff.

The university's student conduct review process does not serve as an extension of or replacement for the local, state, or federal civil or criminal court system. In addition, the outcome of civil or criminal proceedings concerning a violation will not control or be binding on the outcome of the university's conduct review process for the same violation.

All students should be aware that it is the policy of the university to cooperate with local, state, and federal law enforcement authorities in the investigation of crime. The university will not provide a sanctuary against criminal prosecution and, except for very minor violations, will inform law enforcement authorities when criminal behavior is alleged.

How the Conduct Review Process Works

Reports of Violations and Notification

Any member of the university community who witnesses or becomes aware of an alleged violation of the Student Code of Conduct should report the violation to Campus Safety & Security, any member of the Residential Life staff, the Dean of Students Office, or the Office of Student Conduct. Once an alleged violation is reported, an incident report will be prepared describing the nature and circumstances of the incident and the parties involved. Campus Safety & Security or the Office of Student Conduct may conduct further investigation if additional or supplemental information is needed for the incident report. All incident reports are reviewed in the Office of Student Conduct and those that warrant action are then referred for hearing.

There are two types of hearings at Johnson & Wales: administrative hearings and hearings by a panel. Administrative hearings are held before a single hearing officer, who is usually a staff member from the Residential Life Office or another senior administrator. Panel hearings are conducted in front of a panel made up of faculty, staff and/or students. In both cases, the role of the hearing officer or panel is to consider information provided from the investigation, from the accused student and, to the extent necessary, from any victims or witnesses, in order to make a finding of “responsible” or “not responsible.” More serious violations or violations that may result in a sanction of dismissal or suspension are generally referred to a hearing panel, while less serious violations are generally referred for an administrative hearing.

When an incident report is referred for a hearing, the student will receive a notification describing the alleged violation and indicating the time and place for the hearing or a pre-hearing conference. Any unexcused failure to attend a hearing or conference will result in the hearing being held in your absence at which the hearing officer or panel will not have heard your side of the story. If you have a legitimate need to reschedule a hearing or conference, you must contact the Office of Student Conduct as early as possible before the scheduled date to request rescheduling.

Hearing Procedures

You may bring any relevant materials and witnesses with personal knowledge of the incident to the hearing. If your hearing is scheduled before a hearing panel, you will have the option of requesting a student or staff advisor who can help you through the process and accompany you to your hearing. If you request an advisor, one will be assigned to you from a group of trained volunteers. Except for witnesses and your assigned student or staff advisor, other people may not attend the hearing with you. At a pre-hearing conference (for panel hearings) or before the hearing gets underway (for administrative hearings), you may be asked whether you wish to waive the hearing by acknowledging your responsibility in the incident and signing a waiver that will set forth the sanctions, if any, imposed.

If the conduct review hearing is not waived in this manner, the hearing will proceed and the hearing officer or hearing panel will

- a. outline the process for you;
- b. review the incident report and/or allegations;
- c. hear any statements you may wish to make relating to the incident;

- d. hear or review the statements of witnesses you may have brought who have relevant and personal knowledge of the incident (but other witnesses, such as character witnesses, will not be allowed to attend or be heard);
- e. hear or review the statements of other relevant witnesses (and where confidentiality is a consideration, the identity of such witnesses will not be disclosed to you); and
- f. either defer the decision or render a decision that you are responsible, or not responsible; and
- g. if you are found responsible, recommend one or more sanctions to the assistant director of residential life.

The assistant director of residential life will review the recommendation and make a final determination of appropriate sanction(s) (taking into consideration your prior disciplinary record). You will receive a final written decision from the Office of Student Conduct which will set forth the final result and the sanction(s) imposed. The written decision will also describe the appeal process and let you know the identity of your appeal officer and the deadline for filing an appeal.

Appeal

The decision of a student conduct review hearing is final unless you can demonstrate one of the following:

- a. Relevant, new information has come to light since the decision was made, or
- b. Your basic rights as a student were denied or the hearing was unjust.

If you feel that one of the above applies to you, then you may submit an appeal for further review of the decision.

To request an appeal, you must submit a request in writing, by hand delivery or certified mail, to the appeal officer designated in the Conduct Review Notification and Record. **The request must be submitted within three days after the date of the decision and must state clearly the basis for your appeal. Your appeal will be reviewed upon receipt,** and a decision concerning your appeal will be available within a reasonable time. **The decision of the appeal officer will be final.**

QUESTIONS?

If you have any questions about the university conduct review process, please contact the Office of Student Conduct at 980-598-1820.

Student Government Association

The mission of the Student Government Association is to act as a voice of the student body, thereby building trust and support for students, encouraging student involvement, fostering a sense of community on campus, and facilitating effective communication between students and university administration.

SGA Senators are elected to their position during the fall academic term. Executive Cabinet members are elected to their positions during the spring term of the previous academic year.

For more information, call the Student Government Association at 980-598-1816 or [email](mailto:sga.clt@jwu.edu) them at sga.clt@jwu.edu.

Student Services

Banks

Listed below are some banks in the area with branches close to JWU residence halls.

Bank of America

100 North Tryon Street
704-386-5478

2823 South Blvd.
704-386-5326

Wachovia Bank

301 South College Street
704-383-5111 (walk-up teller)

401 South Tryon Street
704-386-5326 (Full-service)
704-374-6025

2910 South Blvd.
704-523-3113

BB&T

200 South College Street
704-375-5356

101 Queens Road
704-954-2005

First Citizens Bank

128 South Tryon Street
704-338-3816

5400 South Boulevard
704-338-4112

Bookstore

The Village Bookstore is operated by Follett Bookstores. The primary purpose of the bookstore is to serve the students, faculty and staff of Johnson & Wales with available books, uniforms, and supplies required for coursework.

In addition, the store maintains wide selections of general books, college supplies and imprinted merchandise. Extended hours of operation will be posted at the beginning of each term. The bookstore also custom orders any book in print and provides online shopping for required textbooks. The bookstore Web site is www.jwu.bkstr.com. Online shopping for JWU merchandise is available. The Village Bookstore will buy back unused text books at up to 50% off the original value. An ID is required for all books being sold. Buy back information will not be given over the phone. Please visit the store for further details.

Campus Safety & Security

Campus Safety & Security promotes the safety and well being of JWU students, faculty, staff and property. Johnson & Wales' Campus Safety & Security contributes to the quality of university life by fostering an environment in which security is balanced with freedom of movement, and individual rights are

balanced with community needs. JWU strongly encourages the prompt and accurate reporting of all suspicious or criminal activity that occurs on or near university property. Students and staff should report this activity immediately by calling 980-598-1900. For medical and other serious emergencies, dial (9) 911 first for emergency assistance and then call Campus Safety & Security at 980-598-1900. Officers are available 24 hours a day, 365 days a year.

A daily log of all crimes is maintained by Campus Safety & Security in the Cedar Hall South Center. The log is available for students to view.

If you would like to file a complaint with Campus Safety & Security because you witnessed a crime or were a victim of one, whether it's 2:30 in the morning or 3:00 in the afternoon, call 980-598-1900 and an officer will be dispatched to you. If you wish to file a complaint or handle a routine business matter in person, visit Campus Safety & Security in Cedar Hall South. Campus Safety & Security cannot be of service to you or correct a problem if they do not know about it.

Campus Safety & Security compiles annual statistics of crimes that occur on campus, on public property close to campus, or on other property used or controlled by the university and publishes them in the university's Annual Security Report. Copies may be obtained by calling 980-598-1900.

The university maintains a log of all fires that occur in on-campus student housing. In addition, in compliance with the Higher Education Opportunity Act of 2008, the university will publish annually a fire safety report which will describe the campus' fire safety practices and standards and contain statistics concerning the number of fires, deaths, injuries, fire drills, and fire-related property damage within each residence hall and other fire safety information. Once published, copies of the annual fire safety report may be obtained by calling 980-598-1900 or by visiting the Web site at www.jwu.edu > Charlotte > Student Life > Safety & Security > Security Report

Any student who resides in an on-campus residence hall has the option to designate a contact person to be notified if the student is determined to be missing for more than 24 hours. For all intents and purposes the emergency contact you provided on the initial Health Services form will be contacted. This information may be viewed on uconnect.jwu.edu. If you would like to designate another contact, you may contact Health Services for further information and instructions.

CARE Committee

The CARE Committee (Crisis Aversion and Response Evaluation) is comprised of eight members of the campus staff who meet regularly to develop strategies — when needed — for early intervention in accordance with existing university policies. This Charlotte Campus group shares and coordinates information about the behavior of any student who appears to pose a risk of harm to self or others.

If you are concerned about a student whose behavior appears to pose a risk of harm, we urge you to get in touch with Campus Safety & Security at 980-598-1900 or your residential life coordinator. The information you share will be treated with the highest level of discretion. The CARE Committee has the utmost regard for the safety, rights and well-being of all our students as they evaluate and develop a response to any potential threat of harm.

Center for Academic Support

Communication devices, such as cellular phones, pagers, etc., are not allowed in the Center for Academic Support unless needed as an accommodation for a disability.

HOURS OF OPERATION

Main Number: 980-598-1500

FAX Number: 980-598-1505

The Center for Academic Support is open Monday–Friday, 8:30a.m.–4:30 p.m.

SERVICES PROVIDED

Services provided to students at the Center for Academic Support include

Tutorial Assistance

The university provides tutorial assistance through the Center for Academic Support. Students are urged to take the initiative in seeking out-of-class help during faculty office hours and through the Center for Academic Support.

In addition, peer and professional tutoring is available in math, accounting, writing skills, most major courses and study strategies. Tutors, directed by a learning skills professional, provide individual and/or group sessions to address students' needs.

Academic Assistance

The Center for Academic Support offers students academic assistance in culinary and pastry laboratory, business, hospitality, and arts & sciences courses. Writing laboratories for students are available, including tutoring for all types of written projects, study skills remediation, and help in researching and designing papers. Tutoring in first-year courses and most upper-level courses is available. For more information, call the office at 980-598-1500.

Study Skills Workshops

Each term a series of workshops to help students study and succeed at JWU is offered at different times. Workshops are open to students in all majors. Workshop topics include Time Management, Note-taking Strategies, Locus of Control, Reading Comprehension, Memory and Test-taking Tips, Essay and Research Paper Writing, Memory Techniques, and culinary math workshops. Contact the Center for Academic Support at 980-598-1500 for an up-to-date workshop schedule.

Special Needs/Disabled Students

Johnson & Wales University is dedicated to providing reasonable accommodations to give learning disabled, physically challenged, and students with chronic medical conditions the opportunity to succeed in their academic pursuits. While maintaining the highest academic integrity, the university strives to balance scholarship with support services that assist special needs students to function in the university's environment.

Students requesting services must provide the Center for Academic Support with the required special needs or disability documentation. The following guidelines are linked to the center's Web page:

- Documentation Guidelines for Learning Disabilities
- Verification of Disability Form (ADHD, Psychiatric, Chronic Medical, and/or Other Health Impaired)

Accommodations for students with disabilities who provide appropriate documentation include, but are not limited to, individualized tests, extended time for tests, enlarged print, use of a tape recorder in class, note-taking assistance, reduced course load, preferential scheduling, classroom relocation, medically excused absences, use of a Kurzweil 3000 and Inspiration..

Because some programs of study at the university have technical standards and requirements, applicants and students with special needs or physical disabilities should contact the director of the Center for Academic Support, at 980-598-1500 to discuss the availability of reasonable accommodations where appropriate. Copies of the technical standards applicable to various programs are available from this office. Students requesting services must provide documentation so the disability can be verified and to aid in educational planning. For learning disabilities, a neurological report by a psychiatrist, neurologist or other physician or a psycho-educational evaluation by a licensed clinician is generally required.

During the accommodation process, the student will be expected to

- participate in the determination and implementation of reasonable accommodations and support services
- inform his/her special needs advisor when accommodations are not working or need to be changed
- meet with his/her special needs advisor at the beginning of every term to complete the Support Service Agreement so that accommodations can be put into place
- keep follow-up appointments or call to cancel and reschedule in a timely manner

The special needs advisor will be expected to

- maintain medical/psychological/educational documentation in a confidential manner
- determine if condition(s) are a disability in accordance with the law
- identify reasonable accommodations and support services and assist with their implementation
- request updated documentation (as needed) to determine if accommodations need to be modified
- refer student to campus/community services (i.e., Center for Academic Support, Health & Counseling Services, etc.) to resolve disability-related issues

New students will be expected to attend an orientation session the day before classes begin (time and place will be published in orientation literature). At this session, a description of the services provided will be made as well as suggestions on how to effectively use the services on campus.

Students requesting housing accommodations or students who will need additional help in case of an emergency need to contact the director of the Center for Academic Support.

POLICIES AND PROCEDURES

Individualized Testing Policy

Students with disabilities may receive test accommodations determined on an individual basis. Students are responsible for informing instructors each time they plan on utilizing these accommodations (as verified by the special needs advisor) by

- going to the Center for Academic Support as soon as a test is announced to fill out an “Individual Test

Request Form.” At this time, the student will schedule the test to be taken in the Center for Academic Support.

- giving the top copy of this form to the instructor at least one week prior to the test. The student will keep the other copy for his/her own records.
- going to the Center for Academic Support, instead of class, at the time of the test.

Note-taking Assistance Procedure

Students whose documentation warrants note-taking assistance must

- sign the accommodation agreement at the beginning of each term
- meet with the instructor to determine how notes will be obtained. Several options exist:
 1. Instructor may locate a suitable peer note-taker. It is the student’s responsibility to make arrangements with the instructor or peer to obtain notes. Carbonless note paper is available through the special needs advisor at no charge.
 2. Instructor may provide student with a copy of his/her notes. These notes are for the student’s private study only and must be returned to the instructor at the end of the term/class.
 3. Instructor may advise student to use the copy of his/her notes in the Center for Academic Support. Students are not allowed to photocopy notes or remove them from the center.

Service Animal Procedure

The special needs advisor will determine the appropriateness of a service animal based on whether a student has a disability and the role of the service animal. To request the presence of a service animal, the student must meet with a special needs advisor.

Alternate Format Procedure

Students who require alternate access to printed material may receive textbooks in alternate format (as determined by the special needs advisor). Students are responsible for

- forwarding all relevant textbook information to his/her special needs advisor as soon as it is available
- purchasing all books
- contacting Recording for the Blind & Dyslexic (RFB&D) to determine if books are available (800-221-4692 or www.rfbd.org). Books can be ordered through the special needs advisor.
- When requesting electronic text (etext), the special needs advisor must contact the publisher to determine its availability.

If the book is not available from the publisher, the special needs advisor will obtain permission from the publisher to scan the book (alternatively, the student will use the university’s Kurzweil 3000 software to “read” the book).

Review of Accommodation Decisions

The following procedures must be followed by any student with a complaint or grievance about an accommodation decision:

1. The written request for review of the decision is to be submitted to the university Compliance Officer, One Cookson Place, Sixth Floor, Providence, RI 02903 or call 401-598-1423.
2. The university Compliance Officer will attempt to facilitate a mutually acceptable accommodation agreement.
3. If no acceptable agreement can be reached, the request for reconsideration will be forwarded to a committee consisting of the student's academic dean, the director of the Center for Academic Support, and the director of Payroll & Personnel Services, or any of these individuals' appointees.

Classroom Relocation Policy

A reasonable accommodation for students with limited mobility and/or physical challenges may include having their classrooms moved to an accessible location. Students requesting such an accommodation should participate in the priority scheduling process so that accessible classrooms can be arranged.

It is the student's responsibility to

1. Provide documentation to verify his/her disability and validate his/her request for relocation of classrooms with the special needs office.
2. Participate in priority scheduling.
3. Review the class schedule with his/her special needs advisor to determine which classes need to be relocated.
4. Immediately inform the special needs advisor of any changes in class schedule or problems with classroom accessibility.

Housing Accommodations

When a student informs the Center for Academic Support that he or she may need a particular on-campus housing accommodation, the center will work in with Residential Life to evaluate the request to ensure that reasonable accommodations are provided. The student must submit the required special needs or disability documentation to the Center for Academic Support before a request can be considered.

Community Service Learning

One of the university's priorities is community leadership, developing students who are not only equipped to attain jobs after graduation, but who also have the skills, training and personal development to be strong, ethical leaders in industry and their communities. The university seeks to engage students in community leadership through academic Community Service Learning (CSL) and self-initiated service, as well as community service programming for clubs and organizations, faculty, staff and departments. Imbedded in the LEAD2001 Foundations of Leadership Studies course, CSL is designed to introduce students to the concepts behind service learning, volunteerism, civic responsibility and to show students ways that they can use their career and personal skills to address community needs.

Students interested in learning more about CSL or volunteerism at Johnson & Wales are encouraged to call the community outreach coordinator at 980-598-1005 or visit the department on the 5th floor of the Academic Center (801 W. Trade Street).

Dining Services

The Student Dining Center, a Chartwells managed operation, is excited to welcome students to the Johnson & Wales on-campus dining experience! We offer traditional comfort dishes as well as exotic and contemporary flavors. The dining program will offer a residential “All-U-Care-To-Eat” destination. The residential dining program features revolving stations and includes a Grill, Brick Oven, Cook to Order Station, Home Style and International foods, Sandwiches, a full Salad Bar, and a daily menu of Balanced Choices Healthy Eating Options as well as award winning Terre Ve Vegetarian Options, and much more. Along with these great dining destinations, the Johnson & Wales dining experience also features innovative and fully interactive event programming and guest services. Engineered with numerous special events, promotions and food education, this dining program will be the perfect accent for our students’ Johnson & Wales experience. Chartwells is committed to providing great food and excellent service. We welcome any comments, concerns, suggestions, or praise about the student dining center, or if any special assistance is needed. Simply speak with a manager, send us an email at www.charlottediningservices@jwu.edu or fill out a comment card located at the dining facility. **Those students who have allergies or sensitivities to particular food items are encouraged to contact dining services management immediately upon arriving on campus at 980-598-1950.** Additional information on the student dining facility can be found at www.dineoncampus.com/jwcharlotte. The Student Dining Center is located in Cedar Hall North, 725 West 4th Street.

RESIDENT STUDENTS

As part of the room and board fee, students are participants of the full meal plan, which provides three meals daily on class days, generally Monday – Thursday, plus brunch and dinner on non-class days. The weekend meal plan is optional, and students may opt out of it within the first two weeks of every term.

Should students opt out of the weekend meal plan, their student accounts will be credited the difference. Once a student opts out of the weekend meal plan, he/she will be charged door rate for any meals eaten at the Student Dining Center on non-class days, or students may purchase meal blocks to enhance the basic meal plan. Additional meals can be purchased in blocks of five, 25, or 50 at the Dining Services office located in the Student Dining Center at any time. These meal blocks are valid for the entire academic year, and do not sweep at the end of each term. Additionally, students may use their blocks to bring guests. Students must present their JWU ID. Please note that additional meal blocks are non-refundable, and do expire at the end of the academic year or if students separate from the university, so please plan accordingly. City View Towers residents who desire meal plans may follow suggestions for commuters below.

COMMUTERS

Commuter students are able to use the dining facility. Students can pay at the door or purchase a Commuter Meal Plan. Meals are purchased in blocks of five, 25 or 50 at the Dining Services office located in the Student Dining Center at any time. These meal blocks are valid for the entire academic year and do not sweep at the end of each term. All students must present their JWU ID. Please note that additional meal

blocks are non-refundable, and do expire at the end of the academic year or if you separate from the university, so please plan accordingly.

GUESTS

Guests may dine at the Student Dining Center. Escorted guests may purchase a single meal at the door, or utilize meal blocks residing on their escort's meal card.

HOURS

When Friday is a culinary lab day, the residential dining facility will utilize Thursdays' dining schedule and when there are no classes on a particular Monday, the dining facility will utilize Sundays' dining schedule. Other schedules will be in effect during class breaks and holidays.

Lab day meal plan hours:

- Breakfast 6:00 - 9:30 a.m.
- Lunch 10:30 a.m. - 2:00 p.m.
- Dinner 5 - 8:30 p.m.

Non-lab meal plan hours:

- Brunch 10 a.m. - 2:30 p.m.
- Dinner 4:30 - 6:30 p.m.

Dining Services is closed during class and holiday breaks. Up-to-date listings will be posted in the Student Dining Center and on the Dining Services Website.

POLICIES

Students must act and dress in an appropriate manner while in the dining facilities. The ability to exhibit good manners is essential to everyone's career, and a person's actions are a reflection of his/her professionalism.

Students must present their ID cards to gain entrance to the student dining facility. Lost or stolen cards must be immediately reported to Campus Safety & Security in order to prevent unauthorized use. Students with alternate identification (must include a picture ID and J number) will be allowed one meal before they must obtain a replacement ID. Any further meals given without proper university issued ID will result in the student paying the door rate in order to gain entrance.

Absolutely no food may be removed from the Student Dining Center unless previous arrangements have been made with dining services managers. Boxed lunch meal substitutions and some retail beverages and snacks to take-out are available at the cashier stand. Students who gain access to the residential dining facility and are later found not to be on the meal plan will be charged the guest rate on their student account for meals taken and subsequently reported to the Office of Student Affairs for further disciplinary action.

Experiential Education & Career Services

Employment services are available for business, hospitality and culinary students at the Experiential Education & Career Services Office located in Gateway Village. Hours are from 8:30 a.m. - 4:30 p.m., Monday through Friday.

Staff members offer assistance in many areas of career guidance and employment information. Several career workshops as well as a required course – Career Management Capstone – cover topics such as résumé preparation, interviewing and portfolio development.

Assistance in securing part-time, seasonal, summer and full-time employment is also available. The Part-Time Job Fair is offered to incoming and returning students. The Experiential Education & Career Services office also offers various career events throughout the year to introduce the students to employers. Another job search resource available to students is eRecruiting, a Web-based job posting system.

In addition to the career events mentioned above, graduating students are encouraged to participate in the On-Campus Recruiting (OCR) Program, which occurs in the fall and spring. Employers throughout the U.S. visit the campus to recruit students from all disciplines. Students interested in the On-Campus Recruiting Program must register for and meet the eligibility requirements to participate in the program.

The on campus open houses (information sessions), which market company employment opportunities, are available to all students. During the academic year, many companies visiting the campus will participate in the Alumni Contributing Expertise initiative, which focuses on various career development topics, including career opportunities in a variety of industries.

Health and Accident Insurance

All full-time, day program students are covered by a health and accident insurance plan for the terms enrolled during the academic year. This does not include the summer term. Insurance brochures are available during Opening Weekend and at Health & Counseling Services. Refer to the insurance brochure for a definition of the effective date of coverage, policy limits, policy termination, and the opportunity to continue coverage over the summer.

Information Technology Services

Information Technology Services (ITS) is the central department providing all members of the Johnson & Wales University, Charlotte Campus with technical support, networking, telecommunications, and other technology services for academic and administrative endeavors. ITS works with departments, faculty, staff, and students to provide robust, flexible, and secure technologies that support the institutional goals of the university.

E-MAIL

Each student at Johnson & Wales University receives an e-mail account and uses Microsoft Outlook Web Access (OWA), a Web-based e-mail program that allows them to access their e-mail through their Web browsers. You may use OWA anywhere you have Internet access – on or off campus. Your e-mail account not only serves as a tool for sending and receiving e-mail, but also provides access to important university resources. You are required to use your e-mail username and password to logon to computer lab workstations. As the university's primary channel of communication with students, your account provides access to important university resources such as Check-In, uconnect, faculty coursework, Charlotte Campus Update, university calendar, student activities, and more.

Finding Your Account Information:

- Log on to uconnect at <http://uconnect.jwu.edu> and enter the secure area
- Select “Personal Information”
- Select “View/Activate JWU E-mail Address”
- Read the instructions to determine your username and password
(a student e-mail address is *username@students.jwu.edu*)

Using Your Account:

- Follow the link from the uconnect e-mail page or type <http://email.jwu.edu> into your web browser
- Click LOG IN to access your e-mail account
- Enter your username and password and click OK
- The first time you use your account, you will be prompted to change your password (your new password must be at least six (6) letters or numbers and cannot be the same as your username - this password is case sensitive)
- Enter your username and your current password
- Select a new password and enter it twice
- Click OK - you may now use your e-mail account

Note: Once a student’s account receives an inactive status from Student Academic Services, their e-mail and network accounts are disabled within one business day. If a student’s account returns to an active status within 30 days, their e-mail and network account will be reactivated. If a student’s account returns to active status after 30 days, a new e-mail and network account will be created for them 24 hours after they have registered courses. This may or may not be the same as their previous account, depending on availability.

PASSWORD RESET MANAGER

Johnson & Wales University offers a utility called the Password Reset Manager that allows you to securely reset your own forgotten password without having to call the University Help Desk or visit a computer lab. In order to use this 24x7 service, you must first create an account profile. Without the creation of this profile, you will not be able to reset your password through this tool.

Creating Your Profile:

1. Access OWA at <http://email.jwu.edu>
 2. Select the “Password Reset Manager” link
 3. Click the “Security Questions and Answers” button
 4. Enter your e-mail user name and password
 5. Select three questions and enter your answers
 6. Click “Create”, close the confirmation window, and close the profile creation window
- ✓ Once you have created your profile, you can securely reset your own password if needed.

Resetting Your Password:

1. Access OWA at <http://email.jwu.edu>
2. Select the “Password Reset Manager” link

3. Click the “Reset Password” button
4. Enter your user name and email address and click “Continue”
5. Answer the three questions you selected exactly as entered in the account profile creation and click “Continue”
6. Click the “reset password” button
7. Reset your password and click “OK”
8. Close the confirmation window and close the reset password window

PUBLIC FOLDERS

By using your JWU e-mail account, you have access to the university public folders where professors post syllabi, course outlines, assignments and more. You can also obtain information on the Charlotte Campus, student activities, and recreational services. The Public Folders link is beneath your private folders.

To Access Public Folders:

1. log on to your Johnson & Wales e-mail account
2. click the plus sign [+] beside the “Public Folders” icon on the left side of the screen
3. click the plus sign [+] next to “Charlotte Campus”
4. select the appropriate folder to view the information for which you are looking

COMPUTER LABS

JWU Charlotte has five computer labs that are run by ITS. Four labs are located on the 4th floor of the Academic Center housing over 160 workstations and one lab is located in the Library housing 30 workstations. Student staff members are available in these computer labs to help students and answer questions. Students need an active JWU e-mail account to access the computers.

Hours of operation are posted at each computer lab and the following location in public folders (along with details, information, and software): \Charlotte Campus\Campus Administration\Information Technology Services\Computer Labs

Academic Center Computer Lab Classrooms 433, 434, 435, and the Library Computer Lab Classroom are open for faculty/class reservations during operating hours. Academic Center Student Computer Lab 436 is an "open-use" computer lab, and NOT available for faculty/class reservations. As such, students wanting uninterrupted access should use 436.

STUDENT DATA STORAGE

All students are given access to a shared drive space which allows access to 50 MB of disk space for personal documents. This drive is only accessible in the computer labs, but provides a secure storage space for data which is backed up regularly. Data recovery may be possible by contacting the University Help Desk. Data is accessible for 90 days after graduation for students with active accounts. For more information, contact the University Help Desk.

TELECOMMUNICATIONS

RESIDENCE HALLS

There are many changes occurring across the university as we seek to consolidate and improve services for students. Although telephone service is no longer available in residence hall student rooms, there is a courtesy phone located in the commons room on each floor of Cedar Hall North and Cedar Hall South. These telephones may be used to call staff, faculty and any JWU office by dialing the 4-digit extension. For medical and other serious emergencies, these telephones may be used to dial 911 for assistance and then Safety & Security at extension 1900.

CITY VIEW TOWERS

JWU provides local and unlimited domestic long distance telephone service and a voice mailbox for each apartment in City View Towers. Specific information, instructions, and telephone number assignments are provided by Residential Life during Move-In.

CABLE TELEVISION

Standard cable television service is provided throughout campus in all classrooms, lounges, common areas, residence hall bedrooms, and apartment bedrooms and living rooms.

Channel Lineup:

1. Visit www.timewarnercable.com/charlotte
2. Select "Channel Lineups" under the 'Tools' heading
3. Select "Time Warner Cable - Charlotte, NC" from the drop-down box and click the "See Channel Lineup" button
4. Select/check only "Broadcast Cable" and "Basic Cable" under the 'Package Filter' heading

CAMPUS EVENTS CHANNEL

When you're on campus, there's a cable television channel just for you! Students can tune to the Campus Events Channel for information on the things you need to know about life at JWU Charlotte. Located on channel 9 on the cable lineup, the Campus Events Channel is available throughout all of campus (including the Academic Center, administrative offices, and residence halls). It serves as your round-the-clock connection to campus activity.

You can watch the Campus Events Channel for answers to questions you might have about special activities on campus or what kind of important information you need to know. The channel displays announcements, safety & security notices, academic information, events, deadlines, news, and student activities.

The Campus Events Channel is produced by the Communications & Media Relations office. Items of interest for inclusion should be sent to Melinda Law, communications and media relations manager, by e-mail at melinda.law@jwu.edu for approval.

INTERNET SERVICES

Internet access is available in all residence halls and computer labs. Wireless Internet access is also available at wireless hotspots located throughout the campus. Students must have a Wi-Fi compliant wireless card to access the Internet in these areas. Anyone who uses the Johnson & Wales University Internet System and related facilities must agree to the policies and procedures set by the university.

WIRELESS

Wi-Fi Hotspot Locations:

- Academic Center
- Gateway Center 4th Floor
- Cyber Lounge
- Library
- Cedar Hall North – all common rooms, study rooms, and the Student Dining Center
- Cedar Hall South – all common rooms, study rooms, and administrative offices
- Residence Hall Quad
- City View Towers – game room
- Gateway Village – In addition (separate from JWU), Cousins Properties provides free wireless access for the public in the Gateway Village Promenade area. The ID is "gateway" and it does not require a username or password.

When you have a notebook computer with a wireless card (or wireless device) in a wireless area, simply connect to the wireless network named “WIFIJWU” (see your particular notebook computer or wireless card user manual for instructions), then open a web browser and follow the instructions listed there to log in with your JWU ID and password.

ON-CAMPUS STUDENT RESIDENTIAL NETWORK “RESNET”

ResNet is the on-campus student residential network. The university does not charge a fee for this service, all you need is a computer with a network card and you can access the Internet at high speeds anytime. You get a direct connection to the university network and the Internet so you never have to worry about busy modems or monopolizing your room phone. It supplies the fastest possible connection to the network so information is retrieved and displayed as quickly as possible. And it's free.

Specifically, you will need a network card installed in your computer to plug into ResNet. Network cards cost between \$40 and \$60 dollars, and are included on most new computer purchases. Detailed information about ResNet and step-by-step instructions can be found by visiting the University Help Desk website at <http://helpdesk.jwu.edu> and clicking "on-campus network".

TECHNICAL SUPPORT

The University Help Desk is available to assist students with e-mail, uconnect, Internet, ResNet, telephone, cable television, policies/procedures, and other computer-related questions. The University Help Desk website located at <http://helpdesk.jwu.edu> also has detailed instructions and answers to many frequently-asked questions. Please contact the University Help Desk to report problems and issues.

The university will ensure network connectivity in each residence hall room. The university does not provide technical support for personal computers or printers.

Toll free: 1-866-JWU-HELP (1-866-598-4357)
Website: <http://helpdesk.jwu.edu>
E-mail: helpdesk@jwu.edu

UCONNECT SERVICES

Every Johnson & Wales student receives access to conduct secure university transactions online at uconnect.jwu.edu, the university's Web services site. Transactions include printing schedules, registering for courses, viewing grades, determining holds, making payments, reviewing financial aid and more.

To access the secure area of uconnect, students must enter their student ID, which serves as the uconnect "User ID." New student uconnect accounts are activated upon receipt of the reservation fee; the student ID will be printed and communicated to students on their financial invoice. Again, type uconnect.jwu.edu into any Web browser to access this easy-to-use site (supported browser clients include Internet Explorer 4.0 and higher and Netscape 4.0 and higher). Students with limited access to a personal computer may utilize on-campus resources, including campus computer labs and uconnect self-service kiosks located throughout the university.

Identity theft is a strong concern and we strongly suggest that all users take necessary precautions to prevent access by a prohibited user. It is each user's responsibility to safeguard individual User ID and PIN numbers; the university strongly cautions students against freely sharing their ID and PIN. Contact the university Help Desk immediately if unauthorized access has occurred or is suspected.

Upon graduation or leaving the university, students will continue to have access to their records via uconnect (accounts are never disabled). Please note, however, that all students are prompted to select a new PIN if the previous login exceeds more than 120 days.

UNIVERSITY WEB POLICIES

The contents of the JWU Web site are proprietary and as such are protected by federal, state and international copyright and trademark laws, or other proprietary rights. The policies can be found at www.jwu.edu/legal. Violations or attempted violations will subject the violator to disciplinary and/or legal action by the university.

International Center (Providence Campus)

The International Center located on the Providence Campus provides services to the international students of the Graduate School and the College of Culinary Arts. Services offered by the International Center fall into two main categories: the International Student Office and Study Abroad.

International Student Office (Charlotte Campus)

The International Student Office (located within Student Academic & Financial Services) coordinates special orientation sessions for new international students. This office also offers non-legal advising on matters relating to immigration and visas, and information on cultural adaptation, housing and university services. Over the course of the year, many seminars are conducted to familiarize students with issues such as immigration, taxes, culture and employment.

International students must abide by the rules and regulations set forth by United States Citizenship and Immigration Services (USCIS). The 10 rules that international students are personally responsible for

upholding are as follows:

1. You must attend the school for which you are authorized: Make sure to use the Johnson & Wales I-20 to enter the United States.
2. Keep your passport and I-20 valid at all times. I-20s must be reissued when any information on them changes: name, major, sponsor, etc.
3. Carry a full course of study every term from September to May. (Undergraduates: minimum of three, 4.5 quarter credit hour courses. Graduate students: minimum of two, 4.5 quarter credit hour graduate courses.)
4. When continuing from one educational level to another (associate to bachelor's or bachelor's to master's) within Johnson & Wales University, you will need a new I-20 issued for the next degree level.
5. On-campus employment must be limited to a total of 20 hours per week while school is in session.
6. Off-campus employment may only be granted after applying to USCIS through the International Center. Do not work off campus without authorization from USCIS.
7. Check your travel documents to be certain they are in order before leaving the United States. All trips outside the U.S. require a signature from the DSO at the International Center on your I-20 to re-enter the United States. Travel signatures require updating each term.
8. Be aware of the expiration date on your I-20. Remember, if necessary, you can extend your I-20 30 days before it expires. Also know when your required date of departure is by checking your I-94 and I-20. Seek permission to extend your stay if needed.
9. Report a change of residence to the International Center and USCIS within 10 days of the change.
10. Everyone, whether they have worked during the previous year or not, must file an income tax return by April 15 for each year they reside in the United States.

Questions concerning these regulations or any other international student issue may be directed to our International Student Services Associate by calling 980-598-1322 and making an appointment. In addition, important information can be found on the Web site hosted by the International Office. You can visit the Web site at www.jwu.edu > Providence > Student Life > International Student Services.

Study Abroad Office (Providence Campus)

The Study Abroad Office works with all of the academic colleges and university campuses to expand the opportunities for both faculty and students to teach and study overseas. The Study Abroad Office helps students, regardless of campus, apply and prepare for a wide range of opportunities abroad in a variety of locations such as Sweden, Belgium, Italy, Greece and Singapore. Programs include Term Abroad Programs, Summer Term Abroad Programs, SWAP Programs (Summer Work Abroad Programs) and Student Exchanges.

Students on the Providence Campus seeking further information can visit the Study Abroad Office located within the International Center in the Student Services Center, or attend the annual Study Abroad Fair in September. Students on all campuses can visit the Web site at www.jwu.edu/studyabroad.aspx or e-mail the office at studyabroad@jwu.edu.

Liability Insurance

Students are protected by Johnson & Wales University's Commercial General Liability Insurance for liability arising from their activities while acting within the scope of their duties in an internship, externship, career co-op or career studies program as required by the university for course curriculum, including travel while using a university vehicle. Any incident involving injury or potential liability should be reported as soon as practical to Nancy O'Neill, risk and insurance manager, 8 Abbott Park Place, Providence, RI 02903 or Tarun Malik, vice president and dean of academic affairs, 801 W. Trade Street, Charlotte, NC 28202, 980-598-1014.

Library

Located in Gateway Village, Johnson & Wales University's Library holds membership in the Higher Education Library Information Network (HELIN), an organization comprised of eleven academic libraries in Rhode Island. Via the Internet, HELIN provides access to locally held books and videos and more than 20 subject-specific journal databases for major areas of academic study. Most of these databases offer full text retrieval of material and are made available to students both on and off campus. Students, faculty and staff must obtain a valid university ID to take advantage of these privileges. Since the library is a complex organization with access to a wide variety of printed and electronic resources, students are offered formal instruction to teach them effective strategies for finding and using information.

Library staff work on an ongoing basis with faculty and student representatives as well as with representatives from Information Technology Services and Experiential Education & Career Services through the Charlotte Campus Library & Information Literacy Committee to integrate and implement appropriate information literacy components and translate them into classroom learning opportunities. Those students with minimal library experience receive special attention. The relationship between library research and the job world is stressed, an outgrowth of the university's commitment to career education. Hours of operation during the school year are Sunday, 1 p.m. – 8 p.m.; Monday–Wednesday, 8 a.m. – 10 p.m.; Thursday, 8 a.m. – 9 p.m.; Friday, 8 a.m.– 4 p.m.; Saturday, 12 noon – 4 p.m. Reduced hours of operation are in effect during vacation periods and the summer. Not returning materials and/or not returning them on time, removing materials that may not be borrowed from the library or defacing them may result in fiduciary penalties and/or disciplinary action.

Communication devices such as cellular phones, pagers, etc. may not be used in the library (except within the conference rooms located in the rear of the library) and must be turned off, set to vibrate, or otherwise rendered inaudible.

Lost and Found

Johnson & Wales is not responsible for loss or damage to personal property. Found items should be taken to Campus Safety & Security in Cedar Hall South Suite 113 (open 24 hours a day, 365 days a year). The staff will make every effort to determine ownership. Inquiries regarding lost and found items can be made 24 hours

a day, seven days a week at the office. Information on unclaimed articles is published in various media outlets throughout campus. The university is not responsible for any lost and found item after 90 days.

You are urged to check if your insurance policy (homeowner's, family or personal) covers lost or damaged personal property

Payment of Bills

All bills may be paid in person, by telephone or online at uconnect.jwu.edu. Payments made in person are accepted at the Student Academic & Financial Services office located in Gateway Village; payments by phone can be made by calling 980-598-1300. Office hours are Monday–Friday, 8:30 a.m. – 5:30 p.m. and Friday, 8:30 a.m. – 2:30 p.m. Cash, checks, money orders and most credit cards are accepted. Credit card and Automatic Clearinghouse (ACH) payments can be made via [uconnect](http://uconnect.jwu.edu). Students paying by mail should direct their checks or money orders to: Student Academic & Financial Services, Johnson & Wales University, 801 West Trade Street, Charlotte, NC 28202.

Self-Service Terminals

The following documents can be obtained via [uconnect](http://uconnect.jwu.edu) or self-service terminals located in Student Academic & Financial Services in Gateway Village:

1. Degree Audit and Planner
2. Class schedules
3. Unofficial academic transcripts
4. Unofficial performance transcripts (obtained at self-service terminals in Student Academic & Financial Services only)
5. Requests for official academic transcripts
6. Final grades
7. Student account information, including hold information
8. Course descriptions
9. Term offerings
10. Enrollment verifications (international students must request this from a Student Academic & Financial Services representative)

Student Academic & Financial Services

Student Academic & Financial Services is comprised of several departments that assist students with a variety of academic and financial matters, such as maintaining student records, assisting with financial questions and procedures, and providing academic counseling and assistance.

Student Academic & Financial Services is located in Gateway Village, Suite 170. Hours of operation are Monday – Thursday, 8:30 a.m. – 5:30 p.m. and Friday, 8:30 a.m. – 2:30 p.m.

STUDENT ACADEMIC SERVICES

Student Academic Services offers a variety of services to help each student prepare for graduation and a career; additionally, the office maintains the student's official academic records. The SAS mission is to educate and counsel students to successfully manage their academic needs. In accordance with the university mission, SAS will

- provide students with a professional and accessible environment in which to conduct business
- advise students within a consistent framework of university policy and practice
- exercise a clear, concise, professional and courteous approach to educate students and parents on university policy and practice
- promote awareness of internal and external resources that are available to students and parents
- advocate for students with other members of the university community

Academic counselors in Student Academic Services are available on a walk-in basis or by appointment to advise students on degree requirements, concentrations, course registration, full-time enrollment, attendance requirements and much more. As a walk-in, students can visit us on a first-come, first-served basis. Please note that only one counselor at a time is able to see students on a walk-in basis. If there is a long wait or a specific counselor is unavailable, appointments can be made at the front counter. Appointments can be scheduled in advance or with a specific counselor by calling 980-598-1300.

Student Academic Services is online at www.jwu.edu/sas. Students may contact Student Academic Services by phone at 980-598-1300 or by e-mail at sas.clt@jwu.edu.

STUDENT FINANCIAL SERVICES

Financial Aid and Planning

To assist students in meeting their educational expenses, Johnson & Wales University offers several types of financial assistance — grants, low-interest loans and work-study. In many cases, qualified students receive a financial aid package that may include all three types of financial aid. Students are reminded to file for financial aid each year and as soon as possible after January 1 to gain access to the maximum amount of financial aid. Priority filing deadline for many state grants is March 1.

Financial planning counselors are available on a walk-in basis to assist students with the Free Application for Federal Student Aid (FAFSA) process, which determines eligibility for federal, state and institutional need-based aid. Financial planners also advise students on options to pay for educational expenses after financial aid, including term payment plans, monthly payment plans and additional loan options. Additional information regarding Student Financial Services is available online at www.jwu.edu/sfs.

For assistance in selecting payment options or making financial arrangements to meet educational expenses, contact Student Financial Services, located in Gateway Village, or call 980-598-1300 locally or 1-866-598-2427, ext. 1300 or by e-mail at sfs.clt@jwu.edu.

Important Note: There is a cap on the total dollar amount of scholarships, grants, awards, prizes, and other aid that the university will award to a single student during a given academic year. The maximum amount is determined prior to each year's financial aid awarding process, and includes both university funded

and university administered monies. Students participating in programs that are not assessed at full-price tuition, i.e. study abroad, are not eligible for institutional grants, scholarships or loans. Students eligible for full-tuition scholarships, i.e. tuition exchange and employee scholarships will receive the scholarship to cover tuition minus any other scholarships, grants or loans received from JWU.

Note: Students must reapply for federal financial aid each academic year as soon as possible after January 1.

Please consult the university catalog for a complete listing of scholarships and grants that are available to Johnson & Wales University students. Available scholarships may also be posted on bulletin boards throughout the university, and at www.jwu.edu/admiss/scholarships.

Refunds for Overpayment

During the fourth week of each term a student may request a refund if their account is clearly overpaid. Refund requests must be made by telephone or in person at Student Academic & Financial Services located in Gateway Village. Once eligibility is determined, refunds take up to 10 business days for processing. The student may request that their refund check be forwarded to the mailing address. If proceeds have been received from a PLUS loan, the refund will be made payable to the borrower and mailed to the address shown on the PLUS application. If a student does not request a refund, the funds will remain on the student's account until the expiration of that academic year. Year-end overpayments will be processed in June for those students not participating in summer courses.

Complaints and Grievances

The following procedures should be used in the resolution of complaints and grievances related to Student Financial Services.

Step One

A student should first address the complaint orally with the staff member involved within five days of the incident. The staff member will document the meeting and/or discussion and subsequent decision and provide copies to the student and to the appropriate department director within five days.

Step Two

If the complaint cannot be resolved at the previous level, the student should present the complaint, in writing, to the assistant director of student financial services. The assistant director will document his or her findings and subsequent decision and provide a copy to the student and the staff member within five days.

Step Three

If the complaint is still unresolved, the student may request a final review by submitting a written request for review to the director of operations. The matter will be decided by the executive director of operations or his or her designee, who will provide a written copy of the decision to the student. The decision of the executive director of operations will be final.

Expedited Review

If there is a legitimate need for an immediate or expedited review of a financial aid or Student Academic & Financial Services decision, written complaints, written requests for review, and written decisions may not be required.

Please note: Retaliation against any individual who files a complaint or grievance or cooperates in the investigation of a complaint or grievance is also prohibited and should be reported promptly so that the university can take action against anyone who engages in retaliation.

Satisfactory Academic Progress

A student must meet the listed standards while enrolled at Johnson & Wales University. Students in certificate or degree programs may receive financial aid for not more than 150 percent of normal program completion time.

Type of Degree	150 percent Completion Time Credit Limit (includes awarded transfer, attempted, and completed credits)
Associate	145 quarter credit hours
Bachelor's	275 quarter credit hours

If a student exceeds the established 150 percent Completion Time Credit Limit before completing all degree requirements, the student will lose (and be ineligible to receive) financial aid for future terms. Programs vary; consult with Student Academic & Financial Services regarding your particular program.

In addition, students must maintain a specific Grade Point Average (GPA) throughout the maximum 150 percent time frame of program completion (see chart below). Credits attempted include awarded transfer, attempted, and completed credits.

Associate Degree

Credits attempted	Required GPA
20.6–41	1.26
41.1–71.5	1.50
72–107.5	1.75
107.6–114.5	2.0
115–144.5	
145+	

Bachelor's Degree

Credits attempted	Required GPA
20.6–41	1.26
41.1–143.5	1.50

144–215.5	1.75
216–224.5	2.0
225–274.5	
275+	

Students will be reviewed at the end of each enrolled term to determine if they are meeting the above satisfactory academic progress criteria. If a student is nearing stated credit and GPA requirements, the student will be notified in writing and placed on probation for up to two consecutive terms. Following the two terms, if the student has exceeded the 150 percent completion requirement and/or has not met the GPA requirement, the student will not be eligible for financial aid for the future term(s), and will be notified in writing of their loss of eligibility. Students may remain eligible to register classes; however, alternative payment arrangements with Student Academic & Financial Services will need to be made.

Students who have extenuating circumstances during a period of probation may appeal to Student Academic & Financial Services. The appeal must be filed within two weeks upon notification of probation. The Review Committee will then respond to the appeal, in writing, within two weeks of receipt. Specific guidelines can be obtained by contacting Student Academic & Financial Services.

Student Alumni Relations

The Student Alumni Association (SAA) seeks to enhance our sense of community at Johnson & Wales University. Students are encouraged to view their role as “students today and alumni tomorrow” and to serve as a link in connecting students and alumni on the local and national levels. This is accomplished through the creation of customized programs and activities designed to foster institutional pride, spirit and tradition, and to educate students about philanthropy. The SAA also provides an opportunity for current students to work directly with campus administration and to network with alumni through campus and community events.

The Charlotte Alumni Relations Office is located in Suite 170 of Gateway Village, adjacent to the SAFS Office. For more information, visit <http://alumni.jwu.edu/saa>.

Student Employment

The Student Employment Office provides a centralized location for students to learn about on-campus student employment programs in addition to processing the university’s student payrolls.

The university provides on-campus student employment opportunities to eligible students through

- Teaching Assistant and Fellowship Program
- Student Assistant Employment Program
- Federal Work-Study Program (FWS)

These programs provide a variety of part-time employment opportunities throughout the university. One opportunity is through the Federal Work-Study Program (FWS). FWS is part of a student’s financial aid package and must be applied for by completing the Free Application for Federal Student Aid (FAFSA).

Johnson & Wales University offers on-campus positions as well as off-campus community service positions to enable eligible students to earn their FWS awards.

Student employees participating in the university's Tuition Waiver Program are not eligible to receive scholarships under student employment programs.

The Student Employment Office is located in Gateway Center - 4th floor. Hours of operation are Monday–Friday, 8:30 a.m.–4:30 p.m.

Transportation

Charlotte Douglas International Airport
5501 Josh Birmingham Parkway
704-359-4013

Charlotte Area Transit System (CATS)
310 E. Trade Street
704- 336- RIDE (7433)

Greyhound Bus Lines
601 W. Trade St.
800- 231-2222

Amtrak
1914 N. Tryon Street
800- 872-7245/704-376-4416