

JOHNSON & WALES UNIVERSITY



2011-12 Charlotte Campus
Student Handbook

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

- 6 Fall term begins
- 9 Make-up classes held for
-Culinary & baking labs

SEPTEMBER '11						
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 '12						
S	M	T	W	Th	F	S
					1	2
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 Priority financial aid deadline to submit FAFSA (school code 001404) for the 2012-2013 year
- 2/25-3/5 Term break
- 6 Spring term begins
- 9 Make-up classes held for
-Culinary & baking labs

- 10 No classes, Columbus Day
- 14 Make-up classes held for
-Culinary & baking labs
- 16 Academic course withdrawal deadline

OCTOBER '11						
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 '12						
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					

- 6 No classes, Good Friday
- 15 Academic course withdrawal deadline
- May 4 Summer term payment deadline (note: summer term is optional)

- 4 Winter term payment deadline
- 11 Make-up classes held for
-Culinary & baking labs
- 11 Friday classes end
- 14 Monday classes end
- 15 Tuesday classes end
- 16 Monday/Wednesday +
Wednesday classes end
- 17 Tuesday/Thursday +
Thursday + Culinary & baking
lab classes end
- 18-28 Thanksgiving & term break
- 29 Winter term begins

NOVEMBER '11						
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			

Career Fairs, Recruiting:
Contact *Experiential Education & Career Services* for information about events, scheduled throughout the year.

MAY '12						
S	M	T	W	Th	F	S
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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 ceremonies:
May 19

- 10 Thursday classes end
- 11 Make-up classes held for
-Culinary & baking labs
- 14 Monday classes end
- 15 Tuesday/Thursday + Tuesday
classes end
- 16 Monday/Wednesday +
Wednesday classes end
- 17 Friday + Culinary & baking
lab classes end
- 18 Residence halls close at noon

- 2 Make-up classes held for
-Culinary & baking labs
- 23 Holiday break begins (no
classes); note: residence halls
close Dec. 23 at noon and
re-open Jan. 8 at noon

DECEMBER '11						
S	M	T	W	Th	F	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE '12						
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

- 4 Summer term begins
- 18 Advanced Standing program
begins

- 8 Holiday break ends
- 16 No classes, M.L. King Jr. Day
- 20 Make-up classes held for
-Culinary & baking labs
- 22 Academic course withdrawal
deadline

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

JULY '12						
S	M	T	W	Th	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- 4 No classes, Independence Day
- 6 Fall '12 term payment deadline
(for new students only)

- 3 Spring term payment deadline
- 17 Make-up classes held for
-Culinary & baking labs
- 20 Monday classes end
- 21 Tuesday classes end
- 22 Monday/Wednesday +
Wednesday classes end
- 23 Tuesday/Thursday +
Thursday + Culinary & baking
lab classes end
- 24 Friday classes end

FEBRUARY '12						
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			

AUGUST '12						
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	

- 3 Fall '12 term payment deadline
(for returning students only)
- 18 Summer internships +
online classes end
- 24 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/Student Employment - 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
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

235 S. Cedar Street
Main Number: 980-598-1840
Fax: 980-598-1895

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

Campus Dining

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 (IT)

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 Orientation & Parent Programs

235 S. Cedar Street
Main Number: 980-598-1880
Fax: 980-598-1802

Nondiscrimination Coordinator

8 Abbott Park Place, Providence, RI 02903
(401) 598-2716

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

Campus 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

Student Activities

235 S. Cedar Street
Main Number: 980-598-1810
Fax: 980-598-1895

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

Title IX Coordinator

8 Abbott Park Place, Providence, RI 02903
(401) 598-2716

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!

JWU is a recognized leader in career education. We prepare driven students seeking a competitive advantage in the global economy, by integrating academics and professional skills, related work experiences, leadership opportunities and career services. Students also gain skills employers desire by participating in community service, athletics, and clubs and organizations. Employers value JWU students because they possess the professionalism, commitment, experiences and career management skills to be successful in their chosen field.

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.

Arthur J. Gallagher
president,
Charlotte Campus

Mission

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.

Core Values

Johnson & Wales University is

Student Centered

We are strongly student centered, stressing personal development as well as career management skills.

Experientially Based

We integrate hands-on learning with a career-focused curriculum, to enable our students to gain real-world experience.

Industry Relevant

We are industry relevant, focusing both on the needs of our students and the needs of our students' future employers.

Employment Focused

Our business is developing employment-ready, motivated graduates for world-class employers.

Globally Oriented

We respond to the increasingly global nature of business by fostering multiculturalism and providing an international educational experience.

Staying Connected

Where to get important Johnson & Wales University information and updates.

IMPORTANT INFORMATION

Each JWU student receives an email account that serves as a tool for sending and receiving email and accessing important university resources. Use your account to access current information about term start requirements, payment information, course work, the university calendar, student activities, athletics information and more.

JWU students have access to help desk services and conveniently located computer centers on campus. Students use Microsoft Outlook Web Access, a Web-based email program. Questions about the services mentioned here should be directed to the JWU Help Desk at 866-JWU-HELP (866-598-4357) or helpdesk@jwu.edu.

EMERGENCY INFORMATION

JWU email accounts are one way the university communicates with students in times of an emergency. In addition, the campus has implemented an emergency notification system, called Blackboard Connect that can send notices via voice messages to your cell or home phone numbers and text messages to your cell phone. Please update your contact information through [jwuLink](#) (Registration & Grades > Personal Information) so your Blackboard Connect account is accurate.

NEWS AND EVENTS

The university Web site, www.jwu.edu/charlotte, keeps you connected to all things JWU 24 hours a day.

Each student at JWU receives an email account and access to conveniently located computer centers and help desk services.

Your JWU email account not only serves as a tool for sending and receiving email, 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 Charlotte Campus Update (CCU) is a weekly electronic newsletter delivered to your JWU email 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.

Keep your eye out for bulletin boards and the Campus Events Channel (CEC) for information about on- and off-campus issues, events and opportunities. Often, important information about exams, term start requirements and commencement are posted in both places.

WEATHER CANCELLATIONS

For information on cancellations due to inclement weather, call the university's automated weather cancellation line at 980-598-INFO (4636). Updates are also posted to www.jwu.edu and sent to your JWU email account to keep you connected to all things JWU 24 hours a day.

The Student Handbook

By attending Johnson & Wales University, you have agreed to conform to the rules, codes and policies as outlined in this publication, as well as in 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, codes and policies established by the university, which 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 jwuLink (Registration & Grades > Academic Profile).

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 permit. Visitors must park in designated visitor areas or obtain a temporary university parking pass. Parking permits for day school students are handled solely 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 upon arrival.

For day school students, parking permits can be purchased on a yearly or term basis. Except for certain premium parking locations, for resident students, the fee is \$400 for the year or \$150 for each term. Parking permits for commuting students cost \$325 for the year or \$125 per term. Parking permits are **nonrefundable** and nontransferable. Owners of vehicles with a permit who change vehicles must register the new vehicle with Campus Safety & Security and receive a new permit.

Campus Safety & Security issues free, temporary parking permits to for up to five days of use (after five days, a university permit must be purchased). Temporary permits are valid only in designated parking areas and must be returned to Campus Safety & Security upon expiration. There is no guest parking available on campus, however there are local parking decks adjacent to campus that are available for public parking at a rate of \$10 per day.

Failure to have a university parking permit can and will result in the vehicle receiving citations and towing enforcement at the owner's expense. It is the responsibility of the person applying for the permit to have and maintain:

- a valid driver's license
- a valid vehicle registration
- A valid proof of insurance

If any of these items become invalid, you are required to notify Campus Safety & Security at 980-598-1900. Failure to do so shall result in immediate revocation of parking privileges without a refund.

To obtain a parking permit, go directly to Student Academic & Financial Services to pay the required fee and complete the application. Parking permits can be obtained at Wildcat Welcome (September only) or through Campus Safety & Security.

PARKING AREAS

Resident Students

Your decision to bring a car on campus should be a well-informed one since parking space is extremely limited. While freshmen are discouraged from bringing cars to campus, parking for freshmen is available in lot A behind the Cedar Hall residences only. The issuance of parking permits for City View Towers is strictly limited to residents of the building. The campus provides parking space on a first-come, first-served basis for students. Parking for all resident students is by assigned space. Cedar Hall residents who do not receive parking spaces behind the buildings in lot A can obtain one through a local parking vendor. Campus Safety & Security has a list of vendors on their website or the list can be obtained by visiting Campus Safety & Security.

Commuting Students

Commuting students that bring a car to campus can obtain a permit for parking lot B. Parking in this location is on a first-come, first-served basis. Commuting students who do not obtain a permit for lot B can attempt to obtain a permit for a local parking vendor. Campus Safety & Security has a list of vendors on their website or the list can be obtained by visiting Campus Safety & Security.

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 approval of the Campus Safety & Security director or his/her designee. Changes in vehicle information, however temporary, must be reported to Campus Safety & Security at 980-598-1900 immediately.
3. Permits are only valid for the parking area and period indicated. All hang tags and access cards for parking must be returned or renewed no later than two (2) 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 owned and/or 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 Campus 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.
- All vehicles on Johnson & Wales owned and/or managed property are subject to search at any time.

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;
4. Actions by the Committee on Academic Standing;
5. Actions by a faculty member, staff member or third party which may constitute harassment or discrimination (which should be referred to the Nondiscrimination Coordinator or a Nondiscrimination Campus Liaison); and
6. Actions relating to involuntary withdrawal for reasons of personal or community safety.

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 college chair 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 of the appropriate school or college (in the case of an academic complaint) or the dean of students or dean of academic administration (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 dean's level by submitting a written request for review to the office of the dean of the appropriate college or school (if an academic complaint) or the dean of students (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 appropriate dean or designee. The decision of the reviewing dean 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 your 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. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. copyright office at www.copyright.gov, especially their FAQs at www.copyright.gov/help/faq. Please refer to the Computer and Technology Use policy for a further description of prohibited activities regarding the use of university technology resources.

MASS EMAIL POLICY

No student or employee may send or distribute a mass email without prior university approval. To seek approval to send a mass email, please contact the following:

- Providence Campus: Lisa Pelosi or Miriam Weinstein
- North Miami Campus: Tonya Evans or Jordan Fickess
- Denver Campus: director of campus safety & security or director of public relations & community affairs
- Charlotte Campus: Melinda Law, Chesley Black, Tarun Malik or Mark Norman
- Universitywide: Piya Sarawgi or Greg DiStefano

Mass emails are reserved for time-sensitive, critical items related to university academic or administrative policy, procedures and activities. Mass emails may not be used for personal purposes. In addition, the university generally does not approve the use of mass email for commercial purposes.

Individuals, groups or departments wishing to promote events or announcements must use other existing campus communication tools. For further information, please contact the individuals designated above or access the Mass Email policy within University Policies in the public folders.

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, Center for Academic Support or any academic-related facility and must be turned off, set to vibrate or otherwise rendered inaudible.

DRUG AND ALCOHOL POLICY

In accordance with the Federal Drug-Free Workplace Act and Drug-Free Schools and Communities Act, 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 55 and except that during the 2011-2012 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.
- Health & Counseling Services also collaborates with Student Conduct to provide educational and other resources for students with problematic drinking behavior.
- A number of programming initiatives take place each year as part of Alcohol Awareness Week activities, the campus Wellness Fair, as well as a variety of classroom and programs.
- There is also an Alcohol Task Force to address alcohol abuse by students. This group has members from all segments of the university community.

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 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 ranging from \$200 up to \$1,000,000
- 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. In addition, Johnson & Wales University may disclose education records without consent to an institution that has requested the records and in which the student seeks or intends to enroll or where the student is already enrolled so long as the disclosure is for purposes related to his/her enrollment or transfer.
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, email address, photograph, date and place of birth, dates of

attendance, grade level, credits earned, 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 ?](#).

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 campus dining 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.

Other uses of the ID card include accessing online university library services, print services at the university computer labs, purchasing tickets at 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 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.

POSTING POLICY

All posted advertisements for student clubs and organizations must be approved through Student Affairs/Activities or an individual designated by 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 Student Affairs/Activities. 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 hallway posting must be contained within a glass-enclosed bulletin board.
- 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 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.

PROHIBITED DISCRIMINATION AND HARASSMENT, INCLUDING SEXUAL HARASSMENT AND SEXUAL MISCONDUCT

NONDISCRIMINATION STATEMENT

Johnson & Wales University does not discriminate unlawfully on the basis of race, religion, color, national origin, age, sex, sexual orientation, gender identity or expression, genetic information, 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 Nondiscrimination Statement 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 its operations.)

The following person has been designated to handle inquiries regarding the Nondiscrimination Statement:

Nondiscrimination Coordinator, Johnson & Wales University, 8 Abbott Park Place,
Providence, RI 02903, 401-598-2716

Inquiries concerning the application of the nondiscrimination statement may also be referred to the appropriate governmental agencies listed below under State and Federal Discrimination and Harassment Enforcement Agencies (Page 10).

PROHIBITED DISCRIMINATION AND 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, discrimination and harassment, including sexual harassment and sexual misconduct. The university prohibits unlawful discrimination, including harassment, on the basis of race, religion, color, national origin, age, sex, sexual orientation, gender identity or expression, genetic information, or disability in admission to, access to, treatment of, or employment in its programs and activities. Such conduct violates not only university policy, but may also violate federal and state laws, including, but not limited to, Title IX of the Education Amendments of 1972 (Title IX), Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990 (Title II).

Harassment may take many forms, including physical, verbal, and nonverbal acts, and written statements. Harassment does not have to include intent to harm, be directed at a specific target, or involve repeated incidents. A single incident involving severe misconduct may sometimes rise to the level of harassment.

Discrimination and harassment are inappropriate and will not be tolerated at Johnson & Wales University. Such behavior or the tolerance of such behavior on the part of an employee violates university policy and may result in disciplinary action up to and including termination. Such behavior on the part of a student also violates the Student Code of Conduct and may result in student conduct review sanctions up to and including dismissal from the university.

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is a form of sex discrimination prohibited by federal and state laws and this policy. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct or communications of a sexual nature, including sexual assault and acts of sexual misconduct, when (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment or education at Johnson & Wales, (2) submission to or rejection of such conduct is used as the basis for employment, academic, or other decisions, or (3) it is sufficiently severe, pervasive or persistent and has the purpose or effect of unreasonably interfering with work or academic performance, denying or limiting the ability to participate in or to receive benefits, services, or opportunities in the university's programs, 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.

While sexual harassment often takes place in relationships with a power differential between the persons involved, the university also recognizes that sexual harassment may occur between persons in the absence of such a relationship.

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, but are not limited to

- Sexual teasing, joking, suggestive looks, gestures or staring.
- Peer harassment that creates a hostile environment, such as spreading rumors about sexual behavior, sexually charged name calling, or inappropriate sexual text messages, emails, social media posts and/or inappropriate communications in any other manner or media.
- Direct or implied threats that submission to sexual advances will be a condition of employment, promotion, grades, status in a course or program, letters of recommendation, or participation in an activity.
- 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, including an employment-related or education-related reward, for sexual activity.
- Repeated requests for dates despite being asked to stop.
- Suggestive sexual remarks or innuendos.
- Unauthorized entering of the 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 assault and other acts of sexual misconduct prohibited by the university's sexual assault policy.
- The use or display of pornographic or sexually harassing materials without educational justification. In the educational setting, judgment must be used in determining the appropriate content when the presentation of academic material is required.

WHAT ARE OTHER TYPES OF PROHIBITED HARASSMENT?

Offensive conduct on the basis of one or more of the other listed protected categories (race, religion, color, national origin, age, sexual orientation, gender identity or expression, or disability) may constitute prohibited harassment when (1) submission to such conduct is implicitly or explicitly a term or condition of employment or education at Johnson & Wales; (2) submission to or rejection of such conduct is used as the basis for employment, academic, or other decisions; or (3) it is sufficiently severe, pervasive or persistent and has the purpose or effect of unreasonably interfering with work or academic performance, denying or limiting the ability to participate in or to receive benefits, services, or opportunities in the university's programs, or creating an intimidating, hostile or offensive working or educational environment.

Examples of behavior which may constitute harassing conduct include, but are not limited to

- epithets, slurs, quips, or negative stereotyping that relate to race, religion, color, national origin, age, sexual orientation, gender identity or expression, or disability, or any other category protected by law;
- threatening, intimidating or hostile acts that relate to race, religion, color, national origin, age, sexual orientation, gender identity or expression, or disability, or any other category protected by law;
- written or graphic material (including graffiti) that denigrates or shows hostility or aversion toward an individual or group because of race, religion, color, national origin, age, sexual orientation, gender identity or expression, or disability, or any other category protected by law and that is placed on walls, bulletin boards, or elsewhere on a university premises, or circulated or displayed in the workplace; or
- teasing, joking, pranks or other forms of "humor" that are demeaning or hostile with regard to race, religion, color, national origin, age, sexual orientation, gender identity or expression, or disability, or any other category protected by law.

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

No one who believes they may have been discriminated against or 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 discrimination or harassment to report the incident if they are not comfortable complaining directly to the offending party or if the conduct continues. The complaint procedures are outlined below.

HOW TO FILE A COMPLAINT

Any employee, student, or applicant for employment or admission who is aware or believes that he or she has witnessed or has been subjected to any form of unlawful discrimination or harassment may make a complaint as outlined below. The complaint should be as specific as possible regarding the circumstances that precipitated the report, including the dates and places of the incidents, the individuals involved, the names of any witnesses, any efforts to address the matter informally and the results of those efforts, and any other relevant information.

Discrimination or Harassment Complaints Against Employees or Third Parties: Anyone who believes he or she has witnessed or has been the subject of discrimination or harassment, including sexual harassment or sexual assault, by an employee of the university (including administrators and faculty or staff members or a student employee acting in the capacity of an employee) or an outsider visiting campus or doing business with the university, should promptly report the discrimination or harassment to the Nondiscrimination Coordinator, 8 Abbott Park Place, Providence, RI 02903 (401-598-2716), to any nondiscrimination campus liaison, to Human Resources & Payroll, or to any department head, dean, vice president or university officer. Students may also report the incident to a Campus Safety & Security officer, Residential Life staff member, or any other trusted university employee who will then report the incident to the nondiscrimination coordinator.

Any university employee who becomes aware of discrimination or harassment at the university, or to whom discrimination or harassment is reported, must immediately notify the nondiscrimination coordinator, a nondiscrimination campus liaison or Human Resources & Payroll.

Discrimination or Harassment Complaints Against Students: Anyone who is aware of or believes he or she has witnessed or has been the subject of discrimination or harassment, including sexual harassment or sexual assault, by a student should promptly report the discrimination or harassment to a Campus Safety & Security officer or to the Nondiscrimination Coordinator, 8 Abbott Park Place, Providence, RI 02903 (401-598-2716), any nondiscrimination campus liaison, Residential Life staff member, department head, dean, or any vice president, who will promptly refer the matter to Campus Safety & Security, the nondiscrimination coordinator and Student Conduct.

(i) Who are the Nondiscrimination Coordinator and the Nondiscrimination Campus Liaisons?

The nondiscrimination coordinator and the nondiscrimination campus liaisons are university employees who are specially trained and authorized to conduct and resolve discrimination and harassment complaints.

Contact Information for the Nondiscrimination Coordinator:

Johnson & Wales University
8 Abbott Park Place
Providence, RI 02903
Attention: Nondiscrimination Coordinator
401-598-2716

Contact Information for Nondiscrimination Campus Liaisons:

The contact information for each nondiscrimination campus liaison is located in the university public folders at public folders > all public folders > administration > university policies > nondiscrimination campus liaisons and can also be obtained from Human Resources & Payroll at 401-598-1034.

In the event of a conflict of interest or other circumstances where reporting to the university nondiscrimination coordinator or a nondiscrimination campus liaison would not be appropriate, reports of discrimination or harassment may be made to the vice president of human resources (401-598-1845), any campus vice president or the senior vice president of student services on the Providence Campus (401-598-1754).

(ii) Who is the Title IX, Title II and Section 504 Coordinator?

The nondiscrimination coordinator has been designated to carry out the university's responsibilities under Title IX, Title II, and Section 504.

Johnson & Wales University
8 Abbott Park Place
Providence, RI 02903
Attention: Nondiscrimination Coordinator
401-598-2716

(iii) What should I do if I have a complaint about gender equity in athletics?

If you have a complaint about gender equity in university athletics programs, you should contact the nondiscrimination coordinator at the address indicated above who is responsible for Title IX compliance in matters related to gender equity in university athletics programs.

(iv) Sexual Assault and Sexual Misconduct:

In addition to the procedures described above, students who are victims of sexual assault or other acts of sexual misconduct may seek assistance as described in the university's Sexual Assault policy on Page [] of the Student Handbook.

INVESTIGATION AND RESOLUTION

Once discrimination or harassment has been reported, the university will promptly begin an investigation to be headed up by a nondiscrimination campus liaison or other appropriate person. The investigation may involve meeting with the parties, providing the parties the opportunity to identify witnesses or present other evidence, interviewing witnesses with relevant first-hand knowledge, requesting written statements from the parties and/or witnesses, informing the individual whose actions are the subject of the complaint of the allegations made in the complaint, and/or making other appropriate inquiries. 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 investigate or resolve the situation or put an end to any discriminatory and/or harassing behavior in compliance with applicable law. 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.

The investigation should be completed promptly so that the outcome may be determined within 45 days of receipt of the complaint. If this is not possible, the complainant will be informed of the status of the investigation within 45 days.

At the conclusion of the investigation, the university will take action to prevent the recurrence of harassment and to correct its discriminatory effects, if appropriate, 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.

RETALIATION; FALSE COMPLAINTS

Discrimination and harassment, including sexual harassment and sexual assault, are unlawful. Retaliation against any individual who has made a good faith complaint of discrimination or harassment, or who has cooperated in the investigation of such a complaint, is unlawful and in violation of this policy. Anyone found to have engaged in retaliation will be subject to disciplinary action up to and including termination or dismissal.

The reporting of a false complaint of discrimination, harassment, sexual misconduct, or retaliation is also a violation of this policy and may result in disciplinary action.

STATE AND FEDERAL DISCRIMINATION AND HARASSMENT ENFORCEMENT AGENCIES

In addition to the Johnson & Wales University policies and procedures regarding discrimination and harassment, if you believe you have been subjected to discrimination or harassment, you may contact the appropriate governmental agencies listed below:

Office for Civil Rights, U.S. Department of Education, Customer Service Team, 400 Maryland Avenue, SW, Washington, DC 20202-1100, 800-421-3481.

This office may refer the matter to a regional Office for Civil Rights.

You may also visit <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm>.

Rhode Island

- Equal Employment Opportunity Commission, John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203, 617-565-3200
- Rhode Island State Commission for 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, 617-994-6000

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 Apalachee Parkway, Suite 100, Tallahassee, FL 32301, 850-488-7082

Colorado

- Equal Employment Opportunity Commission, 303 East 17th Avenue, Suite 410, Denver, CO 80203, 303-866-1300
- Colorado Civil Rights Division, 1560 Broadway, Suite 1050, Denver, CO 80202-5143, 303-894-2997

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, Suite 2109, Raleigh, NC 27601, 919-807-4420

Mailing Address:

N.C. Human Relations Commission
1318 Mail Service Center
Raleigh, NC 27699-1318

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 rules 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 (R.D.s and R.A.s), Campus Safety & Security, Health & Counseling Services (including the on-call counselor) and the university's Title IX Coordinator 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, Campus 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. or R.D.); and/or
 - Making a complaint to the university's Title IX Coordinator (401-598-2716); 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 Campus 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

Student Conduct

Cedar Hall South, 980-598-1820

Nondiscrimination Coordinator

8 Abbott Park Place, Providence, RI, 02903, 401-598-2716

Title IX Coordinator

8 Abbott Park Place, Providence, RI, 02903, 401-598-2716

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 policy regarding Prohibited Discrimination and Harassment, including Sexual Harassment and Sexual Misconduct and the Student Code of Conduct. Reports of sexual assaults by students are addressed through the university's Student Conduct Review procedures and in accordance with Title IX of the Education Amendments of 1972 (Title IX). 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 prompt hearing.
- The victim has the same right to present relevant materials and witnesses with relevant personal knowledge of the incident as outlined in the Student Code of Conduct and Conduct Review Process under "Hearing Procedures" (Page 60).
- The victim has the right to request a student or staff advisor as outlined in the Student Code of Conduct and Conduct Review Process under "Hearing Procedures" (Page 60).
- The victim has the right to make a "victim impact statement" in addition to any incident report. This statement will be considered by the hearing officer or panel if the alleged violator is found responsible.
- The right to be informed of the outcome of the hearing and any sanction imposed. This includes the right to be informed of the outcome of an appeal.
- The right to request an appeal as outlined in the Student Code of Conduct and Conduct Review Process under "Appeal" (Page 60); provided that the time period to request an appeal will begin on the date of notification of the outcome of the hearing.

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).

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.

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 on page 5.
- Students have the right to an academic and residential environment free from discrimination, harassment and sexual assault in accordance with the university's Prohibited Discrimination and Harassment, Including Sexual Harassment and Sexual Misconduct policy.
- 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 nondiscrimination coordinator at 401-598-2716, a nondiscrimination campus liaison (Page 9) or Compliance, Internal Audit and Risk Management at 401-598-1423. Any student who believes that their rights have been violated by another student should report the matter to the dean of students (980-598-1830) or another Student Affairs administrator, including:

- Dean of Students, 980-598-1830
- Any resident director; 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 email system, with the full expectation that students will receive and read them in a timely manner. Any correspondence sent by mail or university email is deemed to be an official notification.

EMAIL

The university email 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 email account on a frequent and consistent basis.**

Students experiencing technical difficulties when accessing their university email account must contact the university Help Desk for assistance at 866-JWU-HELP (866-598-4357) or helpdesk@jwu.edu.

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 jwuLink (Registration & Grades > Personal Information), their permanent and on-campus/commuter addresses and telephone contact information (including cell phone numbers) so that they are current at all times. Students may also supply a mailing address if they wish their correspondence to be sent to an address other than their permanent or on-campus/commuter address. A schedule hold will be assigned to students who fail to maintain a valid on-campus/commuter AND permanent address information during the enrollment period.

Depending upon the type of correspondence, individual university offices may choose to use 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 graduation application. If no graduation application was submitted, diplomas will be mailed to the student's permanent address.

EMERGENCY NOTIFICATION SYSTEM (BLACKBOARD CONNECT)

This system is used in order for JWU 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 by voicemail, notifying them 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 used.

ON-CAMPUS OR COMMUTER ADDRESS (REQUIRED)

An on-campus or commuter address is classified as the address of residence during enrollment. Post office box addresses will not be accepted for this address. If no address is supplied during the enrollment period, a "schedule hold" will be placed on the student's account.

PERMANENT HOME ADDRESS (REQUIRED)

A permanent home address is classified as the student's "home" address. If no address is supplied during the enrollment period, a "schedule hold" will be placed on the student's account.

INTERNSHIP PROGRAMS ADDRESS

Any student participating in an internship or internship abroad, must provide Experiential Education & Career Services with any change(s) in contact information.

WORK-STUDY AND STUDENT EMPLOYEES

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

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 International Student Services – SAFS). 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 jwuLink (Academic > Academic Records) frequently, especially after each term's deadline for completing term start requirements and before the start of each term. 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 & Financial Services.

COLLECTIONS HOLD

The Collections Hold prevents course registration, entrance to class, access to/release of official transcripts and release of diploma. 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.

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.studentloans.gov. 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, 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 Financial Aid 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, 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, 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 may be applied to the records of students who are approved for a campus transfer and have not complied with the medical documentation/immunization requirements of their new campus. 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.

HOME SCHOOL VERIFICATION HOLD

The Home School Verification 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 completion. Verification documents for home-schooled students include at least one of the following:

- a high school diploma recognized by their state department of education;
- a G.E.D. certificate or, with respect to home-schooled students who are above the compulsory age of school attendance,
- a secondary school completion credential for home school (other than a high school diploma or its recognized equivalent) provided for under state law;

or

- if state law does not require a home schooled student to obtain the credential described in the preceding bullet, a certification that the student has completed a secondary school education in a home-school setting that qualifies as an exemption from compulsory attendance requirements under state law.

This hold will be removed once the student has provided documentation to Student Academic & Financial Services or Admissions.

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, 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 Student Conduct. A Judicial Hold for suspended students will be released after the term of the suspension has expired and upon notice from the Director of Student Conduct/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 Student Conduct will be released upon a student's fulfillment of any such obligations.

LIBRARY HOLD

The library hold for unreturned materials prevents release of diploma. This hold will be placed if the student has unreturned library materials or owes replacement fees for unreturned materials. This hold will be removed when the student has returned the materials or paid replacement fees to the library.

LOAN DELINQUENT HOLD

The Loan Delinquent Hold prevents course registration, entrance to class, access to/release of transcripts and release of diploma. 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.

N.C. 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 N.C. 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, 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-MBA, 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 a valid on-campus/commuter *and* permanent address information during the enrollment period.

SELF CERTIFICATION HOLD

The Self Certification Hold prevents course registration and entrance to class. This hold will be placed by Student Academic & Financial Services if the student was approved for a loan with a private lender but did not complete the Self Certification form. This hold will be removed once Student Academic & Financial Services has received confirmation from the private lender or the student that the self certification form was completed and submitted to the private lender.

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. Students can complete their Stafford Loan MPN online at www.studentloans.gov. 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, 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. 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. This hold will be removed once the student

has provided documentation to Student Academic & Financial Services or Admissions.

UNIVERSITY TERM START REQUIREMENTS

Term start requirements are the mandatory university requirements that students must satisfy prior to enrollment. In order to be considered officially enrolled in classes at the start of each term, all university term start requirements 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 email communications. Select Charlotte> Student Life> Financial Services> Tuition & Fees> Payment Deadlines.

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) (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

A payment deadline has been established for each term. Prior to this deadline, 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. Students who subsequently satisfy their payment arrangements shall have no guarantee that they will be able to re-register for the same course(s) and/or section(s) from which they were dropped.

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 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 year is required for entering students who are from highly endemic countries and have been residents of the United States for less than five (5) years. A list of countries where tuberculosis is highly endemic is available upon request from Health Services and at <http://www.health.ri.gov/disease/communicable/tb/prof-screening.php>.
- Signature of a parent or legal guardian (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 14).

WITHDRAWAL FROM A COURSE

After the add/drop period has ended (see Page 24), a student may withdraw from a course with Student Academic & Financial Services. A student who withdraws from a course will be issued a "WP," "WF," or "W" by the instructor in order to record attempted credits. A student who remains enrolled in one or more courses in the term will not be eligible for a tuition credit.

Academic/Internship Course Withdrawal Deadline:

Four-Week Courses: 12th day of Session

Five-Week Courses: 15th day of Session

Full-term Courses: 6th week of the term

Students must officially withdraw from a course by the course withdrawal deadline. It is the student's responsibility to notify Student Academic & Financial Services in person or in writing (via JWU email, fax or letter) of their intent to withdraw from a course. Discontinuing attendance or notifying an instructor does not constitute an official course withdrawal. Students who do not officially withdraw will remain registered for their courses and will be graded accordingly. Please note: not showing up for class or not logging into your course in ulearn is not considered an official withdrawal.

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 withdrawing from a course. It is the student's responsibility to consult with individual offices to address the impact course withdrawal will have on their status. Course withdrawal may jeopardize or impact:

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

A withdrawal request after the deadline will only be permitted for extenuating conditions beyond the student's control. Documentation of the condition must be provided by the student and approved by an academic counselor in Student Academic & Financial Services. The course grade under these circumstances will be NC.

Students who withdraw from all courses will be withdrawn from the term and are subject to the Withdrawal policy (see Withdrawal from the University below).

WITHDRAWAL FROM THE UNIVERSITY

OFFICIAL WITHDRAWAL

Official university withdrawal is defined as a complete withdrawal from all classes in a term. A complete withdrawal before the beginning of the term start date will result in no financial responsibility for that term. Withdrawal from the university after the start of the term will result in tuition charges in accordance with the Tuition & Fees Credit policy. A student who withdraws after the Add/Drop period (see Page []) will be issued a grade of "WP," "WF" or "W" by the course instructor in order to record attempted credits. Students are not permitted to withdraw from the university during final exams.

It is the student's responsibility to notify Student Academic & Financial Services in person or in writing (via JWU email, fax or letter) of their intent to withdraw from the university. The date the withdrawal notification is received (or the postmark date of withdrawal requests submitted by mail) shall be the date used in determining the refund of fees, if applicable, in accordance with the Tuition & Fees Credit policy which applies to all types of withdrawals from the university, voluntary or involuntary. Students who do not officially withdraw will remain registered for their courses and will be graded accordingly. Discontinuing attendance or notifying an instructor does not constitute an official university withdrawal.

Students may return to the university to register for a future term/semester, but are subject to the university's Readmittance policy.

The university reserves the right to withdraw students who fail to meet financial or academic requirements or who, because of misconduct, disrupt the academic process. In certain circumstances, as described below, a complete withdrawal from the university may be considered at any point in the term.

UNOFFICIAL WITHDRAWAL

Students who leave the university and do not notify Student Academic & Financial Services of their withdrawal will be assigned a withdrawal date based on the last date of an academically related activity that the student participated in. All other instances when a student withdraws without providing official notification will be the midpoint of the period of enrollment, as applicable.

FINANCIAL AID LEAVE OF ABSENCE (LOA) POLICY

In accordance with applicable financial aid regulations, under certain conditions, such as personal, military service, illness or health, 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 Center, 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.

VOLUNTARY MEDICAL WITHDRAWAL

In addition to requesting a leave of absence under the Leave of Absence policy above, students may also apply for a voluntary medical withdrawal if they need to leave school for a period of time to address illness or physical or mental health conditions that significantly impair their ability to function successfully or safely as a member of the university community. Students who are granted voluntary medical withdrawals may be eligible for an additional tuition credit to their student accounts upon their return to the university. A voluntary medical withdrawal is intended only for serious medical or psychological conditions, which may involve hospitalizations, intensive treatment, or other similar conditions or events. 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 voluntary medical withdrawal for health-related conditions are encouraged to contact campus Health Services (for physical health issues) or Counseling Services (for mental health issues) to discuss the appropriateness of a medical withdrawal.
- Medical documentation must be provided to certify the severity of the condition. Requested documentation may include a written recommendation from a university healthcare provider or an appropriately qualified medical or mental health professional from the community.
- Requests (including required documentation) will be reviewed in a timely fashion and either approved or denied by the appropriate health services or counseling staff.
- A student who is returning to the university after an approved voluntary medical withdrawal may be eligible for a tuition credit equal to the amount of adjusted tuition paid by the student for the term the student was unable to complete because of the voluntary medical withdrawal. This credit can only be applied towards tuition charges for the term in which the student returns. If such a credit is awarded, a student will be notified by Student Academic & Financial Services before returning to the university.
- A student approved for a voluntary medical withdrawal will be notified of any conditions that must be satisfied (in addition to the university's Readmittance policy: see page 32) in order to return to the university as a successful and contributing member of the university community.
- These conditions may include, but are not limited to, documentation or other evidence satisfactory to university health services or counseling staff, and the dean of students or designee, as applicable, that the condition that precipitated the need for the withdrawal has been sufficiently treated and improved to the point where it will no longer adversely affect the student's ability to function safely and effectively and to live and learn in the university environment.
- Students who are out of school on a voluntary medical withdrawal should submit such documentation or other evidence of treatment and improvement to the applicable office (campus Health Services or Counseling Services) well in advance of their desired return date in order to allow the university to time to evaluate it, generally at least six weeks in advance. The documentation will be evaluated by a designated professional in the Health Services or Counseling Services office, as appropriate, and the dean of students or designee, to determine if the student is ready to return to the university.

The university allows eligible undergraduate day and graduate students who have been granted a voluntary medical leave 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 campus Health Services, and pay separately the current premium for that term to the university's insurance agency.

INVOLUNTARY WITHDRAWAL FOR REASONS OF PERSONAL OR COMMUNITY SAFETY

The university may require a student to withdraw if the university believes that the student is engaging or is likely to engage in

behavior that poses a significant risk to the health or safety of the student or others or where the student's behavior disrupts the university's learning environment.

This policy and associated procedures do not take the place of disciplinary action and sanctions associated with a student's behavior that is in violation of any university rule, code, or policy, including, but not limited to, the Student Code of Conduct.

Upon learning of credible evidence that a student's behavior may pose a risk of significant harm to self or others or disrupt the university's learning environment, the following procedures may be initiated in the discretion of the dean of students or designee if the Conduct Review Process is not appropriate or cannot be applied to the circumstances as determined by the dean of students or designee:

- a. The dean of students or designee will notify the student that an involuntary withdrawal is under consideration and provide the student with a copy of this policy and a description of the implications of an involuntary withdrawal. Whenever appropriate, the dean of students or designee will encourage the student to take a voluntary medical withdrawal from the university (see page 19).
- b. The dean of students or designee will confer as appropriate and feasible in the circumstances with appropriate university personnel and others regarding whether the student poses a direct threat to the safety of the student or others and/or whether the student's behavior disrupts the university's learning environment.
- c. The dean of students or designee may require an evaluation of the student's behavior and any relevant physical/mental conditions by an appropriate medical provider designated by the university if the dean of students or designee believes that an evaluation will facilitate an informed decision. A student who fails or refuses to undertake a requested evaluation may not be permitted to return to the university as determined in the discretion of the dean of students or designee.
- d. The student will have a reasonable opportunity to address the evidence and to provide additional information relevant to the university's evaluation.
- e. Following these consultations and review of the available relevant information, the dean of students or designee will make a decision regarding the involuntary withdrawal.
- f. In the event an involuntary withdrawal is imposed, the university will give the student written notice of the decision, including the beginning date and notification of any conditions that must be satisfied (in addition to the university's Readmittance policy: see page 32 in order to return to the university. The student must leave campus (or the applicable university program) within the time frame established in the written notice. In accordance with the Family Educational Rights and Privacy Act (FERPA), the university reserves the right to notify a parent, guardian or other person, if notification is deemed appropriate. In addition, the parent, guardian or other person may be asked to make arrangements for the safe removal of the student from the university environment. During the duration of the involuntary withdrawal, the student may visit the campus only with the prior written authorization from the dean of students or designee.
- g. Appeal. The student may appeal an involuntary withdrawal decision by submitting a request for the appeal in writing, by hand delivery or certified mail, to the senior vice president of student services, 8 Abbott Park Place, Providence, RI 02903. The request must be submitted within three days after the date of the involuntary withdrawal decision and must state clearly the basis for the appeal. The appeal will be reviewed upon receipt, and a decision concerning the appeal will be available within a reasonable time. The decision of the appeal officer will be final. The involuntary withdrawal will remain in effect during the appeal.
- h. Conditions for readmission following an involuntary withdrawal will be determined by the university on an individualized basis and will be documented in the involuntary withdrawal notification as described above. The university may require documentation or other evidence satisfactory to the university that the student is qualified and ready to return to the university a sufficient time in advance, generally at least six weeks in advance of the desired return date in order to allow the university the time to evaluate it. The university may require an appropriate written authorization from the student to discuss current treatment with any treating health professional in order to assess whether the student is qualified and ready to return to the university and, if the student is permitted to return, the university may require documentation of the student's compliance with any ongoing treatment. In addition, the university may require an on-campus interview with the dean of students and/or the appropriate university health professional.
- i. Emergency Interim Involuntary Withdrawal. In circumstances where student's behavior may pose an imminent threat of substantial harm, the dean of students or designee may immediately implement an emergency interim involuntary withdrawal. In this instance, the student will receive notice of the emergency interim involuntary withdrawal and will have an initial opportunity to address the evidence; however, the student's right to more fully address the evidence and provide additional information will be delayed until it has been determined that there is no imminent threat or that the threat has been mitigated.

A student who is returning to the university after an involuntary withdrawal will be eligible for a tuition credit equal to the amount of adjusted tuition paid by the student for the term the student was unable to complete because of the involuntary withdrawal. This credit can only be applied towards tuition charges for the term in which the student returns.

The university allows eligible undergraduate day and graduate students who have been granted an involuntary leave 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 campus Health Services, and pay separately the current premium for that term to the university's insurance agency.

MILITARY WITHDRAWAL

Students who are members of any branch of the United States Armed Services, including the National Guard, who are called to active duty while enrolled are entitled to the following options.

Students may work with each individual instructor to determine if an incomplete grade is appropriate, or if an incomplete grade is not a viable option, the student will be permitted to withdraw either from individual courses or from the university. A credit of tuition and fees will be issued for those courses from which the student has withdrawn.

Students who are called to active duty while enrolled should contact an academic counselor in Student Academic & Financial Services to initiate the withdrawal process. An official copy of the military orders must be presented to invoke this special withdrawal and refund process. Students should also consider completing a Student Authorization to Release Information form (available in jwuLink > Academic > Academic Links > Resources > Academic Forms) designating who may have access to their education records.

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 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.
- When (or if) enrollment resumes, graduation date and academic progress are impacted. The university cannot guarantee when or if courses may be re-offered or if the student can resume enrollment in their original program of study. Withdrawal from a prerequisite course may impact future course registration, if scheduled, and may impact the sequencing of remaining requirements.

University withdrawal may also jeopardize or impact:

- Academic Standing
- Graduation date and academic progress
- Eligibility to participate in athletic events
- Financial aid eligibility and award
- Immigration status
- Veterans Administration benefits

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 notified Student Academic & Financial Services of their intent to withdraw from the university, or the date of an involuntary withdrawal.

TUITION & FEES CREDIT POLICY

Term/semester charges are defined as tuition and, if applicable, room only, room and board, the general fee and orientation fee. Tuition is applicable to all students, including those on approved off-campus programs including internships and study abroad programs. 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. 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.

A student who does not officially withdraw due to extenuating circumstances may submit a withdrawal dispute. Withdrawal disputes must be submitted online within 30 days after the end of the term in dispute. To submit a dispute, students must complete the appropriate form online. No adjustments to tuition and fees or financial aid will be made until the dispute is researched and either approved or denied. No withdrawal disputes will be considered after 30 days from the end of the term in which the student intended withdrawal. Decisions will be made within 10 business days and students will receive notification via an email sent to the email address provided on the dispute form. The student must present supporting documentation that demonstrates serious and compelling reasons justifying the withdrawal and extenuating circumstances justifying its retroactive nature.

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 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 3.

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.

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. Students agree that by taking courses at Johnson & Wales University required papers may be subject to required submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage policy posted on the Turnitin.com site.

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.

ACADEMIC STANDARDS

At the time of printing, the Academic Standards had not been finalized due to new federal regulations. If you would like a written copy of the policy please contact Student Academic & Financial Services.

ATTENDANCE

ACADEMIC COURSES

The purpose of the university’s Attendance policy is to help students develop a self-directed, professional attitude towards their studies during their university experience and to maximize their educational opportunities. Regular class attendance provides fundamental educational value and offers the most effective means for students to gain command of the concepts and materials of their courses of study. Further, attendance allows for interaction in class discussions and activities which are vital to a student’s own education and that of other students.

Regular class attendance is essential to student success. Accordingly, responsibility for class attendance belongs to the student. Students are expected to attend all classes, to arrive on time and remain for the entire class period, and to report to class fully prepared with textbooks and other required materials. To meet these expectations, students must arrange course schedules that minimize conflict with other commitments, including personal commitments, participation in athletics, work, or other university sanctioned events.

Individual faculty define the specific role that class attendance plays in the calculation of final grades for each course. Excessive absences in a course (generally, missing more than 25% of scheduled class sessions) may have a significant negative impact on the student's grade in the course at the discretion of the instructor. Students should consult the course syllabus and course instructor for specific faculty policies on attendance and make up work within a course. Some courses and experiences have more stringent attendance requirements, which will be outlined on the course syllabus.

For the purposes of financial aid and verification of enrollment, a student is considered enrolled in the term by the census date if they are in attendance by the second class meeting or, for online courses, by meeting the first stated assignment. If students do not meet these criteria, they will be withdrawn without academic penalty from the course (i.e., as never attended) and, when appropriate, issued a tuition adjustment in accordance with the tuition and fees credit policy.

It is the student's responsibility to notify Student Academic & Financial Services of any courses that they wish to drop from their schedule, as well as any intent to leave the university. Discontinuing attendance or notifying an instructor does not constitute an official course or university withdrawal.

COLLEGE OF CULINARY ARTS (LABORATORY COURSES)

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 may affect the student's overall evaluation. Excessive absences are defined as "one absence" and may result in withdrawal from the laboratory segment by the instructor. 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 will 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.

For the purposes of financial aid and verification of enrollment, a student must be in attendance by the second day of the lab segment. If a student is not in the laboratory class by the second day, he/she may be officially withdrawn from the university without academic penalty (i.e., as never attended), from the laboratory class(es) and, when appropriate, issued a tuition adjustment in accordance with the tuition & fees credit policy.

Students registered for a culinary or baking & pastry laboratory course rotation who do not comply with attendance policies for any lab segment rotation will be withdrawn from the university. The university has a leave of absence policy (page 19) 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.

FOOD SERVICE LABORATORY COURSES

Attendance policies for certain food service laboratory courses (FSM4060 Hospitality Operations Management and FSM4061 Advanced Food Service Operations Management) are more demanding than the policies for other courses and will be outlined during orientation and found on the course syllabus.

INTERNSHIPS

Attendance policies for internships are quite strict and are intended to help students transition into the world of work. Students are expected to adhere to the attendance policy and term dates as outlined in the internship orientation session, letter of acceptance or student data sheet. Students cannot begin their internship after week one of the term. Students are required to verify their attendance by a specified date. Students who do not confirm their attendance at the employer site will be withdrawn from internship.

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. Students confirm enrollment by meeting the first stated assignment. 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, these absences may be considered excessive and may negatively impact the student's grade in the class.

ADD/DROP POLICY

Add/Drop is defined as adding and dropping any number of courses but maintaining enrollment in a term. Students may add or drop a course prior to its second class meeting; however, culinary/pastry laboratory segments that are not dropped by Wednesday of the first week of the term will receive full charges unless a Leave of Absence is approved (see page 19). For online courses, students may add by the first Saturday or drop by the second Saturday of the term. An official add or drop must be completed via jwuLink (Registration & Grades > Register) or with Student Academic Services.

Whenever students participate in Add/Drop their financial aid and account charges may be adjusted. Students are encouraged to visit or consult Student Academic & Financial Services to review the potential impact, especially if their enrollment status changes to or from part-time/full-time.

When students drop a course during this time, the course is removed entirely from the student's schedule (there is no record of the course on the academic transcript) and if it becomes closed it may not be added back to their schedule. Most importantly, students are strongly advised to stay on track and maintain their graduation date, especially to avoid incurring unnecessary financial debt. Learn more about repaying loans (when you need to start, repayment options, avoiding default) and review debt management resources at www.jwu.edu/financialaid.

CHANGE OF PROGRAM OR CONCENTRATION

Students may request a program change by completing a Program Change Form with a Student Academic & Financial Services academic counselor. Students requesting a change into the Baking & Pastry Arts, Culinary Nutrition, Equine Business Management/Riding, Equine Business Management or International Hotel & Tourism Management bachelor's degree programs must complete a separate application and be accepted into the program. (See admissions criteria in current catalog.)

The ability to enter a new program is not guaranteed and is subject to space availability and the student meeting eligibility criteria (as applicable). If you are unsure of your choices, it is recommended that you meet with an academic counselor.

It is recommended that students change their program (or declare their bachelor's degree) as early as possible so that they 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 may not request to change into a program that has been discontinued.
2. Students are responsible for the curriculum specified in the catalog in place at the time of program change. NOTE: Associate degree students declaring a bachelor's degree will follow the same catalog year in which their associate degree was declared. At the discretion of the deans, college or department chair and/or Student Academic & Financial Services, revised curricula may be implemented.
3. Courses that no longer apply to the new program will be calculated in the cumulative GPA. However, only those courses which apply to the new program will be calculated in the student's graduating GPA when the degree is awarded.
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. An undergraduate extension student may declare a program of study, but must first provide proof of high school completion.
6. Students enrolled in a degree program may not declare the certificate or diploma program in that same discipline.

CLASS CANCELLATIONS

FACULTY ABSENCE

Unless an announcement is made to the contrary, classes are considered dismissed if the instructor does not appear within 15 minutes of the beginning of the class period.

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.
- Cancellations will also be posted in the emergency alerts section of jwuLink and the campus website.

Please refrain from calling other university numbers for information on cancellations or delays due to inclement weather.

CLASS SCHEDULES

Undergraduate classes for students are generally scheduled two-to-four days per week, Monday through Thursday. A limited number of undergraduate courses are offered in a Friday-only schedule. The typical schedule for all business, hospitality and technology students, and culinary students not taking labs, is three or four courses per term. Students who are eligible to Web register are advised to maintain full-time status (12 credits) to be eligible for financial aid.

Courses are offered in three terms. Occasionally, due to holidays or other missed days, make-up classes are scheduled 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 jwuLink (click Registration & Grades tab>Class Schedule > My Detail Schedule) Summer hours vary. Consult the summer term offerings on uconnect for class times.

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 (i.e. which term each course is offered) and to plan accordingly.

Undergraduate summer session classes are conveniently offered in a reduced time format, but the content covered is rigorous and equal to that of an 11-week course. These courses are generally scheduled in two sessions that run for four weeks each, meeting daily, Monday through Thursday, from 8–10:30 a.m. or 10:45 a.m.–1:15 p.m. Refer to the academic calendar for session start and end dates. Summer course offerings and actual class meeting times are searchable via jwuLink (Registration & Grades > Register > Look up Classes) in early March.

Normally, undergraduate students are allowed to register up to 21.0 credits in a term; however, due to the offerings of two sessions and evening classes, during the summer students, as applicable, may register for a maximum of 27 credits. Students may not attempt more than a course load of four courses at the same time. In accordance with the Tuition & Fees policy, however, students carrying more than 21 quarter credit hours will be charged for each quarter credit over 21. Students who intend to register more than 21.0 credits must meet with an academic counselor in Student Academic Services for approval.

If you register for summer courses, please contact Student Financial Services to discuss in detail your charges for summer tuition (including fees, room and board) and to discuss your eligibility to receive financial aid. Undergraduate day program students are assessed the traditional tuition rate in addition to a \$100 General Fee. Students who are interested in summer study abroad programs should contact Study Abroad for more information. Students who register a half-time schedule (fewer than 12.0 credits) will be charged a percentage of their tuition charge. Adult & continuing education and graduate program students are charged according to published tuition and fees.

In order to be eligible for any federal financial aid, undergraduate students must register for a minimum of 6.0 credits. Undergraduate students registered for a full-time schedule may be eligible for available merit scholarships (based on eligibility requirements) as well as the Johnson & Wales Grant. Students interested in using a portion of their future year financial aid (if eligible) must complete the FAFSA for the next academic year; eligibility for summer financial aid is based on the student's continuing enrollment for the next academic year. In compliance with federal guidelines, JWU students are able to apply aid for a maximum of three terms during an academic year; the summer term is an optional fourth term.

CURRICULUM MODIFICATIONS

In an effort to improve and modify curricula, university administration may modify course requirements and programs of study. 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 and notify students of the change via their JWU email account. A student's Degree Audit will reflect these changes. Students should contact their dean and/or department chairperson with any questions about curriculum modifications.

ENROLLMENT VERIFICATION/GOOD STUDENT DISCOUNT CERTIFICATE

For the purposes of financial aid and verification of enrollment, a student is considered enrolled in the term by the census date if they are in attendance by the second class meeting or, for online courses, by meeting the first stated assignment.

Students may print their own enrollment certificates/good student discount certificates conveniently and easily via jwuLink (Academic > Academic Records). These certificates can be viewed or printed by the student and then sent to student service providers. Students can also view deferments sent to lenders.

The official provider of enrollment certification for the university is the National Student Clearinghouse. Enrollment data is reported to the Clearinghouse every 30 days. If a student has registered late this information may not be reported until the submission of the next file.

The enrollment certificate will provide details on whether a student is enrolled full time, half time or less than half time for the current term or for all of the terms they have been enrolled at the university. Certifications can be used for insurance companies, scholarships, good student discounts, prospective employment, and all other services that require proof of being enrolled at the university. Each certification that the National Student Clearinghouse supplies is an official university document.

A good student discount certificate provides proof that the student has a cumulative grade point average of a 3.00. This is usually required by auto insurance companies to be eligible for the good student discount. If the criteria have not been met, students will not be able to generate this certificate. Your auto insurer will determine whether you qualify based on the information provided on the certificate.

The following are the criteria for classification of enrollment by level of program and quarter-credit hours of registration.

Status	Undergraduate	Graduate/Post Graduate
Less than half-time	0-5.99	0-5.99
Half-time	6-11.99	4.5-8.99
Full-time	12 or more	9 or more

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. Customer Service Hours Mon.–Thu., 9 a.m.–7 p.m.; Fri., 9 a.m.–5 p.m. ET; fax: 703-742-7792; email: service@studentclearinghouse.org; or mail: National Student Clearinghouse, 2300 Dulles Station Boulevard, Suite 300 Herndon, VA 20171.

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

FIELD TRIPS

On occasion, instructors arrange for field trips to be taken in connection with class work. Field trips provide an important supplement to the in-class instructional experience. If the field trip interferes with another course and students are absent from that course, they will be marked absent for the class sessions missed and should discuss with their instructors the effect this absence will have on their overall attendance record, course grade, and any makeup work required. All class or student activity trips representing Johnson & Wales University must include an accompanying member of the faculty or staff.

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; 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 within 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 on this page.

REPEATED COURSES

If a student chooses to repeat a course (when a grade other than W has been assigned) only the highest grade earned will be calculated into the student's overall GPA. However, students are eligible for financial aid for only one repetition of a previously passed course. 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. When a student has repeated a course previously applied to an awarded degree, both grades will be included in the cumulative GPA.

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 jwuLink (Registration & Grades > Student Grades); 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 email 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. If a course was taken as an Honors Program requirement, the grade received will be followed by "H" (for example, AH, BH). 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.

Failure (F)

A Failure is issued if a student 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 from a culinary/pastry laboratory course or a course with an experiential education component 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 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.

No Grade (NG)

No Grade is issued temporarily when there is no grade provided by the faculty member. This grade is not factored into the student's GPA. Once a grade is submitted, the cumulative average and transcript will reflect only the new grade. If a grade is not submitted to replace the "NG" within one year, it will automatically become an "F" and the grade will be included in the grade point average.

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" and the grade will be included in the grade point average.

Note: Students will not be allowed to student teach with a grade of GP on their record.

Audit (AU)

An Audit occurs when no academic credit is granted. This grade is not calculated into the cumulative average.

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

Graduation is not recorded until after the term has ended, grades are received, and the degree audit of each expected graduate has been reviewed. Confirmation of graduation will take approximately 30 days after final term grades have been submitted.

Upon verification, the degree or certificate is awarded and noted in the student information system so that it displays on official JWU transcripts. Diplomas are printed and mailed after the degree or certificate verification process is complete.

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 their program, all students must successfully complete career capstone and any and all requirements as indicated in their 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 ninety (90) quarter credits. All bachelor's-level degrees require the completion of a minimum 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 requirements. Additionally, graduate-level courses may not be used to satisfy undergraduate-level 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.

GRADUATION APPLICATION

Each student is required to submit an online graduation application in jwuLink (Academic > Graduation Application) at least two terms prior to degree completion. This application ensures that (1) you are reviewed at the end of the correct term, (2) your name is printed correctly on your diploma, and (3) you receive it at the correct address. 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 permanent home address on file will be used for mailing.
- Students completing a certificate program must complete a graduation 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 graduation 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 terms prior to your expected graduation term; submit one application for each expected degree (i.e. associate, bachelor's, master's).

DIPLOMAS

Generally, diplomas are issued six-to-eight 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 in jwuLink > Academic > Academic Links > Resources > Academic Forms); duplicate diplomas include a reissue date. Replacement diplomas are ordered each Thursday and are generally delivered within five business days. Rush delivery is available through our diploma vendor. There is an additional charge for rush delivery. There is an immediate \$25 charge in addition to the cost of shipping and handling in accordance with UPS Worldwide Express. You must contact SAFS to speak with the diploma ordering representative for pricing information.

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 jwuLink (Academic > Academic Records).

NOTARIZATION OF DIPLOMA (APOSTILLE)

An apostille may be required for a diploma being sent to an entity in another country. That entity may refer to the required diploma as needing to be "certified," "notarized" or "authenticated." For students planning to study, teach or work abroad, the country may require this extra step for certifying educational documents.

An apostille is issued by the Rhode Island Secretary of State, not the university. Students requesting an apostille must complete an Apostille Request Form (available in jwuLink > Academic > Academic Links > Resources > Academic Forms). Once Student Academic & Financial Services receives the request with the appropriate payment and documentation, we will complete the process on behalf of the student, and return the documents as directed on the Apostille Request form.

ADDITIONAL GRADUATION OBLIGATIONS

In addition to submitting a graduation application, students must complete financial exit counseling with Student Academic & Financial Services during the last term of enrollment. Completion of these steps does not imply degree completion or attendance at graduation ceremonies; visit jwuLink (home tab) for information on graduation ceremonies.

HAND WASHING AND HANDLING OF FOOD

Proper personal hygiene is essential to the prevention of foodborne 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 food 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* O157: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 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 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.

READMITTANCE POLICY

Students may 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 (page 18). 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 *jwuLink* (page 39). If returning for the winter, spring or summer term, a readmittance request is not required if the student was enrolled for a term in that academic year (if returning for the fall term, a request is not required if the student attended in the preceding spring or summer term). Otherwise, the student must complete a readmittance request before they can participate in

course registration. Please keep in mind that space is limited for online programs.

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 readmittance request must be received at least six weeks prior to the requested term start date.

- 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.
- Due to progress and change in curriculum and industry requirements, undergraduate credits earned more than 10 years ago and graduate credits earned more than three years ago may have to be repeated. Students who wish their credits to be considered over the 10- and three-year rule policies may submit a cover letter and résumé that demonstrates how they have kept their skills and knowledge current during that time. Required documentation must be submitted at least six weeks prior to the requested term start date. Requests will be reviewed for applicability of current skills and knowledge to the courses the student would like reviewed (a committee of faculty and administration reviews all readmittance requests for course equivalencies).
- 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 10 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.

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 voluntary medical withdrawal must forward required medical documentation to Health & Counseling Services and other required documentation to the dean of students.
- Students seeking readmittance after an involuntary withdrawal for reasons of personal or community safety must forward required medical documentation to Health Services or Counseling Services and other required documentation to the dean of students.
- 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 International Student Services.
- Students who previously earned their sanitation certificates at JWU or elsewhere must be reviewed by Student Academic & Financial Services. If award date is more than five years, the student will be required to obtain recertification.
- 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 Health Services or an advisor in the Center for Academic Support 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. 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

You must report to class in full uniform and remain in full uniform at all times until you leave the premises. **Students not in full uniform will be dismissed or not admitted into class.** You must have your tool kit (standard university issue only) and curriculum books with you when reporting to a laboratory class.

Baking & Pastry Arts/Culinary Arts

- Black shoes (standard university issue only), cleaned and polished
- White socks (plain — no ankle socks, stripes or emblems)
- Clean, pressed, hemmed, university-issued pants
- T-shirt (white; no lettering, design or insignia)
- Neckerchief (overlays with proper coloring for specific degree programs)
- Clean, pressed chef's jacket (standard university issue only)
- Chef's hat (university issue) — all hair should be contained beneath hat, including bangs
- Apron (standard issue)
- Side towel (standard issue)
- Name tag
- University-approved hairnet 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 or nail polish

A Chef

- Takes care of his or her uniform and tools and respects them.
- 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, you should not bring knife kits, book bags or any other type of carrying case. In the meatcutting area, you may wear a plain, white sweatshirt underneath your chef's jacket.

Dining Room/Beverage Service Uniform

Men

- University-approved hairnet
- University-issued white shirt
- University-issued black apron
- T-shirt (white; no lettering, design or insignia)
- Clean, pressed, straight-legged black dress slacks (university issue only)
- Black belt
- Black socks
- Black shoes (standard university issue only; cleaned and polished)
- Name tag
- No jewelry except a wedding band
- No sweaters or coats

Women

- University-approved hairnet
- No makeup or nail polish
- University-issued white shirt
- University-issued black apron
- T-shirt (white; no lettering, design or insignia)
- Clean, pressed black skirt or straight-legged black dress slacks (university issue only)
- Neutral hose (stockings) or black socks
- Black shoes (standard university issue only; cleaned and polished)
- Name tag
- No jewelry except a wedding band
- No sweaters or coats

While attending dining room class, you will be required to bring the following:

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

Academic Studies Uniform

When assigned to academic courses, you must comply with the Chef's Uniform requirements with the exception of the hat, hair net, apron, and side towel. Leisure hats are not permitted in any academic classroom or laboratory.

Note: Hospitality or business students attending a Beverage Service concentration course on the culinary campus must be in proper uniform. Proper uniform is the dining room uniform or black slacks or skirt, longsleeved white shirt, black tie and black shoes (no open toe or heel).

Hats

Refer to the university's Hat policy (page 32).

Name Tags

A name tag is part of the uniform and is included in your uniform package. If it is lost, you will be required to pay \$5 for a replacement. Name tags may be purchased at Printing & Mailing Services.

Backpacks

Backpacks and/or other types of carrying cases are **not** permitted in the Culinary or Baking & Pastry laboratories.

Grooming

- Your hat must completely cover your hair. If this is not possible, you must first cover your hair with a hairnet before wearing your hat. When you are assigned to areas where a hat is not required, you still must cover your hair with a hairnet unless you have a short haircut, i.e., your hair does not touch your 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 sideburns cannot be covered by a hairnet, they must be clipped short, one inch above the earlobes and straight.
- Fingernails must be kept short and immaculately clean at all times. Nail polish and/or artificial nails are not allowed.
- Cuts, wounds, scratches or skin blemishes from the fingertips to the beginning of the forearm must be protected by soft,

white cotton gloves or surgical rubber gloves, depending upon the type of work in which you are engaged — cotton gloves for behind the range; rubber gloves for cold preparation and warewashing. (See Hand Washing and Handling of Food, page 30)

- 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 Health Services as well as the Center for Academic Support. A decision regarding acceptance to class will be determined by the dean and/or his or her designee.
- All hand and facial jewelry is to be removed by any student wearing his or her uniform before entering any building within the College of Culinary Arts. Tongue piercing of any description is included in this requirement. Wedding rings shall be excluded from this requirement.
- You 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

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

The Hospitality College

Hotel & Lodging Management Intern Uniform

All Hotel & Lodging Management internship students will receive a university-issued blazer and pants. Students should refer to the Hotel & Lodging Management Internship Manual available from the bookstore for the specifics of other needed uniforms.

Hotel Intern Uniform: Front Desk/Reservations/Night Audit/Housekeeping

Men

- University-issued navy blue pants
- Clean, pressed, long-sleeved, white Oxford cloth, button-down collar dress shirt
- University-issued men's tie
- Black dress socks
- Laced black dress shoes
- University-issued blazer
- Black belt (if worn)
- No jewelry, except for a wedding band and/or watch

Women

- University-issued navy blue pants
- University-issued short sleeved, light blue v-neck t-shirt
- Neutral colored stockings
- Black dress shoes (closed toe/heel), low heel
- University-issued blazer
- No jewelry, except for a wedding band, watch and one small set of post earrings

While attending hotel class, you will be required to

1. Arrive for class at the proper time in full uniform including name tag
2. Bring the following to each class:
 - Two click pens
 - Internship manual, notepad
 - Calculator (night audit)

Restaurant, Food & Beverage Management Intern Uniform: Dining Room

Men

- Hairnet (if needed)
- Black bow tie
- Clean, long-sleeved Oxford cloth, button-down collar dress shirt
- Clean, pressed, black dress pants
- Black belt
- Black socks
- Cleaned and shined black dress shoes
- Name tag
- No jewelry, except for a wedding band and/or watch
- No sweaters or jackets

Women

- Hairnet
- Minimal make-up
- Black bow tie
- Clean, long-sleeved Oxford cloth, button-down collar dress shirt
- Clean, pressed, black dress pants

- Neutral stockings or black socks
- Cleaned and shined black dress shoes (closed toe/heel), low heel
- Name tag
- No jewelry, except for a wedding band and/or watch
- No sweaters or jackets

While attending dining room class, you will be required to

1. Arrive for class at the proper time in full uniform
2. Bring the following to each class:
 - Two click pens
 - Small notepad
 - Waiter's corkscrew (available at the bookstore)
 - Black lighter
 - Dining room manual

Restaurant, Food & Beverage Management Intern Uniform: Kitchen

Men and Women

- Black shoes (nonslip, commercial-style laced workshoes with leather uppers and heavy-duty composition soles)
- White socks (plain white; no ankle socks, stripes or emblems)
- JWU checked chef's pants
- JWU chef's coat
- T-shirt (plain white; no lettering, design or insignia)
- JWU red overlay
- Name tag
- Apron and two side towels
- No jewelry, except for a wedding band

While attending kitchen class, you will be required to

1. Arrive for class at the proper time in full uniform
2. Bring the following to each class:
 - Two click pens
 - Internship manual
 - Pocket-size notepad

Academic Information

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:

<i>cum laude</i>	3.40–3.60
<i>magna cum laude</i>	3.61–3.80
<i>summa cum laude</i>	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 Award, the Founders' Award 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.

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 formal ceremony that is held each May to recognize and honor candidates for graduation. 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/charlotte) and jwuLink (home tab) are the primary sources for information on commencement ceremonies.

THE DIFFERENCE BETWEEN GRADUATION AND COMMENCEMENT

Commencement is not the same as graduation.

Graduation refers to actually receiving a degree or certificate of completion once Johnson & Wales University has verified you as having met all degree or certificate requirements. Upon verification, the degree or certificate is awarded and noted in the student information system so that it displays on your official transcript. Diplomas are printed and mailed after the degree or certificate verification process is complete, approximately six-to-eight business weeks after the end of the term (see page 29] for Graduation Requirements).

Commencement is a ceremony. It is an opportunity for students, families, friends, and the JWU community to celebrate their academic accomplishments. Participation in commencement does not mean that students have graduated and they will not receive their diploma on that day. Students must satisfy all graduation requirements before officially graduating and receiving a diploma.

COMMENCEMENT CEREMONY ELIGIBILITY

For participation in the May 2012 Commencement Ceremony and inclusion in the commencement program, degree-seeking students must fall into one of the following categories:

- awarded degree in the fall 2011 or winter 2011 terms, or

- enrolled in the spring 2012 term and, as of March 22, have an expected degree completion term of spring 2012, summer 2012 or fall 2012

PARTICIPATION

To participate in the May commencement ceremony, students must:

- Submit an online graduation application for the term they expect to complete their requirements via jwuLink (Academic > Graduation Application).
- Complete required financial exit counseling.
- Obtain their cap and gown. After the interview session, students will receive a cap and gown form. Students not conducting an SFS interview will not receive a cap and gown. Students will not be allowed to participate in the ceremonies without a cap and gown. Pick-ups can be made at the university bookstore.

THE COMMENCEMENT PROGRAM

The commencement program listing contains the names of students meeting eligibility criteria and will be made available for student proofing beginning in early April in jwuLink (home tab). All expected graduates must review the list for first name, last name, middle initial and degree information accuracy and submit their changes by the published deadline. If no information is submitted by the designated due date, it will be assumed that the student's first name, last name, middle initial and degree information are correct. There will be no reprints of the graduation program as all graduates have the opportunity to proof their listing in the program as described above. When determining honors status for publication purposes, 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 degree completion.

Students must satisfy all graduation requirements before officially graduating and receiving a diploma. Students should review their degree audit to ensure they have met all graduation requirements.

CONCENTRATIONS

Concentrations allow undergraduate students to pursue in-depth areas of study in which they have special interest or aptitude. 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. 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. The successful completion of a maximum of three concentrations will be recorded on the student's academic transcript when degrees have been awarded. A concentration will not be added to a student's academic transcript after their degree has been awarded. Upon completion of a concentration, no form of honors or GPA is issued.

Hospitality College students transferring in three or more hospitality electives are exempt from completing a concentration to meet their degree requirements.

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 JWU to earn a concentration from the School of Arts & Sciences, College of Culinary Arts or the College of Business. Transfer students must complete two of the three concentration courses at Johnson & Wales to earn a Hospitality concentration.

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 email messages. Student Academic & Financial Services will contact students affected by cancellations via their JWU email 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 jwuLink as long as there are no holds preventing registration on their account.

COURSE REGISTRATION UNDERGRADUATE

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.

ONLINE COURSES

The university offers a select number of online courses to students at all JWU campuses, provided the prerequisites are met. Before students register for an online course, they should review information about characteristics of successful online students and computer requirements, available online at www.jwu.edu. Select Providence > Student Life > Online Learning. 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.

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.

COURSES AT OTHER INSTITUTIONS

UNDERGRADUATE COURSES

Enrolled students requesting to take courses elsewhere (U.S. schools) must submit a Request to Take Classes Elsewhere form (available in jwuLink > Academic > Academic Links > Resources > Academic Forms). to obtain prior written approval from Student Academic & Financial Services. The following requirements must be met. Enrolled students requesting to take courses elsewhere (International schools) must contact Study Abroad.

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. Transfer credits are not calculated into the cumulative GPA.

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 team lead of Academic Counseling.

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 "WP," "F," "W" or "NC" in a course, that course will no longer count toward full-time status for athletic eligibility.

UNDERGRADUATE

Full-time status for undergraduate students is a minimum of 12.0 credits each term for purposes of financial aid only.

GRADUATE PLANNING SYSTEM | GPS

UNDERSTANDING DEGREE REQUIREMENTS AND COURSE REGISTRATION

As a member of the Johnson & Wales University student body, you are in a position to graduate with an impressive class of students who will begin successful careers in a wide range of industries. To reach that goal, you first need to be familiar with your degree requirements and how to register them. To help guide you, JWU offers the Grad Planning System | GPS.

1. Know and track your program requirements using your Degree Audit.
2. Manage and plan your registration by using or creating a planner.
3. Search, review and register courses to create your schedule.
4. Prepare for your diploma and commencement by submitting your graduation application.

Please look for available Web tutorials in jwuLink (pay attention to all menu and help link choices). As always, academic counselors are available to help you pick, plan and finalize your schedule and graduation requirements, especially if you need to make up a class or term. As needed, you are encouraged to take the initiative in seeking out-of-class help, such as tutoring or other academic support.

Special Reminder: when the term starts, you will not be allowed to begin classes if you have one or more holds and you have not satisfied all term start requirements (i.e. payment arrangement, financial aid, health, international).

1. Know and track your program requirements using your degree audit.

Your major requirements are detailed in the course catalog, but they are tracked electronically via your Degree Audit in jwuLink (Academic > Grad Planning System > Audit is the default). Your audit can be viewed in three formats. Use each format or the one you like best. To change audit views, select an option from the format dropdown and then select the View button.

Student View (default format) lists courses that are unused (do not apply to your major), insufficient (do not meet credit or grade requirements, such as failures or withdrawals), and in-progress (registered). Graduation Checklist is a condensed, quicker but less-detailed view of your requirements. Registration Checklist displays the courses and area requirements you still need to register.

2. Manage and plan your registration by using or creating a planner.

Special Note: the following feature is not available to students who are following a program from a 2007 catalog or earlier.

Staying on track and maintaining your graduation date is important, especially to help avoid incurring unnecessary financial debt. Not planning appropriately or withdrawing from any course (especially one that is a prerequisite requirement) could result in extra time at the university, which results in additional charges and payments, and potentially more student loans that you need to repay.

The planner in jwuLink (Academic > Grad Planning System > select Planner) is an educational guide, based on course offerings and prerequisites, that recommends when and in what order to register courses. Use your planner in conjunction with your audit to ensure you plan and register your requirements to meet your graduation goals. Not having a proper plan could delay your graduation date.

Note: not all programs have pre-built planners.

You can move some courses around and customize your plan, but keep in mind that not all courses run each term and some courses have prerequisites or other restrictions. Review course projections in jwuLink > Registration & Grades > Registration Preparation > Course Projections.

3. Search, review and register courses to create your schedule.

Taking time to plan your registration will help you save time and meet your goal of graduation. Utilize your degree audit, planner and course projections to plan which classes you will register each term.

Students register for classes based on their Registration Start Date. Not all students register at the same time. Generally, students who have completed more courses and credits get to register before other students (since they should be graduating sooner). So keep in mind as you progress at the university that eventually you will be among the first students to register. Determine your Registration Start Date in jwuLink > Registration & Grades > Register > Registration Status & Start Date. Register as close as possible to your start date to avoid unnecessary course cancellations and to avoid delays at the start of the term. Though not required, you may register as early as 6 a.m. EST on your registration start date.

All holds must be cleared prior to your registration start date. Holds are placed when students are not in compliance with payment deadlines, term start requirements or university policy and will prevent you from being able to add or drop classes. Review your holds in jwuLink > Academic > Academic Records > View Holds.

Students generally register in March for the summer term, April for the fall term, September for the winter term and December for the spring term. To register classes (on or after your registration start date), login to jwuLink > Registration & Grades > Look up Classes. Be sure to select the correct term. To add a course to your schedule, you need its CRN (Course Reference Number). Multiple sections and times of the same course may be offered; a unique CRN is assigned to each section of a course.

Record the CRNs of the courses you would like to register (tip: have backups ready in case your selections become full). After conducting a search (i.e. on the results page), click the CRN link (2nd column) to review prerequisite requirements, restrictions and class space. A prerequisite is a course or requirement that you must successfully complete prior to registering a class.

Register the CRN(s) of your selected class(es) and review your schedule. In jwuLink > Registration & Grades > Register > Add or Drop Classes. Enter your CRN into the worksheet boxes and click Submit (follow on-screen instructions).

In jwuLink go to Registration & Grades > Class Schedule. Print a new copy 24 hours before the term starts and whenever a change is made.

If you wish to change a class or teacher, select “Web drop” next to the class you no longer want and then repeat previous steps as needed. You may add or drop a course prior to its second class meeting; however, culinary/pastry lab segments (even those starting later in the term) that are not dropped by Wednesday of the first week of the term will receive full charges unless a Leave of Absence is approved. For online courses, students may add by the first Saturday or drop by the second Saturday of the term.

NOTE: 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 email account only. Additionally, day program students may need to repeat failed or withdrawn courses during the evening or weekend.

Students are encouraged to complete their registration before the course cancellation date to avoid unnecessary course cancellations (if you register for a course that is cancelled, you will be notified via JWU email).

After you have made and registered your schedule, complete your payment arrangement by the payment deadline date and any other requirements that have been requested before this date. Failure to complete requirements by this date will result in the placement of holds and could result in immediate and permanent deletion of your schedule.

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). 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 experience. 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 Lisa Kendall, associate professor, School of Arts & Sciences, 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.

INTERNSHIP PROGRAMS

Internship opportunities are available in all colleges and schools. In many cases, the internship is a required part of the college or school curriculum. Internship is designed to provide eligible students with practical work experience in their chosen field of study while earning academic credit. For details regarding specific programs, please refer to the 2011–2012 Charlotte Campus catalog.

For all internships, the following information applies:

- Consult with Experiential Education & Career Services (EE&CS) for specific details regarding internships for your academic program or visit the Careers tab on the JWU website.

REGISTRATION

Eligible students are able to begin registration for internships about 12 months prior to the internship term. Beginning in January, day program students register for the term they wish to take internship in the 2012–2013 academic year via jwuLink. Students are urged to choose early in order to get the term they wish as selection is on a first-come, first-served basis.

Students who are required to select an internship and don’t register by the stated deadline will be automatically registered for a term by Experiential Education & Career Services.

Students who do not meet prerequisites the term prior to their selected internship term will be dropped from internship and reassigned a new term. Additionally, internship registration will be removed if a student withdraws or fails to enroll in any term prior to their selected internship term.

GRADE POINT AVERAGE (GPA)

- Some academic programs and/or sites require a 2.75 GPA.
- International internships require a 3.25 GPA.

CREDITS

Internships generally vary between 4.5 and 13.5 credits depending on the academic program of study.

ACADEMIC PROGRAMS

College of Business

Internship opportunities are available primarily for students who have completed 130 credits.

The Hospitality College

Internship opportunities are available. In some academic programs within the college, a 2000-level internship is required as part of the curriculum. Students who have completed 130 credits also have the opportunity to complete a 4000-level internship. Note: The Sports/Entertainment/Event Management (SEE) program has a 4000-level internship as a required part of the curriculum.

College of Culinary Arts

All students participate in a 13.5 credit, 2000-level internship as a required part of the curriculum. Sophomore status is required for this program. Students enrolled in the bachelor's degree programs have the opportunity to complete a second, 4000-level internship or study abroad.

INTERNSHIPS FOR INTERNATIONAL STUDENTS

Due to immigration regulations, international students are only permitted to participate in an internship if it is included in their curriculum program. If international students are enrolled in a program that does not include internship but are interested in participating in one, they are encouraged to meet with the international student advisor or experiential education coordinator. Options will be considered based on approval from the dean of their college. All internship assignments are subject to an application process and subsequent approval.

MINORS

A minor is a series of courses in a second area of study apart from the major and consists of a minimum of 22.5 quarter credits. Credits earned toward a major or concentration cannot be applied to the minor. Credits earned toward an Arts & Sciences concentration, which are not a major requirement, can be applied to a minor; however, courses/credits may be used for either the concentration or the minor but not both. A maximum of 9.0 quarter credit hours of transfer credit can be applied to a minor.

REPEAT COURSE PROBATION

Undergraduate and graduate 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. However, students are eligible for financial aid for only one repetition of a previously passed course. 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 "WP," "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 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.

Students pursuing diploma/certificate programs will be allowed to transfer a maximum of 9.0 quarter credits (including JWU courses) towards diploma/certificate requirements.

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 Program Change 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.

SPECIAL HONORS AND REWARDS PROGRAM (SHARP)

This is an honors program designed for qualified full-time undergraduate students enrolled in a day degree 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. SHARP results in savings of time and expenses for eligible students. Day students accepted into SHARP may register up to 25.0 quarter credits each term 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 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 his or her withdrawal from the SHARP program via his or her JWU email account, and it is the student's responsibility to drop extra credits, if registered, to avoid incurring additional charges.

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 an academic counselor in Student Academic & Financial Services.

Standardized Testing and Prior Learning Assessment brochures listing examination and seminar dates, application deadlines and qualified courses may be obtained from Student Academic & Financial Services or online through the weekly Providence Campus Update at the Student Academic & Financial Services link. Go to www.jwu.edu and select Providence > Student Life > Academic Services > Testing for Credit.

Applications for standardized examinations and portfolios are available at Student Academic & Financial Services. After applying and being determined eligible, you will be notified of the time and location of your test or seminar via your JWU student email 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 43) and complete the Portfolio Development noncredit seminar. This seminar will meet for three two-hour sessions. Students must discuss this option with

an academic counselor in Student Academic & Financial Services 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. For more information on required fees, 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. Central Piedmont Community College (CPCC) and Strayer University are local examination sites. The Center for Academic Support can provide contact information for these sites.

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, available in the Center for Academic support, for criteria, as well as annual examination schedules with examination dates, application deadlines and fees.

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.
2. CLEP exams, if failed, can be repeated in six months.
3. Portfolio Assessment, Challenge or CLEP Examinations may not be substituted for a class previously failed or one where a withdrawal (W) or a withdrawal/fail (WF) grade has been issued. They may not be substituted for a class previously taken or a class in which the student is presently scheduled.
4. The standardized examinations or portfolios mentioned above must fall within the residency requirements for each degree.
5. Seminar, application and processing fees are nonrefundable.
6. The university recognizes up to a maximum of 45 quarter credits earned through Prior Learning Assessment.
7. 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 email 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.

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.

FOR MORE INFORMATION

If you need more information about Johnson & Wales University's Standardized Testing and Prior Learning Assessment programs, please call University Testing & Transfer at 401-598-2442.

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, official 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. Note: Official transcripts are not produced while grade processing and posting is in progress at the end of each term.

NOTARIZATION OF TRANSCRIPT (APOSTILLE)

An apostille may be required for a transcript being sent to an entity in another country. That entity may refer to the required transcript as needing to be “certified,” “notarized” or “authenticated.” For students planning to study, teach or work abroad, the country may require this extra step for certifying educational documents.

An apostille is issued by the Rhode Island Secretary of State, not the university. Students requesting an apostille must complete an Apostille Request form (available in jwuLink > Academic > Academic Links > Resources > Academic Forms). Once Student Academic & Financial Services receives the request with the appropriate payment and documentation, we will complete the process on behalf of the student, and return the documents as directed on the Apostille Request form.

ACADEMIC TRANSCRIPT

The academic transcript reflects a student’s unabridged academic history at the institution.

printing and ordering

- You may view, order or check on the status of an official transcript request or print an academic transcript in jwuLink (Academics > Academic Records).
- If you do not have online access 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.

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 Charlotte > 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; otherwise, complete a transcript request.
- To order an official performance transcript, 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.

TRANSCRIPTS FROM OTHER SCHOOLS

Transcripts reflecting a student’s secondary or previous college education that have been submitted to Johnson & Wales University as a requirement for admission become a part of the student’s official file. Johnson & Wales University does not provide copies of other institutions’ transcripts. Transcripts must be ordered directly from the institution where the course work was taken.

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. Pending transfer credits are not official and do not count towards degree progress at Johnson & Wales University. It is important that students are aware that failure to provide appropriate documentation may result in delayed graduation if the student is required to repeat courses previously taken elsewhere.

If official transcripts, course descriptions or other requested material is 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.

TRANSFER WITHIN THE UNIVERSITY

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

- Students must consult with an academic counselor in Student Academic & Financial Services if they are interested in transferring. Not all programs of study are available at each campus.
- It is the student's responsibility to address housing concerns and proper dress codes at their new campus.
- Financial obligations at the originating campus must be satisfied to be eligible for transfer. Students should consult with a financial planner in Student Academic & Financial Services to determine eligibility.
- Students with less than a 2.00 GPA must be approved by an academic counselor in Student Academic & Financial Services.
- Students with a student conduct hold must also be approved by the dean of students.
- Campus transfers cannot be guaranteed and are subject to class availability.
- It is the student's responsibility to register for courses at their new campus in jwuLink. 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 if the proper documentation has not been submitted. Students will have no more than one term to meet these requirements.

TRANSFER OUTSIDE OF THE UNIVERSITY

Students who intend to transfer to other colleges or enroll in graduate schools after attending Johnson & Wales University must determine the requirements of those institutions and plan their programs of study accordingly. Johnson & Wales University makes no claim or guarantee for transfer credit to other academic institutions. Similarly, students who intend to take state or foreign business, trade, or professional licensing examinations should determine the prerequisites of those jurisdictions prior to selecting programs of study.

TUITION & FEES

Tuition is applicable to all students, including those on approved off-campus programs including term abroad programs and internships. 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.

VETERANS

All veterans seeking veterans educational benefits must first apply for those benefits through the Department of Veterans Affairs. Veterans with questions about their eligibility for the various Veterans Affairs (VA) educational benefit programs should first consult the VA to determine their eligibility for specific programs.

Processing of the veterans application by the VA takes approximately six to 10 weeks. The VA will mail the veteran a Certificate of Eligibility which must be provided to the Campus Certifying Official in Student Academic & Financial Services.

Each new veteran should submit

- a. an application for admission
- b. an official high school transcript or an official copy of GED test scores
- c. official university transcripts, if any
- d. the necessary Veterans Association paperwork

Veterans enrolling under the G.I. Bill for the first time may experience a delay of up to two months before they receive their first checks. Veterans should contact the Veterans Affairs Office if no check has been received by the seventh week of a term.

Veteran students who take courses that are not applicable to or not required for their chosen degrees will not be certified to the VA for those courses. In order to maintain full-time status, veterans may take courses outside their majors only in the last term before graduating.

The VA requires strict compliance with a number of other regulations. It is the veteran's responsibility to be informed of the requirements the Department of Veterans Affairs has in place regarding educational benefits. It is also the veteran's responsibility to inform the VA.

For additional information on veteran's educational benefits visit www.jwu.edu/financialaid.

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 Athletics cover four major program areas:

- Athletics
- Intramurals
- Sport clubs
- Student Center Usage

Varsity Teams

There are currently two varsity athletic teams at the Charlotte Campus; men's basketball and women's volleyball. The campus will enter into its second year as members of the United States Collegiate Athletic Association (USCAA). Each team also compete against NCAA and NAIA schools, junior colleges and community colleges.

Intramurals

The intramural sports program covers the variety of competitive opportunities that are scheduled and supervised by the Athletics staff. These competitive opportunities range from the more high-intensity events such as basketball and flag football leagues to lower activity events such as spades or 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 offers students the option of creating, or participating in a sport club. These clubs are geared for students who wish to participate in a particular sport throughout the academic year. Sport clubs are organized and led by the participating students themselves. They establish their own leadership structure and, with the help of an advisor, operate their own budget. Some of the past and present sport clubs include cheerleading, ice hockey, lacrosse, rugby, flag football, volleyball, tennis and soccer. Students who wish to learn how to start new sport clubs should call or come by Athletics.

Student Center

The Student Center features a regulation-size gymnasium with seating for approximately 600 people. It also has a 1600 sq. ft. fitness center, as well as a group exercise room. The facility is also equipped with locker rooms and showers that will be available for both the campus community and the school's varsity teams. In addition, there is an entertainment space, known as the Wildcat Den, in which various student clubs and organizations can host or sponsor events.

COMMUNITY RELATIONS

Community Relations is responsible for off-campus student housing issues/concerns. The office makes every effort to assist students with off-campus property owner disputes, community concerns and advice on safety and security. The office acts as a liaison between the university community on the one hand and property owners, local community members/organizations, and other community representatives on the other hand. Community Relations is also available to assist with student complaints, the condition of rental property or neighborhood issues. The office also maintains a list of approved off-campus rental properties published by Residential Life. The university does not endorse specific rental property/owners.

For additional information, please contact Student Affairs at 980-598-1830 or Campus Safety & Security at 980-598-1900.

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 and Campus Safety & Security will respond to complaints from your neighbors.

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 SERVICES

Registered nurses are available during the hours indicated above to serve both resident and commuter students, including medical triage, health and wellness education, illness screening, and hospital or emergency room referral. There is no charge for treatment, and many medications are dispensed free of charge. Students with chronic medical problems or conditions are encouraged to set up an appointment with our campus physician by calling 980-598-1700.

COUNSELING SERVICES

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 students (residents and commuters) 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 last year is required for entering students who are from highly endemic countries and have been residents of the United States for less than five (5) years, three doses of the hepatitis B vaccine, and completion of the chicken pox vaccine series or proof of physician-diagnosed disease. A list of countries where tuberculosis is highly endemic is available upon request from Health Services and at <http://www.health.ri.gov/disease/communicable/tb/prof-screening.php>

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 Health Services without your written consent, except as otherwise provided by law.

SICK NOTES AND CLASS ABSENCE

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.

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.

Health and Wellness Programs

Health & Counseling Services sponsor wellness programs in which students can participate. Programs include but are not limited to weight management, nutritional analysis, blood pressure screening, smoking cessation, body image workshops, stress management and alcohol and substance abuse awareness. Individual, group and residential programs are available. An annual Wellness Fair held in March covers all these topics and is open to the entire JWU community.

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 a.m. – noon and Thursdays, 12:30 – 4:30 p.m. Hours are subject to change. Appointments to see the physician can be made by calling Health Services at 980-598-1700.

SEVERE ALLERGIES

Students who have been medically identified as being prone to anaphylaxis (severe allergic reaction) may authorize the university to administer epinephrine (EpiPen®) 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. Please contact Health Services for more information. Students should also be aware that, in the event that the university administers the student’s epinephrine in an emergency, the university may also call 911.

In addition, students with allergies who wish to seek reasonable accommodations should provide documentation to the Center for Academic Support as well. See page 63].

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.

NEW STUDENT ORIENTATION & PARENT 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.

For more information on new student programs, call 980-598-1880 or email orientation.clt@jwu.edu.

SPIRITUAL LIFE

No matter what your faith may be, religious resources are available to help you explore the spiritual dimensions of life. Student Activities offers a list of places of worship for students to explore in the local Charlotte community. 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

St. Peter Catholic Church

507 S. Tryon Street
Charlotte, NC
704-332-2901

First Presbyterian Church

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

St. Peter's Episcopal Church

115 W. 7th Street
Charlotte, NC
704-332-7746

Mt. Moriah Primitive Baptist Church

747 W. Trade Street
Charlotte, NC
704-376-8806

Unity Fellowship Church Charlotte

2127 Eastway Drive
Charlotte, NC
704-567-5007

First United Methodist Church

501 N. Tryon Street
Charlotte, NC
704-333-9081

Temple Israel

4901 Providence Road
Charlotte, NC
704-366-1948

Holy Trinity Greek Orthodox

600 East Boulevard
Charlotte, NC
704-334-4771

The Church of Light & Religious Science

5420 Kimmerly Glen Lane
704-567-5007

St. Mark's Lutheran Church

1001 Queens Road
Charlotte, NC
704-375-9185

Uptown Christ Covenant Church

926 Elizabeth Avenue, Suite 301
Charlotte, NC
704-375-7355

RESIDENTIAL LIFE

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, Residential Life 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 at <https://link.jwu.edu> > Student Life > On-Campus Housing on the Residential Life Web site (www.jwu.edu/charlotte/reslife).

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, plastic containers to store food, 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. Each time you leave 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 (including alternative drugs such as synthetic THC) and drug-related items (including hookas)
- Firearms, weapons, ammunition (not limited to live 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, toaster ovens, hot pots, hot plates, fry pans, etc.)
- Immersion heaters
- Refrigerators (MicroFridge provided in Cedar Hall North and South)
- Microwaves
- Air conditioners
- Pets (including fish tanks of any size))
- Halogen lamps
- Neon signs
- Lava lamps
- Oversized radios
- Items that may affect the safety or security of the residence hall
- Street, traffic and construction signs unlawfully obtained

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 exits are to be used in the event of actual emergency conditions and must be kept clear of obstacles and impediments at all times. 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, refrigerators, 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 will perform monthly safety inspections of students' rooms. Room searches are conducted with members 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. (Residents at City View Towers should review *Connections: Guide to Apartment Community Living* for amended access policies for those locations.)

Guest and Visitor Policy

1. A student may sponsor a maximum of two guests in a residence hall, provided that the student advises the visitor(s) of university rules and the visitor(s) agree 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/guests are permitted in the residence halls on non-class nights only (Thursday night-Saturday night) and no overnight visitor (student or non-student) may remain in a residence hall for more than three nights in any calendar week (Sunday-Saturday) or 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 resident director, and visitors under the age of 16 years are not permitted to spend the night in the residence halls.
7. **The sponsoring resident must accompany his or her guest at all times and is responsible for his or 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. Roommates must work out their own arrangements for visitors; if you cannot agree, please contact a Residential Life staff member for help.
9. 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..
10. 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. (City View Towers' residents are encouraged to review *Connections: Guide to Apartment Community Living* for information on the alcohol policy). 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 undergraduate 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.

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 an internship your room assignment will be removed and you will not be charged room and board or apartment charges for that term. Upon returning to the university for the subsequent term, you must request a new housing assignment. (Your original assignment is not guaranteed.) 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; any future housing assignments will be cancelled. If you are suspended or dismissed from the university or if you withdraw from the university at any time, the university refund policy takes effect; any future housing assignments will be cancelled. If you are granted a reinstatement to the university you must reapply for housing.

The refund policy for official withdrawal from the university is stated on page 18; if you re-enter the university in the same academic year you must request a new housing assignment. (Your original assignment is not guaranteed.)

TWO-YEAR RESIDENCY

Johnson & Wales University Charlotte Campus has a two-year residency requirement for new freshmen. 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 one or more of the following criteria may be exempt from this requirement:

- Students who are married or have a same sex domestic partner relationship that meets certain eligibility requirements
- Students who are parents
- Students who are at least 21 years of age
- Students who are living at home with a relative, parent or guardian and commuting within a 50 mile radius of campus
- Students who are transfer students
- Students who are not U.S. citizens, a permanent resident or an eligible non-citizen able to receive federal financial aid
- Students who are not eligible to live on campus

NOTE: The university reserves the right to charge full room fees for any term where a student fails to comply with the two year residency requirement.

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 in their third or fourth year. 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 deposit and completed the online application by the specified deadlines. **There is limited space available for returning students in their third or fourth year, and applicants are not guaranteed a room.** Information about room selection is published on link.jwu.edu and on the Residential Life Web site. Students who secure a bed during the room selection process are required to be registered for fall term classes by the published May deadline and to have made financial arrangements with the university by the August deadline in order to retain the assignment. The deadline to cancel the assignment is April 1, 2011 with a non-negotiable penalty fee of \$750, applied to the student's fall term charges. Cancellations will not be considered after April 1, 2011. (The housing deposit cannot be applied to the cancellation fee.)

ROOM ASSIGNMENTS

Room assignments are in effect for the entire academic year. Student Affairs senior administrators, Residential Life administrators (director and 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 by the student online, provided students have paid the reservation fee and have completed their housing application online by July 1, 2011. (Students who complete the online application after July 1, 2011 could be assigned to temporary housing.) Roommate requests and lifestyle preferences may be indicated in the appropriate section of the online Housing Application.

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

Upon withdrawal from the university, or if your student status changes to something other than full-time undergraduate day student, 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 or Apartment Condition Report 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 director.

VACATING ROOMS

Rooms must be vacated by noon of the day after the last examination of your final term, within 24 hours after termination of your student status or within 24 hours of a change in your housing eligibility. 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 23, 2011 and will reopen at noon on Sunday, January 8, 2012. (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 23. 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 or take them with you 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

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. Student Activities is located in the Student Center at 235 S. Cedar Street. Office hours are Monday-Friday 9 a.m.-5 p.m.

Some of the programs and services provided are:

Student organizations	Wildcat Welcome events
New Student Orientation	Family Weekend
Comedy shows, bands and BINGO	First Year Seminar
Leadership development programs	Educational programs

For more information, call 980-598-1810, email studentactivities.clt@jwu.edu, or visit us online at www.jwu.edu/charlotte/studentlife

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 campus community and online 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 orientation, 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 or threatening the health or safety of oneself or another person
- d. Intentional possession of a dangerous article or substance which may be used to injure or cause discomfort to any person
- e. Possession or use of firearms or other weapons, ammunition, BB guns, air guns, fireworks, incendiary devices, or explosives
- f. Initiating or circulating a report or warning of an impending bombing, fire, or other crime, emergency, or catastrophe, knowing that the report is false
- g. Arson or intentionally or recklessly starting a fire on university property
- h. Misuse of or tampering with fire safety equipment (e.g. fire extinguishers, smoke detectors, exit signs, and pull stations)
- i. 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
- j. 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, age, sex, sexual orientation, gender identity or expression, or disability
- b. Harassment or the creation of the hostile environment based on race, religion, color, national origin, age, sex, sexual orientation, gender identity or expression, or disability
- c. Physical, verbal, nonverbal, written, electronic, or technological harassment of another person, including harassment on social networking sites and other online forums
- d. Stalking
- e. Intimidation and/or bullying

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, email, instant message, mail, or otherwise can constitute stalking or harassment.

See the university's policy regarding Prohibited Discrimination and Harassment, including Sexual Assault and Sexual Misconduct (page 7) for more information about harassment of a sexual nature and Title IX.

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 sexual harassment, a sex 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 10) for more information about what constitutes sexual assault and sexual misconduct.

See the university's policy regarding Prohibited Discrimination and Harassment, including Sexual Harassment and Sexual Misconduct (page 7) for more information about sexual harassment and how sexual assault constitutes sexual harassment.

4. *Drugs*

- a. Possession or use of marijuana except for lawful use of medical marijuana off campus
- b. The actual or intended purchase, possession or use of illegal drugs, narcotics, controlled substances, or drug paraphernalia (such as bongs, 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 or distribution 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 on the mere 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 4) 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, operations, or programs sanctioned by university officials and except that during the 2011-2012 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 actual or intended purchase, possession, or use of alcohol by anyone under the applicable legal drinking age, whether on or off campus
- c. Selling or providing alcohol to anyone under the applicable legal drinking age
- 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 bongs, beer pong tables, or taps)

If you are found responsible for selling or providing alcohol to anyone under the applicable legal drinking age or for a gathering where anyone under the applicable legal drinking age 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 applicable legal drinking age.

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 4) for more information on alcohol.

6. *Theft and Abuse of Property*

- a. Actual or intended 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 or other governing entity 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 or see page 3), off-campus behavior (the Good Neighbor policy — page 48), Prohibited Discrimination and Harassment, Including Sexual Harassment and Sexual Misconduct (page 7), Smoking policy (page 13), and various academic matters (see Academic Policies — starting on page 23).

Various university offices and departments have rules and policies which must be followed, including Campus Safety & Security (parking and traffic rules), Student Activities (rules governing student organizations, fraternities, sororities, and Greek social fellowships), Residential Life, Health Services, Campus Dining and the University Safety Coordinator.

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 18).

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 or other factors, an interim suspension is advisable to help 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 which 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 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.

No Contact/Avoidance of Contact

A requirement to actively avoid another person or persons and not have any direct or indirect contact with such person(s), including email, 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. In cases where a No Contact or Avoid Contact impacts class, lab or work activities, you should notify your professors and/or supervisors to address any situations that may conflict with the No Contact or Avoid Contact requirement. No Contact or Avoid Contact may also be imposed as an interim action while a case is pending.

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.

Student Conduct generally follows the procedures under the University Communications with Students policy (see page 13) whenever contact with students is necessary.

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 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 Student Conduct may conduct further investigation if additional or supplemental information is needed for the incident report. All incident reports are reviewed in 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 Residential Life 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 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 director of Student Conduct.

The director of Student Conduct 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 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.**

You will receive a final written decision from Student Conduct which will set forth the outcome of the appeal.

Rights of Victims of Sexual Harassment, Sexual Assault and other Sexual Misconduct

In order to provide for prompt and equitable resolutions of Title IX complaints, the victim will have the following rights in connection with hearings alleging violations of the Code of Conduct involving sexual harassment, sexual assault, and/or other sexual misconduct:

- The right to a prompt hearing.
- The same right to present relevant materials and witnesses with relevant personal knowledge of the incident as outlined above under "Hearing Procedures."
- The right to request a student or staff advisor as outlined above under "Hearing Procedures."
- The right to make a "victim impact statement" in addition to any incident report. This statement will be considered by the hearing officer or panel if the alleged violator is found responsible.
- The right to be informed of the outcome of the hearing and, with respect to a sex offense, any sanction imposed. This includes the right to be informed about the outcome of an appeal.
- The right to request an appeal as outlined above under "Appeal"; provided that the time period to request an appeal will begin on the date of notification of the outcome of the hearing.

The university will take steps to prevent recurrence of any harassment and correct any discriminatory effects on the victim and others as required by law.

Questions?

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

STUDENT GOVERNMENT ASSOCIATION

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 25, 55 or 110 at www.dineoncampus.com/jwcharlotte at any time or at the campus dining office located in the Student Dining Center, Monday – Friday, 8 a.m. – 4 p.m. 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 expire at the end of the academic year or if you separate from the university, so plan accordingly.

GUESTS

Escorted guests may purchase a single meal at the door, or utilize meal blocks or guest meals residing on their escort's card.

HOURS

When Friday is a culinary lab day, the residential dining facility will utilize Thursday's dining schedule and when there are no classes on a particular Monday, the dining facility will utilize Sunday's dining schedule. Other schedules will be in effect during class breaks and holidays.

Lab day meal plan hours:

Breakfast	6 - 9:30 a.m.
Lunch	10:30 a.m. - 2 p.m.
Dinner	5 - 8:30 p.m.

Non-lab meal plan hours:

Brunch	10:30 a.m. – 2 p.m.
Dinner	4:30 p.m. – 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 www.dineoncampus.com/jwcharlotte

POLICIES

Students must act and dress in an appropriate manner while in the dining facilities, including, but not limited to, wearing shoes. 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.

A to-go meal option and some retail beverages and snacks to go 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 Student Affairs for further disciplinary action.

CAMPUS SAFETY & SECURITY

Campus Safety & Security promotes the safety and well being of JWU students, faculty, staff and property. 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.

Campus Safety & Security posts crime alerts, containing descriptions of the criminal incidents, at the entryway of every building on campus, to keep students informed of what is happening on campus. A daily log of all crimes is maintained by Campus Safety & Security in the Operations Center. The log is available for students to view.

Campus Safety & Security has full-time crime prevention officers and community outreach officers. The crime prevention officers administer the university's Project ID program, which provides students with an opportunity to engrave culinary knife kits and personal items brought to the university at no cost. In addition, the officers conduct formal and informal training sessions.

For medical and other serious emergencies, dial (9) 911 first for emergency assistance and then call Campus Safety & Security at 980-598-1900.

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.

In compliance with the Higher Education Act, Johnson & Wales University publishes an Annual Security Report and an Annual Fire Safety Report. The Annual Security Report discloses information about campus security and statistics concerning reported crimes that occurred on campus, on public property close to campus, or on other property used or controlled by the university. The Annual Fire Safety Report discloses information about the campus fire safety policies and procedures and statistics concerning the number of fires, deaths, injuries, fire drills, and fire-related property damage within each residence hall. Copies of the reports may be obtained by calling 980-598-1900 or by visiting www.jwu.edu/charlotte/safety.

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. This option is only available to students who are living in JWU residence halls. Only Campus Safety & Security and a limited number of other authorized JWU officials will have access to the identity of a student's confidential contact in the event a student is missing. If you register a confidential contact, the identity of your contact will be kept confidential and cannot be accessed by anyone except Campus Safety & Security, a limited number of authorized JWU officials and local law enforcement if needed for the investigation of your disappearance. Other than these people, JWU personnel will not tell anyone, including your parents, friends or family, who your confidential contact is. Confidential contacts may be registered by e-mail from a student's JWU-issued e-mail address. Instructions for registering a confidential contact and further information regarding confidential contacts can be found at: www.jwu.edu/charlotte/safety.

CARE TEAM

The CARE (Crisis Aversion and Response Evaluation) Team is comprised of members of the university staff who meet regularly to develop strategies — when needed — for early intervention in accordance with existing university policies. This 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 or other individual or group 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 Team members have the utmost regard for the safety, rights and well-being of all our students as they evaluate and develop responses to potential issues that are referred to the team.

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

The Center for Academic Support is open Monday-Friday, 8:30a.m.-4:30 p.m. Call 980-598-1500.

FREE SERVICES PROVIDED

The free services offered 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.

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 various times and 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.

Students With Disabilities

Johnson & Wales University is dedicated to providing reasonable accommodations to allow students with learning, physical or other disabilities 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 students with disabilities to succeed in the university's environment.

Students requesting services must provide the Center for Academic Support with the required 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)

Available reasonable accommodations for students with disabilities with appropriate documentation include, but are not limited to

- Decelerated Course Load
- Preferential Scheduling
- Extended Time for Tests
- Distraction Reduced Testing
- Note-taking Assistance
- Tape Recorders Allowed in Class
- Digital Texts
- Classroom Relocation
- Housing Accommodations
- Medically Excused Absences

Scribes
Assistive Technology (including use of a Kurzweil 3000 and Inspiration)
Enlarged Print

Because some programs of study at the university have technical standards and requirements, applicants and students with 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 online, in the Charlotte Campus catalog and from the Center for Academic Support. 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 advisor in the Center for Academic Support when accommodations are not working or need to be changed
- meet with his/her advisor in the Center for Academic Support 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 advisor in the Center for Academic Support 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 invited to attend an open house (time and place will be mailed to students). At this open house, 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 advisor in the Center for Academic Support) 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 two class days prior to the test. The student will keep the other copy for their 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 advisor in the Center for Academic Support 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 advisor in the Center for Academic Support 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 the advisor in the Center for Academic Support and provide up-to-date certification of immunization by a licensed veterinarian.

Alternate Format Procedure

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

- forwarding all relevant textbook information to his/her advisor in the Center for Academic Support as soon as it is available
- purchasing all books

When requesting electronic text (etext), the advisor in the Center for Academic Support must contact the publisher or

AccessText to determine its availability. If the book is not available from the publisher or AccessText, the advisor in the Center for Academic Support 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 Nondiscrimination Coordinator, 8 Abbott Park Place, Providence, RI 02903 or call 401-598-2716.
2. The nondiscrimination coordinator or his/her designee 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 of the Providence Campus, and the director of human resources, or any of these individuals' designees. A decision will be made by the committee within a reasonable time but in any event within 30 days of the submission of the request for reconsideration to the committee.

Classroom Relocation Policy

A reasonable accommodation for students with physical disabilities 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 their disability and validate their request for relocation of classrooms with the Center for Academic Support.
2. Participate in priority scheduling.
3. Review the class schedule with his/her advisor in the Center for Academic Support to determine which classes need to be relocated.
4. Immediately inform the advisor in the Center for Academic Support 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 tandem with Residential Life to evaluate the request to ensure that reasonable accommodations are provided. The student must submit the required disability documentation to the Center for Academic Support before a request can be considered.

Information concerning the accessibility of university residence halls, academic buildings and other facilities for individuals with disabilities is available through the director of the Center for Academic Support.

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).

COMPUTER LABS

Johnson & Wales University has computer labs available for student use. Each lab is equipped with computers that enable students to use email, Web browsers, Microsoft Office, jwuLink and more. Additional labs are available to students enrolled in classes which teach specialty software or technology.

Students must have an active Johnson & Wales email account in order to access lab computers. Documents can be saved to student-acquired USB drives or documents can be attached to and sent through email. Students cannot save files onto computers in the labs. Any data saved on a lab computer will be deleted nightly or anytime the computer is restarted or turned off for any reason.

Four labs are located on the 4th floor of the Academic Center housing more than 160 workstations. Another lab is located in the Library that houses 30 workstations. Student staff members are available in these computer labs to help students and answer questions.

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.

Hours of operation, printing instructions, software and rules are available at www.jwu.edu/charlotte/it > Computer Labs.

EMERGENCY PROCEDURES

Effective emergency response requires the coordinated efforts of students, staff and faculty. Each member of the Johnson & Wales community should be prepared to act promptly when faced with an emergency. The Charlotte Campus has developed an Emergency Management Plan that contains information on building evacuation procedures; emergency responses related to explosions, hazardous materials release, and other threatening situations; and actions that should be taken if the campus is in "lockdown."

This information can be found on the university's public folders (Emergency Procedures > Charlotte Campus > JWU Emergency Plan and Procedures) or you may request that a paper copy be provided to you at Campus Safety & Security. You may want to print copies of the "Emergency Quick Reference Procedures" and "Emergency Evacuations and Rally Points" to have handy at all times when you are on campus. Emergency preparedness involves everyone on campus. Please do your part by reading all of the documents in this folder.

Johnson & Wales University utilizes a number of systems to notify the university community in the event of an emergency. These systems include:

EMERGENCY NOTIFICATION SYSTEM (BLACKBOARD CONNECT)

This system quickly provides notice and accurate information and instructions to the entire university community during an unforeseen event or emergency. Emergency notifications are sent via voice and text messages; students are encouraged to update their contact information with a valid phone number (preferably a cell phone) through jwuLink (link.jwu.edu).

CHARLOTTE CAMPUS EMERGENCY ALERTS WEB PAGE

Should an incident (natural or man-made) occur on or near the Charlotte Campus, we will post relevant information when appropriate at www.jwu.edu/Charlotte and jwuLink "Emergency Alerts."

Alert Information Line

The Charlotte Campus alert information line announces inclement weather cancellations and other important information regarding interruptions in normal campus activities. Call 980-598-INFO (4636) 24/7 to reach the information line.

UNIVERSITY EMAIL

JWU email accounts are another way the university may communicate with students in times of an emergency. Each JWU student is assigned a JWU email account.

EXPERIENTIAL EDUCATION & CAREER SERVICES

Services are available for business, hospitality and culinary arts students at Experiential Education & Career Services, located across the street from the Academic Center on W. Trade Street. Hours are 8:30 a.m. to 4:30 p.m., Monday through Friday.

Experiential Education & Career Services offers a variety of internship programs and career services to assist students in building career skills to obtain employment and independently navigate their careers.

Career services components include

- a career capstone course for juniors that prepares them to navigate the job search process.
- career workshops that allow students to select specific skill-building topics.
- networking opportunities with industry professionals through on-campus recruiting events.
- career coaching resources providing personalized mentoring on a variety of career-related topics.
- work experience programs designed to provide practical experience in a student's chosen field of study while they earn academic credit.
- an online job posting system that students can use to search for jobs.

Opportunities for internship are available in the College of Business, The Hospitality College and the College of Culinary Arts. Internship is designed to provide eligible students with practical work experience in their chosen field of study while earning academic credit.

Hundreds of employers, representing the business, hospitality and culinary fields, visit campus each year to participate in recruiting events and serve as guest lecturers and classroom speakers. These activities provide students with a real-world view of industry as well as opportunities to connect with industry professionals and career options.

Students should log on to <http://link.jwu.edu> and click on the Career tab for a variety of resources and tools such as the internship and job postings database, upcoming career events schedule, résumé guides, access to information on the internship and job search process, and more.

INFORMATION TECHNOLOGY

The Johnson & Wales Information Technology team offers a variety of computing and telecom services. Their website, located at helpdesk.jwu.edu, has answers to many questions about the services provided. If you have any technology-related questions, contact the University Help Desk at 866-JWU-HELP (866-598-4357) or via email at helpdesk@jwu.edu.

EMAIL SERVICES

Each student at Johnson & Wales University receives an email account. You may use this email account anywhere you have Internet access on or off campus. Your email account not only serves as a tool for sending and receiving email, but also provides access to important university resources. You are required to use your email user name and password to log on to computer center services. Johnson & Wales University also offers a utility that allows you to securely reset your own forgotten password. In order to use this 24/7 service, you must first create an account profile. Once a student has enrolled, the university will no longer send information to a personal email account. Follow these instructions to find your email account information:

1. Get your user name and initial password by visiting <http://pin.jwu.edu>.

2. Select a new password by visiting <http://email.jwu.edu> (click "Change Password"). Password must contain at least six letters and/or numbers, and cannot be the same as your user name.
3. Complete the password reset manager by visiting <http://link.jwu.edu> (click "Change Password"). Use Reset Password if you forgot your password (if you skip this step and forget your password, you must visit a JWU computer lab).
4. Login at <http://link.jwu.edu> to access email.

Note: Once a student's account receives an inactive status from Student Academic & Financial Services, their email and network accounts are disabled within one business day. If a student's account returns to an active status within 30 days, their email and network account will be reactivated. If a student's account returns to active after 30 days, a new email and network account will be created for them 24 hours after they have registered for courses. This may or may not be the same as their previous account, depending on availability.

HELP DESK SERVICES

The Help Desk is available to assist students with email, Internet, telephone, jwuLink and other computer-related questions. You can visit the Help Desk website at helpdesk@jwu.edu for answers to many questions. You can also reach the Help Desk via telephone Monday–Friday, 8 a.m.–7:30 p.m. at 866-JWU-HELP (866-598-4357) or via email at helpdesk@jwu.edu.

For students taking online courses, the Help Desk provides ulearn support that is generally available 24/7 via email, phone and chat, as well as through self-help user guides. See the Help links in ulearn (ulearn.jwu.edu) for details on ulearn support.

INTERNET SERVICES

Internet access is available in all of the computer labs and all residence facilities. To access the Internet from your residence hall room, your computer must have a network card installed and configured. If you would like more information on Internet connectivity for your specific room assignment, please contact the University Help Desk.

JWU has implemented a network authentication and validation security system in the residence halls to prevent infected computers from accessing the network and infecting other computers. This will ensure a safe, secure and reliable network for you by preventing disastrous outbreaks of viruses and worms by scanning your computer for certain patch and antivirus requirements.

For more information about this system, call the University Help Desk at 866-JWU-HELP (866-598-4357) or visit helpdesk@jwu.edu.

Johnson & Wales University has implemented wireless hotspots for students throughout the campus. You need a WiFi-compliant wireless card to access the Internet in these areas:

- Academic Center
- Cedar Hall North
- Cedar Hall South
- City View Towers – game room
- Cyber Lounge
- Gateway Center 4th Floor
- Library
- Residence Hall Quad
- Student Center

Anyone who uses the Johnson & Wales University Internet System and related facilities must agree to the policies and procedures set by the university. These policies can be found at helpdesk@jwu.edu. Violations or attempted violations will subject the violator to disciplinary and/or legal action by the university.

JWULINK SERVICES

Every Johnson & Wales student receives access to jwuLink, a single sign-in resource for students to all things JWU, upon receipt of the reservation fee. It helps students stay connected and informed by giving quick access to

- email, news and announcements
- academic, library, career and financial resources
- scheduling, grades and more

To get into the system, which all students are expected to access regularly, open a Web browser and complete the following steps in order (don't skip). Please take your time and read all instructions.

1. Get your user name @ <http://pin.jwu.edu>.
 - Information must match what you put on your admissions application.
 - User name = six characters (do NOT add @students.jwu.edu).
 - Passwords/IDs are CASE sensitive (use a capital J when entering your student ID number).
2. Select a new password at <http://email.jwu.edu> (click "Change Password"). Password must contain at least six letters or numbers, and cannot be the same as your username.
3. Complete the password reset manager at <http://link.jwu.edu> (click "Reset Password"). Use Reset Password if you forget your password (if you skip this step and forget your password, you must visit a JWU computer lab).
4. Login at <http://link.jwu.edu>.

Students with limited access to a personal computer may utilize on-campus resources, including computer labs and jwuLink 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 jwuLink.

TELEPHONES

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, and by the main elevator lobby on each floor in City View Towers. These telephones may be used to call staff, faculty and any JWU office. For medical and other serious emergencies, these telephones may be used to dial 911 for assistance and then Campus Safety & Security at extension 1900.

UNIVERSITY WEB POLICIES

The contents of the JWU website 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 STUDENT SERVICES

International Student 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, and employment.

International students must abide by the rules and regulations set forth by the U.S. Department of Homeland Security. 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 12.0 quarter credit hours. Graduate students: minimum of 9.0 quarter credit hours.)
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. 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.
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 Advisors by calling 980-598-1322 and making an appointment. In addition, important information can be found on the website hosted by International Student Services. You can visit the website at www.jwu.edu/charlotte/international.

STUDY ABROAD

Study Abroad works with all of the academic colleges and university campuses to expand the opportunities for both faculty and students to teach and study overseas. Study Abroad 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, South Africa, Costa Rica and Singapore. Programs include Term Abroad Programs, Summer Term Abroad Programs, SWAP Programs (Summer Work Abroad Programs) and Student Exchanges. Please note that student conduct records are reviewed as part of the study abroad application process. Conduct records may impact student eligibility for participation in study abroad programs.

Students on all campuses can visit the Web site at www.jwu.edu/studyabroad.aspx or email 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 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 the university risk and insurance manager, 401-598-1935, 8 Abbott Park Place, Providence, RI 02903.

LIBRARIES

The Johnson & Wales University Library network is comprised of the libraries on the JWU campuses in Providence, RI; North Miami, Fla.; Denver, Colo.; and Charlotte, N.C. and combines traditional library services with a dynamic online information environment tailored to meet the needs of Johnson & Wales students regardless of their geographic location (<http://library.jwu.edu>). Staffed by graduates of ALA-accredited master's degree programs in library and information science, an important aspect of the library is the access it provides to resources, services and facilities shared by the Higher Education Library Information Network (HELIN), a southern New England consortium of 11 academic libraries, 12 health sciences libraries and the Rhode Island State Law Library. Another notable characteristic of the JWU Library network is the dedication of its resources to the development of lifelong learning and information literacy skills in all JWU graduates.

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 50 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 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 link.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. 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 jwuLink or self-service terminals located in Student Academic & Financial Services (SAFS).

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 SERVICES

Student Academic Services offers a variety of services to help each student prepare for graduation and a career; additionally, our office maintains the student's official academic records. Our mission is to educate and counsel students to successfully manage their academic needs. In accordance with the university mission, we 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. Select Charlotte > Student Life > Academic Services. Students may contact Student Academic Services by phone at 980-598-1300 or by email 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 which 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 planners 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 email 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.

Financial Aid Notes

1. Students must reapply for federal financial aid each academic year as soon as possible after January 1. Student employees participating in the university's Tuition Waiver Program are not eligible to receive scholarships under student employment programs.
2. If a student has ever been convicted of the possession or sale of illegal drugs for an offense that occurred while they were receiving federal student aid (such as grants, loans or work-study), the student may be in jeopardy of losing their aid.
3. Code of Conduct for Education Loan Practices: Johnson & Wales University's student loan practices focus on the best interest of borrowers. The university has adopted the Code of Conduct for Education Loan Practices requiring all university employees and agents to act lawfully, ethically and with integrity and to avoid actual or potential conflicts of interest in connection with education loans made to prospective, current or former students and their families.
4. All undergraduate annual loan amounts are subject to proration. Please note that a student/borrowers remain responsible for the repayment of educational loans that he/she borrows even if the student is not successful in completing the educational program and/or obtaining employment. No student is required to apply for, or accept, any particular type of financial aid.
5. Cap on Aid: 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. Please contact Student Academic & Financial Services for further information regarding this cap.

Note: 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 at Student Academic & Financial Services, located in Gateway Village or 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, via [jwuLink](#) (Financial > My Statement > Refund Request Form) or in person at Student Academic & Financial Services. Once eligibility is determined, refunds take up to 10 business days for processing. The student may request their refund via the [jwuSourceCard](#) or check. 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 director of financial aid (for financial aid complaints) or director of financial planning (for financial planning complaints). The director will document his or her findings and subsequent decision and provide a copy to the student, the staff member, and the executive director of Student Financial Services 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 executive director of Student Financial Services. The matter will be decided by the executive director of Student Financial Services or his or her designee, who will provide a written copy of the decision to the student. The decision of the executive director of Student Financial Services 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

At the time of publication, the Satisfactory Academic Progress guidelines had not been finalized due to new federal regulations. If you would like a written copy of the policy please contact 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

Located on the 4th floor in Gateway Center, Student Employment 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.

Hours of operation are Monday through Friday, 8:30 a.m.–4:30 p.m.

STUDENT HEALTH AND ACCIDENT INSURANCE

All registered day program and graduate students taking credit hours are covered by a health and accident insurance plan for the terms enrolled during the academic year. Only weekend adult & continuing education culinary arts students are covered by the university’s student accident insurance plan. All other adult & continuing education students are not covered by the university health and accident insurance plan. This does not include the summer term. Insurance brochures are available at several locations throughout the university. 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. Online courses do not fulfill this requirement. Students that are not eligible for the university Student Health and Accident program can apply for short-term medical insurance through the Gallagher Koster website: www.gallagherkoster.com.

TRANSPORTATION

Charlotte Douglas International Airport
5501 Josh Birmingham Parkway
704-359-4013

Greyhound Bus Lines
601 W. Trade St.
800- 231-2222

Charlotte Area Transit System (CATS)
310 E. Trade Street
704- 336- RIDE (7433)

Amtrak
1914 N. Tryon Street
800- 872-7245/704-376-4416

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