New Student Orientation and Guide
Dear Students,

Welcome to Cambridge College! It is an honor to welcome you to a gem of an institution that is still, to this day, a pioneer in adult learning. We are thrilled that you’re joining our family.

We’ve designed orientation to set you up for success. You’ll be attending presentations and participating in activities that will introduce you to life as a Cambridge College student.

We hope you enjoy orientation and, more importantly, that you are as excited to be here as we are to welcome you. Best wishes to you - get ready to succeed!

With Cambridge College Pride,

Terrie Forte
Springfield Regional Site Director
IMPORTANT OFFICES TO CONTACT

Admission
9 am -5 pm/ 800-829-GRAD

Glandina (Dina) Morris -Assistant Director of Admissions
School of Undergraduate Studies and School of Education
413-747-0204 ext. 6623
Glandina.morris@cambridgecollege.edu

Anne Frank - Admissions Counselor
School of Counseling Psychology
413-747-0204 ext. 6613
Anne.frank@cambridgecollege.edu

Thomas Morrill - Admissions Counselor
Master of Business Administration
413-747-0204 ext. 6612
Thomas.morrill@cambridgecollege.edu

Financial Aid and Student Support Services at Springfield
Stacy Baker - Student Services
413-747-0204 ext. 6610
Stacy.baker@cambridgecollege.edu

Student Support Services & Financial Aid at Springfield
Colleen Perenick
413-747-0204 ext. 6614
Colleen.perenick@cambridgecollege.edu

Cambridge Offices

Bursar/Student Accounts
Monday – Thursday 9 am to 7 pm
Friday 9 am to 5 pm/ 617-868-1000
1000 Mass Ave, 1st Floor

Disability Services
10 am-6 pm/ 617-873-0614
1000 Mass Ave, 3rd Floor

Registrar
Monday – Thursday 9 am to 7 pm
Friday 9 am to 5 pm/ 617-873-0101
1000 Mass Ave, 1st Floor

Student Affairs
10 am-6 pm/ 617-873-0470
1000 Mass Ave, 3rd Floor

Student Financial Services/Financial Aid
9 am- 7 pm/ 617-873-0440
1000 Mass Ave, 1st Floor
Cambridge College History

For more than 40 years Cambridge College has been a leader and pioneer in adult learning. A private, nonprofit institution, Cambridge College is accredited by the New England Association of Schools and Colleges Commission on Higher Education (NEASC CIHE); our various degree and certificate programs enable students to earn the credentials they need to advance in their careers.

Our alumni are the best indicators of our success. Our community of alumni include an Emmy Award winner, the founder of one of Boston’s first and only public high schools for the visual and performing arts, Fortune 500 executives, innovative social entrepreneurs, best-selling authors, and a countless number of inspirational teachers and health care leaders, to name a few.

In May 2011, Deborah C. Jackson became the fourth President of Cambridge College, a private, nonprofit institution that for 41 years has been a leader and pioneer in adult learning. President Jackson is an accomplished leader with over 30 years of professional experience in the for-profit and non-profit sectors. She has been recognized for her exemplary leadership skills and solution-driven expertise on local, national and global issues involving public policy research, workforce development, education, health care, urban policy and community services.

Deborah C. Jackson, Cambridge College President
Setting You Up for Success – 4 C’s

The Office of Student Affairs (OSA) serves as a vital resource for all Cambridge College students. With a focus on enhancing their quality of life, the OSA supports the many facets of a student’s life through a four-pillar model of care:

**Student COMMUNICATION** – Orientation and training events provide students with the necessary information and resources as they progress at the College. Check CC email and MyCC often for announcements and updates.

**Student CARE & SERVICES** – Care for students is provided through academic, disability, and career advising. The OSA also makes available mediation for personal concerns and unresolved issues.

**Student CONDUCT** – The purpose of the Code of Conduct is to establish standards of personal conduct for each student with the goal of reflecting sensitive and responsible behavior towards one another. There is zero tolerance for harassment of any nature.

**Student COMMUNITY** – Opportunities for personal and academic growth are accessible through the co-curricular life that encourages students to participate in skill-building workshops, networking events, community gatherings, and the College Student Advisory Board.
Student Communication

✓ Information Technology & MyCC
✓ Student Email
✓ IT HelpDesk
Information Technology and MyCC

The Cambridge College Department of Information Technology is ready to help you during your program of studies at Cambridge College.

MyCC is our online learning management system. You will use it to access:

- Course history
- Transcripts
- Student accounts
- Pay your bill
- Online library
- Online bookstore
- Online evaluation
- Financial Aid Status
- and much more!

Please navigate to the MyCC website: https://mycc.cambridgecollege.edu and login using your credentials to confirm your ability to successfully navigate to the site.

If you have forgotten your student ID number, please contact the Registrar’s Office by phone at 617-873-0101 or email Registrar@cambridgecollege.edu.

If you experience any problems with MyCC prior to or during your time with Cambridge College, please contact the IT HelpDesk by phone, 617-873-0159.
To check your Cambridge College email, please navigate to: www.cambridgecollege.edu/email
Type in your Username and Password:

Your username is your (firstname)(dot)(lastname)(last two digits of student ID)@go.cambridgecollege.edu. Your password is your student ID proceeded by 2 zeros or as many zeros needed to make 8 characters.

**Example**

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Email Login Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Eric Davidson-Johansson</td>
<td>Username: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
</tr>
<tr>
<td>Student ID: 123456</td>
<td>Password: 00123456</td>
</tr>
<tr>
<td>Email: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

We recommend for you to change your “GO” email password once you have successfully logged in. To change your password, log into your “GO” email account and navigate to Account>Security>Password>Change password.

If you have forgotten your “GO” email password you must call the Cambridge College IT HelpDesk to reset your password. The IT HelpDesk can be reached by phone at 617-873-0159.
IT Assistance is available from a number of sources:

**Telephone:** 617-873-0159 or 1-800-877-4723 ext 1159

**eHelpdesk Request System:** [https://helpdesk.cambridgecollege.edu](https://helpdesk.cambridgecollege.edu)

**Walk-In:** Please refer to your site’s campus information for times these services are available.

To submit a request through our **eHelpdesk** system:

Go to: [http://helpdesk.cambridgecollege.edu](http://helpdesk.cambridgecollege.edu)

Type in your Network Username (**firstname**).(**lastname**) and password. Do not include any other digits that might follow your first “dot” last.

**Please note:** Only type the first 20 characters in the user name

**Example**

**Student Information**

- **Name:** Eric Davidson-Johansson
- **Student ID:** 123456
- **Email:** eric.davidson-johansson56@go.cambridgecollege.edu

**eHelpdesk Login Information**

- **Username:** eric.davidson-johans
- **Password:** 00123456

- Click the “New Request” link available just below the tabs in the header pane. Alternatively, you can click the “New Request” link from the main window.
- Select a **relevant** problem category (i.e. Email, Network connectivity or software).
- Select a **relevant** priority level for your request.
- Enter a **relevant** title to the request that will summarize your request (this will help us assign your request to the proper support person).
- **Describe** your technical problem/request in the description field. (Please try to provide a **detailed** description as this will help us to support you)
- Click the “Add Request” button to submit your request the IT helpdesk.
Student Care & Services

- Financial Aid
- Bursar
- Registrar
- Disability Support
- Tutoring

- Transfer Credits
- Career Resources
- Veterans Services
- Student Parking
Financial Aid – Steps to Success

✓ Get your FAFSA and financial aid information in early
✓ Plan financial aid by the year
✓ Undergraduate Students MUST register for at least 6 credits if you want to receive financial aid
✓ Graduate Students MUST register for at least 4 credits if you want to receive financial aid
✓ Only take courses within your program of study
To apply for financial aid, new students must complete the following five steps. Failure to complete all steps will delay your receiving financial aid.

**Step 1: Create a FSA ID**
When logging in to fafsa.gov, click the link to create an FSA ID. Create a username and password, and enter your e-mail address. Enter your name, date of birth, Social Security number, contact information, and challenge questions and answers. If you have a Federal Student Aid PIN, you will be able to enter it and link it to your FSA ID. You can still create an FSA ID if you have forgotten or do not have a PIN. Review your information, and read and accept the terms and conditions. Confirm your e-mail address using the secure code, which will be sent to the e-mail address you entered when you created your FSA ID. Once you verify your e-mail address, you can use it instead of your username to log in to the websites.

**Step 2: Complete the FAFSA form for the current award year.**
You will need information from your most recent federal tax return and W-2 forms. (For example, for the 2013-2014 academic year, you will need your tax return and W-2 for 2012.) For assistance, please call the FAFSA hotline at 800-433-3243. Cambridge College's school code is 021829.

**Step 3: Complete the mandatory Entrance Counseling Subsidized/Unsubsidized Stafford Loan.**
All new students must complete entrance loan counseling prior to loans being disbursed to their account. Sign in with your PIN and click on Entrance Counseling Subsidized/Unsubsidized Stafford Loan and follow online instructions. The session will take about 25 minutes to complete, and the Financial Aid office will receive electronic confirmation. Entrance Counseling is a federal requirement even if you have borrowed at other schools.

**Step 4: Financial Literacy Counseling**
All students must complete financial literacy counseling prior to loans being disbursed to their account. Go to www.saltmoney.org, create an account and sign in, click on Get Money Smart and complete the following required courses. You must score at least 80 on each.

- Loan Repayment: Budgeting
- Financial Goals: Credit and Debt Management

**Step 5: Complete the Master Promissory Note**
You must complete a new promissory note. The Cambridge College direct loan code is G21829. Go to www.studentloans.gov and click on "Sign Master Promissory Note." For assistance, call Direct Loan Applicant Services at 1-800-557-7394.

Too much to take in? Remember you’re part of the family so don’t worry we’re here to help.
The Bursar's Office is responsible for all student billing, payments and refunds. The Bursar's Office will often communicate with you by email to your Cambridge College email account.

Things to Remember:

- **YOU** are responsible for checking your email on a regular basis so you don’t miss any important information.
- Look into the Student Health Insurance information and take care of a waiver right away if you need one.
  - Remember that you need to waive out every Fall term, just like updating your FAFSA.
- Bills for tuition are just like any other bill and must be paid within 30 days of receipt.
- Failure to pay your bill on time will prevent you from registering in future semesters.

**Hours During Semesters**
Monday through Thursday
9:00am to 7:00pm(EST)
Friday
9:00am to 5:00pm(EST)

**Hours Between Semesters**
Monday through Friday
9:00am to 5:00pm(EST)

The Bursar's Office is closed whenever Cambridge College is closed in observance of holidays as listed in the Academic Calendar.

**Pay your bill online**
24 hours a day; 4 Easy Steps:
Log into MyCC
Click “Finances” tab
Click “My Account Balance”
Click “Make a Payment”

**Call us!**
617-873-0326
The Registrar's Office is responsible for recording students’ grades, producing transcripts and making Student ID cards. We also report registered students and students who have graduated to the National Student Clearinghouse.

Things to Remember:

- If you change your address or phone number, submit a change of address form.
  - The only way to change your address is via a signed change of address form.
- Know the Add/Drop date, and always check your schedule online.
  - If you drop a class after the Add/Drop deadline, or neglect to drop a class before the deadline and then don’t show up, you are required to pay for it.

Call us!
617-873-0101

**Hours During Semesters**
Monday through Thursday
9:00am to 7:00pm(EST)
Friday
9:00am to 5:00pm(EST)

**Hours Between Semesters**
Monday through Friday
9:00am to 5:00pm(EST)

The Registrar’s Office is closed whenever Cambridge College is closed in observance of holidays as listed in the Academic Calendar.
FAQs about Grades

Q: When will I receive my grades?
A: You will be able to view your grades on MyCC as soon as your instructor has entered them.

Q: Can the Registrar’s office tell me my grades over the phone?
A: To protect your privacy, the Registrar’s office does not tell students their grades over the phone.

Q: Can the Registrar’s office fax my grades to me?
A: The Registrar’s office does not under any circumstances fax grades or transcripts.

Q: When does my instructor enter grades?
A: Instructors may enter grades beginning on the last day the course meets.

Q: What should I do if the term has ended and the instructor has not entered a grade for me?
A: Please contact the instructor.

Q: How do I find out my GPA (Grade Point Average)?
A: You may request a letter stating your GPA. Please use Letter Request form.

Q: My credits do not add up correctly at the bottom of my web transcript. What should I do?
A: Please contact the Registrar’s Office and request an academic recalculation.

Grade Key – You may see these codes instead of a standard letter grade

Credit (CR) is a grade denoting content competence.
No Credit (NC) means that the student has not met expectations and that the academic work will not be counted toward degree requirements.
Incomplete (INC) grades are assigned only to students making satisfactory progress in the course and who need additional time to complete course requirements.
No Credit/Incomplete (NCI) indicates that incomplete course work was not completed by the end of the subsequent term.
No Show (NS) indicates that a student did not attend a class and/or did not formally withdraw from the course. The student remains financially liable for the tuition.
Cambridge College is committed to providing equal access to all educational opportunities to students with documented disabilities.

Students with disabilities at Cambridge College are encouraged to contact the Office of Disability Support (ODS) to request appropriate services but are not required to disclose any disability. All students seeking accommodations under the Americans with Disabilities Act must self-identify with ODS and provide appropriate information. Students must disclose disability directly to ODS in order to receive status as a student with a disability. Disclosure to faculty, admissions counselors, or other staff members is not considered official disclosure.

If you feel that you qualify for accommodations under the Americans with Disabilities Act, please contact Jackie Iannone at 1-617-873-0614 or by email to jackie.iannone@cambridgecollege.edu to schedule an intake meeting.
We offer both writing and math tutoring services. You can self-select for services or you may be referred by your instructor. There is no charge to Cambridge College students for these services. Simply call Stacy Baker 413-747-0204 x6610 or visit the front desk to schedule an appointment.

Here are a few points to consider as you prepare to meet with your tutor.

**Come prepared:** When you come for an appointment, please bring with you:

- the class syllabus, including the specific assignment you are working on
- any reading material/texts that are part of the assignment
- any earlier drafts of your assignment with any instructor’s comments you have received

**Don’t forget:** Bring your work as a printed copy or on a flash drive

**Please keep your appointments:** If you are unable to make your scheduled appointment, please call Stacy Baker 413-747-0204 x6610 or visit the front desk to cancel your appointment.
The Transfer Credit Office (TCO) handles transfer credits for all programs at every Cambridge College campus. Please feel free to contact TCO with any questions, concerns or inquiries about transferring credits.

Current Transfer Credit Policy: [www.cambridgecollege.edu/transfer-credit-policy](http://www.cambridgecollege.edu/transfer-credit-policy)

**Undergraduate students**, please send in your official transcripts for evaluation to the TCO if you did not submit them already to the Admissions Operations Office during your application process.

**Graduate/CAGS/Ed.D students**, please send in your official transcripts for evaluation to the TCO, along with course descriptions, and the transfer credit request form (found at [cambridge.cambridgecollege.edu/admissions/transferring-credits](http://cambridge.cambridgecollege.edu/admissions/transferring-credits)) if you did not submit them already to the Admissions Operations Office during your application process.
Career Resource Center

“When it comes to your career, grow DEEP!”
Discover, Explore, Experience, Pursue

The Career Resource Center offers a variety of services to all students seeking assistance with career-related issues.

Services we offer:
• Job search planning
• Assistance with resumes and cover letters
• LinkedIn setup & photo
• Interviewing techniques and preparation
• Networking strategies

And more…

To learn more about these services, we invite you to contact Jackie Iannone at jackie.iannone@cambridgecollege.edu or call 617-873-0614.
Veteran Services

Veterans, thank you!

We are dedicated to maximizing your learning experience by:

✓ Serving military veteran students and their families throughout the Cambridge College community
✓ Providing resources for GI Bill stipends and financial aid options
✓ Offering referral source for Veterans Administration Programs and state veteran benefits
✓ Delivering an effective learning mentorship model
✓ Assisting you in navigating school services

Important Things to Remember
Contact the Department of Veteran Affairs
Provide the school with your Department of Veterans Affairs Certificate of Eligibility (COE) prior to the start of the semester
All benefits are based on the Cambridge, MA 02138 zip code

Contact Information
Glandina (Dina) Morris
Assistant Director of Admissions
413-747-0204 ext. 6623
Glandina.morris@cambridgecollege.edu

David S. Rapaport
Veterans Coordinator
781-413-1132
Veterans.support@cambridgecollege.edu
Student Conduct

✓ Forms of Harassment
✓ Dangers of Domestic Violence
Student Conduct and Forms of Harassment

The Student Code of Conduct (“Code”) applies to all students enrolled in any course or program at Cambridge College (“College”), including regional locations and the NITE program. In addition to all on campus activities and social activities, the Code also applies to College-sponsored or supervised events off campus and to off campus conduct by students that, in the judgment of the College, may affect the interest of the College. Below are examples of some prohibited conduct and relevant regulations:

**Harassment**

Harassment as a form of discrimination is defined as verbal or physical conduct that is directed at an individual or group because of race, color, religion, sex, sexual orientation, age, disability, marital status, citizenship, national origin, genetics, or any other characteristic protected by law when such conduct is sufficiently severe, pervasive, or persistent so as to have the purpose or effect of interfering with an individual’s or group’s academic or work performance; or of creating a hostile academic or work environment. This conduct can include technology-based communications such as texting, online classroom chats, or social networking sites.

Sexual Harassment is a form of sex discrimination and is described as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, including but not limited to technology-based communications such as texting, online classroom chats, or social networking chats, or even if carried out under the guise of humor, and constitutes sexual harassment when: submission to or tolerance of such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education; or submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions (including admissions and hiring) affecting that individual; or such conduct has the purpose or effect of substantially interfering with an individual’s academic or professional performance or creating an intimidating, hostile or offensive employment, educational or living environment. Complaint procedures can be found on-line at www.cambridgecollege.edu/non-discrimination-and-harassment.

**Title IX**

Title IX of the Education Amendments of 1972 protects people from discrimination based on sex in education programs and activities that receive federal financial assistance. The Title IX regulation describes the conduct that violates Title IX. These violations may include but are not limited to programs and activities surrounding “admissions, recruitment, financial aid, academic programs, student treatment and services, counseling and guidance, discipline, classroom assignment, grading, vocational education, recreation, physical education, athletics, housing and employment” (“Title IX and Sexual Discrimination,” 2012). To enforce Title IX, the U.S. Department of Education maintains an Office for Civil Rights, with headquarters in Washington, DC and 12 offices across the United States. Complaint procedures can be found on-line at www.cambridgecollege.edu/non-discrimination-and-harassment. Further information: U.S. Department of Education, Office for Civil Rights. http://www2.ed.gov/about/offices/list/ocr/docs/tix_dis.html

**Violence against Women Act (VAWA)**

In March of 2013, the Reauthorization of VAWA focused on helping the victims of domestic violence, sexual assault, dating violence and stalking, as well as providing assistance to law enforcement for these crimes. Cambridge College policy encourages members of the community to promptly report crimes to local police keeping in mind that victims are the ones who must decide whether to pursue criminal prosecution of campus sex crimes based on individual confidentiality decisions.

Reported incidents of student related sexual crimes should be immediately brought to the attention of the Dean of Students who also serves as the Assistant Title IX Coordinator in assessing and responding to these matters. When an incident of domestic violence, dating violence, sexual assault, or stalking is reported, the College will provide victims with written notice of available options, remedies, and services. The confidentiality of the victim will be maintained to the greatest extent possible, depending on the need to include others in the protection of the victim and the nature of the investigative scope. Personally identifiable information about victims will not be included in any publicly available record-keeping, including the reporting and disclosure of crime statistics.

For more information regarding reporting and confidentiality, please reach out to the Dean of Student Affairs.

**CLERY Act/SaVE Act**

The CLERY Act requires all colleges and universities to publish an Annual Security Report documenting specific campus crime statistics as well as a public crime log. Campuses are also required to have an Emergency Alert System. The College issues emergency notices by email to your student account and through the MyCC portal. The Campus Sexual Violence Elimination (SaVE) Act seeks to address the violence women face on campus: the highest rates of stalking, the highest risk of nonfatal intimate partner violence, and 20-25% of female students experiencing rape or attempted rape. More information regarding these acts can be found at www.clerycenter.org/campus-sexual-violence-elimination-save-act.

Please thoroughly read your Student Handbook and the Student Code of Conduct in order to understand your rights as a student and potential sanctions and disciplinary actions the College may take in response to a Code violation. As a member of our community, we expect our students to understand the importance of bystander awareness and action.

Contact Dean Regina Robinson for questions or concerns regarding this information at (617) 873-0470 or by email to regina.robinson@cambridgecollege.edu.
Dangers of Domestic Violence

Dear Cambridge College (CC) Student:

This notice is a reminder to all students regarding the dangers of domestic violence, dating violence and stalking. New Student Orientation included training materials on these topics and this notice is a reminder for all students of the general information regarding sexual assault at Cambridge College. CC is committed to an educational experience and work environment in which all individuals are treated with dignity and respect. In the unfortunate event that prohibited conduct occurs, CC encourages reporting of all perceived or actual incidents of discrimination, sexual assault or harassment to the Dean of Student Affairs. It is the policy of CC to promptly and thoroughly investigate such reports and CC prohibits retaliation against any individual who reports discrimination, sexual assault or harassment or participates in an investigation of such reports.

If men or women engage in sexual activity, make sure that consent is clearly expressed and mutually agreed upon through the exchange of affirmative words and actions. Sexual activity without consent is a violation of the law and CC’s Student Code of Conduct. Victims of nonconsensual sexual contact are strongly encouraged to report it to the Dean of Student Affairs, who is also the Assistant Title IX Coordinator for students.

CC seeks to maintain a safe environment for all students free from violence and sexual abuse. For more information on the CC policies regarding non-discrimination, harassment, code of conduct, or sexual misconduct, see the full notice which provides information about offense definitions, reporting options, and grievance procedures at https://mycc.cambridgecollege.edu.

Regina Robinson, M.A.
Dean of Student Affairs and Assistant Title IX Coordinator for Students
1000 Massachusetts Avenue
Cambridge, MA 02138
617-873-0470
regina.robinson@cambridgecollege.edu
Follow on Twitter @ReginaMRobinson
Cambridge College Family

COMPLETED ORIENTATION...NOW WHAT??

Cambridge College is now Your College and we hope you will connect with us throughout your journey. Check our website often for upcoming events and news about alumni. Each and every member of the Cambridge College family has a story to tell.

What’s your story?
Connect with us on Facebook, Twitter, and Instagram and share.

Would you like to see your face in Cambridge College Social Media and Marketing? Find us on Instagram @cambridgecollege_edu and tag your photos #mylifemycollege

Looking for up to date information on snow days, school closings or our latest event? Find us on Facebook Cambridge-College-Springfield-Regional-Center and CambridgeCollegeOSA and follow us!

Follow us on Twitter: @CambridgeCollg

Remember that electronic communications, including Twitter posts, are viewable by everyone. Messages should be appropriate and in compliance with Cambridge College expectations.

We all know things change, so this guide may change too. However, we’ll make sure to keep you updated if they do.