# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handbook</td>
<td>3</td>
</tr>
<tr>
<td>The Online Campus Student Handbook</td>
<td>3</td>
</tr>
<tr>
<td>Amendments</td>
<td>3</td>
</tr>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Letter from the Dean</td>
<td>3</td>
</tr>
<tr>
<td>Academic Calendar</td>
<td>4</td>
</tr>
<tr>
<td>Phone Numbers</td>
<td>5</td>
</tr>
<tr>
<td>Emergency Information</td>
<td>5</td>
</tr>
<tr>
<td>General Information and Policies</td>
<td>6</td>
</tr>
<tr>
<td>Advising</td>
<td>6</td>
</tr>
<tr>
<td>Complaints and Grievances</td>
<td>6</td>
</tr>
<tr>
<td>Academic and Administrative Complaints</td>
<td>6</td>
</tr>
<tr>
<td>Family Educational Rights and Privacy Act</td>
<td>6</td>
</tr>
<tr>
<td>Directory Information Public Notice</td>
<td>6</td>
</tr>
<tr>
<td>Financial Obligations</td>
<td>7</td>
</tr>
<tr>
<td>Identification Cards</td>
<td>7</td>
</tr>
<tr>
<td>Prohibited Discrimination and Harassment Policy, including Sexual</td>
<td>7</td>
</tr>
<tr>
<td>Harassment and Sexual Misconduct</td>
<td>7</td>
</tr>
<tr>
<td>Nondiscrimination Statement</td>
<td>7</td>
</tr>
<tr>
<td>What Is Sexual Harassment?</td>
<td>7</td>
</tr>
<tr>
<td>What Are Other Types of Prohibited Harassment?</td>
<td>8</td>
</tr>
<tr>
<td>What To Do</td>
<td>8</td>
</tr>
<tr>
<td>Filing a Complaint</td>
<td>8</td>
</tr>
<tr>
<td>Investigation and Resolution</td>
<td>9</td>
</tr>
<tr>
<td>Retaliation, False Complaints</td>
<td>9</td>
</tr>
<tr>
<td>Enforcement Agencies</td>
<td>9</td>
</tr>
<tr>
<td>Student Code of Conduct</td>
<td>10</td>
</tr>
<tr>
<td>Online Program Computer and Browser Requirements</td>
<td>10</td>
</tr>
<tr>
<td>Student Rights</td>
<td>10</td>
</tr>
<tr>
<td>University Communications with Students</td>
<td>11</td>
</tr>
<tr>
<td>University Holds</td>
<td>11</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>12</td>
</tr>
<tr>
<td>Course Withdrawal</td>
<td>13</td>
</tr>
<tr>
<td>Term/University Withdrawal</td>
<td>13</td>
</tr>
<tr>
<td>Unofficial Withdrawal</td>
<td>13</td>
</tr>
<tr>
<td>Medical Withdrawal</td>
<td>13</td>
</tr>
<tr>
<td>Involuntary Withdrawal</td>
<td>14</td>
</tr>
<tr>
<td>Military Withdrawal</td>
<td>14</td>
</tr>
<tr>
<td>Financial Aid Leave of Absence</td>
<td>15</td>
</tr>
<tr>
<td>Impact of Withdrawal</td>
<td>15</td>
</tr>
<tr>
<td>TUITION AND FEES CREDIT POLICY</td>
<td>16</td>
</tr>
<tr>
<td>Return of Title IV Funds</td>
<td>17</td>
</tr>
<tr>
<td>Allocation of Refunds</td>
<td>17</td>
</tr>
<tr>
<td>Additional Available Information and Policies</td>
<td>17</td>
</tr>
<tr>
<td>Term Start Requirements</td>
<td>17</td>
</tr>
<tr>
<td>Academic Policies</td>
<td>19</td>
</tr>
<tr>
<td>Academic Decisions</td>
<td>19</td>
</tr>
<tr>
<td>Academic Misconduct</td>
<td>19</td>
</tr>
<tr>
<td>Academic Standards</td>
<td>19</td>
</tr>
<tr>
<td>Attendance</td>
<td>21</td>
</tr>
<tr>
<td>Change of Program</td>
<td>21</td>
</tr>
<tr>
<td>Curriculum Modifications</td>
<td>21</td>
</tr>
<tr>
<td>Enrollment Verification/Good Student Discount</td>
<td>21</td>
</tr>
<tr>
<td>Grade Appeals</td>
<td>21</td>
</tr>
<tr>
<td>Grade Point Average (GPA)</td>
<td>21</td>
</tr>
<tr>
<td>Grade Reports</td>
<td>22</td>
</tr>
<tr>
<td>Grading System</td>
<td>22</td>
</tr>
<tr>
<td>Graduation Requirements</td>
<td>23</td>
</tr>
<tr>
<td>Outcomes Assessment</td>
<td>23</td>
</tr>
<tr>
<td>Readmitance Policy</td>
<td>23</td>
</tr>
<tr>
<td>Additional Criteria</td>
<td>24</td>
</tr>
<tr>
<td>Sampling</td>
<td>24</td>
</tr>
<tr>
<td>Uniforms</td>
<td>24</td>
</tr>
<tr>
<td>Academic Information</td>
<td>25</td>
</tr>
<tr>
<td>Awards and Honors (Undergraduate)</td>
<td>25</td>
</tr>
<tr>
<td>Class</td>
<td>25</td>
</tr>
<tr>
<td>Commencement</td>
<td>25</td>
</tr>
<tr>
<td>Course Cancellation Policy</td>
<td>25</td>
</tr>
<tr>
<td>Courses at Other Institutions</td>
<td>25</td>
</tr>
<tr>
<td>Full-Time Status</td>
<td>26</td>
</tr>
<tr>
<td>Graduate Planning System GPS</td>
<td>26</td>
</tr>
<tr>
<td>On Campus Residency</td>
<td>27</td>
</tr>
<tr>
<td>Proctoring</td>
<td>27</td>
</tr>
<tr>
<td>Repeat Course Probation</td>
<td>27</td>
</tr>
<tr>
<td>Residency Requirement</td>
<td>28</td>
</tr>
<tr>
<td>Standardized Testing and Prior Learning Assessment</td>
<td>28</td>
</tr>
<tr>
<td>Transcripts</td>
<td>29</td>
</tr>
<tr>
<td>Transfer Students</td>
<td>29</td>
</tr>
<tr>
<td>Transfer Credit</td>
<td>30</td>
</tr>
<tr>
<td>Tuition and Fees</td>
<td>30</td>
</tr>
<tr>
<td>Veterans</td>
<td>30</td>
</tr>
<tr>
<td>Student Services</td>
<td>31</td>
</tr>
<tr>
<td>Bookstore</td>
<td>31</td>
</tr>
<tr>
<td>Center for Academic Support</td>
<td>31</td>
</tr>
<tr>
<td>Services</td>
<td>31</td>
</tr>
<tr>
<td>Policies</td>
<td>32</td>
</tr>
<tr>
<td>Experiential Education &amp; Career Services</td>
<td>33</td>
</tr>
<tr>
<td>Information Technology</td>
<td>33</td>
</tr>
<tr>
<td>Libraries</td>
<td>34</td>
</tr>
<tr>
<td>Online Learning</td>
<td>34</td>
</tr>
<tr>
<td>Payment of Bills</td>
<td>34</td>
</tr>
<tr>
<td>Student Academic &amp; Financial Services</td>
<td>34</td>
</tr>
</tbody>
</table>
The Student Handbook is your reference to the resources you need at JWU. It contains information on academics, advising, financial services, student activities and services, academic and university policies, and much more.

The Online Campus 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 the Online Campus Catalog, including any amendments. It is expected that you will conduct yourself in a professional and courteous manner in all interactions with the university. 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 online students) and must be followed both within and outside of university facilities.

When attending a required on-campus residency for an online degree program or visiting a JWU campus for any reason, you are also subject to the rules, codes and policies as outlined in the student handbook for that campus, which is available online at www.jwu.edu.

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.

Introduction

Mission

Johnson & Wales University … an exceptional education that inspires professional success and lifelong personal and intellectual growth.

Guiding Principles

- Undertake continuous improvement and planning for a sustainable future
- Foster a teaching-focused university that encourages appropriate scholarship and offers relevant programs that maximize student potential
- Enrich our academic programs with experiential and work-integrated learning
- Be cost-conscious in our endeavor to provide an affordable private university education and be a good steward of our resources
- Embrace diversity for a richly inclusive community
- Model ethical behavior and local, national and global citizenship
- Value our faculty and staff by investing in their quality of life and professional development
- Provide facilities, technology and other resources to meet the needs of students, faculty and staff

Letter from the Dean

Congratulations on your enrollment as an online student at Johnson & Wales University. We look forward to working with you as you pursue your degree, and we feel confident that your experience will be rewarding and will benefit you both professionally and personally.

The nature of the online environment will offer you many opportunities for collaboration, creativity and intellectual development. As an online student, you will appreciate the freedom of earning credit toward your degree while studying on your own schedule from your own location. However, your online classes will require you to be self-disciplined and self-motivated to complete your course work on schedule. Your time management skills, regular class participation and engagement with your professors and fellow students will be vital to your success.

We put together this Online Campus Student Handbook to help foster this success. It is an outline of the partnership shared by all of our students, faculty and staff at JWU, establishing clear expectations for everyone involved in our mission of career education. Our Online Campus Student Handbook contains the information you need to get organized and stay on track as you proceed through each of your online courses, together with information regarding the academic and administrative services we have in place to support you.

Please be sure to read through the handbook before you begin your studies, and plan to use it frequently as a reference as you proceed through your online program. If you have any questions, please contact the appropriate department.

Again, welcome to Johnson & Wales University. We are committed to supporting you in your studies and look forward to working with you.

Cynthia L. Parker
Dean, School of Online & Continuing Education
## Academic Calendar

### Fall Term

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 12</td>
<td>Web registration begins</td>
</tr>
<tr>
<td>August 9</td>
<td>Payment deadline</td>
</tr>
<tr>
<td>September 10</td>
<td>Term begins</td>
</tr>
<tr>
<td>September 14</td>
<td>Last day to add a course</td>
</tr>
<tr>
<td>September 21</td>
<td>Last day to drop a course</td>
</tr>
<tr>
<td>September 21</td>
<td>Deadline to complete initial attendance assignments</td>
</tr>
<tr>
<td>October 14</td>
<td>Columbus Day (university offices closed)</td>
</tr>
<tr>
<td>October 18</td>
<td>Last day to withdraw from a course</td>
</tr>
<tr>
<td>November 23</td>
<td>Term ends</td>
</tr>
</tbody>
</table>

### Winter Term

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 20</td>
<td>Web registration begins</td>
</tr>
<tr>
<td>November 8</td>
<td>Payment deadline</td>
</tr>
<tr>
<td>December 3</td>
<td>Term begins</td>
</tr>
<tr>
<td>December 7</td>
<td>Last day to add a course</td>
</tr>
<tr>
<td>December 14</td>
<td>Last day to drop a course</td>
</tr>
<tr>
<td>December 14</td>
<td>Deadline to complete initial attendance assignments</td>
</tr>
<tr>
<td>December 20–January 4</td>
<td>Holiday break</td>
</tr>
<tr>
<td>January 20</td>
<td>Martin Luther King Jr. Day (university offices closed)</td>
</tr>
<tr>
<td>January 24</td>
<td>Last day to withdraw from a course</td>
</tr>
<tr>
<td>March 1</td>
<td>Term ends</td>
</tr>
</tbody>
</table>

### Spring Term

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 13</td>
<td>Web registration begins</td>
</tr>
<tr>
<td>February 7</td>
<td>Payment deadline</td>
</tr>
<tr>
<td>March 11</td>
<td>Term begins</td>
</tr>
<tr>
<td>March 15</td>
<td>Last day to add a course</td>
</tr>
<tr>
<td>March 22</td>
<td>Last day to drop a course</td>
</tr>
<tr>
<td>March 22</td>
<td>Deadline to complete initial attendance assignments</td>
</tr>
<tr>
<td>April 18</td>
<td>Last day to withdraw from a course</td>
</tr>
<tr>
<td>April 20</td>
<td>Easter (university offices closed)</td>
</tr>
<tr>
<td>May 23</td>
<td>Term ends</td>
</tr>
</tbody>
</table>

### Summer Term

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 14</td>
<td>Web registration begins</td>
</tr>
<tr>
<td>May 2</td>
<td>Payment deadline</td>
</tr>
<tr>
<td>June 2</td>
<td>Term begins</td>
</tr>
<tr>
<td>June 7</td>
<td>Last day to add a course</td>
</tr>
<tr>
<td>June 14</td>
<td>Last day to drop a course</td>
</tr>
<tr>
<td>June 14</td>
<td>Deadline to complete initial attendance assignments</td>
</tr>
<tr>
<td>July 4</td>
<td>Independence Day (university offices closed)</td>
</tr>
<tr>
<td>July 11</td>
<td>Last day to withdraw from a course</td>
</tr>
<tr>
<td>August 26</td>
<td>Term ends</td>
</tr>
</tbody>
</table>
Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore</td>
<td>800-342-5598 x1105</td>
</tr>
<tr>
<td>Center for Academic Support</td>
<td>800-342-5598 x1485</td>
</tr>
<tr>
<td>Compliance Officer</td>
<td>800-342-5598 x1423</td>
</tr>
<tr>
<td>Counseling Services (Providence, R.I.)</td>
<td>800-342-5598 x1016</td>
</tr>
<tr>
<td>Exam Proctoring</td>
<td>800-342-5598 x2778</td>
</tr>
<tr>
<td>Financial Services – Billing and Collections</td>
<td>800-343-2565</td>
</tr>
<tr>
<td>Health Services (Providence, R.I.)</td>
<td>800-342-5598 x1104</td>
</tr>
<tr>
<td>Help Desk</td>
<td>866-598-4357</td>
</tr>
<tr>
<td>Library (Providence, R.I.)</td>
<td>800-342-5598 x1098</td>
</tr>
<tr>
<td>Nondiscrimination Coordinator</td>
<td>800-342-5598 x2716</td>
</tr>
<tr>
<td>Online Learning</td>
<td>800-342-5598 x2778</td>
</tr>
<tr>
<td>Student Academic &amp; Financial Services</td>
<td>800-343-2565</td>
</tr>
<tr>
<td>Title IX Coordinator</td>
<td>800-342-5598 x2716</td>
</tr>
</tbody>
</table>

Emergency Information

The 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. By default, online program students do not receive emergency notifications, except during the FSM4061 residency. Online students who wish to receive emergency notifications for a particular campus on a regular basis should contact Online Learning (401-598-2778; ulearn@jwu.edu).
General Information and Policies

Advising

Academic counselors are assigned based on the student’s individual needs; however, every student will have an online counselor assigned to them who will assist with questions pertaining to registration, financial aid and general policies. Students will receive an email from their online counselor, welcoming them to the JWU online community.

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 his or her 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’s Conduct Review Process (http://catalog.jwu.edu/handbook/studentaffairs/studentcodeofconduct/ conductreviewprocess);
2. Actions relating to Student Academic & Financial Services;
3. Actions by Residential Life concerning contract release;
4. Actions by the Academic & Financial Appeals Committee;
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, a nondiscrimination campus liaison or Human Resources & Payroll as set forth in the Prohibited Discrimination and Harassment Policy, including Sexual Misconduct and Sexual Harassment (p. 7));
6. Actions relating to involuntary withdrawal for safety reasons (p. 14) and readmission following voluntary medical withdrawal (p. 13);

Please see the procedures set forth in Academic and Administrative Complaints (p. 6) for the resolution of academic and administrative issues outside of the exempt areas.

Academic and Administrative Complaints

Step One

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

Step Two

If the complaint cannot be resolved at the previous level, the student should present the complaint, in writing, to the appropriate department chairperson or department director within five days of receipt of the faculty or staff member’s decision. The department head will document his or her decision and provide a copy to the student, faculty or staff member, and dean 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 office (if an administrative complaint) or their designee. 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.

Expeditied 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.

FERPA

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, anticipated degree and degree date, 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 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. 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.

Identification Cards
Temporary identification (ID) cards are issued to online program students when visiting a JWU campus. All campus buildings are equipped with electronic card-access devices for security purposes. The temporary ID card enables you to gain access to campus administrative and academic buildings by simply passing the card before the reader device located near the entrance door.

When visiting a JWU campus, visit the appropriate location, as noted below, to request a temporary ID card for use while you are on campus.

Providence, R.I.: Campus Safety & Security, 264 Weybosset Street, Providence, 401-598-1103 (open 24 hours, 365 days per year)
North Miami, Fla.: Campus Safety & Security, 1705 NE 124 Street, North Miami, 305-892-7011 (open 24 hours, 365 days per year)

Denver, Colo.: Student Affairs, College of Business, 2nd Floor Atrium, 1900 Olive Street, Denver, 303-256-9400 (open during normal business hours)
Charlotte, N.C.: Campus Safety & Security, Cedar Hall South, Suite 113, 215 South Cedar Street, Charlotte, 980-598-1900 (open 24 hours, 365 days per year)

Students enrolled in an online degree program and who live near a JWU campus that they may visit occasionally may obtain a permanent photo ID card for that campus. Permanent ID cards provide access to electronic transactions on a campus, such as printing. Permanent ID cards must be obtained in person. Students should consult the appropriate campus handbook at http://catalog.jwu.edu/handbook for information on obtaining a permanent ID card for that campus. Students who obtain a permanent ID card and later visit another campus will have to obtain a temporary ID card for the second campus or request that their existing card be reprogrammed. Access will be terminated for any period in which a student is not actively enrolled.

Prohibited Discrimination and Harassment Policy, including Sexual Harassment and Sexual Misconduct
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, disability, status as a protected veteran, pregnancy or marital status or any other unlawful basis 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.

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.

To review the entire Prohibited Discrimination and Harassment Policy, Including Sexual Harassment and Sexual Misconduct, please see Nondiscrimination Statement (p. 7), What is Sexual Harassment? (p. 7), What Are Other Types of Prohibited Harassment? (p. 8), What to Do (p. 8), Filing a Complaint (p. 8), Investigation and Resolution (p. 9), Retaliation, False Complaints (p. 9), and Enforcement Agencies (p. 9), in addition to this page.

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, disability, status as a protected veteran, pregnancy or marital status or any other unlawful basis 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 and this policy:

• 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 enforcement agencies (p. 9).

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 and Student Code of Conduct.
- 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.
- Epithets, slurs, quips or negative stereotyping that relate to sex.

### What Are Other Types of Prohibited Harassment?

In addition to sexual 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, disability or any other unlawful basis) may constitute harassment when 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, 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, 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, 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.

- 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, disability or any other category protected by law.

### What To Do

**What should I do if I think I am the victim of, a witness to, or learn of 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. For complaint procedures, please see Filing A Complaint (p. 8), Investigation and Resolution (p. 9), and Retaliation (p. 9).

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 campus liaison, Human Resources or Campus Safety & Security as required under Filing A Complaint (p. 8).

For a list of state and federal government enforcement agencies, please see Enforcement Agencies (p. 9).

### Filing a Complaint

**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), to any nondiscrimination campus liaison, or to a Residential Life staff member, or to any other trusted university employee who will then report the matter to Campus Safety & Security, the nondiscrimination coordinator and Student Conduct.

In addition, any university employee who becomes aware of discrimination or harassment by a student at the university, or to whom discrimination or harassment is reported, must immediately notify a Campus Safety & Security officer or to the nondiscrimination coordinator.
officer, the nondiscrimination coordinator or a nondiscrimination campus liaison.

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:
Elizabeth Canning 401-598-2716
Johnson & Wales University
8 Abbott Park Place
Providence, RI 02903
Attention: nondiscrimination coordinator

Contact Information for nondiscrimination campus liaisons:

<table>
<thead>
<tr>
<th>Providence Campus nondiscrimination liaisons:</th>
<th>North Miami Campus nondiscrimination liaisons:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerianne Chapman 401-598-2551</td>
<td>Dolly Duran 305-892-5304</td>
</tr>
<tr>
<td>Diane D’Ambra 401-598-1845</td>
<td>Jordan Fickess 305-892-7597</td>
</tr>
<tr>
<td>MaryAnne Eaton 401-598-1674</td>
<td>Michelle Garcia 305-892-7606</td>
</tr>
<tr>
<td>Scott Lyons 401-598-2833</td>
<td>Colin Roche 305-892-7576</td>
</tr>
<tr>
<td>Kristen Meizoso 401-598-1380</td>
<td>Barry Vogel 305-892-7042</td>
</tr>
<tr>
<td>Dameian Slocum 401-598-1017</td>
<td></td>
</tr>
<tr>
<td>Rebecca Tondreau 401-598-2634</td>
<td></td>
</tr>
<tr>
<td>John Varlaro 401-598-1330</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Denver Campus nondiscrimination liaisons:</th>
<th>Charlotte Campus nondiscrimination liaisons:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jean Kawamura 303-956-9451</td>
<td>Sue Batten 980-598-1457</td>
</tr>
<tr>
<td>Sara Miller 303-956-9584</td>
<td>James Minton 980-598-1805</td>
</tr>
<tr>
<td>Stephen Pyle 303-956-9351</td>
<td>Jean Moats 980-598-1608</td>
</tr>
<tr>
<td>Timothy Stein 303-956-9303</td>
<td>Tracy Smith 980-598-1006</td>
</tr>
<tr>
<td>Marleen Swanson 303-956-9539</td>
<td>Don Taylor 980-598-3226</td>
</tr>
<tr>
<td></td>
<td>Fred Tiess 980-598-1470</td>
</tr>
</tbody>
</table>

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).

Who coordinates the university’s compliance with Title IX, Section 504 and other discrimination laws?
The nondiscrimination coordinator has been designated to carry out the university’s responsibilities under all federal and state discrimination laws, including, but not limited to, Title IX of the Education Amendments of 1972 (Title IX), Section 504 of the Rehabilitation Act of 1973 (504), the Age Discrimination Act of 1975, the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

John & Wales University
8 Abbott Park Place
Providence, RI 02903
Attention: nondiscrimination coordinator
401-598-2716

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.

Sexual Assault and Sexual Misconduct
In addition to the procedures described above, students who are victims of sexual assault, other acts of sexual misconduct, dating violence, domestic violence or stalking may seek assistance as described in the university’s Sexual Assault & Relationship Violence Policy (http://catalog.jwu.edu/handbook/generalinformationandpolicies/sexualassaultpolicy). Please also see Investigation and Resolution (p. 9), Retaliation (p. 9) and False Complaints (p. 9).

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.

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 a violation of this policy. For further information, please see Retaliation (p. 9).

The investigation should be completed promptly so that the outcome may be determined within 60 days of receipt of the complaint. If this is not possible, the complainant will be informed of the status of the investigation within 60 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

Retaliation
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.

False Complaints
The reporting of a false complaint of discrimination, harassment, sexual misconduct, or retaliation is a violation of this policy and may result in disciplinary action up to and including termination or dismissal.

Enforcement Agencies

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 of Civil Rights, U.S. Department of Education
• 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 the Office for Civil Rights website (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, Third 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
Communicating with others online. Basic netiquette guidelines include:

- Be respectful of other people and their opinions.
- Write clearly and pick your words carefully, avoiding humor and sarcasm. Visual cues used to convey meaning when speaking with others in a face-to-face environment are missing in online communications, so be sure to convey your thoughts carefully.
- Do not post or distribute material that would offend or frighten a reasonable person.

Netiquette Guidelines

Johnson & Wales University aims to provide students with a positive online environment in which students can interact with their instructors and peers. It is expected that students will be respectful of all individuals and sensitive to the diversity of our university’s population. Online communication should be conducted in a professional and courteous manner at all times, guided by common sense, collegiality and the basic netiquette guidelines.

Students who are disruptive in the online environment are subject to the university’s Academic Misconduct Policy (http://catalog.jwu.edu/handbook/academicpolicies/academicmisconduct) and the Student Code of Conduct (http://catalog.jwu.edu/handbook/studentaffairs/studentcodeofconduct). Disruptive behavior in the online environment includes violations of the following netiquette guidelines and the Student Code of Conduct.

Netiquette is a set of standards for appropriate behavior when communicating with others online. Basic netiquette guidelines include:

- Inflammatory, condescending, harassing or derogatory remarks are inappropriate.
- Use proper spelling, grammar, capitalization and punctuation. Using all capital letters in online communications is considered SHOUTING.
- Use emoticons (e.g. smiley faces) and chat acronyms (e.g. LOL, BRB) sparingly because they could be misinterpreted.
- When posting to a public forum, keep your post on topic and be sure to add content that contributes to the topic.
- Be aware of plagiarism and copyright guidelines. Cite your sources and refrain from posting or distributing content that is copyright protected.

Online Program Computer and Browser Requirements

In order to fully participate in online courses, students enrolled in online programs are expected to own or have regular, reliable access to a computer that meets up-to-date requirements. As of September 2012, the requirements are as listed below. Check www.jwu.edu/onlinelearning for the most up-to-date requirements.

Operating System: PC: Windows XP or higher. Mac: Mac OS 10.5+

RAM: 512 MB minimum; 1 GB recommended

Free Disk Space: 4 GB or higher

CPU: PC: 1.7 GHz or higher. Mac: PowerMac or higher.

Browser: Internet Explorer 8 or 9, Mozilla Firefox 3.6+, Google Chrome 16+, or Safari 4 or 5 (Mac only)

Browser Settings: JavaScript enabled. Popup blockers disabled. Cookies enabled. Students must be able to access a variety of resources on the Internet.

Plug-ins: Adobe Acrobat Reader 8 or higher.

Supplementary Software: Ability to save documents in a format that can be opened by Microsoft Office and an ability to view documents created in Microsoft Office; antivirus software.

Internet connection: Broadband connection (DSL, cable, ISDN, etc.) with consistent high-speed connectivity.

Other Hardware: Soundcard. Speakers or a headset.

Technical Support

Technical support is provided via a link in ulearn (http://ulearn.jwu.edu). Students may view step-by-step instructions on using online learning tools and they may communicate with a support representative via phone or email.

Student Rights

- Students have the right to access to and the right to privacy of their education records under certain conditions. Information regarding university policies on access to and release of student records is found here (p. 6).
- 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 Policy, including Sexual Harassment and Sexual Misconduct (p. 7).
- 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
to class, graduation and transcript requests. Students are advised to review deadlines, term start requirements or university policy. Holds will prevent a University Holds address is supplied during the enrollment period, a “schedule hold” will be assigned to students who fail to maintain a valid contact information (including cellphone 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 address. A schedule hold will be assigned to students who fail to maintain a valid permanent address 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 INFORMATION

The 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. By default, online program students do not receive emergency notifications, except during the FSM4061 residency. Online students who wish to receive emergency notifications for a particular campus on a regular basis should contact Online Learning (401-598-2778; ulearn@jwu.edu).

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.

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.

University Holds

Holds are placed when students are not in compliance with payment deadlines, term start requirements or university policy. Holds will prevent a number of activities, including (but not limited to) course registration, entry to class, graduation and transcript requests. Students are advised to review holds in jwuLink (Registration & Grades > Academic Records and Transcript) frequently, especially after each term’s deadline for completing term start requirements and before the start of each term.

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 their 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 on a student’s account if a student is no longer enrolled at the university and has an outstanding tuition, fees or room and board balance with the university. A Collections Hold will be removed from a student’s account 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 (http://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 tax transcripts, student tax transcripts, 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 and Summer)

The Financial Hold prevents course registration (if this hold is in place, the student’s schedule is deleted and athletes will not be able to participate in their team’s activities). In addition, a financial hold will prevent a student from securing a residence hall. This hold will be placed on the student’s record if they have 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.

Home-School Verification Hold

The Home-School Verification Hold prevents course registration. Home-schooled students will be required to provide a high school transcript and a copy of their ACT or SAT test scores. Both the grades on the transcript and the ACT/SAT test scores will be reviewed to determine admissions and scholarship eligibility. Combined SAT scores of 1000 (reading and math, 500 each) or ACT equivalent are required for admittance. A home-schooled student must be able to document that he or she has completed high school. 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 a G.E.D. certificate) 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.

It is the student’s responsibility to provide verification of high school completion. Without such verification, the student may not be allowed to register for the current term or continue enrollment and will be in jeopardy of revocation of admission to the university as well as losing all financial aid.

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

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 on a student’s account if a student is delinquent and/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.

North Carolina Residency Application Hold
The North Carolina Residency Application hold prevents course registration and entrance to class. This hold will be placed if a student attending the Charlotte Campus was awarded a North Carolina Need-Based Scholarship and has not submitted a requested North Carolina Need-Based Scholarship Residency Questionnaire and/or the North Carolina Long Form prior to the term’s posted deadline for completing term start requirements. 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 on a student’s account if a student carries a tuition balance after they have completed their associate degree and they are planning on continuing at the university 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 Federal Perkins Loan MPN Hold prevents course registration and entrance to class. This hold will be placed on a student’s account if a student was awarded a Federal Perkins Loan and has not completed the Federal 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 Federal 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 on a student’s account by Student Academic & Financial Services if the student was approved for a loan with a private lender but did not complete the required 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 on a student’s account if a student was awarded a Federal Subsidized and/or Unsubsidized Stafford Loan and the student has not completed the required Stafford Loan MPN prior to the term’s posted deadline for completing term start requirements. Students can complete their Stafford Loan MPN online (http://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 and entrance to class. This hold will be placed if an undergraduate student has not provided the university with final, official documentation that verifies high school diploma completion or equivalent; or a graduate student has not provided the university with final, official documentation that verifies bachelor’s degree completion; or a postgraduate student has not provided the university with final, official documentation that verifies master’s degree completion. Official verification documents include at least one of the following: a letter from an authorized high school administrator, an Official Final Transcript, a high school diploma recognized by the student’s state department of education or an official G.E.D. certificate. This hold will be removed once the student has provided documentation to Student Academic & Financial Services or Admissions.

Withdrawal
Before withdrawing from a course or the university, students must visit Student Academic & Financial Services to address the impact of withdrawal on their status. Withdrawal should be a last resort, so students should consult with their course instructor and take advantage of university resources, such as tutoring or study skills assistance. Withdrawing from a course (especially one that is a prerequisite requirement) could result in extra time at the university, additional charges and payments and potentially more student loans. Students are not permitted to withdraw from a course or 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 a course, a term or the university. If students do not officially withdraw, they will remain registered for courses and will be graded accordingly. Student Academic & Financial Services hours and location can be found in jwuLink (https://link.jwu.edu) (Registration & Grades > Student Academic & Financial Services).

Discontinuing attendance (e.g. not showing up for class or not accessing course materials in ulearn) or notifying an instructor does not constitute an official course withdrawal. Students who notify an instructor are still responsible for notifying Student Academic & Financial Services in order to be considered officially withdrawn.

The date the withdrawal notification is received shall be the date used in determining the refund of fees, if applicable, in accordance with the Tuition and Fees Credit Policy (p. 16).

A student who does not officially withdraw due to extenuating circumstances may submit an enrollment dispute. Enrollment 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 (http://www.jwu.edu/forms.aspx?id=55199&ekfrm=55199). No adjustments to tuition and fees or financial aid will be made until the dispute is researched and either approved or denied. No enrollment disputes will be considered after 30 days from the end of the term in which the students intended withdrawal. Decisions will be made within 10 business days and students will receive notification via 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.
See the additional Withdrawal pages Course Withdrawal (p. 13), Term/University Withdrawal (p. 13), Unofficial Withdrawal (p. 13), Medical Withdrawal (p. 13), Involuntary Withdrawal (p. 14), Military Withdrawal (p. 15), Financial Aid Leave of Absence (p. 15), Impact of Withdrawal (p. 15), Tuition and Fees Credit Policy (p. 16), Return of Title IV Funds (p. 17), Allocation of Refunds (p. 17).

Course Withdrawal

Before withdrawing from a course, students must visit Student Academic & Financial Services to address the impact of withdrawal on their status. Withdrawal should be a last resort, so students should consult with their course instructor and take advantage of university resources, such as tutoring or study skills assistance. Withdrawing from a course (especially one that is a prerequisite requirement) could result in extra time at the university, additional charges and payments and potentially more student loans. Students are not permitted to withdraw from a course during final exams.

Course withdrawal may jeopardize or impact:
- Academic standing
- Graduation date and academic progress
- Eligibility to remain in university housing
- Eligibility to participate in NCAA athletic events
- Financial aid eligibility and award
- Immigration status
- Veterans Administration benefits

It is the student's responsibility to notify Student Academic & Financial Services in person or in writing (via fax or letter) of their intent to withdraw from a course. If students do not officially withdraw, they will remain registered for courses and will be graded accordingly. Student Academic & Financial Services hours and location can be found in jwuLink (https://link.jwu.edu) (Registration & Grades > Student Academic & Financial Services).

Discontinuing attendance (e.g. not showing up for class or not accessing course materials in ulearn) or notifying an instructor does not constitute an official course withdrawal. Students who notify an instructor are still responsible for notifying Student Academic & Financial Services in order to be considered officially withdrawn.

After the add/drop period has ended, students may withdraw from a course by consulting 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. Students who withdraw from all courses will be withdrawn from the term and are subject to the Term/University Withdrawal (p. 13) policy.

Students must officially withdraw from a course by the course withdrawal deadline, otherwise they will not be permitted to withdraw from the course and will be graded accordingly. See Withdrawal (p. 12) for information regarding submission of an enrollment dispute with respect to students who do not officially withdraw due to extenuating circumstances.

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

Withdrawal deadlines for academic and courses with an experiential education component are as follows:
- Four-Week Courses: 12th day of session
- Five-Week Courses: 15th day of session
- Full-term Courses: 6th week of the term

Term/University Withdrawal

Before withdrawing from the university, students must visit Student Academic & Financial Services to address the impact of withdrawal on their status. Withdrawal should be a last resort, so students should consult with their course instructor(s) and take advantage of university resources, such as tutoring or study skills assistance. Students are not permitted to withdraw from the term/university during final exams.

Term/University withdrawal may jeopardize or impact:
- Academic standing
- Graduation date and academic progress
- Eligibility to remain in university housing
- Eligibility to participate in NCAA athletic events
- Financial aid eligibility and award
- Immigration status
- Veterans Administration benefits

It is the student’s responsibility to notify Student Academic & Financial Services in person or in writing (via fax or letter) of their intent to withdraw from a term or the university. If students do not officially withdraw, they will remain registered for courses and will be graded accordingly. Student Academic & Financial Services hours and location can be found in jwuLink (https://link.jwu.edu) (Registration & Grades > Student Academic & Financial Services).

Discontinuing attendance (e.g. not showing up for class or not accessing course materials in ulearn) or notifying an instructor does not constitute an official withdrawal. Students who notify an instructor are still responsible for notifying Student Academic & Financial Services in order to be considered officially withdrawn. See Withdrawal (p. 12) for information regarding submission of an enrollment dispute with respect to students who do not officially withdraw due to extenuating circumstances.

Term/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, voluntary or not, will result in tuition charges in accordance with the Tuition and Fees Credit Policy (p. 16). The date the withdrawal notification is received shall be the date used in determining the refund of fees, if applicable, in accordance with the Tuition & Fees Credit Policy. Grades of "WP," "WF" or "W" will be issued by each course instructor in order to record attempted credits. Students are not permitted to withdraw from the university during final exams.

Students may return to the university to register for a future term/semester, but are subject to the university’s Readmittance Policy (p. 23).

The university reserves the right to withdraw students who fail to meet financial or specific attendance requirements or who, because of misconduct, disrupt the academic process in violation of the Student Code of Conduct (http://catalog.jwu.edu/handbook/studentaffairs/studentcodeofconduct).

Unofficial Withdrawal

Federal regulations require that a student who begins attendance but fails to earn a passing grade in at least one course in any term and who does not officially withdraw shall be considered as having unofficially withdrawn from the university unless the university can document that the student completed at least 60 percent of the period of enrollment and earned the grade of "F."

A student must be engaged in academically related activities beyond the 60 percent of the enrollment period in order to retain eligibility for federal, institutional and external financial aid. If a student was not engaged in any academically related activities beyond the 60 percent, they will be assigned a withdrawal date based on the last date of an academically related activity. All other instances when a student withdraws without providing official notification will be the 60 percent point of the period of enrollment, as applicable. A student who does not earn at least one passing grade during a term for which federal funds were disbursed will have a Return of Title IV Funds calculation performed to determine how much of the federal funds were earned. Unearned federal funds must be returned to the source, in most cases with a charge to the student's university account.

Medical Withdrawal

Voluntary Medical Withdrawal

- In addition to requesting a leave of absence under the Financial Aid Leave of Absence (p. 15) policy, students also may choose to 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 voluntary medical withdrawal.
- Medical documentation must be provided to certify the severity of the condition. Requested documentation may include a written recommendation from a university health care 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 Services staff and the associate dean of counseling, health & wellness or designee.
- A student who is returning to the university after an approved voluntary medical withdrawal will be eligible for a tuition credit equal to the amount of adjusted tuition charge 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. In addition, the university allows students enrolled in the JWU Student Health Insurance Plan whom have been granted a voluntary medical withdrawal to continue such enrollment 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. International students may be able to continue to remain in the United States in compliance with applicable immigration regulations. Please consult with International Student Services.
- A student approved for a voluntary medical withdrawal will be notified in writing during the withdrawal process of any conditions that must be satisfied (in addition to the university’s Readmittance Policy (p. 23)) in order to return to the university as a successful and contributing member of the university community. Such conditions will be determined on an individualized basis.
- These conditions may include, but are not limited to, documentation or other evidence satisfactory to university Health Services or Counseling Services staff and the associate dean of counseling, health & wellness or designee that the student is qualified and ready to resume studies and function safely and successfully as member of the university community, with or without reasonable accommodations. To fulfill such requirement, students are typically required to provide medical documentation from their individual treatment providers. The university relies heavily on the information received from the student’s treatment providers. Students will be asked to provide an authorization form to allow Health Services and Counseling Services and the associate dean of counseling, health & wellness or designee to communicate with such treatment providers, university deans, the Center for Academic Support and other university personnel, where appropriate, regarding their return. The university may also require this information to be submitted at a later date or may request further information if it determines that the information provided by the student’s treatment provider is not sufficient (e.g., if information provided by the treatment provider is incomplete, requires further explanation or clarification, or when there is a disconnect between the medical information provided by the treatment provider and other information in the student’s files).
- In addition, in unusual circumstances (e.g., where the university is concerned about the provider’s credentials), the associate dean of counseling, health & wellness or designee may request that the student undergo an additional assessment to allow the university to make a determination about the student’s return. In those cases, the university will provide the student with a written explanation for such determination.
- Students who are out of school on a voluntary medical withdrawal should submit such documentation to the applicable office (campus Health Services or Counseling Services) well in advance of their desired return date in order to allow the university the 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, who will provide a recommendation to the associate dean of counseling, health & wellness or designee. The associate dean of counseling, health & wellness or designee will make the final determination of whether the student is able to return to the university and will inform the student in writing of such determination.
- Students with disabilities may be eligible for reasonable accommodations. Students are responsible for communicating their requests for accommodations to the Center for Academic Support. Detailed information on the process for requesting accommodations may be found here (p. 31).
- Appeal. The student may appeal a negative determination regarding readmission after a voluntary medical withdrawal by submitting a request for the appeal in writing, by hand delivery or certified mail, to the dean of students or designee. The request must be submitted within 10 days after the date of the negative readmission determination 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.

Involuntary Withdrawal

Involuntary Withdrawal for Safety Reasons

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 any member of the university community or others.

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 (http://catalog.jwu.edu/handbook/studentaffairs/studentcodeofconduct). Upon learning of credible evidence that a student’s behavior may pose a risk of significant harm to any member of the university community or others, the following procedures may be initiated at the discretion of the associate dean of student life or designee if the Conduct Review Process (http://catalog.jwu.edu/handbook/studentaffairs/studentcodeofconduct/ conductreviewprocess) is not appropriate or cannot be applied to the circumstances as determined by the associate dean of student life or designee:

1. The associate dean of student life 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 associate dean of student life or designee will encourage the student to take a voluntary medical withdrawal from the university (p. 13).
2. The associate dean of student life 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 health or safety of any member of the university community or others.
3. The associate dean of student life 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 associate dean of student life 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 at the discretion of the associate dean of student life or designee.
4. The student will have a reasonable opportunity to address the evidence and to provide additional information relevant to the university’s evaluation.
5. Following these consultations and review of the available relevant information, the associate dean of student life or designee will make a decision regarding the involuntary withdrawal.
6. 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 (p. 23)) 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
The involuntary withdrawal. This credit can only be applied towards tuition by the student for the term the student was unable to complete because of the student's right to more fully address the evidence and provide additional information will be delayed until it has been determined that the student's behavior may pose an imminent threat of substantial harm, 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 > Registration & Grades > Student Academic & Financial Services) designating who may have access to their education records.

Financial Aid Leave of Absence

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.

Impact of Withdrawal

Before withdrawing from a course or the university, students must visit Student Academic & Financial Services to address the impact of withdrawal on their status. Withdrawal should be a last resort, so students should consult with their course instructor and take advantage of university resources, such as tutoring or study skills assistance. Withdrawing from a course (especially one that is a prerequisite requirement) could result in extra time at the university, additional charges and payments and potentially more student loans. Students withdrawing from the term/university should note the following:

Impact of Withdrawal

Before withdrawing from a course or the university, students must visit Student Academic & Financial Services to address the impact of withdrawal on their status. Withdrawal should be a last resort, so students should consult with their course instructor and take advantage of university resources, such as tutoring or study skills assistance. Withdrawing from a course (especially one that is a prerequisite requirement) could result in extra time at the university, additional charges and payments and potentially more student loans. Students withdrawing from the term/university should note the following:
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. Furthermore, any type of withdrawal may impact:

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

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 (p. 14).

See the additional Withdrawal pages Financial Aid Leave of Absence (p. 15), Tuition and Fees Credit Policy (p. 16), Return of Title IV funds (p. 17), Allocation of Refunds (p. 17).

Tuition and Fees Credit Policy

Term/semester charges are defined as tuition and, if applicable, room only, room and board, student health insurance and, if applicable, orientation fee. Tuition is applicable to all students, including those on approved off-campus programs including internships and study abroad programs. The student health insurance 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 (http://www.jwu.edu/forms.aspx?id=55199&ekfrm=55199). 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 students 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.

<table>
<thead>
<tr>
<th>Date of withdrawal of all registration for undergraduate and graduate students</th>
<th>Credit term charges (excluding the health insurance and orientation fees if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to the date the term begins</td>
<td>100%</td>
</tr>
</tbody>
</table>

| 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% |

**Georgia Refund Policy**

The following refund policy is applicable to students attending Johnson & Wales University who are legal residents of the state of Georgia.

- An accepted applicant will receive a refund of any amount paid to the university with respect to a term if, prior to the commencement of classes for that term, he or she makes a request for a refund to Student Academic & Financial Services within three business days after making the payment.
- A student who provides official notice of withdrawal following the commencement of the academic term will receive a pro rata refund of tuition and fees* (other than the orientation fee which is used for the purposes of orientation) as follows:

<table>
<thead>
<tr>
<th>Percent of total class days in the academic term elapsed prior to date of official notice of withdrawal</th>
<th>Refund of tuition and fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day–5%</td>
<td>95%</td>
</tr>
<tr>
<td>6–10%</td>
<td>90%</td>
</tr>
<tr>
<td>11–25%</td>
<td>75%</td>
</tr>
<tr>
<td>26–50%</td>
<td>50%</td>
</tr>
<tr>
<td>More than 50%</td>
<td>No refund</td>
</tr>
</tbody>
</table>

* In the event that the Tuition and Fees Credit Policy is more favorable than this policy, all institutional aid/scholarships for that term will be adjusted on a pro rata basis based upon the applicable refund. Official notice of withdrawal must be made by a student under this policy in person or by written notification to Student Academic & Financial Services. The date of an official notice of withdrawal is the date it is received by Student Academic & Financial Services. Refunds are paid to students within 30 days of the official notice of withdrawal.

- In the event that the Tuition and Fees Credit Policy is more favorable than this policy, the university will refund to the student the greater amount in accordance with the Tuition and Fees Credit Policy.

**Notice Regarding Georgia Nonpublic Postsecondary Education Commission (NPEC) Student Complaint Process**

Any person/student claiming damage or loss against Johnson & Wales University may file a verified complaint with the executive director of NPEC after going through the university Complaints and Grievances process. The complaint must contain a detailed description of the claim, including dates, times, and full names of all involved. Verification means that the complaint must be signed by the student/person filing the complaint and notarized, and state that the matters set forth in the complaint are true and correct. The complaint shall be investigated by the appropriate Standards Administrator (SA) of NPEC. The SA shall attempt to resolve the complaint between the university and the student. If the complaint cannot be resolved, the SA will issue a decision and inform each party that either has a right to request a hearing which shall be delivered to both parties by certified mail.
Withdrawal Policy for Study Abroad programs and programs jointly administered by Study Abroad and Experiential Education & Career Services

If a student withdraws for any reason, either voluntary or involuntary, prior to June 1 for the fall programs, September 1 for the winter programs, December 1 for the spring programs and March 1 for the summer programs they may be eligible for a refund on the $500 deposit (if applicable) and/or a reduction for the cost of the program charged to the student’s account. A written withdrawal letter or email is required and must be sent to the Study Abroad office. This letter must be written and signed by the student. A telephone call will not be sufficient. The date on which your letter is received will be the formal date of withdrawal.

The $500 study abroad deposit is nonrefundable as of June 1 for fall programs, September 1 for winter programs, December 1 for spring programs and March 1 for summer programs.

If a student withdraws after the dates listed above, the student will also be charged for a portion of the program cost. The amount charged (in addition to the $500 deposit) is based on the date of withdrawal as well as the program start date. Please refer to the Withdrawal/Fee chart below for exact amounts.

If you withdraw after the deposit is non-refundable:

<table>
<thead>
<tr>
<th>Period before Program Start</th>
<th>Late Withdrawal Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>60+ days before program start date</td>
<td>Deposit + $500</td>
</tr>
<tr>
<td>30-59 days before program start date</td>
<td>Deposit + $1,000</td>
</tr>
<tr>
<td>15-29 days before program start date</td>
<td>Deposit + $2,500</td>
</tr>
<tr>
<td>1-14 days before program start date</td>
<td>Deposit + $3,500</td>
</tr>
<tr>
<td>After program start date</td>
<td>Deposit + Balance of full program</td>
</tr>
</tbody>
</table>

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 of 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 Federal Unsubsidized Stafford Loan program, the Federal 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 unaided institutional.

Additional Available University Information and Policies

The following additional university policies and information are available in the Providence Campus Student Handbook available on the university’s website: www.jwu.edu as noted below:

Annual Security Report, Crime Log; Annual Fire Safety Report; Log of Fires

In compliance with the Higher Education Act, the 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 university-controlled property, and on public property immediately adjacent to campus. The Annual Fire Safety Report discloses information about fire safety policies and procedures and statistics regarding the number of fires, deaths, injuries, fire drills, and fire-related property damage within each residence hall. Copies of the reports may be obtained on each campus’ Safety & Security web page:

- Providence: http://www.jwu.edu/providence/safety
- North Miami: http://www.jwu.edu/northmiami/safety
- Denver: http://www.jwu.edu/denver/safety
- Charlotte: http://www.jwu.edu/charlotte/safety

In addition, Campus Safety & Security posts crime alerts and community notices on each campus regarding reported incidents, maintains a daily log of crimes and maintains a log of all fires that occur in on campus housing. The logs are available for students to view on each campus.

Copyright Infringement Policies, including Infringement through File Sharing

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 (http://www.copyright.gov), especially their FAQs (http://www.copyright.gov/help/faq). Please refer to the Computer and Technology Use Policy (http://helpdesk.jwu.edu/policies.htm) for a further description of prohibited activities regarding the use of university technology resources.

See also the Plagiarism section.

Computer and Technology Use Policy

Available at www.jwu.edu/legal.

Drug and Alcohol Policy


Student Code of Conduct and Conduct Review Process


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 their classes dropped 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 set forth in the Academic Calendar (http://catalog.jwu.edu/handbook/academiccalendar) and are included in many email communications.

All students must

1. Participate in course registration.
2. Contact Student Academic & Financial Services to review their invoices and payment arrangements.
   A. Invoices are mailed beginning in May (for the fall term), emailed in October (for the winter term) and January (for the spring term).
   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


5. Satisfy high school requirements and receive a high school diploma (all new undergraduate students), B.S. requirements (all new graduate students), or master’s requirements (all new postgraduate students) by submitting final, official documentation.

6. Satisfy the Health Services Requirement (all new students).

7. Satisfy the International Student Services Requirement.

Payment Deadline Requirement
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 transcript, student’s federal tax transcript 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.
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 Complaints and Grievances (p. 6).

Academic Misconduct

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

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

Sanctions for academic dishonesty or misconduct can include

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

The foregoing list is not exhaustive and other types of sanctions may be appropriate in a particular case.

Students may appeal the imposition of a sanction for academic dishonesty or misconduct to the department head and ultimately to the dean by following the procedure for academic complaints.

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

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 (http://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 or other sanction.

Academic Standards

A student’s academic standing is based on grade point average (GPA) in conjunction with total attempted credits (including transfer credits) and is evaluated after the completion of each term of enrollment. Academic standing standards differ by program of study. Please refer to the following academic standing standards charts. If students are not in good academic standing or have questions about the requirements for graduation, they should make an appointment with an academic counselor for assistance in assessing their situation.

Students who meet the following criteria are considered to be in good academic standing:

• Undergraduate students need a minimum GPA of 2.0.
• Graduate students need a minimum GPA of 3.0.
• Doctoral students need a minimum GPA of 3.25.
• 4+1 B.S./MBA/M.S. program students need a minimum GPA of 3.0 in graduate-level coursework.

According to the following academic standing standards, students who do not satisfy good academic standing requirements will be placed on probation, suspended (undergraduate students only) or dismissed.

Academic Standing Standards: Undergraduate Day and Online Programs

First-Term Students:

<table>
<thead>
<tr>
<th>Status at Start of Term</th>
<th>Total Credit Hours Attempted</th>
<th>Cumulative GPA</th>
<th>Status after Term Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td>Good Standing</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-21</td>
<td>1.0-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-21</td>
<td>0-0.99</td>
<td>Suspended</td>
</tr>
<tr>
<td>Good Standing</td>
<td>21.1-42</td>
<td>1.26-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>21.1-42</td>
<td>0-1.25</td>
<td>Suspended</td>
</tr>
<tr>
<td>Good Standing</td>
<td>42.1-higher</td>
<td>1.5-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>42.1-higher</td>
<td>0-1.49</td>
<td>Suspended</td>
</tr>
</tbody>
</table>

Returning Students:

<table>
<thead>
<tr>
<th>Status at Start of Term</th>
<th>Total Credit Hours Attempted</th>
<th>Cumulative GPA</th>
<th>Status after Term Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td>Good Standing</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-21</td>
<td>1.0-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-21</td>
<td>0-0.99</td>
<td>Suspended</td>
</tr>
<tr>
<td>Good Standing</td>
<td>21.1-42</td>
<td>1.26-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>21.1-42</td>
<td>0-1.25</td>
<td>Suspended</td>
</tr>
<tr>
<td>Good Standing</td>
<td>42.1-higher</td>
<td>1.5-1.99</td>
<td>Probation 1st Term</td>
</tr>
<tr>
<td>Good Standing</td>
<td>42.1-higher</td>
<td>0-1.49</td>
<td>Suspended</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>0-21</td>
<td>1.0-1.99</td>
<td>Probation 2nd Term</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>0-21</td>
<td>0-0.99</td>
<td>Suspended</td>
</tr>
</tbody>
</table>

For more information, see Complaints and Grievances (p. 6).
<table>
<thead>
<tr>
<th>Term</th>
<th>Hours Attempted</th>
<th>Total Credit</th>
<th>Cumulative GPA</th>
<th>Status after Term Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Probation 1st Term</td>
<td>21.1-42</td>
<td>1.26-1.99</td>
<td></td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>21.1-42</td>
<td>1.0-1.25</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>21.1-42</td>
<td>0-0.99</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>42.1-higher</td>
<td>1.5-1.99</td>
<td></td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>42.1-higher</td>
<td>1.26-1.49</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 1st Term</td>
<td>42.1-higher</td>
<td>0-1.25</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td></td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>0-21</td>
<td>1.0-1.99</td>
<td></td>
<td>Probation 3rd Term</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>0-21</td>
<td>0-0.99</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>21.1-42</td>
<td>1.26-1.99</td>
<td></td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>21.1-42</td>
<td>1.0-1.25</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>21.1-42</td>
<td>0-0.99</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>42.1-higher</td>
<td>1.5-1.99</td>
<td></td>
<td>Probation 3rd Term</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>42.1-higher</td>
<td>1.26-1.49</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 2nd Term</td>
<td>42.1-higher</td>
<td>0-1.25</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
<tr>
<td>Probation 3rd Term</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td></td>
<td>Good Standing</td>
</tr>
<tr>
<td>Probation 3rd Term</td>
<td>0-higher</td>
<td>0-0.99</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
<tr>
<td>Probation 3rd Term</td>
<td>0-higher</td>
<td>1.5-1.99</td>
<td></td>
<td>Suspended</td>
</tr>
<tr>
<td>Probation 3rd Term</td>
<td>0-higher</td>
<td>0-1.49</td>
<td></td>
<td>Academic Dismissal</td>
</tr>
</tbody>
</table>

**Academic Standing Standards: Graduate Programs (4+1 B.S./MBA/M.S. program students must meet these standards for the graduate-level coursework for which they are enrolled.)**

<table>
<thead>
<tr>
<th>Status at Start of Term</th>
<th>Total Credit Hours Attempted</th>
<th>Cumulative GPA</th>
<th>Status after Term Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td>Good Standing</td>
</tr>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-2.99</td>
<td>Good Standing</td>
</tr>
</tbody>
</table>

**Academic Standing Standards: Doctoral Programs**

<table>
<thead>
<tr>
<th>Status at Start of Term</th>
<th>Total Credit Hours Attempted</th>
<th>Cumulative GPA</th>
<th>Status after Term Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Standing</td>
<td>0-higher</td>
<td>2.0-4.0</td>
<td>Good Standing</td>
</tr>
</tbody>
</table>

Note: Doctoral students will be dismissed if their GPA is less than 3.25, or when they earn a grade of F, WF or W in any course. (No classes may be repeated.)

**Academic Probation**

Probation may affect a student’s ability to register and/or graduate. Graduate program students and 4+1 B.S./MBA/M.S. program students are allowed one term only on probation.

**Academic Suspension**

Suspended students may not matriculate at the university for at least one term and are expected to work on academic deficiencies. To return
to the university, these students must petition the Academic Appeals Committee, providing a letter of intent and documentation of academic improvement. The committee will consider appeals that document mitigating circumstances.

**Academic Dismissal**

Dismissed students may no longer matriculate at the university and are expected to work on academic deficiencies. To return to the university, students may petition the Academic Appeals Committee, providing a letter of intent and documentation of academic improvement. The committee will consider appeals that document mitigating circumstances.

**Academic Warning**

Students who are reinstated into the university will be placed on Academic Warning. These students risk permanent dismissal from the university if they are unable to meet academic standing guidelines. The warning designation is sometimes used to override academic standing decisions at the end of the term due to mitigating circumstances.

These undergraduate students will be allowed to register for a maximum of 13.5 credits in academic classes or 15 credits in laboratory classes. In addition, these students will be required to attend a mandatory student skills strategies seminar and tutoring in identified content areas. (Failure to complete these requirements will result in immediate dismissal.)

**Attendance**

The purpose of the university’s Attendance Policy is to help students develop a self-directed, professional attitude toward their studies during their university experience and to maximize their educational opportunities. While online courses do not require regular in-class attendance, students are expected to meet stated due dates as provided by the faculty member at the beginning of each course. Students confirm enrollment by completing the first stated assignment or activity by the due date. If students do not complete this requirement 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. Faculty will notify SAS of students who fail to complete their first assignment by the second Saturday of the course.

Student attendance is critical during the entire five-day residency portion of the upper-level capstone course FSM4061 Advanced Food Service Operations Management. Attendance policies for food service laboratory courses such as FSM4061 are more demanding than the policies for other courses and will be found on the course syllabus. Students are advised to take this as the final course in their program. The Johnson & Wales University campus that will host this five-day required residency will be identified in advance of each term it is offered to allow students to make necessary personal and travel plans to attend. Failure to complete the entire residency may require the student to repeat the course.

Students should not assume course or university withdrawal by not engaging in a course(s). It is the student’s responsibility to notify Student Academic & Financial Services of any courses that they are no longer attending, as well as intent to leave the university. Discontinuing participation or notifying an instructor does not constitute an official course or university withdrawal. Lack of engagement may have a significant negative impact on the student’s grade in the course at the discretion of the instructor.

**Online Add/Drop Policy**

Add/Drop is defined as adding and dropping any number of courses, but maintaining enrollment in a term. Students may add an online course up through the first Saturday of the term. Students may drop an online course without penalty up through the second Saturday of the term, but financial aid and account charges may be impacted (schedule changes may impact financial aid and account charges; consult Student Academic & Financial Services as needed). An official add or drop must be completed via jwuLink (http://link.jwu.edu) > Registration > Grades or with Student Academic Services.

**Change of Program**

Due to limited program offerings through the online campus, it is not possible for students to change programs.

**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**

**Enrollment Verification**

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 conveniently and easily via jwuLink (Registration & Grades > Academic Records and Transcript). 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.

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

<table>
<thead>
<tr>
<th>Status</th>
<th>Undergraduate</th>
<th>Graduate/Post Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than half-time</td>
<td>0-5.99</td>
<td>0-5.99</td>
</tr>
<tr>
<td>Half-time</td>
<td>6-11.99</td>
<td>4.5-8.99</td>
</tr>
<tr>
<td>Full-time</td>
<td>12 or more</td>
<td>9 or more</td>
</tr>
</tbody>
</table>

**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 are 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 in September 1999.

**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**

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

**Formula**

The formula for calculating the GPA is as follows:

1. GPA = Total Quality Points/Total GPA Hours
2. GPA Hours = Course’s Grade Quality Point Value \times Course’s Credit Hours
(Note: GPA calculation does not use all grades.)

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

REPEATED COURSES
If a student chooses to repeat a course (when a grade other than W has been assigned) only the highest grade earned will be calculated into the student’s overall GPA as well as credits attempted for the purposes of determining satisfactory academic progress. 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 as well as credits attempted for the purposes of determining satisfactory academic progress. 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 (https://linc.jwu.edu) (Registration & Grades > Academic Records and Transcript); all students have the convenience and security to access their grades online and print them at their discretion. Once grades are available (generally by the Thursday after final exam week), students are sent a notification to their JWU email account. Grades are considered official and final only when listed on the academic transcript.

Undergraduate

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.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
<th>Quality Point Value</th>
<th>Used in GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>95-100</td>
<td>4.00</td>
<td>Yes</td>
</tr>
<tr>
<td>A</td>
<td>90-94</td>
<td>4.00</td>
<td>Yes</td>
</tr>
<tr>
<td>B+</td>
<td>85-89</td>
<td>3.50</td>
<td>Yes</td>
</tr>
<tr>
<td>B</td>
<td>80-84</td>
<td>3.00</td>
<td>Yes</td>
</tr>
<tr>
<td>C+</td>
<td>75-79</td>
<td>2.50</td>
<td>Yes</td>
</tr>
<tr>
<td>C</td>
<td>70-74</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>D+</td>
<td>65-69</td>
<td>1.50</td>
<td>Yes</td>
</tr>
<tr>
<td>D</td>
<td>60-64</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>F</td>
<td>0-59</td>
<td>0.00</td>
<td>Yes</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawal</td>
<td>0.00</td>
<td>Yes</td>
</tr>
<tr>
<td>WF</td>
<td>Withdrawal/Fail</td>
<td>0.00</td>
<td>Yes</td>
</tr>
<tr>
<td>WP</td>
<td>Withdrawal/Pass</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>NC</td>
<td>No Credit</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>NG</td>
<td>No Grade</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>GP</td>
<td>Grade Pending</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>AU</td>
<td>Audit</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Proficiency</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>Satisfactory</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>PL</td>
<td>Prior Learning Assessment (after September 2000)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>CX</td>
<td>Challenge Exam Credit</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td>Unsatisfactory</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

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. F grades will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress. 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)
A grade of W, WP, or WF is recorded when a student withdraws, or if withdrawn from a culinary/pastry laboratory course or a course with an experiential education component due to excessive absences, or from a registered course after its add/drop period has ended. A W is a punitive and failing grade issued at the instructor’s discretion as a result of misconduct, 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. W, WP and WF grades will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress.

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.” Incomplete grades will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress.

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. NC grades will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress.

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 but will count as attempted but not earned credits for the purposes of determining satisfactory academic progress. 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. Grade Pending will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress. 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 “GP” within one year, it will automatically become an “F” and the grade will be included in the grade point average.

Audit (AU)
An Audit occurs when no academic credit is granted. This grade is not calculated into the cumulative average or as credits attempted or earned.

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 included in the cumulative average or as credits attempted or earned. Incomplete grades will be counted as attempted but not earned credits for the purposes of determining satisfactory academic progress.

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.

Academic Policies
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.

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 (e.g., 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 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 180 quarter credit minimum.

Academic courses may be taken to fulfill one degree requirement only.

Students who graduate with a bachelor of science degree must leave Johnson & Wales with effective writing skills. These writing skills will be assessed at the completion of ENG1021 Advanced Composition and Communication. If competency is not achieved at this point, students must successfully complete ENGO001 Writing Workshop and achieve competency. This, in effect, is a graduation writing requirement for all students pursuing a bachelor of science degree from JWU.

Undergraduate Latin Honors
The following undergraduate Latin honors are issued upon graduation, based on graduating 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, honors program designation, newspaper releases, etc.), the student’s cumulative 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 (https://link.jwu.edu/cp/home/displaylogin) (Home > Graduation & Commencement) at least two terms prior to degree completion. This application ensures that (1) the student is reviewed at the end of the correct term; (2) the student’s name is printed correctly on his/her diploma, and (3) the student receives 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 Reissuance Request (http://www.jwu.edu/uploadedFiles/Documents/Forms/Academic_Services/DiplomaReissuanceRequest.pdf) form is required; 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 our office 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, unreturned athletic gear); review holds frequently in jwuLink.

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 (http://www.jwu.edu/uploadedFiles/Documents/Student_Life/forms/JWUApostilleRequest.pdf) form. 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 student loan 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 (http://link.jwu.edu) for information on graduation ceremonies.

Outcomes Assessment
University Outcomes
Professional Competence Graduates will demonstrate the knowledge and skills required to succeed in their chosen profession.

Foundation for Lifelong Learning Graduates will demonstrate the knowledge and skills necessary for lifelong learning, including competence in communication, critical and creative thinking, quantitative and scientific reasoning, and the ability to evaluate, integrate, and apply knowledge from multiple perspectives when making decisions and solving problems.

Global and Community Citizenship Graduates will demonstrate the necessary skills, including an awareness of ethical responsibility and cultural/global diversity, to live and work collaboratively as contributing members of society.

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 (p. 12). 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. 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 he or she 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 (http://www.jwu.edu/forms.aspx?id=55197&ekfrm=55197). (Select Your Campus > 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. A review of previously awarded transfer credit will also be conducted and may be adjusted.
- Due to progress and change in curriculum and industry requirements, undergraduate course credits earned more than 10 years ago and graduate course credits earned more than three years ago may have to be repeated. Students who wish their course credits to be considered over the 10- and three-year rule policies must submit a cover letter and résumé that demonstrates how they have kept their skills and knowledge current. 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 respective course credits the student would like reviewed.
- 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 additional readmittance criteria (p. 24). 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 program that has been discontinued.
- 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 Academic Appeals Committee.
- 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 and any other documentation to Health Services or Counseling Services. The documentation must be evaluated and approved as described in voluntary medical withdrawal (p. 13) to determine whether the student is ready to return to the university.
- Students seeking readmittance after an involuntary withdrawal for safety reasons must forward required medical documentation and any other required to Health Services or Counseling Services. The documentation must be evaluated and approved as described in involuntary withdrawal (p. 14) to determine whether the student is ready to return to the university.
- Undergraduate students requesting readmittance after attending another institution must meet residency requirements (http://catalog.jwu.edu/handbook/academicinformation/residencyrequirement) 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 the 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. Students must sample all food and beverages upon request. Sampled food and beverages do not have to be swallowed.

Exceptions will be made in cases of medical conditions (including food allergies) or religious ethics. In these cases, students must obtain an authorization from Health Services or an advisor in the Center for Academic Support to present to the course instructor.

Uniforms

During the on-campus residency for F5M4061, you will be expected to be in uniform for all class sessions. Uniforms are available from the bookstore at no cost to the student (shipping costs may apply). The proper uniform includes:

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 burgundy neckerchief (worn outside uniform, close to the neckline)
- 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
   - Pocket-size notepad
Awards and Honors

Undergraduate

Johnson & Wales University recognizes high-level scholastic achievement in a variety of ways.

Latin Honors

Eligible degree candidates receive cum laude, magna cum laude and summa cum laude recognition according to their academic program average. Students with the designated graduating GPA are eligible to receive honors as follows: cum laude, 3.40–3.60; magna cum laude, 3.61–3.80; and summa cum laude, 3.81–4.00.

Dean’s List

In recognition of scholastic achievement, full-time students (carrying a minimum of 12 quarter credit hours) at Johnson & Wales University who have achieved a term GPA of 3.40 or above receive Dean’s List commendation. Upon processing of approved grade changes, student records will be re-evaluated for Dean’s List eligibility.

Awards

Johnson & Wales University recognizes superior academic achievement and outstanding contributions in extracurricular activities by granting awards at a private ceremony held prior to commencement. 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 complete listing of awards is available in the university catalog.

Academic Honor Societies

Alpha Beta Kappa is a national honor society which recognizes superior student academic achievement, character and leadership. Students with a graduating GPA of 3.9 or higher are eligible. Students are notified in April of their eligibility. A one-time membership fee is required. The society may also elect a limited number of faculty, staff and alumni as honorary members.

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

Graduate

Graduate Level 1: 0 to 26.99
Graduate Level 2: 27 to 999.99

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. Online students can attend the commencement ceremony at any one of the four campuses.

Visit jwuLink (https://link.jwu.edu) (home tab) 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 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 2013 Commencement Ceremony and inclusion in the commencement program, degree-seeking students must fall into one of the following categories:

- awarded degree in the fall 2012 or winter 2012 terms, or
- enrolled in the spring 2013 term and, as of March 22, have an expected degree completion term of spring 2013, summer 2013 or fall 2013

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. Students will be emailed an Exit Counseling Guide and must return the requested information.
- Obtain their cap and gown. After submitting the requested information from the Exit Counseling Guide, students can contact the Providence Campus downcity bookstore (http://www.jwu.edu/content.aspx?id=13006) during normal business hours at 401-598-1105 to request their cap and gown.

Note: Students who have not completed financial exit counseling will not receive a cap and gown. Students will not be allowed to participate in the ceremonies without a cap and gown.

The Commencement Program

The commencement program listing contains the names of students meeting eligibility criteria. 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. Students should visit jwuLink (https://link.jwu.edu) (home tab) for information on commencement ceremonies as each campus may have slightly different processes for student review of the commencement program.

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.

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 (https://link.jwu.edu) as long as there are no holds preventing registration on their account.

Courses Taken at Other Institutions

Undergraduate Courses

Enrolled students requesting to take courses elsewhere (U.S. schools) must submit a Request to Take Classes Elsewhere (http://www.jwu.edu/uploadedFiles/Documents/Forms/Academic_Services/JWURequestToTakeClassesElsewhere.pdf) form (available in jwuLink >
Registration & Grades > Student Academic & Financial Services) to obtain prior approval from Student Academic & Financial Services. Enrolled students requesting to take courses at an international institution must contact Study Abroad. The following requirements must be met.

1. The student must have an overall grade point average above 2.0.*
2. There is a limit of 18 credits which may be taken during enrollment at the university.
3. The course(s) must not be in the major field.
4. The student may not have taken the course(s) previously at the university and received a grade of "F," "W," "WF," "I" or "GP".
5. Course credits from other institutions must equate to JWU-requested course credit.
6. Grades of "C" or better (2.00 or equivalent) from an accredited institution may be accepted for transfer. Transfer credits are not calculated into the cumulative grade point average.
7. The course(s) must be taken within one year of permission being granted.
8. Students are responsible for tuition and fees for approved course(s) at the other institution as applicable.
9. 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. 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 Director of Academic Counseling.

**GRADUATE COURSES**

Once enrolled in a JWU graduate program, a student may not take core or concentration courses elsewhere and apply them for transfer credit except in extenuating circumstances, and when permission is granted by the dean’s office. A grade of “B” or better must be earned for the course to transfer.

**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.

NOTE: Students must maintain a minimum of 6.0 credits each term for purposes of financial aid only.

**GRADUATE**

Full-time status for graduate students is a minimum of 9.0 credits each term.

**POSTGRADUATE (DOCTORAL)**

Full-time status for doctoral students is 9.0 credits each semester.

**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. 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 (https://link.jwu.edu/cp/home/displaylogin) (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.

**Your major requirements are detailed in the course catalog, but they are tracked electronically via your Degree Audit in jwuLink (https://link.jwu.edu/cp/home/displaylogin) (Registration & Grades > Course Scheduling > Grad Planning System | GPS > 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.**

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 (https://link.jwu.edu/cp/home/displaylogin) (Registration & Grades > Course Scheduling > Grad Planning System | GPS > 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 (https://link.jwu.edu/cp/home/displaylogin) > Registration & Grades > Course Scheduling > 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 (https://link.jwu.edu/cp/home/displaylogin) > Registration & Grades > Course Scheduling. 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. *Denver campus students register as early as *5 a.m. MST.*
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 (https://link.jwu.edu/cp/home/displaylogin).

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 (https://link.jwu.edu/cp/home/displaylogin) > Registration & Grades > Course Scheduling > 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 (https://link.jwu.edu/cp/home/displaylogin) > Registration & Grades > Course Scheduling > Add or Drop CRNs. Enter your CRN into the worksheet boxes and click Submit (follow on-screen instructions).

In jwuLink (https://link.jwu.edu/cp/home/displaylogin) 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.

On-Campus Residency

Prior to attending a required on-campus residency as part of your degree program, you must meet additional requirements, as follows:

Technical Standards

As described in the Online Campus Catalog (http://catalog.jwu.edu/programsofstudy/online), the online programs of study at Johnson & Wales University include technical standards (http://catalog.jwu.edu/admissions/technicalstandards) essential to the program. Students with disabilities should contact the Center for Academic Support (401-598-1485) for information about the technical standards. Also, see Center for Academic Support Services (p. 31) for information about accommodations for students with disabilities.

Proctoring

Most assessments or exams in online courses are completed online in ulearn. However, certain courses require a proctor to administer exams or assessments. For example, in ENG0001 and for challenge exams, you must make proctoring arrangements. A proctor is an impartial individual who monitors or supervises you while completing the assessment/exam. The proctor ensures the security and integrity of the assessment process.

Making Proctor Arrangements

Taking the assessment/exam on a JWU campus

If you live near a JWU campus and want to take an assessment/exam on-site, you must contact the appropriate department at each campus (see below) to arrange for a date and time for the proctoring appointment. Students must complete an Online Learning Proctor Application and Agreement Form available online (http://www.jwu.edu/onlinelearning) and return it to Online Learning at least two weeks prior to the assessment/exam. Online Learning will provide the assessment/exam to the campus department during the dates allowed for the assessment. It is the student’s responsibility to make sure the proctoring appointment falls within the dates allowed.

Providence Campus
Center for Academic Support
401-598-1485

North Miami Campus
Center for Academic Support
305-892-7026

Denver Campus
Center for Academic Support
303-256-9461

Charlotte Campus
Center for Academic Support
980-598-1500

Arranging for an independent proctor

If you are unable to make arrangements to take an assessment/exam on a JWU campus, you must arrange for an independent proctor. See the Online Learning Proctor Application and Agreement Form (http://www.jwu.edu/uploadedFiles/Documents/Academics/ProctorApp0910.doc) for a list of suitable proctors and proctor requirements. Secure a proctor and make sure that both you and your proctor fill out the necessary information on the form. Return the form to Online Learning at least two weeks prior to the assessment/exam. Online Learning will provide the assessment/exam to the proctor during the dates allowed for the assessment. It is your responsibility to contact the proctor to set up a proctoring appointment for completing the assessment during the dates allowed.

Once your Online Learning Proctor Application and Agreement Form is received, Online Learning will contact you within 2-3 business days to let you know if your proctor has been accepted. It is assumed that you will use the proctor for all required assessments/exams for the term. If you need to change proctors in the middle of the term, a new form must be submitted.

Proctoring Fees

Proctoring services at a JWU campus are free. Independent proctors may choose to charge a fee, and their fees vary. Ask potential proctors about fees before completing the Online Learning Proctor Application and Agreement Form. Any fees charged by proctors are the responsibility of the student.

Repeat Course Probation

UNDERGRADUATE:

Undergraduate students will be allowed no more than three (3) 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. When a student has repeated a course previously applied to an awarded degree, both grades will be included in the grade point average.

Required Courses

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

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

Appeals

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

Concentrations

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

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

Courses Not Required

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

Graduation Requirements

If the attempted course is a mandated graduation requirement such as career management capstone or Sanitation Certification, the student has nine (9) terms to complete the course.

Academic Counseling

Academic counselors are available in Student Academic & Financial Services to assist students with preparation for graduation. Their goal is to assist students in evaluating, developing and maximizing their potential by providing guidance and support.

All students are encouraged to meet with an academic counselor. Students on academic probation, repeat course probation and/or satisfactory academic progress warning are required to meet with an academic counselor. Appointments are recommended.

GRADUATE:

Graduate students will be allowed no more than three (3) attempts to successfully complete each course (foundation courses with grades below a B are not considered successfully completed and must be repeated). 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. When a student has repeated a course previously applied to an awarded degree, both grades will be included in the grade point average.

Required Courses

Students who do not successfully complete a course after a second attempt will be assigned an academic standing hold and will be placed on academic probation. Students who do not successfully complete the same course after a third attempt may be academically dismissed.

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

Appeals

Appeals regarding academic 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.

Academic Counseling

Academic counselors are available in Student Academic & Financial Services to assist students with preparation for graduation. Their goal is to assist students in evaluating, developing and maximizing their potential by providing guidance and support.

All students are encouraged to meet with an academic counselor. Students on academic probation, repeat course probation and/or satisfactory academic progress warning are required to meet with an academic counselor. Appointments are recommended.

Residency Requirement

The undergraduate residency requirement refers to the number of courses and credits students must take at JWU, whether they are transfer students or JWU students acquiring an additional degree. The residency requirement for students at Johnson & Wales University pursuing a bachelor's degree is a minimum of 45 quarter credit hours, half of which must be within the major field. Upon review, certain related professional studies courses and program electives may be considered when determining residency. Standardized testing credits are not considered when determining residency requirements.

Standardized Testing and Prior Learning Assessment

For annual examination schedules with examination dates and application deadlines, refer to the university's Standardized Testing and Prior Learning Assessment Brochure. This brochure may be obtained from Student Academic & Financial Services.

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 an academic counselor.

Mathematics and English

These tests are administered to all new undergraduate students, including transfer students, prior to term start. Transfer students may be exempt from placement testing if transfer credit has been awarded for the appropriate mathematics and English courses.

Modern Languages

All undergraduate students who have studied more than one year of French, German or Spanish are required to take a placement exam for that language. The placement exam will be scheduled at the beginning of each term. Students whose placement score indicates they have met a particular level of language proficiency will not be allowed to enroll in that language level. Students placing out of a required level of a language will be given the option to apply for the Departmental Challenge Examination to earn these credits (fees apply) or replace these credits with Arts & Sciences electives.

Academic Support & Disability Accommodations

Students with a documented disability requiring special accommodations must forward documentation to the Center for Academic Support at least two weeks prior to placement testing to ensure that accommodations can be made. No accommodations will be provided without appropriate documentation submitted prior to testing. Students who have already participated in placement testing and submit appropriate documentation will have the opportunity to retest with the accommodations in place.

PORTFOLIO ASSESSMENT (UNDERGRADUATE ONLY)

(for credit, with fees)

Undergraduate 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. Students must discuss this option with an academic counselor before they are eligible to enroll.

To apply for a Portfolio Assessment, students must meet the university’s residency requirements and complete the Portfolio Development non-credit seminar. This seminar will meet for three two-hour sessions.
A maximum of 20 official transcripts may be requested per year. Transcripts on official paper and then placed in sealed envelopes issued directly to the receipt of an authorized request (see below), official transcripts will be printed in all financial obligations to the university. Within three business days of however, official transcripts will not be released if a student is not current and Privacy Act (FERPA), a transcript may be released only upon written arrangements for proctoring After being determined eligible to test, students need to make

After being determined eligible to test, students need to make arrangements for proctoring (p. 27) for challenge exams.

Transcripts

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 an academic counselor, may submit additional portfolios. Refer to the Standardized Testing and Prior Learning Assessment Brochure, available at Student Academic & Financial Services, for more information on required fees.

POLICIES FOR CHALLENGE, CLEP AND PORTFOLIO ASSESSMENT

1. Course prerequisite requirements must be completed before permission to participate in a standardized testing option will be granted.
2. The university recognizes up to a maximum of 45 undergraduate quarter credits earned through Standardized Testing and Prior Learning Assessment.
3. Portfolio Assessment, CLEP Exams and Challenge Exams must fall within the residency requirement (http://catalog.jwu.edu/handbook/academicinformation/residencyrequirement) for each degree.
4. Portfolio Assessment, CLEP Exams and Challenge Exams may not be substituted for a course previously failed or one where a Withdrawal (W) or 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.
5. The CLEP Exam requires a passing score of 50 or higher for CLEP credit to be awarded.
6. CLEP Exams, if failed, can be repeated in six months.
7. Portfolio Assessment and Challenge Examinations cannot be repeated if failed.
8. Seminar, application and processing fees are nonrefundable.
9. Students must present a valid picture ID when testing.

After being determined eligible to test or enroll in a seminar, students will be notified by email of the time and location of their test or seminar. The Standardized Testing and Prior Learning Assessment brochure listing course options may be obtained online (www.jwu.edu > Select Your Campus > Student Life > Academic Services > Testing for Credit) or from Student Academic & Financial Services. For additional policies/information for Portfolio, Challenge and CLEP options, refer to the brochure.

For More Information

If you need more information about Johnson & Wales University’s Standardized Testing and Prior Learning Assessment programs:

- At the Providence Campus, please call University Testing & Transfer, 401-598-2442.
- At the North Miami Campus, please call the Center for Academic Support, 305-892-7026.
- At the Denver Campus, please call Student Academic & Financial Services, 303-256-9700.
- At the Charlotte Campus, please call the Center for Academic Support, 980-598-1500.

After being determined eligible to test, students need to make arrangements for proctoring (p. 27) for challenge exams.

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, except to the extent FERPA authorizes disclosure without consent. 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. The university does not email transcripts. 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.

FedEx Delivery Options

FedEx delivery is used if next business day delivery is needed. There is an additional charge for FedEx delivery. A complete street address (PO Box is not acceptable) and destination phone number are required. The charge is $15 for delivery in the continental U.S., $20 to Canada and Mexico, and $30 for International FedEx delivery. Requests must be received by 3 p.m. EST. Checks and money orders should be made payable to Johnson & Wales University.

Notarization of Transcripts (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 > Registration & Grades > Student Academic & Financial Services). 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 (Registration & Grades > Academic Records).
- If you do not have online access or intend to pick up your transcript in person, complete a transcript request (available online (http://www.jwu.edu); select Your Campus > 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 coursework was taken.

Transfer Students

Transfer students are eligible to apply for most JWU majors; however, they are not guaranteed credit. Credit is usually granted for courses completed with a grade of “C” or better (with a numeric value of 2.00) at another institution accredited by an accrediting agency recognized by the U.S. Department of Education or International Ministry of Education. Grades of “pass” are also acceptable for transfer if credit was awarded (and a grade of “P” has the numeric value of 2.00 or greater). Credits earned in developmental and remedial courses or CEUs are not transferable. Transfer credit evaluations are based on previous college work as it relates to the student’s intended field of study. Transfer credits are not calculated into the cumulative grade point average.

Transfer candidates must submit official college transcripts from all colleges previously attended prior to enrolling at JWU. Students must also submit final official high school transcripts and provide verification of high school/secondary school completion.

It is the responsibility of those candidates who are currently attending another college to have their updated transcripts sent to JWU as soon as final grades become available and no later than the first term of enrollment. The university reserves the right to substitute courses at the discretion of the department chairs, directors or deans.

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 of enrollment, 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 rescinded. 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 coursework 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 coursework has been successfully completed by submitting official college transcripts. Pending transfer credits are not official and do not count towards meeting degree requirements 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. Transfer credits are not calculated into the cumulative grade point average.

**Graduate Studies**

A candidate for a master’s degree may petition to receive a maximum of 9.0 quarter credit hours of transfer credit for graduate-level core and concentration courses taken at approved colleges prior to initial enrollment in graduate studies. Transfer credit evaluations are based on previous college work as it relates to the student’s intended field of study. Credit is usually granted for courses completed with a grade of “B” or better (with a numeric value of 3.00) at another institution accredited by an accrediting agency recognized by the U.S. Department of Education or International Ministry of Education.

Once enrolled in the Johnson & Wales University graduate program, a student may not take courses elsewhere and apply them for transfer credit, except in extenuating circumstances and when permission is granted through Student Academic & Financial Services.

**Tuition and Fees**

Tuition is applicable to all students. Students enrolled in courses in excess of a normal full-time schedule will be charged 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 and not part of the Special Honors and Rewards Program (SHARP) will be charged for each quarter credit over 21. Students are charged tuition upon course registration each term. Summer is also considered a term.

**Veterans**

All students seeking to utilize educational benefits must apply for those benefits through the Department of Veterans Affairs (VA). Students with questions about their eligibility should contact the VA first, in order to determine the specific programs they may qualify for.

Processing of the veterans application by the VA takes approximately six to 10 weeks. The VA will mail the student a Certificate of Eligibility. This must be provided to the Campus Certifying Official in Student Academic & Financial Services in order to receive benefits for upcoming terms.

Each new student utilizing veteran benefits should submit

1. an application for admission
2. official documentation that verifies high school diploma completion or equivalent
3. official college transcripts from all colleges previously attended and military training transcripts as applicable
4. Certificate of Eligibility and any other necessary VA paperwork

Students 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. Students should contact the Veterans Affairs Office if no check has been received by the seventh week of a term.

Courses that are not required in the student’s degree program will not be certified. However, if a student needs to maintain full-time status, they may take courses outside their degree program only in the last term before graduating.

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

For additional information on veteran’s educational benefits visit www.jwu.edu/veterans.
Student Services

Bookstore
The JWU Bookstore at the North Miami Campus provides textbooks for the Online Campus. It offers online ordering for textbooks and other items.
JWU Bookstore
866-598-3567 x7064
www.jwubookstore.com (http://www.jwubookstore.com)
Hours of operation are posted on the bookstore’s website.

Center for Academic Support

Providence Campus
The Providence Campus has two Center for Academic Support offices:

Downcity Campus: Arts & Sciences, Business, Hospitality and Technology Students, Online Students
John Hazen White Center, First Floor
30 Chestnut Street
Providence, RI 02903
Phone: 401-598-1485
Fax: 401-598-4657
Web page (http://www.jwuv.edu/content.aspx?id=278)
Hours: Mon.-Wed., 9 a.m.–8 p.m.; Thurs., 9 a.m.–6 p.m.; Fri., 9 a.m.–4:30 p.m.
Advisors:
Meryl Berstein, director, 401-598-4689
Hinda Levin-Kreiger, 401-598-1812
Phyllis Parente, 401-598-2215
Meryl Precourt, 401-598-4753
Ann Roccio, 401-598-4619

Harborside Campus: Culinary and Baking & Pastry Arts Students
Friedman Center, First Floor
321 Harborside Blvd.
Providence, RI 02905
Phone: 401-598-1703
Fax: 401-598-1743
Hours: Sun., 2–9 p.m.; Mon.-Wed., 9 a.m.–10 p.m.; Thurs., 9 a.m.–4:30 p.m.
Advisor:
Shelly Olausen, 401-598-4754
Please see Services (p. 31) for the services provided by the Providence Campus Center for Academic Support. Please see Policies and Procedures (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/policies) to review the policies and procedures of the Providence Campus Center for Academic Support.

North Miami Campus
Center for Academic Support
Academic & Student Center, First floor
12900 NE 17th Avenue
North Miami, FL 33181
Phone: 305-892-7026
Fax: 305-892-5399
Web page (http://www.jwu.edu/content.aspx?id=416)
Advising and General Office Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.
Tutoring Hours: Mon.–Wed., 8:30 a.m. – 7:30 p.m.; Thurs., 8:30 a.m.–4:30 p.m.; Fri., 9:30 a.m.–2:30 p.m.
Martha Sacks, director, 305-892-7046
Lauren Gentile, disabilities advisor, 305-892-5331
Kalen Sue Hazard, advisor, 305-892-7073
Bhavana Leyland, advisor, 305-892-7018
Liliana Brown, ESL and writing program manager, 305-892-5358
Please see Services (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/services/miami) for the services provided by the North Miami Campus Center for Academic Support. Please see Policies and Procedures (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/policies) to review the policies and procedures of the North Miami Campus Center for Academic Support.

Denver Campus
Center for Academic Support
Academic Center, First Floor, Upper Library
7150 Montview Boulevard
Denver, CO 80220
Phone: 303-256-9461
Fax: 303-256-9476
Web page (http://www.jwu.edu/content.aspx?id=554)
Hours: Mon.–Wed., 7:15 a.m.–10 p.m.; Thurs., 7:15 a.m.–8:30 p.m.; Fri., 9 a.m.–4 p.m.; Sat., 11 a.m.–4 p.m.; Sun., 1–10 p.m.
Kecia Pedrett Leland, director, 303-256-9463
Terry Campbell Caron, disabilities services advisor, 303-256-9451
Kristin Deal, 303-256-9461
Karen Kaplan, 303-256-9436
Jean Kawamura, disability services advisor, 303-256-9451
John O’Malley, student academic support advisor, 303-256-9461
Please see Services for the services provided by the Denver Campus Center for Academic Support. Please see Policies and Procedures (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/policies/denver) to review the policies and procedures of the Denver Campus Center for Academic Support.

Charlotte Campus
Academic Center, Suite 410
801 West Trade Street
Charlotte, NC 28202
Phone: 980-598-1500
Fax: 980-598-1505
Web page (http://www.jwu.edu/charlotte/academicsupport)
Hours: Mon.–Fri., 8:30 a.m.–4:30 p.m.
Susan R. Flaherty, director, 980-598-1510
Martha Kneiseley, advisor, 980-598-1512
Lauren Smalley, advisor, 980-598-1508
Mariel Tremblay, administrative assistant, 980-598-1501
Please see Services (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/services/charlotte) for the services provided by the Charlotte Campus Center for Academic Support. Please see Policies and Procedures (http://catalog.jwuv.edu/handbook/student/services/centerforacademicsupport/policies) to review the policies and procedures of the Charlotte Campus Center for Academic Support.

Free Services
The free services offered at the Providence Campus 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 provide individual and/or group sessions to address students’ needs.

Academic Assistance
The Center for Academic Support on the Downcity Campus offers students academic assistance in business, hospitality, technology and arts & sciences courses. Writing laboratories for undergraduate 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.

The Center for Academic Support at the Harborside Campus offers students individualized and small group tutoring in culinary and pastry laboratory and academic classes, as well as in English and study skills.

For more information, call either office of the Center for Academic Support (p. 31).
Study Skills Workshops
Each term a series of four workshops to help students study and succeed at JWU is offered four different times in two different locations. Workshops are open to students in all majors. Topics include Time Management, Efficient Note-Taking, How to Use Your Textbook to Succeed, Memory Tips, Test-taking Strategies, How to Write a Research Paper, Becoming an Active Listener, Creating Visual Study Tools and Stress Management. Contact the Center for Academic Support (p. 31) for a current 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.

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

Students requesting services must provide the Center for Academic Support with the required documentation (http://www.jwu.edu/content.aspx?id=8802). The following guidelines are linked to the center’s Web page:
• Documentation Guidelines for Learning Disabilities
• Verification of Disability Form (ADHD, Psychiatric, Chronic Medical, Allergies 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
- Individualized Exams
- Note-taking Assistance
- Audio Recording Allowed in Class
- E-Texts
- Classroom Relocation
- Housing Accommodations
- Medically Excused Absences
- Scribes
- Assistive Technology

Because some programs of study at the university have technical standards (http://catalog.jwu.edu/admissions/technicalstandards) and requirements, applicants and students with disabilities should contact the Center for Academic Support (p. 31) to discuss the availability of reasonable accommodations where appropriate. Copies of the technical standards applicable to various programs are available online (http://catalog.jwu.edu/admissions/technicalstandards) 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, an educational report by a psychologist, neurologist or other professional, 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 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, Counseling Services, etc.) to resolve disability-related issues

Students requesting housing accommodations or students who will need additional help in case of an emergency need to contact the Center for Academic Support (p. 31).

Information Regarding the Accommodation of Food Allergies for Students in the College of Culinary Arts and The Hospitality College
Food allergies can be life threatening. According to the Centers for Disease Control and Prevention, food allergies cause 30,000 cases of anaphylaxis, 2,000 hospitalizations and 150 deaths annually.

Please Note: The common food allergens (cow’s milk, egg, peanut, tree nuts, fish, shellfish, soybeans and wheat), as well as less common food allergens, are used regularly in the university’s curriculum in the College of Culinary Arts and The Hospitality College.

The College of Culinary Arts and The Hospitality College have technical standards and requirements that must be met for participation in their academic programs. All College of Culinary Arts Programs and some Hospitality College Programs include the requirement that the student with or without reasonable accommodations must be able to safely and effectively test and evaluate the taste, appearance, texture and aroma of food and beverage products and maneuver in professional or commercial kitchens, dining rooms and related facilities. (Please see the technical standards (http://catalog.jwu.edu/admissions/technicalstandards) outlined in the course catalog.)

If you are an applicant who has been accepted for admission to or are an enrolled student in the College of Culinary Arts or The Hospitality College, we strongly urge you to call or visit the Center for Academic Support (p. 31) prior to attending your first class to discuss any reasonable accommodations that might be available to you during your academic studies. The university cannot guarantee that it will be able to meet all requests for accommodations or remove all allergens from its curriculum.

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

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 Center for Academic Support).
• contacting 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 make appropriate proctoring arrangements.
• sending a copy of this form to the instructor at least two weeks prior to the test and to Online Learning (for inclusion in instructions for proctors)

Note-taking Assistance Procedure
Students whose documentation warrants note-taking assistance must
• sign the accommodation agreement at the beginning of each term
• communicate with the instructor to determine how notes will be obtained.

Two options exist:
1. Instructor may appoint a suitable peer note-taker to take notes on media-related content in courses. It is the student’s responsibility to make arrangements with the instructor or peer to obtain notes.
2. Instructor may advise student to use the copy of his/her notes that are provided in the course’s uLearn site or provided via other electronic means.

Service Animal Procedure
Please contact the Center for Academic Support (p. 31) to request the presence of a service animal on campus and to obtain a copy of the university’s Service Animal Procedure. The Center for Academic Support will evaluate the appropriateness of the request in accordance with applicable law. If the student desires the animal to reside with him/her in university
residential housing, the request must be made for not later than the payment deadline for the initial term in which the student proposes the service animal to reside in university residential housing.

No member of the university community, other than the owner, should feed, touch or pet an approved service animal (unless invited to do so by the owner). No member of the university community should deliberately startle or provoke an approved service animal or separate an owner from the approved service animal.

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 (p. 31)). 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 Center for Academic Support must contact the publisher or AccessText, as applicable, to determine its availability. If the book is not available from the publisher or AccessText, as applicable, the Center for Academic Support will obtain permission from the publisher to scan the book (alternatively, the student will use the university’s assistive technology to “read” the book).

Classroom Relocation Policy for On-Campus Classes When Attending a Required On-Campus Residency

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 (p. 31);
2. participate in priority scheduling;
3. review the class schedule with the Center for Academic Support to determine which classes need to be relocated; and
4. immediately inform the Center for Academic Support of any changes in class schedule or problems with classroom accessibility.

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 for 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.

Experiential Education & Career Services

Services are available for business, hospitality, technology, and arts and sciences students at Experiential Education & Career Services, located in the John Hazen White Center at the Downcity Campus, and for culinary, nutrition, pastry arts and graduate students in The Friedman Center at the Harborside Campus. Hours are 8:30am to 4:30pm, Monday through Friday and by appointment.

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 advising resources 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 and internships

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

Employers representing a broad range of 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 (http://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.

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.

To get your email user name and password, visit https://newuser.jwu.edu/. You can check your email by logging into http://link.jwu.edu (look for the Wildcat Email icon) or http://wildcatmail.jwu.edu. Also, setup your email account on your phone or mobile device; visit http://helpdesk.jwu.edu/stu_mobile_instruc.htm for instructions.

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

For students taking online courses, ulearn support is provided via email and phone, as well as through self-help user guides. See the Help links in ulearn for details on ulearn support.

Internet Services

When visiting a JWU campus for the required residency or on your own, wireless Internet access is available. For more information, please refer to the appropriate campus student handbook (http://catalog.jwu.edu/handbook).
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://newuser.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).


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.

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.

Library
The Johnson & Wales University Library network (http://library.jwu.edu) is comprised of the libraries on the JWU campuses in Providence, R.I.; 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. 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 Network (HELIN), a consortium of 11 academic libraries and 15 health sciences libraries in southern New England.

Library services for online students are provided by the main Johnson & Wales University Library facility in Providence. During the academic year the library’s hours are Monday through Thursday, 7:30 a.m.–midnight; Friday, 7:30 a.m.–9 p.m.; Saturday, 10 a.m.–8 p.m.; and Sunday, 11 a.m. to midnight. Professional reference services are available by telephone, email, online chat or text message Monday through Thursday, 8 a.m.–10 p.m.; Friday, 8 a.m.–5 p.m.; Saturday, 10 a.m.–5 p.m.; and Sunday, 2–10 p.m. Please note that schedules are subject to change during term breaks, holidays and over the summer.

Online Learning
uLearn Technical Support
Technical support for ulearn and other technologies used in online courses is provided via a link in ulearn (http://ulearn.jwu.edu). Students may view step-by-step instructions on using online tools and they may communicate with a support representative via phone or email.

Educational Technology Services
Educational Technology Services provides services that are specific to online courses. Students enrolled in the Online Campus may contact Educational Technology Services to inquire about logistics of the FSM4061 (http://catalog.jwu.edu/handbook/studentservices/onlinelearning) Advanced Food Service Operations Management on-campus residency, to request receipt of emergency notifications for a specific campus, and to make proctoring arrangements. Contact ETS at 800-372-5598 x2778 or 401-598-2778 or ulearn@jwu.edu.

Payment of Bills
All invoices may be paid online at link.jwu.edu or at www.afford.com (http://www.afford.com), by telephone, or in person, Monday–Friday, 8:30 a.m.–4:30 p.m. at Student Academic & Financial Services, located in the Student Services Center, or The Friedman Center, first floor (hours vary; call 401-598-1468 for more information). Cash, checks, money orders and most credit cards are accepted at either location. Credit card and Automatic Clearinghouse (ACH) payments can be made via www.afford.com (http://www.afford.com) or jwuLink (https://link.jwu.edu) (Financial > My Statement). Students paying by mail should direct their checks or money orders to: Student Academic & Financial Services, Johnson & Wales University, PO Box 5956, Providence, RI 02903.

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, course scheduling, degree audits and progress, and providing academic counseling, as well as applying for financial aid, payment plans, invoicing, financial aid award notifications, financial questions and procedures.

In Providence, on the Downcity Campus, Student Academic & Financial Services is located in the Student Services Center. This office services business, hospitality, technology and arts & sciences students. On the Harborside Campus, Student Academic & Financial Services is located in The Friedman Center. This office services culinary, pastry, graduate and doctoral students. Students are welcome to visit either office.

In North Miami, Student Academic & Financial Services is located on the first floor of the University Center building.

In Denver, Student Academic & Financial Services is located on the first floor of the University Center building.

In Charlotte, Student Academic & Financial Services is located in the Gateway Village at 800 W. Trade Street, Suite 160.

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.

Online counselors in Student Academic Services are available to advise students on degree requirements, concentrations, course registration, full-time enrollment, attendance requirements and much more. Students who live in proximity to one of our JWU campuses can visit us as a walk-in on a first-come, first-served basis or by appointment. Student Academic & Financial Services hours and location can be found in jwuLink (https://link.jwu.edu) (Registration & Grades > Student Academic & Financial Services).

Student Financial Services
Financial Aid and Planning
To assist students in meeting their educational expenses, Johnson & Wales University offers online students two types of financial assistance: grants and low-interest loans. In many cases, qualified students receive a financial
Financial Aid Notes

1. Students must reapply for federal financial aid each academic year as soon as possible after January 1.
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 or loans), 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/borrower remains 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.

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 via jwuLink (Financial > My Statement > Refund Request Form). Once eligibility is determined, refunds take up to 10 business days for processing. The student only needs to request the refund once per academic year; the eligible refund will be processed each term. All refunds due to an overpayment will be disbursed to the jwuSource card. Exception, if one or both parents applied for and was approved for a Federal PLUS loan and did not authorize the release of funds to the student, the refund will be made payable to the borrower and mailed to the address shown on the PLUS application. The parent(s) with an approved PLUS loan can authorize the release of the refund to the student in writing with Student Academic & Financial Services and that refund would be processed on the jwuSource card. 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 and planning. 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 Academic & Financial Services. The matter will be decided by the executive director of Student Academic & 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 Academic & 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

To be eligible for financial aid, all students must satisfy Satisfactory Academic Progress (SAP), which is required by federal law. SAP measures a student’s completion of coursework towards a degree. JWU evaluates SAP at the end of each term, including summer, for each student. Students who do not meet all SAP criteria may lose their eligibility to receive all types of financial aid (e.g., federal, state, private, institutional and other aid). Students will be notified of the decision both verbally and in writing.

Maximum Time Frame Criteria

Completion of undergraduate or graduate programs cannot exceed 150 percent of the published length of the program measured in credit hours attempted as determined by the student’s program requirements.

Pace Measure of Academic Progress Criteria

- Students must complete a specified percentage of all credit hours attempted; see below.
- This percentage includes all credit hours attempted regardless of whether or not financial aid was received.
- This pace measurement is calculated by dividing the cumulative number of hours that the student has successfully completed by the cumulative number of hours that the student has attempted.
- Credits attempted are defined as all classes for which a student receives a grade ("D" or better), or an F, I, W, WF, NC, GP, S, U, PL, CX, NG, AU etc.
- All transfer credit hours accepted from another institution towards the student’s educational program at JWU will be counted as both attempted and completed hours.
- The student’s GPA and pace of completion are negatively impacted by course incompletes, withdrawals, failures or repetitions (incompletes, failures and withdrawals count in attempted credits, but not completed).

Grade Point Average Criteria

- All undergraduate and graduate students must maintain a minimum Grade Point Average (GPA).
- The student’s cumulative GPA for financial aid eligibility must be calculated on all grades received.
- All students, regardless of their enrollment status (e.g., full or part time), must meet the following minimum academic standards to remain eligible for financial aid.

<table>
<thead>
<tr>
<th>Program</th>
<th>Total Credit Hours Attempted</th>
<th>Minimum Cumulative Pace</th>
<th>Minimum Cumulative GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>0–21</td>
<td>45%</td>
<td>1.00</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>21.1–42</td>
<td>50%</td>
<td>1.26</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>42.1–106.9</td>
<td>60%</td>
<td>1.50</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>107 or higher</td>
<td>67%</td>
<td>2.00</td>
</tr>
<tr>
<td>Graduate</td>
<td>0 or higher</td>
<td>67%</td>
<td>2.00</td>
</tr>
<tr>
<td>Doctoral</td>
<td>0 or higher</td>
<td>67%</td>
<td>3.25</td>
</tr>
</tbody>
</table>

Warning Period

Students who fail to meet SAP criteria will be placed on financial aid warning for one academic term and a hold will be placed on the student’s record which will prevent them from course registration for all future terms. Students remain eligible for financial aid during the warning term.
criteria are not satisfied at the end of the warning term, the student will be ineligible for financial aid. Students on warning must meet with an academic counselor to clear the hold prior to course registration, and/or to pursue an appeal. Students on warning must submit their appeal and supporting documentation before the eighth week of the warning term.

**Ineligible for Financial Aid Period**

Students who fail to meet SAP criteria after the warning period are ineligible for financial aid. If the student does not have an approved appeal, the student is no longer eligible for financial aid. Students may continue to take courses without financial aid to re-establish SAP standards; however, a payment plan must be established for the tuition and applicable fees associate with the course(s). Once a student is meeting JWU's minimum SAP standards, he/she may regain financial aid eligibility. Students who are interested in reestablishing aid eligibility should meet with an academic counselor to determine what they would need to do to meet JWU minimum SAP standards.

**Appeal Process/Probationary Period**

If extenuating circumstances impacted successful adherence to SAP criteria, the student may pursue an appeal. The appeal will require the student to indicate why he/she did not make SAP and what has changed in the student’s situation that will allow the student to demonstrate SAP by the next term. Circumstances and required documentation are illustrated below. The appeal process begins with the student’s academic counselor in Student Academic Services. If an academic plan can be created that allows the student to meet SAP criteria within two terms, the counselor will present it to the appeals committee. Appeals must include complete documentation and are reviewed during the warning period; incomplete appeals will be denied. Appeal decisions are final. Students will be notified of the decision both verbally and in writing. This notification will take place after final grades are reviewed for the warning period.

If an appeal is approved, the student will be placed on a Financial Aid Probation Period, which is a status assigned by JWU to a student who fails to make SAP and who has successfully appealed and has had eligibility for financial aid reinstated. To continue receiving financial aid, the student will need to satisfy both the academic plan as outlined in their appeal and the SAP criteria.

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The student’s own mental or physical illness or injury or condition</td>
<td>Provide documentation (e.g., a physician’s statement, police report or documentation from a third party professional, such as a hospital bill)</td>
</tr>
<tr>
<td>Death of a family member or significant person in the student’s life</td>
<td>Provide a copy of a death certificate</td>
</tr>
<tr>
<td>Illness, accident or injury of a significant person in the student’s life</td>
<td>Provide documentation (e.g., a physician’s statement, police report or documentation from a third party professional such as a hospital bill) related to the individual for whom the student provided care or support</td>
</tr>
<tr>
<td>The student’s own divorce or separation or the divorce or separation of the student’s parent(s)</td>
<td>Provide an attorney’s letter on a law firm’s letterhead, petition for dissolution, or copy of divorce decree</td>
</tr>
<tr>
<td>Personal problems other than the student’s own mental or physical illness or injury or condition with the student’s spouse, family, roommate, or other significant person in the student’s life</td>
<td>Provide a written statement from an attorney, professional advisor or other individual describing the circumstances</td>
</tr>
<tr>
<td>Natural disaster</td>
<td>Provide a written statement and/or supporting documentation</td>
</tr>
<tr>
<td>Military deployment</td>
<td>Active duty service orders</td>
</tr>
</tbody>
</table>

**Student Health Insurance Plan**

Students enrolled in online programs are not eligible for the university’s student health insurance plan.
Term/University Withdrawal ................................................................. 13
The Online Campus Student Handbook ............................................. 3
Transcripts ....................................................................................... 29
Transfer Credit .................................................................................. 30
Transfer Students ............................................................................... 29
Tuition and Fees ............................................................................... 30
TUITION AND FEES CREDIT POLICY ........................................... 16
U
Uniforms ........................................................................................... 24
University Communications with Students ...................................... 11
University Holds ............................................................................... 11
Unofficial Withdrawal ................................................................. 13
V
Veterans ........................................................................................... 30
W
What Are Other Types of Prohibited Harassment? ......................... 8
What Is Sexual Harassment? ........................................................... 7
What To Do ....................................................................................... 8
Withdrawal ...................................................................................... 12