

NORTH SHORE COMMUNITY COLLEGE
COLLEGE POLICY AND ADMINISTRATIVE
PROCEDURE MANUAL
6.30.2021

DISCLOSURE STATEMENT: PLEASE CONTACT THE OFFICE OF THE PRESIDENT SHOULD ANY ASSISTANCE BE NEEDED IN FINDING INFORMATION IN THIS MANUAL. THE OFFICE OF THE PRESIDENT CAN BE REACHED AT 978 762 4000, X4304

NORTH SHORE COMMUNITY COLLEGE
COLLEGE POLICY AND ADMINISTRATIVE
PROCEDURE FRAMEWORK
6.30.2021

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CHAPTER 1: GENERAL INFORMATION

CP 1000 North Shore Community College

Status	Active
Legal Authority	MGL Title II Chapter 15A, Section 5
Adopted	https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter15A/Section5
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Established in 1965, North Shore Community College is one of the oldest of the 15 community colleges in Massachusetts. The state's public higher education system includes three segments: the 15 community colleges; 9 state universities; and 5 campuses of the University of Massachusetts. The community college system shall be governed by the Massachusetts Board of Higher Education and Boards of Trustees for each campus; these Boards shall operate within the purview of the Executive Office of Education for the Commonwealth of Massachusetts, which is responsible for early education, elementary and secondary education, and higher education in the state.

Operating from campuses in Lynn, Middleton, and Danvers, North Shore Community College serves 26 cities and towns along the coastal region from north metropolitan Boston to Cape Ann. Since its founding in 1965, the College has grown from a single building to three campuses, and from five to nearly 80 academic programs.

North Shore Community College delivers post-secondary education to thousands of credit students and non-credit students in an academic year. The College also provides lifelong learning opportunities to area residents through workforce development training to businesses and individuals and professional development resources.

The population served by the College represents a mix of urban and suburban, a diversity of ethnic and racial groups, middle- and low-income groups, as well as growing numbers of recent immigrants. The College has touched the lives of more than a quarter million residents on the North Shore in its first half-century of service.

CP 1100 Mission, Vision, and Values of North Shore Community College

Status	Active
Legal Authority	Massachusetts Board of Higher Education
Adopted	NSCC BOT May 17, 2016; MA BHE June 14, 2016
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Mission

North Shore Community College is a diverse, caring, inclusive community that inspires our students to become engaged citizens and to achieve their personal, academic, and career goals through accessible, affordable, rigorous educational opportunities that are aligned with our region's workforce needs and will prepare them for life in a changing world.

Vision

North Shore Community College is a beacon of hope and opportunity for those who learn, live and work on Massachusetts' North Shore. The College creates responsive partnerships and collaborations to make a positive difference for residents. By providing an educated and innovative workforce, North Shore Community College contributes to the economic vitality and resiliency of the Commonwealth.

Values

The Faculty and Staff at North Shore Community College exemplify the highest academic and institutional integrity through our commitment to:

- **Access and Opportunity.** We provide access to quality higher education by offering clear and flexible pathways to academic success for the diverse populations we serve.
- **Respect and Inclusion.** We seek to create a respectful, welcoming, and appreciative learning environment in which each person and every group belongs, is accepted, has value, and actively contributes.
- **Educational Excellence and Innovation.** We embrace the highest standards in developing dynamic learning environments through excellent faculty and staff, academic freedom, innovative teaching methods, quality facilities, and engaging technologies.
- **Student Learning and Success.** We are devoted to maximizing our students' ability to learn and achieve academic, personal, and professional success through appropriate support and services.
- **Purposeful Life and Global Citizenship.** We are dedicated to empowering students to become lifelong learners and engaged citizens, to understanding the global landscape, and to equipping them for transformative careers.

- Social Responsibility and Justice. We are committed to developing productive, collaborative relationships within the College and among our various constituencies so that we may serve to improve the quality of lives in the North Shore communities.
- Sustainability and Resourcefulness. We uphold our heritage for tenacity, sustainability, responsible stewardship and equitable distribution of our resources.

CP 1200 Definition of Diversity

Status	Active
Legal Authority	Diversity Leadership Council; College Governance
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Diversity takes many valued forms. It recognizes the integrity, contributions, strengths, and viability of different cultural, language, and social groups. Diversity includes, but is not limited to, race/ethnicity, physical abilities/qualities, disability, gender, sexual orientation, age, religious beliefs, class, educational background, and employment category.

True diversity requires a pluralistic campus, one that provides students, faculty, and staff the opportunities to learn about, respect, and appreciate each other's cultures and backgrounds. Diversity is inclusive, encompassing everyone. It seeks to create an environment in which each person and every group fits, feels accepted, has value, and contributes to the academic and co-curricular community of the College.

CP 1205 Gender Pronoun Policy

Status	Active
Legal Authority	Diversity Leadership Council; College Governance
Adopted	4/27/2021 by NSCC Board of Trustees
Last Reviewed	

In keeping with diversity, inclusion, and equity, students may use the gender pronoun that aligns with their gender identity in any capacity at NSCC. Students may use the gender pronoun that aligns with their gender identity in all forms of communication and course work including but not limited to narrative essay and speech assignments and not be penalized for doing so.

CP 1300 Accreditation of North Shore Community College

Status	Active
Legal Authority	New England Commission of Higher Education
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall be accredited by the New England Commission of Higher Education (NECHE). NECHE is recognized by the U.S. Secretary of Education as a reliable authority regarding the quality of education. In addition, some of the College's programs shall be accredited by professional organizations within a particular career field.

Accreditation of an institution of higher education by the New England Commission indicates that it meets or exceeds criteria for the assessment of institutional quality periodically applied through a peer review process. An accredited college or university is one which has available the necessary resources to achieve its stated purpose through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation.

In accordance with NECHE procedures and guidelines, accreditation is renewed every 10 years through a comprehensive self-study and site visit comprised of a team of peer representatives selected by the Commission. The process results in recommendations for re-accreditation as well as identified considerations for continuous improvement. An interim report is submitted every five years to document the institution's progress toward maintaining quality and integrity.

An institution may be required to provide supplemental reporting to address specific outcomes as well as substantive changes in programs, legal status, degree-levels, geographic setting, or other factors deemed to significantly change the mission.

Accreditation by the New England Commission of Higher Education is not partial but applies to the institution as a whole. As such, it is not a guarantee of every course or program offered, or the competence of individual graduates. Rather, it provide reasonable assurance about the quality of opportunities available to students who attend the institution.

Individuals may contact:

New England Commission of Higher Education
3 Burlington Woods Drive, Suite 100
Burlington, MA 01803-4514
Phone: (781) 425-7785
info@neche.org
<http://neche.org/>

AP 1300 Accreditation of North Shore Community College

For information on NSCC Accreditation, see:

Dr. Michael Badolato
Dean of Academic and Faculty Support and
Accreditation Liaison Officer
1 Ferncroft Road
Danvers, MA 01923
Phone: (978) 762-4000 ext. 5685
Email: mbadolat@northshore.edu

-or-

Dr. Karen A. Hynick
Vice President for Academic Affairs
1 Ferncroft Road
Danvers, MA 01923
Phone: (978) 762-4000 ext. 5516
Email: khynick@northshore.edu

CP 1400 Mission of the Massachusetts System of Public Higher Education

Status	Active
Legal Authority	<u>M.G.L. ch.15A §5</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Massachusetts Public Higher Education is a system with a distinguished past, increasing and measurable accomplishments, and dedicated to being recognized as having one of the nation's most outstanding array of institutions. It comprises 15 community colleges, nine state universities, and five campuses of the University of Massachusetts. The system exists to provide accessible, affordable, relevant, and rigorous programs that adapt to meet changing individual and societal needs for education and employment. The public system is committed to continuous improvement and accountability in all aspects of teaching and learning. The Massachusetts Board of Higher Education, together with each respective Board of Trustees, expects all students, faculty, and staff to be held to exacting standards in the performance of their roles and responsibilities.

CP 1500 Mission of the Massachusetts Community Colleges

Status	Active
Legal Authority	Massachusetts Board of Higher Education http://www.mass.edu/system/aboutsystem.asp#community
Adopted	1999
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The fifteen Community Colleges (also known as the Governor Foster Furcolo Community Colleges) offer open access to high quality, affordable academic programs, including associate degree and certificate programs. They are committed to excellence in teaching and learning and provide academic preparation for transfer to four-year institutions, career preparation for entry into high demand occupational fields, developmental coursework, and lifelong learning opportunities.

Community colleges have a special responsibility for workforce development and through partnerships with business and industry, provide job training, retraining, certification, and skills improvement. In addition, they assume primary responsibility, in the public system, for offering developmental courses, programs, and other educational services for individuals who seek to develop the skills needed to pursue college-level study or enter the workforce.

Rooted in their communities, the colleges serve as community leaders, identifying opportunities and solutions to community problems and contributing to the region's intellectual, cultural, and economic development. They collaborate with elementary and secondary education and work to ensure a smooth transition from secondary to post-secondary education. Through partnerships with baccalaureate institutions, they help to promote an efficient system of public higher education.

The community colleges offer an environment where the ideas and contributions of all students are respected. Academic and personal support services are provided to ensure that all students have an opportunity to achieve academic and career success.

NORTH SHORE COMMUNITY COLLEGE

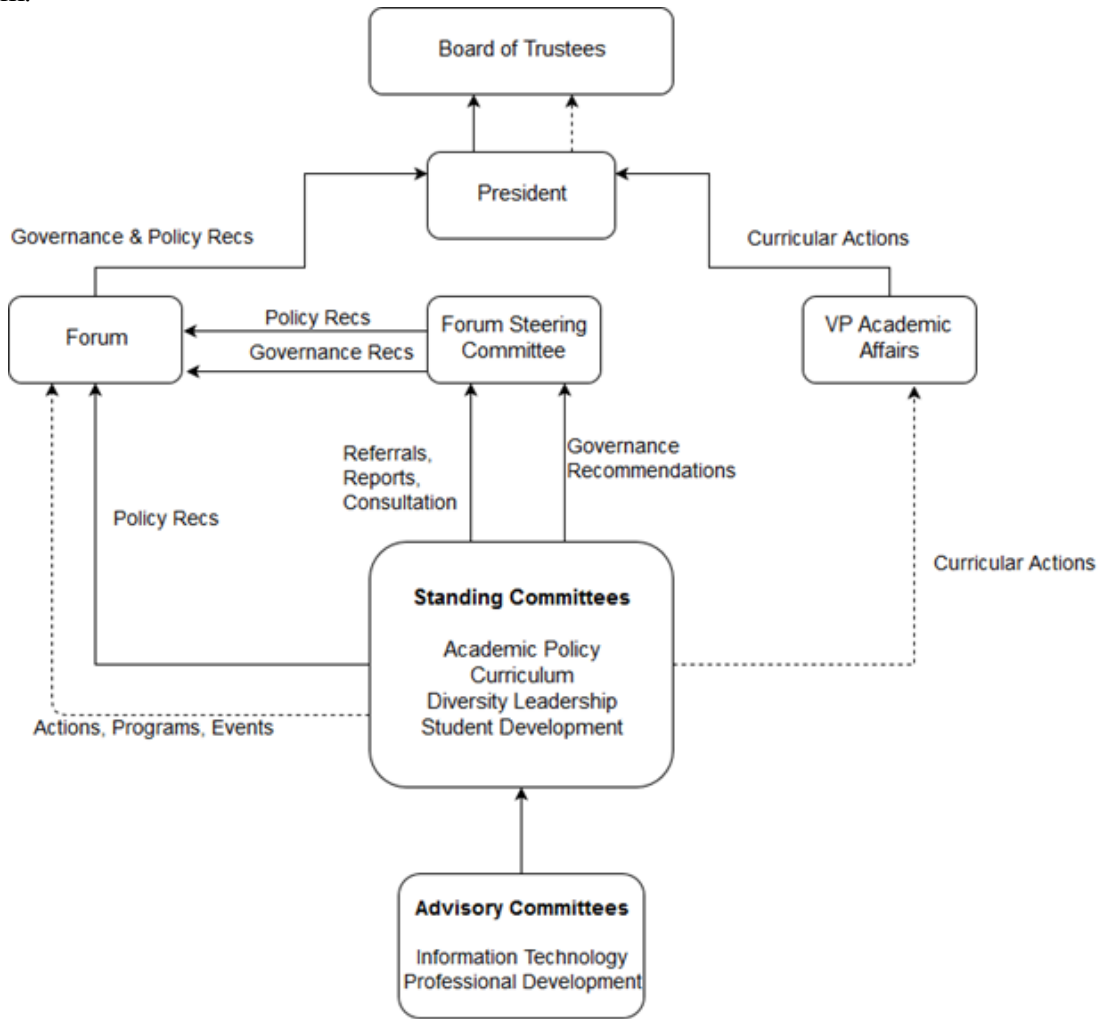
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CHAPTER 2: COLLEGE GOVERNANCE

CP 2000 Governance Structure of the College

Status Active
Legal Authority Refer to Bylaws CP2300
Adopted North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed Reaffirmed 9/26/2018 by NSCC Board of Trustees

The governance structure for North Shore Community College shall include the following entities: the President; Executive and Managerial Officers; Board of Trustees; and the College Forum.



Standing Committees consult with one another as appropriate.

Forum Steering Committee and Standing Committees communicate decisions and recommendations to the college community.

Solid arrow = policy recommendation (vote needed)

Dashed arrow = actions, programs, and events

CP 2100 Responsibilities of the President of the College

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The President shall be elected by vote of the North Shore Community College Board of Trustees and the approval of the Massachusetts Board of Higher Education. Said vote shall be a majority of the Trustees and the President shall serve until a successor shall have been elected, or until death, resignation, or removal. The President may be removed from office, unless otherwise provided by law, by an affirmative vote of two-thirds of the Trustees and the approval of the Board of Higher Education. Any such removal shall not prejudice the contract rights, if any, of the person so removed.

The President shall serve as the Chief Executive Officer of the College. The President shall administer rules and policies for the governance of the College as promulgated by the Board of Trustees. The President shall have general power to manage and direct the affairs of the College and to perform such duties as are incident to the office or shall otherwise be required of the President by the Board.

Also, the President shall have authority to sign and execute, in the name of the College, all legal documents and contracts, and other instruments authorized by the Board and to affix the seal of the College to any instrument requiring the same.

The President shall have the authority to appoint Executive and Managerial Officers and members of the professional and classified staff of the College. Unless otherwise provided by law, the President may remove with or without cause and accept resignations from any officer or employee of the College.

The President shall report to the Board information concerning the affairs of the College and recommend for the Board's consideration such measures as the President shall judge necessary or desirable.

AP 2100 Responsibilities and Annual Evaluation of the President of the College

The North Shore Community College Board of Trustees shall delegate such power and authority to the President as they shall deem necessary for the effective operation of the College.

The President is required to be evaluated annually by the North Shore Community College Board of Trustees. The Chair of the Board is required to provide a summary of that evaluation along with a recommendation for merit raise to the Commissioner of Higher Education. The Commissioner of Higher Education provides an annual memo that outlines the timeline and guidelines of the presidential evaluation.

The process of evaluation includes a self-evaluation by the President on progress made regarding Strategic and Tactical Goals of the College and priority goals for community colleges designated by the Board of Higher Education as well as any professional goals that the President and the Board of Trustees had agreed upon for the year under evaluation. The Chair of the Board appoints a subcommittee of Trustees to accept the self-evaluation and to discuss progress toward goals with the President. The subcommittee makes a recommendation to the Trustees at a regularly scheduled board meeting on the evaluation outcome and a proposed merit raise as required by the Commissioner of Higher Education. Upon adoption of a recommendation by the subcommittee, the Board of Trustee summary is sent to the Commissioner by the Chair.

The Commissioner and the President review the summary and recommendations. After that review, the Commissioner provides a letter to the North Shore Community College Chair of the Board that includes a merit increase decision. The Chair relays the evaluation outcome to the Trustees.

Currently, the merit increase is evenly split between the authority and recommendation of the Trustees and the the Commissioner of Higher Education.

CP 2200 Responsibilities of Executive and Managerial Officers

Status	Active
Legal Authority Adopted	Refer to Bylaws CP2300 North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The officers of North Shore Community College shall be a President and such other Executive and Managerial Officers as the President deems necessary. Executive and Managerial officers of the College shall exercise such authority and perform such duties as may be delegated to them by the President of the College.

AP 2200 Responsibilities and Evaluation of Executive and Managerial Officers

The President will delegate the responsibilities necessary for an effective operation of the College to the Executive and Managerial Officers of the College. Executive and Managerial Officers of the College shall direct and oversee functional areas designated under their care.

All Executive and Managerial Officers shall be evaluated on performance on an annual basis. The process of evaluation includes a self-evaluation on progress made regarding Strategic and Tactical Goals of the College and priority goals for community colleges designated by the Board of Higher Education as well as any professional goals that had been agreed upon for the year under evaluation. The President will review the self-evaluation and provide an analysis of the performance in a written format along with an in-person discussion of the preceding year's accomplishments as well as goals for the next year. Those evaluations will be provided to the Human Resources Department for submission to the employee's personnel file. Merit raises shall be decided on an annual basis by the President in relation to the outcomes of the performance evaluation.

CP 2300 Bylaws for the Board of Trustees and Officers of the College

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Bylaws of the College shall present detailed information about the responsibilities of the governance entities at North Shore Community College and how such responsibilities shall be executed to fulfill the mission, vision, and values of the institution.

NORTH SHORE COMMUNITY COLLEGE

BYLAWS

ADOPTED BY THE BOARD OF TRUSTEES

JUNE 19, 1981

Amended

March 15, 2016

November 17, 2015

May 14, 2014

November 14, 2018

Preamble: Philosophy of the Board

1. The College is an integral part of the North Shore area it serves and has a responsibility to provide leadership in educational and cultural matters.
2. All individuals are given an opportunity to equip themselves for a fulfilling life and responsible citizenship in a world characterized by change.
3. All individuals have equal opportunity to acquire skills, knowledge and insight.
4. All individuals are given the opportunity to discover and develop their special aptitudes and interests.
5. All individuals are viewed as unique persons of worth who are entitled to be treated with dignity and respect.
6. The College functions best when the entire institution is interacting to maximize openness and trust among faculty, administrators, students, the Board of Trustees and the community at large.

ARTICLE I

ORGANIZATION OF THE BOARD

Section I - AUTHORITY

The Board of Trustees was created and derives its authority from Chapter 15A which was established by Section 112 of Chapter 329 of the Acts of 1980.

Section II - DUTIES AND RESPONSIBILITIES OF THE BOARD

The duties and responsibilities of the Board shall be in accordance with the provisions of Chapter 15A which was established by Section 112 of Chapter 329 of the Acts of 1980 of the Commonwealth of Massachusetts, now in effect and as amended.

Section III - COMPENSATION

The Trustees shall serve without compensation but shall be reimbursed, subject to the Chair's approval, for all expenses reasonably incurred in the performance of their duties.

Section IV - COMPOSITION

The Board shall consist of the proposed number of members as prescribed by law and defined above under Section I - Authority.

Section V - ORGANIZATION

According to Massachusetts General Laws Chapter 15A, Section 21 (2013):. The governor shall appoint the Chair of each community college board of trustees, who shall reside within the geographic region of the community college, either from among the current members of each board or from outside the current members if a vacancy exists on that board. The existing term of a trustee who is newly designated to be Chair shall not be affected by this appointment.

At a spring meeting each year, the Board shall elect a Vice-Chair. The office of Clerk may be held by a person who is not a Trustee and the Clerk will be appointed by the Chair. Terms of office shall commence immediately following the College's Commencement ceremony or July 1st, whichever is earlier.

The Vice-Chair shall be elected annually by the Trustees to a one-year term by a majority vote from nominations made at a spring meeting. Nominations may come from an appointed Nominating Committee or from the floor. Should the Chair be unable to complete the term of office and a vacancy occurs, the Vice-Chair shall immediately assume the responsibilities and office of Chair of the Board until the Governor appoints a new Chair.

A. Chair: The duties of the Chair shall be:

1. To preside at all meetings of the Board of Trustees except as otherwise provided for in these Bylaws.
2. To appoint a Clerk or Acting Clerk as needed.
3. To appoint or establish a process for the selection of the members of Board committees.

4. To call special meetings as required.
5. To perform such other duties as may be prescribed by law, authority, or by action of the Board.

B. Vice-Chair: The duties of the Vice-Chair shall be:

1. To preside over Board meetings in the absence of the Chair.
2. To perform such other duties as may be prescribed by law, authority, or by action of the Board.

D. Clerk: The duties of the Clerk (and any Acting Clerk) shall be:

1. To provide written public notice of all regular and special meetings of the Board and its committees pursuant to state law.
2. To record, prepare and keep minutes of the proceedings of the Board and of each special committee thereof.
3. To preserve all documents, papers and records determined by the Board to be a part of the official records.
4. To initiate correspondence as directed by the Chair and to certify official records and proceedings.
5. To perform duties, not inconsistent with those prescribed by these Bylaws or by the Board, or as prescribed from time to time by the Chair of the Board or by the President of the College

The Board shall normally function as a committee of the whole. The Chair, in collaboration with the Board, may also form permanent standing committees. From time to time, as needs arise, the Board may establish ad hoc committees to perform specific tasks. Any such ad hoc committee shall be dissolved upon acceptance of its final report by the Board.

Section VI – RESIGNATION AND TRUSTEE DISCIPLINE

Any Trustee may resign from the Board by delivering a written letter of resignation to the Governor of the Commonwealth and the President of the College. A Trustee may be

disciplined by the Board, up to and including censure or suspension, for serious misconduct by such Trustee in his/ her/their capacity as a Board member or upon indictment or conviction of such Trustee of a felony. Discipline may be imposed following a majority vote of those Trustees present at a special meeting or a regularly scheduled meeting of the Board at which a quorum is present. In the case of serious misconduct or upon indictment or conviction of a Trustee of a felony, the Board may also vote to recommend to the Governor the Trustee's removal from the Board.

Discipline and/or recommendation of removal of a Trustee under this Section shall be based upon a good faith determination by the Board that such Trustee has engaged in serious misconduct in his/her/their capacity as a Trustee or has been indicted or convicted by a court of competent jurisdiction of a felony. If it appears that there exists grounds for discipline or a recommendation of removal, the procedure set forth below shall be followed.

A Trustee shall be given at least fifteen (15) days prior written notice of a meeting of the Board at which his/her/their serious misconduct or indictment or conviction of a felony will be addressed. Such written notice shall include a statement setting forth the allegations of serious misconduct or events which lead to indictment or conviction. At the meeting, the Trustee shall be given an opportunity to address the allegations presented and provide an explanation for his/her/their conduct. The Trustee is permitted to have a representative who may be an attorney accompany him/her/them during the meeting, although the representative may not actively participate in the meeting other than to advise the Trustee. The Board shall at the conclusion of such meeting and by majority vote, decide whether or not discipline and/or a recommendation for removal is warranted and, if so, the nature of same. The decision of the Board shall be final to the extent permitted by applicable law.

ARTICLE II

MEETINGS OF THE BOARD

Section I - REGULAR MEETINGS

Regular meetings of the Board will be conducted in compliance with the Commonwealth of Massachusetts' Open Meeting Law (Ch. 30A, Sec. 11A and 11A. At a spring board meeting, the Trustees shall set the next fiscal year's meeting calendar for the months of September, October, November, December, February, March, April and June at a location designated by the Chair. The date or place or time of a regular meeting may be changed by action of the Board at any previous meeting, provided that every member is notified either by letter or digital communication or by distribution of the minutes carrying a record of the change; or at any other time by the Chair or Clerk after timely written notice of no less than ten (10) days to all Trustees and with the consent of a majority of Trustees. If the date or place or time of any regular meeting is changed, the public shall be notified in accordance with MGL Ch. 30A, Sec. 11A and 11A ½.

Section II - SPECIAL AND/OR EMERGENCY MEETINGS

Special and/or emergency meetings of the Board will be conducted in compliance with the Commonwealth of Massachusetts' Open meeting Law (Ch. 30A, Sec 11A and 11A ½). Special and/or emergency meetings of the Board may be held at any time or place within the Commonwealth when called by the Chair or the President of the College or by three (3) Trustees, in writing, given to the Clerk specifying the purpose(s) of said meeting. Written notice of such meeting shall be sent to each Trustee by mail or digital communication at least seven (7) days prior to the date fixed for said meeting, which notice shall state the time, place, and purpose(s) for which it has been called; provided, that no notice need be given to any Trustee who waives the same by a written waiver executed by the Trustee before, at, or after the meeting. Each such waiver shall be filed with the records of the meeting.

Section III - ADJOURNED MEETINGS

Adjourned meetings may be held as the business of the Board requires. Public notification of the time, date and place of the continuation of the meeting shall be made pursuant to MGL Ch. 30A, Sec. 11A & 11A ½ unless the circumstances require the adjourned meeting to be an emergency meeting. Only items on the agenda of the meeting adjourned may be acted upon at the adjourned meeting.

Section IV - EXECUTIVE SESSIONS

Executive sessions of the Board will be conducted in compliance with the Commonwealth of Massachusetts' Open Meeting Law (Ch. 30A, Sec. 11A and 11A ½). Executive sessions of the Board are those meetings which are closed to the public. Executive sessions will be held as permitted and shall be conducted in all respects in accordance with MGL Ch. 30A, Sec. 11A and 11A ½.

Section V –PUBLIC PARTICIPATION PROCEDURE

In order that the business of the College may be conducted in an orderly and deliberative fashion, the Board sets forth the following procedures for individuals desiring to appear before the Board. The Board reserves the right to amend and/or waive any or all these procedures by majority vote of Trustees present.

Individuals desiring to be heard by the Board should make their intention known by completing a visitor's card and presenting it to the Clerk, prior to the beginning of the meeting.

- A. Individuals who have notified the Clerk of their desire to address the Board on an agenda item will be recognized before the Chair calls for a vote on the item. Speakers must limit their remarks to the agenda item.
- B. Individuals who have notified the Clerk of their desire to address the Board on non-

agenda items may be recognized at the discretion of the Chair at an appropriate time. In the case where several individuals of the same point of view wish to speak on a particular issue, the Board may require the designation of a spokesperson. Each non-agenda speaker coming before the Board is limited to only one appearance per meeting.

- C. The Chair may limit the time of appearance before the Board of any person.
- D. Only individuals officially recognized by the Chair will be allowed to speak.
- E. The Chair reserves the right to terminate an individual's comment period if he/she/they engages in conduct that is disruptive and/or interferes with the normal operation of the Board.

Section VI - WRITTEN COMMUNICATION

All written communications to the Board which bear the signature(s) and address(es) of the person(s) originating the communication shall be transmitted to the Board as a report from the President of the College. Unless otherwise directed by the Chair, the President shall acknowledge receipt of the written communication and inform the writer(s) regarding the disposition of the communication.

Section VII - MEETINGS; PROCEDURE(S)

- A. Prerequisites to Transact Business: In order to conduct official business which is binding on the College, the Board must meet in official session, keep minutes and have a quorum. A quorum shall consist of a simple majority of Trustees. Remote participation is permitted under criteria outlined in MGL Chapter 30A, Section 20. The quorum minimum must be met by those Trustees physically present at the meeting. All motions, duly seconded, require a majority of affirmative votes of Trustees for passage, unless otherwise required by the Bylaws, by applicable parliamentary procedure or by applicable law.**
- B. Agenda: The agenda of the meeting shall be prepared and presented by the President of the College in consultation with the Chair and distributed to each Trustee at least seven (7) days prior to a meeting. Items which have been adequately noticed shall be voted upon. An item which has not been adequately noticed may be considered upon a vote by a majority of Trustees.
- C. If neither the Chair nor the Vice-Chair is present, any member of the Board may call the meeting to order, and the Board will immediately elect a Chair pro-tem to preside during that session. Such office is terminated by the entrance of the Chair or Vice-Chair or by the election of another Chair pro-tem.
- D. Rules of Procedure: Unless otherwise determined by the Board or herein specified, all meetings shall be conducted in accordance with the latest edition of Robert's Rules of Order, Revised.

- E. Minutes: A record of all transactions of the Board will be set forth in a minute book maintained by the Clerk which shall be kept in the President's office as a permanent record of Board activity and will be open to inspection by the public pursuant to the Commonwealth of Massachusetts' Public Records Laws (Ch. 66 and Ch. 4, Section 7(26)). Executive Session minutes shall remain confidential until such time as public disclosure is required pursuant to MGL Ch. 30A, Sec. 11A and 11A ½ and Ch. 66 and Ch. 4, Section 7(26). The minutes will record the name of the Trustee making the motion, the name of the Trustee seconding it, and the vote. Voting shall be by voice vote, except that a roll call vote may be required or requested by a Trustee. A Trustee voting against a motion may state the reasons and may elect to have them recorded in the minutes, at the time of the voting. Although minutes shall include official actions of the Board, the Board may request inclusion of statements or data which they deem necessary to provide adequate understanding of the minutes.

Section VIII - LEGAL OPINIONS-BOARD REQUESTS

All questions or inquires of a Trustee involving the law and/or procedural matters pertaining to the College shall be reduced to writing by such Trustee and transmitted to the President of the College. Upon receipt of such questions or inquires by the President, the President shall submit the same to legal counsel for an appropriate answer, which shall be made in writing and transmitted through the President to the Board.

ARTICLE III

OFFICERS OF THE COLLEGE

- A. Number: The officers of the College shall be a President and such other executive and managerial officers as the President deems necessary.
- B. Selection, Term and Removal of President: The President shall be elected by vote of the Board and the approval of the Board of Higher Education. Said vote shall be a majority of the Trustees, and the President shall serve until a successor shall have been elected, or until death, resignation or removal. The President may be removed from office, unless otherwise provided by law, by affirmative vote of two thirds of the Trustees and the approval of the Board of Higher Education. Any such removal shall not prejudice the contract rights, if any, of the person so removed.
- C. Delegation of Authorities and Duties to the President: The President shall be the Chief Executive Officer of the College. The President shall administer rules and policies for the governance of the College as promulgated by the Board. The President shall have general power to manage and direct the affairs of the College and to perform such duties as are incident to the office or shall otherwise be required of the President by the Board.

Also, the President shall have authority to sign and execute, in the name of the College, all legal documents and contracts, and other instruments authorized by the Board and to affix the seal of the College to any instrument requiring the same.

The President shall have the authority to appoint executive and managerial officers and members of the professional and classified staff of the College. Unless otherwise provided by law, the President may remove with or without cause and accept resignations from any officer or employee of the College.

The President shall report to the Board information concerning the affairs of the College and recommend for the Board's consideration such measures as the President shall judge necessary or desirable.

- D. Duties of Executive and Managerial Officers: Executive and managerial officers of the College shall exercise such authority and perform such duties as may be delegated to them by the President of the College.
- E. Delegation of Authority and Duties: In case of extended absence or incapacity of the President of the College, the Board may delegate the powers and duties of the President during the period of such absence or incapacity to any other officer or any other person whom the Board may select.

ARTICLE IV

INDEMNIFICATION

To the extent permitted under Massachusetts law, the Commonwealth shall indemnify a Trustee against all losses, costs, judgments, damages, liabilities, and expenses (including, without limitation, reasonable legal fees) incurred or sustained by such Trustee arising out of or in connection with such Trustee's service on the Board or on account of any decision, action, omission or conduct of such Trustee performed within the scope of such Trustee's appointment (collectively hereinafter referred to as a "Claim"); provided, however to be entitled to such indemnification, such Trustee shall have acted in good faith in the belief that his/her/their conduct was lawful in connection with the circumstances giving rise to such Claim and such Trustee shall give notice to the President of the College of such Claim within a reasonable period of time after such Trustee becomes aware of such Claim and shall permit the defense of such Claim to be handled, and/or the settlement of such Claim to be made, by the Community College's General Counsel or by the Attorney General of the Commonwealth. Nothing contained in this Article IV shall be construed to limit or restrict any other right to indemnification of a Trustee by the Commonwealth under applicable law or any other remedy which a Trustee may have under applicable law in the event of a Claim.

ARTICLE V

CHANGES, REVISIONS, ALTERATIONS OR BYLAWS

Section I - BYLAWS CHANGES; AMENDMENT, REVISION OR REPEAL

These Bylaws may be amended, revised or repealed by a vote of a majority of the Trustees at any meeting of the Board; provided, however, that the text of any amendment, revision or repeal as originally proposed shall be sent to the Trustees at least thirty (30) days before the meeting at which such amendment, revision or repeal will be considered.

CP 2305 Amendment of Bylaws for the Board of Trustees and Officers of the College

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Refer to Bylaws CP2300 may be amended, revised or repealed by a vote of a majority of the Trustees at any meeting of the Board, provided, however, that the text of any amendment, revision or repeal as originally proposed shall be sent to the Trustees at least thirty (30) days before the meeting at which such amendment, revision or repeal will be considered.

AP 2305 Amendment of Bylaws for the Board of Trustees and Officers of the College

Any Trustee or the President may recommend to the Board of Trustees proposed amendments, revisions or repeal to the Bylaws. Such proposals may be generated in the shared governance structure of the College with recommendation to the President who shall review and make a recommendation on the proposal to the Board of Trustees. All recommendations shall be sent to the appropriate committee of the Board for their review and discussion.. The committee may revise and/or modify the recommendation of the proposed amendment, revision or repeal recommendation to the Board. The Clerk of the Board shall oversee the process of the amendment recommendation to and from the committee and schedule the outcome on recommendation to the Board of Trustees for its review and vote at least 30 days prior to the Board of Trustee next scheduled meeting.

CP 2400 Selection and Appointment of Members of the Board of Trustees

Status	Active
Legal Authority	<u>M.G.L. ch.15A §21</u> Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with [Massachusetts General Laws, Chapter 15A, Section 21](#), the Governor of the Commonwealth of Massachusetts shall appoint 10 of the 11 members of the Board of Trustees.

The Governor shall appoint the chair of each community college Board of Trustees, who shall reside within the geographic region of the community college, either from among the current members of each board or from outside the current members if a vacancy exists on that board. The existing term of a Trustee who is newly designated to be chair shall not be affected by this appointment.

Student Trustee

The student trustee is a member of NSCC Student Government Association (SGA). All students of NSCC are eligible to become members of the Student Government Association upon payment of tuition and fees. However, members of the Student Government Association must be elected or appointed as necessary. All members of the student body may participate in SGA meetings and are eligible to vote in campus-wide elections or on agenda items. The student trustee is part of the Executive Board of the SGA. The Executive Board of the SGA will be elected by secret ballot of the student body each April/May, will take their Oath of Office and assume their positions at the last SGA General Assembly of the academic year, and will hold office until the next regular election of SGA officers take their Oath of Office.

CP 2405 Duties and Responsibilities of the Board of Trustees

Status	Active
Legal Authority	<u>M.G.L. ch.15A §21</u> Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Philosophy of the Board of Trustees

The Board shall execute its responsibilities and duties to uphold the following values:

- The College is an integral part of the North Shore area it serves and has a responsibility to provide leadership in educational and cultural matters;
- All individuals are given an opportunity to equip themselves for a fulfilling life and responsible citizenship in a world characterized by change;
- All individuals have equal opportunity to acquire skills, knowledge, and insight;
- All individuals are given the opportunity to discover and develop their special aptitudes and interests;
- All individuals are viewed as unique persons of worth who are entitled to be treated with dignity and respect; and
- The College functions best when the entire institution is interacting to maximize openness and trust among faculty, administrators, students, the Board of Trustees, and the community at large.

II. Responsibilities and Duties of the Board of Trustees

The Board of Trustees shall execute all duties and responsibilities as stipulated in the Massachusetts General Laws, motions of the Massachusetts Board of Higher Education, and the Bylaws of the Board of Trustees.

These duties and responsibilities shall include, but shall not limited to:

- Establish policies to continually enhance the quality, effectiveness, and availability of academic, career, and other programs;
- Establish student fees;
- Ensure the fiscal health and viability of the College by approving annual budgets and monitor compliance with institutional, state, and federal fiduciary requirements;

- Establish policies related to maintaining and securing College property and facilities;
- Present a final candidate to serve as the President of the College to the Massachusetts Board of Higher Education and conduct regular evaluations of his/her/their performance; and,
- Establish other policies that are consistent with and support the mission and vision of the College.

The Board of Trustees shall delegate authority to the President of the College to implement its duties and responsibilities as necessary, except where prohibited by law.

III. Composition of the Board of Trustees

At a spring meeting each year, the Board shall elect a Vice-Chair. The office of Clerk may be held by a person who is not a Trustee and the Clerk will be appointed by the Chair. Terms of office shall commence immediately following the College's Commencement ceremony or July 1st, whichever is earlier. The Vice-Chair shall be elected annually by the Trustees to a one-year term by a majority vote from nominations made at the spring meeting. Nominations may come from an appointed Nominating Committee or from the floor. Should the Chair be unable to complete the term of office and a vacancy occurs, the Vice-Chair shall immediately assume the responsibilities and office of Chair of the Board until the Governor appoints a new Chair.

A. Chair

The duties of the Chair shall be:

1. To preside at all meetings of the Board of Trustees except as otherwise provided for in these Bylaws;
2. To appoint a Clerk or Acting Clerk as needed;
3. To appoint or establish a process for the selection of the members of Board committees, including the following standing committees: the Finance/Audit Committee; and, the President's Evaluation Committee;
4. To call special meetings as required; and,
5. To perform such other duties as may be prescribed by law, authority, or by action of the Board.

B. Vice-Chair

The duties of the Vice-Chair shall be:

1. To preside over Board meetings in the absence of the Chair; and,

2. To perform such other duties as may be prescribed by law, authority, or by action of the Board.

C. Clerk

The duties of the Clerk (and any Acting Clerk) shall be:

1. To provide written public notice of all regular and special meetings of the Board and its committees pursuant to state law;
2. To record, prepare and keep minutes of the proceedings of the Board and of each special committee thereof;
3. To preserve all documents, papers and records determined by the Board to be a part of the official records;
4. To initiate correspondence as directed by the Chair and to certify official records and proceedings; and,
5. To perform duties, not inconsistent with those prescribed by these Bylaws or by the Board, or as prescribed from time to time by the Chair of the Board or by the President of the College.

The Board shall normally function as a committee of the whole and shall not form permanent standing committees, except for the standing Board committees as set forth in the Bylaws. From time to time, as needs arise, the Board may establish ad hoc committees to perform specific tasks. Any such ad hoc committee shall be dissolved upon acceptance of its final report by the Board.

CP 2410 Ethics Requirements for the Board of Trustees

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

A Trustee may be disciplined by the Board, up to and including censure or suspension, for serious misconduct by such Trustee in his/her/their capacity as a Board member or upon indictment or conviction of such Trustee of a felony. Discipline may be imposed following a majority vote of those Trustees present at a special meeting or a regularly scheduled meeting of the Board at which a quorum is present. In the case of serious misconduct or upon indictment or conviction of a Trustee of a felony, the Board may also vote to recommend to the Governor the Trustee's removal from the Board.

Discipline and/or recommendation of removal of a Trustee under this Section shall be based upon a good faith determination by the Board that such Trustee has engaged in serious misconduct in his/her/their capacity as a Trustee or has been indicted or convicted by a court of competent jurisdiction of a felony.

AP 2410 Ethics Requirements for the Board of Trustees

If it appears that there exist grounds for discipline or a recommendation of removal, a Trustee shall be given at least fifteen (15) days prior written notice of a meeting of the Board at which his/her/their serious misconduct or indictment or conviction of a felony will be addressed. Such written notice shall include a statement setting forth the allegations of serious misconduct or events which lead to his/her/their indictment or conviction. At the meeting, the Trustee shall be given an opportunity to address the allegations presented and provide an explanation for his/her/their conduct. The Trustee shall be permitted to have a representative who may be an attorney accompany him/her during the meeting, although the representative may not actively participate in the meeting other than to advise the Trustee.

The Board shall at the conclusion of such meeting and by majority vote, decide whether or not discipline and/or a recommendation for removal is warranted and, if so, the nature of same. The decision of the Board shall be final to the extent permitted by applicable law.

Massachusetts considers Trustees special state employees subject to the laws and regulations of the state. Trustees shall be held accountable for compliance with state law and regulations, such as the MA Code of Conduct, MA Conflict of Interest Law, see [here](#).

CP 2415 Regular, Special and/or Emergency, and Adjourned Meetings of the Board of Trustees

Status	Active
Legal Authority	<u>M.G.L. c. 30A, §§ 18-25</u> <u>M.G.L. c.66</u> <u>M.G.L. c.4 §7</u> Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In order to conduct official business which is binding on the College, the Board of Trustees shall meet in official session, keep minutes, and have a quorum. A quorum shall consist of a simple majority of the members of the Board. The quorum shall be met only by the Trustees physically present and not in remote attendance. All motions, duly seconded, require a majority of affirmative votes of Trustees for passage, unless otherwise required by the Bylaws, by applicable parliamentary procedure, or by applicable law.

If neither the Chair nor the Vice-Chair is present, any member of the Board may call the meeting to order, and the Board shall immediately elect a Chair pro-tem to preside during that session. Such office is terminated by the entrance of the Chair or Vice-Chair or by the election of another Chair pro-tem.

I. Regular Meetings

Regular meetings of the Board shall be conducted in compliance with the Commonwealth of Massachusetts' Open Meeting Law ([Massachusetts General Laws, Chapter 30A, Sections 18-25](#)). Regular meetings of the Board shall ordinarily be held in the months of September, October, November, February, March, April, and June at a location designated by the Chair and set annually on a date and time convenient to the participation of Trustees. The date or place or time of a regular meeting may be changed by action of the Board at any previous meeting, provided that every member is notified either by letter or by distribution of the minutes carrying a record of the change; or at any other time by the Chair or Clerk after timely written notice of no less than ten (10) days to all Trustees and with the consent of a majority of Trustees. If the date or place or time of any regular meeting is changed, the public shall be notified in accordance with state law.

II. Special and/or Emergency Meetings

Special and/or emergency meetings of the Board shall be conducted in compliance with the Commonwealth of Massachusetts' Open Meeting Law. Special and/or emergency meetings of the Board may be held at any time or place within the Commonwealth when called by the Chair or the President of the College or by three (3) Trustees, in writing, given to the Clerk specifying the purpose(s) of said meeting. Written notice of such meeting shall be distributed to each Trustee at least seven (7) days prior to the date fixed for said meeting, which notice shall state

the time, place, and purpose(s) for which it has been called; provided, that no notice need be given to any Trustee who waives the same by a written waiver executed by the Trustee before, at, or after the meeting. Each such waiver shall be filed with the records of the meeting.

III. Adjourned Meetings

Adjourned meetings may be held as the business of the Board requires. Public notification of the time, date, and place of the continuation of the meeting shall be made pursuant to state law unless the circumstances require the adjourned meeting to be an emergency meeting. Only items on the agenda of the meeting adjourned may be acted upon at the adjourned meeting.

AP 2415 Regular, Special and/or Emergency, and Adjourned Meetings of the Board of Trustees

I. Agenda

The agenda of the meeting shall be prepared and presented by the President of the College in consultation with the Chair and distributed to each Trustee at least seven (7) days prior to a meeting. Items which have been adequately noticed shall be voted upon. An item which has not been adequately noticed may be considered upon a vote by a majority of Trustees.

II. Rules of Procedure

Unless otherwise determined by the Board or herein specified, all meetings shall be conducted in accordance with the latest edition of Robert's Rules of Order, Revised.

III. Minutes

A record of all transactions of the Board shall be set forth in a minute book maintained by the Clerk which shall be kept in the President's office as a permanent record of Board activity and will be open to inspection by the public pursuant to the Commonwealth of Massachusetts' Public Records Laws ([Massachusetts General Laws, Chapter 66](#) and [Massachusetts General Laws, Chapter 4, Section 7\(26\)](#)). Executive Session minutes shall remain confidential until such time as public disclosure is required pursuant to Massachusetts General Laws, Chapter 30A, Sections 18 - 25 and Chapter 66 and Chapter 4, Section 7(26). The minutes shall record the name of the Trustee making the motion, the name of the Trustee seconding it, and the vote. Voting shall be by voice vote, except that a roll call vote may be required or requested by a Trustee. A Trustee voting against a motion may state the reasons and may elect to have them recorded in the minutes, at the time of the voting. Although minutes shall include official actions of the Board, the Board may request inclusion of statements or data which they deem **necessary to provide adequate understanding of the minutes.**

CP 2420 Executive Sessions

Status	Active
Legal Authority	<u>M.G.L. c. 30A, §§ 18-25</u> Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Executive sessions of the Board shall be conducted in compliance with the Commonwealth of Massachusetts' Open Meeting Law ([Massachusetts General Laws, Chapter 30A, Sections 18 - 25](#)). Executive sessions of the Board are those meetings which are closed to the public. Executive sessions shall be held as permitted and shall be conducted in all respects in accordance with state law.

CP 2435 Professional Development and Self-Evaluation for the Board of Trustees

Status	Active
Legal Authority	
Adopted	April 24, 2019
Last Reviewed	2019

The Board of Trustees shall create and maintain a systematic and planned approach to the continuous professional development of its Trustees. The Board of Trustees shall annually evaluate that its role and functions are carried out effectively and measure the progress of the Board toward its goals, strategies and objectives.

AP 2435 Professional Development and Self-Evaluation for the Board of Trustees

The Plan for Board Development:

The Trustees, in partnership with the College President, will create and review an annual plan for self-development of the Board for inclusion in the College's next year's tactical plan and fiscal budget. The Board development plan will have specific strategies and objectives that support the College Goals outlined in the official Strategic Plan and will be reflective of the Shared Governance responsibilities in the College as well as the statutory responsibilities of the Trustees and Board. The objectives and strategies will focus on enhancing the Board's effectiveness and ensure its roles and responsibilities are effectively carried out through appropriate committees and meetings. Those objectives and strategies will be included in the College's annual Tactical Plan and be provided sufficient budgetary resources to accomplish its planned work.

The Trustees will annually review and update an orientation plan for new Trustees appointed by the Governor.

Self-Evaluation of Progress:

The Board, in collaboration with the College President, will select an assessment tool to measure and evaluate both quantitatively and qualitatively, its progress toward meeting agreed upon annual strategies and objectives. The outcomes of the self-evaluation will be included in future planning to enhance the effectiveness of the Board of Trustees.

CP 2440 Compensation for Expenses Related to Board Activities

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The members of the Board shall serve without compensation but shall be reimbursed, subject to the Chair's approval, for all expenses reasonably incurred in the performance of their duties.

AP 2440 Compensation for Expenses Related to Board Activities

The Board of Trustees is provided an annual budget with appropriate line items, including those projected expenses that may be incurred in the performance of Trustee duties. The Trustee shall notify the Chair and the College President of impending expense to be incurred so that approval may first be obtained before incurring a liability. The Trustee shall provide the details, projected costs and rationale for incurring the expense(s). Once approved by the Chair and budget confirmed by College President, the Trustee shall be supported by College staff in obtaining required reservations, supplies and or other reason for expense and collect required receipts for processing invoices and/or providing reimbursement.

CP 2445 Public Participation

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Board of Trustees shall give the public the opportunity to address matters of concern. In order that the business of the College may be conducted in an orderly and deliberative fashion, the Board shall operate in accordance with specific procedures for members of the public desiring to appear before the Board. The Board reserves the right to amend and/or waive any or all these procedures by majority vote of Trustees present.

AP 2445 Public Participation

Members of the public desiring to be heard by the Board should make their intention known by completing a visitor's card and presenting it to the Clerk prior to the beginning of the meeting. Individuals who have notified the Clerk of their desire to address the Board on an agenda item will be recognized before the Chair calls for a vote on the item. Speakers must limit their remarks to the agenda item.

Persons who have notified the Clerk of their desire to address the Board on non-agenda items may be recognized at the discretion of the Chair at an appropriate time. In the case where several members of the public of the same point of view wish to speak on a particular issue, the Board may require the designation of a spokesperson. Each non-agenda speaker coming before the Board shall be limited to only one appearance per meeting.

The Chair may limit the time of appearance before the Board of any person. Only individuals officially recognized by the Chair will be allowed to speak.

The Chair reserves the right to terminate an individual's comment period if s/he/they engages in conduct that is disruptive and/or interferes with the normal operation of the Board.

CP 2450 Written Communication

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All written communications to the Board which bear the signature(s) and address(es) of the person(s) originating the communication shall be transmitted to the Board as a report from the President of the College. Unless otherwise directed by the Chair, the President shall acknowledge receipt of the written communication and inform the writer(s) regarding the disposition of the communication.

CP 2455 Legal Opinions and Board Requests

Status	Active
Legal Authority	Refer to Bylaws CP2300
Adopted	North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Amended May 14, 2014

All questions or inquires of a Trustee involving the law and/or procedural matters pertaining to the College shall be reduced to writing by such Trustee and transmitted to the President of the College. Upon receipt of such questions or inquires by the President, the President shall submit the same to legal counsel for an appropriate answer, which shall be made in writing and transmitted through the President to the Board.

CP 2460 Indemnification

Status	Active
Legal Authority Adopted	Refer to Bylaws CP2300 North Shore Community College Board of Trustees, June 19, 1981
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

To the extent permitted under Massachusetts law, the Commonwealth shall indemnify a Trustee against all losses, costs, judgments, damages, liabilities, and expenses (including, without limitation, reasonable legal fees) incurred or sustained by such Trustee arising out of or in connection with such Trustee's service as a member of the Board or on account of any decision, action, omission, or conduct of such Trustee performed within the scope of such Trustee's appointment (collectively hereinafter referred to as a "Claim"); provided, however to be entitled to such indemnification, such Trustee shall have acted in good faith in the belief that his/her/their conduct was lawful in connection with the circumstances giving rise to such Claim and such Trustee shall give notice to the President of the College of such Claim within a reasonable period of time after such Trustee becomes aware of such Claim and shall permit the defense of such Claim to be handled, and/or the settlement of such Claim to be made, by the Community College's General Counsel or by the Attorney General of the Commonwealth. Nothing contained in this section shall be construed to limit or restrict any other right to indemnification of a Trustee by the Commonwealth under applicable law or any other remedy which a Trustee may have under applicable law in the event of a Claim.

CP 2500 Open Meeting Law

Status	Active
Legal Authority	<u>M.G.L. c. 30A, §§ 18-25</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All meetings of the North Shore Community College Board of Trustees shall be conducted in accordance with the Open Meeting Law, [Chapter 30A, Sections 18 - 25 of the Massachusetts General Laws](#). Detailed information about conducting meetings in compliance with state statutory requirements is presented in the [Open Meeting Law Guide](#).

CP 2600 Composition, Duties, and Responsibilities of the North Shore Community College Forum

Status	Active
Legal Authority	
Adopted	April 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Guiding Principles

The College Forum shall:

- Ensure participation and representation from the College community while fostering a respectful, inclusive, positive, and collaborative work environment;
- Promote shared decision-making by providing opportunities for College-wide discussion, input, and planning that are aligned with the College's Mission, Vision, and Strategic Plan;
- Conduct the College's affairs transparently and efficiently, and communicate recommendations and/or outcomes to the College community;
- Respect and maintain responsiveness to collective bargaining agreements, outside governing bodies, and College policies and procedures; and
- Value continuous improvement by assessing governance in order to adapt to the needs of a diverse and dynamic community.

II. Primary Functions

The College Forum shall:

- Provide a regular forum for discussion/action on strategic planning initiatives, proposed policy or procedural changes, and matters of academic importance and issues central to student success and the advancement of the College;
- Provide a forum for sharing information on College operational activities and plans;
- Serve as a locus for regular communication from Executive Leadership on plans for changes and additions to the operational activities, physical infrastructure, organizational structure, and external affairs of the College; and
- Provide clear and concise monthly reports on the activities of standing governance committees and when appropriate the various subcommittees of working groups organized under them.

CP 2605 Bylaws of the College Forum

Status	Active
Legal Authority	
Adopted	May 30, 2001, amended May 2010 and February 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Bylaws for the College Forum are available [here](#).

CP 2700 Student Government Association

Status	Active
Legal Authority	SGA Constitution Ratified May 2016
Adopted	May 2016
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Student Government Association (SGA) at North Shore Community College is an integral part of the College, respects the student body and its role in the life of the College, and enables all students to participate in and have influence on the decisions that affect them.

The SGA governance structure shall:

- Be based on a shared responsibility model;
- Provide for participatory decision-making and problem solving;
- Determine a consistent, yet flexible schedule for timely planning and meetings;
- Foster collaboration and accountability;
- Respect the authority of public and College policies; and,
- Inspire student leadership development.

The SGA Constitution and Bylaws are published on SGA's internal club leader and advisor google site and can be accessed by [clicking here](#) or copying and pasting the following link into a browser, <https://drive.google.com/file/d/1xbrJP84xtpJBszsA-RTMkMrKuVpY2k3/view>

NORTH SHORE COMMUNITY COLLEGE

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CHAPTER 3: ADMISSIONS

CP 3000 New Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All interested adults and high school students are welcome and eligible to register in credit and/or non-credit courses.

North Shore Community College shall maintain an open admissions policy and accept students on a first-come, first-serve basis without regard to race, gender, sexual orientation, color, national origin, age, religion, or disability status. Students who are interested in enrolling in one of the College's degree or certificate programs, whether full or part-time, shall formally apply and be admitted. A high school diploma, General Equivalency Diploma, or completion of an approved homeschool program shall be required for admission to the College unless the applicant is enrolling in an Early College, Dual-enrolled and its variants, or Ability to Benefit program. Some programs may restrict entrance to those who have met specific academic or other requirements; candidates who do not yet meet those requirements shall be admitted to the College and given the opportunity to register for prerequisite coursework.

AP 3000 New Students

Detailed information about the application process and requirements for new students is presented [here](#).

CP 3005 Homeschooled Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All homeschooled students, those without a high school diploma or General Equivalency Diploma, shall be eligible to apply for admission to a degree or certificate program provided they have successfully completed an approved homeschool program in accordance with Massachusetts General Laws or the laws of their home state.

In order to determine whether a student has participated in an approved homeschool program, the student shall submit, with the application for admission, evidence that the program was approved by the superintendent or school committee of the school district in which the student resides. Additionally, if the homeschooled student is under the age of compulsory attendance, which is sixteen (16) years of age in Massachusetts, and has completed his/her/their homeschool program, a signed letter from the superintendent or school committee is required stating that the student is not considered truant and shall not be required to attend further schooling or continue to be homeschooled .

The College shall reserve the right to limit or deny enrollment of any student under the age of sixteen (16) in a course or program based on a case-by-case consideration of a variety of factors, including but not limited to, the student's maturity, life experience, placement test scores, prior education, course content, instructional methodology, and potential risks associated with participation in a particular course or program. Homeschooled students who have not completed their high school requirements shall be welcome at the College as non-matriculated students provided they meet the prerequisites for the classes in which they enroll.

CP 3100 Returning Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The following students shall be required to apply for readmission prior to registration in any given semester: 1) students who have not been matriculated and enrolled at the College within the previous two years; 2) students who have graduated from the College; and 3) students in selective admission programs who have interrupted their sequence of professional courses with a course withdrawal, course failure, and/or semester stop out.

Students seeking readmission to health professions programs shall meet current program and College admission requirements and shall follow the specific policies and procedures defined by individual programs. Readmission to health professions programs shall not automatically be guaranteed. If readmitted, students shall be permitted only one readmission to their program on a space available basis with approval by the Program Director.

AP 3100 Returning Students

Detailed information about the application process and requirements for returning students is presented at [here](#).

CP 3200 Transfer Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall encourage applications from transfer students and shall make every effort to accept all applicable college-level credits.

Students shall be required to complete admission requirements and arrange for official transcripts to be sent from any colleges previously attended. Transfer credit shall be granted for comparable coursework completed at other accredited institutions of higher education with a C or 2.0 grade point average or higher provided that course content relates to a student's program of study. Transfer students who have taken computerized placement testing at another Massachusetts community college or state university may submit those scores to the Center for Alternative Studies & Educational Testing (CAS) for evaluation. Score reports from college equivalent testing services may be brought to CAS for evaluation if applicable.

Official transfer credit evaluations shall be provided by the Enrollment and Student Records Office subsequent to admission, and the student shall be notified by mail. Students may contact CAS for information about earning credit by examination or obtaining credit for college equivalent professional training and prior learning experiences.

AP 3200 Transfer Students

Detailed information about the application process and requirements for transfer students is presented [here](#).

CP 3300 International Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All students wishing to attend North Shore Community College who are not United States citizens or permanent residents of the United States must apply for admission as international students. In addition to the Application for Admissions/Matriculation, international applicants must submit the following documentation. All documents must be translated into English.

All applicants must submit proof of successful completion of high school. Official transcripts of all study completed at the high school (secondary) level and college or university level, if applicable, are required.

AP 3300 International Students

Students whose primary language is not English must submit a Test of English as a Foreign Language (TOEFL) score report of 500 or higher on the paper-based test, 173 on the computer-based test or a 61 on the TOEFL IBT as an indication of proficiency in the English language. International students are not accepted into the ESOL program. To obtain information about the TOEFL, you may contact Educational Testing Service at TOEFL, Box 6151, Princeton, NJ, 08451, by telephone at 609-771-7100, or by visiting their website at www.ets.org/toefl. The NSCC TOEFL Institution Code is 3651.

The U.S. Citizenship and Immigration and Naturalization Service (USCIS) requires international students to present proof of their ability to pay for all their educational and living expenses while studying in the United States. International applicants must submit a letter of financial support indicating that they or their sponsors have the required funds convertible into U.S. dollars. International students are not eligible to apply for financial aid while studying at NSCC, nor are they eligible for Massachusetts residency tuition and fee rates.

Certain other conditions and documents may be required of international applicants. An international application package containing complete directions and all required forms will be sent to all international applicants. They may be accessed on the website [here](#). Application should be made six months in advance of the expected entrance date.

Detailed information about the application process and requirements for international students is presented [here](#).

CP 3400 Non-Degree, Non-Financial Aid Seeking Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Students who are interested in enrolling in credit-bearing courses but do not intend to earn a degree or certificate or apply for financial aid shall be required to apply as non-degree, non-financial aid seeking students.

AP 3400 Non-Degree, Non-Financial Aid Seeking Students

Detailed information about the application process and requirements for non-degree, non-financial aid seeking students is presented [here](#).

CP 3500 Non-Credit Students

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

Students interested in pursuing non-credit certificates of completion and certification training programs shall be required to complete the “quick admit” process prior to registration.

AP 3500 Non-Credit Students

Detailed information about the quick admit process and requirements for non-credit students is presented [here](#).

CP 3700 Selective Admissions Programs

Status	Active
Legal Authority	
Adopted	June 19,2019
Last Reviewed	2019

Due to high demand and limited resources, NSCC provides several selective admission programs, particularly in health education and those requiring clinical and field experiences with employers. These programs are not open admission programs and shall establish and maintain additional criteria for admission and continued participation.

AP 3700 Selective Admissions Programs

The following academic programs are designated as selective admissions programs:

- **Nurse Education**
- **Practical Nursing**
- **Occupational Therapy Assistant**
- **Physical Therapist Assistant**
- **Radiologic Technology**
- **Respiratory Therapy**
- **Surgical Technology**
- **Medical Assistant**
- **Veterinary Technology**

These programs maintain additional admission criteria, which can be found in each Program's Handbook. Additionally, the following requirements apply for continued participation in a Selective Program.

Required Drug Testing

The Division of Health and Human Services is committed to high quality education and providing excellent clinical experiences for all students in Nursing and Allied Health professions. Students are expected to perform at their highest functional level during all educational and clinical experiences in order to maximize the learning environment and ensure both patient and student safety. Thus, a student's performance at all times must be free of any impairment caused by prescription or non-prescribed drugs, including alcohol or marijuana.

Students enrolled in Nursing and Allied Health programs are required to undergo and pass a college-endorsed ten panel drug and/or alcohol screening analysis in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at the College's contracted facilities may also be required to undergo and pass additional random and scheduled drug screenings in order to remain at that clinical facility

and in the program. Students who fail a screening, or refuse to submit to a screening within the designated time frame will be ineligible for clinical placement, which will affect their status in the program. Students with a positive drug test may appeal the results of the test within five (5) days of notification of the drug test results. This appeal must be in writing and delivered to the college's Dean of Health Professions.. An appeal by a student who claims that he/she tested positive due to a prescription drug and was unable to clarify this matter with the medical review officer (MRO) from the drug testing lab shall include evidence from a health care provider of the type of prescription, dates of permissible use and dosage amounts. Students whose appeals are denied may re-apply for re-entry into the program after one year. Requests for re-admission will be considered on a case-by-case basis and in accordance with program criteria.

Students who are notified of a "negative-dilute" result will submit to a random drug test within 24 hours of the previous test in order to confirm the negative status of the screening. Additional random testing may also be required under the guidelines listed in your program's handbook.

Students who test positive for marijuana are unable to continue in a clinical placement, which will affect their status in the program. While the use of marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, distribution and/or cultivation at educational institutions remains prohibited. A student who has a prescription for Medical Marijuana and tests positive for marijuana will be referred to the Office of Accessibility Services for consideration as to whether the student's off-campus use of Medical Marijuana constitutes a reasonable accommodation under state law. If it is determined based on an interactive process with the student that his/her continued off-campus use of Medical Marijuana could impair his/her clinical performance, pose an unreasonable safety risk to patients, or violate the terms of a clinical facility's affiliation agreement with the College, then the student's continued use of Medical Marijuana will not constitute a reasonable accommodation under the law.

A NSCC student's program fees will cover the cost of drug testing and retests. Students will be responsible to pay for additional drug screening conducted as part of an appeal. All students will be required to sign a Drug Screening Release Form. By signing this form, students authorize NSCC to conduct the 10 panel urine test for drug screening. The student will be provided additional information regarding the procedure through their program's handbook and during program orientation. If assistance is needed with this drug screening process, please contact the Dean of Health Professions and Human Services for Nursing and Allied Health Programs.

Required Criminal Background Checks

Students enrolled in Nursing, Allied Health, or Veterinary Technology programs are required to undergo and pass a National Criminal Offender Record Information (CORI) background screening in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at our contracted facilities may also be required to undergo and pass additional random CORI screenings in order to remain at that clinical facility and in the college program. Students who fail a screening, or refuse to submit to a screening within the designated time frame will be ineligible for clinical placement, which will

affect their status in the program. Any appeal of a CORI screening will be reviewed and decided by the North Shore Community College CORI Board.

Please refer to the College Policy 22200 and Administrative Procedure 22200 for information concerning the CORI appeal process. Program fees cover the initial National CORI for admissions purposes and the subsequent costs for state and local CORI checks.

For more information, please contact the Dean of Health Professions and Human Services for Nursing and Allied Health Programs or the Dean of STEM and Education for Veterinary Technology.

CP 3800 Minors on Campus

Status Active
Legal Authority
Adopted April 24, 2019
Last Reviewed Reaffirmed 6/19/19 by NSCC Board of Trustees

North Shore Community College (NSCC) is a public institution of higher education of the Commonwealth of Massachusetts. As such, its primary responsibility is to provide and maintain a productive and safe learning and working environment for its students, employees and visitors. While NSCC seeks to maintain an open and accessible campus for all, it recognizes that the occasional presence of minor children in the workplace or classroom can pose serious challenges, particularly since minors require special attention and protection.

Through the following policy, NSCC seeks to create an environment that is conducive to and supports the effective conduct of the working environment and educational process, while providing for the safety and well-being of minor children visiting our campus. For the purposes of this policy, a minor child is defined as any youth under the age of 18.

Visitors and Guests:

A minor child brought onto College property must be under adult supervision at all times. No child shall ever be left unattended on college property, including in a vehicle. The College does not assume responsibility for the supervision or safety of minor children. A minor child may visit college offices and facilities with an accompanying adult who is conducting routine business at the college. A child who is disruptive to the work or learning environment shall be removed from college property by the accompanying adult.

Children of Employees:

Employees should refrain from bringing their minor children into the workplace. Occasionally there are situations where an employee does not have childcare and the employee cannot be absent from work due to the demands of their job. On those rare occasions, the employee should speak with their supervisor to request permission to bring a minor child to work. When an employee is authorized to bring a child to work, the employee must provide adequate supervision of the child at all times. Children are not permitted in areas of the College where their presence raises safety concerns or may interfere with the learning environment. Children are not permitted to operate college equipment, including computers, at any time, and should never be brought to campus when they are ill.

In the Classroom:

Students should refrain from bringing their minor children with them when attending classes. Occasionally there are situations where a student does not have childcare and wishes not to miss class. On those rare occasions, a student must have the faculty member's permission to bring their child to a class. Faculty members reserve the right to exclude minors from a classroom when, in the instructor's professional judgment, it is in the best interest of health, safety, and/or the learning environment to exclude the minor from the classroom. When a student is authorized

to bring a child into class, the student must supervise the child at all times. Children will not be permitted in any areas on campus where their presence raises safety concerns or may interfere with the learning environment. Children are not permitted to operate college equipment, including computers, at any time, and should never be brought to campus when they are ill.

In the Library:

Students should refrain from bringing minor children with them when studying in the library or using the computer labs. See CP 12800 Unattended Children.

Admissions & Recruitment Events:

Minors coming onto campus in groups or individually for admission and/or recruitment purposes shall be supervised by an accompanying adult. However, NSCC recognizes that there are occasions when a minor may visit the campus for admissions purposes or a recruitment event and they are not under the direct supervision of a parent or guardian. Under these circumstances, minors enrolled in high school or high school age (14-17 years) may visit the campus without an accompanying adult. Such minors are not required to have their parent or guardian furnish a release of liability form.

Enrollment in Officially Sponsored Programs:

Minor students who are enrolled in an officially sanctioned College program or course may generally attend the College without adult supervision. Examples include minors participating in Early College or dual enrollment programs or summer programs. Minors are permitted on campus as designated in the guidelines of the specific program.

Students enrolled in classes through one of the Early College programs or as an individual student are considered NSCC students, and are therefore held to the same standards of any enrolled student. It is the responsibility of the student to read and understand the information found in NSCC's College policies, including the Student Code of Conduct.

The content of some college courses may include controversial cultural, religious, political, aesthetic, and human sexuality issues. Therefore, minors enrolled in courses at NSCC are expected to possess a level of personal responsibility and maturity expected of a college student.

Americans with Disabilities Act:

Students with documented disabilities who anticipate the need for accommodations are encouraged to visit www.northshore.edu/accessibility to follow the outlined procedure to request accommodations, preferably 6-8 weeks prior to the start of classes.

Providing Services to PK-12 Students:

No person shall be employed or volunteer for an NSCC program designed for PK-12 students until NSCC has obtained a sex offender record information (SORI) background check from the Sex Offender Registry Board (SORB). Additionally, a criminal offender record information (CORI) background check through the Department of Criminal Justice Information System (DCJIS) must be conducted. For employees or volunteers who reside out-of-state the appropriate checks will be conducted in accordance with applicable state law.

Mandated Reporting:

All instructors, administrators, campus public safety officers, and college counselors are mandated reporters under Massachusetts law. Where they have reasonable cause to believe that a minor is suffering abuse or neglect, they shall immediately notify the Massachusetts Department of Children and Families and/or the Director of Human Resources or their designee. See CP 22700 Mandated Reporter Responsibilities.

Employment:

Minors must obtain a work permit in order to work for the college. Contact the Human Resources Office for specific procedures prior to hiring anyone under age 18.

Videotaping and Photographing:

Minors shall not be photographed or videotaped for any reason without the written consent of their parent or legal guardian. However, at public events a minor and their parents or legal guardian shall have no reasonable expectation of privacy

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CHAPTER 4: TUITION AND FEES

CP 4000 Tuition

Status	Active
Legal Authority	<u>M.G.L. ch.15A §9</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Tuition at North Shore Community College shall be determined and approved by the Massachusetts Board of Higher Education.

Each semester, students shall be assessed tuition after they have registered for their courses.

CP 4100 Fees

Status	Active
Legal Authority	<u>M.G.L. ch.15A §9</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Student fees shall be determined and approved by the North Shore Community College Board of Trustees, and the Board shall reserve the right to change fees without prior notice.

Each semester, students shall be assessed fees after they have registered for their courses.

CP 4200 Residency Status for Tuition

Status	Active
Legal Authority	Massachusetts Board of Higher Education
Adopted	April 19, 2007
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Massachusetts Board of Higher Education shall have the authority to adopt and amend a system wide policy regarding student eligibility for in-state tuition at public institutions of higher education in Massachusetts.

The following individuals shall be eligible for in-state tuition:

- 1) Any person who is registered at an institution as a Massachusetts resident shall be eligible for continued classification as a Massachusetts resident for tuition purposes (until attainment of the degree for which he or she is enrolled) during continuous attendance at the institution.
- 2) The spouse of any person who is classified or is eligible for classification as a Massachusetts resident is likewise eligible for classification as a Massachusetts resident. This provision will not apply in the case of a spouse in the United States on a non-immigrant visa.
- 3) A person who is a lawful immigrant or permanent resident of the United States is eligible to be considered for Massachusetts residency for tuition purposes provided that he/she meets the same requirements for establishing residency in Massachusetts as are required of a United States citizen. Non-citizens who are in (or who are eligible to apply and who have applied for) refugee/asylum status are likewise eligible to be considered for Massachusetts residency for tuition purposes provided that they meet the same requirements for establishing residency in Massachusetts as are required of a United States citizen. All non-citizens must provide appropriate United States Citizenship and Immigration Services documentation to verify their status.
- 4) Those students whose higher education pursuits are funded by the Department of Institutional Assistance, the Massachusetts Rehabilitation Commission, or any of the other Commonwealth of Massachusetts public assistance programs.
- 5) A member of the Armed Forces of the United States who is stationed in Massachusetts on active duty pursuant to military orders, his or her spouse and dependent children. A person does not gain or lose in state status solely by reason of his or her presence in any state or country while a member of the Armed Forces of the United States.
- 6) Full time faculty, professional staff, and classified staff employees of the public higher education system and their spouses and dependent students.

Additional information is presented in the following document: [Residency Status for Tuition Classification Purposes](#).

AP 4200 Residency Status for Tuition

Additional documents related to residency status are presented [here](#).

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CHAPTER 5: FINANCIAL AID AND
FINANCIAL SERVICES

CP 5000 Types of Aid and Application Requirements

Status	Active
Legal Authority	MGL Chapter 15A
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall offer several types of financial aid – grants, loans, scholarships, and work study opportunities – in accordance with institutional, state, and federal processes and requirements.

In order to be considered for financial aid, students shall submit the Free Application for Federal Student Aid; in order to maintain eligibility for financial aid, students shall meet all academic and other requirements and comply with all College policies and procedures.

AP 5000 Types of Aid and Application Requirements

Detailed information about applying for different types of financial aid is available [here](#).

CP 5100 Tuition Waivers and Tuition and Fee Discounts

Status	Active
Legal Authority	MA Board of Higher Education; NSCC Board of Trustees
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Guidelines, eligibility requirements, and allocation procedures for all tuition waivers and tuition discounts shall be established by the Massachusetts Board of Higher Education and institutional fee discount programs shall be established by the North Shore Community College Board of Trustees. North Shore Community College shall offer eligible students tuition waivers in accordance with institutional, state, and federal requirements, fee discount programs in accordance with program criteria, and the College shall comply with all reporting and auditing mandates as required by state law.

AP 5100 Tuition Waivers and Tuition and Fee Discounts

Detailed information about eligibility requirements and guidelines is presented in [Tuition Waivers](#), a document from the Massachusetts Assistance Student Success Program. The MA Commonwealth Commitment, a tuition discount program, is presented in [MA Commonwealth Commitment](#) and North Shore Community College Promise Award, a fee discount program, is presented in [NSCC Promise Award](#).

CP 5200 Satisfactory Academic Progress Requirement

Status	Active
Legal Authority	United States Department of Education
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with requirements of the U.S. Department of Education with regard to allocating financial aid, North Shore Community College shall review students' academic records every semester to determine if they are making Satisfactory Academic Progress (SAP).

A student must be in good academic standing to continue to receive financial aid as determined by the following criteria:

- The student is not on academic suspension;
- The student has a minimum completion rate of 67% for the academic program in which s/he/they is enrolled, determined by dividing all cumulative earned credits by attempted credits (a student will not earn credits for F, FN, W, or IP grades but the credits and also repeated coursework are counted as attempted credits);
- The student has maintained a Cumulative Grade Point Average (CGPA) of 2.0; and,
- The student is completing his/her/their academic program in a timely fashion (a student shall receive financial aid for up to 150% credits for his/her/their program).

Students may receive financial aid for a repeating a course in which they received a passing grade (D or higher) only once. In addition, if repeating or retaking a course, students may receive financial aid for a course that they previously failed until they pass the course. However, the repeated coursework may impact a student's completion rate and maximum credits.

Students may receive financial aid for a maximum of 30 attempted credits in developmental courses, with the exception of English as a Second Language courses that do not count towards the degree and are excluded from the maximum credit review (these courses shall still be counted towards the completion rate and the CGPA).

Students shall not be able to receive financial aid for non-credit courses offered by the Corporate and Community Education Division; these courses shall not be considered in the determination of SAP.

AP 5200 Satisfactory Academic Progress Requirement

I. SAP Status

Students shall receive information about their SAP status through their NSCC Intranet account.

- Making Satisfactory Progress – No further action is required.
- Financial Aid Warning – The student is not meeting SAP criteria for the current semester but achieved SAP for the previous semester; the student should complete all courses for the semester and earn grades of C or better.
- Financial Aid Denial – After the warning semester, the student did not meet the SAP criteria.
- Reached Maximum Credits – The student has nearly reached the 150% of credits to complete his/her/their academic program.
- Financial Aid Suspension – The student has submitted an appeal and either did not meet the terms of the appeal or did not meet the SAP criteria.
- Max Credit Suspension – The student has submitted an appeal but did not meet the terms of the appeal or has exceeded the number of allowable credits and cannot submit an appeal.
- Approved Probation Semester – The student’s appeal has been approved for the semester, and the student must maintain a grade of C or better in all courses and not withdraw, fail, or receive an IP grade in a course.

II. Financial Aid Appeal

A student shall have a one-time option to appeal their financial aid denial or if they reached maximum credits. The [Financial Aid Appeal Form](#) shall present deadlines and detailed information about submitting required documentation. Appeals shall not be processed after the first day of classes for the semester.

Once the appeal is reviewed, a decision shall be posted on the student’s NSCC Intranet account. If the appeal has been approved, the student’s final semester grades shall be reviewed to ensure that he/she/they met all requirements of the appeal, and the student’s probation period may be extended for the following semester. If these requirements have not been met, the student shall then be placed on financial aid suspension.

CP 5300 Financial Aid Withdrawal

Status	Active
Legal Authority	US Department of Education; MA Board of Higher Education
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with state and federal requirements, North Shore Community College shall recalculate financial aid eligibility for students who withdraw, drop out, or are dismissed prior to completing 60% of a semester. The number of days attended divided by the number of days in the semester shall be calculated to determine the percentage of financial aid that shall be received. If a student leaves the College after completing 60% of the semester, they shall be entitled to receive 100% of their state and federal financial aid.

The College shall adjust financial aid based on the number of credits for the classes attended; if students do not drop or withdraw from courses and stop attending, financial aid will be recalculated and students may be required to pay the remaining balance (please refer to CP 5405, Refund of Financial Aid for additional information).

If a student withdraws from the College and is entitled to a post-withdrawal disbursement of financial aid, the College shall notify the student and allow 14 days for s/he/they to respond to the notification.

AP 5300 Financial Aid Withdrawal

Specific procedures relating to financial aid withdrawal are [here](#).

CP 5400 Student Payments

Status	Active
Legal Authority	MGL Chapter 15A
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Students who register for courses prior to the payment due date for the semester shall submit payment in accordance with one of the following options by said due date; students who register after the payment due date shall submit payment at the time of registration:

- Payment in Full – Payments may be submitted in person, by mail, by telephone, or through their NSCC Intranet account.
- Payment Plans – Monthly interest free payments may be submitted for students enrolled in credit programs and non-credit programs.
- Payment with Financial Aid – Students shall submit all required documentation to receive financial aid for the semester.
- Third-Party Payments – Payments shall be made by a sponsor who shall be required to submit a letter of intent or purchase order from an employer or organization.

Students who fail to act on a payment option by the deadline shall be dropped from the course for non-payment. Students who have an outstanding obligation after the start of the semester may be assessed a \$50 late fee, and Student Financial Services shall place a balance due hold on student accounts.

Students who have an outstanding financial obligation shall not be allowed to receive a diploma, transcripts, or register for future semesters.

All non-credit course payments shall be due at the time of registration.

AP 5400 Student Payments

Specific procedures regarding student payments are [here](#).

CP 5405 Refund of Financial Aid

Status	Active
Legal Authority	MGL Chapter 15A
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall refund tuition and fees under specific circumstances. If students withdraw from courses or make a change to their enrollment status that creates a credit balance, the Office of Student Financial Services shall review the student's account and determine if the student is eligible for a refund. For students receiving financial aid and/or outside agency payments, the College shall review the account to determine if funds must be returned and shall directly refund agencies that have made payments on behalf of the student.

AP 5405 Refund of Financial Aid

Students seeking to setup an eRefund profile, may accomplish that in the NSCC Intranet account, as follows:

- Select the School Services Tab at the top
- Select Account Inquiry and Payment Options
- Select the "Electronic Refunds" option under My Profile Setup or the "Refunds" tab at the top to setup an ACH profile

Student Financial Services staff will review any credit balance on a student's account and determine if eligible refund(s) should be sent back to the credit card(s) that were used to make web payment(s), to the verified ACH profile, or mail a paper check to the address on file. If there is no sufficient credit card payment(s) on file, the refund will be sent to the verified ACH profile, or be processed as a paper check.

Contact: Student Financial Services at SFS@northshore.edu or 978-762-4189.

CP 5410 Past Due Balance

Status Active
Legal Authority [M.G.L. ch.62D](#)
 [M.G.L. ch.7A](#)
 [815 CMR 9.00](#)

Adopted

Last Reviewed Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall be responsible for making diligent efforts to contact all students to collect amounts owed on their student accounts; the College may contact students through billing statements, outreach efforts by telephone or email, and final notices.

Student accounts that are deemed delinquent due to non-payment shall be referred to the Commonwealth of Massachusetts, found [here](#), to intercept the amount due. The payment may be intercepted from state and/or federal tax refunds under [Massachusetts General Law, Chapter 62D](#) and [Chapter 7A](#).

The past due balance shall also be assigned to an outside collection agency under Massachusetts General Law Chapter 7A and [815 CMR 9.00](#) and an additional 18% collection fee shall be added to the total due. Students shall be held liable for the total amount due including the collection fees. In addition, students who have a past due balance shall not be allowed to register or request transcript(s) until the balance is paid in full.

AP 5410 Past Due Balance

Specific procedures for addressing past due balances are [here](#).

CP 5415 Veterans Benefits and Transition Act of 2018

Status	Active
Legal Authority	Title 38 United States Code Section 3679(e) School Compliance Form
Adopted	Adopted 9/24/19 by NSCC Board of Trustees
Last Reviewed	

North Shore Community College (NSCC) is designated as a “Veteran Friendly” institution. Student Veterans and their dependents, who submit a certificate of eligibility for Entitlement to Educational Assistance under Chapter 31 or 33, will be considered “covered individuals”. NSCC allows all “covered individuals” to enroll, attend classes and have full access to all institutional resources.

While all financial aid recipients may be entitled to borrow Direct Loans, NSCC does not and will not require a student or in particular a “covered individual” to borrow a student loan to cover their tuition and fee obligations.

NSCC identifies “covered individuals”, receiving their Chapter 31 or 33, and ensures that they are not charged late fees due to any delays in their disbursement funding from the Veterans Administration (VA).

AP 5415 Veterans Benefits and Transition Act of 2018

In development.

CP 5500 Student Financial Services

Status	Active
Legal Authority	MGL Chapter 15A Section 9b ; MGL Chapter 15A Section 22
Adopted	
Last Reviewed	Reaffirmed 6/19/19 by NSCC Board of Trustees

North Shore Community College shall provide opportunities and support services to ensure that students can access federal, state, NSCC Foundation and other sources of financial aid for which they are eligible.

AP 5500 Student Financial Services

NSCC students are assessed tuition and fees upon registering for courses. The Office of Student Financial Services (SFS) establishes and communicates student charges and billing due dates. SFS assists students with their financial planning and options for payment. Payment options include public financial aid available to those who qualify, on-line payments, payment plans, third party contracts, or other acceptable payment methods, such as checks or credit cards. Students are responsible for withdrawing from the courses they do not attend or stop attending. Students who stop attending classes or do not attend, but fail to withdraw by the end of the add/drop period will be responsible for paying for their courses. North Shore Community College will refund tuition and fees up to a certain point and post refund deadlines in order for students to know and have clear access to information on how to obtain a refund.

When students withdraw from courses or make a change to their enrollment that creates a credit balance, SFS will determine if eligible refunds should be sent back to the credit card(s) that were used to make web payment(s), to the verified ACH profile, or mail a paper check to the address on file. For students with financial aid and/or outside agency payments, SFS will determine if financial aid will need to be returned to the issuer or if the student may keep a portion. SFS will provide an appropriate refund directly to any other agencies that have made a payment on a student's behalf.

Students may set up an ACH profile to receive refunds electronically (eRefund). Students may also update their bank account information or cancel the eRefund profile online any time.

CP 5505 Emergency Financial Resources

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College shall provide emergency and other financial resources to students in need to help students retain and complete their educational goals and programs. Institutional and Foundation supports and grants shall be administered by Student Financial Services.

AP 5505 Emergency Financial Resources

A compilation of emergency and other supports, including financial resources, can be found [here](#).

CP 5600 Verification Process

Status	Active
Legal Authority	<u>34 CFR 668.53</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with federal regulations, the North Shore Community College Office of Financial Aid shall verify the accuracy of information submitted on the Free Application for Federal Student Aid; in addition to students selected by the U.S. Department of Education, College administrators at their discretion shall reserve the right to select additional students for the process of verification. The discretionary selection may be generated randomly, due to conflicting information, or due to concerns that data may not be accurate or complete.

AP 5600 Verification Process

Detailed information about the verification process is presented [here](#)

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND ADMINISTRATIVE PROCEDURE MANUAL

CHAPTER 6: ENROLLMENT AND MATRICULATION

CP 6000 Orientation for New Students

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All new matriculated students at North Shore Community College shall be required to participate in New Student Orientation programs that shall include the following primary activities:

- Academic advising and planning;
- Course selection and registration;
- Opportunities to meet with College administrators, faculty and staff members, and students; and,
- Opportunities to learn about support services, extracurricular activities, and resources at the College.

The College shall offer New Student Orientation programs at Danvers and Lynn campuses.

AP 6000 Orientation for New Students

Specific procedures and information on orientation for new students are [here](#).

CP 6100 Health Insurance and Immunization Requirements

Status	Active
Legal Authority	MGL c111M
Adopted	2006
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Health Insurance

Students enrolled in a program taking nine or more credits at North Shore Community College shall be required to have health insurance according to the Massachusetts' Universal Health Insurance law, MGL c 111M, [here](#). Students who have comparable coverage required by the regulation and do not wish to purchase the College Student Health Insurance plan must submit his/her/their health insurance waiver in order to avoid paying the health insurance fee.

II. Immunization Requirements

In accordance with Massachusetts' Universal Health Insurance law, the following students shall meet immunization requirements:

- All full-time students (12 credits or more) matriculating into a credit or clock hour program, see [here](#);
- All full- and part-time students enrolled in a health professions program; and,
- All full- and part-time students on a student or other Visa, including foreign students attending or visiting classes as part of a formal academic visitation program.

Students shall submit completed immunization forms to Student Health Services prior to the start of classes for the semester; failure to do so shall result in an immunization hold on the student account inhibiting access to grades and processing of final transcript requests. The immunization hold shall remain on the student account until all required documentation is submitted. Detailed information about current immunization requirements is presented [here](#).

AP 6100 Health Insurance and Immunization Requirements

I. Health Insurance

Students must submit his/her/their health insurance waiver online at the [Arthur J. Gallagher & Co. website](#) in order to avoid paying the health insurance fee. Information on the state law can be found [here](#).

II. Immunization Requirements

The immunization form is presented at [here](#).

CP 6200 Basic Skills Core Requirements

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall ensure that all students are assessed and placed in courses which are appropriate to their academic skills. Students who cannot document proficiency through an alternative means shall be required to complete computerized placement tests to determine the current level of ability in communications and mathematics, and the results shall be used to determine appropriate course placement. In addition, the results shall verify proficiency for courses that require prerequisites.

NSCC policy pertaining to multiple measures and scoring for basic skills requirements is detailed in CP 8100 Basic Skills Proficiency (pp 8-12). As per the Student Confidentiality Policy (CP7000), the Center for Alternative Studies and Educational Testing does not provide information to any external sources regarding an individual's test scores unless written permission is received from the student.

AP 6200 Basic Skills Core Requirements

Basic Skills Core

Students must meet certain requirements before registering for college-level courses. These are called pre-requisites and often pertain to communications and mathematics proficiencies known as basic skills core requirements. Requisite skills level may be accomplished in a number of ways. Students must demonstrate a minimum proficiency in communications and mathematics in order to graduate in a credit based degree or certificate.

Communications Proficiency

Communications Proficiency may be achieved in the following ways:

1. By Testing:
 - A score of 68 or higher on the Reading section of the Computerized Placement Test plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test.
 - SATs taken prior to the redesign in 2016, a score of 500 or higher on the Reading portion of the SAT plus a score of 500 or higher on the Writing portion of the SAT. If students achieve a 500 or better in Reading but not Writing, they need to pass the WritePlacer Section of the Computerized Placement Test with a score of 7 or higher on the 12 point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test. If they achieve a 500 or better in the Writing but not the

Reading, they need to achieve a score of 68 or higher on the Reading section of the Computerized Placement Test.

- For the Redesigned SAT (taken 2016 or later) a score of 550 on the Evidence Based Reading and Writing section.
 - A PSAT score of 550 on the Evidence Based Reading and Writing section.
 - A score of 80 percent correct or higher on the entry level Massachusetts Firefighters' Exam.
 - A score at or above 85 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version 3.0/4.0 plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test.
 - A score at or above 69 percent correct on the Reading Comprehension portion of TEAS (Test of Essential Academic Skills) version V plus a score of 7 or higher on the 12-point WritePlacer or a score of 4 or higher on the 8-point WritePlacer section of the Computerized Placement Test.
 - A score at or above 54 percent correct on the Reading/Reasoning section of the CNET (Center for Nursing Education and Testing) Exam.
 - A score of 3 or higher on the Advanced Placement English Test.
 - Acceptance into the VERIZON Next Step Program.
 - An ACT English score of 22 or higher.
2. By Course:
- Completing NSCC's [FFL012](#) and [FFL014](#) with C or better.
 - Completing NSCC's COM099 with C or better.
 - Completion and passing of Accelerated Learning Program (ALP) – CMP101 and COM015
 - Completing NSCC's ESL 122 and ESL 128 with A's.
 - Transferring courses and grades equivalent to the above or higher.
3. By Degree:

- An associate degree from a U. S. college or university will be accepted as demonstrated communications proficiency.
- A bachelor's degree from a U. S. college or university will be accepted as demonstrated communications proficiency.
- A master's degree from a U. S. college or university will be accepted as demonstrated communications proficiency.

For more information see <http://www.northshore.edu/cas/>

College Preparatory Courses

In order to succeed in college level courses and programs of study, students may need to improve their skills in Foundational Literacy and in Mathematics. All students are assessed when they come to the college to determine if they need college preparatory coursework to help them prepare for college-level reading and writing known as communications proficiency, English as a second language, or mathematics proficiency to achieve communications or mathematics proficiency. These courses may extend the time it takes a student to complete his or her academic program. In addition, these pre-college classes have academic credit, and credits earned from these course count when computing credits for satisfactory academic progress, financial aid, and veterans' benefits. However, credits earned in these classes do not count toward a credit certificate or associate degree; they are at a pre-college level and have no elective status.

A reading placement score (CRDR) of 68 allows students to take the WritePlacer (WP2W) exam. If a student scores below 68 on the CRDR, the student does not take WP2W and is instead directed to the appropriate foundational literacy class. Students who score within the placement band of 49-55 on the CRDR and have graduated from high school within the past ten years with a cumulative high school grade point average (HSGPA) of 2.7 or above are eligible for Level 2/ALP placement. A WP2W score from 0-3 places students into either level 2 reading and writing or ALP.

Therefore, Foundational Literacy Placement Proficiency is determined through: (1) A CRDR score of 68 and (2) a WP2W score of 4 or above or completion of foundational literacy coursework with a grade of "C" or better or any of the alternative placement methods available at the following link: [Communications Proficiency](#)

Mathematics Proficiency

Mathematics Proficiency may be achieved in the following ways:

1. By Testing:
 - A score of 56 or higher on the Arithmetic Skills section of the Computerized Placement Test.

- A score of 72 or higher on the Elementary Algebra section of the Computerized Placement Test.
 - SATs taken prior to the redesign in 2016, a score of 510 or higher on the mathematics SAT. This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 530 or higher can be used for placement into Precalculus1.
 - For the Redesigned SAT (taken 2016 or later) a score of 540 on the Math section. This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 560 or higher can be used for placement into Precalculus1.
 - A PSAT score of 540 on the Math section. This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 560 or higher can be used for placement into Precalculus1.
 - A score of 22 in ACT Math (This score can be used for placement into Liberal Arts Math, Introduction to Statistics, or Intermediate Algebra and a score of 24 or higher in ACT can be used for placement into Precalculus 1).
 - A score of 80 percent or higher on the entry level Massachusetts Firefighters' Exam.
 - A score of 44.4 percent or higher on the Mathematics section of the TEAS (Test of Essential Academic Skills) version 3.0/4.0.
 - A score of 60 percent or higher on the Mathematics section of TEAS (Test of Essential Academic Skills) version V.
 - A score of 8 or above on Part A of the Numerical Ability portion of the CNET (Center for Nursing Education and Testing) Exam.
 - A score of 3 or higher on either the Advanced Placement Calculus Exam or Advanced Placement Statistics Exam.
2. By Course:
- Completion of any NSCC math course at the 013 level or higher with a letter grade of C or better.
 - Successful completion of [MAT050](#) with a C or better.
 - Transferring any math course at the 100 level or higher to NSCC.
 - Transferring any physics course (PHY) to NSCC.

3. By Degree:

- A bachelor's degree will be accepted as demonstrated mathematics proficiency.
- A master's degree will be accepted as demonstrated mathematics proficiency.

4. By Other:

- Successful completion of Module 4.
- For 2014 high school graduates and beyond a documented HS GPA greater than 2.7.

NOTE: Documentation may include a copy of grade reports from other colleges, an unofficial or official transcript, a copy of an SAT report, an associate's (communications only proficiency), bachelor's or master's degree. For more information, see [here](#).

Students take CPT's in the Center of Alternative Studies and Educational Testing, located in DB-213 in Danvers or LS-215 in Lynn. No appointment is required. Testers receive a numerical score for mathematics and communications upon test completion. CPT's are untimed, except for the writing portion of the test. CPT's are comprised of the following:

- Communications:
 - Reading Comprehension - 20 multiple choice questions.
 - Writing is a five paragraph essay.
- ESL Communications:
 - Reading Comprehension - 20 multiple choice questions.
 - ESL Listening - 20 multiple choice listening questions.
 - Writing is an essay in response to a prompt.
- Mathematics:
 - Divided into three operations: Arithmetic - 17 multiple choice questions covering fractions, decimals and percents. Determines Mathematics proficiency;
 - Elementary Algebra - 12 algebra questions. Places students into courses from Elementary Algebra 1 - Precalculus; and College Level Math - 20 questions. For placement into Precalculus and Calculus.

A photo ID (valid driver's license or school ID with photo) and signature are required for admission to a testing session. Calculators and dictionaries are not permitted. Scrap paper and pencils are provided. Study Guides are available on the Test Prep Resources page, shown : [here](#)

CP 6300 Change of Program of Study

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Students shall be allowed to change their program of study only once per academic semester. All program change requests shall be submitted during the first three weeks of the fall or spring semester; any requests submitted after the first three weeks shall be processed for the following semester.

AP 6300 Change of Program of Study

A student who is considering a change should meet with an academic advisor to discuss career and educational goals. A student requesting more than one change of program per semester must have the written approval of an advisor. A student requesting a change to a selective admissions program must enter the admissions process and meet the current admission requirements.

Students requesting a change to a selective admissions program must enter the admissions process and meet the current admission requirements of that program.

To complete the Change of Program Request form, students are required to meet with an Academic Advisor to discuss career and educational goals. Students are also required to meet with a Student Financial Services Counselor to discuss potential Financial Aid and/or payment repercussions. Students who receive Veterans benefits are required to meet with a Veterans Certifying Official.

CP 6400 Community College Transfer Principles

Status	Active
Legal Authority	Massachusetts Department of Higher Education
Adopted	June 20, 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The community colleges of the Commonwealth of Massachusetts, in order to ease and clarify the process of transferring earned credit from one college to another, whether among themselves or from other public or private institutions; to provide standards for the evaluation of alternative sources of credit; to reduce the time and cost of completing a college education; and to increase the opportunities for graduation of their students, established the [Community College Transfer Principles](#). These Principles respect the academic standards, quality, and integrity of each of the Massachusetts community colleges.

The Transfer Principles address issues of academic credit earned through coursework completed at one institution and transferred to another. They also address the related issue of credit earned through alternative sources of credit, such as examinations, professional courses, military training, and other prior learning experiences.

CP 6405 Transfer of Courses and Credits

Status	Active
Legal Authority	
Adopted	November 14, 2018
Last Reviewed	November 14, 2018 by NSCC Board of Trustees

Students must complete admission requirements and arrange for official transcripts to be sent from any colleges previously attended. Transfer credit is granted for comparable coursework completed at other accredited institutions of higher education with a grade of ‘C-’ or higher provided that course content relates to a student’s program of study. An accepted transfer course will be recorded on the College transcript using the transfer grade and a “T plus the letter grade.” This information will be used to ensure the satisfaction of all course prerequisites. The grades from transfer courses are not used in calculating NSCC student GPA. By accepting transfer courses, the College is making no representation as to the transferability of those courses to any other institution of higher education. Transfer students who have taken computerized placement testing (CPT) at another Massachusetts Community College or State University can submit those scores to the Center for Alternative Studies and Educational Testing for evaluation at NSCC. Score reports from college equivalent testing services such as CLEP and DANTES can be brought to the Center for Alternative Studies and Educational Testing for evaluation if applicable.

AP 6405 Transfer of Courses and Credits

Students may contact the Center for Alternative Studies and Educational Testing for information on obtaining credit for college equivalent professional training and prior learning. North Shore Community College encourages application from transfer students and makes every effort to accept all applicable college-level credits.

Students must contact their previous institutions) of higher education to request that official transcripts be sent to Enrollment & Student Records at North Shore Community College. Upon receipt, the coursework shall be evaluated, and students shall receive written notification of the courses for which transfer credit was granted. NSCC strives to have requests completed within 1-3 weeks of receipt.

For coursework completed at institutions of higher education outside of the U.S., students must submit a professional evaluation of the coursework; specific information is available [here](#).

Students may appeal a transfer credit decision by sending an email message to records@northshore.edu and presenting the following information:

- The name of the course;
- The course description;
- The name of the institution of higher education where the course was taken; and,

- Why the student is requesting the transfer credit.

This information will be reviewed by a committee of transfer credit evaluators for re-evaluation, and the student should expect a final decision at his/her/their College email account within two weeks of receipt of the email message requesting the appeal.

CP 6410 MassTransfer

Status	Active
Legal Authority	MA Board of Higher Education
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

MassTransfer is a collaboration between the Commonwealth's community colleges, state universities and the University of Massachusetts. System-wide resources and policies allow for students to transfer seamlessly, stay on track and minimize the time it takes to earn a bachelor's degree.

MassTransfer provides any student in the Massachusetts public higher education system who completes the [General Education Foundation](#) with the benefit of satisfying the general education/distribution/core requirements at any other public higher education institution (with the receiving institution able to add no more than six additional credits or two courses).

MassTransfer seeks to reward community college students who complete associate degrees at Massachusetts community colleges before they enroll in linked bachelor's programs at Massachusetts state universities or University of Massachusetts campuses. Not only does MassTransfer guarantee full transfer of a minimum of 60 credits but, depending on their final GPA and/or prerequisite coursework, students who complete [A2B Degrees](#) (Associate to Bachelor's) may also receive guaranteed admission and tuition discounts.

A2B Degree students who attend full-time and earn a 3.00 GPA or higher also have the opportunity to participate in the [Commonwealth Commitment](#). The Commonwealth Commitment (available in "A2B Mapped" majors only) further rewards students with a freeze on tuition & fees for all four years, and 10% end-of-semester rebates.

Detailed information about these Pathways is presented [here](#).

CP 6500 Fresh Start

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

Students who have been absent from North Shore Community College for two years or longer shall have the option to request to re-enroll under the terms of the Fresh Start program; a returning student with a poor academic history (below a 2.0 cumulative grade point average CGPA) may request to be re-admitted as a transfer student. Courses completed during earlier periods of enrollment with grades suitable for transfer shall be accepted toward graduation but shall not be included in the cumulative average. Courses completed during earlier periods of enrollment with non-transferable grades shall not be counted toward graduation or included in the cumulative average.

The Fresh Start option shall be exercised only once. If the Fresh Start option is selected, all prior coursework and grades shall remain on the student's transcript. Students who implement the fresh Start option shall not be eligible for subsequent F Waivers.

Fresh Start status shall not apply to financial aid. Financial aid recipients must be making satisfactory progress toward their degree and their complete academic history shall be reviewed when determining eligibility for aid.

Exercising the Fresh Start option shall not allow a student to bypass the admission requirements of selective admission programs of the program's re-admission policies and procedures. A student's entire academic history shall be considered for admission or re-admission into these programs.

AP 6500 Fresh Start

Fresh Start applications are available in the Student Support and Advising Center and must be completed in consultation with an Academic Advisor.

CP 6600 Cross-Registration with the Northeast Consortium of Colleges and Universities in Massachusetts

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Northeast Consortium of Colleges and Universities in Massachusetts (NECCUM) is a consortium of 9 private and public, two- and four-year institutions of higher education that are linked by geographic proximity and a commitment to enhance the experience of students through cooperative programs. Full-time students at North Shore Community College shall be eligible to take up to 2 courses per semester at any of the eight other NECCUM institutions:

- Endicott College;
- Gordon College;
- Merrimack College;
- Middlesex Community College;
- Montserrat College of Art;
- Northern Essex Community College;
- Salem State University; and
- University of Massachusetts at Lowell.

AP 6600 Cross-Registration with the Northeast Consortium of Colleges and Universities in Massachusetts

Students who are interested in enrolling in NECCUM courses should contact the NSCC Office of the Registrar.

CP 6700 Withdrawal from the College

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Students shall be considered enrolled until they officially withdraw from the College. Notifying the instructor or ceasing to attend class does not constitute official withdrawal. Students who do not formally withdraw will receive all 'F' grades for enrolled courses, which will result in a change of status for the following semester (see CP 8400 Good Academic Standing and Satisfactory Progress for additional information).

AP 6700 Withdrawal from the College

Students are strongly encouraged to meet with an academic advisor and/or financial aid counselor prior to withdrawing. For withdrawal dates, see the academic calendar [here](#).

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CHAPTER 7: STUDENT RECORDS AND
RIGHTS

CP 7000 Student Records and Confidentiality

Status	Active
Legal Authority	<u>Family Educational Rights and Privacy Act</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall keep official, permanent records on all students. The academic record shall be the only permanent record guaranteed maintenance in perpetuity and shall be kept in the Enrollment and Student Records Office. In accordance with the provisions of the [Family Educational Rights and Privacy Act \(FERPA\)](#), commonly referred to as the “Buckley Amendment,” the College has adopted policies to protect the privacy rights of its students and/or parents.

FERPA affords students certain rights with respect to their educational records.

1. The right to inspect and review the student’s records within 45 days of the date the College received a request for access. Students shall submit to the Enrollment and Student Records Office written requests that identify the record(s) they wish to inspect. The Director of Enrollment and Student Records shall 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 the College to amend a record that they believe is inaccurate or misleading. The student shall clearly identify the part of the record they want changed and specify why it is inaccurate or misleading. If the College does not to amend the record as requested by the student, the College shall 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 shall 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 shall be a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official shall have a legitimate educational interest if the official needs to review an education record in order to fulfill his/her/their professional responsibility.
4. The College shall designate certain types of information as “directory information.” This shall include the student’s name, town of residence, degree information (includes

graduation date, honors status, and the degree or program in which the student is enrolled), enrollment status, and dean's list/other academic awards. Students may request to restrict release of this information, and this data shall not be released except as authorized by law. Requests to restrict directory information must be made in writing or emailed from student's College email account to the Enrollment and Student Records office. A student shall notify the College's Enrollment and Student Records Office within two (2) weeks of the beginning of each semester if s/he/they does not wish to have any or some of his/her/their student information designated as directory information. The College shall assume that failure of any student to do so indicates approval for release. Once requested, a student's record shall be flagged as confidential, and the College shall release no information to any requestor under any circumstances except as authorized by FERPA, such as a Court order. The request shall remain in place until the student officially rescinds the status of his/her/their records.

5. Notwithstanding the College's definition of directory information, the Department of Defense (DOD) pursuant to the Omnibus Consolidated Appropriations Act of 1997 (The Solomon Amendment), identifies the following information as "student recruiting information": student name, address, and telephone listing; and if known, student's age, level of education, and major. If the College receives a request for student recruiting from the DOD or one of its affiliated agencies, the College shall release the student recruiting information requested. Because the information sought by the DOD may include information not designated as directory information under the College's policy, compliance with the DOD's request may result in the release of personally identifiable information. When student recruiting information is released pursuant to the DOD request, notice of the request and release of the information shall be posted in a conspicuous location in the College's Enrollment and Student Records Office for a period equaling an academic year.
6. If a student has exercised his/her/their right to request that no information be designated as directory information, then no information shall be released to any third party, including the DOD.
7. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA.

Family Policy Compliance Office
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605

Additional information about FERPA is available in the Enrollment and Student Records Office.

CP 7100 Student Transcripts

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

Academic transcripts shall be requested in writing with a valid signature or from a student's College email account. North Shore Community College transcripts shall be provided free of charge. The College shall not fax or email transcripts to any party.

Upon receipt of the completed request, official transcripts shall normally be mailed within 5 to 7 business days, except during peak work periods when it may take up to 3 weeks.

AP 7100 Student Transcripts

The Transcript Request Form is available [here](#).

CP 7200 Change of Personal Information

Status	Active
Legal Authority	
Adopted	September 16, 2011
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Legal Name

A student's legal name shall be used on all North Shore Community College documents, systems and communications external to the College and/or where a legal name is required. Examples include, but shall not be limited to:

- Financial aid records;
- Student account records;
- Student Personally Identifiable Information;
- Student directory information;
- Payroll records;
- Health records;
- Official transcripts;
- Federal immigration documents; and
- Interactions with government agencies.

In order for any student to change their legal name on College records, a student shall present a certified copy of a court order or other legal document indicating a legal name change has been granted.

II. Preferred First Name

The College recognizes that some students may prefer to use a first name other than their legal name to identify themselves. As long as the use of a preferred first name is not for an improper purpose, the College acknowledges that a preferred first name can and should be used where possible in the course of College business and education. Students may use a preferred first name wherever a legal name is not required on internal documents, communications, systems, and web portals. At present, preferred first name will appear on:

- Faculty Class Rosters;

- Student ID Cards Diplomas and Honor Certificates; and,
- Blackboard accounts.

III. Sex Designation

In order for any student to change their sex designation in official College records, a student shall provide a certified copy of a court order, or other legal identification, such as a Massachusetts driver's license, reflecting the change in sex.

AP 7200 Change of Personal Information

The process to change a legal name can be found by [clicking here](#).

The process to declare a preferred first name is as [follows](#):

- **New or Returning Student:**
A new student is a first time NSCC applicant who has never enrolled in a NSCC course. A returning student is someone who has not been enrolled in a NSCC course in the last 2 years. A preferred first name can be declared on the admissions application or at the time of re-admission.
- **Current Student:**
The Preferred First Name Form is located [here](#). Please allow 5-7 days for the request to be processed. Questions regarding the process can be forwarded to records@northshore.edu from a NSCC student email.

CP 7300 Enrollment and Degree Verification

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall respond to enrollment and degree verification requests submitted by students enrolled at the College and agencies but shall not release information on any student whose record is marked as confidential unless a release form is received from the student. The College shall not be able to verify enrollment for an upcoming semester until the student is registered for the semester.

AP 7300 Enrollment and Degree Verification

North Shore Community College shall process an [Enrollment Verification form](#) within 5 - 7 business days.

CP 7400 Maintenance of Educational Records

Status	Active
Legal Authority	
Adopted	April 2019
Last Reviewed	2019

All enrollment records, referenced on the website (<http://www.northshore.edu/registrar/>) as academic records, are maintained in the College's Student Information System (SIS). Student academic records that were stored on microfiche were entered into, and are currently housed in, the College's SIS. Inherited records are stored on the Danvers campus in the archives. The College policy regarding records retention and destruction can be found by viewing *CP13305 Records Retention and Destruction*.

AP 7400 Maintenance of Educational Records

Confidential records that require destruction shall be the responsibility of the respective department. Records shall be destroyed at the department level using cross-cut office shredders or through the Auxiliary Services Department bulk record destruction process.

Confidential records requiring destruction through the Auxiliary Services Department must adhere to the Auxiliary Services Department Record Destruction Policy & Procedures (please refer to CP 20700, Auxiliary Services). A Record Destruction Request form (#AS-07) must be submitted. If transport of records to the Auxiliary Services Department is required, a Pick-Up/Delivery Request form (#AS-05) must be submitted in advance for pick-up of records for delivery to the secured destruction area located in the archives, DH-225. Both forms should be submitted to the Staff Associate of Auxiliary Services.

Confidential records that require destruction shall be kept in locked containers in a secured location (archives, DH-225) awaiting destruction. The destruction of these records shall be the responsibility of the Auxiliary Services Department and shall periodically be scheduled using an approved state awarded vendor that is AAA certified by the National Association for Information Destruction.

Records shall be destroyed using on-site cross-cut destruction methods with a provided certificate of destruction supervised by the Auxiliary Services Department.

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CHAPTER 8: ACADEMIC AFFAIRS

CP 8000 Programs of Study

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall offer lifelong education through certificate and degree programs in credit and noncredit contexts. Driven by the College's mission to promote social and economic improvement through liberal arts and career preparation, NSCC programs shall be planned and developed in response to emerging community and regional needs.

AP 8000 Programs of Study

North Shore Community College offers 45 credit programs leading to an associate in arts, associate in science, or associate in applied science degree, and 27 credit certificate programs. In addition, there are three clock-hour programs and 34 noncredit certificate and certification training programs.

Comprehensive information about different programs of study at North Shore Community College is presented [here](#).

CP 8005 Accreditation of Programs of Study

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College, as an institution, shall be accredited by the New England Association of Schools and Colleges (NECHE) through its Commission on Institutions of Higher Education (CIHE). The College shall decide which individual programs should be accredited by national professional organizations within particular career fields where such accreditation is required and/or provides assurances as to the quality of those specific programs.

AP 8005 Accreditation of Programs of Study

North Shore Community College has determined that specific programs of student should be accredited by outside national professional association, as follows:

Drug & Alcohol Rehabilitation Program

The Drug & Alcohol Rehabilitation Program, including the Substance Abuse Certificate Program, is accredited by:

The Massachusetts Department of Public Health Bureau of Substance Abuse Services (BSAS)
250 Washington Street
Boston, MA 02108-4619
Phone: (617) 624-5000
Fax: (617) 624-5206
Website: <http://www.mass.gov/eohhs/gov/departments/dph/programs/substance-abuse/>

Early Childhood Education Program

Early Childhood Education Program is accredited by:

The National Association for the Education of Young Children (NAEYC),
1313 L Street NW,
Suite 500,
Washington, DC 20005-4101
Phone: (202) 232-8777, (800) 424-2460;
Fax: (202) 328-2604;
Website: <http://www.naeyc.org>

Medical Assisting Program

The Medical Assisting Program is accredited by [the Commission on Accreditation of Allied Health Education Programs](#) upon the recommendation of the Medical Assisting Education Review Board (MAERB).
Commission on Accreditation of Allied Health Education Programs

25400 US Highway 19 N., Suite 158
Clearwater, FL 33763
Phone: 727-210-2350
Email: www.caahep.org

Nurse Education Program

The Nurse Education Program is approved by the Massachusetts Board of Registration and accredited by:

Accreditation Commission for Education in Nursing,
3343 Peachtree Road NE,
Suite 500,
Atlanta, Georgia, 30326
Phone (404) 975-5000;
Website: <http://www.acenursing.org>

and approved by:

The Massachusetts Board of Registration in Nursing,
239 Causeway Street,
Suite 200, 2nd Floor,
Boston, MA 02114
Phone: (617) 973-0800;
Fax: 1 (800) 414-0168;
Website: <http://www.state.ma.us/reg/boards/rn/>

Occupational Therapy Assistant Program

The Occupational Therapy Assistant Program is accredited by the Accreditation Council for Occupational Therapy Education (ACOTE) of the American Occupational Therapy Association (AOTA).

Accreditation Council for Occupational Therapy Education [ACOTE]
c/o Accreditation Department
American Occupational Therapy Association (AOTA)
4720 Montgomery Lane, Suite 200
Bethesda, MD 20814-3449
Phone: (301) 652-2682
Website: www.acoteonline.org

Paralegal Program

The Paralegal Program is approved by:
American Bar Association
321 N. Clark Street, 19th Floor,
Chicago, IL 60654-7598,
Fax: (312) 988-5483;

Phone: (312) 988-5617;

Website: <http://apps.americanbar.org/legalservices/paralegals/directory/home.html>

Physical Therapist Assistant Program

Physical Therapist Assistant is accredited by:

The Commission on Accreditation in Physical Therapy Education (CAPTE),

1111 North Fairfax Street,

Alexandria, VA 22314-9902,

Phone: (703) 684-2782;

Website: <http://www.apta.org>

Practical Nursing Program

The Practical Nursing Program is accredited by the Accreditation Commission for Education in Nursing (ACEN) formerly the National League for Nursing Accrediting Commission, Inc. (NLNAC).

Accreditation Commission for Education in Nursing

3343 Peachtree Road NE, Suite 850

Atlanta, GA 30326

Phone: (404) 975-5000

Website: <http://www.acenursing.org>

and approved by:

The Massachusetts Board of Registration in Nursing,

239 Causeway Street,

Suite 500, 5th Floor,

Boston, MA 02114

Phone: (617) 973-0900;

Website: www.mass.gov/dph/boards/rn

Radiologic Technology Program

The Radiologic Technology Program is accredited by:

The Joint Review Committee on Education in Radiologic Technology (J.R.C.E.R.T.),

20 North Wacker Drive,

Suite 2850,

Chicago, IL 60606-3182

Phone: (312) 704-5300;

Fax: (312) 704-5304;

email: mail@jrcert.org;

Website: <http://www.jrcert.org>

Respiratory Care Program

The Respiratory Care Program is accredited by:
Commission on Accreditation of Respiratory Care,
1248 Harwood Road
Bedford, TX 76021-4244
Phone: (817) 283-2835 ;
Fax: (817) 354-8519;
Website: <http://www.coarc.com/>

Surgical Technology Program

The Surgical Technology Program is accredited by [the Commission on Accreditation of Allied Health Education Programs](#) upon the recommendation of Accreditation Review Committee on Education in Surgical Technology (ARC-EST)

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 N., Suite 158
Clearwater, FL 33763
Phone: 727-210-2350
Website: www.caahep.org

Veterinary Technology Program

Veterinary Technology Program is accredited by:
The American Veterinary Medical Association, (AVMA),
1931 North Meacham Road,
Suite 100,
Schaumburg, IL 60173-4360
Phone: (847) 925.8070 ;
Fax: (847) 925.1329;
email: avmainfo@avma.org;

CP 8010 Course and Program Development, Management, Assessment, and Discontinuance

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The curriculum of North Shore Community College is a dynamic melding of tradition and innovation. Curriculum and programs shall insure that students acquire the knowledge, attitudes, and skills to pursue further education, to enter the workforce and a global society, to be active, responsible citizens in the community, and to expand their worldviews. Acknowledging the individuality of each student, the curriculum shall respond to the broad range of talents, needs, abilities, and interests that students bring to the College. Through a wide selection of courses, a variety of instructional modes, and a comprehensive choice of programs of study, the curriculum shall provide students with the insight to understand themselves, the tools to shape their world, and the means to take active charge of their lives.

AP 8010 Course and Program Development, Management, Assessment, and Discontinuance

The following procedures relate to the development, management, assessment and discontinuance of North Shore Community College courses and programs:

The New Course Proposal (Regular and Special Topics) Approval Process: Guidelines for 0xx, 1xx, and 2xx level courses are:

- 0xx level courses prepare students for college level work. They do not fulfill graduation requirements.
- 1xx level courses are introductory college level course(s) or sequences that build skills to attain foundational competencies. A 1xx level course also prepares students for an upper level in-depth study in a particular discipline or integrated curriculum.
- 2xx level courses provide in-depth coverage of material within a specific discipline. Success in a 2xx college level course is grounded in the ability to synthesize material utilizing prior knowledge gained in 100 level, foundational competency courses or another 200 level course.

A. The New Course Proposal Process:

Step 1: Proposal Preparation – all new credit and clock hour course proposals must be prepared on Form A and the “Curriculum Committee Suggested Course Syllabus”. (See Appendix B) (Note: Special Topics courses are attached to the agenda for informational purposes only and do not require committee approval.) Revised 09/01; Revised 05/10/11

Step 2: Department/Program Approval – the originator must submit the Form A to the appropriate department/program for approval/disapproval. Course proposals must have approval of a majority of the department if the chairperson approves; approval of a 2/3 majority of the department if the chairperson disapproves. The Department Chairperson’s signature and date on Form A indicate appropriate approval.

Step 3: Division Approval – after review and approval by the department/program, the course must be approved by the division. Course proposals must have approval by a majority of the members of a division present at a division meeting if the Division Dean approves; approval by a 2/3 majority of the division present at a meeting if the Division Dean disapproves. The Division Dean’s signature and date on Form A indicate appropriate approval.

(Note: Course proposals that cross disciplines should be considered and approved/disapproved by each of the departments and divisions and signed by all accordingly. Division Deans will determine whether a proposal requires approval by two (or more) departments and will process accordingly.)

Step 4: Curriculum Committee Agenda – after department/program and division approval, the Division Dean forwards proposal to the Curriculum Committee Chair. All proposals must be signed by the Curriculum Committee Chair for placement on Curriculum Committee agenda. Approved 04/14/76; Revised 09/01

Step 5: Discussion/Action by Curriculum Committee – the originator of the proposal (or designee) should attend the Curriculum Committee meeting to explain the proposal. The proposal will pass the Curriculum Committee if approved by a majority of the members present. (Note: Special Topics proposals are attached to the agenda for information purposes only and do not require the committee approval.)

Step 6: Vice President for Academic Affairs (Or Designee) Approval – after favorable Curriculum Committee action, the Vice President for Academic Affairs (or designee) will sign the proposal signifying Curriculum Committee approval. Upon approval the Vice President (or designee) will assign a course number.

Step 7: President’s Approval – the course is formally approved when approved by the College President.

Step 8: Implementation – new courses will be implemented in accordance with Curriculum Committee policies. (see Section Two L & M)

Approved 05/06/75, Effective 09/01/75; Revised 11/04/75; 05/10/11

B. The Special Topics Courses Process: Special Topics courses are intended to:

- Encourage creativity and responsiveness to the rapidly changing credit needs, while preserving the integrity of regular catalog courses;

- Provide a formal classroom learning experience in cases when there appears to be a special interest and/or justification which is noted and written in detail on Form A;
- Be for audiences of 15 or more participants.

Special Topics course proposals may originate from the needs of students, faculty, and/or the community-at-large. The quality control of Special Topics is the responsibility of departmental faculty and department chairpersons. Every Special Topics course must be considered by all the faculty in the department from which it originates. In these courses, departments should ascertain how each course fits into its long range plans, clearly identify any and all equipment (new and presently owned) that the course will require, and clearly identify any other resources (library materials, films, etc.) that are necessary to provide a quality course.

A limit of two Special Topics courses per department or per curricula can exist at one time unless otherwise determined by the Division Dean due to exceptional circumstances. A Special Topics course cannot be a requirement in a Program of Study; only Regular Courses can be required in Programs of Study.

Special Topic Course Approval Procedure:

1. Proposals – All Special Topics course proposals will be completed on Form A in accordance with the “New Course Proposal Approval Procedure” (see Section Two, A) and with a detailed justification and the intended audience identified. The proposing department or program must approve the course. It is presented to the relevant division for feedback (not approval). It is then presented to Curriculum Committee as an informational item. Revised 2/12/13
2. Course Title – Titles of all Special Topics courses should follow the same guidelines as Regular courses.
3. Deadlines – The last date to submit any Special Topics course to the Vice President (or Designee) for the next semester is the last full week prior to regular courses being presented to the Associate Registrar. A department chairperson or division dean may appeal these deadlines for unusual circumstances to the Vice President for Academic Affairs (or Designee).
4. Administrative Processing – The Vice President for Academic Affairs (or Designee) shall process and sign all Special Topics courses. The Vice President for Academic Affairs (or designee) shall assign sequential numbers and be responsible for improvement, refinement, and future recommendations to facilitate the Special Topics mechanism. The Vice President (or designee) must be provided with Form A indicating approval/disapproval by respective Department Chairpersons/Program Coordinators and Division Deans. The Vice President (or designee) will process final approved copies to the Curriculum Committee to be included in the next meeting’s agenda, thereby placing the course in the official curriculum records. The designee will also ensure placement into the master course schedule/catalog.

5. Conversion to Regular Course – if the course is subsequently submitted as a Regular course proposal, it will be the responsibility of the Curriculum Committee to address pertinent questions concerning the course.

NOTE: Form A is to be used for both Regular and Special Topics course proposals.
Approved 04/08/75, Effective 09/01/78; Revised 11/07/78; 05/10/11

C. Changes in Approved Courses or Programs Process:

1. Proposal Preparation – all changes to approved credit and clock-hour courses and programs must be prepared on either Form C (courses) or Form P (program) (see Appendix B), which is available on the shared drive in the folder “Curriculum Committee.”

Changes needing Curriculum Committee approval for courses include, but are not limited to:

- Course title
- Elective status
- Course credits
- Course deletion
- Course description
- Pre/co-requisite

Note: If a change in course content is substantive, a Form A should be submitted, and the approval process outlined in Section Two A should be followed.

CP 8100 Student Assessment

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Center for Alternative Studies & Educational Testing (CAS) shall offer a wide variety of academic programs that promote lifelong learning and broaden educational opportunities for prospective and enrolled students. CAS shall develop and implement rigorous, fair, and comprehensive policies and procedures for assessing student progress and achievement; in addition, CAS shall implement rigorous, fair, and comprehensive policies and procedures for assessing students' prior learning experiences and granting College credit. Different methods for assessing prior learning experiences shall be utilized to translate these learning experiences into College credit.

(New Appendix- effective upon ratification of this agreement)

Appendix xx:

Principles Statement on Student Learning Outcomes and Assessment

Fundamental to the mission of the Massachusetts' Community Colleges is a commitment to high quality education and the promotion of student success. One vehicle to promote these objectives is Student Learning Outcomes which may be produced and assessed to plan improvements to courses, programs, and institutional effectiveness.

As the administration and unit members at individual Community Colleges establish Student Learning Outcomes processes to support additional strategies for successful student learning, the parties affirm the following principles as essential to the professional rights and responsibilities of unit members as set forth in the parties' collective bargaining agreement and the governance structures of each college:

- 1) Academic Freedom is a long-held principle in higher education and is defined in Article VII Academic Freedom and Responsibility of the parties' collective bargaining agreement. In acknowledging the core value of academic freedom, and that faculty have the subject matter expertise in their respective fields, the parties affirm that Student Learning Outcomes (SLOs) are faculty-driven and the development, implementation, and assessment of Student Learning Outcomes (SLOs) require the systematic involvement of faculty and appropriate unit professional staff.
- 2) Unit members are responsible for development of the SLOs, as well as methods, instruments and standards of assessment for instructional courses and programs. Faculty shall have primary authority over any dissemination of the assessment data and results at the course section level. Artifacts related to SLOs will be confidential and disassociated from individual unit members.
- 3) The administration of each college shall support and fund SLO training, professional development and ongoing work related to SLOs. As circumstances warrant, this may include, but not be limited to, reassigned time, stipends and other related items.
- 4) The colleges will be cognizant and respectful of the instructional role that part-time day unit faculty and full and part-time professional staff play relative to SLOs. Any work performed by them on SLOs will be performed and compensated per the terms of the collective bargaining agreement.
- 5) New institutional procedures (those that affect more than one discipline) for the development, implementation, and assessment of SLOs will be established with the involvement of the unit members pursuant to each institution's governance procedures and

AP 8100 Student Assessment

Detailed information about assessment requirement and procedures for different groups of students, assessment of prior learning experiences, and other assessment-related topics is presented [here](#).

CP 8105 Assessment Assurance

Status	Active
Legal Authority	College Assessment Committee, North Shore Community College
Adopted	January 2013
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The assessment program at North Shore Community College shall be:

- Easy to implement across disciplines and flexible while endorsing academic freedom;
- Transparent with respect to goals and expectations;
- Developmental, not punitive to individuals or programs;
- Iterative and embedded in the curriculum;
- Student outcome driven, addressing multiple contexts and variables;
- Equally qualitative and quantitative;
- Equally summative and formative;
- Built upon prior assessment work;
- Usable, generating data to enhance best practices of teaching, guide student learning experiences, and inform decision making and close the loop;
- Shared in aggregate form only; and
- Controlled by the College to complement statewide assessment policies and practices.

CP 8110 Assessment of Student Learning Outcomes

Status	Active
Legal Authority	
Adopted	June 19, 2019
Last Reviewed	2019

North Shore Community College is committed to providing excellent educational experiences and high-quality programs for its students. In order to assure that students are acquiring the skills, knowledge, competencies, and abilities needed to be successful and to routinely identify areas for improvement, the College strives to regularly engage in the evaluation and assessment of course, program, and general education student learning outcomes, as well as institutional learning outcomes.

These outcomes are measured in a variety of ways, both inside and outside of the classroom and institution. Assessment activities are conducted at all levels of the institution. Students, faculty, staff and administrators all play a role in student learning. Assessment methods include, but are not limited to, required student participation in exams, projects, written assignments, and presentations as well as opportunities such as focus groups, surveys, questionnaires, and interviews in which students may be asked to participate. All assessment-related data are kept confidential for individual students and released only in aggregate form; assessment artifacts may be retained for documentation, accreditation, and improvement purposes.

CP 8200 College Preparatory Courses

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall provide college preparatory courses in Foundational Literacy and Mathematics to ensure that all students are assessed and prepared to be successful in college level coursework.

AP 8200 College Preparatory Courses

In order to succeed in college level courses and programs of study, some students may need to improve their skills in Foundational Literacy and in Mathematics.

In light of this, all students are assessed when they come to NSCC to determine if they need college preparatory coursework to help them prepare for college-level reading and writing known as communications proficiency, English as a second language, or mathematics proficiency to achieve communications or mathematics proficiency. These courses may extend the time it takes a student to complete his or her academic program. In addition, these pre-college classes earn academic credit, and credits earned from these course count when computing credits for satisfactory academic progress, financial aid, and veterans' benefits. However, credits earned in these classes do not count toward a credit certificate or associate degree; they are at a pre-college level and have no elective status.

For more information, see CP 6200 and AP 6200.

CP 8205 Directed Study

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Students shall have the option to pursue independent or directed study for catalogued courses at North Shore Community College. A faculty member shall supervise, monitor, and evaluate activities designed to meet course objectives as identified by an individualized Directed Study plan.

In order to be eligible to pursue a directed study, the student must be matriculated in a program of study, have a cumulative grade point average of at least 2.5, and must be able to validate one of the following circumstances via College records or written documentation:

1. The catalogued course required for graduation is not offered during the current semester and is not projected to be offered in any semester prior to the student's planned graduation date;
2. The course is offered solely via the Directed Study method, and the faculty agreement is on file;
3. An individualized situation or irresolvable conflict exists, and the student has written a detailed rationale for the Directed Study option and has provided necessary documentation; or
4. Other circumstances beyond student control preclude his/her/their taking the course in classroom format.

Approval of the student's request and the Directed Study Syllabus shall be based on guidelines for student eligibility, availability of a faculty supervisor, and adherence to policies and procedures of the Center for Alternative Studies & Educational Testing (CAS).

AP 8205 Directed Study

The process for submitting and completing a Directed Study course is as follows.

1. A student shall require about Directed Study at CAS.
2. CAS staff members shall course and student eligibility and provide an overview of the process.
3. The student shall submit a Directed Study Request Form to CAS by the end of the first week of the semester in which the Directed Study will take place. If submitted after the first week of the semester, the Directed Study will take place the following semester.

4. CAS staff members shall communicate with the appropriate Academic Department Chair or Program Coordinator to discuss the viability of the Directed Study option and identify a potential instructor.
5. After the instructor has been identified, CAS staff members shall communicate with the instructor to provide an overview of the Directed Study option.
6. The instructor shall contact the student to discuss the course, develop the individualized Directed Study plan, and confirm meeting dates and times. The instructor shall sign the request form and submit the Directed Study Syllabus to CAS.
7. CAS staff members shall forward the Directed Study Request Form and the Directed Study Syllabus to the Academic Department Chair, Division Dean, Director of CAS, and Vice President for Academic Affairs. If any concerns are identified, the Request Form shall be returned to CAS.
8. Upon approval of the Directed Study Request Form and Syllabus, CAS staff members shall inform the student and instructor by email and register the student for the course. The Syllabus shall be sent to the instructor and student by email.
9. During the semester, the instructor shall submit a mid-semester progress report and the final grade in the same manner as for classroom students.
10. Upon completion of the course and the submission of the final grade, CAS shall pay the instructor.

The College's current cost per credit shall apply to the Directed Study course. Students shall pay Student Financial Services and shall abide by College policies regarding financial aid deadlines and requirements.

College grading policies, including withdrawal requirements and IP and F grades, shall apply. Directed Study credits shall apply to degree requirements and the 15-credit residency degree requirement.

CP 8210 Online Learning

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall offer online learning opportunities (including but not limited to online and hybrid courses, online degree and certificate programs, and blended degree and certificate programs) in accordance with institutional, state, and federal laws and regulations. All online and hybrid courses shall have equivalent student learning outcomes and competencies as the same course offered in a face-to-face modality.

AP 8210 Online Learning

North Shore Community College offers a variety of online learning opportunities, as follows:

- To find online and hybrid courses, see [here](#).
- To find online degree and certificate programs, see [here](#)
- To find blended (online and in-class) degree and certificate programs where you can complete more than 50% of your requirements online, see [here](#)

CP 8215 Student Travel

Status	Active
Legal Authority	
Adopted	June 19,2019
Last Reviewed	2019

In-State Travel Policy:

The College sponsors the in-state travel of students for educational and co-curricular purposes to attend events such as the following: conferences and competitions, visit museums, participate in cultural events, explore business and industry. College sponsored in state travel experience for a course, program, or a co-curricular club and may receive institutional funding. Each trip of this nature that does not include an overnight stay must have a minimum of one College representative (employee) and for those trips that do include an overnight stay must have a minimum of two College representatives who attend on behalf of the College and coordinate the logistics of the trip including but not limited to: a comprehensive attendee list with salient information, transportation to and from the location, student (and potentially monitor) learning outcomes of the trip, and funding for the trip either through individual participants or through College funding or a combination of both.

Approval of the travel from the area Vice President should occur approximately one month prior to traveling. Extenuating circumstances that need a decision in less than one month may be considered. No purchases associated with travel shall be made prior to Vice President approval. NSCC representatives will be required to complete CSA training modules and a review of the Student Code of Conduct. While students are participating in a college sponsored in state travel experience they are held accountable as representatives of the College for all aspects of the Code of Conduct. Trips that involve hours beyond the typical work day for the College representative will also require approval of their supervisor and an adjusted flexible schedule of their work week whenever possible.

Out-of-State Travel Policy:

The College sponsors the out-of-state travel of students for educational and co-curricular purposes to attend conferences and competitions, visit museums, participate in cultural events, explore business and industry. College sponsored out-of-state travel is defined as a field trip experience for course, program, or for a co-curricular club and may receive institutional funding. Each trip of this nature without an overnight stay must have a minimum of one college representatives (employee) and for those trips that do include an overnight stay must have a minimum of two College representatives who attend on behalf of the college and coordinate the logistics of the trip including but not limited to: the attendees of the trip, transportation to and

from the location, learning objectives of the trip, and funding for the trip either through individual participants or through College funding or a combination of both, and approval of the travel from the area Vice President and the College President should occur at the beginning of the semester the travel is planned for. Extenuating circumstances that need a decision after the start of the semester may be considered.

Out-of-state travel will require the college representative(s) to complete CSA training modules and a review of the Student Code of Conduct. While students are participating in a College Sponsored Out-of-State Travel Experience they are held accountable as representatives of the College for all aspects of the Code of Conduct. No purchases associated with travel shall be made prior to Vice President approval. Trips that involve hours beyond the typical work day for the college representative will also require approval of their supervisor and an adjusted flexible schedule of their work week whenever possible.

International and Study Abroad Travel Policy:

The College sponsors the international and study abroad travel of students for educational purposes tied to a faculty-led study abroad program. These programs are generally 1-2 weeks long and are a required part of an academic course. During these courses students travel and study with their class, accompanied by a minimum of two NSCC college representatives (typically a lead faculty and a co-faculty member, and leaders of approved affiliate travel groups or institutions. The NSCC's Study Abroad Program is housed under the Center for Alternative Studies and Educational Division. The Executive Director of CAS, the Alternative Studies Coordinator, and the lead faculty member coordinate the logistics of the trip including but not limited to: the attendees of the trip, transportation to and fro the location, learning objectives of the trip, and funding for the trip either through individual participants or through College funding or a combination of both, and approval of the travel from the area Vice President no later than six months prior to planned travel. Where study abroad programming involves overnight stay, the college representative(s) are required to complete CSA training modules and a review of the Student Code of Conduct. No purchases associated with travel shall be made prior to Vice President approval. While students are participating in a College Sponsored International Travel and Study Abroad Experience they are held accountable as representatives of the College for all aspects of the Code of Conduct.

[AP 8215 Student Travel](#)

Study Abroad Procedure:

- Faculty interested in developing a study abroad program will be required to complete an application, generally due in March of the year prior to travel. (i.e. March 21, 2020 deadline for Fall 2020 or Spring 2021 travel). All travel programs require two faculty, a lead faculty and co lead faculty to accompany students. Applications are available through the Center of Alternative Studies please email dvizena@northshore.edu or cas@northshore.edu.
- Faculty are responsible for developing a syllabus and learning outcomes that are enhanced through the study abroad experience. If faculty are developing a new course for study abroad purposes they must have this approved by the College's Curriculum Committee prior to approval of the trip.
- Faculty are also responsible for recruitment, marketing and promotion of the trip. There must be a minimum of 10 students enrolled in the study abroad course in order for the course to run.
- Study abroad applications will be reviewed and approved by the faculty's Department Chair, Division Dean, Executive Director of the Center for Alternative Studies and Educational Testing and the Vice-President of Academic Affairs.
- Approvals are based on student and faculty health, safety, security, financial feasibility, and relevance of study abroad travel linked to student learner outcomes.
- In the interests of Student and Faculty Health, Safety, and Security:
 - a) Students and faculty/staff should be reachable at all times with timely and effective communication with guardians in the event of an emergency;
 - b) Attendant faculty should be knowledgeable about local conditions and make resources available to students while they are abroad- this knowledge should be communicated to students through preparatory coursework and orientation;
 - c) Lodgings need to be demonstrated as safe and secure
 - d) Students and Faculty should have access to appropriate health care, and medical coverage needs to be confirmed for all students throughout the duration of their overseas programs;
 - e) Faculty and Students must have clear and secure plans and procedures each study abroad program to ensure students' safety in the event of an emergency;

f) Faculty leaders must be in direct contact with key personnel at NSCC;

g) A review and assessment of travel to any country with a current U.S. Department of State travel warning or travel alert must be conducted as part of the approval process for a study abroad program. Current travel warnings can be accessed at the U.S. Department of State site: U.S. State Department's Travel Advisory System found at this link

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>

- Tuition and Fees: Tuition and Fees: Tuition and fees for study abroad programs shall be established as part of program approval – Prospective students are responsible for the full cost or tuition, fees, travel, lodging and other related travel expenses and may be referred to Student Financial Services Office to receive consultation on eligibility for use of student aid and related requirements.
- Required Forms: All students participating in an approved study abroad program shall complete the following by required deadlines:
 1. Waiver of Liability
 2. Memorandum of Understanding
 3. Physician's Release
 4. Certificate of Health Insurance
 5. Photo Release
 6. Classroom Contact Information
 7. Campus Security
 8. Deposit Form

*** Students are required to secure their own travel documents as required by the destination i.e. Passport, Visa, Travel and Health Insurance. Passports must be valid for 6 months after the date of return to the US.*

AP 8215 Student Travel

CP 8220 Corporate and Professional Education

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall provide corporate and professional education in a variety of formats and through a variety of delivery channels to meet the workforce development needs of North Shore employers and workers.

AP 8220 Corporate and Professional Education

Corporate Training Solutions (CTS) at North Shore Community College serves North Shore communities with academically rigorous corporate training tailored to a company's specific learning objectives, goals, and budget and delivers the courses and programs whenever and wherever needed.

The program is tailored training delivered by industry experts that maximize an employer or worker's investment with education that produces results. CTS provides a network of expert trainers and high quality programs bringing specialized curriculum to develop the skills of large or small business teams, incumbent and potential workers and those who are under and unemployed.

NSCC's Professional Education Division offers convenient classroom and online training that fits working adults' busy schedules. This NSCC division prepares learners for a certification, to earn a certificate, get pre-licensing or licensing, receive an industry recognized credential or take individual courses in dozens of interest areas.

For specific programs and services, see <http://community.northshore.edu/programs>; <http://corporate.northshore.edu/content/services.html>; and <http://corporate.northshore.edu/programs/>

CP 8225 Academic Field Trips

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

For purposes of this policy, the term “Field Trip” shall mean a mandatory trip for members of a specific course at other than normal class or laboratory times. The College encourages field trips and recognizes their importance. Such trips, however, do involve a considerable expenditure of time, effort, and sometimes funds. They often cause a student to miss other classes. For these reasons, field trips shall be planned in detail and in advance and normally limited to not more than two per semester for any given course.

AP 8225 Academic Field Trips

Plans should be submitted for administrative approval to the Vice President of Academic Affairs on the proper form at least two weeks in advance of the date of the trip.

In order that a student will not be placed in the position of having to choose course attendance when there are schedule conflicts, attendance at field trips will take priority over the conflicting class(es). It is incumbent on the student, however, to coordinate with the instructor of the class which is missed.

Each student participating in the field trip must sign a release form to be submitted with the Field Trip Request Form. Only students signing the release form will be permitted to go on the field trip. (Release forms are available in the VP for Academic Affairs office.)

Exemplary conduct is, of course, mandatory at all times. Many people will gain their sole opinion of North Shore Community College by observing the actions of NSCC students while on field trips.

Field trips will generally not be approved if they are planned within the two weeks prior to the start of final exams.

CP 8300 Grading and Notation System

Status	Active
Legal Authority	
Adopted	November 14, 2018
Last Reviewed	11/14/2018 by NSCC Board of Trustees

Faculty members shall award the following grades to students. The raw score range shall serve as a guideline for faculty members:

Grade	Quality Points	Raw Score
A	4.0	93-100
A-	3.7	90-92
B+	3.3	87-89
B	3.0	83-86
B-	2.7	80-82
C+	2.3	77-79
C	2.0	73-76
C-	1.7	70-72
D+	1.3	67-69
D	1.0	63-66
D-	0.7	60-62
F	0	Below 60

F – No credit due to failure to meet course requirements as indicated by raw score guidelines. The grade shall be calculated into the CQPA as 0 Quality Points.

FN – F grade waived; no credit earned.

T – Transfer; awarded for courses with a C or 2.0 GPA or higher.

P – Awarded only to those predetermined and designed Pass-Fail courses. A P grade for a credit course shall receive no quality points and shall not be used in computing a student's CQPA. An F grade shall be assigned for performance below minimum standards.

PC – Awarded in alternative credentialing courses or other specifically designated courses where PC is only awarded if the competencies are demonstrated at the grade level of C or above. A PC grade for credit course shall receive no quality points and shall not be used in computing a student's grade point average.

AU (Audit grade; no credits earned) – The deadline to audit a course shall not be later than the end of the 3rd week of classes. The withdrawal date for courses that run on an alternative schedule should be confirmed with the Instructor or the Enrollment Center.

IP (In Progress) – IP (In Progress) Policy- A grade of IP may be awarded to a student who has experienced significant illness or an extenuating life hardship that has impeded the student's

ability to complete the course on time. In order to be eligible for a grade of IP, a student must have completed at least 50% of the course work and would be achieving a grade of D- or better except for missing work. Documentation confirming a significant illness or extenuating life hardship must be provided at the time the student seeks an IP grade.

A professor and student are responsible for developing a mutually agreeable plan for completion of coursework. They must document this plan by filling out the IP Grade Electronic Form Contract through Academic Affairs. The contract shall include the student's data, rationale for the IP, details of the work to be completed, dated milestones, and deadline for completion. Each party must sign and keep a copy of the contract and the IP grade will be entered into the student's official academic record by Academic Affairs. A professor may choose to allow a student up to 7 weeks from the date grades close to complete missing work. If the conditions of the IP contract are met, the instructor will submit a change-of-grade form to assign an appropriate letter grade. If conditions of the IP contract are not met, the "IP" grade will automatically convert to an "F".

W (Withdraw) – Formal withdrawal from the course by the end of the 12th week of classes or by the end of the 4th week of summer session; no credit shall be given and the student must retake the entire course to receive credit. The withdrawal date for courses that run on an alternative schedule should be confirmed with the Instructor or the Enrollment Center.

Final grades shall be posted on the College Intranet at the end of each semester. Grades shall not be mailed to students.

CP 8305 Change of Grade and Grade Appeals

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Change of Grade

If it is necessary to change a student's final grade for a course, the faculty member or instructor shall be required to submit a Change of Grade form to the Office of Academic Affairs; the grade shall be changed only after the request has been processed and approved by the Office of Academic Affairs.

II. Grade Appeals

North Shore Community College shall recognize the right of faculty members to manage their classes, including directly addressing students' issues of academic dishonesty. When academic dishonesty is suspected, a faculty member may choose to issue a failing grade. If the student believes that there is substantial evidence of error or injustice associated with that grade, the student may file a grievance under the Student Grievance Procedure's Grade Appeal Process.

Alternatively, a faculty member may choose not to issue a grade, but rather refer the matter directly to the Code of Conduct Administrator (CCA) for administration under this policy. However, where the issuance of a failing grade by a faculty member for academic dishonesty will result in a student's dismissal from a program (for example, in nursing and other health care programs), the charge of academic dishonesty shall be directly referred to the CCA for administration under this policy, which shall be completed, where practicable, within thirty (30) days.

AP 8305 Change of Grade and Grade Appeals

I. Grade Appeals

Complaints or Grievances filed in connection with assigned grades represent a special case within the Grievance procedure. Grading reflects careful and deliberate assessment of a student's performance by the instructing professional(s). As such decisions are necessarily judgmental, the substance of those decisions may not be delegated to the Grievance process. Nevertheless, the College shall recognize that in rare cases the process of grading may be subject to error or injustice.

Except as otherwise provided by a separate appeal procedure for a clinical program as approved by the President of the College, a student who alleges an error or injustice in the grading process may file a Grievance under the Student Grievance Procedure. A grade appeal Grievance shall proceed no further than Level Two, Step Two. For purposes of a grade appeal, the Senior

Academic Officer of the College, or his/her/their designee, shall serve as the Student Grievance Officer throughout the grade appeal process.

If the faculty member who assigned the challenged grade is no longer employed by the College or is not available within specified timelines, the student may initiate his/her/their Level One complaint with the chief administrator of the appropriate instructional division (who shall be identified by the Senior Academic Officer).

If at any level substantial evidence of error or injustice is produced, the grading process may be remanded to the instructor of record for reassessment. If after reassessment, the dispute remains unresolved, the matter shall be referred to the Senior Academic Officer, or his/her/their designee, for final review. If the instructor of record is no longer available, the Senior Academic Officer or his/her/their designee shall instead reassess the grading procedure.

A. Level One – Informal Procedure

This shall be the informal stage where most complaints are resolved. The Grievant and the Responding Party should consult with the Student Grievance Officer at this time. A Grievant shall initiate the informal phase of the Grievance process. The Grievant shall first present his/her complaint orally and informally to the Responding Party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when a grievable act or omission occurs.

The Responding Party shall respond to the Grievant's complaint within ten (10) days. Though this phase of the process is informal, the parties may present their positions in writing. If the matter is not resolved informally within ten (10) calendar days from the date a response to the complaint was due, the Grievant may proceed to Level Two.

B. Level Two (L2) – Formal Procedure

Prior to filing a written Grievance at Level Two, a Grievant shall consult with the Student Grievance Officer. The Responding Party should also consult with the Student Grievance Officer at this phase of the process.

1. L2 – Step One

The Student Grievance Officer shall notify the parties in writing when a complaint is not resolved informally at Level One.

The Grievant may, within ten (10) calendar days after receipt of the Student Grievance Officer's written notice, file with the Student Grievance Officer a Grievance. The Grievance shall contain the following information: the name and title of the person(s) against whom the Grievance is directed; a statement of all known facts, documents, and materials supporting the grievance; a list of individuals who have information pertinent to the grievance; and the relief sought by the Grievant. All supporting documents, if any,

shall be attached to the grievance as part of the Grievance. The Grievance shall also state the date it is filed and that it is being filed at Level Two, Step One.

The Grievance may be filed with the Student Grievance Officer by email, regular mail, certified mail, or in hand. Thereafter, the Student Grievance Officer shall deliver the Grievance, and all supporting documents, if any, to the Responding Party within five (5) calendar days. If the Responding Party is unavailable at the time the Grievance is filed, the Student Grievance Officer shall use reasonable means to deliver the Grievance within a reasonable period of time.

The Responding Party shall forward a written Level Two, Step One response to the Student Grievance Officer within ten (10) calendar days of his/her/their receipt of the Grievance. The Student Grievance Officer shall deliver the written response to the Grievant within five (5) calendar days of receipt.

2. L2 – Step Two (Supervisor Level)

If the Grievance is not resolved to the satisfaction of the Grievant within ten (10) calendar days after his/her/their receipt of the Step One response, or if no written response is submitted, the Grievant may within ten (10) calendar days after the written response was received or due, request the Student Grievance Officer to forward the Grievance and response, if any, to the supervisor of the Responding Party with a copy to the Senior Officer of the work area of the Responding Party.

The supervisor shall investigate the Grievance and confer with the Senior Officer. The supervisor shall forward his/her/their written decision to the Student Grievance Officer within ten (10) calendar days after receipt of the Step Two Grievance. Thereafter, the Student Grievance Officer shall deliver the decision to the Grievant and the Responding Party within five (5) calendar days.

At any time before the issuance of the Supervisor's Step Two decision, the Senior Officer may request that the parties meet to discuss the issue and attempt to resolve it. Grade appeals shall not proceed beyond this Step (Level Two, Step Two).

Additional information about the Student Grievance Procedure is presented in CP 10400, Student Grievance Procedure.

CP 8310 Credit Hours

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Course Credits and Clock Hours

A. Credit Hour Definition

One credit hour shall be equal to 50 minutes of structured instructional activities delivered face-to-face in the classroom setting or through alternative delivery modes (e.g. online, hybrid, directed study) and a minimum of 2 hours of additional student work each week for approximately 15 weeks or the equivalent.

B. Credit Award Policy

The number of credits awarded for individual courses shall be determined by the academic department originating the course. When determining credit, departments/ programs shall consider the goals, student competencies, learner outcomes of the course, professional judgment, and external certification requirements (e.g. field placement, clinical experience).

Most liberal arts courses shall award one credit for each hour of structured instructional activities (lecture, recitation, discussion, exam, etc.), and one credit for two or three hours of laboratory work.

In the non-liberal arts areas, courses shall award one credit for each hour of structured instructional activities (lecture, recitation, discussion, exam, etc.), but there is a much wider variation in the awarding of credit for labs. Awarding of credit for non-liberal arts lab time shall be determined according to professional standards.

External Experiential Learning shall include site work, structured instructional activities, and additional student work. A minimum of 45 contact hours or equivalent shall be required for one credit. Note: Experiential Learning includes internship, cooperative education, practicum, field experience, field work, field placement, and clinical experience.

Prior Learning through professional/life experience or licensure shall require evaluation of student learner outcomes, based upon criteria set by academic departments, which are comparable in depth, breadth, and quality to successful completion of classroom courses. A minimum of 45 contact hours or equivalent shall be required for one credit. Note: Prior Learning assessments are based on review of documentation that may include portfolios, professional

certificates/licenses, transcripts of military training or courses completed at non-accredited institutions, or some combination of documents that verifies achievement of college-level learning outcomes.

B. Clock Hour Policy

One 60-minute class or lab shall equal one clock hour. The total number of clock hours shall be governed by licensing regulations.

CP 8400 Good Academic Standing and Satisfactory Progress

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Criteria for Good Academic Standing and Satisfactory Progress

In order to be considered in good academic standing and to be making satisfactory academic progress toward a degree or certificate, a matriculated student shall:

1. Maintain a Cumulative Grade Point Average (CGPA) of 2.0 or higher; and
2. Successfully earn 67% of credits attempted each semester (credits attempted are defined as credits enrolled at the end of the Add-Drop period).

II. Credit Hours Earned

The term “credit hours earned” shall mean the total number of credits received from and or all of the following: 1) courses completed at the College with a grade of A, B, C, D, P, or PC; 2) acceptable transfer credits from other institutions; or 3) credit by examination (including College Level Examination Program tests and Departmental Exams). The total credit hours earned figure shall be used to determine whether a student has met the total number of credits required for a degree.

III. Credit Hours Completed

Credit received from courses completed at the College with a grade of A, B, C, D, or shall be noted as credits completed on the transcript. The credits completed figure shall be used to compute the Grade Point Average (GPA) and to determine whether a student has met the CGPA requirement of 2.0 for a degree.

IV. Early Alerts

By the third week of the semester and again by midterm, faculty shall report students who are not attending class and/or are having academic difficulty. Faculty may also submit online alerts at any point in the semester for students having difficulty in their classes. Students registered for 15-week classes will be notified in writing of early and midterm alert reports and will be advised to take appropriate action. Classes that operate outside of the traditional (link to parts of term) 15 week session may have alternate dates for early alerts.

V. Mid-Term Alert

Faculty members shall provide progress reports to all students at midterm. The report

shall indicate an estimate of each student's current status. Students who receive a mid-term alert should discuss the report with the faculty advisor, Pathway advisor, or an Academic Counselor in the Student Support and Advising Center.

VI. Request to Waive an F Grade

An F grade earned during the first 30 credits attempted at the College may be waived any time before graduation upon written application to the Enrollment Center. A maximum of three F grades may be waived. Students shall be required to fully discuss the option to waive an F grade with the faculty advisor or an Academic Counselor in the Student Support and Advising Center. When an F grade is waived, the record of taking the course shall remain on the transcript and the grade shall be noted as FN. No credit shall be received and the grade shall not be calculated into the CGPA. For the purpose of determining honors eligibility, FN grades shall be calculated into the honors CGPA as 0 quality points. After graduation, an F grade may not be waived.

CP 8405 Probation, Suspension, and Academic Readmittance

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Probation

A student who does not meet the Cumulative Grade Point Average (CGPA) of 2.0 or above and successfully earn 67% of credits attempted at the end of a semester shall be placed on academic probation and shall receive a letter of notification. The designation of probation requires a student to meet with an advisor to review the student's academic progress and to discuss the use of the College's student support and advising services in order to improve academic performance.

II. Suspension

A student who does not meet the above requirements of a CGPA of 2.0 or above and successfully earn 67 percent of credits attempted for two consecutive semesters shall be placed on academic suspension. Suspension shall mean that a student shall be prohibited from enrolling in the College until s/he/they has met with an Academic Review Board to discuss academic progress and to receive permission to re-enroll. The Academic Review Board may make re-enrollment contingent on a student taking specific steps to help ensure future academic success. A student shall fulfill all requirements set by the Board.

III. Readmittance

A suspended student shall attend an Academic Appeal Review Session in person in order to be eligible to receive permission to re-enroll. The College shall recognize that special or unusual circumstances may affect academic performance. These mitigating circumstances shall be considered by the Academic Review Board in granting a student permission to re-enroll. A student shall be required to complete an application to appeal his/her/their suspension and shall provide a written statement explaining any important information the Board members should know before making their decision. The composition of Academic Review Boards shall be determined by the Vice President for Academic Affairs. Students shall be notified of the Academic Review Board's decision via email. In addition, if the student wishes to appeal this decision, s/he/they may do so through the Vice President of Academic Affairs.

AP 8405 Probation, Suspension, and Academic Readmittance

I. Appeal Process

If a student wishes to initiate an appeal of an academic suspension, s/he/they shall register and attend a mandatory Suspension Information Session and receive information

about the appeals process. By the published deadline, the student shall submit the completed packet, including a personal statement, by email, mail, or in person to the Office of Academic Affairs at either the Danvers or Lynn campuses.

The Academic Review Committee shall be comprised of Deans and Assistant Deans from the Office of Academic Affairs as well as Counselors, Advisors, or Directors from the Office of Student Services. The Committee members shall review the submitted packet; if the decision is made to remove the suspension, they may reduce the student's credit load

down to no more than 6 credits, identify appropriate support services, and if the student is a recipient of financial aid, determine if the student is eligible to receive aid for the upcoming semester. The written decision of the Committee shall be sent by email to the student's College account.

The Office of Academic Affairs shall remove the suspension hold on the student's account and place the student on probation for the following semester. In addition, an advisor hold shall be placed on the student's record, which shall prevent him/her/they from registering without meeting with an advisor. This hold shall be removed if the student's CGPA increases to 2.0 or higher.

If the suspension appeal request is denied, the student shall receive a written letter by email with specific conditions needed to be met in order to re-appeal at a later date. Students shall have the right to appeal the decision of the Academic Review Committee to the Vice President of Academic Affairs; his/her/their decision shall be a final decision.

CP 8500 Student Attendance Policy

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

At the beginning of each term, faculty members shall give their students a written attendance policy, included in the course syllabus, which includes an explanation of the basis and reason for the policy. Instructors may lower grades for excessive absences. An attendance requirement shall be a course requirement. Instructors who make attendance requirements affecting grades shall maintain detailed and accurate attendance records for all students enrolled in the course. Attendance shall be reported as part of our early alert system and may be used as a factor for disbursement of financial aid.

If a student cannot attend three or more class meetings due to illness, accident, or other circumstances, s/he/they shall notify the instructor as well as the Office of Academic Affairs.

Students shall have the right to petition grievances about the justifiability of an instructor's attendance policy.

AP 8500 Student Attendance Policy

At the beginning of each term, faculty members will give their students a written attendance policy, which includes an explanation of the basis and reason for the policy as part of their syllabus. Instructors may lower grades for excessive absences, as mentioned in the policy. An attendance requirement, if prescribed by an instructor, becomes a course requirement. Instructors who make attendance requirements affecting grades must maintain accurate attendance records. It is also important to note attendance is reported as part of our early alert system and may be used as a factor for disbursement of financial aid.

Students have the right to petition grievances about the justifiability of an instructor's attendance policy (copies of the [Grievance Policy](#) are in the Office of the Vice President for Student Affairs as well as the [Student Handbook](#)). If you plan to petition an attendance grievance, do so as soon as possible. If illness, accident, or similar problems make it impossible for you to attend classes for three or more class meetings, notify your instructor directly as well as the Office of Academic Affairs.

CP 8505 Faculty Attendance Policy

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Faculty members shall comply with the following attendance requirements:

1. If possible, faculty members shall contact students via email to alert them of a class cancellation or delay and shall notify them if there is an assignment to be completed in lieu of the canceled class.
2. Faculty members shall send an email copy of the notification to the Dean or Assistant Dean for the academic department/program as well as attendance_faculty@northshore.edu with the date, title of the course(s), location, and time of the class(es) to be canceled.
3. If the faculty member cannot contact his/her/their students, the Office of Academic Affairs shall notify affected students by email to their College email account and shall post a note on the classroom door alerting students to the cancellation or delay of the class. If the course is scheduled in the evening (after 5:00 p.m.) or on weekends, the Office of Academic Affairs shall notify the Campus Police Department which shall post the notification of the cancellation on the classroom door.
4. For reporting absences that occur during non-instructional times (including professional development days, departmental or program meetings, etc.), faculty members shall send an email message to the Dean or Assistant Dean for the department/program and also to attendance_faculty@northshore.edu with information about the hours that will be missed and if necessary, the type of leave that will be taken.

CP 8510 Degree Requirements

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees Amended 9/24/2019 by NSCC Board of Trustees

I. Degrees Granted

Students who successfully complete the requirements for the Liberal Arts (transfer) curricula shall be awarded the Associate in Arts degree. Successful completion of certain transfer degree programs in the technical and mathematical curriculums shall result in the awarding of the Associate in Science or Associate in Applied Science degree. Successful completion of two-year career programs shall result in either the Associate in Science degree or the Associate in Applied Science degree. Successful completion of a one-year program shall result in a Certificate. NSCC offers many stackable certificates on route to earning the associate degree. Stackable certificates are recommended to be awarded at least prior to the term before the student anticipates completing their degree.

Students shall not be awarded certificates and degrees for the same program during the same semester. Students may be awarded multiple credentials in the same semester if the course content of the credentials is substantially different.

II. Associate Degrees

Associate degrees are undergraduate degrees that can be completed in two years and require students to complete a minimum of 60 semester credit hours.

Associate Degree Requirements:

In order to be eligible for a degree, a student shall have met the following requirements: 1) earned at least 60 hours of credit with Cumulative College-Level Grade Point Average (CCLGPA) of 2.00 or higher; 2) completed at least 15 semester hours of college level work at the College; 3) fulfilled all requirements in the applicable active program (including specific grading requirements); and 4) met all other College requirements, including achieving communications and mathematics proficiencies and general education requirements.

The general categories of associate degrees – transfer and occupational, are as follows:

Associate in Arts

The Associate in Arts degree shall be granted to a student who completes the Liberal Studies program and is intended to be a transfer degree. The degree shall

require a minimum of 34 general education credits and shall be aligned to the core requirements of the MassTransfer Block.

Associate in Applied Science

The Associate in Applied Science degree is an occupational degree intended to lead to employment in a technical field and is typically a terminal degree. The degree shall require a minimum of 16 general education credits. Students enrolled in technical programs leading to an Associate in Applied Science degree may have the ability to earn a stackable credential or certificate en route to completing the associate degree.

Associate in Science

The Associate in Science degree is also a transfer degree typically granted in science and math fields. The degree shall require a minimum of 20 general education credits.

III. Certificates

A certificate shall be earned after completion of a series of courses in a particular occupational subject, typically between 24 - 30 credits. Students often earn certificates to get a step ahead in the professional field of their interest, and these certificates are often the first step of achieving key incremental skill sets on route to earning a degree. Certificates that are 24 - 29 credits in length shall require a minimum of 3 general education credits and certificates that are 30 credits or more in length shall require a minimum of 6 general education credits.

A. Certificate Requirements

In order to be eligible for a certificate, a student shall achieve communications and mathematics proficiencies and complete all course requirements, including general education requirements with a CLGPA of 2.00 or higher. At least 25% of the college-level coursework shall be completed at the College. Credit for prior learning is awarded only with appropriate oversight by faculty and academic administration and is limited to 25% for credentials of 30 credits or fewer.

CP 8515 Pre- and Co-Requisites for Courses

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Prerequisites are requirements that must be completed prior to enrolling in a specific course. At North Shore Community College, the prerequisites shall be enforced, and students shall be restricted from registering for courses for which they have not met the prerequisites. Co-requisites are requirements that either must be completed, or are recommended to be completed, prior to or concurrently with a specific course. Students must check each course description for the required pre and co-requisites.

CP 8516 Math Policy

Status	Active
Legal Authority	
Adopted	6/15/21 by NSCC Board of Trustees
Last Reviewed	

Students in a program of study that requires a college level mathematics course, must enroll in a math course aligned to their pathway of study within their first fifteen college level credits of North Shore Community College courses, unless they have credits for prior learning or transfer credit equating to the required mathematics course in their program of study.

CP 8520 Waiving Course Requirements

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Required courses may be waived with substitutions if approved by the department in which the course is offered and the department in which the Degree/Program is offered, for the following reasons:

- A. The material has been covered by a course transferred from another institution, another course taken at NSCC, by experience credit processed through the Center for Alternative Studies and Educational Testing, or as demonstrated by examination. Transfer courses or courses taken at NSCC that are substituted for existing program requirements must capture, to the greatest extent possible, the nature and intent of the course required. That is, they must provide the student with 1) an appropriate depth of understanding of the subject matter, and 2) benefits similar to those that would have been otherwise acquired. (Waiving Course Requirements).
- B. The college curriculum has been revised in a way that makes it impossible for the course to be taken at NSCC.
- C. A reasonable accommodation for students with documented disabilities may include a course waiver with substitution under the policy for students with disabilities. Students should meet with Accessibility Services to determine their documented need for accommodations. See NSCC Accommodation Policy for Students with Disabilities (on file at Student Support and Advising Center).

Waivers with substitutions shall not be granted because of dissatisfaction with a course or instructor, failure of a course one or more times, improper course selection, or inability to graduate without a waiver with substitution.

Waivers with substitutions shall not reduce the number of credits required in the program of study.

AP 8520 Waiving Course Requirements

Students wishing to request a waiver with substitution should pick up the appropriate Program Course Requirement Waiver form at the Enrollment Center or [download the form](#).

CP 8525 Course Repetition and Withdrawal

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Course Repetition

If a student repeats a course, the higher grade shall become the official grade and shall be used to recompute the Cumulative Grade Point Average (CGPA). Students receiving financial aid should check with the Office of Student Financial Services since policies differ on the funding of repeated courses.

II. Course Withdrawal

Adding or dropping a 15-week semester course shall be permitted according to the start date of each semester. Add/Drop dates for courses with unique start and end dates vary. For more information, please check the Academic Calendar on our website at NSCC Academic [Calendar](#).

Course withdrawal may take place after the Add/Drop period but before the end of the twelfth week in a fifteen-week semester. The exact date of the deadline for withdrawal can be found in the official academic calendar for each semester. Courses that run outside of a traditional 15-week semester have course-specific add/drop dates and withdrawal dates. Those dates should be confirmed with the instructor or by calling the Enrollment Center.

The grade for a course that is dropped after the Add/Drop period but before the withdrawal deadline shall appear on the student's transcript as a "W" grade. Withdrawal may affect academic standing and financial aid. Failure to officially withdraw may result in an "F" grade.

Students wishing to withdraw from a course must initiate the process. Notifying the instructor or ceasing to attend class does not constitute official withdrawal. Students may withdraw from a class online or forms are available in the Enrollment Center or in the Student Support Center. Students are responsible for withdrawing from the courses they do not attend or stop attending through their [College Intranet](#) account.

AP 8525 Course Repetition and Withdrawal

Students wishing to withdraw from a course shall initiate the process by withdrawing online or submitting the required documents. Notifying the instructor or ceasing to attend class shall not constitute official withdrawal. Students may withdraw from a class online or forms are available in the Enrollment Center or the Student Support Center.

CP 8530 Graduation Requirements and Commencement

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Graduation Requirements

The associate degree and/or certificate requirements listed below must be met and students must demonstrate proficiency in communications and mathematics in order to graduate. A [graduation application form](#) must be submitted to the Enrollment Center in advance. This should be done after the completion of 45 college level credit hours for degrees, or 50% of the required college level credits for certificates. Forms are available in the Student Support and Advising Centers.

A. Program Requirements

Students shall be assessed for graduation based on any set of active program requirements that were in effect at the time of or subsequent to their matriculation during the pursuit of their degree or certificate, whichever set best facilitates their graduation. The review shall be based on the completion of courses aligned to the student's degree audit report.

B. Degree Requirements

1. Earned at least 60 hours of college-level credit with a Cumulative College-Level Grade Point Average of 2.0 or higher;
2. Completed at least 25% of coursework at North Shore Community College;
3. Met the particular detailed career course and grading requirements in the curriculum selected; and
4. Met all other specific requirements set by the College, including math and communications proficiencies.

C. Additional Associate's Degree

A graduate or prospective graduate of the College may apply for an additional associate's degree by filling out an intent to graduate form. Each applicant shall be given equal consideration with applicants who have never attended the College and each application shall be treated on its individual merits. Normally, credit shall be given for previously earned College credits which are applicable to the requirements of the additional degree program. The students shall meet all specific degree requirements of the program for which a second associate's

degree will be granted and a minimum of fifteen (15) credit hours must be taken beyond the first degree.

D. Certificate Requirements

1. Completed all course requirements with a Grade Point Average of 2.0 or higher;
2. Completed at least 25% of coursework at the College; and
3. Met all other specific requirements set by the College, including math and communications proficiencies.

Certificates for which coursework is embedded in an Associate's degree program will not be awarded simultaneously during the same term as the degree is awarded.

II. Commencement

Formal commencement ceremonies shall be conducted once a year in late May or early June. Specific Commencement details shall be announced each spring.

AP 8530 Graduation Requirements and Commencement

All students must submit a [Graduation Application](#) in order to be considered for graduation.

An official evaluation shall be conducted by the Registrar's Office to confirm that all graduation requirements have been satisfied. Applications shall be processed within approximately four weeks.

CP 8600 Academic Awards and Honors

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College shall offer a variety of honors for students who have demonstrated academic distinction during any of their years at the College.

I. Dean's List Honors

Dean's List Honors shall be awarded to students who have earned six or more semester hours of academic credit with a Grade Point Average (GPA) of 3.30 or higher. The Dean's List shall be published at the conclusion of each academic semester.

II. Commencement Honors

Commencement Honors are awarded to students who have completed degree or certificate requirements with a cumulative college-Level GPA of 3.30 or higher according to the following scale:

3.30 - 3.69 qualifies a student to graduate *cum laude*

3.70 - 3.89 qualifies a student to graduate *magna cum laude*

3.90 - 4.00 qualifies a student to graduate *summa cum laude*

In addition, those graduating with honors are required to have earned at least 50% of their required credits in residence at North Shore Community College. Grades of 'FN' will be calculated into the College-Level GPA for purposes of determining honors eligibility.

CP 8800 Institutional Review Board

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall encourage faculty members, staff members, and students to pursue scholarly research. In order to support this research, the College shall operate an Institutional Review Board (IRB) to ensure that appropriate standards are met in the treatment of human subjects. The IRB shall be registered with the federal [Office for Human Research Protection](#) of the U.S. Department of Health and Human Services. This registration and the assurance associated with it shall indicate that the College shall protect the rights and welfare of human participants in research according to federal regulations and approved practices.

The ethical principles that are fundamental to a federally registered IRB shall be as follows:

- Respect for persons represented by informed consent;
- Beneficence represented by risk/benefit assessments; and,
- Justice represented by the fair selection of research subjects and fair selection of outcomes

The IRB shall be charged with reviewing, approving, or requiring modifications in research using human subjects conducted by or through individuals at the College. The IRB shall not evaluate the merits of the research or research design but shall be solely responsible for assuring compliance with ethical standards for the informed consent, confidentiality, and risks related to participants.

AP 8800 Institutional Review Board

Detailed information about the IRB application process is presented [here](#).

CP 8900 Academic Freedom

Status	Active
Legal Authority	American Association of University Professors (AAUP) Statement on Academic Freedom, 1940
Adopted	by the AAUP in 1970
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College endorses the principles and standards of academic freedom and academic responsibility as generally and traditionally accepted in institutions of higher education.

The following is the 1940 statement and 1970 adopted philosophy on Academic Freedom by the American Association of University Professor, see [Statement of AAUP on Academic Freedom](#)

Institutions of higher education are conducted for the common good and not to further the interest of either the individual teacher or the institution as a whole. The common good depends upon the free search for truth and its free exposition. Academic freedom is essential to these purposes and applies to both teaching and research.

Academic freedom is the right of scholars in institutions of higher education freely to study, discuss, investigate, teach, exhibit, perform and publish. Freedom in research is fundamental to the advancement of truth.

Academic freedom in its teaching aspect is fundamental for the protection of the rights of the teacher in teaching and of the student to freedom in learning. The teacher is entitled to full freedom in research and in the exhibition, performance and publication of the results of the instructor's research, to full freedom in the classroom in discussing the instructor's subject, and, most specifically, in the selection of the instructor's classroom materials, including the selection of texts.

The instructor is entitled to discuss controversial issues. As both an instructor and scholar, the instructor recognizes the instructor's professional obligation to present various scholarly opinions and to avoid presenting totally unrelated materials, that being fundamental to the advancement of truth.

A faculty member has the right to determine the amount and character of the work and other activities the faculty member pursues outside the College, provided such work and other activities do not interfere with the discharge of the faculty member's responsibilities. Unit members are entitled to freedom of expression of political belief or affiliation.

Academic freedom carries with it correlative responsibilities.

The faculty member has the responsibility to the faculty member's colleagues and the College community to preserve intellectual honesty in the faculty member's teaching and research.

The faculty member respects the free inquiry of the faculty member's associates and avoids interference in their work. The parties recognize that adherence to the complementary concepts of academic freedom and academic responsibility will most nearly ensure that the greatest contributions to the several Colleges will be made by their most valuable resource, the faculty.

The college or university teacher is a citizen and a member of a learned profession affiliated with an educational institution. When the instructor speaks or writes as a citizen, the instructor should be free from institutional censorship or discipline, but the instructor's special position in the community imposes special obligations. As a person of learning, affiliated with an educational institution, the instructor should remember that the public may judge the instructor's profession and the instructor's utterances. Hence, the instructor should at all times be accurate, should exercise appropriate restraint, should show respect for the opinion of others, and should make every effort to indicate when the instructor is not an institutional spokesperson.

Institutions of higher education are committed to the search for truth and knowledge and to contributing to the solution of problems and controversies by the method of rational discussion.

CP 8905 Copyright and Intellectual Property

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

In the United States, copyright is a form of protection provided by the government to the author or creator of an original work, including the right to copy, distribute and adapt the work. This protection is available to both published and unpublished works, regardless of the nationality or home of the author. These rights can be licensed, transferred and/or assigned. Copyright lasts for a certain time period after which the work is said to enter the public domain.

It is the policy of North Shore Community College to comply with the U.S. Copyright Act of 1976 as amended, including the Digital Millennium Copyright Act of 1998. All North Shore Community College employees must observe all US laws governing copyrights. Any violation of copyright or any other law is the sole responsibility of the author. Any use of other copyrighted material must have the express written permission of the person or organization that owns the copyright. NSCC reserves the right to require proof of the written permission and to remove the material if that proof cannot be produced.

To read the complete NSCC Copyright Policy, please [download](#).

AP 8905 Copyright and Intellectual Property

[Copyright and Fair Use Guidelines for Educators \(Appendix A\)](#) is a chart designed to inform teachers of what they may do under the copyright law.

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND
ADMINISTRATIVE
PROCEDURE MANUAL

CHAPTER 9: STUDENT SERVICES

CP 9000 Locker Rental and Use

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Lockers shall be available for rent on the first day of classes at the start of the fall and winter/spring semesters and shall be rented on a first-come, first-serve basis. Lockers shall not be held on reserve for students with the exception of those put aside for students who have been identified as needing special accommodations. Lockers shall not be rented during the summer.

Lockers shall be available to rent one semester at a time. Students shall remove all items from their locker by the date listed on their locker agreement form. Any items left in the locker shall be disposed of or donated to charity. The date of clean out shall be the day after the last final exam has been scheduled.

After a locker with a built-in combination has been rented it cannot be returned or exchanged for security purposes. Combinations shall only be changed once a semester; this shall not apply to lockers with removable padlocks.

Students shall not use their own locks without prior arrangements with the Office of Student Engagement. Students who self-identify as being unable to operate a combination lock may bring in a padlock with two keys. One key shall remain within the Office of Student Engagement during the rental cycle.

AP 9000 Locker Rental and Use

I. Locker Rental and Use

Students who wish to rent a locker shall present a valid North Shore Community College photo ID, pay the semester \$5.00 rental fee (cash only), and complete the Locker Contract Agreement Form at an Office of Student Engagement regardless of the type of locker they are renting.

The Office of Student Engagement shall in Danvers has 190 padlocks at the start of each semester. Staff members shall remit unused locks and receipts by the end of the 3rd month of each semester. The Office of Student Engagement provides access to approximately 500 lockers (with internal locks) at the start of each semester.i

Staff members at the Danvers campus shall make daily deposits and staff members at the Lynn campus will make biweekly deposits to the Office of Fiscal Affairs in Danvers with the assistance of Campus Police. Staff members shall complete the request for petty cash in advance in late August and early January to ensure that change can be made and shall return money with proper documentation after the first two weeks of the semester.

II. Clean-Out Procedures

Staff members shall provide each student with a receipt and verbally inform students of the date by which items will need to be removed.

Staff members and/or student workers shall work in pairs to clean out and reset locker combinations. This process shall begin no sooner than 10 days after the indicated clean-out date on the current locker contract agreement form and no later than July 31st for the end of the spring semester and January 9th for the end of the fall semester.

Lockers with built in locks shall be changed to the next cycle by either the staff member or student and tested by the other to ensure that it has been successfully changed. Non-functional lockers shall be reported and taken out of commission. Padlocks not already returned to the Office of Student Engagement shall be removed by staff. Unauthorized locks with unknown combinations shall be cut off by Facilities and or Campus Police.

Items left in lockers shall be bagged and labeled with the locker number. All bagged items shall be brought to the Office of Student Engagement to be sorted.

Loose paper shall be recycled and clothing shall be donated to an established non-profit organization.

As part of the Locker clean out process that Student Engagement oversees, they will catalog any books found on an Excel sheet and then turn the books over to the appropriate Follett Bookstore by campus, e.g. if the books are found on the Lynn campus they will be cataloged and delivered to the Lynn Bookstore Manager. For record-keeping purposes, Student Engagement will also send the list by email to the same Bookstore manager, copying their supervisor. This notification to the bookstore, will allow the store manager to identify any rented books and apply the appropriate credit to the student's account. The spreadsheet shall indicate the student's N number, name and unclaimed books. Books that were not rented, will be donated to the NSCC library.

Items of value shall be held for a two-week period. Staff members shall attempt to contact students who have left items of value behind. After the two-week period, these items shall also be donated to an established non-profit organization.

Contractual agreement forms shall be updated and an Excel spreadsheet will be created and saved to a Student Engagement Drive for each campus to track and verify lockers sold with income deposited.

CP 9100 Use of Bathrooms

Status	Active
Legal Authority	President's Council, Massachusetts Community Colleges
Adopted	September 16, 2011
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All students may utilize bathroom or locker room facilities on campus that are designated as gender-neutral or that are consistent with a student's sincerely held gender identity. Use of a bathroom or locker room by any student for an improper purpose shall result in disciplinary action up to and including expulsion.

CP 9200 Recognition of Student Clubs

Status	Active
Legal Authority	
Adopted	October 20, 2017
Last Reviewed	Reaffirmed September 26, 2018; Revised February 13, 2019

The Office of Student Engagement and the Student Government Association (SGA) encourage the formation of new student clubs. Every club must have a full-time faculty or staff advisor and be open to all members of the student body. Students interested in forming a new student club will be required to submit certain documentation to the Director of Student Engagement who may request a meeting with club organizers in order to collect additional information needed for recognition. Recognition of a student club by the College and/or the SGA shall not imply approval or endorsement of the club or its activities. All student clubs and their members are subject to the College's policies and procedures, including the Student Code of Conduct and Policy on Affirmative Action, Equal Opportunity & Diversity. For a copy of the club formation paperwork, which includes a complete description of the process for forming a student club, or for additional information about the College's active student clubs, please visit the Office of Student Engagement located on the Lynn Campus Room LW171 or Danvers Campus DB132 or email engagement@northshore.edu.

CP 9300 Student Activities and Organizations

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Rules and Regulations

All students participating in North Shore Community College clubs and organizations shall be responsible for knowing and applying the information contained within this section and complying with the rules and regulations set forth by the Commonwealth of Massachusetts, the College, the Office of Student Engagement, and the Student Government Association (SGA). Failure to comply may result in judicial action against an offending club/organization or individual members. Alcohol or drug use at activities on or off campus, directly or indirectly sponsored by the Student Association Clubs/Organizations, shall be prohibited.

1. Massachusetts state law strictly prohibits the practice of hazing and violators shall be subjected to legal action and college disciplinary action as described in the Student Due Process section of the current Student Handbook.
2. Proposals involving overnight travel should directly align with the club's mission and goals. For the protection of advisors and the College, purely recreational travel should not be sponsored or promoted by college clubs/organizations.
3. All club/organizational programming shall be initiated with the electronic submission of the Program Proposal Form to the Office of Student Engagement by a student club/organization. The submission of this document shall facilitate communications among clubs, the SGA, and the Office of Student Engagement.
4. All club/organizational funds shall be deposited with the Office of Fiscal Affairs and accessed from that office via an approval process involving Student Officers, Advisors, and Student Engagement Administrators.
5. Contracts pertaining to programs funded by a student club/organization shall be reviewed by their advisor and a member of the Student Engagement staff to ensure that the terms of the contract are in accordance with College policy and are in the best interest of the club/organization.

Students and Club Advisors shall not serve as legal agents of the College and therefore do not have the authority to sign any contract or binding agreement. All contracts for the College shall be signed by the College's Vice President of Administration & Finance or his/her/their designee. Any student or advisor who signs a contract may assume personal liability for the full amount of the contract plus any additional expenses.

II. Privileges and Responsibilities

A. Privileges

Approved student clubs and organizations shall have the following privileges:

1. Use of the College name;
2. Use of College facilities free of charge;
3. Leadership support from the Office of Student Engagement;
4. Budgetary support from the SGA;
5. Inclusion in various publications of the Office of Student Engagement which are distributed widely to both prospective and current students; and
6. Participation in the annual Student Services Awards Ceremony.

B. Responsibilities

Approved student clubs and organizations shall have the following responsibilities:

1. Act as a responsible representative of the College;
2. Establish and maintain a club/organization account with the Office of Student Engagement in conjunction with the Office of Fiscal Affairs;
3. Deposit and access all monies through the above established account; and
4. Submit all required student activities club/organization forms and reports.

III. Dormant Club or Organization

If a club or organization has not registered with the Office of Student Engagement within the past two academic semesters they may be classified as a dormant club. Any club that has been dormant for four years shall be disbanded and remaining funds directed to the SGA Club Incentive Reward Program. In the event of dormancy, previously listed club advisors shall be informed of the classification change. Dormant clubs shall continue to be listed as a potential club in any printed and digital promotional materials.

[AP 9300 Student Activities and Organizations](#)

Specific procedures guiding student activities and organizations can be found [here](#).

CP 9305 Guest Speakers Invited by Students

Status	Active
Legal Authority	
Adopted	February 13, 2019 by NSCC Board of Trustees
Last Reviewed	2019

As part of the educational process, students are encouraged to invite guest speakers to campus who have a demonstrated expertise in an area of interest to the College community. Recognized student clubs and organizations may invite to the College any person who contributes to the intellectual or cultural life of the College. Individual students wishing to invite a speaker to campus should seek the sponsorship of a recognized student club or organization.

In order to derive maximum benefit from a guest speaker's presence on campus, it is recommended that prior to extending a final invitation the sponsoring recognized student club or organization consult with the Office of Student Engagement and with faculty in related fields of expertise to assist the College in its efforts to offer a full, varied, and balanced program of guest speakers that will result in the broadest exchange of ideas and opinions.

A guest speaker program may be subject to reasonable and content-neutral time, place and manner restrictions and speech that seeks to incite imminent violence or constitutes harassment, threats, defamation or obscenities is prohibited. It shall not be inferred or implied that any guest speaker program conducted in accordance with this policy is approved or endorsed by the College.

To schedule College facilities for a guest speaker program, please contact the Office of Student Engagement (engagement@northshore.edu) at least seventy-two (72) hours in advance in order to ensure proper planning and the availability of security, facility equipment and/or personnel and/or food services, to the extent requested or required. College facilities will be assigned based on space availability.

CP 9310 Student Fundraising and Solicitation

Status	Active
Legal Authority	
Adopted	February 13, 2019 by NSCC Board of Trustees
Last Reviewed	2019

Solicitation and commercial activities are prohibited on College property without the College's prior, written consent. Prohibited solicitation includes, but is not limited to, the posting of advertisements for the sale of goods or services on College property. Fundraising of a personal or political nature are strictly prohibited.

The College may permit fundraising activities by College-affiliated persons or groups, including recognized student groups and organizations, in direct support of their College related activities. All fundraising materials shall bear the name of the person or group conducting the activity. All fundraising activities by College affiliated persons or groups, including fundraising materials, must be authorized by the Director of Student Engagement and in compliance with the College's fundraising guidelines as established by the Office of Student Engagement, located on the Lynn Campus Room LW171 or Danvers Campus DB132. Fundraising activities conducted in noncompliance with this policy are expressly not approved or endorsed by the College and are prohibited.

CP 9400 Accessibility Services

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

Accessibility Services shall work individually with students to establish reasonable academic accommodations and services for students in credit and non-credit courses. Staff members shall assist with the implementation of accommodations and provide guidance to students with disabilities, serve as a resource to faculty and staff members and promote disability awareness throughout the College community.

AP 9400 Accessibility Services

Detailed information about services and programs is available [here](#).

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND ADMINISTRATIVE PROCEDURE MANUAL

CHAPTER 10: STUDENT CODE OF CONDUCT AND DISCIPLINARY PROCEDURES

CP 10000 Student Rights and Responsibilities

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall respect the dignity of each individual member of the College community and recognize certain rights and responsibilities as integral to achieving opportunities for intellectual, cultural, social, and personal growth and the health and safety of every student. These rights shall include, but shall not be limited to the opportunity to pursue higher education; freedom to exercise the rights of citizenship, association, inquiry, and expression; appropriate privacy and confidentiality; a safe academic environment; voting representation on all recommendations to the President of the College on matters of academic policy, student affairs, and curriculum; the right to fair and equal treatment, instruction, evaluation and services by faculty, staff and students; and to procedural due process in grievance and disciplinary hearings.

Most important, students shall have the right to a quality education. This shall include but shall not be limited to the right to competent instruction in courses and programs; the right to assistance in overcoming educational, cultural, emotional, and economic disadvantages which hinder the educational process; and the right to receive in writing from each faculty member during the first week of classes a brief written course description, course requirements, an attendance policy, and an explanation of the grading system to be utilized.

As a corollary to the aforementioned rights, students shall be expected to assume the following responsibilities:

1. To be knowledgeable of and comply with the directives, regulations and laws as established by the Massachusetts Board of Higher Education, the College, and the duly constituted Student Government Association;
2. To respect the rights of individuals and groups to independent action as long as those rights do not interfere with the parallel rights of others – minorities and majorities alike; and,
3. To be knowledgeable of and comply with the directives, regulations, and laws of duly constituted civil authorities.

I. Free Inquiry and Free Expression

North Shore Community College shall exist for the transmission of knowledge, the pursuit of truth, the development of students, and the general well-being of society. Free inquiry and free expression shall be indispensable to the attainment of those goals. As members of the academic community, faculty members, staff and students shall be encouraged in a sustained and independent search for knowledge. Freedom to teach and freedom to learn shall be inseparable

components of academic freedom. The freedom to learn shall depend upon appropriate opportunities and conditions in the classroom, on the campus, and in the larger community. The responsibility to secure and to respect general conditions conducive to the freedom to learn shall be shared by all members of the academic community – students, faculty members, and staff members. The College shall respect and defend the right of its members to lawful exercises of free speech and assembly in behalf of causes, whether popular or unpopular. These rights shall be properly exercised only when due regard for the rights of others is assured, and procedures are designed to ensure fairness and equal access regarding controversial issues and partisan, political, or other activities.

Actions denying the rights of others to move or speak freely, whether or not such interference is their motive, lie outside Constitutional guarantees and the obligation of the College to defend them. Therefore, if in the judgment of the President or his/her/their designee, persons attempt to interfere with the freedom of movement or speech of members or guests of the College community, or the orderly operation of the College, the President of the College or his/her/their designee shall be authorized to:

- 1) Advise such persons of the impropriety of their activity and request immediate desistance from such activity;
- 2) If such persons fail to desist, call the appropriate authority to remove those so interfering;
- 3) Suspend temporarily such members of the College community who have participated in such interference and persist in such activity; and
- 4) Grant as soon as reasonably possible appropriate due process to any person appealing such suspension.

Any person who involves himself/herself/themselves in the willful destruction of College or personal property shall, in addition, be answerable to charges filed with the civil authority.

The [Massachusetts Trespass Act](#) also states in part that:

“Whoever willfully trespasses upon land or premises belonging to the Commonwealth, or to any authority established by the general court for purposes incidental to higher education, appurtenant to a public institution of higher education, . . . or whoever after notice from an officer of any said institution to leave said land, remains thereon, shall be punished by a fine of not more than \$50 or by imprisonment for not more than three months.”

II. Family Educational Rights and Privacy Act

Please refer to [CP 7000](#), Student Records and Confidentiality for information about the students’ rights related to the Family Educational Rights and Privacy Act.

CP 10100 Student Code of Conduct

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall recognize that all students, as members of the College community, shall enjoy the freedom of speech and assembly, freedom of association, freedom of the press, right of petition, and the right of due process. These rights shall not come without responsibilities and respect for others in the College community. Attendance at the College shall be a privilege and not a right, and enrollment shall carry with it obligations with regard to conduct both in and out of class. Students shall be responsible for knowing and understanding the contents of the Student Code of Conduct. Students shall be responsible for abiding by the laws governing the College and shall be expected to observe standards of conduct set by the College.

I. Learning Outcomes

The College shall expect its students to act in a mature and responsible manner. Respect for the rights of others, openness to new and challenging ideas, civility, and courtesy shall be examples of this expectation. The Student Code of Conduct process shall be intended to be an educational process that supports the mission of the College. Therefore, this policy shall be intended to promote personal responsibility, integrity, and ethical decision making. Students who participate in this process should achieve the following learning outcomes:

- Understand how the Code supports the goals and mission of the College;
- Understand the possible impact of their choices on their academic and personal success;
- Accept personal responsibility for the choices and decisions made and the impact of their behavior on the College community;
- Reflect on their ethical obligations as a student in the College community;
- Recognize the value of the student conduct process as an educational opportunity; and
- Identify ways to address their behavior so it does not negatively impact their educational goals or the community in the future.

II. Application of the Code of Conduct

The Code of Conduct shall be used to address student disciplinary offenses as referenced in this policy. The Code of Conduct shall apply to student conduct, which occurs at the College, in any of its facilities, on any of its grounds, or at any College related activity regardless of location.

Under certain circumstances, the Code may also apply to off-campus conduct. Each student shall be responsible for his/her/their conduct from the time of admission through the actual awarding of a degree, before classes begin and after classes end, and during periods between terms of actual enrollment. The Code of Conduct shall apply to a student's conduct even if the student withdraws from the College while a discipline matter is pending.

III. Discrimination, Sexual Harassment, and Sexual Violence

This Code shall not be used to address complaints of discrimination, sexual harassment, and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking. Those complaints shall be investigated according to the College's [Policy on Affirmative Action, Equal Opportunity and Diversity](#) by the College's Affirmative Action Officer or Title IX Coordinator.

CP 10200 Disciplinary Offenses

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Disciplinary Offenses

A student shall be subject to disciplinary action for engaging in, but not limited to, the following acts:

1. Physical violence and/or threats of physical violence.
2. Any conduct that threatens and/or endangers the health or safety of any person.
3. Creating or false reporting of bombs or other dangerous devices.
4. Extortion as defined by the use, or the express or implicit threat of the use, of violence or other criminal means to cause harm to person, reputation, or property as a means to obtain property from someone else without his/her consent.
5. Unauthorized use of fire alarm or fire equipment.
6. Unauthorized or illegal gambling.
7. Hate crimes as defined under state or federal law.
8. Hazing as defined under state or federal law.
9. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises.
10. Conduct resulting in a violation of the College's Computer/Technology Acceptable Use policies, Email and Social Media policies, and/or related Information Technology Resource policies.
11. Failure to comply with the directions of a College official or law enforcement officer acting in the performance of their duties, including failure to identify oneself when requested to do so.
12. Use, possession, manufacturing, or distribution of alcoholic beverages or controlled substances including marijuana, heroin, or narcotics except as expressly permitted by law. Public intoxication shall be prohibited.

13. Smoking any tobacco product or use of e-cigarettes, vaporizers, or inhalers in violation of state law including in any public buildings and in any areas prohibited under College policy.
14. Breach of peace including disorderly, lewd, or indecent conduct or aiding, abetting, or procuring another person to breach the peace on College premises or at functions sponsored by, or participated in, by the College.
15. Defacement or destruction of College or personal property.
16. Attempted or actual theft of College or personal property.
17. Acting on or off-campus in a manner that substantially interferes with or disrupts the normal and/or safe operation of the College, including but not limited to disrupting or interfering in the educational process, including teaching, advising, research, administration, disciplinary proceedings, public service, or other College activities or functions.
18. Verbal or physical harassment or intimidation.
19. Any unauthorized use of electronic or other devices to make an audio or video recording of any person(s) while on College premises or participating in a College-related activity without the person's prior knowledge or without the person's effective consent due to intoxication, drug use, mental impairment, or other conditions that may impair a person's ability to convey effective consent. This shall include, but shall not be limited to, surreptitiously taking pictures of another person in a locker room or restroom.
20. Acts of dishonesty, including but not limited to the following:
 - a. Forgery, alteration, or misuse of any College document, record, or instrument of identification;
 - b. Furnishing false information to any College official, faculty member, or office; or
 - c. Disrupting or tampering with the election of any College-recognized student organization.
21. Acts of academic dishonesty, including but not limited to the following:
 - a. Use of any unauthorized assistance in taking quizzes, tests, or examinations;
 - b. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;

- c. The acquisition, without permission, of tests or other academic material belonging to a member of the College faculty or staff; or
 - d. Plagiarism, which is defined as the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. It shall also include the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials, taking credit for work done by another person or doing work for which another person will receive credit, and copying or purchasing other's work or arranging for others to do work under a false name.
22. Abuse of the Disciplinary process, including but not limited to:
- a. Falsification, distortion, or misrepresentation of information during the judicial process;
 - b. Disruption or interference with the orderly conduct of the judicial process;
 - c. Attempting to discourage an individual's participation in, or use of, the judicial process;
 - d. Attempting to influence the decision of a member of a Judicial Board prior to, and/or during the course of, the judicial proceeding;
 - e. Harassment (verbal or physical) and/or intimidation of a member of a Judicial Board, College official, party to a complaint, or witness participating in the judicial process;
 - f. Failure to comply with the sanction(s) imposed under the Code of Conduct;
 - g. Influencing or attempting to influence another person to commit an abuse of the judicial process; or
 - h. Knowingly filing a false complaint under the Code of Conduct.
23. Unauthorized possession, duplication, or use of keys to any College premises or unauthorized entry to or use of College premises.
24. Unauthorized solicitation, including but not limited to sale of goods and services for personal profit.
25. Unauthorized activity that constitutes forgery.
26. Violation of state or federal laws not otherwise enumerated herein.

27. Violation of any College policies, rules, or regulations published in written copy or available electronically on the College's website.

II. Other Policies Subject to the Code of Conduct

A. Dangerous Weapons

Possession of a weapon, article, implement, pepper spray, or chemical agent that may be used as a weapon shall be strictly prohibited on any College campuses, property, or at a College-sponsored event.

B. Information Technology Resources Usage

Please refer to CP 13700, Usage of Information Technology Resources for detailed information about College policies.

III. Discipline for Disruptive Conduct

Disrupting or interfering in the educational process in a class (or clinical site), shall be prohibited under this policy. If a student engages in disruptive conduct, a faculty member or other College employee may address and resolve the matter informally without filing a complaint under the Code, including temporarily removing the disruptive student from a class (or clinical site). On the first occasion when a student is removed, the faculty member or other College employee is strongly encouraged to notify the Code of Conduct Administrator (CCA). In all subsequent cases of removing the same student from a class (or clinical site), the faculty member or other College employee shall notify the CCA. A faculty member or other College employee may seek assistance from Public Safety if necessary to remove a student. A student may not be permanently removed from a class (or clinical site) for a conduct-related offense except upon referral to the CCA of a complaint for administration under this policy. The CCA may exercise his/her/their discretion to allow the accused student to attend class (or clinical site) during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or his/her/their designee.

IV. Discipline for Academic Dishonesty

This policy shall recognize the right of faculty to manage their class, including addressing directly with students issues of academic dishonesty. When academic dishonesty is suspected, a faculty member may choose to issue a failing grade. If the student believes that there is substantial evidence of error or injustice associated with that grade, the student may file a grievance under the Student Grievance Procedure's Grade Appeal Process and a full description can be found within CP 10400. Alternatively, a faculty member may choose not to issue a grade, but rather refer the matter directly to the CCA for administration under this policy. However, where the issuance of a failing grade by a faculty member for academic dishonesty shall result in a student's dismissal from a program (for example, in nursing and other health care programs), the charge of academic dishonesty shall be directly referred to the CCA for administration under this policy, which shall be completed, where practicable, within thirty (30) days.

V. Off-Campus Behavior

The College shall reserve the right to take disciplinary action against a student for off-campus conduct when such conduct adversely affects the College community, poses a threat of harm to the College community, interferes with the College's pursuit of its objectives and mission, and/or if a student is charged with violating state or federal law. Proceedings under this Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.

VI. Interim Measures

Under certain circumstances during the Code of Conduct process, interim measures may be imposed by the CCA including, but not limited to: no-contact orders; restriction/loss of privileges; or interim suspension. The College shall reserve the right to issue an interim suspension when it reasonably concludes that a student:

1. Poses a threat to others;
2. Poses a threat to College property or equipment;
3. Substantially disrupts or interferes with the normal operations of the College;
4. Engages in off-campus conduct that adversely affects the College community; and/or
5. Is charged with a crime in violation of state or federal law.

During an interim suspension, a student shall be prohibited from entering any College property and participating in any College activities.

CP 10300 Code of Conduct Disciplinary Process

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Code of Conduct Disciplinary Process shall be initiated once a complaint is filed against a student by a member of the College community or by the Code of Conduct Administrator (CCA). This policy shall not be intended to prevent members of the College community from attempting to resolve matters informally. Failure to cooperate with the College's investigation of an alleged Code of Conduct violation, including failing to appear for an Administrative Resolution meeting or a Judicial Board Hearing, shall result in discipline of the Accused Student by the CCA and a forfeiture of his/her/their rights to a hearing or appeal.

AP 10300 Code of Conduct Disciplinary Process

I. Disciplinary Process

All complaints under the Code of Conduct shall be filed with or by the CCA.

When the CCA files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCA shall initiate the disciplinary process by meeting with the Accused Student, putting him/her/them on notice of the alleged violation and providing him/her/them with an opportunity to respond to the allegations. The CCA may conduct further investigation if necessary. Under certain circumstances during the Code of Conduct process, interim measures may be imposed by the CCA including, but not limited to: no-contact orders; restriction/loss of privileges; or interim suspension in a manner consistent with this Code.

If the CCA determines that a violation exists, three procedural options shall be available:

1. Verbal or Written Reprimand – For low-level offenses, the CCA may issue a verbal or written reprimand to the Accused Student. Reprimands shall not be subject to a hearing before a Judicial Board or an appeal.
2. Administrative Resolution – An Administrative Resolution is reached only upon the mutual agreement of the CCA and the Accused Student. By accepting an Administrative Resolution, the Accused Student shall waive his/her/their right to a hearing before the Judicial Board or an appeal. If the CCA and the Accused Student cannot agree on an Administrative Resolution the matter shall proceed to a Judicial Board hearing. Failure by the Accused Student to appear for an Administrative Resolution meeting with the CCA will result in discipline of the Accused Student by the CCA and a forfeiture of his/her/their rights to a hearing or appeal.

3. Judicial Board Hearing – When an Administrative Resolution cannot be reached, the CCA shall refer the alleged violation to a Judicial Board for a hearing.

II. Judicial Board Hearing

1. A hearing with the Judicial Board shall be scheduled by the CCA not later than thirty (30) days following an Accused Student's request for a hearing. If no hearing is requested, the hearing shall be scheduled by the CCA no later than thirty (30) days from the date of the Administrative Resolution meeting.
2. A written Statement of Charges shall be presented to the Accused Student not less than five (5) days prior to the hearing.
3. A Judicial Board hearing shall be an administrative hearing. The rules of evidence shall not apply.
4. In a matter involving more than one Accused Student, the Judicial Board may permit, at its discretion, individual hearings for each Accused Student.
5. The Accused Student shall have the right to be accompanied by any advisor of his/her/their own choosing and at his/her/their own expense. The advisor may be another student, faculty member, administrator, or an attorney. The advisor shall not otherwise be involved in the proceedings. An advisor's role shall be limited to advising the Accused Student directly and discretely. An advisor shall not be permitted to participate directly in the hearing.

III. Conduct of Hearing

1. A hearing normally shall be conducted in private.
2. There shall be a record created of all hearings. The record shall be the property of the College.
3. All procedural questions shall be subject to the final decision of the Judicial Board.
4. Admission of any person(s) to the hearing shall be at the discretion of the Judicial Board.
5. A hearing shall proceed as follows.
 - a. The CCA shall present the Statement of Charges on behalf of the College. The CCA may present documents, materials, and/or witnesses in support of the Statement of Charges.

- b. Accused Student shall respond to the Statement of Charges. The student may present documents, materials, and/or witnesses in response to the Statement of Charges.
- c. Following the parties' presentations, the Judicial Board may question each party, their witnesses, and/or review all information presented. The Judicial Board shall have the discretion to request additional documents, materials, or information from either party.
- d. While direct cross-examination by the parties shall not be permitted, each party shall be given the opportunity to question the other by presenting questions through the Judicial Board. If the Judicial Board determines a question is relevant, the other party shall be asked to respond.
- e. The Judicial Board shall have a final opportunity to question the parties.
- f. After the hearing, the Judicial Board shall determine by majority vote whether the Statement of Charges has been proven.
- g. A Judicial Board's decision shall be based on a preponderance of evidence standard.
- h. Within fifteen (15) days of the conclusion of a hearing, the Judicial Board shall issue a written decision outlining its findings and disciplinary action, if any, to the parties.

IV. Sanctions

A student found in violation of the College's Code of Conduct shall be subject to sanctions, including but not limited to:

- 1. Verbal or Written Reprimand;
- 2. Restrictions/Loss of Privileges;
- 3. Community Service;
- 4. Educational Sanction;
- 5. Restitution;
- 6. Probation;
- 7. Suspension; or
- 8. Expulsion.

A student who violates the Code of Conduct while serving any of the above sanctions shall be subject to further discipline, up to and including expulsion. The intent of the College shall be to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on several factors, such as the nature and severity of a student's violation and/or prior disciplinary history, the College shall reserve the right to impose any of the above-referenced sanctions at any time.

V. Appeal

1. Within five (5) days of receiving the Judicial Board's decision, either the CCA or the Accused Student may appeal the Judicial Board's decision to the College's Appeals Officer.
2. An appeal shall be in writing and shall be based on a credible claim that the hearing was not conducted in conformity with the Code of Conduct, the decision was not supported by a preponderance of the evidence presented, the sanction imposed was not appropriate in light of the Judicial Board's decision, or new evidence exists, which was not presented at hearing because it was not reasonably known to the Accused Student at that time, and which is sufficiently relevant such that it could alter the Judicial Board's decision.
3. The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject, or modify the Judicial Board's decision or sanction.
4. The Appeals Officer's decision shall be final.

CP 10400 Student Grievance Procedure

Status	Active
Legal Authority	<u>M.G.L. ch.58</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall implement a Student Grievance Procedure to address issues and disputes that require formal intervention by the College.

Before invoking the Student Grievance Procedure, a reasonable effort shall be made by those involved in a dispute to resolve it amicably. A dispute shall be most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, it shall be the best interest of the student, the potential subject of a Grievance, and the College to resolve disputes through open and cooperative dialogue. Only when such efforts are unsuccessful should the Student Grievance Procedure be invoked. Throughout all phases of the Student Grievance Procedure, all reasonable efforts shall be made to maintain confidentiality in accordance with applicable law.

The Student Grievance Procedure shall not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information, or national origin, the College's Affirmative Action Grievance Procedure shall be the mechanism for resolution. The College's Affirmative Action Grievance Procedure is presented in the College's [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

If a grievance involves a grade dispute, a student shall process the grievance in accordance with the Student Grievance Procedure. However, if a grade dispute raises issues of discrimination or sexual harassment, the grievance should be processed in accordance with the College's Affirmative Action Grievance Procedure and the Affirmative Action Officer shall conduct the process in collaboration with the Senior Academic Officer or designee.

Claims of physical or sexual assault shall not proceed under the Student Grievance Procedure. A claim of physical assault alleged against a student shall be reported to the Code of Conduct Officer. A claim of physical assault alleged against an employee shall be reported to the Human Resources Office. In both cases, law enforcement authorities shall also be notified. A claim of sexual assault shall be reported to the College's Affirmative Action Officer and/or Title IX Coordinator and law enforcement authorities and shall proceed under the College's Affirmative Action Plan.

AP 10400 Student Grievance Procedure

I. Utilizing the Student Grievance Procedure

The Student Grievance Procedure may be used by a student to address alleged abridgment of the student's rights, as stated in the College's Student Handbook and/or Policy Guide. The student Grievant or the Responding Party may consult with the Student Grievance Officer, the Dean of Students, at any time.

At any Level of the Student Grievance Procedure, either party may request mediation by contacting the Student Grievance Officer. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The Student Grievance Officer shall select an impartial mediator who shall be mutually agreed upon and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation process, and inform the parties of the timetable in writing. Where practicable, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by the parties. The purpose of mediation shall be to resolve the dispute to the satisfaction of both parties. If a mediated resolution cannot be achieved, the Grievant shall proceed with the Grievance Process. The Grievant shall have the right to be accompanied by any advisor of his/her/their own choosing and at his/her/their own expense throughout the process. The advisor may be an attorney. An advisor's role shall be limited to personally advising the Grievant only. An advisor shall not be permitted to participate directly in any aspect of the grievance process.

Except for under extenuating circumstances, as determined by the President or his/her/their designee, failure by a party to comply with the Student Grievance Procedure during the course of a grievance may result in the waiving of the noncompliant party's rights under the Procedure.

II. Procedures

A. Level One – Informal Procedure

This shall be the informal stage where most complaints are resolved. The Grievant and the Responding Party should consult with the Student Grievance Officer at this time. A Grievant shall initiate the informal phase of the Grievance process. The Grievant shall first present his/her complaint orally and informally to the Responding Party. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when a grievable act or omission occurs.

The Responding Party shall respond to the Grievant's complaint within ten (10) days. Though this phase of the process is informal, the parties may present their positions in writing. If the matter is not resolved informally within ten (10) calendar days from the date a response to the complaint was due, the Grievant may proceed to Level Two.

B. Level Two (L2) – Formal Procedure

Prior to filing a written Grievance at Level Two, a Grievant shall consult with the Student Grievance Officer. The Responding Party should also consult with the Student Grievance Officer at this phase of the process.

1. L2 – Step One

The Student Grievance Officer shall notify the parties in writing when a complaint is not resolved informally at Level One.

The Grievant may, within ten (10) calendar days after receipt of the Student Grievance Officer's written notice, file with the Student Grievance Officer a Grievance. The Grievance shall contain the following information: the name and title of the person(s) against whom the Grievance is directed; a statement of all known facts, documents, and materials supporting the grievance; a list of individuals who have information pertinent to the grievance; and the relief sought by the Grievant. All supporting documents, if any, shall be attached to the grievance as part of the Grievance. The Grievance shall also state the date it is filed and that it is being filed at Level Two, Step One.

The Grievance may be filed with the Student Grievance Officer by email, regular mail, certified mail, or in hand. Thereafter, the Student Grievance Officer shall deliver the Grievance, and all supporting documents, if any, to the Responding Party within five (5) calendar days. If the Responding Party is unavailable at the time the Grievance is filed, the Student Grievance Officer shall use reasonable means to deliver the Grievance within a reasonable period of time.

The Responding Party shall forward a written Level Two, Step One response to the Student Grievance Officer within ten (10) calendar days of his/her/their receipt of the Grievance. The Student Grievance Officer shall deliver the written response to the Grievant within five (5) calendar days of receipt.

2. L2 – Step Two (Supervisor Level)

If the Grievance is not resolved to the satisfaction of the Grievant within ten (10) calendar days after his/her/their receipt of the Step One response, or if no written response is submitted, the Grievant may within ten (10) calendar days after the written response was received or due, request the Student Grievance Officer to forward the Grievance and response, if any, to the supervisor of the Responding Party with a copy to the Senior Officer of the work area of the Responding Party.

The supervisor shall investigate the Grievance and confer with the Senior Officer. The supervisor shall forward his/her/their written decision to the Student Grievance Officer within ten (10) calendar days after receipt of the Step Two Grievance. Thereafter, the Student Grievance Officer shall deliver the decision to the Grievant and the Responding Party within five (5) calendar days.

At any time before the issuance of the Supervisor's Step Two decision, the Senior Officer may request that the parties meet to discuss the issue and attempt to resolve it. Grade appeals shall not proceed beyond this Step (Level Two, Step Two).

No new issues or allegations may be raised by either party after Step Two.

3. L2 – Step Three (Student Grievance Committee Level)

If the Grievance is not resolved to the satisfaction of the Grievant within the period allowed at Level Two, Step Two, the Grievant may request a hearing before a Student Grievance Committee. Such a request shall be in writing and presented to the Student Grievance Officer within ten (10) calendar days from the issuance of the Supervisor's Level Two, Step Two decision.

Within ten (10) calendar days of the Student Grievance Officer's receipt of the Grievant's request for a hearing, the Student Grievance Officer shall arrange a hearing before a Student Grievance Committee. The Student Grievance Officer shall use reasonable efforts to schedule the hearing at a time mutually convenient to the parties. At least twenty-four (24) hours prior to the hearing, the Student Grievance Officer shall provide each member of the Committee and all parties to the Grievance with copies of the Grievance, responses to the Grievance, decisions issued, and all relevant supporting documentation and materials.

The Committee shall deliver its findings and recommendations to the Student Grievance Officer within ten (10) calendar days following the hearing. A copy of the Committee's findings and recommendations shall be delivered to the President or his/her/their designee within five (5) calendar days of receipt.

Within ten (10) calendar days of the President's receipt of the Committee's findings and recommendations, the President or his/her/their designee shall issue a written statement accepting, modifying or rejecting the Committee's recommendations.

The decision of the President, or his/her/their designee, shall be final and binding on all parties.

III. Membership of the Student Grievance Committee

The composition of the College's Student Grievance Committee shall consist of five members: one student; one unit professional; one faculty member; one non-unit professional; and one unit classified employee. The President or his/her/their designee shall appoint each member from among the recommendations submitted by the Student Grievance Officer. Service on the Committee shall be voluntary, provided that a member who has a personal interest in a particular Grievance shall be ineligible to serve on the Grievance Committee. All College employees serving on the Student Grievance Committee, and acting within the scope of their official duties on the Committee, shall be protected from liability to the full extent provided under [Massachusetts General Laws, Chapter 258](#), and eligible for indemnification as provided for pursuant to [Chapter 258, Section 9](#). All Student Grievance Committee members, as well as all

others in attendance at a grievance proceeding, shall maintain the confidentiality of the proceedings. The Student Grievance Officer shall attend all Committee hearings but shall not vote.

IV. Student Grievance Committee Hearing and Decision Guidelines

The following guidelines shall provide the framework for conducting a Student Grievance Committee Hearing:

1. Prior to the hearing, the newly impaneled Committee shall meet to elect a Committee Chairperson. The Chairperson shall be selected by a simple majority vote.
2. The Chairperson on the Committee shall be responsible for conducting the hearing and drafting the decision of the Committee but shall vote only in the event of a tie.
3. All hearings shall be closed and deliberations of the Committee shall be confidential and conducted in private.
4. The Grievant and the Responding Party shall be in attendance at the hearing. Each party may be accompanied by an advisor at the hearing. The advisor, however, may not participate in the hearing or question witnesses. Either party may at any time during a hearing consult in private with his/her advisor.
5. Witnesses may be asked by the Committee to remain outside of the hearing room until they are called to testify.
6. The Grievant shall address the Committee first. The Grievant shall state the nature of his/her/their Grievance and may present relevant evidence and/or witnesses in support of the Grievance.
7. The Responding Party may respond to the Grievant's allegations and present relevant evidence and/or witnesses in opposition to the Grievance.
8. Once the parties have presented their respective positions, the Committee may question the parties and/or witnesses.
9. After the Committee has questioned the parties, each party shall be given the opportunity to question the other party and their respective witnesses. All questions shall be directed through the Committee. If the Committee determines that a question is relevant to the grievance, the party or witness to whom it is addressed shall be asked to respond.
10. Following the parties' questioning of each other, the Committee shall have another opportunity to question the parties and witnesses.

11. Hearings before the Committee shall not be subject to the formal rules of evidence. In all cases, the hearing shall be conducted in a fair and impartial manner.
12. If a party to a Grievance fails to appear for a scheduled hearing, the Committee shall have the discretion to proceed with the hearing and issue its findings and recommendations in the party's absence.
13. The decision of the Committee shall be based on the relevant evidence presented at the hearing. The decision shall be in writing and include: a list of all documentary evidence and witnesses presented; a summary of the testimony offered by both parties and their respective witnesses; and the findings of the Committee and its recommendations. Print copies of the decision and recommendations of the Student Grievance Committee shall be forwarded by the Student Grievance Officer to the President or his/her/their designee for review and final disposition. The President or his/her/their designee shall accept, reject, or modify the Committee's decision and/or recommendations and issue a final written decision.
14. All findings and decisions reached under this Procedure shall be based on a "preponderance of evidence" standard. Any action taken hereunder shall be reasonable under the circumstances, in accordance with applicable College rules and procedures, and be grounded in fundamental fairness.

V. Withdrawal

A student may withdraw his/her complaint or Grievance at any time. Withdrawal shall be accomplished in writing or by oral agreement confirmed in writing.

VI. Retaliation

No member of the College community shall retaliate or threaten to retaliate against, interfere with, restrain, or coerce any student in the exercise of his/her/their rights under the Student Grievance Procedure or his/her/their participation in any grievance proceedings.

VII. Collateral Rights of Person Grieved by Student

If the recommendations made at any level of the grievance procedure result in sanctions against a college employee, the sanctions shall be regarded as administrative actions subject to all conditions of applicable collective bargaining agreements and College or Massachusetts Board of Higher Education personnel policies.

VIII. Alternative Forums

Filing a grievance in accordance with the Student Grievance Procedure shall in no way abrogate a student's right to file a complaint with an appropriate state or federal agency or in another forum.

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND
ADMINISTRATIVE
PROCEDURE MANUAL

CHAPTER 11: PROTECTION AGAINST
DISCRIMINATION

CP 11000 Statement on Affirmative Action, Non-Discrimination, and Diversity

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Board of Higher Education of the Commonwealth of Massachusetts is responsible under Chapter 15A of the General Laws of the Commonwealth of Massachusetts for the overall governance of the public higher education system, which includes the fifteen community colleges.

The Board of Higher Education and the Boards of Trustees of the community colleges maintain and promote a policy of non-discrimination on the basis of race, creed, religion, color, gender, gender identity, sexual orientation, age, disability, genetic information, maternity leave, military service, and national origin (“protected class(s)/classification(s).” Further, this policy prohibits retaliation and incorporates by reference, and where applicable, the requirements of Titles VI and VII of the Civil Rights Act of 1964; Title VI of the Civil Rights Act of 1968; Titles I and II of the Civil Rights Act of 1991; Title IX of the Education Amendments of 1972 and its regulations found at 34 C.F.R. part 106; Equal Pay Act of 1963; Civil Rights Restoration Act of 1988; Sections 503 and 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; Section 402 of the Vietnam-era Veterans Readjustment Act of 1974, Uniformed Services Employment and Reemployment Rights Act (USERRA); Age Discrimination Act of 1975; Age Discrimination in Employment Act of 1967, as amended; Family and Medical Leave Act of 1993; Federal Executive Order 11246 of 1965, as amended by Executive Order 11375 of 1967; Federal Executive Order 12900 of 1994; Federal Executive Order 13145 of 2000; Federal Executive Order 13160 of 2000; Federal Executive Order 13166 of 2000; Massachusetts Civil Rights Act; Massachusetts General Laws Chapters 151B, 151C, and Chapter 149; directives of the BHE, the Boards of Trustees of the community colleges, and the Commonwealth of Massachusetts; and other applicable local, state and federal constitutions, statutes, regulations, and executive orders.

Non-discrimination requires the elimination of all existing unlawful discriminatory conditions, whether purposeful or inadvertent. The community colleges are continuing to systematically examine all policies and procedures to be sure that they do not, if implemented as stated, operate to the detriment of any person on the basis of a protected classification.

North Shore Community College shall require that the practices of those responsible in matters of employment and education, including all supervisors and faculty, are non-discriminatory. Should the College discover discrimination in treatment or effect in any employment, educational or service decision, action, inaction, or practice within the College, all appropriate corrective and/or disciplinary actions shall be taken under the direction of the President of the College subject to any applicable collective bargaining agreement or other policy or procedure of the College.

North Shore Community College is committed to a policy of Affirmative Action, equal opportunity, equal education, non-discrimination, and diversity. We are committed to providing a learning, working, and living environment for students, employees, and other members of the College community which values the diverse backgrounds of all people. The College is committed to assuring that the “college experience” is one that challenges, empowers, supports, and prepares its students to live in, work in, and value our increasingly global and diverse world. The College believes that the diversity of socio-economic, racial, ethnic, religious, gender, sexual orientation, age, and disability backgrounds of members enriches our institution and various constituencies. The College will not tolerate behavior based on bigotry, which has the effect of discriminating unlawfully against any member of our communities.

North Shore Community College provides equal access to educational, co-curricular, and employment opportunities at the College for all applicants, students, and employees in compliance with all applicable laws, regulations, and policies. All benefits, privileges, and opportunities offered by the College are available to all students, employees, and other persons having dealings with the institutions on a non-discriminatory basis. The College is committed to taking a pro-active Affirmative Action posture with respect to recruitment, selection, and promotion of students and employees.

The purpose of the Affirmative Action component of this policy is to establish a set of programmatic objectives, which shall provide for the recruitment, access, and advancement of qualified persons from within the protected classes/classifications recognized under this Policy with respect to employment and enrollment opportunities. The intent of this policy is to responsibly recognize, and to whatever extent possible, resolve the effects of past societal discrimination and the impact which that discrimination has had, not only on victims of such discrimination, but on the total academic, educational, and social system as well. It is not intended and should not be used to discriminate against any applicant, employee, or student because of a protected classification.

In response to that recognition, the College, through the NSCC Boards of Trustees and President, fully endorse the plan of action set forth in this policy and shall oversee and monitor its implementation through the Affirmative Action Officer and other assigned personnel.

The following specific policies are established:

- Equal opportunity and affirmative action shall apply to all segments of the College; full- and part-time employment; day and continuing education; the curriculum and offerings of the College;
- Equal opportunity and affirmative action shall be applied to the recruitment process for employment and/or access to education;
- Students will have access to the College, programs of study, activities, and other resources intended to serve them, according to the policies of the College;

- Equal employment opportunity and affirmative action will be realized in all personnel employment, including recruitment, application for employment, hiring, benefits, compensation, training, promotion, and termination; and,
- All policies, procedures, privileges, and conditions of the College will follow and incorporate applicable equal opportunity and affirmative action rules and regulations.

The above-stated policies are intended to be applied broadly with the goal of promoting equal opportunity and diversity in North Shore Community College. We pledge to apply all policies consistently, fairly, and vigorously. Attempts to subvert or abuse these policies shall not be tolerated. Appropriate disciplinary action shall be taken in the case of an infraction. Such disciplinary action shall be consistent with the appropriate collective bargaining agreement, if applicable.

All policies are made in compliance with laws and regulations and executive orders promulgated by the federal and state governments and other appropriate agencies and authorities, where applicable.

The College's Policy on Affirmative Action, Equal Opportunity and Diversity can be found [here](#).

CP 11100 Support of and Commitment to Diversity

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College has made a commitment to developing and maintaining an inclusive, proactive, and empowered culture where diversity is a guiding value, not just in theory, but in practice.

At the College, diversity takes many valued forms; the College shall recognize the integrity, contributions, strengths, and viability of different cultural, language, and social groups. Diversity shall include, but shall not limited to, race/ethnicity, physical abilities/qualities, disability, gender, sexual orientation, age, religious beliefs, class, educational background, and employment category.

True diversity implies a pluralistic campus, one that provides students, faculty, and staff members with the opportunities to learn about, respect, and appreciate each other's cultures and backgrounds. Diversity is inclusive, encompassing everyone. It seeks to create an environment in which each person and every group fits, feels accepted, has value, and contributes.

CP 11200 Prohibited Conduct

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

The purpose of community colleges is to educate, train and prepare students to live and work in an increasingly global and diverse workforce. It is North Shore Community College's commitment to take all possible steps to provide an inclusive and diverse learning, living, and work environment that values diversity and cultural tolerance and looks with disfavor on intolerance and bigotry. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequences for the development of our Commonwealth and ultimately, our nation.

II. Definitions

Prohibited Conduct includes: Discrimination; Discriminatory Harassment; Gender-Based Harassment; Sexual Harassment; and Sexual Violence and Retaliation.

III. Policy Prohibitions

The Policy prohibits all conditions and all actions or omissions, which deny or have the effect of denying to any person their rights to equity and security on the basis of their membership in or association with a member(s) of any protected class. This policy reaffirms the values of civility, appreciation for racial/ethnic/cultural/religious pluralism, and pre-eminence of individual human dignity as preconditions to the achievement of an academic community, which recognizes and utilizes the resources of all people.

In order to promote an atmosphere in which diversity is valued and the worth of individuals is recognized, the College will distribute policy statements and conduct educational programs to combat all Prohibited Conduct.

The prohibition on Prohibited Conduct contained in this policy shall apply to and be enforced against all members of the College community, including, but not limited to, faculty, librarians, administrators, staff, students, vendors, contractors, and all others having dealings with the institution.

IV. Conduct That is Not Prohibited

North Shore Community College is committed to protecting, maintaining, and encouraging both freedom of expression and full academic freedom of inquiry, teaching, service, and research. Nothing in this policy shall be construed to penalize a member of the College community for expressing an opinion, theory, or idea in the process of responsible teaching and learning.

Accordingly, any form of speech or conduct that is protected by the principles of academic freedom or the First Amendment to the United States Constitution is not subject to this policy.

AP 11200 Prohibited Conduct

Any employee or student who believes s/he/they has been a victim of discrimination, discriminatory harassment and retaliation may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 11300 Sexual Harassment

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

It is the goal of the community colleges to promote an educational environment and workplace that is free of sexual harassment. Sexual harassment of students or employees occurring in the classroom or the workplace is unlawful and will not be tolerated by North Shore Community College. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve the goal of providing a workplace free from sexual harassment, the conduct that is described in this policy shall not be tolerated.

Because NSCC takes allegations of sexual harassment seriously, we shall respond promptly to complaints of sexual harassment and where it is determined that inappropriate conduct has occurred, shall act promptly to eliminate the conduct and impose such corrective measures, including disciplinary action where appropriate and consistent with applicable collective bargaining agreements.

II. Definition of Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

1. Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment or academic decisions; or
2. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's academic or work performance by creating an intimidating, hostile, humiliating or sexually offensive learning or working environment.

Under these definitions, direct or implied requests by a supervisor or instructor for sexual favors in exchange for actual or promised job or academic benefits constitute sexual harassment. The following are some examples of conduct, that either alone or in combination, which may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

1. Unwelcome sexual advances – whether they involve physical touching or not;

2. Repeated, unsolicited propositions for dates and/or sexual intercourse;
3. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
4. Displaying sexually suggestive objects, pictures, cartoons;
5. Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
6. Verbal harassment or abuse on the basis of sex;
7. Inquiries into another person's sexual activities, practices or experiences; and
8. Discussion of one's own sexual activities, practices or experience.

The legal definition of sexual harassment is broad and applies to any individual of either gender who participates in the College community, including a student, faculty member, administrator, or any other person having dealings with the College. In addition, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a hostile, offensive, intimidating, or humiliating workplace or academic environment to male or female workers or students may also constitute sexual harassment.

All employees and students should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment or retaliation against individuals who have cooperated with an investigation of sexual harassment is unlawful and will not be tolerated by the College.

III. Complaints of Sexual Harassment

If any member of the College community believes that he/she/they have been subjected to sexual harassment, he/she/they have a right to file a complaint under this policy, either in writing or orally.

All complaints of sexual harassment shall proceed under this Policy's Complaint Procedure. To file a complaint a person may do so by contacting the College's Title IX Coordinator, or designee. A report of an allegation of sexual harassment may also be presented to other "Responsible Employees" at the College. These persons are also available to discuss any concerns a person may have and to provide information about the Policy on Sexual Harassment and the complaint process.

IV. Sexual Harassment Investigation

A complaint of sexual harassment shall be promptly investigated in a fair and expeditious manner. The investigation shall be conducted in such a way as to maintain confidentiality to the

extent practicable under the circumstances. Our investigation will be conducted in accordance with this policy's Complaint Procedure and will include a private interview with the person filing the complaint and with witnesses. The person alleged to have committed sexual harassment will also be interviewed. Once the investigation is completed, the College shall, to the extent appropriate, inform the parties of the results of that investigation.

If it is determined that a violation of this policy has occurred, the College shall act promptly to eliminate the offending conduct, and where it is appropriate also impose disciplinary action.

V. Disciplinary Action

Discipline for violating this policy may include, but is not limited to, mandatory counseling or training, verbal or written warnings, suspension, termination from employment, or expulsion from the College.

VI. Consensual Relationships

A. Faculty/Administrator/Staff Member Relationships with Students

A romantic and/or sexual relationship, consensual or otherwise, between a faculty member, administrator, or staff member and a student is looked upon with disfavor and is strongly discouraged. No faculty member shall have a romantic and/or sexual relationship, consensual or otherwise, with a student who is being taught or advised by the faculty member or whose academic work is being supervised or evaluated, directly or indirectly, by the faculty member. No administrator or staff member shall have a romantic and/or sexual relationship, consensual or otherwise, with a student who the administrator or staff member supervises, evaluates, advises, or provides other professional advice or services as part of a College program or activity.

B. Relationships Between Supervisors, Subordinates or Co-Workers

A consenting romantic and/or sexual relationship between a supervisor and subordinate or co-workers may interfere with or impair the performance of professional duties and responsibilities and/or create an appearance of bias or favoritism. Further, such relationships could implicate state ethics laws and/or result in claims of sexual harassment, discrimination, or retaliation. Therefore, such workplace relationships are strongly discouraged.

VII. State and Federal Remedies

In addition to the above, if a person believes that she/he/they have been subjected to sexual harassment, may file a formal complaint with the governmental agencies set forth below. Filing a complaint under this policy does not prohibit a person from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC - 300 days; MCAD - 300 days).

United States Equal Employment Opportunity Commission ("EEOC")
One Congress Street

10th Floor Boston, MA 02114
(617) 565-3200.

The Office for Civil Rights (“OCR”)
U.S. Department of Education
John W. McCormack Post
Office and Courthouse, Room 222
Boston, MA 02109
(617) 223-9662

Massachusetts Commission Against Discrimination (“MCAD”)

Boston Office:
One Ashburton Place
Rm. 601
Boston, MA 02108
(617) 994-6000

Worcester Office:
Worcester City Hall
484 Main St., Rm. 320
Worcester, MA 01608
(508) 799-8010

Springfield Office:
436 Dwight St., Rm. 220
Springfield, MA 01103
(413) 739-2145

New Bedford Office:
800 Purchase St., Rm. 501
New Bedford, MA 02740
(508) 990-2390

AP 11300 Sexual Harassment

Any employee or student who believes she/he/they have been a victim of sexual harassment may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 11400 Sexual Violence

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

Sexual violence is prohibited under state law and the College's Affirmative Action Policy. Sexual violence is prohibited pursuant to Title IX of the Educational Amendment Act of 1972, which states: *No person in the United States, shall on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal assistance.*

All reported or suspected cases of sexual violence shall be reported to the College's Affirmative Action and/or Title IX Coordinator.

The College is obligated to investigate allegations of sexual violence, even if the alleged victim chooses not to participate in the investigation. An employee or student who commits an act of sexual violence shall be subject to disciplinary action, up to and including expulsion or termination from the College, as well as criminal prosecution.

The College prohibits retaliation against any person who presents a formal or informal complaint of sexual violence or who testifies or offers evidence connected with a complaint. Retaliation is a violation of this policy whether or not the underlying claim of sexual violence is confirmed.

II. Reporting Complaints of Sexual Violence

If any student or employee believes that she/he/they have been the victim of sexual violence, the student or employee has the right to file an Affirmative Action Discrimination Complaint Form with the College. For more information or assistance with filing a complaint, please contact the College's Title IX Coordinator. If the Title IX Coordinator is the subject of a complaint, the President shall designate another College official to administer the Complaint Procedures.

Additionally, if desired, the Title IX Coordinator and/or Campus Police can provide assistance in contacting local police. Reporting the incident to the Title IX Coordinator or law enforcement does not commit the victim to filing charges, however, the College is required to investigate such reports. Although every reasonable effort will be made to protect a victim's privacy, individuals with a need to know may be contacted and information may be shared as necessary to investigate and adjudicate the matter or as public safety requires. A report of the incident shall be filed with local police in the event public safety is at risk even if the victim does not intend to report the incident to police or cooperate in an investigation.

III. Sexual Violence Defined

Any sexual activity where consent is not obtained or able to be freely given, and shall include the following categories:

- Rape – Defined in Massachusetts as the oral, anal, or vaginal penetration by an inanimate object, penis, or other bodily part without consent. In Massachusetts, it is illegal to have sex with someone who is incapable of giving consent because they are: (1) intoxicated; (2) unconscious; (3) mentally incompetent; or (4) under 16 years of age;
- Acquaintance Rape – Rape upon someone by a person he or she knows; and
- Any unwanted sexual activity that is forced or coerced by one person on another.

IV. Protections for Victims of Sexual Violence

A person who is subjected to sexual violence has the following protections:

- To be informed of their reporting options with regard to notifying local law enforcement authorities and to be assisted in notifying such authorities if they so choose;
- Not to be discouraged by College officials from reporting an incident to both on-campus and off-campus authorities;
- To be free from any suggestion that they somehow contributed to or had a shared responsibility in the violent act;
- To have the full and prompt assistance and cooperation of campus personnel should a civil and criminal complaint be pursued;
- To the same level of support at any proceeding before College officials as is permitted to the accused party, including the presence of a representative during any disciplinary proceeding and the right to be notified in a timely manner of the outcome of such proceedings;
- To full and prompt cooperation from College personnel in obtaining and securing evidence (including medical evidence) necessary for any potential criminal proceedings;
- To have access to existing College counseling and medical professionals, victim support services, and to obtain referrals to off-campus counseling and support services if desired;
- To attend classes, work and participate in College activities free from unwanted contact or proximity with the accused individual(s) insofar as the College is permitted and able; and

- To request changes to an academic schedule if such changes are requested by the reporting student and are reasonably available.

AP 11400 Sexual Violence

For a person subjected to an act of sexual violence, there can be time-sensitive decisions to make about sexually transmitted infections, pregnancy, and collecting physical evidence in the event of prosecution. Individuals who have been victims of sexual violence should be advised as follows:

- **Protect Themselves and Get Medical Attention** – A victim should be advised to go to a safe place as soon as possible and seek medical attention immediately. Injuries and exposure to disease may not be immediately apparent. A medical examination can provide necessary treatment and collect important evidence. It is recommended that a physical exam be conducted within 72 hours of the violence. Submitting to a physical exam does not mean that a victim is required to press charges. This action merely preserves the option to do so. Designated College personnel can assist in providing transportation to the hospital.
- **Preserve Evidence** – It is important to preserve all physical evidence following an act of sexual violence. Physical evidence may be necessary in the event criminal prosecution is pursued. If possible, a victim should be advised not to wash, eat, drink, douche, clean, use the bathroom, or change clothes. If clothes are changed, all clothes that were worn at the time of the incident should not be cleaned and should be placed into an unused or a clean paper bag.
- **Health and Support Services** – Various health and support services are available on and off campus for students and employees who have experienced sexual violence. For information about such services, including counseling, please contact the Affirmative Action and/or Title IX Coordinator.

Any employee or student who believes she/he/they have been a victim of sexual violence may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 11500 Non-Discrimination and Accommodation for Persons with Disabilities

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

It is illegal to discriminate against an otherwise qualified individual with a disability. The community colleges recognize the multitude of barriers that confront persons with disabilities in access to both employment and education. Consistent with state and federal statutes that affirm and protect the equal opportunity rights of persons with disabilities, North Shore Community College adopted a policy of non-discrimination and equal opportunity for otherwise qualified persons with disabilities.

I. In Employment

The College shall take constructive measures to ensure equal opportunity in all areas of employment including recruitment, selection, upgrading, opportunities for training and development, rate of compensation, benefits, and all other terms and conditions of employment. Further, the College shall periodically examine all existing employment policies, practices, and facilities to ensure that they do not pose a disparate impact for otherwise qualified persons with disabilities. Where such disparity is found, it shall be corrected as quickly and completely as is reasonable under existing circumstances. Accordingly, all College facilities may not be available and accessible at a particular time.

II. In Education

The College shall periodically examine all existing admissions, student support and other student life policies, practices, and facilities to assure that they do not pose a disparate impact for otherwise qualified disabled students. Where such disparity is found, it will be corrected as quickly and completely as is reasonable under existing circumstances. Accordingly, all College facilities may not be available and accessible at a particular time. The Colleges will adopt a policy of non-discrimination with respect to admissions, access to programs and facilities, and services for all otherwise qualified disabled persons.

III. Reasonable Accommodations

A “reasonable accommodation” under state and federal law is defined as “modifications or adjustments to an application process, job, work environment, the way in which work is customarily performed, or a course of study that permit a qualified individual with a disability to perform the essential functions of a position or to enjoy the benefits and privileges of employment or education equally with persons without disabilities.”

Reasonable accommodations in employment may include, but are not limited to:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities;
- Job restructuring;
- Modification of work schedules;
- Providing additional unpaid leave;
- Acquiring or modifying equipment or devices; and
- Providing qualified readers or interpreters.

The College is not required to lower performance standards to make an accommodation and is not obligated to provide personal use items, such as eyeglasses or hearing aids.

Reasonable accommodations in education may include, but are not limited to:

- In-class aids, such as note takers;
- Extended time for examination;
- Quiet rooms or alternate locations for testing;
- Alternatively formatted testing;
- Alternatively formatted textbooks and other course materials; and/or
- Access to assistive technology.

Possible course reductions or substitutions on the basis of a disability will be carefully evaluated.

Students with disabilities must meet the essential requirements of all academic degree programs.

IV. Interactive Process

State and federal laws define the “interactive process” as an ongoing communication between, among other parties, employer and employee, college and student, with a known disability in an effort to provide reasonable accommodation. Both parties must engage in the interactive process and communicate directly with each other in order to formulate and effective accommodation plan. Neither party can delay nor interfere with the process.

V. Undue Hardship and Fundamental Alteration

The College is required to make reasonable accommodations to qualified individuals with disabilities unless doing so would impose an undue hardship on the operation of a College’s

business or result in a fundamental alteration of a job or academic course or program. Undue hardship means an action that requires significant difficulty or expense when considered in relation to factors such as a College's size, financial resources, and the nature and structure of its operation. Fundamental alteration is a change that is so significant that it alters the essential nature a job or an academic course or program.

AP 11500 Non-Discrimination and Accommodation for Persons with Disabilities

I. Process for Requesting a Reasonable Accommodation

An employee or job applicant seeking a reasonable accommodation for a disability may contact the College's Office for Human Resources. A student or student applicant seeking a reasonable accommodation for a disability may contact the College's Disability Services Office. All requests for an accommodation are evaluated on a case-by-case basis. Individuals seeking accommodations should be prepared to submit current medical documentation for review in the accommodation process.

II. Complaint Procedures

Any employee or student who believes she/he/they have been a victim of discrimination due to a disability may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

NORTH SHORE COMMUNITY COLLEGE

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CHAPTER 12: LIBRARY SERVICES

CP 12000 Student Identification and Library Card

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Student Identification Card

The North Shore Community College student photo identification card shall also be used as a library card to utilize library services and resources.

In order to obtain a student identification card, students shall present a copy of their current class schedule (in print or online) and a valid type of government-issued photo identification. Acceptable forms of government-issued identification shall include the following:

- Driver's license or paper permit;
- Passport;
- Massachusetts state identification; and
- Military identification.

A high school identification card shall be accepted as a last resort and students shall not use an expired College photo identification card.

Students must remove sunglasses, any head wear that is not part of a cultural or spiritual practice, and refrain from hand gestures when the photograph is taken for the identification card. Students shall receive one free photo identification card per year. There shall be a \$5.00 replacement fee for those who may have lost or misplaced their student identification card.

The identification card may be used to obtain student discounts in the community and to park without charge at the MBTA Garage in combination with a valid vehicle parking permit. This permit may be obtained from Campus Police at no charge.

Students shall also need their student identification card to gain access to the Lynn Campus Gym and the Danvers Campus Student Lounge.

II. Library Privileges

The identification card shall be activated in the Library to begin borrowing privileges. The College identification/library card, for both students and faculty/staff members, shall be valid as long as the individual is enrolled or employed by the College. Access to library accounts and off-site library use shall not be permitted until the identification/library card has been activated.

AP 12000 Student Identification and Library Card

Student identification cards shall be obtained between 8:00 a.m. and 4:00 p.m., Monday through Friday, when the College is open for business. Extended hours from 8:00 a.m. – 7:00 p.m. shall be offered during the first week of each semester. Special accommodations may be made for entire classes to obtain their identification cards as a group.

For Distance Learning students who are unable to activate their identification cards in person, they shall provide the following information in an email message to accessservices@northshore.edu, and shall receive barcode and login information by email.

- Name;
- Student N number;
- Birth date;
- Address;
- Phone number; and
- Course information.

CP 12100 Circulation

Status

Active

Legal Authority

M.G.L. ch.266 §100

Adopted

Last Reviewed

Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Circulation of Materials

Materials shall be checked out for the following loan periods:

Item	NSCC Students	NSCC Faculty/ Staff
Books <ul style="list-style-type: none">• Stacks• Oversize• ESL• Juvenile• Graphic Novels• Best Sellers	4 weeks/ 1 renewal	Semester loan/no renewal
Books <ul style="list-style-type: none">• Test Prep	2 weeks/ no renewal	2 weeks/ no renewal
Books <ul style="list-style-type: none">• Course Reserve (2 hour)	2 hours/ 1 renewal/ Library use only	2 hours/ 1 renewal/
Books <ul style="list-style-type: none">• First Year Foundational Literacy	4 week/ 1 renewal/ only available to students on class list submitted by professor	Students on class list use only
Books <ul style="list-style-type: none">• Reference• Ready Reference	Library Use Only	Library Use Only
Periodicals	Library Use Only	Library Use Only
Newspapers	Library Use Only	Library Use Only
DVDs	14 days/ no renewal	14 days/ no renewal

DVDs • Course Reserve	4 hours/ no renewal/ Library use only	1 week/ no renewal
Headphones	Due at closing/ Library use only	Due at closing/ Library use only
Graphing Calculators	Overnight loan/ no renewal	Overnight loan/ no renewal
DVDs • Biology Safety • HazMat Training • Radiological Technology	Due at closing/ Library use only	Due at closing/ Library use only
Listening program CDs	Due at closing/ only available to students on class list submitted by professor/ Library use only	Due at closing/ only available to students on class list submitted by professor/ Library use only
Aviation materials (Headphone, keyboard, manual)	Due at closing/ only available to students on class list submitted by professor	Students/ staff on class list use only
Books from HELM libraries	28 days/ 1 renewals	Semester loan/ no renewal
CDs and DVDs from HELM libraries	14 days/ no renewals	14 days/ no renewals
Items from Commonwealth Catalog (ComCat)	28 days/ no renewals	28 days/ no renewals
Items from ILL	Depends on lending library	Depends on lending library

Notes:

- Renewals are available on eligible items only if there are no holds on the item

- For items that are not eligible for renewal, patrons may select another copy or item to loan if there is one available. Otherwise, for NSCC items, patron will be asked to wait 24 hours to check out the item again.
- Materials may be renewed one time unless a hold has been placed by another patron. Materials issued to those cards shall be the responsibility of the card owner.
- Library cards shall not be given to or shared with other individuals.

II. Public Patrons and Alumni

Students from other institutions of higher education within the HELM system may use their college identification cards. Materials issued to those cards shall be the responsibility of the card owner. Library cards shall not be given to or shared with other individuals. Public patrons and College alumni shall be welcome to use a Massachusetts Public Library Card at North Shore Community College Libraries.

III. Privacy Policy

College Libraries shall adhere to the College [Privacy Policy](#).

In accordance with the recommendation of the Office of Intellectual Freedom of the American Library Association, and and Massachusetts General Laws Chapter 78, Section 7, the Library shall protect the privacy and confidentiality of all patrons. All library users shall have the right to seek information confidentially, and in the spirit of open inquiry. Authorized library staff may use the above-mentioned records in order to perform routine duties, but the library staff shall not release any of the information contained in the registration or circulation records except by formal state or federal judicial order. The Library shall not share personal data, circulation history, or research questions with third parties except in some cases when recovering lost or missing items. Library staff may examine usage data for statistical purposes, but personally identifiable information is never attached. College Libraries shall adhere to the NOBLE consortium Privacy Policy.

IV. Holds and Interlibrary Loans

College Libraries shall provide Interlibrary Loan Service through the HELM system for all patrons. Requests for materials from other HELM libraries or College materials currently checked out may be placed online or with a circulation staff member. Requests outside of the HELM system shall be available only for College students, faculty members, and staff members.

Materials received from other libraries shall be loaned in accordance with the owning library's loan rules. Materials borrowed from other locations shall be the responsibility of the card owner.

V. Course Reserves

Materials placed on reserve by faculty shall be available at the circulation desk and shall be for the use of College students, faculty members, and staff members only. Students shall present

their College photo identification card to a Library staff member to use course materials. Course Reserves shall be for Library use only unless a loan period is requested by a faculty member.

VI. Fines and Overdue Materials

Overdue items and fines

Item	NSCC Students accrual rate
Books <ul style="list-style-type: none"> • Stacks • Oversize • ESL • Juvenile • Graphic Novels 	\$0.10 per day
DVDs	\$1.00 per day
Books <ul style="list-style-type: none"> • Test Prep 	\$1.00 per day
Books <ul style="list-style-type: none"> • Course Reserve 	\$1.00 per hour
Books <ul style="list-style-type: none"> • First Year Foundational Literacy 	\$1.00 per day
Graphing Calculators	\$5.00 per day
Headphones	\$1.00 per hour
Items owned by other libraries	Depends on lending library

A hold shall be placed on a student’s College account after materials are 28 days overdue. Outstanding library materials shall result in restrictions including the inability to register for classes, graduate, or obtain transcripts.

Overdue materials on a student’s account may affect borrowing privileges at HELM libraries. Failure to receive overdue notices shall not remove the responsibility for paying associated fines and fees.

VII. Photocopiers and Printing

Photocopiers shall be available at College Libraries. The cost shall be \$.10 per page.

College students and staff may print from any computer in the Libraries. Printing shall require a log in to a Pipeline account. Students shall be allowed \$25.00 in free printouts per semester, and

students may add funds to their online account. Students may also pay in cash: \$.10 for black and white printouts; and \$.25 for color printouts.

Community patrons shall be responsible for paying for all printouts: \$.10 for black and white printouts; and \$.25 for color printouts. Community patrons may set up an online printing account.

VIII. Replacement of Materials

The cost of unreturned, lost, or damaged material shall be the responsibility of the card owner.

IX. Destruction of Property

College Libraries shall implement policies related to the destruction of property in accordance with [Massachusetts General Laws, Chapter 266, Section 100.](#)

CP 12200 Guidelines for Conduct

Status	Active
Legal Authority	<u>M.G.L. ch.266 §100</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The libraries at North Shore Community College shall be areas in which students and all patrons have a right to expect a quiet environment conducive to study and research.

I. Cell Phones and Audio Equipment

Cell phones and video/audio equipment may be used as long as their use does not disrupt others. If a listener is using headphones with an audio player and the music is audible to others, Library staff members shall ask the listener to lower the volume or to move to another part of the Library, if appropriate.

II. Food and Drinks

All patrons shall not be allowed to bring food into College Libraries. Drinks in secure covered containers shall be permitted in the Libraries, but not on computer workstations. Patrons shall be asked to throw or put away food and unsecured drinks, or to leave the library. Patrons are requested to report spills to library staff.

III. Disruptive Behavior

Disruptive or inappropriate behavior, including as loud talking, swearing, or overt displays of affection, are inappropriate in College Libraries. Extended conversations should take place in designated library collaboration spaces or outside the library.

Refusing to identify oneself with proper identification to Library employees shall be considered disruptive behavior. Patrons who refuse to follow the guidelines for conduct shall be told to leave the Library. Campus Police shall be asked to remove disruptive patrons.

IV. Alcohol

Alcohol and/or illicit drugs shall not be brought into the College Libraries. If patrons are intoxicated or in possession of such items, Campus Police shall be notified and the patron shall be asked to leave the premises.

V. Animals

Animals shall not allowed in College Libraries, with the exception of service animals.

VI. Personal Possessions

Library staff shall not be responsible for your personal property. Patrons shall not leave personal possessions unattended.

VII. Library Property

Library property shall be treated with respect and care. Tearing pages out of books or magazines, highlighting or underlining text in books, carving graffiti on tables, and spilling drinks that stain upholstered furniture shall be considered acts of vandalism. Persons who willfully commit these acts shall be liable for prosecution in accordance with [Massachusetts General Laws, Chapter 266, Section 100](#). Parents may be held liable for damage done by a child under the age of eighteen. Patrons who set off the Library's alarm system may be required to open bags or clothing for inspection.

VIII. Quiet and Collaboration Zones

Quiet zones shall be designated for individual work; cell phones and video/audio devices that can be heard by others shall not be permitted in these zones, and patrons shall refrain from noisy conversations and group work. Quiet conversation shall be permitted in designated collaboration spaces.

CP 12300 Computer Use

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Access to computer resources shall impose responsibilities and cooperation on the part of all computer users. The following policy statements, the [North Shore Community College Computer Use Policy](#), and all local, state and federal laws shall apply to all users of computers at College Libraries.

North Shore Community College students, faculty members, and staff members shall have priority access to computers in College Libraries. Community patrons shall be welcome but shall be asked to yield computer access when demand by students, faculty members, and staff members is high.

Library computer stations are limited in number and shall be for research purposes only.

Young children shall not be permitted to use the computers. High school students may use the computers for homework and research purposes.

I. Appropriate and Authorized Use

Appropriate and authorized use of library computers shall include but shall not be limited to:

1. Gathering and providing research material;
2. Preparing course materials;
3. Completing class and homework assignments;
4. Enhancing educational teaching methods;
5. Gathering information from Campus Pipeline;
6. Using the College website to register for classes;
7. Searching catalogs and databases provided by the College Libraries; and
8. Searching the Internet for study, research, and teaching.

II. Inappropriate and Unauthorized Use

Inappropriate and unauthorized uses of the library computers shall include but shall not be limited to:

1. Cheating;
2. Plagiarizing;
3. Gambling or games;
4. Furnishing false information;
5. Conducting a business or using College computers for financial gain;
6. Disrupting normal operation of the college network;
7. Monopolizing resources;
8. Distributing media containing viruses;
9. Sharing or attempting to access computer accounts or passwords of others; and
10. Inappropriate transmission of or receiving obscene or abusive materials.

Patrons found to be using the computers in an inappropriate manner shall be asked to leave.

CP 12305 Student Use of the Library Group Study Rooms

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College students, faculty members, and staff members shall have the option to reserve designated group study rooms - DB240, DB245 DB246, and LW181. The group study rooms are designed for the use of groups of 2 or more.. Students may reserve these spaces online and shall have access on a first-come, first-serve basis.

AP 12305 Student Use of the Library Group Study Rooms

Reservations shall be made online via the [Library Group Study Room Booking](#) tool.

Users shall adhere to Room Use Terms and Conditions:

- The room must be claimed within 15 minutes of the reservation start time, or it becomes available to the next waiting group
- To ensure equitable access, rooms can be booked for 2 hours at a time with one 2 hour renewal if no other groups are waiting.
- Please remove all personal belongings from the room at the end of your reservation.
- Please leave the room clean for the next group.
- The Library's [Guidelines for Conduct](#) will be enforced.
- Rooms close 15 minutes before the library closes.

CP 12310 Adaptive Workstations

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The North Shore Community College Libraries shall provide adaptive workstations designed to assist users who have visual, auditory, physical, and/or learning disabilities. These workstations shall be reserved for those who require such special features.

Library staff members shall not offer training in the use of any of the adaptive software or equipment; the user shall be expected to understand how to use these resources and shall be held accountable for any misuse.

AP 12310 Adaptive Workstations

College students who need to use these workstations are encouraged to register with Accessibility Services in the Student Support Center. Community patrons should request access from Library staff members, but students, faculty members, staff members have priority in cases of high demand.

Training shall be available for students in the Adaptive Lab; additional information shall be provided by Accessibility Services in the Student Support Center.

CP 12500 Collection Development

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The North Shore Community College Library Collection Development Policy shall promote the systematic development and evaluation of print, audiovisual, and electronic materials in the Library and Media collections. As the variety of programs at the College increase and as new ways to access information continue to be developed, guidelines shall continue to be established for selecting and providing access to information sources within budgetary constraints. This policy shall be reviewed periodically by librarians, faculty members, and staff members to ensure that collections are developed with consistency, authority, and timeliness.

Responsibility for Selection

Professional Librarians shall be primarily responsible for selecting materials for the individual Libraries. Professional reviewing media, specialized bibliographies, and Publisher/University Press catalogs shall be consulted regularly..

Full-time and part-time faculty at all campuses shall be encouraged to recommend materials in their academic disciplines. Librarians shall actively request faculty input through email, written, and telephone communications.

College administrators, staff members, and students may also submit recommendations to the appropriate professional librarian for purchase.

The Director of the Library shall have final authority and ultimate responsibility for materials selection and purchase.

Current Selection Policies by Format of Materials for Libraries

Current vs. Retrospective Materials

Current materials shall be defined as those in print in the original editions; retrospective materials are out-of-print or available only in re-printed editions. While current and retrospective materials are essential to the needs of the academic community, current materials shall generally receive higher priority. Retrospective materials shall be purchased on a limited basis as replacements for heavily used titles. Lesser-used retrospective materials shall be sought from existing external sources such as area libraries and interlibrary loan services.

Reference Books

Library reference materials shall try to encompass not only the curriculum but also a representation of all subjects. Timeliness, faculty or patron request, inclusion of an index, and

favorable evaluation of the material in professional journals shall determine the selection of reference books. Yearly inventory and weeding shall allow for withdrawal of outdated or inaccurate material. In some cases,, superseded editions shall be kept along with the new edition. When cost-effective, the e-book format shall be preferred for new reference titles.

Foreign Language Materials

The library shall not actively buy or collect books written in languages other than English. With the exception of materials formally requested by faculty members, books or other materials in languages other than English shall not be purchased. Exceptions to this policy shall be foreign language dictionaries for reference use. In some instances, foreign language materials have been donated and those donations have been incorporated into the circulating collection.

Juvenile Collection

Children's books shall be collected at the Lynn Campus Library to support the Early Childhood Education Program and the Children's Literature course. They shall be shelved in a separate juvenile collection.

Popular Fiction and Nonfiction

Books shall be collected which support the curriculum. In some cases, this may include popular fiction and nonfiction books. The library shall participate in a lease program that shall allow the library to select, on a monthly basis, current popular titles. Selective titles that relate to curriculum, or that have received literary awards, shall eventually be purchased at reduced rates; all others shall be returned.

Paperback vs. Hardbound Editions

Hardbound editions shall generally be purchased if materials shall have long-term value and receive heavy use. If materials are judged to be of transitory usefulness, if a hardbound edition is not available, or if hardbound editions are judged to be prohibitive in price, then paperbound editions shall be considered. In order to prolong their shelf life, Technical Services shall put plastic covers on books that are only available in paperbound editions.

E-Books

As with all other formats, collection development criteria shall apply to e-books. When possible, priority shall be given to the acquisition of e-books that offer significant added-value such as uniqueness of information, ease of use, wider accessibility, timely updates, and cost-effectiveness.

Multiple Copies

In general, the library shall not purchase duplicate copies. However, if titles are in very high

demand, an exception shall be made and multiple paperbound copies shall be added to the collection.

New Serials and Subscriptions

Because serials and subscriptions represent an ongoing expense for purchase and storage/shelving, extra scrutiny shall be exercised before approving titles. New serial selections shall support the curriculum. The new serial or subscription shall not be started unless it will receive substantial use or is required for program accreditation. Before subscribing to the print copies, all of the full-text databases shall be searched. If the serial is available on-line, it shall not be duplicated in print form. Faculty members' requests shall be considered with this in mind.

Periodicals and Newspapers

The Library shall give priority to relevant periodicals and newspapers that support the curriculum and that are indexed in services to which the library subscribes. Before subscribing to the print copies, all of the full-text databases shall be searched. If the periodical or newspaper is available online, it shall not be duplicated in print form. The Library shall buy and keep, for one month, the major local, regional, and national newspapers. Faculty members' requests shall be considered with this in mind.

Government Documents

The Library shall not a depository for federal or state government publications.

Gifts

The Library shall welcome gifts and accept them with the understanding that the materials shall be evaluated according to the same standards as items that the Library purchases. The donor shall be informed that materials that have been evaluated and deemed not appropriate for the collection shall be placed on the free book truck. Inappropriate materials shall be those that are either duplicates, out-of-date, not relevant to the curriculum, or in such disrepair that they would not survive circulation. The Library shall reserve the right to refuse a donation if the donor requires specific conditions, including retrieval from a donor's home or special shelving requirements. Appraisal of gifts to the Library shall be the responsibility of the donor. The librarians shall acknowledge receipt of the gift but shall not provide a monetary valuation statement to the donor for tax or other purposes as U.S. Internal Revenue Service rules prohibit the College from providing such statements.

Databases

Electronic resources shall be selected to match the programs and needs of the College. The Library shall continue to receive hard copy journals and reference materials but it shall enhance the collection with full-text online sources since they are often more cost-efficient. When possible, databases of online journals and e-books shall be cooperatively acquired through regional and state networks.

Faculty Publications

The College Libraries shall attempt to collect print monographs and articles authored by present faculty and staff members. The Libraries will gladly accept as gifts any print monographs authored or edited by faculty members. Items authored by faculty members shall not be weeded from the collection unless in poor physical condition. The Libraries shall reserve the right to exclude faculty publications that do not fit within the other collection development criteria.

Weeding Database and Print Materials

Weeding the collection shall be the responsibility of the Library staff members, sometimes in conjunction with faculty members who may be asked to survey materials in their discipline.

Current Selection by Format of Media Materials

DVD

The DVD format shall be the preferred media for video materials. It shall be important in the selection of materials in this format that DVD hardware shall be readily available for faculty and students in areas and classrooms where the materials will be viewed.

Streaming Media – Video/Audio

Streaming media shall be a first choice when considered for selection. Collaboration with Information Systems shall allow patrons to access streaming media anywhere and at any time.

VHS, CDs, Audio Cassettes, Videodiscs, and Mixed Media

The Library shall maintain a small collection of reference materials in this format. VHS materials, CDs, audio cassettes, videodiscs, and mixed media shall not be purchased.

Weeding Media Materials

Weeding the collection shall be the responsibility of the staff of the Library in conjunction with faculty members' input.

CP 12600 Course Reserves

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Books and media may be placed on reserve in the North Shore Community College Libraries. Personal copy reserve items shall be removed at the end of each semester, and items that are not picked up by the end of the semester shall be returned to faculty members' offices or departments. The College Libraries shall not be responsible for damaged or lost personal copies; items with monetary or personal value should not be placed on reserve.

Journal articles not available in the Libraries' databases and portions of books may be placed on electronic reserve:

For a book with no chapters or fewer than ten chapters, use should be limited to no more than 10% of the book. For a book of ten or more chapters, use should be limited to one chapter. If pages from several different chapters will be used, excerpts should be limited to no more than the average number of pages per chapter.

If more than 10% of a book or one chapter will be used, permission shall be obtained to use the item. Permissions may be obtained from the Copyright Clearance Center or from the copyright holder (generally the publisher). Evidence of permission shall be submitted to the Library with your reserve request.

Course packs must be purchased by students and shall not be placed on reserve. In addition, works intended to be used in the course of study or teaching (including workbooks, lab manuals, exercises, standardized tests, test booklets, answer sheets, and student solutions manuals) shall not be placed on reserve.

Items placed on reserve shall either be owned by the Library or be the personal property of a College faculty or staff member. Items belonging to other institutions shall not be placed on reserve. Items belonging to the College Libraries may be placed on reserve at either campus.

AP 12600 Course Reserves

Faculty and staff members shall review the Fair Use Exception and Fair Use Checklist to help determine if the item(s) is considered fair use, and if yes, they should complete and sign the required Reserves Request Form or E-Reserves Request Form. At least one week shall be required to process a reserve request.

CP 12700 Copyrighted Materials

Status	Active
Legal Authority	<u>U.S. Copyright Act of 1976</u> <u>Digital Millennium Copyright Act of 1998</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall comply with the [U.S. Copyright Act of 1976](#) as amended, including the [Digital Millennium Copyright Act of 1998](#). All College employees shall observe all state and federal laws governing copyrights. Any violation of copyright or any other law shall be the sole responsibility of the author. Any use of other copyrighted material shall have the express written permission of the person or organization that owns the copyright. The College shall reserve the right to require proof of the written permission and to remove the material if that proof cannot be produced.

Additional information is presented in the [Copyright and Intellectual Property Policy](#).

CP 12800 Unattended Children

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Children who are accompanied by an adult shall be permitted in the North Shore Community College Libraries; they shall be supervised by an adult at all times, and parents or other supervising adults shall be held responsible for their child's behavior.

Loud or disruptive children and their accompanying adult shall be asked to leave, and Campus Police shall be notified as necessary. Parents or the accompanying adult shall be held responsible for any damage caused to Library property by their children. Library staff shall not be responsible for unattended children in the library.

High school students may use the computers for homework and research purposes only.

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND
ADMINISTRATIVE
PROCEDURE MANUAL

CHAPTER 13: INFORMATION SYSTEMS,
MANAGEMENT, AND TECHNOLOGY

CP 13000 Student Expression

Status	Active
Legal Authority	President's Council, Massachusetts Community Colleges
Adopted	
Last Reviewed	Reaffirmed 6/19/19 by NSCC Board of Trustees

The College recognizes and supports the rights of students to engage in constitutionally protected expressive activities on campus, including speaking, non-verbal expression, distributing literature, displaying signage and circulating petitions. Expressive activities may be conducted at any publicly accessible outdoor area on campus, including the Berry Plaza, the Berry Lobby, the Lynn South Plaza and the area outside the cafeteria in Lynn. Nothing in this policy shall be interpreted as limiting expressive activities at any other publicly accessible location on College property so long as the expressive activity or related student conduct does not disrupt College activities or functions or violate any other applicable College policies. Disruptive activities, which are generally prohibited, may include obstructing building entrances or exits, walkways, sidewalks, vehicular or pedestrian traffic on or adjacent to campus, and/or interfering with the College's academic mission, classes, meetings, events, ceremonies or with other essential processes of the College. The College reserves the right to impose reasonable and content-neutral time, place and manner restrictions on expressive activities as constitutionally appropriate and to prohibit any expressive activities that seek to incite imminent violence or constitute harassment, threats, defamation or obscenities. It shall not be inferred or implied that any expressive activity conducted in accordance with this policy is approved or endorsed by the College.

The College strongly encourages students who wish to engage in expressive activities in publicly accessible locations on campus to contact the Director of Student Engagement at engagement@northshore.edu in order to schedule the desired location in advance so as to minimize possible conflicts. Priority for use of specific locations is given to students who register their activities with the College. Use of any non-publicly accessible locations on campus by any student must be scheduled through the Office of Student Engagement.

When distributing and/or posting literature on campus, it is strongly recommended that all such literature bear the name of the individual, club or organization distributing the materials. The distribution of literature for the purpose of solicitation or commercial activity is strictly prohibited.

In order to ensure that individuals and groups who are not affiliated with the College understand the College's policies and procedures concerning expressive activities on campus, all unaffiliated individuals or groups must first contact Director of Student Engagement at engagement@northshore.edu at least 48 hours before engaging in any expressive activities on College property.

CP 13010 Guest Speakers

Status	Active
Legal Authority	President's Council, Massachusetts Community Colleges
Adopted	October 20, 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall allow guest speakers on campus.

AP 13010 Guest Speakers

As part of the educational process, students are encouraged to invite guest speakers to campus who have a demonstrated expertise in an area of interest to the College community. Recognized student clubs and organizations may invite to the College any person who contributes to the intellectual or cultural life of the College. Individual students wishing to invite a speaker to campus should seek the sponsorship of a recognized student club or organization.

In order to derive maximum benefit from a guest speaker's presence on campus, it is recommended that prior to extending a final invitation the sponsoring recognized student club or organization consult with the Student Engagement Office and with faculty in related fields of expertise to assist the College in its efforts to offer a full, varied, and balanced program of guest speakers that will result in the broadest exchange of ideas and opinions.

A guest speaker program may be subject to reasonable and content-neutral time, place, and manner restrictions and speech that seeks to incite imminent violence or constitutes harassment, threats, defamation, or obscenities is prohibited. It shall not be inferred or implied that any guest speaker program conducted in accordance with this policy is approved or endorsed by the College.

To schedule College facilities for a guest speaker program, please contact the Student Engagement Office at least seventy-two (72) hours in advance in order to ensure proper planning and the availability of security, facility equipment, and/or personnel and/or food services, to the extent requested or required. College facilities will be assigned based on space availability.

CP 13100 Website Privacy

Status **Active**
Legal Authority **M.G.L. ch.66 §10**
M.G.L. ch.4 §7
M.G.L. ch.66(A)
Executive Order 412

Adopted

Last Reviewed

Reaffirmed 9/26/2018 by NSCC Board of Trustees

Privacy with respect to the use of the North Shore Community College website shall result from a relationship between the College and the user. The College shall attempt to protect users' privacy to the maximum extent possible; however, because some of the information that the College receives through its website is subject to the Public Records Law, [Massachusetts General Laws Chapter 66, Section 10](#) and [Chapter 4, Section 7\(26\)](#), the College shall not be able to ensure absolute privacy.

As websites operated by state agencies and other external sites have different policies, North Shore Community College shall not be responsible for the content of, or for the privacy policy of, or the use of personal information gathered at a website that may be visited through a link appearing at the College website.

I. Definitions

A. Cookies

Cookies are files that a website can place on a computer. A cookie file contains unique information that a website can use to track such things as a user's password, lists of webpages visited, the date when a user last visited a specific webpage, or to identify your session at a particular website. A cookie file allows the website to recognize a user's preferences and when the user later revisits the site. A website can use cookies to remember a user's preferences and record browsing behavior. Although a user can prevent websites from placing cookies on a computer by using a browser's preference menu, disabling cookies may affect a user's ability to view or interact with some websites.

B. Internet Protocol (IP) Address

An IP address is a series of numbers that identifies each computer and machine connected to the Internet. An IP address enables a server on a computer network to send a user a file that has been requested on the Internet. The IP address disclosed to the College may identify the computer from which a user is accessing the Internet or a server owned by the user's Internet Service Provider. Because it is machine-specific rather than person-specific, an IP address is not, in and of itself, personally identifiable information.

C. Personally Identifiable Information

NSCC shall use the term “personally identifiable information” to mean any information that could reasonably be used to identify a user including name, mailing address, email address, Social Security number, birth date, bank account information, credit card information, or any combination of similar information that could be reasonably used to identify the user.

II. Information Voluntarily Provided by a User

Email messages and/or forms sent by users to the College website shall contain personally identifiable information. The website shall collect voluntary information only through the email messages and/or forms that are sent through the website.

III. Information Collected and Stored by this Site

The College website shall not collect cookies but may collect and store indefinitely a user’s IP address as well as information about the date and time of the user’s visit, whether a file a user has requested exists, and how many bytes of information were transmitted from the College website. The College may use the user’s IP address to assess the frequency of visits to the website and the popularity of its various pages and functions. The College shall not attempt to match any personally identifiable information that a user provides to the College with the user’s IP address unless there are reasonable grounds to believe that doing so may provide information that is relevant to or necessary as part of an investigation concerning the violation of a law or College policy.

IV. Dissemination of Personally Identifiable Information

North Shore Community College shall not sell any personally identifiable information collected through the College website. However, any personally identifiable information voluntarily submitted to the College through an email message or a form shall be subject to the Public Records Law and the Fair Information Practices Act ([Massachusetts General Laws, Chapter 66A](#)) and other applicable laws and regulations. For this reason, part or all of the information a user sends may be disclosed in response to a public records request.

In addition, the information that a user voluntarily submits shall be disclosed only to Commonwealth employees or officials for purposes of fulfilling their job responsibilities. These individuals shall only use the information to answer questions, respond to any requests for assistance, and fulfill the Commonwealth’s legal obligations. Where appropriate, the College may provide the information submitted by a user to the person or company that is the subject of a user’s inquiry or to a government agency responsible for the matters referred to in a user’s communication.

V. User Access and Opportunity to Correct

The Public Records Law and the Fair Information Practices Act provide a user with information about their rights to access College information about the user.

VI. Security

Because the website does not encrypt all incoming email messages, a user should not send highly sensitive information through the website. The College shall use standard security measures to ensure that personally identifiable information is not lost, misused, altered, or unintentionally destroyed. The Commonwealth of Massachusetts shall also use software programs to monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Except for authorized law enforcement investigations, no attempts shall be made to identify individual users or their usage habits.

VII. Special Protections Against Misuse of Personally Identifiable Information Within Commonwealth Offices

[Executive Order 412](#) enhances the privacy protection of information about a user as a named individual held by the Executive Department of state government. Executive Order 412 limits the collection and dissemination of personally identifiable information within the Executive Department. The College website shall comply with Executive Order 412; as such, all of the personally identifiable information that a user submits shall be handled consistent with Executive Order 412.

VIII. Policy Changes

North Shore Community College shall post changes to this policy at least 30 days before they take effect. Any information that the College collects under the current privacy policy shall remain subject to the terms of this policy consistent with the Public Records Law and the Fair Information Practices Act. After any changes take effect, all new information the College collects, if any, shall be subject to the new policy.

CP 13200 Information Security

Status	Active
Legal Authority	<u>MGLc.93H</u>
Adopted	2009
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall recognize that Personally Identifiable Information (PII) and Personal Account Number (PAN) information must be protected from any possible security breach. The College shall provide access to PII and PAN for those employees whose responsibilities require them to have access to this data. These employees shall be prohibited from sharing this information with unauthorized entities or from accessing this information without a specific (non-frivolous) business need.

The College shall use the term “personally identifiable information” to mean any information that could reasonably be used to identify a user including name, mailing address, email address, Social Security number, birth date, bank account information, credit card information, or any combination of similar information that could be reasonably used to identify the user.

While there are situations where some portion of this information must be exchanged, the College shall prohibit the transmission of completely unmasked PII and PAN through unencrypted email, text messaging, or instant messaging systems. If this information is encrypted, the password may not be supplied in the same message but shall be sent in another message. Information such as the last four digits of credit card number or Social Security number may be provided in an unencrypted form internally to resolve issues resulting from a specific business need.

Furthermore, supervisors of functional offices with access to PII and PAN shall educate employees annually to ensure compliance with College policies regarding PII and PAN.

CP 13205 Data Security

Status	Active
Legal Authority	<u>MGL c. 93H</u> and ITD Sec. 1.3
Adopted	2009
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Under Massachusetts State Information Security Policy ITD-SEC-1.3 all state agencies must secure data and personal information, and have a major information security incident policy and procedure. Commonwealth entities are encouraged to adopt security requirements in accordance with the Enterprise Information Security Policy at a minimum or a more stringent agency specific policy in compliance with agency and business related directives, laws, and regulations. See [Data Security Policy](#).

This policy addresses how major information security incidents will be addressed North Shore Community Colleges. The following are covered by this policy:

- Determination if the potential exists for exposing Personally Identifiable Information (PII) or Payment Card Industry (PCI) credit card information; and
- If possible exposure exists for PII and PCI, how the Computer Incident Response Team (CIRT) and the College will address the incident.

A major information security incident is when possible exposure of data that is classified as PII or PCI occurs. The following are examples of PII and PCI and is not a complete list:

- Non-public directory information;
- Social Security Number;
- Date of birth;
- Health or disability data;
- Financial aid and student loan data;
- Bank account numbers;
- Credit card numbers; and
- Academic data.

The purpose of this policy is to:

- Ensure that all information security incidents are evaluated to determine potential College exposure;

- Ensure that the information security incidents are addressed in a systemic and timely fashion;
- Ensure any existing or future exposure is addressed and communicated;
- Ensure the College stays in compliance with state and federal regulations; and
- Address misuse of College processes or Information Technology (IT) resources.

This policy applies to:

- All IT resources owned or managed by the College;
- All IT resources provided to the College through contractual arrangements and other agreements; and
- All employees and users of IT system resources.

As an authorized merchant of the credit card payment industry, North Shore Community College shall comply with the Payment Card Industry (PCI) Data Security Standards when accepting, processing, transmitting, and storing credit card information to protect our constituent's credit card information and ensure compliance with PCI regulatory requirements.

This policy shall apply to all College departments and affiliated units, employees, consultants, and other service providers. This policy shall be applicable to any unit that accepts, processes, transmits, or handles cardholder information in a physical or electronic format. All electronic devices at the College that are involved in processing payment card data shall be subject to the PCI Data Security Standards. This shall include servers which store payment card transactions, workstations which are used to enter payment card information into a central system, and any computers or credit/debit card swipe devices through which the payment card information is transmitted.

All transactions that involve the transfer of credit card information shall be performed on systems approved by the Chief Information Officer (CIO) or his/her/their designee and shall include a compliance and security review. Any specialized servers that have been approved for this activity shall be housed and maintained behind a firewall configuration established by the College and approved by the CIO, and shall be administered in accordance with the requirements of PCI policies.

Violations of this policy may result in disciplinary action, up to and including dismissal, as well as civil liability and/or criminal prosecution.

AP 13205 Data Security

Departments involved with the acceptance or processing of credit card information for payment of goods and services shall design adequate controls and processes that meet these specified guidelines:

1. Merchant accounts shall be requested through the Comptroller's office.
2. The Comptroller's Office and CIO shall review and recommend purchases of software and/or equipment related to credit card processing before entering into any contracts. This requirement shall apply regardless of the transaction method or technology used (for example, e-commerce or point of service device).
3. Departments shall comply with the PCI Data Security Standard.
4. Email shall not to be used to obtain or transmit complete credit card information.
5. Under no circumstances shall documents containing credit card holder information leave the College premises.
6. Written departmental procedures for safeguarding cardholder information and secure storage of data shall be established. Procedures shall address telephone, over the counter, mail, internet, and fax communications.
7. Documents containing credit card holder information shall not be transmitted or received via unmonitored fax machines.
8. Documents containing credit card holder information shall be transported in locked bags between campuses according to the transport of receipts procedure to ensure transport is authorized and securely delivered.
9. Documents containing credit card holder information shall be transported between departments on the same campus in person and authorized by the department manager.
10. Sensitive cardholder data (for example, full account number, card type, expiration, and credit card validation code, the three-digit or four-digit value printed on the front or back of the card) shall not be stored in any College system, credit card terminals, personal computer, laptop computer, external storage devices, or email account.
11. Credit card terminals should be programmed to mask all but the last four digits of the credit card account number. Complete credit card numbers shall not be printed or written on either the merchant or customer copy of any receipts.
12. All documentation containing credit card account numbers shall be stored in a secure environment until processed. Secure environments shall include locked drawers and safes with access limited to individuals who are authorized to handle credit card

information. Processing of paper should be done as soon as possible. In the event that a document containing credit card information must be stored, all credit card information should be blacked out.

13. Credit card transaction receipts shall be retained according to the College's approved business requirement retention policy of no longer than 18 months in a secure environment. If there is no underlying business purpose to retain this data, it should be destroyed at the earliest feasible time frame. All media used for credit cards shall be destroyed when retired from use. All hard copy shall be crosscut shredded prior to disposal.
14. College employees involved with credit card data shall review this policy and agree not to disclose or acquire any information concerning a cardholder's account without the cardholder's consent, and to follow all PCI standards. Supervisors are responsible for reviewing these policies with their employees at least annually or as needed to ensure compliance.
15. All personnel involved in credit card handling shall be required to attend PCI security training in conjunction with their job duties and PCI audits. Security training shall be the responsibility of both Student Financial Services office and much of it shall occur as part of job training.
16. The Human Resource Department shall notify Information Systems of changes to employment status due to termination or resignation or other changes in status.
17. As outlined in the College's Internal Control Plan (please refer to the latest CP 20300, Internal Control), segregation of duties shall be implemented whenever possible with appropriate supervisory review and oversight.
18. Only authorized employees shall have access to credit card information based on their business function. A unique identification number shall be provided to each person and unique passwords shall be required. These accounts shall require a written request from the manager/supervisor to the appropriate department for granting of any query and/or processing access.
19. The College shall not use a vendor-supplied system, application, or administrator passwords.
20. All third parties with access to cardholder data shall be contractually required to adhere to PCI security requirements and provide proof of PCI certification to the merchant department.
21. Any suspected or identified breach should be reported immediately to the Business area supervisor who shall then communicate with the Vice President responsible for that component and the Vice President for Administration & Finance for immediate and appropriate action in accordance with Major Security Incident Policy above (reference).

CP 13210 Identity Theft

Status	Active
Legal Authority	<u>Fair and Accurate Credit Transactions Act of 2003</u> <u>Regulations 16 CFR 681</u> <u>Family Educational Rights and Privacy Act</u>
Adopted	December 4, 2003; January 1, 2012; and August 21, 1974
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The College shall be in compliance with the Federal Trade Commission [Regulations 16 CFR 681](#) pursuant to the [Fair and Accurate Credit Transactions Act of 2003](#) (FACT Act) known as the “Red Flags Rule”. Therefore, the College promulgated a Red Flag Identity Theft Prevention Program, as follows:

I. Program Adoption and Purpose

The North Shore Community College Red Flag Identity Theft Prevention Program (Program) has been developed and shall be implemented in response to the regulation issued by the Federal Trade Commission (FTC) known as the Red Flag Requirements (Sections 114 and 315 of the Fair and Accurate Credit Transactions Act). The program required by this regulation shall detect, identify, and respond to “patterns, practices, or specific activities-known as ‘red flags’ that could indicate possible identity theft.”

II. Definitions

A. Identity Theft

Identity theft is fraud committed or attempted using the identifying information of another person without authority.

B. Covered Account

A covered account is a consumer account that involves multiple payments or transactions such as a loan or account that is billed or payable monthly.

C. Red Flag

A red flag indicates patterns, practices, and specific activities that signal possible existence of identity theft.

D. Program Administrator

A program administrator is the individual with primary responsibility for oversight of the Program including annual review and training of the College’s staff members.

E. Identifying Information

Identifying information includes any name or number that may be used, alone or in conjunction with any other information, to identify a specific person including name, address, telephone number, Social Security number, date of birth, government issued driver's license or identification number, alien registration number, government passport number, employer or taxpayer identification number, student identification number, computer's Internet Protocol address, or routing code.

III. Scope of Covered Accounts

- North Shore Community College Emergency Save Loans
- Installment Plans for covered student accounts
- Refund of credit balances involving PLUS loans
- Refund of credit balances, without PLUS loans
- Individual payment arrangements deemed necessary by the AVP of Student Financial Services or the Coordinator of Student Accounts

IV. Existing Policies

Many offices at the College maintain files, both electronic and paper, of student biographical, academic, health, financial, and admission records. These records may also include student billing information and personal correspondence with students and parents. The College's institutional policies shall ensure compliance with the [Family Educational Rights and Privacy Act \(FERPA\)](#) and Payment Card Industry security standards (PCI). Risk of identity theft shall also be mitigated by internal control procedures and system & application security. Institutional Records shall be safeguarded to ensure the privacy and confidentiality of student, parents, alumni and employees.

V. Identification of Relevant Red Flags for Covered Accounts

The Program shall recognize relevant Red Flags for covered accounts from the following categories:

1. Documentation provided for identification appears to have been altered or forged;
2. The photograph or physical description on the identification is not consistent with the appearance of the student presenting the identification;
3. Other documents have information that is not consistent with existing student information;
4. A request has been made from a non-College issued email account;

5. A request has been made to mail something to an address not listed on file;
6. Notice has been given from customers, victims of identity theft, law enforcement authorities, consumer reporting agencies, or other persons regarding possible identity theft in connection with covered accounts;
7. Identifying information is inconsistent with other information the student has provided (for example, inconsistent birth dates);
8. Identifying information is inconsistent with other sources of information (for example, the address given does not match the address on a loan application);
9. Identifying information presented is the same as information shown on other applications that were found to be fraudulent; and,
10. The Social Security Number presented is the same as one given by another student.

VI. Detection of Red Flags

The Program shall address the detection of Red Flags in connection with the opening of covered accounts and existing covered accounts as follows:

1. Confirming identifying information about, and verifying the identity of, a person opening a covered account; and,
2. Authenticating customers, monitoring transactions, and verifying the validity of change of address requests.

AP 13210 Identity Theft

I. Existing Procedures

Examples of how North Shore Community College shall handle sensitive personal data are as follows:

- A FERPA disclosure statement shall be sent to students each semester informing them of their rights under FERPA. Students shall be required to give written authorization to the College in order to release non-directory information and/or confidential information to a third party. Students shall be given the opportunity to provide billing addresses for third party billing (for example, companies or scholarship foundations).
- Occasionally, the College shall extend short-term credit to a student for payment of their tuition bill which thus creates a covered account. The student shall sign a short

term promissory note, which is stored in a secured area. If the College receives information of an address change (which is a red flag), we shall verify the change by contacting the student before making the change in the Banner system.

- Access to student data in the College’s Banner system shall be provisioned to employees of the College based on business area and the need to properly perform their job functions. These employees shall be trained to understand and comply with FERPA and Red Flag regulations. The inappropriate use of such access and/or use of administrative data may result in disciplinary action up to, and including, dismissal from the College.
- Social Security numbers shall not be used as identification numbers and this data shall be classified as non-directory information.
- Every effort shall be made to limit the access to private information to those employees on campus with a legitimate “need-to-know.” College staff members who have approved access to the administrative information databases shall understand that they shall be restricted in using the information obtained only in the conduct of their official duties.

II. Response

Should an employee identify patterns, practices, and specific activities that signal possible identity theft, they shall be instructed to bring it to the attention of their immediate supervisor. The supervisor shall be responsible for reviewing the information and determining whether escalation is appropriate. If a decision is made that escalation is warranted, the Vice President of Administration & Finance shall be notified immediately.

Additional actions may include notifying and cooperating with appropriate law enforcement and notifying the student or employee of the attempted fraud.

The Program shall provide appropriate responses to detected red flags. These responses may include:

1. Monitoring a covered account for evidence of identity theft;
2. Directly communicating with the student;
3. Changing any passwords, security codes or other security devices that permit access to a covered account;
4. Reopening a covered account with a new account number;
5. Not opening a new covered account;
6. Closing an existing covered account;

7. Notifying law enforcement; and/or
8. Determining that no response is warranted.

III. Oversight of the Program

Responsibility for the oversight of the Program shall fall under the jurisdiction of the Vice President of Administration & Finance. As designated by the Vice President of Administration & Finance, a Program Administrator shall be responsible for developing, implementing, updating, and monitoring the Program. Responsibilities shall include:

- Ensuring appropriate training of the College's staff;
- Reviewing staff reports pertaining to the detection of red flags;
- Determining the steps required for preventing and mitigating identity theft; and
- Considering periodic changes to the Program.

IV. Updating the Program

The Program shall be updated periodically to reflect changes in risks to customers or to the safety and soundness of the organization from identity theft based on factors such as:

1. The experiences of the organization with identity theft;
2. Changes in methods of identity theft;
3. Changes in methods to detect prevent and mitigate identity theft;
4. Changes in the types of accounts that the organization offers or maintains; and
5. Changes in the business arrangements of the organization, including mergers, acquisitions, alliances, joint ventures and service provider arrangements.

CP 13215 Written Information Security Plan

Status	Active
Legal Authority	<u>M.G.L. ch.93H</u> <u>201 CMR 17.00</u> <u>M.G.L. ch.93I</u>
Adopted	2011
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall be sensitive to the need to protect the security and confidentiality of the personal information of our students and employees or others contained in our business records. Personal information contained in our records shall be limited to that reasonably necessary to accomplish legitimate business purposes and to comply fully with state and federal regulations. The College shall create and implement effective administrative, technical, and physical safeguards for the protection of personal information and to comply with our obligations under federal and state laws and regulations including those related to protecting the personal information of Massachusetts residents.

I. Personal Information

For purposes of this Written Information Security Plan (WISP), “personal information” shall mean the first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to: 1) Social Security number; 2) driver’s license number or state issued identification card number; or 3) financial account number or credit or debit card number, with or without any required security code, access code, or personal identification number or password, that would permit access to a financial account provided, however, that “personal information” shall not include information that is lawfully obtained from publicly available information or from federal, state, or local government records lawfully made available to the general public.

The purpose of the WISP shall be to:

1. Ensure the security and confidentiality of personal information;
2. Protect against any anticipated threats or hazards to the security or integrity of such information; and
3. Protect against unauthorized access to or use of such information in a manner that creates a substantial risk of identity theft or fraud.

In formulating and implementing the WISP, the College shall:

1. Identify reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of any electronic, paper, or other records containing personal information;

2. Assess the likelihood and potential damage of these threats, taking into consideration the sensitivity of the personal information;
3. Evaluate the sufficiency of existing policies, procedures, customer information systems, and other safeguards in place to control risks;
4. Design and implement a WISP that puts safeguards in place to minimize those risks, consistent with the requirements of [Massachusetts General Laws, Chapter 93H](#); and
5. Regularly monitor the effectiveness of those safeguards.

II. Limited Access to Personal Information

Access to personal information in our business records such as name, social security number, driver's license information and any financial account information shall be strictly limited to those persons who are required to know such information to perform their job functions. Generally, this shall mean the administrative managers and staff whose jobs require them to manage or enter data for business purposes shall understand their responsibilities and have procedures in place to be in compliance with this policy. The Vice President for Administration & Finance and the CIO shall serve as the designated Data Security Officers for overall purposes of this Plan and Policy. Other College managers shall have delegated responsibility to ensure that employees in their areas are trained and understand the plan and policy and also have procedures in place as appropriate for ensuring the protection of personal information.

The following mandatory requirements shall apply to all College employees having access to personal information:

- Access to personal information shall be restricted to active users and active user accounts only.
- Employees shall be required to report any suspicious or unauthorized use of personal information. Failure to report any such actual or suspected unauthorized access, possession, or use of personal information when such becomes known to an employee or reasonably should be known may lead to disciplinary action up to and including suspension and/or termination.
- Employees shall be prohibited from keeping open files containing personal information on their desks or computers when they are not at their desks.
- At the end of the work day, all files and other records containing personal information shall be secured in a manner that is consistent with the procedures for protecting the security of personal information.
- Access to electronically stored personal information shall be electronically limited to those employees having a unique log-in identification and re-log-in shall be required when a computer has been inactive for more than a few minutes.

- Visitors' access shall be restricted for each office in which personal information is stored. Visitors shall not be permitted to visit unescorted any area within our premises that contains personal information.
- All files and other records containing personal information shall be placed in the designated secure and locked location/cabinet immediately after use. Files containing personal identifying information shall not be kept in any common areas. This prohibition shall pertain to active as well as archival files.
- Employees shall be prohibited from sharing electronic passwords for computer and electronic records access if such passwords allow access to personal information.
- The amount of personal information collected should be limited to that amount reasonably necessary to accomplish our legitimate business purposes or necessary to us to comply with other state or federal regulations.
- Electronic access to user identification after multiple unsuccessful attempts to gain access shall be blocked.
- Current employees' user identification names and passwords shall be changed periodically.
- Each department shall develop rules (bearing in mind the business needs of that department) to ensure that reasonable restrictions upon physical access to records containing personal information are in place, including a written procedure that sets forth the manner in which physical access to such records in that department shall be restricted, and each department shall store such records and data in locked facilities, secure storage areas, or locked containers.

III. Limited Access to Personal Information/Penalties for Violation

The College shall limit the physical location of personal information to storage in locked and secure areas and storage units which are purposefully located outside of and beyond the reach of common areas in our offices. Access to these locked and secured areas shall be limited to those employees requiring access to do their job and they shall be under the supervision of College managers of those areas. College Archive areas shall be under the supervision of the Auxiliary Services Staff Assistant and Assistant Vice President of Administration & Finance. Access to electronic information shall be under the purview of the CIO and Vice President of Administration & Finance. If any personal information is contained in electronic format, access to such records shall at all times be password protected. As technically feasible, records containing personal information shall be encrypted if subject to electronic transmission or removal from the business premises via electronic means and devices. Any non-conforming use of, access to, or exchange of personal information shall be strictly prohibited and against College policy.

Disciplinary action up to and including suspension or termination may result for violations of this policy and shall be the responsibility of the Vice President of Human Resources and ultimately the President of the College.

IV. Transportation of Personal Information and Encryption

Personal information shall not be stored, maintained, or transported on laptops or other portable electronic devices unless absolutely necessary. In those rare instances when such information may have to be transported via such devices, laptops shall be encrypted. Use of all mobile devices shall conform to the College's Mobile Device Policy and procedures.

All computer systems and devices used to store or access employee personal information shall be routinely monitored for unauthorized use, possession, or access. Employees of the College shall not have a reasonable expectation of privacy in any electronic devices issued or provided by the College or any information stored, maintained, placed, or reviewed thereon by the employee. Unauthorized use, possession, or access of such devices may result in disciplinary action up to and including suspension or termination.

V. Destruction of Records Containing Personal Information

North Shore Community College shall carefully and fully dispose of all documents and materials containing personal information. The Auxiliary Services Staff Assistant and Assistant Vice President for Administration & Finance to whom this employee reports) shall be responsible for ensuring that all records retention regulations are met and that when appropriate, on an institutional level, the documents, records, and materials containing personal information are shredded, pulverized, or otherwise disposed of in such a way as to ensure their complete destruction. All managers of areas that handle personal documents or records that contain personal information shall, on a regular basis, ensure that procedures for secure shredding and safe disposal of documents are executed.

AP 13215 Written Information Security Plan

I. Data Security Officer (DSO) Position

The College has designated the functions of Data Security Officers to the Vice President of Administration & Finance and CIO to ensure compliance with this policy. The DSOs perform biannual or as-needed data security reviews to ensure the continued effectiveness of all security measures taken to protect personal information. They shall also be responsible for ensuring that all appropriate regulatory bodies and authorities are notified promptly in the event of a security breach involving personal information

II. Responsibilities of DSOs

The DSOs shall be responsible for initial implementation of and the following procedures:

1. The appropriate training of employees, in conjunction with College managers and under the overall training responsibility of the Vice President of Human Resources; the College has implemented an online Information Security Awareness and Training program.
2. Regular monitoring and testing of stated and required security safeguards; evaluating the ability of each of our third-party service providers to protect, in the manner consistent with our obligations under [Massachusetts General Laws, Chapter 93H](#), the personal information to which we have permitted them access; and taking the steps reasonably necessary to ensure that such third-party service provider shall apply to such personal information comprehensive security measures at least as stringent as those required to be applied to such information under [201 CMR 17.00](#);
3. Reviewing the scope of security measures at least annually, or whenever there is a material change in our business practices that may implicate the security or integrity of records containing personal information. The DSOs shall be responsible for this review and shall fully apprise management of the results of the review and any recommendations for improved security arising out of said review;
4. Conducting an annual training session for all managers that supervise employees who have access to personal information: all attendees at such training sessions shall be required to certify their attendance at the training and their familiarity with the requirements for ensuring the protection of personal information; all College employees shall be asked to complete the online Information Security and Massachusetts Privacy course; and College employees who deal with credit card information shall be required to complete the online PCI course. College managers shall be responsible for ensuring their staff members complete the appropriate online courses and the Vice President of Human Resources shall oversee the overall training of College employees, the completion of required online courses, and training of new employees.
5. In the event of a security breach or unauthorized acquisition/use of personal information, ensuring that the required notices in the proper form shall be sent to the appropriate state authorities and affected Massachusetts residents; and
6. Ensuring that all documents and electronic devices containing personal information are properly disposed of in accordance with the requirements of [Massachusetts General Laws, Chapter 93I](#).

III. Responsibility for Terminated Employees

The Vice President for Human Resources, in conjunction with the CIO where applicable, shall ensure that terminated employees return all company records and devices including those containing personal information of employees or others. The CIO shall also put procedures in place to ensure that a terminated employee's access to personal information – whether physical or electronic – shall immediately be blocked.

Terminated employees shall return all records containing personal information, in any form, that may at the time of such termination be in the former employee's possession, custody, or control (including all such information stored on laptops or other portable devices or media and in any hard-copy files, records, work papers, or other materials). Such terminated employee shall be required to surrender all keys, identification cards, access codes, badges, business cards, and the like that permit access to the College's premises or personal information. Moreover, such terminated employee's remote electronic access to personal information shall be disabled; his/her/their voicemail access, email access, Internet access, and passwords shall be invalidated immediately.

IV. Master Log of Access Methods, Passwords and Identifiers

The Campus Police Chief shall maintain a highly secured master list of all lock combinations and keys and access codes to Campus Safety equipment and software. The CIO shall maintain a highly secured master list of passwords, access codes, and any other electronic identifiers and the corresponding identities of all those individuals holding same or with access to same for any College systems other than those related to Campus Safety. Generally, it shall be considered a violation of this policy to swap, exchange, or utilize assigned passwords and/or access codes which have been specifically assigned to an individual employee. Disciplinary action up to and including suspension or termination may result for violations of this policy.

V. External Risks

In order to combat external risks to the security, confidentiality, and/or integrity of any electronic, paper, or other records containing personal information, and in order to evaluate and improve, where necessary, the effectiveness of the current safeguards for limiting such risks, the following measures are required:

- There shall be reasonably up-to-date firewall protection and operating system security patches, reasonably designed to maintain the integrity of the personal information, installed on all systems processing personal information.
- There shall be reasonably up-to-date versions of system security agent software, which shall include malware protection and reasonably up-to-date patches and virus definitions, installed on all systems processing personal information.
- All computer systems shall be monitored for unauthorized use or access to personal information.
- There shall be secure user authentication protocols in place, including: 1) protocols for control of user identification names and other identifiers; 2) a reasonably secured method of assigning and selecting passwords or use of unique identifier technologies such as biometrics or token devices; and 3) control of data security passwords to ensure that such passwords shall be kept in a location.

- Contractually requiring that such third-party providers or vendors comply with all state regulations; this contractual requirement shall be covered when the third-party provider or vendor signs a state contract form which lists the required terms and conditions.

CP 13300 Public Records

Status	Active
Legal Authority	<u>M.G.L. ch.66 §10</u> <u>M.G.L. ch.4 §7</u>
Adopted	updated January 1, 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Massachusetts Public Records Law, [Massachusetts General Laws, Chapter 66, Section 10](#) and [Chapter 4, Section 7\(26\)](#), provides that every person has a right to access public information. This right of access includes the right to inspect or be furnished a copy of any public record, or to be notified of a denial of such a request, within ten (10) business days following the receipt of a request.

The public records maintained by North Shore Community College shall include, but shall not be limited to:

- Minutes of open meetings;
- Policies and procedures;
- Annual Reports required by state or federal law;
- Institutional or departmental annual reports;
- Institutional or departmental annual budgets;
- Awards of federal, state, and municipal government grants;
- Contracts and agreements;
- Bids for a contract or agreement that has been awarded or finally rejected;
- Financial and budget information;
- Audit reports by an independent, certified public accountant; and
- Salaries and benefits of public employees.

Records generally considered exempt from disclosure under the law include:

- Documents exempted from disclosure by state statute;
- Student records;
- Criminal record information;

- Personnel or medical files or information;
- Any material or data relating to a specifically named individual, the disclosure of which may constitute an unwarranted invasion of personal privacy;
- Inter-agency or intra-agency memoranda or letters relating to policy positions being developed by the College;
- Personal notes or materials not maintained as part of the College's official files;
- Investigatory materials compiled by law enforcement or investigatory officials, the disclosure of which would prejudice the possibility of effective law enforcement;
- Trade secrets and commercial or financial information provided to an agency for use in developing governmental policy and upon a promise of confidentiality;
- Proposals and bids to enter into a contract or agreement before the contract or agreement is awarded or finally rejected;
- Real property appraisals;
- Test information, including questions, answers, scoring keys, and other materials used to develop, administer, or score a test, examination, or assessment instrument;
- Blueprints, plans, policies, procedures, and schematic drawings which relate to internal layout and structural elements, security measures, emergency preparedness, threat or vulnerability assessments, or any other records relating to the security or safety of persons, buildings, structures, facilities, utilities, transportation, or other infrastructure located within the Commonwealth, the disclosure of which, in the reasonable judgment of the custodian, shall be likely to jeopardize public safety;
- Home addresses and phone numbers of state employees; and
- Home addresses and phone numbers of a family member of a state employee.

The College shall only be required to provide records that are in existence at the time of a request and is not required to create a new record based on information in its custody to accommodate a specific request.

The College shall maintain a searchable website at <http://www.northshore.edu/legal/public-records/> where public records shall be available for public inspection and copying.

AP 13300 Public Records

Public records may be requested by contacting the College's Records Access Officer; contact information is available at <https://www.northshore.edu/legal/public-records/>.

Although not required, requests for public records should be submitted in writing in order to ensure that the College accurately and completely responds to your request. A request for public records should include:

- A description of specific records being requested;
- Date parameters for the public records being requested;
- The name of person or organization requesting the public records; and
- The contact information for the requesting person or organization.

Within 10 business days of receipt of the request, the College shall provide a written response to the request. Written responses shall be to acknowledge the request and provide a date the records shall be available, to deny the request with an explanation of the denial, or to ask for further clarification.

The response time of the College shall depend on the number of public record requests being processed, how many records are responsive to the request, how old the records being requested are, and the specificity of the request.

The Records Access Officer shall provide public records to a requestor by electronic means unless the record is not available in electronic form or the requestor does not have the ability to receive or access the records in a usable electronic form.

Under some circumstances, the College may assess a reasonable fee for the production of public records. Permissible charges shall include, but shall not be limited to, fees for storage devices or materials, \$0.5 per copy, and personnel services. There shall be no fee for the personnel services required to satisfy a public records request for the first 4 hours of work performed. If more than 4 hours of employee time is required to complete a request, a fee may be charged at the hourly rate equal to or less than the hourly rate of the lowest paid employee who has the necessary skill required to complete the record request, which rate shall not exceed \$25 per hour. Said fee restrictions may not apply when a request for records is for a commercial purpose as determined by the Commonwealth's Supervisor of Records.

CP 13305 Records Retention and Destruction

Status	Active
Legal Authority	Massachusetts Public Records Law, G. L. c. 66
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall ensure that records are properly safeguarded, maintained, and/or disposed of in accordance with all existing state and federal regulations.

AP 13305 Records Retention and Destruction

Records Retention

After each fiscal year's records are completed, those records shall be stored with the appropriate government agency or stored in a secure location of the College.

The storage boxes/file cabinets shall be labeled as to their content.

In general, Massachusetts General Laws re: records retention requires documents and records, whether paper/print or digital, shall be retained for seven years.

Student transcript and billing information shall be electronically archived on indefinitely.

The College shall use digital imaging for Student Services for retrieval and storage purposes. Student Records have been scanned and available electronically since 2006 through a document imaging system and indexed with the ERP (Banner). Massachusetts Records Retention allows for electronic storage under these guidelines: <https://www.sec.state.ma.us/arc/arcrmu/rmuidx.htm>

All files containing sensitive information shall be stored in a locked environment.

Records Destruction

Confidential records that require destruction shall be the responsibility of each department at the College. Records shall be destroyed at the department level using cross-cut office shredders or through the auxiliary services bulk record destruction process.

Confidential records requiring destruction through the Auxiliary Services Department shall adhere to the Auxiliary Services Department Record Destruction Policy & Procedures. A Record Destruction Request Form (#AS-07) shall be submitted. If transport of records to the Auxiliary Services Department is required, a Pick-Up/Delivery Request Form (#AS-05) must be submitted in advance for pick-up of records for delivery to the secured destruction area located in the archives, DH-225. Both forms should be submitted to the Staff Associate of Auxiliary Services.

Confidential records that require destruction shall be kept in locked containers in a secured location (archives, DH-225). The destruction of these records shall be the responsibility of the Auxiliary Services Department and shall periodically be scheduled using an approved state awarded vendor that is AAA certified by the National Association for Information Destruction.

Records shall be destroyed using on-site cross-cut destruction methods with a provided certificate of destruction supervised by the Auxiliary Services Department.

CP 13400 Usage of Computers, the Internet, and Other Information Technology Resources

Status	Active
Legal Authority	Commonwealth of Mass ITD-SEC-1.2 Enterprise Information Security Policy Revised (replaces ITD-01-1)
Adopted	April 1, 2009
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Information technology resources shall include, but shall not be limited to: North Shore Community College administrative and academic systems; College user accounts and services; College computers, tablets and software; College networks (wired and wireless); College-owned desk and mobile phones; personal tablets, computers and phones if connected to the College wireless network; and peripherals including copy machines, printers, and scanners. Use of College information technology resources by Users (both full- and part-time student, faculty member, or staff members) shall constitute acceptance of the terms of this policy. For ITD SEC 1.2, see [here](#)

I. User Responsibilities:

It shall be the responsibility of any person using information technology resources to read, understand, and follow this policy. Access to information technology resources shall impose certain responsibilities and obligations on Users and shall be granted subject to this policy and other applicable local, state, and federal laws.

The use of information technology resources shall be a privilege not a right. Violations of this policy may result in removal of access in addition to disciplinary action, up to and including dismissal from the College, and termination of employment as well as civil liability and/or criminal prosecution. Unacceptable uses may also constitute a violation of the Electronic Communications Privacy Act of 1986, the Family Educational Rights and Privacy Act, the Health Insurance Portability and Accountability Act, Massachusetts wiretap and/or privacy Laws, defamation, copyright and/or trademark infringement laws, and state or federal sexual harassment or discrimination laws. <http://www.northshore.edu/registrar/ferpa.html>

See also CP 13100 Website Privacy

Violations of this policy or other complaints of this nature should be reported as follows:

- Student violations to the Dean of Students;
- Employee violations to the Vice President for Human Resource Development; and
- Other User violations to Vice President of Administration & Finance.

II. Acceptable Uses of Information Technology Resources

Acceptable use of the College's information technology resources shall include usage for academic, educational, or professional purposes which are directly related to official College business and in support of its mission. Acceptable use shall always be ethical, reflect academic honesty, and show restraint in the consumption of shared resources. It shall demonstrate respect for intellectual property, ownership of data, and system security mechanisms.

III. Unacceptable Uses of Information Technology Resources

- In furtherance of any illegal act, including violating any criminal or civil laws or regulations, whether state or federal;
- For any political purpose not permitted under a collective bargaining agreement or contrary to any state or federal law;
- Any attempt to breach system security, damage files, or any use that causes interference with or disruption of network users and resources, including propagation of computer viruses or other harmful programs;
- Unauthorized downloading, copying, sending, or sharing of software or files;
- For any commercial purpose, including but not limited to soliciting the purchase, sale, rental, or lease of private personal property, goods, services, or real estate;
 - Disregarding copyright, intellectual property, and/or proprietary restrictions;
 - Misrepresentation or unauthorized use of another's work;
 - Accessing or sharing sexually explicit, obscene, or child pornography materials or communications;
 - Utilizing material or communication which constitutes discrimination, including but not limited to sexual harassment;
 - Intentionally hindering others' ability to utilize any networks accessed from the College;
 - Unauthorized use of the name or logo(s) or graphical representation of the College without express permission from the College;
 - Intentionally seeking information about, obtaining copies of, or modifying files, data or passwords belonging to another person unless specifically authorized by the College;

- Sharing your username and/or password with any other person unless authorized to do so;
- Using another person's account or identifying themselves inaccurately;
- Using computing resources for personal profit, gambling, and/or unapproved solicitations; and
- Usage which violates the College's policies and procedures, including but not limited to the [Student Code of Conduct](#), [Policy on Affirmative Action, Equal Opportunity & Diversity](#), and [Copyright and Intellectual Property Policy](#).

IV. No Expectation of Privacy

Information technology resources shall be the property of the College and/or the Commonwealth of Massachusetts and shall be used in compliance with this policy. When reasonable and in pursuit of a legitimate need for supervision, control, and the efficient and proper operation of the college, North Shore Community College shall exercise the right to inspect any User's computer, any data contained in it, and any data sent or received by that computer. Use of information technology resources shall constitute express consent for the College to monitor and/or inspect any data that Users create or receive, any messages they send or receive, and any websites that they access, as well as monitor network activity in any form that the College requires to maintain the integrity of the network. Therefore, Users shall have no expectation of privacy over any communication, transmission, or work performed using information technology resources.

V. Copyright Protection and Software Licensing

Users shall not permitted to use any software unless it is properly licensed to the College. The Information Systems Department shall reserve the right to remove any programs not properly licensed or authorized by the College. In addition to software, legal protections may also exist for any information published on the Internet, such as the text and graphics on a website. As such, Users shall respect the rights of intellectual property owners. Copyrighted material shall not be used without the permission of the creator and in compliance with the College's [Copyright and Intellectual Property Policy](#). Users should exercise care and judgment when copying or distributing information that could reasonably be expected to be copyrighted.

VI. Data Confidentiality

Users shall not access, release, use, or disseminate confidential or proprietary information such as personal data about identifiable individuals or commercial information about business organizations unless the individual User is authorized by the College to do so and such access, release, use, or dissemination is consistent with this policy and state and federal law. The confidentiality of student educational records shall additionally be subject to the requirements of the Family Educational Rights and Privacy Act [here](#).

VII. Computer Viruses

All College-owned computers shall be deployed with anti-virus software approved by the Information Systems Department. Users should exercise reasonable precautions in order to prevent the introduction of a computer virus into the local area or wide area networks by:

- Ensuring virus scanning software is used at all times and, specifically, to scan storage media used to transport data such as floppy diskettes, CDs, flash drives, or other media; and
- Scanning computer hard drives periodically to see if they have been infected.

VIII. Social Media

Users shall have no expectation of privacy when using such information technology resources for social media activities. All information technology resource use including social media, but not limited to Facebook, YouTube, Twitter, blogs, or other forms of social media shall be limited to academic, educational, or professional purposes which are directly related to official College businesses and in support of the College's mission. All such uses shall comply with this and other applicable College policies and procedures as well as local, state and federal laws.

IX. Email

Electronic mail (email) and services within the Campus Portal shall be official methods of communication at the College, delivering information in a convenient, timely, cost-effective, and environmentally sensitive manner. It is the policy of this institution that:

- All students, faculty and staff have access to, and will use, email; and
- The College shall send official communications via email and via online services within the Campus Portal for registration, payment, grades, financial aid, tax reporting, and other College business.

X. No Warranties

North Shore Community College shall make no warranties of any kind, whether express or implied, for the service it is providing. The College shall not be responsible for any damages a User suffers. Users shall agree to waive any claim and release the College, its employees, and agents from any claim, demand, liability, cause of action, or suit for damages arising out of their use of information technology resources, including but not limited to loss of data, equipment failure, service interruptions, or transmission delays caused by College negligence or User errors or omissions. The College specifically shall deny any responsibility for a User's encounter, access, or use of any inappropriate or controversial materials from information technology resources including the Internet. Users shall notify appropriate staff members if they identify information technology resources being used in a manner inconsistent with this Policy. It shall be possible that personal and commercial web sites shall be linked to official College webpages.

It shall be understood that the College shall neither be responsible for, nor shall maintain control over any third-party sites linked to its webpages.

CP 13405 Issuance of College Cell Phones

Status	Active
Legal Authority	
Adopted	February 13, 2019
Last Reviewed	2019

Full-time College employees may be issued a NSCC cell phone and corresponding support plan or a partial stipend for use of personally-owned cell phone based on job responsibilities and the following criteria:

- The employee performs emergency services or is responsible for emergency communications;
- The employee performs field operations as a routine part of their job responsibilities.

All requests for phones, stipends or plans must emanate from the respective VP/ Executive Manager and be approved by the President.

CP 13500 Instructional Media and Production Services

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The North Shore Community College Academic Technology Division shall regularly back up and archive online course materials. When a course is created in Blackboard Learn, it shall remain active on the production server for one academic year from the end date of a given semester or term. After one academic year, courses shall be archived and removed from the production server, and faculty members shall receive advance notification prior to the transition. An archived course shall not be readily accessible but may be restored if needed with assistance from the Academic Technology Division.

Archived courses shall remain in long-term storage for two years before being permanently deleted; after permanent deletion, recovery shall no longer be possible.

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND
ADMINISTRATIVE
PROCEDURE MANUAL

CHAPTER 14: CAMPUS SAFETY AND
SECURITY

CP 14000 Campus Police

Status	Active
Legal Authority	MGL Chap. 15A and NSCC Board of Trustees
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The goal of the North Shore Community College Campus Police Department shall be to provide the College community with a high level of public safety services and assist in fostering the College's educational richness. The purpose of the Campus Police Department shall be to provide comprehensive public safety services to all that comprise our College community, allowing individuals to pursue their academic goals and the College to fulfill its educational mission. Integral to that purpose shall be the safety and security of the community, preservation of individual rights, the prevention and detection of criminal activity, and protection of property and assets as well as maintaining a safe and efficient flow of traffic.

The Campus Police Department shall coordinate campus safety and security and shall also be the College agency responsible for responding to complaints, reports of criminal activity, crimes in progress, calls for medical assistance, and other emergencies. The Campus Police Department shall operate as a full-service public safety and law enforcement agency.

The central control station of the Campus Police Department shall be staffed 24 hours a day, 365 days a year and officers shall be on patrol to encourage accurate and prompt reporting of all crimes.

Campus police officers and supervisors shall be trained at the Massachusetts State Police Academy and shall receive their Police Authority from the Department of State Police. All officers and supervisors shall be trained in emergency medical procedures, cardiopulmonary resuscitation, and first aid and shall attend annual refresher programs. Upon successful completion of a Massachusetts Special State Police Recruit Academy or having an Associate's degree or higher combined with the Reserve/Intermittent Police Academy, campus police officers shall receive powers of arrest from the Massachusetts Department of State Police. Sworn campus police officers may make arrests for any criminal offense committed in or upon lands or structures owned, used, or occupied by the College. They shall also enforce College rules and regulations and provide traffic and parking control. Officers shall conduct foot and vehicle patrols of all campuses while classes are in session and shall provide many additional support services for students, faculty members, staff members, and visitors.

The Campus Police Department shall share a bond with state and local law enforcement agencies in order to provide safe and secure surroundings. The College shall further cooperate with federal, state, and local law enforcement personnel with respect to monitoring, recording, and/or reporting criminal activities engaged in by students and personnel in connection with College-sponsored activities on or off-campus.

AP 14000 Campus Police

Upon receiving a call for service, the central control station shall radio dispatch the nearest campus police officer(s) who shall respond with assistance. They shall investigate crimes or complaints and take appropriate action. The central control station shall also facilitate and coordinate the response of outside emergency providers such as the local police, fire, emergency medical service, and the facilities management staff for facilities-related emergencies.

The Campus Police Department shall carefully investigate all criminal activity reported. The Campus Police Department shall make all reasonable efforts to completely and accurately compile and disclose crime statistics to provide everyone with as clear an understanding of crime occurrence on and around our campuses.

CP 14005 Campus Security Authority

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

A Campus Security Authority (CSA) shall be an official at an institution of higher education who has significant responsibility for student and campus activities, including, but not limited to, supporting student activities and programming, serving as a faculty and staff advisor to student organizations, supporting faculty and staff hosting trips, and participating in student discipline and campus judicial proceedings. An official shall be defined as any person who has the authority and the duty to take action or respond to particular issues on behalf of the institution. If someone has significant responsibility for students and campus activities, s/he/they is a CSA.

If a crime is reported to a CSA, it shall be reported to the reporting structure identified by the institution (the Campus Police), regardless of whether the reporting party wants to file a report with law enforcement or press charges. See [here](#).

AP 14005 Campus Security Authority

Additional information about CSAs, including information about training, reporting requirements, and reporting documents, is available [here](#).

CP 14010 Local Law Enforcement

Status	Active
Legal Authority	<u>MGL Chapter 22C Section 63</u> and <u>MGL Chapter 15A Section 22</u>
Adopted	February 13, 2019
Last Reviewed	2019

NSCC Campus Police are Special State Police Officers and are authorized with police powers by the NSCC Board of Trustees and State Law. NSCC Campus Police have the power to make arrests on property owned used or occupied by the College. NSCC Campus Police have a close working relationship with local, state and federal law enforcement agencies and personnel, but do not have mutual aid agreements with local enforcement agencies.

CP 14100 Controlled Substances and Alcohol

Status	Active
Legal Authority	Board of Trustees
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

On December 12, 1989, Congress amended Title XII of the Higher Education Act of 1965. This amendment, known as the [Drug Free Schools and Communities Act of 1989](#), requires that every educational institution receiving federal funding certify its adoption and implementation of programs designed to prevent use of illegal drugs and abuse of alcohol by students and employees. In accordance with legal mandates and its philosophy of establishing and maintaining an environment of learning and a supportive environment in which to conduct its business and mission, North Shore Community College shall enforce the following policies.

1. The unlawful manufacture, distribution, dispensing, possession, or use of alcohol or of a controlled substance shall be prohibited on College campuses or as part of any College-related activity for both on and off-campus. Students or employees who violate these restrictions shall be subject to appropriate disciplinary action, up to and including dismissal, and such disciplinary action shall be applied consistently according to appropriate disciplinary procedures. Violators shall also be subject to referral for criminal prosecution. Pursuant to the policy of the Massachusetts Board of Higher Education, the College shall notify the parents or legal guardians of students under 21 years of age each time they have been determined to be in violation of the campus alcohol policy.
2. The College shall enforce federal and state laws concerning illegal drugs and alcoholic beverages including [Massachusetts General Laws, Chapter 94C](#) (Controlled Substances Act), [Massachusetts General Laws, Chapter 272, Section 59](#) (Public Drinking), and [Massachusetts General Laws, Chapter 90, Section 24](#) (Operating Under the Influence, Open Containers).
3. Employees (including student employees) working under federally funded grants shall also be subject to the [Drug-Free Workplace Act of 1988](#). The Act creates the following obligations:
 - a. Employees convicted of any criminal drug statute violation occurring in the workplace shall notify the Director of Human Resource Development in writing no later than five (5) days after such conviction.
 - b. The College shall notify the appropriate federal agency in writing within ten (10) days after receiving notice from the employee regarding such conviction.
 - c. The College, within thirty (30) days of receiving notice, with respect to any employee who is convicted, shall:

- i. Take appropriate disciplinary action against the employee, up to and including termination of employment; and/or
- ii. Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health or law enforcement or other appropriate agency.

The College shall conduct a biennial review of these policies and programs and implement changes as necessary.

AP 14100 Controlled Substances and Alcohol

The College shall present campus-wide drug and alcohol education programs on an annual basis. These programs shall be presented in addition to other educational opportunities available in current or future academic offerings.

For any member of the College community who is experiencing substance abuse problems, the College shall offer supportive services and referral for treatment as appropriate and available.

The College shall authorize the Employee Student Assistance Program Advisory Committee to address issues affecting employee and student well-being. Members of the college community (student or employee) are encouraged to bring issues, concerns and/or suggestions regarding drug and alcohol abuse to the Committee.

Additional information about students and employee rights and disciplinary procedures is available in the *Student Rights and Responsibilities* booklet and the *Human Resource and Affirmative Action Policies and Procedures Handbook*, see [here](#) and [here](#).

CP 14105 Smoking

Status	Active
Legal Authority	NSCC Board of Trustees
Adopted	2010
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In recognition of the medical evidence that indicates that smoking is a serious health hazard, and that this hazard includes those exposed to secondhand smoke, and given the responsibility of North Shore Community College to provide a safe and healthful working and learning environment, smoking shall be prohibited within the confines of all College grounds, buildings, and property. Smoking shall only be permitted in private vehicles lawfully parked on campus lots.

Disciplinary measures shall be reserved for repeat infractions or infractions that interfere with the College's academic or workplace needs or responsibilities. Visitors who fail to comply with the policy may be prohibited from remaining on or returning to campus.

AP 14105 Smoking

Complaints concerning students should be brought to the attention of a campus police officer, who may refer the matter to the Dean of Students, and any official actions taken shall be in accordance with the Student Code of Conduct.

Complaints concerning employees of the College should be brought to the attention of the employee's immediate supervisor, or in the alternative to the Vice President of Human Resource Development or the Director of Human Resource Development.

CP 14110 Weapons

Status	Active
Legal Authority	<u>MGL Chapter 269 Section 10</u>
Adopted	February 13, 2019
Last Reviewed	2019

Weapons are prohibited on NSCC property, campuses, and sites pursuant to MGL Chapter 269, Section 10. No persons, with the exception of law enforcement officers, are allowed to carry firearms, loaded or unloaded, or other dangerous weapons (as defined by MGL Chapter 269) in any building or on the grounds of NSCC property, campuses or sites. A waiver to carry weapons on campus can only be granted by prior approval of the College Board of Trustees. Any unauthorized person carrying firearms or other weapons on College premises are subject to arrest by NSCC Campus Police.

Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises by students may also be considered disciplinary offenses under the College's Student Code of Conduct.

CP 14200 Trespassing

Status	Active
Legal Authority	<u>MGL Chapter 266 Section 123</u>
Adopted	February 13, 2019
Last Reviewed	2019

Trespassing on college property is prohibited pursuant to MGL Chapter 266, Section 123. NSCC Campus Police can issue “no trespassing” orders under their Campus Police authority. No trespassing orders can be issued when there is determination that an individual:

- Poses a threat to others;
- Poses a threat to College property or equipment;
- Substantially disrupts or interferes with the normal operation of the College;
- Engages in off-campus conduct that adversely affects the College community;
- Is charged with a crime in violation of state or federal law.

In addition, under certain circumstances during the Student Code of Conduct process for disciplinary action, the Dean of Students of the College may impose interim suspension or no-contact orders. During an interim suspension, a student may be issued no trespassing orders, be prohibited from entering any College property, and/or be prohibited from participating in any College activities.

CP 14300 Animals on Campus

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Service Animals

North Shore Community College shall generally permit service animals assisting individuals with disabilities in all facilities maintained by the College. Therefore, an individual with a disability shall be permitted to be accompanied by his/her/their service animal in all areas of the College's facilities where members of the public are permitted. The College shall reserve the right to impose restrictions on the use of service animals on its property in order to maintain safety or to avoid disruption of College operations.

This policy shall apply only to facilities owned by the College or under its control.

A. Definition of a Service Animal

The Americans with Disabilities Act's regulations define a service animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, shall not be considered service animals for the purposes of this definition. However, in certain instances, the use of other animals as a service animal may be permitted under other laws.

B. Type of Work or Tasks a Service Animal May Provide

Work or tasks performed by a service animal shall be directly related to its handler's disability. Examples of work or tasks performed by service animals shall include, but shall not be limited to:

- Assisting individuals who are blind or have low vision with navigation and other tasks;
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds;
- Providing non-violent protection or rescue work;
- Pulling a wheelchair;
- Assisting an individual during a seizure;
- Alerting individuals to the presence of allergens;

- Retrieving items such as medicine or the telephone;
- Providing physical support and assistance with balance and stability to individuals with mobility disabilities; and
- Helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Services that do not qualify as work or tasks performed by a service animal include:

- Crime deterrent effects; or
- The provision of emotional support, comfort, or companionship, often referred to as “therapy” or “companion” animals.

C. Service Animal Documentation

Consistent with state law, Massachusetts General Law c. 272, § 98A, all dogs on campus shall:

- Possess an animal license in compliance with Massachusetts law; and
- Be properly immunized and vaccinated; and, wear a current license and rabies vaccination tag.

It is recommended that a service animal wear some type of recognizable symbol identifying it as a service animal. However, there shall be no requirement for documentation to prove that the animal has had particular training or is a certified service animal.

D. Permissible Inquiries about a Service Animal

It shall be permissible for the College to make the following inquiries in order to determine whether an animal qualifies as a service animal:

- Is the animal required because of a disability?; and
- What work or task is the animal trained to perform?

The College shall not inquire about the nature or extent of a person’s disability. Furthermore, the College shall not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (for example, the dog is observed guiding an individual who is blind,

pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

E. Control of a Service Animal

The College shall not be responsible for the care or supervision of a service animal. A service animal shall be under the control of its handler at all times. A service animal shall have a leash or other tether unless the handler is unable because of a disability to use a leash or other tether or the use of such would interfere with the service animal's safe and effective performance of its work or tasks. Under those circumstances where a service animal is not tethered, the service animal shall be otherwise under the handler's control through voice control, signals, or other effective means.

F. Health, Hygiene, and Cleanliness

Service animals shall be clean. Daily grooming and occasional baths should be utilized to keep the animal's odor to a minimum. Adequate flea prevention and control shall be maintained. If a service animal's odor is offensive to other individuals, the handler shall be requested to bathe the service animal prior to returning to the College. A service animal's handler shall clean up after the animal. If due to a disability the handler is unable to do so, the handler shall make alternative arrangements to do so.

G. Exclusion of a Service Animal from College Property

The College may direct an individual with a disability to remove a service animal from the premises if the animal:

- Is out of control and its handler does not take effective action to control it (including the animal poses a direct threat to others on campus and/or exhibits behavior that interferes with the educational process);
- Is not housebroken, is ill, or presents a reoccurring offensive odor; and/or
- Is not properly licensed and/or vaccinated.

If the College excludes a service animal from its premises, it shall still afford the individual with a disability the opportunity to participate in its programs or activity without having the service animal on the premises.

H. Etiquette Rules

Members of the College community and visitors should avoid:

- Petting a service animal as it may distract the animal from its work;
- Feeding a service animal;

- Deliberately startling a service animal;
- Calling or attempting to attract the attention of a service animal; and
- Attempting to separate a service animal from its handler.

I. Grievances

Any person who believes that his/her/their rights to use a service animal on College property have been violated may file a complaint under the College's Affirmative Action Plan by contacting the Affirmative Action Officer.

II. Comfort or Emotional Support Animals

III. Animals Related to Academic or Other Programs

AP 14305 Animals on Campus

I. Service Animals

A. Registration of a Service Animal on Campus

When practicable, a student or employee seeking to use a service animal shall be requested to notify the Office of Disability Services prior to bringing the animal on to College property. A service animal's handler shall be asked to complete a voluntary Service Animal Registration Form and an Acknowledgement of Responsibility and Waiver of Liability Agreement. These documents shall be maintained confidentially by the College. If the animal qualifies as a service animal, the handler shall voluntarily agree to comply with this policy at all times while the animal is on College property.

Members of the general public intending to visit the college with a service animal should notify the College's Office of Disability Services in advance when practicable.

II. Comfort or Emotional Support Animals

III. Animals Related to Academic or Other Programs

CP 14400 Requests to Locate Students

Status	Active
Legal Authority	<u>FERPA</u>
Adopted	February 13, 2019
Last Reviewed	2019

Requests to locate students may be made to the NSCC Campus Police Department who will evaluate the nature of the request and the individual's reason for making the request. Requests may be forwarded to the Dean of Students, acted upon or not acted upon. All request are evaluated following guidance provided by the Federal Family Educational Rights and Privacy Act of 1974 (FERPA)

CP 14600 Community Notification of Accessing Sex Offender Information

Status	Active
Legal Authority	Clery Act and MGL Chap 6
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with federal law, the North Shore Community College shall be required to advise the campus community where information concerning registered sex offenders may be obtained.

Any information obtained from the Campus Police Department or any other public source shall not be used to commit a crime or to engage in illegal discrimination or harassments of an offender. Any person who uses information disclosed pursuant to [Massachusetts General Laws, Chapter 6, Sections 178C - 178P](#) for such purposes shall be punished by not more than two and one half (2 ½) years in a house of correction or by a fine of not more than one thousand dollars (\$1000.00) or both in accordance with [Massachusetts General Laws, Chapter 6, Section 178N](#). In addition, any person who uses Registry information to threaten to commit a crime may be punished by a fine of not more than one hundred dollars (\$100.00) or by imprisonment for not more than six (6) months in accordance with [Massachusetts General Laws, Chapter 275, Section 4](#).

AP 14600 Community Notification of Accessing Sex Offender Information

I. Colleges' Receipt of Sex Offender's Final Classification

Following a sex offender's registration with the Sex Offender Registry Board (Board), the Board shall issue a recommended classification level. The Board shall transmit the offender's registration data and final classification to an institution of higher education where the offender works, intends to work, is enrolled as a student, or intends to enroll as a student:

- Level 1 classification information shall not be public information. No public access to Level 1 information shall be permitted.
- Level 2 classification information shall be public information. Level 2 information shall be available to the general public upon written request.
- Level 3 classification information shall be public information. Level 3 information shall be available to the general public through local police departments and the Board upon written request or by accessing the Board's website at www.mass.gov/sorb. Additionally, police departments shall be obligated to make community notification of Level 3 information. Community notification shall be made to all organizations or individuals which provide services to children, the elderly, or other vulnerable members of the community and are likely to encounter such an offender.

II. College Officials' Meeting Classified Level 2 or 3 Sex Offender

Once the College receives notification from the Board that a student or employee has been classified as a Level 2 or 3 sex offender, the Chief of Campus Police and the Dean of Students shall meet with the offender to:

- Inform the offender of the College's knowledge of his/her/their final classification;
- Outline the College's obligation to provide public access to Level 2 and 3 sex offender information through its Campus Police Department;
- If the offender is classified at Level 3, he/she/they is further informed of the College's policy of community notification; and
- Provide the offender with a copy of the public notification the College intends to release.

III. Notification of the College Community

It shall be the responsibility of the Campus Police Department to make a community notification of Level 3 Sex Offenders who are students, faculty members, or staff members, or contract vendors working or enrolled as a student at NSCC.

- Level 3 offender notices shall be posted in a number of conspicuous locations on each campus maintained by the College.
- Direct distribution of Level 3 notices shall be made to all College departments and personnel which provide services to children, the elderly, or other vulnerable members of the College community and are likely to encounter such an offender, including, but not limited to, child care centers, early childhood education programs, libraries, fitness center, summer camps, elder care programs, and College-operated elementary or secondary schools.
- Community notification shall be made within 2 days of receiving notice from the Board of a final classification of a Level 3 offender.

These recommendations shall establish minimal standards for community notification. The College may engage in broader community notification efforts as appropriate under the circumstances.

IV. On-Campus Public Access to Level 2 and 3 Sex Offender Information

- On an annual basis, the Campus Police Department shall advise students and employees through appropriate College publications as to where sex offender information may be obtained.

- Level 2 and 3 offender information received by the Campus Police Department shall be available to the public upon written request. Recognizing that a College may not possess complete notification information on all sex offenders within its community, individuals seeking public information on sex offenders shall also be advised to contact their local police department or the Board.
- The Campus Police Department shall only respond to if the request is presented in writing utilizing the Board's Request for Sex Offender Information from City/Town Police Departments form.
- Level 2 and 3 sex offender information shall be maintained in a binder located in the College's Department of Public Safety. The binder shall be available for public inspection and copies of Level 2 and 3 notices may be provided upon appropriate written request.
- Information concerning Level 2 and Level 3 offenders shall also available to the general public by contacting your local police department or the Commonwealth of Massachusetts' Sex Offender Registry Board, P.O. Box 4547, Salem, MA, 01970-4547, (978) 740-6400. Level 3 offender information shall also available online at www.mass.gov/sorb.

CP 14700 Disclosure of Campus Security Policy and Crime Statistics

Status	Active
Legal Authority	<u>20 U.S.C. 1092</u>
Adopted	November 8, 1990
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, [20 U.S.C. 1092](#), Sections (a) and (f), requires all institutions to collect crime reports from individuals and organizations that are considered to be campus security authorities (CSAs). CSAs shall be required to report crime statistics to the North Shore Community College Campus Police Department.

The Clery Act specifically defines CSAs as encompassing four groups:

- The Campus Police department;
- Any individual who has responsibility for campus security (such as an individual who is responsible for monitoring the entrance to an institutional property, providing safety escorts, and providing event security);
- Any individual specified by NSCC as someone to whom students and employees should report criminal offenses; ad
- An official of an institution of higher education who has significant responsibility for student and campus activities.

The College shall perform an annual review of CSAs and shall request crime statistics from any individual who the College determines is a CSA. Crime statistics obtained from CSAs shall be combined with the campus police statistics in the Annual Security Report. College CSAs shall include student services personnel, the College's Affirmative Action Officer/Title IX coordinator, employees who monitor area access, health services personnel, and may include others whom the College recognizes as having a significant responsibility for student and campus activities as part of their regular duties.

The Campus Police Department shall make all reasonable efforts to completely and accurately compile and disclose crime statistics to provide everyone with as clear an understanding of crime occurrence on and around our campuses.

AP 14700 Disclosure of Campus Security Policy and Crime Statistics

Detailed information about College procedures for complying with the Clery Act are presented in <http://www.northshore.edu/safety/police/pdf/clery-disclosure.pdf>

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CHAPTER 15: USAGE AND
MANAGEMENT OF CAMPUS FACILITIES

CP 15000 Environmental Statement

Status	Active
Legal Authority	
Adopted	January 10, 2006
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall be committed to the protection of the environment and shall endeavor to reduce environmental impacts resulting from the conduct of its activities.

The environmental objectives of the College shall be as follows:

Ensure that all College offices, departments, and programs institute measures and procedures for the purchase, use, storage, and disposal of environmentally sensitive materials;

Comply with all applicable relevant federal, state, and local environmental laws, rules, and regulations;

Submit compliance reports, as required by environmental statutes, to state and federal agencies;

Develop and implement self-audit and training programs for all academic programs and departments to improve compliance, quicker discovery of matters, and enhance protection of public health;

Endeavor to conserve resources and prevent pollution and waste;

Strive for continued improvement of environmental performance; and

Review the environmental policy on regular basis and revise as necessary.

CP 15005 Sustainability

Status	Active
Legal Authority	<u>EO 484 - Leading by Example: Clean Energy and Efficient Buildings</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The development and implementation of sustainable practices and a commitment to environmental stewardship shall be integral parts of the culture of North Shore Community College. The College shall adopt a holistic approach to sustainability and the application of green principles that engage the entire community.

The College shall be dedicated to executing the following responsibilities:

Reducing its carbon footprint;

Promoting sustainability throughout the College community and North Shore region;

Incorporating sustainability issues and topics, curricula, goals, and objectives into its courses, programs, and projects; and

Implementing strategies to reduce waste, recycle products efficiently, purchase recycled products, and dispose materials in an environmentally appropriate manner.

Green Building Policy

The College shall design, rehabilitate/renovate, construct, manage, and maintain its facilities in a sustainable fashion. The latest edition of the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) rating system and accompanying Reference Guide shall be used as a design and measurement tool to determine what constitutes a sustainable building by national standards. All new facilities and major capital renovations costing more than 50% of building replacement value shall seek to acquire a LEED Silver rating at a minimum.

Environmentally Preferable Products

North Shore Community College shall:

Institute practices that reduce waste by increasing product efficiency and effectiveness;

Purchase products that minimize environmental impacts, toxins, pollution, and hazards to worker and community safety to the greatest extent practicable;

Purchase products that include recycled content, are durable and long-lasting, conserve energy and water, use agricultural fibers and residues, reduce greenhouse gas emissions, unbleached or

chlorine free manufacturing processes, are lead-free and mercury-free, and use wood from sustainable harvested forests;

Increase the use and availability of environmentally preferable products; and

Require the purchase of energy-efficient, Energy Star certified products in all areas for which such products exist.

AP 15005 Sustainability

The North Shore Community College Sustainability Coordinator shall oversee sustainability initiatives and educate the College and community about the importance of sustainability. The Green Team, a group of faculty and staff members who collaborate to raise campus and community awareness of sustainability issues, shall also contribute to efforts to develop and implement sustainability initiatives. See [here](#).

CP 15100 Reserving Rooms and Facilities

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Members of the College community shall have the option to reserve rooms on campus for events and activities that are directly related to the goals, mission, and values of the College.

AP 15100 Reserving Rooms and Facilities

Members of the College community shall use the Campus Intranet online system and Room Reservation tools to search for available rooms, submit a reservation request, and view the status of reservation requests.

CP 15105 Rental of College Facilities

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Board of Trustees of North Shore Community College has established a policy of encouraging the broadest possible access to its facilities by public, private, and non-profit organizations within the communities which it serves at the lowest cost consistent with the Board's policy of non-discrimination and affirmative action without undue additional burden on its staff members. Priorities for the use of College facilities shall be established to ensure non-interference with classes, scheduled college activities, and needs of students and staff members. Use is subject to applicable laws governing use of public facilities. No use of the facilities shall be approved for activities in conflict or competition with normal day and evening College programs.

I. Available Spaces and Facilities

- Cafeterias – The cafeterias shall not be allocated to special purpose use when classes are in session, including Evening Division and Summer Session. Availability of this space shall usually be limited to vacation periods or when classes are not in session. All use of the cafeterias shall be approved by the President.
- Fitness/Recreation Facilities – Only those activities which are appropriate to protect the floor surface of the gymnasium will be authorized, subject to its availability after the regularly scheduled events calendar of the Fitness/Recreation Department. The Fitness Coordinator, after consultation with Facilities Management, shall determine the appropriateness of the requested activity. Use and activities related to student registration shall be an exception and shall have primary consideration. A recommendation shall be sent to the Director of the Campus for final approval. The Director of the Campus shall have final approval.

II. Lead Time

In order to prioritize the College's academic and other needs, requests for facilities use by outside agencies shall normally be accepted after the start of each semester and shall be limited to that semester.

III. Fees

State Executive Order 801 CMR: EXECUTIVE OFFICE FOR ADMINISTRATION AND FINANCE

requires that facility use shall be without cost to the Commonwealth. All charges associated with the space use shall be borne by the user. Costs shall be determined by the College based on the

use requirements and pre-established charges. In addition to costs of use, a fee is charged. The fee may be waived by the President for public and non-profit agencies. A non-refundable¹ deposit of \$50.00 shall be required of all users (unless waived by the President). Any additional costs or damages incurred by the facility use shall be the sole responsibility of the organization and/or individual and shall be deducted from the deposit. Excess costs shall be billed and must be paid immediately. Other fees for services must be received prior to the scheduled event.

IV. Food Service

All food service requests shall be coordinated by the Facilities Department and arranged through the College's Food Service Concessionaire.

V. Insurance Coverage and Indemnification

All non-College users of facilities shall indemnify and hold the Board of Trustees and the College harmless against any claim for personal injury or damage to College property arising out of such use. The user may be required to provide evidence of public liability insurance coverage. The appropriate forms shall be sent after the application has been received.

Certain types of events that involve bringing costly artifacts into the building shall provide insurance protecting the value of the collection from fire, theft, and damage and hold the College harmless from such loss.

AP 15105 Rental of College Facilities

Individuals/groups interested in using space in any of the College's facilities must first contact the Office of Facilities Management to determine the tentative availability of the space for the time desired.

College staff members and the Facilities Management Office shall determine which space is available at the requested time and then complete a Phone Request Form recording specifics about the proposed event.

A Facilities Use Invoice and Requirements Checklist shall be sent to the requester to be completed where indicated. After the Invoice/Checklist has been submitted to the College, it will be reviewed and either disapproved or tentatively approved, and an invoice calculated.

Appropriate insurance/indemnification forms including the Indemnification/Hold Harmless Agreement, Property Insurance Certificate, and Insurance Certificate shall then be sent to the requester for completion and submission to the College.

¹ Deposit is non-refundable but will be applied toward the use fee if the event takes place. In the event of cancellation, the \$50 deposit is non-refundable.

As soon as all fees are paid and assurances received, the requester shall be sent a Confirmation of Facility Use which shall signify College approval.

In no case should the requester consider the use/rental confirmed until the process is completed with signed documents and an official confirmation from the College.

CP 15200 Security for College Property

Status	Active
Legal Authority	<u>MGL Chapter 647</u>
Adopted	February 13, 2019
Last Reviewed	2019

The NSCC Campus Police Department maintains a central call and dispatch center staffed 24 hours a day, 365 days a year as well as officers on patrol to provide public safety services and security for the College community and in an effort to encourage accurate and prompt reporting of all crimes.

Any unaccounted variances, stolen property, loss and/or thefts of funds or property must be reported to Campus Police. Upon the completion of any investigation the Chief of Campus Police is designated as the individual responsible for ensuring that all unaccounted for variances, losses, shortages, and/or thefts of funds of property are reported to the Office of the State Auditor.

CP 15205 Insurance

Status	Active
Legal Authority	MGL Chap 15A Section 5 and 22, and Chap 258
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College is a public institution of higher education within the Commonwealth of Massachusetts, pursuant to Mass. General Laws, Chapter 15A, Section 5. As such, the College is considered a political subdivision of the Commonwealth, with specific authorities established at Mass. General Laws, Chapter 15A, et seq. As a political subdivision of the Commonwealth of Massachusetts, the College is self-insured for general liability resulting from any negligent act or omission of College personnel, officers or directors, arising within the scope of their official duties and/or employment.

CP 15210 Disposal of Property

Status	Active
Legal Authority	802 CM R 3.00: M. G. L. c. 7, ss. 4L, 22 a n d 25A.
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Universal and Electronics Waste

The Auxiliary Services Department shall manage, maintain, and provide a system for the disposal and removal of certain universal and electronics wastes (e-wastes) generated by North Shore Community College. The Auxiliary Services Department shall provide and manage a monitored space (accumulation area) for storage of these e-wastes. Certain College-generated e-wastes shall be stored in certified approved storage containers until arrangements are made for disposal.

II. State Surplus Property (Non-Inventory) Control

The Auxiliary Services Department, working with the Department of Facilities Management, shall establish and maintain a system for the disposal or disposition of (Non-Inventoried) Surplus State Property that are either no longer needed, broken beyond repair, or at the end of their useful life cycle. This policy shall cover mainly furniture and/or non-specialized equipment. The evaluation of specialized equipment shall be the responsibility of the department that owns the equipment. The disposition of these items shall follow the procedures set forth by the State Surplus Office of the Operational Services Division of the Commonwealth of Massachusetts.

AP 15210 Disposal of Property

The College follows State requirements procedures for disposal of State property 802 CMR 3.00: Disposition of Surplus State Property, see [here](#).

CP 15300 Parking on Campus

Status	Active
Legal Authority	North Shore Community College Board of Trustees
Adopted	May 30, 2006
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The goal of parking and traffic enforcement shall be to ensure public safety and the smooth movement of vehicles through and around North Shore Community College campuses, and all members of the College community and visitors shall comply with all parking and traffic rules and regulations as presented in [Campus Police & Parking/Traffic Rules & Regulations](#).

General Parking Regulations

Student Parking

Students who have properly registered their vehicle with the Campus Police Department and properly display a College student decal may park in white lined spaces on all campuses.

Employee Parking

Employees who have properly registered their vehicle with the Campus Police Department and properly display a full- or part-time employee decal may park in yellow lined spaces on all campuses.

Parking Decals

Parking decals shall be obtained from the Campus Police Department at each campus location. Decals shall be issued free of charge, shall be accepted at all campuses, and shall be valid indefinitely. Individuals may be required to provide proof they are a student or an employee.

Handicapped Parking

Handicapped parking shall be available at all campuses for persons with Registry of Motor Vehicles-issued special plates or placards.

Visitor Parking

Visitors may park in specially designated spaces or in white line spaces.

Special Reserve Parking

Special reserve parking shall be available for guest speakers or anyone visiting the campus. A special parking permit must be obtained in advance by contacting the Campus Police Department.

Disability Parking

Disability parking shall be available for persons with a temporary disability. Permits shall be issued on a one-time basis for a maximum of 30 days and shall be temporary. Individuals shall contact the Assistant Dean of Student Services to determine eligibility.

Parking

All parking spaces shall be clearly marked. Vehicles shall occupy only one space of the proper color. Parking in areas not having designated spaces, that are posted no parking, or are otherwise restricted shall result in the issuance of a ticket or towing at the owner's expense. Motorcycles and scooters shall be parked in designated areas.

Motor Vehicles/Operators

All motor vehicles shall be in good operating order and registered, insured, and inspected in accordance with Massachusetts state law. All operators on College campuses shall be properly licensed.

Speed

Vehicles shall be operated at a speed that is reasonable and proper for the roadway and traffic conditions. At no time shall a speed in excess of 20 miles per hour be considered reasonable and proper.

Overnight Parking

Overnight parking shall be permitted if authorized by the Campus Police Department..

Officers may direct or restrict parking and/or traffic patterns as necessary.

Parking Enforcement

Tickets

Violators shall be subject to ticketing and towing. College parking tickets shall carry the same authority as any other municipality in the Commonwealth of Massachusetts. Fines that remain unpaid after the 21-day appeal/payment period shall be subject to the following:

Additional penalty charges;

Non-renewal of vehicle registration;

Non-renewal of the driver's license of the vehicle owner; and

Suspension of the vehicle owner's ability to register for classes and receive transcripts.

Tickets that are not paid and reported to the Massachusetts RVM shall increase from \$10.00 to \$35.00 each.

Parking Ticket Appeals

Individuals may appeal a ticket by providing the Parking Hearings Officer with a written explanation of the circumstances surrounding the appeal. The hearing officer may render a judgment based on your submittal or schedule a hearing at his/her/their discretion.

Towing

Any vehicle parked in violation of any parking rule or regulation shall be subject to towing at the expense of the vehicle owner.

AP 15300 Parking on Campus

Parking ticket payments may be submitted online at [PayParkingFine.com](https://www.payparkingfine.com). Payments may also be made in person by check or money order payable to the Parking Clerk, North Shore Community College, Room LW154, 300 Broad Street, Lynn, MA, 01901, see [here](#) for more information, including the form to submit an appeal.

CP 15305 Use of College Vehicles

Status	Active
Legal Authority	
Adopted	February 13, 2019
Last Reviewed	2019

NSCC Campus Police cruisers, service vehicles and mail vans can only be operated by designated NSCC employees who have a current valid license to operate a motor vehicle of the proper classification. College vehicle use is restricted to job related duties or as authorized by the President. In the case of marked police cruisers they may only be operated by members of the Campus Police Department. There is one passenger vehicle assigned to the Facilities Department that may be utilized by College managers on a limited basis.

Managers wishing to reserve the vehicle must make a request well in advance of the need and have the request approved by the President.

CP 15400 Inventory and Moving of Furnishings and Equipment

Status	Active
Legal Authority	MGL Chapter 647 of the Acts of 1989
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Auxiliary Services Department shall receive and inventory all College-related fixed assets in excess or equal to the original cost of \$1,000.00 with the exception of certain computer-related items that may fall below the threshold. The Auxiliary Services Department shall receive, document, and log these fixed assets through a series of automated and written procedures according to established College rules and regulations and also maintain and keep accurate automated records for these assets.

The College shall perform an Annual Physical Review or audit of all inventoried assets commencing the 1st quarter of each calendar year. This Physical Audit shall be performed by the Auxiliary Services Department and Information Systems and Media Services.

The Auxiliary Services Department shall provide an annual report to the Assistant Vice President of Facilities Management at the conclusion of the Physical Audit for review. This report shall include all assets that will be officially reported to the Campus Police and the Office of the State Auditor (OSA) as losses.

The Auxiliary Services Department shall provide a listing of all unaccounted-for assets to the Campus Police Department at the conclusion of the Annual Physical Review. The Campus Police Department shall provide a listing of all assets reported as stolen to the Auxiliary Services Department for proper reconciliation in the Asset Inventory Database. Auxiliary Services shall generate a final combination report of not found and stolen assets which will be provided to Campus Police for reporting to the OSA as well as the Vice President of Facilities Management.

AP 15400 Inventory and Moving of Furnishings and Equipment

Detailed information about inventory procedures is presented in the most recent Internal Control Manual.

CP 15500 Lost and Found

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All items lost shall be reported to the Campus Police Department. All items found shall be given to the Campus Police Department. If the item found has identification, efforts shall be made to reach the individual. If no identification exists, the item shall be kept at the Campus Police Department until claimed. All unclaimed books and items of clothing shall be donated at the end of the academic year.

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CHAPTER 16: CONSTRUCTION AND
RENOVATION OF CAMPUS FACILITIES

CP 16000 Construction Design

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College shall comply with all construction design policies of the Division of Capital Asset Management and Maintenance (DCAMM) of the Commonwealth of Massachusetts and applicable local, state, and federal laws.

AP 16000 Construction Design

Detailed documents related to construction design are available [here](#) and [here](#).

CP 16100 Bid Process, Selection of Contract, and Contract Execution

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall comply with all bidding and contract policies of the Division of Capital Asset Management and Maintenance (DCAMM) of the Commonwealth of Massachusetts and applicable local, state, and federal laws.

AP 16100 Bid Process, Selection of Contract, and Contract Execution

Detailed documents related to bidding and contracts are available [here](#), [here](#) and [here](#).

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CHAPTER 17: EMERGENCY
MANAGEMENT

CP 17000 Emergency Response Plan

Status	Active
Legal Authority	
Adopted	February 18, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Emergency Response Team at North Shore Community College shall be responsible for developing, reviewing, and supporting the implementation of emergency response policies and procedures and shall consist of the following individuals:

- President;
- Vice President of Administration & Finance;
- Vice President of Academic Affairs;
- Vice President of Student Affairs;
- Vice President of Human Resource Development;
- Chief of Police;
- Assistant Vice President of Facilities Operations & Services;
- Chief Information Officer;
- Executive Director of External & Public Relations; and
- Disaster Recovery Committee Liaison

The Emergency Response Team shall execute the following primary responsibilities:

- Gather, confirm, and evaluate incident information;
- Determine and implement tactics/actions;
- Implement standing operating policies and procedures
- Coordinate response;
- Manage and track institutional, fiscal, and other resources;
- Update and communicate with Executive Staff;
- Support ongoing critical needs;

- Issue public information reports and instructions to members of the College community and other relevant parties;
- Link to local, state, and federal emergency coordination centers;
- Serve as liaison to governmental agencies and external organizations; and
- Coordinate after action response with Disaster Recovery Committee;
- Debrief and review outcomes for policy and procedural review;
- Meet in the event of a possible impending emergency for proactive planning;
- Test the response plan and equipment.

AP 17000 Emergency Response Plan

Detailed information about emergency procedures and the responsibilities of College administrators and other key personnel is presented in the [Emergency Response Plan](#).

CP 17100 Crisis Communication

Status	Active
Legal Authority	
Adopted	January 1, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Per federal regulations, North Shore Community College shall be required to inform the campus community of a significant, immediate, or continuing threat or emergency. The College shall proactively deliver timely, informative, consistent, candid information when incidents occur that impact students, faculty and staff members, and other members of the College community. The College shall communicate facts as quickly as possible, updating information regularly as circumstances change, to ensure the safety of the College community and the continued operation of essential services.

AP 17100 Crisis Communication

Detailed information about communication procedures during an emergency is presented in Crisis Communication Policies & Procedures, Appendix 1; Immediate Threat Emergency Notification Policy & Procedure, Appendix 2; and Timely Warning Notification Policy & Procedure, Appendix 3 of the Emergency Response Plan. See [Emergency Response Plan](#)

CP 17200 Adverse Weather

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

During inclement weather, North Shore Community College may be closed. The College shall have a communication plan to inform students, staff, faculty and the public regarding the closing due to adverse weather conditions.

AP 17200 Adverse Weather

Campus closings due to adverse weather conditions shall be announced at the following times:

- Day Classes – Announcement shall be posted and broadcast prior to 7:00 a.m.;
- Evening Classes – Announcement shall be posted and broadcast after 2:00 p.m.;
- Weekend Classes – Announcement shall be posted and broadcast prior to 7:00 a.m.; and
- Events – Events on the College’s campuses shall be canceled when the College is closed due to adverse weather.

In the event of a weather emergency requiring all or a portion of the College’s campuses to be closed, information shall be communicated by:

- College website;
- Campus Intranet;
- Email;
- Cancellation/E-Message telephone hotline;
- College Social Media; and,
- Local radio and television stations.

For detailed information, see [here](#).

CP 17300 Campus Emergencies

Status	Active
Legal Authority	ITD-SEC-1.3
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall have plans to address various emergencies that may arise impacting the College campuses. Emergency response plans shall be updated on an annual basis.

AP 17300 Campus Emergencies

Definition of a Campus Emergency

An emergency is an unforeseen event or condition requiring prompt action. Emergencies at North Shore Community College can be generally classified as Medical Emergencies, Fire/Fire Alarm Emergencies, Public Safety Emergencies & Environmental Emergencies. Emergency conditions either affect an individual, a small group or the entire college. In the case they affect the entire College they typically involve the evacuation of the Campus(es).

Campus Evacuation

There are many reasons a Campus may have to be evacuated. The most common is due to a fire alarm activation. Other reasons for evacuating a campus could be a bomb threat, environmental condition or a physical threat. Whether you are asked to evacuate the facility by Public Safety personnel or the fire alarm sounds:

1. Collect all personal belongings including book bags, jackets, briefcases, etc. Evacuees may not be able to return to the building for a period of time. In the case of a bomb threat such items left behind may be considered suspicious and handled as a possible "device".
2. Immediately leave the building following any verbal instructions and follow the evacuation route posted adjacent to the primary classroom exit door or office area.
3. Faculty should assign someone to provide assistance in assuring students with disabilities are directed to the evacuation point.
4. Faculty should turn off all gas and electrical appliances. The lights should be left on, the corridor door closed and left unlocked.
5. Upon exiting the building move well away from the building. This will prevent a jam of people at the entranceway and allow the fire department swift access.
6. Re-entry. The College public safety personnel shall notify you when it is safe to return to the building.

The College recommends that faculty review the evacuation procedure with students at the beginning of each semester. Students should also take time to review the evacuation route posted next to the primary classroom exit door.

The College recommends that students with disabilities identify themselves the faculty member if they feel they may require assistance during an evacuation. Together they can formulate an evacuation plan. Under no circumstances are the elevators be used when a fire alarm is sounding.

Persons w/Disabilities - Evacuation Points

Upper Floors:

Danvers Campus Math and Sciences Building: The second floor evacuation point is located at the center stairwell.

Danvers Campus Berry Building: The third floor evacuation point is located at the south end of the building. Individuals on the second floor may evacuate via the exit located at the south side of the building.

Danvers Campus Health Professions and Student Services: Persons on the second floor are to proceed to the Center of the building main exit. Persons on the Third Floor are to Center & the West stairwells where a monitor will assist in your evacuation should an actual emergency exist

Lynn Campus: The evacuation point is at the end of each corridor on the upper levels.

First Floor

Danvers, Lynn and Middleton Campuses: Students with disabilities having first floor classes are to exit the building using the posted evacuation route.

Reporting a Fire, Smoke, or Burning Odor

FIRE ALARM PULL BOXES are located around the facilities and are present at all building exits; Pull handle and exit building.

REPORTING A FIRE BY PHONE to the Campus Police Emergency Number: Call extension 6222; Provide name, the campus and building, the exact location, the nature of the fire and if anyone is injured; Answer any questions and immediately exit the building.

Reporting an Emergency

Call Campus extension 6222 to connect to Campus Police dispatch; Provide name and extension, the campus and building, the exact location, the nature of the emergency; and answer any questions and stay on the phone.

For additional information on the Campus Police Department's response to emergency calls, see the [Crime Reporting & Response](#) section of the web site.

See [Safety Home](#) [Campus Police](#) [Safety Tips](#) [Fire Safety](#) [Weather Cancellations](#) [Campus Maps](#)

Emergency Information

See [Emergencies and Evacuations](#) [Emergency Response Plan](#) [Active Shooter Safety](#) [Emergency Messaging System](#)

CP 17400 Incident Awareness and Escalation

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College shall utilize an emergency notification system to alert individuals on campus of an emergency. The College shall use multiple communication measures to ensure campus-wide awareness of an incident and instructions, if necessary, for individual safety.

AP17400 Incident Awareness and Escalation

The College employs an Emergency Notification System that alerts people on campus in the case of an emergency. Should an emergency occur, there will be a notification via a building's intercom system, if available. In addition the College uses an Emergency Messaging System, see [here](#).

The Emergency Message System is designed to provide immediate notification of campus emergencies and unanticipated campus closings. Campus emergencies are situations or events where personal safety may be at risk.

In the event of a campus emergency individuals can opt-in via the College Intranet to various individual virtual and data avenues to be notified:

- Telephone
- Cellular Phone
- Text Message (SMS)
- E-mail

Each warning provides a brief message that contains general information. As with the Emergency Notification System it is then each individual's or group's responsibility to implement their Personal Safety Plan.

Students may sign up for the Emergency Messaging System by logging in to [Campus Intranet](#).

[Personal Safety Guide](#)

[Emergencies and Evacuations](#)

[Emergency Response Plan](#)

[Active Shooter Safety](#)

CP 17500 Fire Safety Guidelines

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Fire Safety Guidelines shall be implemented to assist students, faculty and staff members, and visitors in the event of a fire alarm activation at a campus location. All individuals shall evacuate the building in an orderly manner; campus police officers, administrators, and staff members shall be trained to assist in the orderly evacuation of buildings and shall provide special assistance to persons with disabilities.

AP 17500 Fire Safety Guidelines

The Fire Safety Guidelines and detailed evacuation and other procedures are presented [here](#).

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CHAPTER 18: COMMUNICATIONS AND
MARKETING

CP 18000 Communication Methods

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The primary communication methods at North Shore Community College and their intended uses shall be as follows:

- Bulletin – For faculty and staff members only for the purpose of distributing general interest articles and information about College-related business including personnel news, events, meeting updates, and HR postings.
- Campus Pipeline Announcements – For the purpose of distributing general announcements to the College community about issues related to business or operations.
- Campus Link/SCALA Screens: For the purpose of displaying general community announcements that are restricted to college business or operations
- Lynn Enrollment Center-Campus Link/SCALA Screens: For the purpose of displaying wayfinding messages, or messaging that is time-sensitive, operational, transactional, academic or promotional in nature. Messages are posted and deleted by Marketing.
- Campus Sleep Screen Messages for Public Computers: For the purposes of displaying time-sensitive messages to students that are operational, transactional, or academic in nature. Messages are posted through Marketing and deleted by IS.
- Texting through RAV system: For the purposes of sending time-sensitive messages to specifically target student groups. Messages are operational, transactional, or academic in nature only. Messages are posted through individual departments approved to use RAV system.
- Mass Eblasts/Operational: For the purposes of sending time-sensitive messages by email to specifically targeted student groups. Messages are operational, transactional, or academic in nature only. Messages are posted through individual departments
- Mass Eblasts/Promotional: For the purposes of sending message-sensitive tracked communications by email to specifically targeted student groups approved by Student Affairs. Messages are operational, transactional, academic or promotional in nature.
- Small and Large Printed Materials (Brochures, Flyers, Rack Cards, Posters, Case Studies, White Papers, Annual Reports, Banners): For the purpose of sharing need-to-know information and promoting programs, initiatives, resources, services and events.

- Paid advertising: For the purpose of promoting College programs, initiatives, resources, services and events. Paid advertising is exclusively handled by Marketing Communications Department.

AP 18000 Communication Methods

Procedures for utilizing these communication methods are as follows.

- Bulletin – The *Bulletin* is produced NSCC’s External & Public Relations Department. Faculty and staff members shall send submissions to Nancy Barker at nbarker@northshore.edu by 3:00 p.m. on Thursday for the upcoming Monday Bulletin.
- Campus Pipeline Targeted Announcements are overseen by NSCC’s Marketing Communications Department. Announcements are requested via the Web & Marketing Communication Requests field in the MyNorthshore tab. All requests to send announcements shall be approved by the immediate supervisor and submitted to Marketing Communications for posting at least 2 weeks prior to posting date.
- Campus Link/SCALA Screens are overseen by NSCC’s Marketing Communications Department. Announcements are requested via the Web & Marketing Communication Requests field in the MyNorthshore tab. All requests to send announcements shall be approved by the immediate supervisor and submitted to Marketing Communications for posting at least 2 weeks prior to posting date.
- Lynn Enrollment Center-Campus Link/SCALA Screens are overseen by NSCC’s Marketing Communications Department. Announcements are requested via the Web & Marketing Communication Requests field in the MyNorthshore tab. All requests to send announcements shall be approved by the immediate supervisor and submitted to Marketing Communications for posting at least 2 weeks prior to posting date.
- Campus Sleep Screen Messages for Public Computers are overseen by NSCC’s Marketing Communications Department. Announcements must be approved by Student Affairs Vice President and Marketing Communications’ Executive Director. Messages must be received by Tracy Callahan at trcallah@northshore.edu in Marketing Communications at least 2 weeks prior to posting date.
- Texting through RAV system: Text announcements must be approved by supervisors.
- Mass Eblasts/Operational: Mail Chimp is utilized by specific users approved and on-boarded by Marketing Communications. Mail Chimp is paid for by Marketing Communications. Marketing Communications can revise messaging if necessary with input from sender’s supervisor/s.
- Mass Eblasts/Promotional: Messages are created by Marketing Communications and approved by individual departments.

- Small Printed Materials (Single Brochures, Flyers, Posters): Printed materials are created by Marketing Communications working in tandem with requesting department or division. Requests for printed materials are required at least 4 weeks in advance.

- Large Printed Materials (Case studies, handbooks, large brochures, brochure series, or over-size collateral): Printed materials are created by Marketing Communications working in tandem with requesting department or division. Requests for printed materials are required at least 12 weeks in advance.

CP 18100 Brand Standards and Usage

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All publications or communications promoting the College in an official capacity which are distributed off-campus or in-house shall meet usage standards. Publications produced with non-college funds or to support student or alumni organizations shall be subject to this policy if the College's name is used to support or promote the organization or activity.

North Shore Community College's Academic Seal shall be utilized in the creation of all promotional materials. This includes, but is not limited to, hard copy correspondence, brochures, stationery, business cards, signage, and the College website. The Academic Seal shall not be manipulated or changed.

AP 18100 Brand Standards and Usage

The Academic Seal:



The North Shore Community College Academic Seal is not to be changed. The following examples are prohibited practices:

- Adding elements to the Academic Seal;
- Changing the proportion of the Academic Seal;
- Changing the spacing between the individual elements or characters;
- Changing the arrangement of the elements; and,
- Altering the color of the Academic Seal to a non-brand color.

Wordmark Logos

While the Academic Seal is the preferred image for official communications, there are communication collateral and specific environments where a wordmark logo is necessary. This may include signage, advertising, mass communications, social media, and website.

Website | Readability



Banners, Signage | Multi-campus representation



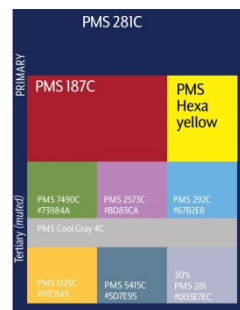
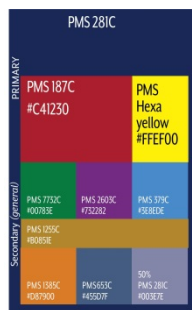
LYNN • DANVERS • MIDDLETON

Corporate & Professional Education | Print, online collateral



Official College Colors

The College has official colors that must be used in NSCC promotional materials, as shown in the color matrix below:



Primary, secondary, tertiary palette | Print, online collateral

CP 18105 Use of College Names

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Unauthorized use of the name of North Shore Community College, or the use of the name of any department, office, or subsidiary brands and mascots of the College (including the abbreviations of such names) to solicit funds, property, or other uses specified in law is prohibited.

The use of College, department, office, or program names shall not be used for purposes of promoting the activities or interests of outside organizations, business, agencies, or persons without written approval by the President or his/her designee(s).

Organizations within the College (including departments and programs, college clubs and organizations, and the Student Government Association) shall obtain written approval for all sponsored activities where funds are solicited.

CP 18300 Web Accessibility

Status	Active
Legal Authority	<u>W3C, Web Content Accessibility Guidelines 1.0</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall insure that the College website are accessible to all. This policy shall apply to all web pages located at the northshore.edu domain and www.northshore.edu subdomain. It shall not apply to web pages located at any other subdomains of northshore.edu including pipeline.northshore.edu or webregprod.northshore.edu.

This website has been designed to meet Conformance Level “A” of the W3C’s Web Content Accessibility Guidelines 1.0.

CP 18400 Social Media

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

North Shore Community College shall use social media to support the College's mission, goals, and overall communication strategy and to provide students, faculty and staff members, and followers with College information and the opportunity to communicate interactively. Social media shall mean any channel for online publication and commentary including social networking sites such as but not limited to Facebook, LinkedIn, Twitter, Flickr, YouTube, Google+, and Blogger.

The policy shall apply to social media accounts created by faculty and staff members or students for official business purposes of the College.

College social media sites shall comply with U.S. copyright laws and all other applicable local, state, and federal laws and applicable policies.

AP 18400 Social Media

The College's Social Media procedures complement existing policies regarding the use of technology, computers, email, and the Internet. Individual site or social media channel policies shall be followed accordingly.

These procedures do not apply to private or personal social media accounts. College employees acting in an individual capacity should exercise caution to communicate clearly that they are not acting in a representative capacity or expressing the views of the College.

Social Media Oversight and Regulation

The External and Public Relations Department is the primary administrator for the College's main social media pages. The External and Public Relations Department welcomes and offers assistance in the development of ancillary College-related sites. Those wishing to develop a social media site representing the College shall contact and work in conjunction with the External and Public Relations Department. Any College-related sites or pages existing without the knowledge of the External and Public Relations Department review may be amended or removed. The External and Public Relations Department is the default administrator rights for all College-related pages and shall regularly review pages to ensure they are being produced in accordance with the policies and procedures of the College.

Approved Facebook pages will join the College “Family” of Facebook pages, as recognized on the College's main Facebook page under “Likes.”

The College shall not take responsibility for pages developed by others that are not approved for official College use.

Official College Social Media Pages

When the creation of a new social media site is officially approved, site administrators shall be selected to monitor and maintain the site. Site administrators, as approved by their department’s leadership, shall be responsible for maintaining accurate and timely content, regularly monitoring comments, and for deleting postings that may violate this or other College policies.

Administrators shall not promote individual opinions or causes which are not directly related to College purposes. There should be no links included on a College site to other commercial entities or nonprofit organizations.

A. Naming Conventions

For consistency, all official College Facebook pages shall be created using similar generic page names and email addresses. Appropriate email addresses may be obtained through contacting IT and shall be named similarly: www.facebook.com/NSCC/YOUR AREA’S NAME.

B. Content Development

Social media content on official College sites shall relate directly to College business, programs, and/or services. The department that publishes information on an official NSCC social media page shall be fully responsible for accurate content and currency of information. All official North Shore Community College social media sites shall display clear identification of the College on the top-level pages and display clearly labeled ownership information on each page in the form of a contact email address, which may be supplemented by a specific web URL, contact name, and/or telephone number.

All official College social media sites shall present information using the highest editorial standards (including spelling, punctuation, grammar, and style). Administrators of pages containing out-of-date information shall be requested to make necessary corrections. Pages containing sexist, racist, offensive, defamatory, abusive, harassing, or pornographic language shall be shut down immediately. Sites shall not electronically publish any personally identifiable information.

Uploaded photos and videos shall relate directly to the College and/or student life and should not be used as a promotional tool for programs, products, or services outside the College. Any unoriginal information or photography posted must be cited or credit given.

Faculty members shall have the option to create accounts within the College’s Domain Applications such as Google+ and Blogger to promote interaction and collaboration within their

classes.

Student groups that wish to create college social media sites shall contact the Office of Student Engagement and follow these guidelines. When associated with the College, these pages should adhere to College policies.

II. Responsibilities

Should a College site administrator leave the institution for any reason or no longer wish to be a site administrator, it is the department's responsibility to designate another employee to be the administrator and to remove the former employee's administrative permissions to the site. All changes should be communicated to the External and Public Relations Department. Whenever possible, a department should appoint two individuals to act concurrently as site administrators for a College social media site.

College Branding

North Shore Community College logos may be used on official College social media pages by departments or approved student groups as long as the logos are used correctly (see Brand Policy). No official college logos or other official College materials may be used on unofficial sites without permission of the Executive Director of the College's Marketing Communications Department.

III. Domain Social Media Options

As noted in this section, the College supports the use of Google+ and Blogger as integrated tools to primarily support curriculum and academic learning. These tools shall not be intended to replace or supplement official Facebook and Twitter pages. In addition to the content recommendations presented in this section, some guidelines to bear in mind when using Domain Applications include:

- Do not post confidential information about College students; use good ethical judgment and follow College policies and federal requirements such as the Family Educational Rights and Privacy Act.
- For the protection of users as well as the College, proper respect must be demonstrated for copyrighted material owned by others. This shall include copyright laws for text, ideas, research, and images.
- It shall be the responsibility of each user to ensure appropriate sharing controls are used in order to protect intellectual property placed in Google+ and Blogger as well as to prevent accidental or undesirable file sharing.

IV. Violations

Because the College's pages on social media sites are interactive tools, administrators should monitor user conduct pages closely and frequently. Any questionable conduct should be removed and reported to the External and Public Relations Department.

The College shall reserve the right to block or remove the content of any post that violates campus policies, including but not limited to harassing, threatening, or profane language aimed at creating a hostile or intimidating environment. Content may be removed at any time without prior notice for any reason deemed to be in the College's best interest.

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND
ADMINISTRATIVE
PROCEDURE MANUAL

CHAPTER 19: ADMINISTRATION AND
FINANCE

CP 19000 Delegation of Authority and Designation of Authorized Signatures

Status	Active
Legal Authority	MGL Chapter 15A and Board of Trustees Bylaws
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Board of Trustees at North Shore Community College shall delegate to the President the authority to manage and operate administrative and fiscal affairs and also the general business procedures of the College to assure the proper administration of property and contracts; the management of the budget, audit processes, and the accounting of funds; the acquisition of supplies, equipment, and property; and the protection of assets, persons, and property. All transactions shall comply with applicable laws and regulations.

The President shall be authorized to award vendor contracts with the exception of those for legal services, auditors, insurance brokers, and irrevocable trust managers. The President shall make appropriate periodic reports to the Board and shall keep the Board fully advised regarding the financial status of the College.

The authority to sign orders and other transactions on behalf of the Board of Trustees at North Shore Community College shall be delegated to the President and other officers appointed by the President.

CP 19100 Fiscal Affairs

Status	Active
Legal Authority	MGL Chapter 15A
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall provide sufficient capacity to steward the College's fiscal assets. The College shall retain an outside auditor to ensure that the College's fiscal accounting is in compliance with statutes, regulations and generally accepted accounting practices for a public educational institution. The Auditors shall report directly to the Board of Trustees on the College's annual audit and any findings and recommendations made to management.

AP 19100 Fiscal Affairs

The Fiscal Affairs Office is responsible for providing accounting, fiscal compliance, financial reports, audits, grants accounting, procurement, accounts payable, and cash management for North Shore Community College. Fiscal Affairs is the institutional resource in providing timely and accurate financial solutions with a focus on efficiency, integrity, and accountability.

The Fiscal Affairs Office functional areas include:

General Accounting - leadership and management of College's financial accounting structure and systems. Compliance, audits, reporting, internal controls, risk assessment

Operations – daily operations related to Cash Management and Accounts Payable

Procurement - leadership and management for College procurements and travel

Grants Accounting – facilitates grant and outside entity contract accounting

Fiscal Technical Support - technical support for Fiscal Affairs Department

I. Operating Cycle

The College's operating cycle shall be on a fiscal year basis which shall begin on July 1st and end on June 30th. Financial statements shall be prepared in accordance with Generally Accepted Accounting Principles.

II. Audits

The College's financial statements shall be audited on an annual basis by an outside independent auditing firm. The College's Foundation although affiliated with the College is a separate

501(c)(3) organization and as such shall engage a separate independent audit firm for its annual audit. The Foundation's audited financial report shall be included in a separate column in the College's financial statements.

Formal meetings with the President, Executive and Managerial Officers, and the Board of Trustees shall be held to present the Independent Auditors' Report. Once a motion to accept the financial statements is made by the Board of Trustees, the College's financial statements shall be filed by the required date of October 15th with the Office of the Comptroller, Office of the State Auditor and Department of Higher Education.

III. Segregation of duties

The College shall make every effort to achieve segregation of duties among Fiscal and Student Financial services employees and provide qualified oversight/supervision of clearly communicating the duties, responsibilities and accountabilities assigned to each staff member, systematically reviewing each member's work to the extent necessary and approving work at critical points to ensure that work flows as intended.

CP 19105 Procurement

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The College shall update policies and procedures to best manage resources. The Purchase Order shall be the official document to detail the scope of services and terms and conditions for purchases under \$5,000. The necessary IRS tax documents shall be required for 1099 reporting requirements. A W-9 shall be made available on the College website and shall be made available through the College Purchasing Department. A vendor shall have a current W-9 on file and shall obtain and file a new form annually.

The College shall utilize the State Procurement Guidelines for Capital or State Appropriated Funding sources. The College shall utilize State, MHEC, and College contracts. The College shall follow all purchasing requirements, including utilization of quotes. Quotes shall be maintained and are subject to both internal and external audit review at least once during the fiscal year.

AP 19105 Procurement

The College is required to maintain records for a period of (7) years. Follow these guidelines in deciding how best to proceed: Contract numbers should be noted on PO. Amounts are based on total spend per vendor, per fiscal year:

Less than \$5,000: Check one or more sources for best value for college;

\$5,000 - \$50,000: *Recommended* to compare two or more contracted sources for prices- must retain quotes;

\$50,000 and over: *Required* to compare two or more contracted sources for prices or a formal Request for Proposal is necessary; and,

Consult with the Purchasing Department for guidance and assistance throughout the RFP/RFR process.

Purchasing recognizes that departments have specific expertise in their area and may wish to do their own price comparing or draft their own bid specifications, however, prior communication must take place with the Purchasing Department to ensure that the College is following the appropriate bid/contract process. It is recommended that departments work in conjunction with the Purchasing Department using a team approach. Consult with the Purchasing Department to work out a strategy in advance.

State and MHEC Contracts

[Commonwealth of Massachusetts](#) (State); [Massachusetts Higher Education Consortium](#) (MHEC), (413-545-4669); contracts can save valuable time and money. These contracts have been negotiated on behalf of the College or buying group for the College use. The contract pricing is based upon aggregate purchasing volume for the specified good or service. Each contract is governed by terms and conditions that protect the interests of the College.

Sole Source Justification

Occasionally it becomes necessary to request a purchase for an amount greater than \$25,000 for which there has been no bid process, and that is not already covered by a State, MHEC, or College contract, because the end user feels that the commodity or service is a sole source.

A request for a waiver of bidding or price-comparison requires the advance review and written approval of the Comptroller. The Comptroller will consider each case on its individual merit, based upon objective criteria, including the needs of the requestor, best industry practices, and the best interests of North Shore Community College. A "sole source" purchase means that the product/service is unique and that the vendor, to the best of the requester's knowledge and belief, based upon the thorough research of the requester, is the only one from whom the product/service can be obtained.

In accordance with State and Federal procurement regulations, a sole source purchase order request that is not covered by a State, MHEC, or College Contract, shall be accompanied by a current original written quotation from the vendor and a justification/explanation from the requester. Such justification shall be written and signed by the end user/requester (the individual who claims the purchase is sole source/brand). The form shall be countersigned by the approving authority/administrator who is the authorized signatory and has budgetary oversight, if other than the requester. The sole source form must accompany the purchase requisition.

All such sole source justifications/quotations are subject to the review of the Comptroller who may request additional documentation or justification from the requester. Justification for Sole Source shall include the following:

A statement to the effect that the requester has thoroughly researched the purchase, and the best of the requester's knowledge and belief, the vendor for the product/service is the only one from whom the product/service can be purchased;

A detailed explanation of what the product/service is, its purpose, and what it is about the product/service that makes it unique; and,

A Sole Source form is available in Purchasing and must be completed.

Carefully consider all possible alternatives and avoid unnecessarily restricting our search for the best, lowest-cost, alternatives. Often a careful review of the facts will reveal an alternate strategy that preserves the Colleges leverage in the marketplace, and still gets the end-user the best item at the best price. Consult with Purchasing as soon as possible whenever such cases arise.

Budgets

Review your budget on Banner Web for Finance, Budget Queries - for availability of funds or to determine if a budget modification is required.

Approvals Required

All expenditures from College departmental budgets require the advance approval of the individuals with budget authority and respective Vice President. In the case of grants and contracts, the Grants Accountant must review expenditure requests in advance.

CP 19110 Contracts

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

A Commonwealth of Massachusetts Standard Contract shall be utilized for Contracts.

Regardless of dollar amount, the Standard Contract shall be used for Rented/Chartered Student Transportation.

In addition to the Purchase Order, a contract can be completed at anytime upon the originator's discretion. Capital or State Appropriated orders will also need a State contract. State Procurement Guidelines must be followed when using State Appropriated or Capital Funds.

Any and all contracts for the College shall be signed by the President or designee. No contract for NSCC may be signed by anyone else on behalf of the college.

CP 19200 In- and Out-of-State Travel

Status	Active
Legal Authority	NSCC Board of Trustees
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall reimburse employees and Trustees who travel on official and pre-approved College business for actual and reasonable business travel expenses. The College shall provide for the reasonable needs of travelers, control travel expenditures, facilitate proper reporting, and ensure compliance with applicable laws and requirements of the College, the Massachusetts Board of Higher Education and Department of Higher Education, and the Commonwealth of Massachusetts. This policy shall apply to all travel expenses and reimbursements regardless of the source of funding.

Responsibility of the Traveler

A traveler on College business shall be responsible for acting prudently and only incurring travel expenses which are necessary, reasonable, appropriate, and related to travel that benefits the College.

Travelers shall submit all required documentation, both in advance of and after travel, to receive approval to travel and reimbursement for expenses.

II. Responsibility of Supervisors

Travel in- or out-of-state must be approved by the Vice President of the division prior to incurring any cost and he/she/they shall confirm that sufficient funds are in the budget to support the travel. All travel out-of-state by any staff, faculty, or Trustee must also be pre-approved by the President with confirmation that sufficient funds are in the budget to support the travel.

III. Responsibility of the College

The College shall establish and implement travel management procedures that clearly communicate guidelines to travelers and supervisors.

AP 20200 In- and Out-of-State Travel

I. Travel Authorization Forms

A. Approval to Travel

For in-state travel, documentation submitted in print form or by official email shall be approved by the divisional Vice President in advance of the travel. A copy of that approval shall be attached to the reimbursement request form.

For out-of-state travel, documentation submitted in print form by shall be approved by the required administrator and President prior to incurring any expenses for travel. A copy of that approval shall be attached to the reimbursement request form.

Prior approval shall not be required for in-State travel requiring mileage only.

B. Travel Expense Form

A Travel Expense Form should be completed prior to traveling if any expenses other than mileage are anticipated (including hotel, airfare, and conference registration fees). A completed and approved Travel Expense Form shall serve as documentation that you will be on full travel status and can also be used to prepay any expenses such as conference registration, hotel, and airfare. Confirmation of those expenses must be attached to the form. The Travel Expense Form must be submitted to the Fiscal Affairs Office at least 2 weeks prior to travel and include approval documentation. In the event of adverse circumstance, such as flight cancellation/delay or adverse weather, during travel having this form on file will expedite processing and minimize employee out-of-pocket expenditures. After the form has been processed by Fiscal Affairs, the traveler shall be sent a Purchase Order that shall be signed and returned to Fiscal Affairs with receipts after travel.

C. Mileage Reimbursement Form

A Mileage Reimbursement Form should be completed and approved after traveling for all mileage, tolls and parking expenses incurred while traveling within Massachusetts including intercampus travel. Documentation indicating to and from destination mileage distances must be obtained from MapQuest, Yahoo! Maps, or Google Maps and attached to the form for each trip excluding intercampus travel.

D. Post-Travel Expense Reimbursement Procedure

All travel reimbursement requests shall be approved by the required administrator/supervisor and submitted to the Fiscal Affairs Office within 15 days

following the completion of a trip and within the same fiscal year in which the travel occurs. The pink copy of the Purchase Order must be signed by the traveler and returned to Fiscal Affairs with original itemized receipts for transportation, lodging, and other expenses.

In the case of routine multiple travel due to job responsibilities, reimbursement requests can be submitted on a monthly basis, but must be submitted no later than 15 days post end of month. At the end of each fiscal year (June 30th), all Travel Expense Forms and Mileage Reimbursement forms must be approved and submitted to Fiscal Affairs within 7 days in order to comply with College fiscal timelines.

E. Transportation with Personal Vehicle

Employees may use a privately owned vehicle as a means of travel on College business when it is cost effective to do so. The mileage reimbursement rate shall be all inclusive. Reimbursement shall not be given for separate operating expenses such as the purchase of gas, oil changes, or other routine maintenance repairs. Travelers shall be reimbursed based on the actual driving distance by the most direct route which shall be the shorter distance, either from the traveler's home or where their regular College office is located, to the destination point and documented by information obtained from MapQuest, Yahoo! Maps, or Google Maps. Only business mileage that exceeds the traveler's normal commute shall be reimbursable. In addition to the current mileage allowance, other related expenses, including tolls and parking, shall be reimbursed with the submission of receipts.

Mileage reimbursement shall be based on mileage multiplied by the applicable IRS rate per mile. The Controller's Office may review mileage reimbursement requests as deemed necessary and request additional information prior to processing such requests. Employees shall not be reimbursed for travel expenses between a personal residence and assigned work location.

In the event a privately owned vehicle is used on a business trip in excess of 24 hours, reasonable incidental miles traveled to and from the hotel, local restaurants, and conference or event location shall be reimbursed. The College encourages carpooling when a group of employees is attending the same meeting or conference. Mileage reimbursements shall be made to only one person traveling with other employees in the same vehicle.

The Travel Expense Form and the Mileage Reimbursement Form are also available on Campus Pipeline/My Northshore/Fiscal Affairs/Travel/Travel Forms.

II. BOOKING TRAVEL

A. Group Travel

College groups which include five or more people that are traveling are recommended to use PanAm, Inc. travel agency and Massachusetts Higher Education Consortium (MHEC)-contracted vendor.

B. Car Rental

When traveling by air or rail, employees may rent a car upon reaching their destination only if it is less expensive than other transportation modes such as taxis, airport limousines, shared ride services, or airport shuttles.

Enterprise Holding Inc. is an MHEC-contracted vendor for car rentals. The contract offers a 20% discount if the following link is used and no booking codes are required, see [Car Rental](#).

If booking by telephone with Enterprise at 800-RENT-A-CAR (800-736-8227), the traveler must identify himself/herself/themselves as an MHEC member and reference the following booking codes:

- No Insurance Coverage – XZ48258; or
- With Insurance Coverage – XZ48257

C. Airport Parking

Thrifty is an MHEC-contracted vendor for airport parking. Parking locations in this contract include Logan International Airport in Boston, MA and T.F. Green Airport in Warwick, RI. The benefit of using this contract is a 20% discount off retail rates. Reservations may be made via phone at 401-732-2000 or online at www.thriftyparking.com. If making online reservations, enter mhec (lower case) in the Promo Code block and to automatically receive the discount. If making reservations with an agent, identify as an MHEC member and reference the current contract number NC10-H02.

D. Air Travel

Travelers are encouraged to seek the lowest airfare and take advantage of travel discounts when available. Coach class seating shall be used at all times. The traveler is encouraged to use Internet travel sites such as Travelocity or Priceline, among others, to obtain a lower fare. The College shall reimburse the traveler for up to one checked bag.

The College recommends that employees use electronic ticketing for air travel. If there is a change in plans after purchasing an airline ticket and the ticket is non-refundable, notify the Vice President and the Fiscal Affairs Office. The value of the non-refundable ticket should be used before the expiration date. The credit shall be held in the Fiscal Affairs Office.

E. Hotel and Other Lodging

Actual reasonable costs for hotel/lodging expenses shall be reimbursed. All hotel/lodging bills must be original, itemized, and indicate a zero-balance due. These are generally received at the end of your stay. Quotes, itineraries, and reservation confirmations shall not be sufficient documentation for reimbursement.

When traveling to a conference, the College encourages the attendees to stay at the hosting conference hotel. The maximum rate of payment is usually the rate negotiated by conference organizers for standard rooms. Occasionally, however, conference room rates may be inflated because organizers have negotiated lower rates for other hotel services in exchange for higher room rates. If the traveler is familiar with the area and safety factors are considered, another hotel may be selected provided that the cost does not exceed that of the budgeted amount for the conference hotel.

The number of days of lodging shall be based upon consideration of the conference start and end dates. Generally, arrival should be no earlier than the day before the conference begins and departure should be no later than the day following its conclusion.

Charges incurred as a result of the failure to cancel guaranteed reservations in a timely fashion shall not be reimbursable. Travelers should request the hotel's cancellation policy at the time of booking.

F. Ground Transportation

Travelers should use the most economical mode of transportation to and from airports and use ground transportation whenever possible such as public transportation (buses, subways, shared taxis, shared ride services) or hotel and airport shuttle services. Ground transportation to conference sites shall be reimbursed by the College; receipts for expenditures, with the exception of subway fares, shall be required.

I. Travel-Related Meals

A. Individual Meals

Meal expenses shall be reimbursed for travel of 24 hours or greater per allowances as established by and in accordance with the applicable collective bargaining agreement. Agendas reflecting meals provided shall be submitted with the travel reimbursement form. Meals provided in conjunction with a conference, training, meeting, or workshop shall be deducted from the per diem total.

Meals, when included with conference registration or hotel amenities, shall not be reimbursable.

Non-Unit Professionals and College Trustees shall be reimbursed at the same rates as MCCC employees.

1. MCCC

<u>Meal</u>	<u>Max. Allowance</u>	<u>Applicable Period</u>
Breakfast	\$ 7.50	3:01 AM to 9:00 AM
Lunch	\$12.50	9:01 AM to 3:00 PM
Dinner	<u>\$20.00</u>	3:01 PM to 9:00 PM
	\$40.00 per Day	

2. AFSCME *

<u>Meal</u>	<u>Max. Allowance</u>	<u>Applicable Period</u>
Breakfast	\$ 8.00	See Below
Lunch	\$ 11.00	See Below
Dinner	<u>\$14.00</u>	See Below
	\$33.00 per Day	

* On the first day of travel, employees shall not be reimbursed for breakfast if travel begins after 6:00 a.m., for lunch if travel begins after 12:00 p.m., or for dinner if travel begins after 10:00 p.m. in the evening.

On the last day of travel, employees shall not be reimbursed for breakfast if travel ends before 6:00 a.m., for lunch if travel ends before 12:00 p.m., or for dinner if travel ends before 6:00 p.m. in the evening. Also, employees under the AFSCME Contract who travel for less than 24 hours but starting 2 hours or more before their regular starting time shall be entitled to breakfast. If travel ends 2 or more hours after their regular ending time, the employee shall be entitled to dinner.

B. Off-Campus Business or Group Meals

Actual meal expenses for business or group meals shall be acceptable. Business and group meals including food and non-alcoholic beverage expenses shall be reasonable and appropriate under the circumstances. Group meals for College

employees must have prior approval. Gratuities for meals shall not be reimbursed if greater than 15% of the total.

The following shall be required for reimbursement for both business and group meals:

- Travel Expense Form;
- A receipt/invoice itemizing the meals and non-alcoholic refreshments; a summary credit card receipt with only a total shall not be accepted as proper documentation;
- A list of the people in the group with their affiliation (if not College employees) and business relationship;
- A brief description of the business purpose and benefit to the institution for incurring the expenses;

A traveler included in the group shall not submit a meal reimbursement request for the same event.

IV. Other Travel Considerations

A. Combining Business and Personal Travel

The College shall reimburse the business portion of a trip that is combined with personal travel. Documentation shall be provided that clearly delineates the business-related expenditures.

Payment of or reimbursement for spouse, other travel companion, or personal guest travel expenses shall be prohibited. If the spouse is a participant on a conference panel or program, reimbursement of expenses should be sought from the sponsoring organization or personal funds should be used.

B. Grant Funding

Grant-funded travel must be pre-approved by the appropriate Grant manager. Grant administrators should be contacted for information about reimbursement procedures and requirements.

C. P-Card Travel

When on travel status and using a College P-Card, the policy and procedures described in this section shall apply. Reimbursable expenses such as per diem meals and mileage shall not be allowable expenses and shall be submitted using the Travel Expense Form. Any pre-registration expenses for conferences,

lodging, and transportation made with a P-card shall be noted on the Travel Expense Form and submitted to Fiscal Affairs with required approval two weeks prior to travel.

D. Gratuities

As a guide, \$2.00 is suggested for porters and bellmen and \$2.00 per day for housekeeping staff members. Receipts shall not be required for reimbursement of tips for porters, bellmen, and housekeeping staff members. Gratuities for taxi service and individual meals shall not be reimbursed above 15% and receipts shall be required.

E. Allowable Reimbursable Expenses

All travelers shall submit an approved Travel Expense Form to Accounts Payable in the Fiscal Affairs Office. For P-Card receipts, please refer to the P-Card Policy and Procedures Manual. Requests should include itemized receipts for the following:

- Hotel/lodging itemized expenses (housekeeping gratuity not to exceed \$2 per day);
- Conference/registration fees including a copy of the conference program agenda;
- Airfare, buses, taxis, trains, and limo vans (taxi and limo van gratuity not to exceed 15%);
- Baggage fees;
- Parking;
- Tolls;
- Car rentals;
- Business meals (gratuity not to exceed 15%);
- Airport self-park and lock services; and
- Specific meal(s) allowance or per diem amount, as applicable, when on College business and only if not included in conference registration or hotel amenities.

F. Prohibited Expenses

Expenditures of a personal nature, unreasonable or excessive expenses, and those not specifically related to the conduct of College business shall not be reimbursable. The following list, which is not all-encompassing, provides examples of the type of expenditures which shall be prohibited and shall not be reimbursed:

- Unauthorized or trips not pre-approved;
- Unexplained or undocumented expenses;
- Excessive or extravagant costs (for example, first class or business class travel and luxury car rental);
- Unnecessarily excessive costs such as meals at an expensive restaurant or lodging at an exclusive hotel not warranted by the circumstances;
- Fines for traffic or parking violations or court fees;
- Personal articles stolen from a personal or rental car;
- Lost or stolen personal property (including cash);
- Replacement of lost or stolen baggage;
- Costs incurred due to unreasonable failures to cancel transportation or hotel reservations;
- Life, travel, or baggage insurance;
- Mini bar or alcoholic items;
- Airline club memberships;
- Car repairs;
- Expenses for traveling companions;
- Commuting between home and work locations;
- Movies, health club fees, or other personal entertainment;
- Laundry services;
- Costs incurred at home such as childcare, pet care, or lawn/home maintenance;
- Personal expenses such as haircut, toiletries, or clothing;

- Recreational or sightseeing activities;
- Any unexplained expenses or expenses related to personal business;
- Purchase of luggage or briefcases;
- Companion expenses (including travel, meals, and additional driver costs on rental cars); and
- Babysitting services.

CP 19300 Internal Control

Status	Active
Legal Authority	MGL Chap 647
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Chapter 647 of the Acts of 1989, An Act Relative to Improving Internal Controls within State Agencies, requires state agencies to develop internal controls in accordance with guidelines established by the OSC (Office of the State Comptroller), see [here](#). The College shall ensure that there is a manual of written documentation of its internal accounting and administrative control system.

AP 19300 Internal Control

The institutional officer designated by the President with responsibility for ensuring that North Shore Community College has written documentation of its internal accounting and administrative control system, is the Vice President Administration and Finance. The objective of the Internal Control Plan is to ensure that the overall financial structure and controls are conducive to accomplishing the mission of the College. The Internal Control Manual identifies primary topics including cash on hand and in banks, investments, receipts and revenue, billings and receivables, expenditures, budgeting and contracts with associated risks and risk mitigation procedures.

See the latest College's Internal Control Manual for specific topics and procedures.

CP 19305 Fraud Prevention and whistleblower

Status	Active
Legal Authority	MGL Chap 12 section 14b
Adopted	February 13, 2012
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall protect its revenue, property, proprietary information, and other assets. The College shall not tolerate any misuse or misappropriation of those assets. This policy shall apply to any fraud perpetrated by a student, employee, or official of the College (collectively “employees”) as well as consultants, vendors, contractors, outside agencies, and/or any other parties with a business relationship with the College. Any investigation commenced pursuant to this policy shall be undertaken without regard to a person’s length of service, position or title, or relationship to the College.

AP 19305 Fraud Prevention

I. Actions Constituting Fraud

The term fraud shall include, but shall not be limited to, the following:

- Any dishonest or fraudulent act;
- Forgery or alteration of any document or account belonging to the College;
- Forgery or alteration of a check, bank draft, or any other financial document;
- Unauthorized disclosure of confidential and proprietary information;
- Unauthorized disclosure of securities activities of the College;
- Fraudulent misuse of College facilities or equipment such as vehicles, telephones, computers, and email;
- Misappropriation of funds, securities, supplies, or other assets;
- Assigning an employee to perform non-employment-related tasks;
- Accepting or seeking anything of substantial value from contractors, vendors, or persons providing services/materials to the College;
- Authorizing or receiving payment for goods not received or services not performed;
- Impropriety in the handling or reporting of money or financial transactions;
- Intentional violation of College purchasing requirements;

- Profiteering as a result of insider knowledge of College activities;
- Theft, destruction, removal, or fraudulent use of College records, furniture, fixtures, intellectual property, and equipment; and/or
- Actions related to concealing or perpetuating abovementioned activities.

II. Employee Responsibility

All employees of the College, regardless of rank or position, shall have a stewardship responsibility with regard to College funds and other assets. College employees shall be responsible for safeguarding College resources and ensuring that those resources are used only for authorized purposes in accordance with College rules, policies, and applicable federal and state laws.

When fraud is suspected, observed, or otherwise made known to an employee, the employee shall immediately report the activity to her/his/their supervisor.

If the employee has reason to believe her/his/their supervisor may be involved in fraudulent activity, the employee shall be obligated to report the activity to the next higher level of management or to another College official such as the Vice President of Human Resource Development and/or Vice President of Administration & Finance.

The reporting employee shall refrain from discussing the matter with any other person within the College unless directed to do so by the Director of Human Resource Development. A unit member may discuss the matter with a statewide union representative but not a local chapter representative.

All employees shall cooperate fully with any investigation performed by the College, oversight agencies, and/or law enforcement officials.

Any College employee reporting suspected, observed, or otherwise known fraudulent activity shall be held harmless and shall not be subject to retaliation.

III. Managerial Responsibility

All management personnel shall be responsible for detecting and preventing fraudulent activities in their respective work areas. All management personnel shall be familiar with the types of activities that constitute fraud and be alert for any indication that improper or dishonest activity is or was in existence in her/his/their work area. If a member of management suspects fraud or has received a report of fraud from an employee, s/he/they shall contact her/his/their supervisor immediately.

When a supervisor is informed by management personnel that fraud is suspected, the supervisor shall immediately contact the Vice President of the affected work area, who shall consult with the Director of Human Resource Development and legal counsel for the College.

Upon investigation, if the College determines that fraud exists, the College shall take immediate remedial action to halt the fraudulent activity. If criminal activity has occurred, the College shall report the activity to appropriate oversight agencies and/or law enforcement officials.

All management personnel shall cooperate fully with any investigation performed by the College, oversight agencies, and/or law enforcement officials.

Following all incidents of fraud, or at least on an annual basis, management personnel shall conduct a review of all internal controls, policies, and procedures for the prevention and detection of fraud and implement new and/or modified controls when necessary.

IV. Confidentiality

All participants in a fraud investigation shall treat all information received confidentially. A person reporting suspected fraud may remain anonymous except as otherwise required by law.

Investigation results shall not be disclosed or discussed with anyone other than those who have a legitimate need to know. Any employee contacted by the media with respect to a fraud investigation shall refer the media person to the Vice President of Human Resource Development.

V. Investigation and Discipline

Employees who have committed fraud shall be subject to disciplinary action up to and including dismissal. Any disciplinary action taken by the College as a result of its investigation shall be in accordance with the terms and conditions of applicable collective bargaining agreements and non-unit personnel policies. In all cases, the College shall reserve the right to refer the matter to appropriate oversight agencies and/or law enforcement officials for independent review, investigation and/or prosecution. The College's internal investigation and disciplinary process shall be conducted independently from any external review performed.

VI. Administration of the Policy

The Department of Human Resources shall be responsible for the administration, revision, interpretation, and application of this policy. The policy shall be reviewed annually and revised as needed. The Office of the State Inspector General also has a hotline <https://www.mass.gov/how-to/oig-fraud-hotline>

VII. Compliance with State and Federal Laws

In addition to this policy, the College shall comply with all applicable state and federal laws addressing fraud prevention, including, but not limited to:

- [Chapter 647 of the Acts of 1989](#) – Report on Unaccounted for Variances, Losses, Shortages, Thefts of Funds or Property
- [Massachusetts General Laws, Chapter 93H](#) – Unauthorized Release of Personal Information
- [Massachusetts General Laws, Chapter 268A](#) –Commonwealth of Massachusetts Ethics Laws
- [Massachusetts General Laws, Chapter 149, Section 185](#) –Whistleblower Statute that protects employees from adverse employment actions and retaliation for reporting violations of law.
- [Gramm-Leach-Bliley Act](#) (Financial Services Modernization Act of 1999) –Requires financial institutions and others to ensure the security and confidentiality of personal financial information from their customers.
- [Fair and Accurate Credit Transactions Act of 2003](#) (“Red Flags Rules”) – Requires Financial institutions and others to implement programs to detect, prevent, and mitigate instances of identity theft.
- [Family Educational Rights and Privacy Act](#) – Generally protects against the unauthorized disclosure of student record information, including social security numbers and grade information.
- [Health Insurance Portability and Accountability Act](#) – Generally protects against the unauthorized disclosure of medical records and information.

The Commonwealth of Massachusetts has a Fraud Waste and Abuse hotline, see [here](#).

CP 19310 Unauthorized Bank Accounts

Status	Active
Legal Authority	
Adopted	February 13, 2019
Last Reviewed	2019

The College shall maintain a system that safeguards cash and all revenue. No bank account shall be established under the name of North Shore Community College unless approved by the College President and/or delegated authority to the Vice President of Administration and Finance.

Cash on hand and Bank accounts are under the direct supervision and control of the College Comptroller in the Fiscal Affairs Office, with at least four authorized signatories for all checking accounts, including the President, Vice President of Administration and Finance, the Comptroller, and one other Executive Manager.

Student payments are encouraged by check, e-check, or credit card. Cash may be collected for certain student events, for Library book fines, or other small collections. In all cases, cash collections will be kept to a minimum and turned over the Fiscal Affairs Office. All deposits must be made timely and have back-up documentation for deposit to the correct account following procedures set by the Fiscal Affairs Office.

CP 19400 Risk Assessment

Status	Active
Legal Authority	MGL Chap 647
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Chapter 647 of the Acts of 1989 – On January 3, 1990, the Massachusetts General Court passed legislation (Chapter 647) to improve the internal controls within State agencies, see [here](#).

The objectives of an internal control system are to provide agency officials with reasonable, but not absolute, assurance that:

1. Assets are safeguarded against loss from unauthorized use or disposition;
2. Transactions are executed in accordance with agency officials' authorization and recorded properly;
3. Risks are assessed and minimized; and,
4. The financial position is represented fairly by the annual financial statements and that management's goals are achieved.

AP 19400 Risk Assessment

Definition of Risk: A risk is anything that endangers the achievement of an objective. A risk may also represent opportunities that would strengthen the organization.

Risk Assessment: The process used to identify, analyze, and manage the potential risks that could hinder or prevent an agency from achieving its objectives..

Components of Internal Control:

1. Control environment – Sets the tone of the organization and influences the effectiveness of internal controls within the organization.
2. Risk Assessment – The process used to identify, analyze, and manage the potential risks that could hinder or prevent an organization from achieving its objectives.
3. Control Activities: - Methods to minimize these risks are developed through the structures, policies, and procedures which an organization establishes so that identified risks do not prevent the organization from reaching its objectives.
4. Information and Communication – Management acquires accurate information to report on agency or program activities to the Legislature, oversight agencies, and federal

grantors. Supervisors must communicate duties and responsibilities to their staff. Staff and middle management must be able to alert upper management to potential problems. Administrative and program staff must communicate requirements and expectations to each other.

5. Monitoring: - Managers must continually monitor the effectiveness of their controls. Proper monitoring ensures that controls continue to be adequate and continue to function properly.

The College has policies and procedures that are designed to ensure that its financial, physical, information and human resources are used in the most efficient and effective manner. Further, these policies and procedures will minimize the likelihood that the College would fall victim to acts or events that could disrupt its major business processes and or negatively affect the quality of its academic program and services.

Upper Level Risks and Assessment

The following major risks for the College have been identified:

1. Loss of NECHE Accreditation;
2. Declining enrollment and/or retention of students;
3. Loss of state support through annual and capital appropriations;
4. Loss of Title IV Program Participation Status;
5. Emergency Response;
6. Information Technology related risks; and,
7. Fiscal related risks including Fraud, Waste & Abuse.

Additional risks have been identified as:

1. Ability to attract and retain qualified faculty and staff;
2. Positive image of the College within the region/community;
3. Human Resource payroll and personnel related risks;
4. Personal and sensitive Information;
5. Personal Account Information;
6. Personal Identifiable Information;

7. Payment Card Industry – Data Security Standards;
8. Consumer Credit Card Information;
9. Massachusetts Privacy laws; and,
10. Red Flag Rule.

To expand on the Risk Assessment is the continuous review of the College's Internal Control Plan through the expansion of the eight key elements of:

1. Acceptance of a Risk Management Framework as the Focal Point and the Common;
2. Language of the College;
3. Senior Management Commitment;
4. Risk Management Owner;
5. Communication;
6. Training;
7. Reinforcement through Human Resource mechanisms;
8. Process; and,
9. Monitoring by Internal Audit.

CP 19500 Investment Standards

Status	Active
Legal Authority	NSCC Board of Trustees
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College share insure good stewardship practices in investment strategies and share preserve the assets of the College while insuring that funds available for investments are as fully invested as is practical to meet the College's financial and operational needs.

AP 19500 Investment Standards

1. Safety

Funds are to be invested in the manner that the assets of the College are protected to the greatest extent possible. Safety is generally the priority in investments.

2. Availability/Liquidity

Funds must be invested in a manner that the College will always have sufficient funds available when necessary.

3. Yield

Funds must be invested to obtain a maximum yield only after safety and availability have been fully taken into account.

4. Procedures

1. Review cash balances for all trust funds to determine if funds can be invested in authorized depository such as MMDT and or local institutions in investment vehicles such as CD's to maximize earnings while maintaining liquidity and access to funds. All eligible accounts determined excess for the short-term needs of that fund shall be invested;
2. Maximize excess idle funds overnight in authorized overnight investments, as well as offsetting costs by maintaining compensating balances when cost effective; and,
3. All investments shall be approved by the College designated individual prior to order placement.

CP 19600 Trust Fund Guidelines and Standards

Status	Active
Legal Authority	<u>M.G.L. ch.15A §22</u> <u>Standards of Expenditure of Trust Funds</u>
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

In accordance with [Massachusetts General Laws, Chapter 15A, Section 22](#), the North Shore Community College Board of Trustees shall have authority to establish all College fees and to administer locally held funds/College trust funds. Trust funds were established to accommodate non-state sources of revenue which are collected and maintained in local accounts. Trust funds shall be used to complement state appropriations in order to ensure sufficient funding of the College's total programmatic needs. These funds shall be self-sustaining.

College Trust funds shall follow the same budget approval process and the same minimum spending rules and regulations. The only exception shall be for third-party regulations, such as federal grants, which shall require additional controls. In all cases, expenditures shall be held to a standard of reasonableness, ethics, and sound judgment to avoid the perception of abuse. Particular attention shall be paid to areas where there may be a perception that member(s) of the College staff may be personally benefiting from these expenditures. Expenditure procedures and budgets shall be approved by the Board of Trustees.

North Shore Community College Trust Fund policies and procedures shall incorporate the principles established in the [Standards of Expenditure of Trust Funds](#) passed by the Board of Regents, May 2, 1989, as amended by the Higher Education Coordinating Council in 1992.

Trust funds shall not be spent in a manner which gives the impression of lavishness or extravagance. Travel, entertainment, and other expenditures shall be made in moderation and good taste. Reasonable and appropriate judgment and support of the institutional mission and strategic planning priorities of the institution shall be the underlying principles governing decisions regarding the use of Trust funds.

AP 19600 Trust Fund Guidelines and Standards

- I. Types of Trust Funds
 - A. Unrestricted Current Funds

Under College and university accounting practices, unrestricted current funds shall be those revenues of the institution which are expendable for current operations and expenditures or for any purpose which fulfills the primary objectives of the institution (including instruction, public service and research, and academic support) and which have not been designated by the Board of Trustees for other purposes.

B. Restricted Current Funds

Restricted current funds shall consist of revenues expendable for operating purposes but restricted by donors or other outside agencies in the purpose for which they may be expended.

C. Agency Funds

Agency funds shall be purely custodial, that is, assets shall equal liabilities. The cash and other assets reported in an agency fund shall be held for third parties. As custodian of the assets, the College shall be responsible for their safekeeping. Scholarships payable to designated students from assets provided by third parties and optional fees, such as health insurance and MassPIRG, shall be typical examples of activity that should be reported in agency funds.

II. General Operating Policies

The College's general operating policies dealing with trust funds shall be as follows.

1. The North Shore Community College Board of Trustees shall approve the establishment of any new trust fund, modifications to any existing trust fund including changes in the purpose of the trust, and/or termination of any trust fund. Requests to the Board of Trustees regarding trust funds shall be presented as a recommended action, with supporting materials, by the President at a regularly scheduled meeting of the Board.
2. Each trust fund shall have an annual budget approved the Board of Trustees according to the College budget approval process. Quarterly and annual reports of expenditures shall be submitted to the Board of Trustees in sufficient detail to satisfy Board member inquiries and audit requirements. The quarterly report shall be approved by the full Board of Trustees. All violations of trust fund expenditure standards as well as the follow-up action taken to address each violation shall be reported to the Board of Higher Education. The President or his/her/their designee shall have discretion over trust fund expenditures except in the following circumstances, which require approval by the Board of Trustees/Chair: 1) expenditures which personally benefit the President; 2) renovations, repairs, or decoration of the President's office or home or administrator's offices; 3) individual membership dues for employees other than the President and for amounts in excess of \$1000 for the President; 4) attendance at charitable dinners or events; 5) Trustee travel; 6) entertainment of guests in the President's home; 7) moving costs; and 8) purchase or lease of motor vehicles for use by the President or other administrators.
3. The College administration shall review the status of trust funds periodically, at least once a year, and recommend action to the Board whenever possible to reduce the number of trust funds by termination, revision, or consolidation of existing trust

funds, and to make the related College fee structures more simple and efficient to administer.

4. College trust funds, as determined by College management, shall bear an appropriate allocable share of administrative or overhead cost.
5. Bidding and purchasing procedures shall be consistent with those outlined above. Purchases and personnel actions shall be authorized by Executive Managers. Executive Managers will be held accountable for their choices and decisions not specifically governed by accounting procedures or governing regulations.
6. The official financial records for each trust fund shall be maintained in the College Fiscal Office.
7. Trust funds shall be subject to review by the State Auditor during audits of the general College Financial Administration. The President of the College or the Board of Trustees may request separate audits of the trust funds or a particular trust fund. In accordance with Massachusetts Board of Higher Education directives and recommendations, annual financial statements shall be completed and audited by Public Accounting firms by FY 99 and annually thereafter. Trust funds shall be included in these audits.
8. All relevant personnel policies established by the Board of Trustees and all relevant State laws shall be applied to employees of trust funded activities.
9. Cash management activity shall be coordinated by the Fiscal Office for those trusts under their respective management in pooled management accounts as necessary to meet cash flow needs. Any loans between trust funds or reimbursements to trust funds shall be at the direction of the President or designee. Negative fund balances shall be reviewed and action taken so that the negative fund balances are rectified within the next fiscal year/audit period.
10. Interest earned from investment of trust fund balances may be allocated to the various trust funds and used to cover the administrative cost of bank services or other administrative costs of supporting trust operations. In addition, interest earned may be transferred in whole or part to semi-endowment funds designated by the Board of Trustees for specific purposes.

CP 19700 Auxiliary Services

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall provide college-wide support services under a centralized department supervised by the College Fiscal Office. Such centralized services shall seek to be cost-effective by leveraging economies of scale internally and in collaborative arrangements.

The Asset Inventory Control policy statement is presented in CP 15400, Inventory and Moving of Furnishings and Equipment.

The State Surplus Property (non-inventory) Control and Universal Waste (E-Waste) policy statements are presented in CP 15210, Disposal of Property.

AP 19700 Auxiliary Services

I. Business Cards

The Auxiliary Services Department shall manage the ordering of general (non-specialized) business cards for all active full-time faculty and staff members of North Shore Community College by means of an outside vendor. The Auxiliary Services Department shall be responsible for ordering and delivery of standard (non-specialized) college business cards and also maintaining the budget. The style and quantity of the standard college business cards shall be preordained with templates for each College Campus location. The templates shall be pre-set with the vendor.

II. College Publication Distribution

The Auxiliary Services Department shall distribute and deliver any or all College-printed publications that are delivered to and stored at the official College receiving address. Upon request from the responsible department of the publications, the Auxiliary Services department shall distribute and deliver the publications regulated by the timeframe set forth by the Auxiliary Services Department. The overall management of the publications (balance and distribution schedule) shall be the responsibility of the respective College department.

III. Delivery Services

The Auxiliary Services Department shall provide pick-up and delivery services for College-related mail, packages, and certain equipment or goods within College buildings and campus locations. Official College-related activities and are within acceptable size and type postage meter limitations. Hazardous materials of any kind shall be prohibited from being transported or delivered by any staff member of the Auxiliary Services Department.

IV. In-House Printing Services

The Auxiliary Services Department shall provide, process, and manage limited printing and photocopying services for College-related materials for faculty members and administrative staff members of North Shore Community College using available photocopying equipment and methods in the College Print Shops. Self-serve copiers shall be provided across the College campuses for basic copying needs.

V. Mailing Services

The Auxiliary Services Department shall implement, provide, and manage all necessary means for the efficient collection, delivery, pick-up, distribution and processing of College-related mail, packages, items, or goods. The Auxiliary Services Department shall govern, manage, and provide centrally-located mail collection and delivery locations throughout specific locations on all College campuses.

VI. Office and Paper Supplies

The Auxiliary Services Department shall store, manage, and distribute general office supplies, envelopes, and paper for use with College-related administrative tasks. Upon request, these supplies shall be available to all faculty members and administrative staff members of North Shore Community College. General office supplies, envelopes, and paper shall not be for student's personal use or activities. Students of the College shall be prohibited from requesting supplies, envelopes and/or paper. Students, faculty members, and staff members shall be prohibited from ordering office supplies.

VII. Paper Record Destruction

The Auxiliary Services Department shall provide and manage bulk paper record destruction for all departments of the College. This service shall only be provided for paper records that contain personal information or are confidential in nature and adhere to the Massachusetts retention period for destruction. This policy shall not cover software, hardware, electronic storage media, or any other type of media that is not considered paper. The approval of destruction shall be the sole responsibility of the requesting department head, which includes following the Commonwealth of Massachusetts Statewide Record Retention system for destruction. The Auxiliary Services Department shall manage a system for College-wide collection and approved destruction methods through a certified third-party vendor.

VIII. Receiving

The Auxiliary Services Department shall establish and implement procedures to receive, inspect, and document all goods, materials, equipment, and supplies that are in support of College-related functions and that are delivered to the official College receiving address. No personal items or materials should be delivered to the official College address. Receiving of personal items and goods through the Auxiliary Services Department shall be prohibited. The Auxiliary Services

Department shall not be responsible for personal items shipped to the official college address. The Auxiliary Services Department shall receive all packages and deliveries made to the official College address.

Incoming purchases and other items shall be inspected, processed, logged, and received into the Banner receiving database. Other items such as textbook desk copies and other general packages shall be received and distributed throughout the College via Mail Services.

All incoming packages and deliveries should be addressed to the official College address. In some cases, deliveries such as installation of furniture and other big items may be directly shipped to other campus addresses and locations provided that prior notice and approval is obtained from the Fiscal Affairs Department and the Auxiliary Services Department. If items/goods, determined to be assets, are received at any other location or bypass the official College receiving location (Danvers Mailroom, DS128A), an asset inventory control number shall be assigned to the respective assets.

IX. Record Retention

The Auxiliary Services Department shall implement, manage, and provide a secured storage area for inactive (archived) College-related paper records. The Auxiliary Services Department shall transport and deliver inactive departmental records to the secured archive area, provide file cabinets for each requesting department, and manage the area. It shall be the responsibility of the requesting department to itemize, categorize, and manage its own inactive paper records in the archives according to the Statewide Record Retention period. Active (non-archived) College-related paper records shall be the responsibility of the respective department and should also follow the schedule and policies of the Commonwealth of Massachusetts Statewide Record Retention system.

X. Shipping

The Auxiliary Services Department shall establish and implement procedures for the documentation and shipment of official College goods, materials, equipment, and supplies that are in support of College-related functions. Shipping of personal items and goods through the Auxiliary Services Department shall be prohibited. No personal items or materials should be sent from the official College address. The Auxiliary Services Department shall not be responsible for personal items shipped from the College address.

The determination of shipping services and vendors shall be the responsibility of the Auxiliary Services Department and requestor based on cost, service available, terms, and materials being shipped. The College shall ship items in accordance with laws, guidelines, terms, and conditions of each shipping vendor used by the Auxiliary Services Department.

The Auxiliary Services Department shall provide and/or assist all College faculty and staff members with available shipping methods for College-related materials. All shipments should be made through the Auxiliary Services Department's centralized shipping location (Mailroom) in the Danvers Health Building, DS128A. Arrangements should be made to have the package(s)

sent to this location for shipping. All packages should contain the official “Ship From” and “Ship To” address formats providing the destination address and sender’s name and department. The Auxiliary Services department shall only ship packages that weigh less than 80 pounds and shall be bound by certain laws, rules, regulations, and restrictions governing shipping vendors. The Academic Services Department shall not process freight shipping. Special arrangements for freight shall be made through the Fiscal Affairs Office and the vendor.

CP 19800 Claims Against the College

Status	Active
Legal Authority	<u>MGL Chapter 258, MGL Chapter 15A Section 22, Mass Policy 610</u>
Adopted	February 13, 2019
Last Reviewed	2019

NSCC is considered a Department of the Commonwealth of Massachusetts and follows State law for any Claims against the College. Claims against the College follow appropriate filing and appeals processes (Facilities, Student Policy, Employee Labor, Affirmative Action or/Title IX, etc.) depending on the claim.

The College administration is supported by procured legal counsel and/or the State Attorney General. With regard to Officer/Director and Employee Liability coverage, extensive immunity and indemnity protections are afforded under Chapter 258 and Chapter 15A, Section 22. Under Chapter 258 “Claims and Indemnity procedure for the commonwealth, its municipalities, counties and districts and the officers and employees,” college liability is capped at \$100,000.00. There is also the potential for the payment of a non-tort settlement or judgment from the State’s Settlement and Judgment Account.

The Department of Higher Education (DHE) established a policy for filing complaints regarding student issues falling under their jurisdiction. DHE will only act upon complaints that were unable to be resolved through the institution’s own internal dispute resolution process.

CP 19900 Memoranda of Understanding

Status	Active
Legal Authority	
Adopted	February 13, 2019
Last Reviewed	2019

A Memorandum of Understanding is a legal document which forms a collaboration or partnership for the purpose of establishing and achieving goals and objectives relating to an educational project. The Memorandum of Understanding (hereinafter MOU) governs the relationship and terms and conditions between the College and one or more generally non-profit parties. The MOU shall be subject to addendums and alterations by mutual, written agreement between the parties and may be terminated by either party upon written notice to the other party.

An MOU shall be reviewed by NSCC legal counsel and the College President can enter into and sign an MOU on behalf of the College.

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CHAPTER 20: INSTITUTIONAL EFFECTIVENESS AND EFFICIENCY

CP 20000 Assessment of Data and Outcomes

Status: Active
Legal Authority: Chapter 15A MA BHE Policy on Assessment
Adopted: April 2, 2019
Last Reviewed: Reaffirmed 6/19/19 by NSCC Board of Trustees

North Shore Community College relies on accurate data and information for assessment and evaluation purposes and shall provide such data as required for compliance with federal, state and other requirements, internal decision making needs, and for other reporting purposes.

AP 20000 Assessment of Data and Outcomes

Institutional Assessment is handled through the Office of Planning, Research, Institutional Assessment and Grants (PRIAG). Assessments, in the form of federal, state, and institutional surveys, are scheduled and administered through PRIAG. Results are maintained, analyzed, and distributed by PRIAG. PRIAG is responsible for the College's IPEDS survey completion, HEIRS data submissions, and VFA and other non-mandatory data submissions. Additionally, internal institutional assessments are scheduled annually and generally take about eight months to complete.

College data should be cleared through PRIAG before being made public. Internal requests for data are submitted to PRIAG via the College's intranet. Turnaround time on internal requests is 2-6 weeks, depending on the time of year. External requests for assessment opportunities and data are funneled through the College's Institutional Review Board.

CP 20100 Research, Planning, and Institutional Assessment

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall encourage and promote faculty and student research, ensure that strategic planning activities are embedded in the ongoing work of the College, and assess multiple outcomes and operations of the College to maximize both effectiveness and efficiency.

The College shall support the pursuit of public and private grants to fund faculty and student research activities.

The College shall engage in the following planning activities.

- On an annual basis, a Tactical Plan under the approved College Strategic Plan and accompanying budget shall be developed and presented to the Board of Trustees. Mid-year evaluation shall occur in January and final evaluation shall occur in July of each calendar year.
- Every one to two years, administrators, faculty and staff members, and others as appropriate shall engage in planning activities related to academics, technology, enrollment, facilities, and institutional advancement.
- Every five years, a Strategic Plan that addresses institutional priorities across multiple domains of the College shall be developed, as required in <https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter15A/Section7>

The Office of Research, Planning & Institutional Assessment shall serve as the official repository for all institutional data, fulfill all state and federal reporting requirements, and produce internal reports related to admissions, enrollment, retention, and completion. The assessment efforts of the College shall complement those of the Massachusetts community colleges, the Massachusetts Department of Higher Education, and other statewide entities and shall comply with all applicable laws regarding the use of data and the protection of privacy.

AP 20100 Research, Planning, and Institutional Assessment

I. Research

Detailed information about grant application and management procedures is presented in [Grants Development and Post-Award Grants Management](#).

II. Planning

Strategic Planning is completed on a five (5) year cycle, as directed by the Massachusetts Department of Higher Education, see: [here](#). The planning process is coordinated under the direction of the College President and begins one year before the plan is due and includes all college components, the board of trustees, community partners and external constituents.

Planning at the College functions via the governance system, and as such it is vetted through Division and Department meetings, as well as cross component committees such as Curriculum, Student Development, Information Technology, Diversity Leadership, Academic Policy and Professional Development. As part of the process, the colleges reviews its mission, vision and values, as well as environmental scans of demographics and population, education trends, technology trends, financial trends, and regional planning trends. Consultants may be retained on an as-needed basis to provide expertise where it is not available in-house.

The college adheres to the process outlined by MA Board of Higher Education. A final plan is approved by a vote at the College Forum, and is then presented to the College Board of Trustees for approval before being forwarded to the MA Board of Higher Education, for a final vote of approval. At that point, the Secretary of Education provides final approval.

Annual tactical planning flows from the approved strategic plan. Following the mid-year evaluation of the current tactical plan, a draft of the plan for the next fiscal year is begun. Initiatives are considered with regard to institutional priorities outlined in the Strategic Plan, the Master Academic Plan, the Enrollment Management Plan, the Technology Plan, and the Facilities Plan. Additionally, results of Program Review are also considered. Resource allocation is a part of the annual tactical plan process. The plan is finalized in May for presentation to the BOT at the June meeting. The executive staff report progress at mid year and end of year on the initiatives in the plan. A year end assessment is completed by the AVP PRIAG, the results of which are included in the President's annual evaluation.

Strategic Plan and Annual Tactical Plan information is maintained on an internal Google site that is available to College Trustees, Staff, Faculty and Students.

III. Institutional Assessment

Administrators and staff members responsible for academic programs and the provision of student services shall establish the schedule for assessment and identify the programs and departments to be assessed.

Data templates shall be provided by the Office of Research, Planning & Institutional Assessment, to the extent possible, in September of the assessment year. Additional data requests shall come from the Assessment Coordinator and shall be subject to the same two-week turnaround timeframe as other internal data requests. Internal data requests shall be submitted through the Campus Intranet.

CP 20300 Assessment, Revision, and Revocation of College Policies and Procedures

Status	Active
Legal Authority	
Adopted	June 19,2019
Last Reviewed	2019

North Shore Community College shall mandate a process that develops, assesses and reviews official College Policies. All College Policies shall be stored in an accessible central policy database. A College Policy is a written plan or general course of action that has broad application across the College intended to govern the actions of NSCC employees, faculty, students, visitors and others who come in contact with North Shore Community College. College Policies constitute living documents that are subject to change at any time by the vote of the College Board of Trustees. There is an expectation of compliance with College Policies, federal and state laws, and other applicable regulations that govern the business of the college. College Policies shall be designed and displayed in a standard and transparent format to help the College accomplish its mission, maintain accountability, and provide accessible explanations of how the College functions. No units of the College shall adopt a policy, procedure or practice that is inconsistent with or expands the obligations of the College under official College Policies. The College President is the responsible officer for implementing and administering College Policy and is responsible for analyzing issues and determining appropriate internal shared governance processes through which to recommend new policies, revise or revoke College Policies to the Board of Trustees.

AP 20300 Assessment, Revision, and Revocation of College Policies and Procedures

Depending on the type of a proposed policy, one of the following procedures and process will be utilized as decided by the College President and Senior Staff:

- **Statewide Administrative Policy:** When the 15 Massachusetts Community Colleges face a common issue or there is a new federal, state or local legislative change or judicial outcome, a new policy or policy revisions shall be developed by the College attorney. Once drafted and received by the College President, the new or updated/revised policy shall be vetted through appropriate process as determined by the College President and Senior Staff and brought to the Board of Trustees for policy review and approval.
- **Local Administrative Policy:** When in the course of College operations, a unit within NSCC develops a draft policy, it must be received by the College President and shall be vetted through the appropriate process as determined by the College President and Senior Staff and brought to the Board of Trustees for policy review and approval.
- **Local Academic and Student Support –** Through committee work in NSCC Shared Governance a new or revised policy must follow Shared Governance procedures and ultimately voted upon by the College Forum and sent as a recommendation to **the**

College President who shall review and bring a recommendation to the Board of Trustees for policy review and approval.

Revision of Policy:

If issues arise that may require revision of College Policies, the procedures delineated above will be followed.

Revocation of Policy:

In special circumstances, it may be deemed appropriate to consider withdrawal of an existing College Policy or the consolidation of a policy with another policy. In this situation, the College President shall bring a recommendation for that withdrawal consideration to the Board of Trustees for review and approval. All withdrawn policies shall be archived in the official Board Minutes for historical reference.

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CHAPTER 21: RESOURCE DEVELOPMENT

CP 21100 Grants Development and Management

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall pursue public and private grant opportunities to provide supplemental funding for academic, research, programmatic, and other initiatives. Any member of the College community shall be eligible to submit a grant proposal idea.

The Grants Development Office shall disseminate information about funding opportunities to potentially interested members of the College community. In order to encourage grant submissions, the Grants Development Office shall collect and distribute information about requests for proposals, provide research on funding sources and guidelines, and work with members of the College community to develop fundable initiatives.

Grant recipients and the College shall comply with all grant requirements and applicable laws related to the allocation, expenditure, management, and reporting of grant funding.

AP 21100 Grants Development and Management

Detailed information about grant application and management procedures is presented in [Grants Development and Post-Award Grants Management](#).

CP 21200 Solicitation and Management of Institutional Gifts

Status	Active
Legal Authority	
Adopted	January 1, 2017
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall ensure that all monetary or in-kind gift solicitations in the name of the College or for any administrative units or departments within the College shall be made in a transparent, ethical, and legal manner while ensuring that potential donors and funders are respected and appropriately cultivated. All external gift solicitations shall be coordinated through External and Public Relations and approved by the President.

Individuals, groups, departments, and units desiring to solicit a gift, contribution, or in-kind donation from an external individual, organization, business, foundation, public or private grant making entity, or other potential funders on behalf of or in the name of the College shall follow established gift solicitation procedures. Exempt from this policy shall be student-led product sales sponsored by student clubs and authorized by the Student Government Association.

All gifts solicited and accepted in the name of North Shore Community College shall follow gift acceptance policies and procedures, see CP 22300.

AP 21200 Solicitation and Management of Institutional Gifts

All gifts received through approved solicitations shall be processed by External and Public Relations unless otherwise determined by the President. The Director of Development shall serve as the central coordinator for all fundraising programs and solicitation of funds from private individuals, foundations, businesses, corporations, and organizations to benefit the College and any of its affiliated programs.

Upon approval of a gift solicitation, the requestor shall be responsible for submitting all solicitation materials to the Development Office in External Relations for review and approval in advance of any solicitation. All material shall be reviewed and approved by the President at the recommendation of the Director of Development.

See AP 22300.

CP 21300 Fundraising and Solicitation

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall secure resources, including philanthropy and key connections, for the College and its programs. Fundraising efforts shall be focused on the College's defined institutional priorities in such key areas as academics, student support, community engagement, and facilities.

Fundraising (including grant-seeking) and alumni engagement initiatives under consideration shall be approved by the External and Public Relations Department prior to any activity.

Requests to alumni as a group for promotional, survey, or solicitation purposes shall be approved by External and Public Relations prior to any activity.

Since decisions concerning gift acceptance, credit, designation, and recognition may have legal and other important ramifications, External and Public Relations shall be responsible for making and communicating about such decisions with donors.

Decisions as to the application of unrestricted gift funding shall be at the discretion of External and Public Relations in consultation with the North Shore Community College Foundation and the College's executive leadership.

All potential philanthropic gifts shall be first considered for acceptance by the North Shore Community College Foundation based on the [North Shore Community College Foundation Gift Acceptance and Reporting Policy](#) and [North Shore Community College Gifts In-Kind Acceptance Guidelines \(See Page 9 of GARF\)](#).

All gifts solicited and accepted in the name of North Shore Community College shall follow Fundraising and Solicitation procedures.

AP 21300 Fundraising and Solicitation

- I. Gift Solicitation Process
 1. Individuals, groups, and departmental or administrative units seeking to solicit any gifts, contributions, or donations (including in-kind donations) in the name of North Shore Community College and any of its affiliated programs shall submit a [Gift Solicitation Request Form](#) to the appropriate internal department and unit approval leadership chain;
 2. The Executive Director of External and Public Relations shall forward recommendations to the College President;

3. The Director of Development shall review the proposal, provide a recommendation to the President, provide feedback on the proposal plan to the requestor, and coordinate solicitation processes with other College efforts. The President shall give final approval; and,
4. After the President has approved the solicitation request, the Director of Development shall notify the requestor and respective Vice President, Director, and/or Dean as to the status of the request.

The Gift Solicitation Request Form must be received by the Director of Development a minimum of 30 days from the intended fundraising start date.

All gifts received through approved solicitations shall be processed by the North Shore Community College Foundation, Inc. unless otherwise determined by the Office of the President and Fiscal Affairs.

II. Unsolicited Gifts

In the event that an unsolicited financial gift is made directly to a College program or project or to a staff or faculty member to benefit the College, project, or program, the Director of Development in the Office of External and Public Relations shall be notified. The Director shall determine whether said gift shall then need to be processed by the North Shore Community College Foundation, Inc. or the College in accordance with the gift designation.

Employees shall comply with the Massachusetts Conflict of Interest law which prohibits them accepting any gift for personal benefit valued at \$50 or above.

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CHAPTER 22: HUMAN RESOURCES AND
PAYROLL

CP 22000 Collective Bargaining

Status **Active**

Legal Authority

Adopted

Last Reviewed **Reaffirmed 9/26/2018 by NSCC Board of Trustees**

Detailed information about the practices and conditions of employment for North Shore Community College employees is presented in the following collective bargaining agreements:

- [Massachusetts Community College Council Agreement](#);
- [Massachusetts Community College Council Agreement for Division of Continuing Education](#); and
- [American Federation of State and County and Municipal Employees, Local 1067/Council 93](#).

CP 22100 Employee Code of Ethics and Financial Disclosure

Status	Active
Legal Authority	Section 23 of G.L. c. 268A, chapter 268B as amended by chapter 194 of the Acts of 2011
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

All Massachusetts state employees shall adhere to the MA Code of Ethics, Section 23 of G.L. c. 268A, and, when applicable to specific positions, the MA Financial Disclosure Law, chapter 268B as amended by chapter 194 of the Acts of 201, see [here](#), and [here](#).

CP 22200 Criminal Record Check

Status	Active
Legal Authority	M.G.L. ch.6 §§ 167 - 178B M.G.L. ch.6 §§ 178C - 178P
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

North Shore Community College shall recognize the need to ensure a safe environment for those that are served by the College. The College shall implement a Criminal Offender Records Information (CORI) and Sex Offender Registry Information (SORI) Check Policy which shall reviewed on an annual basis.

Individuals who provide service and/or support to any state program or facility and whose duties entail the potential for unsupervised contact with persons from a vulnerable population (including underage, elderly, or persons with disabilities or persons receiving care due to illness) shall undergo CORI and SORI checks. Individuals found to have certain criminal convictions or pending criminal actions shall be presumed ineligible to provide services or support in such state programs or facilities or organizations.

The College shall be authorized by the Department of Criminal Justice Information Services of the Commonwealth of Massachusetts, pursuant to [Massachusetts General Laws, Chapter 6, Sections 167 - 178B](#), to access CORI records. In addition, individuals may be required to undergo a national county background check. Sex Offender checks shall be performed pursuant to Massachusetts General Laws, Chapter 6, Sections 178C - 178P.

Standardized procedures for the review of criminal and sex offender records shall help to ensure that candidates under consideration are appropriate for serving in their positions. The Department of Criminal Justice Information Services shall authorized North Shore Community College to receive criminal record information regarding those individuals who need CORI clearance to work and/or provide voluntary services in educational worksites. In addition, individuals may be required to undergo a national county background check.

As required by law, the CORI and SORI checks shall apply to employees, volunteers, and/or trainees/students who provide service or support to any state program or facility in either a paid or unpaid capacity whose services entail the potential for unsupervised contact with vulnerable populations. Furthermore, many private facilities also require employees, volunteers, and trainees/students to undergo CORI checks in order to be eligible for placements.

AP 22200 Criminal Record Check

Students shall be subject to a CORI/SORI check prior to being placed or accepted into certain programs in which a clinical, fieldwork, or any other practical experience working with vulnerable populations is a required part of the program, including but not limited to, Health Care Education, Human Services Programs, or Service Learning Programs. Furthermore,

students in other programs who may have unsupervised contact with persons from vulnerable populations shall complete CORI/SORI applications and receive clearance prior to beginning their work or service with vulnerable populations. Additionally, candidates for employment, employees, and volunteers who may have unsupervised contact with persons from vulnerable populations shall complete CORI/SORI applications and receive clearance prior to beginning their work at the College or their work with vulnerable populations.

The information provided on the CORI application shall be submitted to the Department of Criminal Justice Information Services (DCJIS) and the Sex Offender Registry Board (SORB) which generally respond within two weeks. A College CORI and SORI reviewer shall examine the confidential CORI and SORI records and make a determination as to the candidate's eligibility based on regulations issued by the Executive Office for Health and Human Services of the Commonwealth of Massachusetts ([101 CMR 15.00-15.17](#)).

In every case in which the College receives a response other than a "No Record" response from the DCJIS, the College shall provide the candidate with a copy of the record, a copy of the Department of Criminal Justice Information Services' Information Concerning the Process for Correcting a Criminal Record, and Information on How to Establish Yourself as a Victim of Identity Theft. If the College is inclined to make an adverse decision based on the results of the CORI check, the candidate shall be notified immediately and shall be given an opportunity to dispute the accuracy or relevance of the CORI record.

If an individual believes that his/her/their CORI or SORI report contains an error, the individual should contact the DCJIS or the SORB directly at 200 Arlington Street, Suite 2200 Chelsea, MA, 02150 or by telephone at (617) 660-4600. If it is determined that there was an error that was subsequently corrected, the individual may appeal the decision by providing to the College within thirty (30) calendar days a written statement from a Criminal Justice Official (CJO) stating that the candidate does not pose an unacceptable risk of harm and reasons for that belief.

This statement should also include a professional assessment of the individual in question and the risk posed to the general population and/or any specific groups or populations. In addition, the statement must include the CJO's current position and position at the time of supervising the candidate, dates during which the CJO supervised the candidate, and all relevant information that may assist the College in considering the candidate's eligibility to interact with vulnerable populations in an unsupervised setting.

Upon receipt of this statement from a CJO, the CORI Review Committee shall reconsider eligibility and will notify the candidate of the decision. If still determined to be ineligible, the candidate may submit a final written appeal to the chief CORI officer within ten working days of the issuance of the committee's decision.

CP 22205 Political Activities

Status	Active
Legal Authority	G.L. c. 268A, G.L. c. 55
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Detailed information about conflict of interest law restrictions on political activity under G.L. c.268A, and political fundraising under G.L. c. 55, by public employees is presented [here](#).

CP 22300 Benefits and Compensation

Status	Active
Legal Authority	
Adopted	April 24, 2019
Last Reviewed	2019

Full-time employees at North Shore Community College are eligible for a comprehensive benefit package offered through the Commonwealth of Massachusetts. Benefits are contingent on legislation, collective bargaining agreements and administrative policies. More detailed information can be found in the appropriate collective bargaining agreement, in benefit plan brochures, or by speaking with a member of NSCC's Human Resource staff.

Employees are compensated on a bi-weekly basis through the Commonwealth of Massachusetts HRCMS payroll system.

CP 22500 Statement on Affirmative Action, Equal Opportunity, and Diversity

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

The Board of Higher Education (BHE) of the Commonwealth of Massachusetts is responsible under Chapter 15A of the General Laws of the Commonwealth of Massachusetts for the overall governance of the public higher education system, which includes the fifteen community colleges.

The Board of Higher Education and the Boards of Trustees of the community colleges maintain and promote a policy of non-discrimination on the basis of race, creed, religion, color, gender, gender identity, sexual orientation, age, disability, genetic information, maternity leave, military service, and national origin (“protected class(s)/classification(s).” Further, this policy prohibits retaliation and incorporates by reference, and where applicable, the requirements of Titles VI and VII of the Civil Rights Act of 1964; Title VI of the Civil Rights Act of 1968; Titles I and II of the Civil Rights Act of 1991; Title IX of the Education Amendments of 1972 and its regulations found at 34 C.F.R. part 106; Equal Pay Act of 1963; Civil Rights Restoration Act of 1988; Sections 503 and 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; Section 402 of the Vietnam-era Veterans Readjustment Act of 1974, Uniformed Services Employment and Reemployment Rights Act (USERRA); Age Discrimination Act of 1975; Age Discrimination in Employment Act of 1967, as amended; Family and Medical Leave Act of 1993; Federal Executive Order 11246 of 1965, as amended by Executive Order 11375 of 1967; Federal Executive Order 12900 of 1994; Federal Executive Order 13145 of 2000; Federal Executive Order 13160 of 2000; Federal Executive Order 13166 of 2000; Massachusetts Civil Rights Act; Massachusetts General Laws Chapters 151B, 151C, and Chapter 149; directives of the BHE, the Boards of Trustees of the community colleges, and the Commonwealth of Massachusetts; and other applicable local, state and federal constitutions, statutes, regulations, and executive orders.

Non-discrimination requires the elimination of all existing unlawful discriminatory conditions, whether purposeful or inadvertent. The community colleges are continuing to systematically examine all policies and procedures to be sure that they do not, if implemented as stated, operate to the detriment of any person on the basis of a protected classification. The Colleges shall require that the practices of those responsible in matters of employment and education, including all supervisors and faculty, are non-discriminatory. Should the College discover discrimination in treatment or effect in any employment, educational or service decision, action, inaction, or practice within the College, all appropriate corrective and/or disciplinary actions shall be taken under the direction of the President of the College subject to any applicable collective bargaining agreement or other policy or procedure of the College.

The community colleges are committed to a policy of Affirmative Action, equal opportunity, equal education, non-discrimination, and diversity. They are committed to providing a learning, working, and living environment for their students, employees, and other members of the college community which values the diverse backgrounds of all people. The Colleges are committed to assuring that the “College Experience” is one that challenges, empowers, supports, and prepares its students to live in, work in, and value our increasingly global and diverse world. The Colleges believe that the diversity of socio-economic, racial, ethnic, religious, gender, sexual orientation, age, and disability backgrounds of members of the College community enriches the institutions and their various constituencies. The Colleges will not tolerate behavior based on bigotry, which has the effect of discriminating unlawfully against any member of their communities.

The community colleges provide equal access to educational, co-curricular, and employment opportunities at the Colleges for all applicants, students, and employees in compliance with all applicable laws, regulations, and policies. All benefits, privileges, and opportunities offered by the Colleges are available to all students, employees, and other persons having dealings with the institutions on a non-discriminatory basis. The Colleges are committed to taking a proactive Affirmative Action posture with respect to their recruitment, selection, and promotion of students and employees.

The purpose of the Affirmative Action component of this policy is to establish a set of programmatic objectives, which shall provide for the recruitment, access, and advancement of qualified persons from within the protected classes/classifications recognized under this Policy with respect to employment and enrollment opportunities. The intent of this Policy is to responsibly recognize, and to whatever extent possible, resolve the effects of past societal discrimination and the impact which that discrimination has had, not only on victims of such discrimination, but on the total academic, educational, and social system as well. It is not intended and should not be used to discriminate against any applicant, employee, or student because of a protected classification.

In response to that recognition, the Colleges, through their Boards of Trustees and Presidents, fully endorse the plan of action set forth in this Policy and shall oversee and monitor its implementation through the Affirmative Action Officer and other assigned personnel.

The following specific policies are established:

- Equal opportunity and affirmative action shall apply to all segments of the College; full- and part-time employment; day and continuing education; the curriculum and offerings of the College;
- Equal opportunity and affirmative action shall be applied to the recruitment process for employment and/or access to education;
- Students will have access to the College, programs of study, activities, and other resources intended to serve them, according to the policies of the individual Colleges;

- Equal employment opportunity and affirmative action will be realized in all personnel employment, including recruitment, application for employment, hiring, benefits, compensation, training, promotion, and termination; and
- All policies, procedures, privileges, and conditions of the College will follow and incorporate applicable equal opportunity and affirmative action rules and regulations.

The above-stated policies are intended to be applied broadly with the goal of promoting equal opportunity and diversity in community colleges. The community colleges pledge to apply all policies consistently, fairly, and, vigorously. Attempts to subvert or abuse these policies will not be tolerated. Appropriate disciplinary action will be taken in the case of an infraction. Such disciplinary action shall be consistent with the appropriate collective bargaining agreement, if applicable.

All policies are made in compliance with laws and regulations and executive orders promulgated by the federal and state governments and other appropriate agencies and authorities, where applicable.

North Shore Community College's Policy on Affirmative Action, Equal Opportunity and Diversity can be found [here](#).

CP 22505 Prohibited Conduct

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

The mission of the community colleges is to educate, train and prepare our students to live and work in our increasingly global and diverse workforce. It is our commitment to take all possible steps to provide an inclusive and diverse learning, living, and work environment that values diversity and cultural tolerance and looks with disfavor on intolerance and bigotry. Any condition or force that impedes the fullest utilization of the human and intellectual resources available represents a force of destructive consequences for the development of our Commonwealth and ultimately, our nation.

II. Definitions

Prohibited Conduct includes: Discrimination; Discriminatory Harassment; Gender-Based Harassment; Sexual Harassment; and Sexual Violence and Retaliation.

III. Policy Prohibitions

The policy prohibits all conditions and all actions or omissions, which deny or have the effect of denying to any person their rights to equity and security on the basis of their membership in or association with a member(s) of any protected class. This policy reaffirms the values of civility, appreciation for racial/ethnic/cultural/religious pluralism, and pre-eminence of individual human dignity as preconditions to the achievement of an academic community, which recognizes and utilizes the resources of all people.

In order to promote an atmosphere in which diversity is valued and the worth of individuals is recognized, the Colleges will distribute policy statements and conduct educational programs to combat all Prohibited Conduct.

The prohibition on Prohibited Conduct contained in this policy shall apply to and be enforced against all members of the College community, including, but not limited to, faculty, librarians, administrators, staff, students, vendors, contractors, and all others having dealings with the institution.

IV. Conduct That is Not Prohibited

The community colleges are committed to protecting, maintaining, and encouraging both freedom of expression and full academic freedom of inquiry, teaching, service, and research. Nothing in this policy shall be construed to penalize a member of the College community for

expressing an opinion, theory, or idea in the process of responsible teaching and learning. Accordingly, any form of speech or conduct that is protected by the principles of academic freedom or the First Amendment to the United States Constitution is not subject to this policy.

AP 22505 Prohibited Conduct

Any employee or student who believes s/he/they has been a victim of discrimination, discriminatory harassment and retaliation may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 22510 Sexual Harassment

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

It is the goal of the community colleges to promote an educational environment and workplace that is free of sexual harassment. Sexual harassment of students or employees occurring in the classroom or the workplace is unlawful and will not be tolerated by the community college. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by students or employees.

Because the community colleges take allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and where it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective measures, including disciplinary action where appropriate and consistent with applicable collective bargaining agreements.

II. Definition of Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

1. Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment or academic decisions; or
2. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's academic or work performance by creating an intimidating, hostile, humiliating or sexually offensive learning or working environment.

Under these definitions, direct or implied requests by a supervisor or instructor for sexual favors in exchange for actual or promised job or academic benefits constitute sexual harassment. The following are some examples of conduct, that either alone or in combination, which may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

1. Unwelcome sexual advances – whether they involve physical touching or not;
2. Repeated, unsolicited propositions for dates and/or sexual intercourse;
3. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
4. Displaying sexually suggestive objects, pictures, cartoons;
5. Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
6. Verbal harassment or abuse on the basis of sex;
7. Inquiries into another person's sexual activities, practices or experiences; and
8. Discussion of one's own sexual activities, practices or experience.

The legal definition of sexual harassment is broad and applies to any individual of either gender who participates in the college community, including a student, faculty member, administrator, or any other person having dealings with the college. In addition, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a hostile, offensive, intimidating, or humiliating workplace or academic environment to male or female workers or students may also constitute sexual harassment.

All employees and students should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment or retaliation against individuals who have cooperated with an investigation of sexual harassment is unlawful and will not be tolerated by the community colleges.

III. Complaints of Sexual Harassment

If any member of the College community believes that s/he/they has been subjected to sexual harassment, s/he/they has a right to file a complaint under this policy, either in writing or orally.

All complaints of sexual harassment shall proceed under this Policy's Complaint Procedure. To file a complaint a person may do so by contacting the College's Title IX Coordinator, or designee. A report of an allegation of sexual harassment may also be presented to other "Responsible Employees" at the College. These persons are also available to discuss any concerns a person may have and to provide information about the Policy on Sexual Harassment and the complaint process.

IV. Sexual Harassment Investigation

A complaint of sexual harassment will be promptly investigated in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will be conducted in accordance with this Policy's Complaint Procedure and will include a private interview with the person filing the complaint and with witnesses. The person alleged to have committed sexual harassment will also be interviewed. Once the investigation is completed, the College will, to the extent appropriate, inform the parties of the results of that investigation.

If it is determined that a violation of this policy has occurred, the College will act promptly to eliminate the offending conduct, and where it is appropriate also impose disciplinary action.

V. Disciplinary Action

Discipline for violating this Policy may include, but is not limited to, mandatory counseling or training, verbal or written warnings, suspension, termination from employment, or expulsion from the College.

VI. Consensual Relationships

A. Faculty/Administrator/Staff Member Relationships with Students

A romantic and/or sexual relationship, consensual or otherwise, between a faculty member, administrator, or staff member and a student is looked upon with disfavor and is strongly discouraged. No faculty member shall have a romantic and/or sexual relationship, consensual or otherwise, with a student who is being taught or advised by the faculty member or whose academic work is being supervised or evaluated, directly or indirectly, by the faculty member. No administrator or staff member shall have a romantic and/or sexual relationship, consensual or otherwise, with a student who the administrator or staff member supervises, evaluates, advises, or provides other professional advice or services as part of a College program or activity.

B. Relationships Between Supervisors, Subordinates or Co-Workers

A consenting romantic and/or sexual relationship between a supervisor and subordinate or co-workers may interfere with or impair the performance of professional duties and responsibilities and/or create an appearance of bias or favoritism. Further, such relationships could implicate state ethics laws and/or result in claims of sexual harassment, discrimination, or retaliation. Therefore, such workplace relationships are strongly discouraged.

VII. State and Federal Remedies

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with the governmental agencies set forth below. Filing a complaint under

this Policy does not prohibit you from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC – 300 days; MCAD – 300 days).

United States Equal Employment Opportunity Commission (“EEOC”)
One Congress Street
10th Floor Boston, MA 02114
(617) 565-3200.

The Office for Civil Rights (“OCR”)
U.S. Department of Education
John W. McCormack Post
Office and Courthouse, Room 222
Boston, MA 02109
(617) 223-9662

Massachusetts Commission Against Discrimination (“MCAD”)

Boston Office	Worcester Office
One Ashburton Place	Worcester City Hall
Rm. 601	484 Main St., Rm. 320
Boston, MA 02108	Worcester, MA 01608
(617) 994-6000	(508) 799-8010

Springfield Office	New Bedford Office
436 Dwight St., Rm. 220	800 Purchase St., Rm. 501
Springfield, MA 01103	New Bedford, MA 02740
(413) 739-2145	(508) 990-2390

AP 22510 Sexual Harassment

Any employee or student who believes s/he/they has been a victim of sexual harassment may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 22515 Sexual Violence

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

I. Introduction

Sexual violence is prohibited under state law and the College's Affirmative Action Policy. Sexual violence is prohibited pursuant to Title IX of the Educational Amendment Act of 1972, which states: *No person in the United States, shall on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal assistance.*

All reported or suspected cases of sexual violence shall be reported to the College's Affirmative Action and/or Title IX Coordinator.

The College is obligated to investigate allegations of sexual violence, even if the alleged victim chooses not to participate in the investigation. An employee or student who commits an act of sexual violence shall be subject to disciplinary action, up to and including expulsion or termination from the College, as well as criminal prosecution.

The College prohibits retaliation against any person who presents a formal or informal complaint of sexual violence or who testifies or offers evidence connected with a complaint. Retaliation is a violation of this policy whether or not the underlying claim of sexual violence is confirmed.

II. Reporting Complaints of Sexual Violence

If any student or employee believes that he or she has been the victim of sexual violence, the student or employee has the right to file an Affirmative Action Discrimination Complaint Form with the College. For more information or assistance with filing a complaint, please contact the College's Title IX Coordinator. If the Title IX Coordinator is the subject of a complaint, the President shall designate another College official to administer the Complaint Procedures.

Additionally, if desired, the Title IX Coordinator and/or Campus Police can provide assistance in contacting local police. Reporting the incident to the Title IX Coordinator or law enforcement does not commit the victim to filing charges, however, the College is required to investigate such reports. Although every reasonable effort will be made to protect a victim's privacy, individuals with a need to know may be contacted and information may be shared as necessary to investigate and adjudicate the matter or as public safety requires. A report of the incident will be filed with local police in the event public safety is at risk even if the victim does not intend to report the incident to police or cooperate in an investigation.

III. Sexual Violence Defined

Any sexual activity where consent is not obtained or able to be freely given, and shall include the following categories:

- Rape – Defined in Massachusetts as the oral, anal, or vaginal penetration by an inanimate object, penis, or other bodily part without consent. In Massachusetts, it is illegal to have sex with someone who is incapable of giving consent because they are: (1) intoxicated; (2) unconscious; (3) mentally incompetent; or (4) under 16 years of age;
- Acquaintance Rape – Rape upon someone by a person he or she knows; and
- Any unwanted sexual activity that is forced or coerced by one person on another.

IV. Protections for Victims of Sexual Violence

A person who is subjected to sexual violence has the following protections:

- To be informed of their reporting options with regard to notifying local law enforcement authorities and to be assisted in notifying such authorities if they so choose;
- Not to be discouraged by College officials from reporting an incident to both on-campus and off-campus authorities;
- To be free from any suggestion that they somehow contributed to or had a shared responsibility in the violent act;
- To have the full and prompt assistance and cooperation of campus personnel should a civil and criminal complaint be pursued;
- To the same level of support at any proceeding before College officials as is permitted to the accused party, including the presence of a representative during any disciplinary proceeding and the right to be notified in a timely manner of the outcome of such proceedings;
- To full and prompt cooperation from College personnel in obtaining and securing evidence (including medical evidence) necessary for any potential criminal proceedings;
- To have access to existing College counseling and medical professionals, victim support services, and to obtain referrals to off-campus counseling and support services if desired;

- To attend classes, work and participate in College activities free from unwanted contact or proximity with the accused individual(s) insofar as the College is permitted and able; and
- To request changes to an academic schedule if such changes are requested by the reporting student and are reasonably available.

AP 22515 Sexual Violence

For a person subjected to an act of sexual violence, there can be time-sensitive decisions to make about sexually transmitted infections, pregnancy, and collecting physical evidence in the event of prosecution. Individuals who have been victims of sexual violence should be advised as follows:

- **Protect Themselves and Get Medical Attention** – A victim should be advised to go to a safe place as soon as possible and seek medical attention immediately. Injuries and exposure to disease may not be immediately apparent. A medical examination can provide necessary treatment and collect important evidence. It is recommended that a physical exam be conducted within 72 hours of the violence. Submitting to a physical exam does not mean that a victim is required to press charges. This action merely preserves the option to do so. Designated College personnel can assist in providing transportation to the hospital.
- **Preserve Evidence** – It is important to preserve all physical evidence following an act of sexual violence. Physical evidence may be necessary in the event criminal prosecution is pursued. If possible, a victim should be advised not to wash, eat, drink, douche, clean, use the bathroom, or change clothes. If clothes are changed, all clothes that were worn at the time of the incident should not be cleaned and should be placed into an unused or a clean paper bag.
- **Health and Support Services** – Various health and support services are available on and off campus for students and employees who have experienced sexual violence. For information about such services, including counseling, please contact the Affirmative Action and/or Title IX Coordinator.

Any employee or student who believes he/she has been a victim of sexual violence may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 22520 Non-Discrimination and Accommodation for Persons with Disabilities

Status

Active

Legal Authority

[Massachusetts Board of Higher Education, FAAP 15-16](#)

Adopted
Last Reviewed

December 9, 2014
Reaffirmed 9/26/2018 by NSCC Board of Trustees

It is illegal to discriminate against an otherwise qualified individual with a disability. The community colleges recognize the multitude of barriers that confront persons with disabilities in access to both employment and education. Consistent with state and federal statutes that affirm and protect the equal opportunity rights of persons with disabilities, the community colleges adopt a policy of non-discrimination and equal opportunity for otherwise qualified persons with disabilities.

I. In Employment

The community colleges will take constructive measures to ensure equal opportunity in all areas of employment including recruitment, selection, upgrading, opportunities for training and development, rate of compensation, benefits, and all other terms and conditions of employment. Further, the Colleges will periodically examine all existing employment policies, practices, and facilities to ensure that they do not pose a disparate impact for otherwise qualified persons with disabilities. Where such disparity is found, it will be corrected as quickly and completely as is reasonable under existing circumstances. Accordingly, all College facilities may not be available and accessible at a particular time.

II. In Education

The Colleges will periodically examine all existing admissions, student support and other student life policies, practices, and facilities to assure that they do not pose a disparate impact for otherwise qualified disabled students. Where such disparity is found, it will be corrected as quickly and completely as is reasonable under existing circumstances. Accordingly, all College facilities may not be available and accessible at a particular time. The Colleges will adopt a policy of non-discrimination with respect to admissions, access to programs and facilities, and services for all otherwise qualified disabled persons.

III. Reasonable Accommodations

A “reasonable accommodation” under state and federal law is defined as “modifications or adjustments to an application process, job, work environment, the way in which work is customarily performed, or a course of study that permit a qualified individual with a disability to perform the essential functions of a position or to enjoy the benefits and privileges of employment or education equally with persons without disabilities.”

Reasonable accommodations in employment may include, but are not limited to:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities;
- Job restructuring;

- Modification of work schedules;
- Providing additional unpaid leave;
- Acquiring or modifying equipment or devices; and,
- Providing qualified readers or interpreters.

The community colleges are not required to lower performance standards to make an accommodation and are not obligated to provide personal use items, such as eyeglasses or hearing aids.

Reasonable accommodations in education may include, but are not limited to:

- In-class aids, such as note takers;
- Extended time for examination;
- Quiet rooms or alternate locations for testing;
- Alternatively formatted testing;
- Alternatively formatted textbooks and other course materials; and/or
- Access to assistive technology.

Possible course reductions or substitutions on the basis of a disability will be carefully evaluated.

Students with disabilities must meet the essential requirements of all academic degree programs.

IV. Interactive Process

State and federal laws define the “interactive process” as an ongoing communication between, among other parties, employer and employee, college and student, with a known disability in an effort to provide reasonable accommodation. Both parties must engage in the interactive process and communicate directly with each other in order to formulate an effective accommodation plan. Neither party can delay nor interfere with the process.

V. Undue Hardship and Fundamental Alteration

The community colleges are required to make reasonable accommodations to qualified individuals with disabilities unless doing so would impose an undue hardship on the operation of a College’s business or result in a fundamental alteration of a job or academic course or program. Undue hardship means an action that requires significant difficulty or expense when considered in relation to factors such as a College’s size, financial resources, and the nature and structure of

its operation. Fundamental alteration is a change that is so significant that it alters the essential nature a job or an academic course or program.

AP 22520 Non-Discrimination and Accommodation for Persons with Disabilities

I. Process for Requesting a Reasonable Accommodation

An employee or job applicant seeking a reasonable accommodation for a disability may contact the College's Office for Human Resources. A student or student applicant seeking a reasonable accommodation for a disability may contact the College's Disability Services Office. All requests for an accommodation are evaluated on a case-by-case basis. Individuals seeking accommodations should be prepared to submit current medical documentation for review in the accommodation process.

II. Complaint Procedures

Any employee or student who believes he/she has been a victim of discrimination due to a disability may file a complaint pursuant to the Complaint Procedures presented in the [Policy on Affirmative Action, Equal Opportunity and Diversity](#).

CP 22525 Contracting and Purchasing

Status	Active
Legal Authority	<u>Massachusetts Board of Higher Education, FAAP 15-16</u>
Adopted	December 9, 2014
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

When selecting contractors, suppliers, and vendors of goods and services, including goods and services secured in connection with construction projects, the Colleges will offer equal opportunity to all qualified persons and entities and will not discriminate on the basis of a protected classification.

The College shall use reasonable efforts to attract and encourage bid proposals from a diverse pool of qualified contractors, subcontractors, vendors and suppliers. The College is strongly encouraged to identify businesses primarily operated by individuals within the protected classifications with the help of the Commonwealth's Supplier Diversity Office.

When transacting business with contractors, vendors, and suppliers, the community colleges shall include in all contracts the following statement:

Non-Discrimination in Employment: The Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, age, sex, sexual orientation, gender identity, religion, genetic information maternity leave, military service, marital status or disability. The Contractor agrees to comply with applicable federal and state statutes, rules and regulations prohibiting discrimination in employment, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, Section 504 of the Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990, Massachusetts General Laws, Chapter 151B and all administrative and executive orders, where applicable.

The Colleges reserve the right to disqualify any contractor, person, or entity seeking to provide services to a community college that fails to adhere to the prohibitions against discrimination in employment that are contained in this section.

CP 22600 Employee Grievance Process

Status	Active
Legal Authority	Massachusetts Board of Higher Education
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Detailed information about the employee grievance process is presented in the [Non-Unit Professionals Personnel Policies Handbook](#).

CP 22700 Mandated Reporter Responsibilities

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Detailed information about mandated reporters and their responsibilities is presented [here](#).

CP 22800 Whistleblower Protection

Status	Active
Legal Authority	
Adopted	
Last Reviewed	Reaffirmed 9/26/2018 by NSCC Board of Trustees

Detailed information about whistleblower protection is presented at [here](#).

NORTH SHORE COMMUNITY COLLEGE

COLLEGE POLICY AND ADMINISTRATIVE PROCEDURE MANUAL

CHAPTER 23: NORTH SHORE COMMUNITY COLLEGE FOUNDATION, INC.

FP 23000 North Shore Community College Foundation

Status	Active
Legal Authority	<u>Bylaws of the North Shore Community College Foundation, Inc</u> <u>M.G.L. ch.180 §4</u> <u>Section 501(c)(3), Internal Revenue Code</u>
Adopted	October 17, 2017
Last Reviewed	2017

The purposes of the North Shore Community College Foundation, Inc. are as follows: 1) to be a charitable corporation pursuant to [Massachusetts General Laws, Chapter 180, Section 4](#), as amended; and 2) to solicit, receive, and maintain a fund or funds of real or personal property, or both; and subject to the restrictions and limitations hereinafter set forth, to use and apply the whole or any part of the income therefrom and the principal to conduct the work of the Foundation in such a manner that shall not in any way, directly or indirectly, engage in carrying on propaganda or otherwise attempt to influence legislation and exclusively for charitable, scientific, literary or educational purposes either directly or by contributions to organizations that qualify as exempt organizations under [Section 501\(c\)\(3\) of the Internal Revenue Code](#) and its Regulations as they now exist or as they may hereafter be amended.

The North Shore Community College Foundation shall enter into an annual Memorandum of Understanding (MOU) with the North Shore Community College Board of Trustees outlining the affiliation powers and responsibilities of each party to the MOU.

Without limiting the generality of the foregoing or in conflict with the annual MOU, the Foundation shall have as a principal purpose the promotion, improvement, and maintenance of the educational activities and other related activities of North Shore Community College.

In furtherance of such purposes, the Foundation shall have the following powers:

1. To receive, administer, and invest grants-in-aid, gifts, and endowments of every North Shore Community College Foundation, Inc. kind and nature from individuals, foundations, trusts corporations, public bodies, and governmental agencies;
2. To sell, exchange, convey, mortgage, lease, transfer, or otherwise dispose of any such property, both real and personal, as the objects and purposes of the corporation may require, subject to such limitations as may be prescribed by law;
3. To borrow money and, from time to time, to make, accept, endorse, execute, and issue bonds, debentures, promissory notes, bills of exchange, and other obligations of the corporation for moneys borrowed or in payment for property acquired or for any of the other purposes of the corporation, and to secure the payment of any such obligations by mortgage, pledge, deed, indenture, agreement, or any other instrument in regard to all or any part of the property, rights, or privileges of the corporation wherever situated, whether now owned or hereafter to be acquired;

4. To invest and reinvest its funds in such stock, bonds, debentures, mortgages, or in such other securities and property as its Board of Directors shall deem advisable, subject to the limitations and conditions contained in bequest, devise, grant, or gift, provided such limitations and conditions are not in conflict with the provisions of Section 501(c)(3) of the Internal Revenue Code and its Regulations as they now exist or as they may hereafter be amended; and
5. To subject it to such limitations and conditions as are or may be prescribed by law, to exercise such other powers which now or hereafter may be conferred by law upon a corporation organized for the purposes herein above set forth, or necessary or incidental to the powers so conferred or conducive to the attainment of the purposes of the corporation that only such powers shall be exercised as are in furtherance of the tax-exempt purposes of the Foundation and as may be exercised by an organization exempt under Section 501(c)(3) of the Internal Revenue Code and its Regulations as they now exist or as they may hereafter be amended; and in general, to exercise any, all, and every power for which a nonprofit corporation organized under the provisions of Chapter 180 of the General Laws of the Commonwealth of Massachusetts for charitable, scientific, literary, or educational purposes can be authorized to exercise, but not any other power.

AP 23000 North Shore Community College Foundation

Detailed information about the procedures of the North Shore Community College Foundation, Inc. is presented in the [Bylaws](#).

A copy of the College-Foundation MOU may be received from The Clerk of the College Board of Trustees in the Office of the President.

FP 23100 Gift Acceptance and Reporting

Status	Active
Legal Authority	
Adopted	December 1, 2015
Last Reviewed	2015

The North Shore Community College Foundation, Inc., a tax-exempt nonprofit organization under [Section 501\(c\)\(3\) of the U.S. Internal Revenue Code](#), shall secure and provide support to enable the College to carry out its mission. The Foundation shall seek charitable support on behalf of the College and shall serve in a fiduciary capacity for gifts made for such a purpose.

- Donors may make outright gifts and/or pledge payments in the form of cash, marketable securities, closely held stock, real property, or tangible personal property.
- Pledge commitments may be made for up to five (5) years in duration.
- Only documented commitments shall be considered pledges. Verbal commitments shall be recorded but not counted in gift totals until documentation is received.
- Realized bequests shall be reported in gift totals in the same manner as outright gifts.
- Properly documented bequest expectancies through will or trust, retirement plan designations, and other deferred gifts shall be reported according to the policies set out in the section entitled Valuing Gifts of the [Gift Acceptance and Reporting Policy](#) of the Foundation.
- Conditional pledges (for example, challenge gifts) shall be reported according to the policies set out in the section called *Valuing Gifts* of the Gift Acceptance and Reporting Policy document.

AP 23100 Gift Acceptance and Reporting

Detailed information about gift acceptance and reporting procedures is presented in the [Gift Acceptance and Reporting Policy](#) document.

FP 23200 Investment Policy Statement

Status	Active
Legal Authority	
Adopted	December 1999, revised April 2008, revised February 2019
Last Reviewed	2019

This Investment Policy Statement (the “Policy”) is intended to govern the investment practices for the investable assets of the North Shore Community College Foundation, Inc. (“NSCCF”), hereafter referred to as the “Fund”, and has been approved by the North Shore Community College Foundation, Inc. Board of Trustees (the “Board”). The Board’s By-Laws authorize the NSCCF Trust & Endowment Committee (the “T&E Committee”) to manage the Fund on its behalf subject to this Policy.

This Policy addresses the following:

- General goals and philosophy regarding investment of the Fund;
- Roles and responsibilities
- Specific investment objectives of the Fund
- NSCC Spending Policy
- Asset allocation and rebalancing policies
- Measurement and evaluation of investment performance
- Policies and guidelines for external Investment Managers

A. General Goals and Philosophy

NSCCF’s investment philosophy is based on sound and prudent fiduciary standards with a goal of long- term preservation of the principal value of the Fund as measured in real, inflation adjusted terms. The Fund will be managed on a total return basis while taking into account the level of liquidity required to fund the Board approved Spending Policy and other special appropriations as they arise. In pursuing its goal of long-term preservation of the principal value of the Fund, the T&E Committee understands that varying degrees of investment risk are generally rewarded with commensurate returns over the long term. Therefore, investments with different types and degrees of risk are appropriate for the Fund, provided that such risks are properly and regularly identified and managed.

B. Roles and Responsibilities

The Board’s By-Laws provides for membership of the T&E Committee as follows: Board Treasurer (Chair), Board President, up to five Board Directors, appointed non-members who serve as investment advisors, as well as a representative from the North Shore Community College's Executive Staff serving as an ex-officio member. Additionally, Massachusetts General Corporate Law includes legislation that governs the relationship between institutions of public higher education and their affiliated Foundations which fund-raise on their behalf. NSCCF is a separately incorporated 501(c)(3) public charity which is formally certified by the North Shore Community College's Board of Trustees annually. As such, management of the Fund is also

governed by the "sound and responsible investment practices" of North Shore Community College's Board of Trustees. This dual, but complimentary, approach to responsible management of the Endowment provides stability in the course of changes in NSCCF membership and/or North Shore Community College leadership, as well as changes in economic and/or governmental practices.

The Board's By-Laws authorize the T&E Committee to manage the Fund on its behalf subject to this Policy. The T&E Committee, in turn, is authorized to delegate certain responsibilities to professional experts in various fields, including the flexibility to retain, terminate, or replace an external Investment Manager (the "Manager(s)"). This delegation of authority allows for sufficient flexibility in the management process to capture investment opportunities as they arise.

The T&E Committee is responsible for:

1. Establishing and maintaining this Policy and Target Asset Allocation;
2. Monitoring the performance and risk profile of the Fund as a whole. Please note that this Policy will apply to all investable assets that the Board controls, even if said assets are located with multiple Managers or multiple accounts;
3. Reviewing the external Manager's implementation of this Policy;
4. Making recommendations to the Board regarding the hiring, termination, or replacement of external Manager(s);
5. Allocating investable assets to and among external Manager(s);
6. Making investment decisions for investable assets that are not allocated to an external Manager (subject to Board approval where required by the Board's By-Laws); and
7. Reviewing and addressing all potential conflicts of interest.

External Manager(s) responsibilities include selecting, rebalancing, terminating, and making tactical shifts inside their assigned portion of the Fund and being fully versed in the goals, strategies, philosophies, and objectives outlined in this Policy.

C. Investment Objectives of the Fund

The Fund's investment horizon is into perpetuity. The primary investment objectives are to:

1. Generate a long-term return after inflation and expenses in the form of income and asset appreciation (achieve "intergenerational equity").
2. Provide a stable source of liquidity and financial support for NSCCF's Spending Policy and special appropriations.
3. Ensure that all reasonable safeguards to control risk, including proper asset diversification, are in place to minimize the possibility of large losses.
4. Ensure that investments are made with care, skill, prudence and diligence under the circumstances then prevailing that a prudent person acting in a like capacity and familiar with such matters would use in the investment of an endowment with like character and aims.

Expected Return Profile

The T&E Committee has set a goal of outperforming, net of all investment expenses, a composite market index which best represents the target asset allocation of the Fund's overall investment structure. For example, the T&E Committee will create a blended composite market index return based upon the NSCCF asset allocation, with appropriate weightings for each benchmark. Comparisons will be done on at least a semi-annual basis.

Applicable benchmark indices (subject to annual review and change if necessary by the T&E Committee):

- Bloomberg Barclay's Intermediate U.S. Corporate Bond Index;
- Bloomberg Barclay's U.S. Aggregate Bond Index
- S&P 500 Total Return Index;
- MSCI All Country World Index (ACWI) ex US; and
- 90 day Treasury bill Index.

The Fund should experience risk as measured by volatility or variability of return not materially higher than that of the composite benchmarks as defined above.

D. Spending

Subject to the intent of donors expressed in gift instruments and maintaining compliance at all times with the Massachusetts Uniform Management of Institutional Funds Act, the T&E Committee may appropriate for expenditure or accumulate so much of the Fund as the T&E Committee determines to be prudent for the uses, benefits, purposes and duration for which each of the separate underlying funds in the overall Fund is established. In making a determination to appropriate or accumulate, the T&E Committee shall act in good faith, with the care of an ordinarily prudent person in a like position would exercise under similar circumstances and shall consider, if relevant, the following factors:

- NSCCF's mission, as defined in its mission statement;
- Purposes of the Fund and its long-term preservation;
- General economic conditions;
- Potential impact of inflation or deflation;
- Historic and projected contribution levels;
- Historic and projected total return from investment income and realized and unrealized gains;
- Other resources of NSCCF; and
- This Investment Policy Statement.

E. Asset Allocation

Diversification across asset classes is a core principle of prudent portfolio management. The T&E Committee will evaluate asset allocation targets and ranges for the Fund and will review

each annually. Certain asset classes require substantial time to adjust levels, particularly multi-strategy mandates, which may include illiquid investments. Consequently, implementation of adjustments to targets and ranges may require several years to achieve. The T&E Committee reserves the right to add or adjust asset classes applicable for investment, at its discretion. Fund assets will, under normal circumstances, be allocated across broad asset classes in accordance with the following guidelines:

Asset Class	Range	Overall Target Strategic Allocation of the Fund	Benchmark
Cash and Equivalents	1-5%	3%	90 day Treasury Bill
Fixed Income	30-50%	37%	Bloomberg Barclay's U.S. Aggregate/Intermediate U.S. Corporate Bond Indices
Equities	50-70%	60%	S&P 500 / ACWI ex-US Indices (Weighted Composite)

Further liquidity guidelines: Investments will be made through a combination of externally managed portfolios and commingled funds with various liquidity terms. At all times, at least 50% of the Fund should be able to be liquidated within one year and the aggregate balance of cash/equivalents held in NSCCF deposit/money market accounts should exceed \$250,000 (exclusive of cash/equivalents held by Investment Managers). Please refer to Appendix I for additional detail on asset allocation.

F. Meeting Schedule

The T&E Committee will meet in person or via remote participation means to review the performance and Fund's compliance with objectives and guidelines at least three times per year. In addition, the T&E Committee will update the Board, in conjunction with the aforementioned reviews.

G. Conflict of Interest Policy

Any situation which brings to mind the question of a possible conflict of interest should be brought to the attention of the T&E Committee; members should be sensitive to even the appearance of impropriety. This policy is not intended to prohibit investing with any firms or investment managers with whom a Board Member or T&E Committee Member is affiliated;

rather such relationships must be disclosed and the affiliated Board or T&E Committee Member should recuse himself/herself from any decisions pertaining to the affiliated firm.

H. Policy Review

This Investment Policy Statement will be reviewed biennially by the T&E Committee and be either reaffirmed or amended, as needed by the Board.

Investment Manager Guidelines

Discretion

Investment Managers shall have discretion in the management of the Fund subject to this Policy and guidelines set forth herein, and in manager specific investment advisory agreements or fund terms. Compliance with such policies, guidelines, agreements, and fund terms is the responsibility of each Investment Manager.

Investment Manager Selection

Investment Managers shall be chosen using the following criteria (order of listing does not imply priority):

- How the manager furthers the investment objective of NSCCF
- Need to achieve a prudent level of diversification
- Total value of assets under management
- Reputation and stability
- Background of its investment professionals
- Past performance on a risk adjusted basis over various timeframes and the consistency of that performance, considered relative to other investments having the same investment objective and style.
- Fees and other expenses

B. Investment Manager Performance Reports

Investment Managers shall provide NSCCF no less frequently than quarterly and within 30 days of the end of each quarter the following reports:

- Performance results (in a form that is in compliance with CFA Institute or GICS standards) along with comparative benchmarks for the quarter, 1 year, 3 years, 5 years and inception- to-date periods
- When possible, performance results should also be compared to a representative group of peer Investment Managers on the same basis as outlined above
- Asset allocation as of the end of each quarter – current versus policy
- Any recommendations for changes of the above

C. Investment Manager Performance Monitoring

The performance of Investment Managers shall be monitored by the T&E Committee to ensure that they remain suitable for NSCCF. Such review will take into account the following matters:

- Performance relative to the established benchmark
- Quality of portfolio securities
- Changes in NSCCF's investment objectives or composition
- General economic conditions

Appendix I – Asset Allocation Guidelines

The following paragraphs provide an overview and description of the underlying asset classes that the Fund may invest in.

1. Cash is intended to serve as a principal source of liquidity for operating cash flow for the Fund. It will be invested in only the safest assets including Treasury bills, Agency notes, or very safe money market instruments that focus on Treasury bills and equivalents. The focus is on safe, highly liquid assets as opposed to generating significant yield. There are no manager-specified limits for cash.

2. The purposes of the Fixed Income allocation are to (i) provide current income to support operating cash flow; and (ii) to create some measure of diversification. As a result, both credit quality and preservation of principal are a core emphasis of this allocation. A current risk for cash and high quality fixed income is the possibility of negative real returns, or returns which are less than the rate of inflation.

· Individual fixed income investments will be limited to investment grade securities, including preferred stocks, bank certificates of deposit, corporate debt securities, and obligations of the U.S. Government and its agencies. With the exception of the U.S. Government and its agencies, investments in a single position or issuer may not exceed 5% of the Fund.

· Representation in high yield bonds (i.e. bonds that are not investment grade) may be made only through funds.

· The total fixed income portfolio shall have an average credit quality of at least “BBB.”

3. The purpose of the allocation to Equities is to provide long-term capital appreciation, while also to a lesser extent dividend income. Equity Managers, specific stocks, and index funds will be selected with the objective of building a portfolio that is diversified by geographic region, economic sector, industry, and market capitalization. The objective in this allocation is to generate average annual compounded returns higher than the relevant broad market indices (i.e., the S&P 500, the Russell 1000, MSCI EAFE, and MSCI

World), net of fees, over full market cycles (7-10 years). However, these returns are subject to significant variability over short- to medium-time periods of less than five years.

- Individual equity securities shall generally be restricted to large cap and mid cap stocks that are actively traded on the major U.S. stock exchanges, including NASDAQ. No single equity security shall represent more than 5% of the Fund.
- Investment in small cap and non-U.S. stocks, including emerging market stocks, may be made only through funds

4. Alternative Investments: Representation in the following types of investments may be made only through funds:

- Precious metals
- Commodities
- Real estate and real estate investment trusts
- Alternative Investments in the aggregate shall not exceed 10% of the Fund

FP 23400 Conflict of Interest

Status	Active
Legal Authority	
Adopted	Approved April 3, 2007
Last Reviewed	2007

The North Shore Community College Foundation, Inc. may obtain services and/or products from Board Directors who have a wide range of skills and backgrounds beneficial to the organization. North Shore Community College Foundation, Inc. shall recognize that such business arrangements may have the potential to be perceived as a conflict of interest, see [Conflict of Interest](#).

- This policy shall define a conflict of interest relationship between a Director and the organization in which the member (or family relation defined as a spouse, child, parent, grandparent, grandchild, sibling, brother/sister-in-law, mother/father-in-law, or aunt/uncle) through a transaction with the Foundation receives remuneration or other considerations or has a direct or indirect financial interest.
- This policy shall not rule out business relationships, but rather shall establish the procedures and practices to be followed to eliminate actual or perceived conflicts of interest. These procedures and practices shall be as follows.
 - Each new member of the Board shall be provided with this policy as part of his/her/their orientation to the Board of Directors.
 - Each member of the Board shall be required to annually complete a disclosure from which shall identify any actual or potentially perceived relationship that members have with North Shore Community College Foundation, Inc.
 - This information shall be shared with the full Board of Directors. At the same time, the Board President or his/her/their representative shall review the policy with each member.

AP 23400 Conflict of Interest

Whenever a member of the Board of Directors of North Shore Community College Foundation, Inc. believes a conflict of interest (or a potential conflict of interest) exists, s/he/they shall so inform the Board of Directors at a regularly scheduled Board meeting. In the event that the conflict (or potential conflict) requires immediate attention, s/he/they shall inform the President of the Board or three Board Directors who may call an emergency meeting of the Board.

In a situation in which the Board of Directors considers entering into a transaction with a corporation, entity, or individual in which a Board member (or family relation) has an interest, the following steps shall be taken: 1) the interested Board member shall disclose the potential

conflict to the Board; 2) the interested Board member shall not participate in discussion of the potential conflict of interest matter; and 3) the transaction shall only be approved by a two-thirds majority vote of the Board members during a meeting that meets the requirements for a quorum as established by the Bylaws.

In addition, the President of the Board of Directors, or a majority of Board members present at a Board meeting in which a quorum is established, may require that a non-interested person or committee be established to investigate alternatives to a potential conflict-of interest transaction or arrangement and the Board determine through majority vote (without the interested member voting) whether the proposed transaction is in the organization's best interest and whether a more advantageous arrangement can be obtained elsewhere through reasonable efforts.

North Shore Community College Foundation, Inc. shall follow the requirements of the Massachusetts State Ethics Commission that require advance notice of related party transactions which are to be reimbursed with state funds.

FP 23500 Whistleblower Policy

Status	Active
Legal Authority	
Adopted	April 3, 2007
Last Reviewed	2007

The Code of Ethics of the North Shore Community College Foundation, Inc. shall require the Board of Directors to observe high standards of business and personal ethics in the conduct of their duties and responsibilities, see [Whistleblower Policy](#). As representatives of the Foundation, Board Directors shall practice honesty and integrity in fulfilling board responsibilities and shall comply with all applicable laws and regulations.

I. Reporting Responsibility

It shall be the responsibility of all Board Directors and College employees to comply with the Code of Ethics and to report violations or suspected violations in accordance with this policy.

II. No Retaliation

No Board Director or College employee who in good faith reports a violation of the Code of Ethics shall suffer harassment, retaliation, or adverse employment consequence. A Board Director or College employee who retaliates against someone who has reported a violation in good faith shall be subject to discipline up to and including termination of employment. This policy shall encourage and enable Board Directors, College employees, and others to raise serious concerns within the Foundation prior to seeking resolution outside the Foundation.

III. Reporting Violations

The Code addresses the Foundation's policies and suggests that Board Directors and College employees share their questions, concerns, suggestions, or complaints with someone who can address them properly. Board Directors and College employees shall be required to report suspected violations of the code of conduct to the Foundation's Treasurer who has specific and exclusive responsibility to investigate all reported violations.

AP 23500 Whistleblower Policy

I. Compliance Officer

The Foundation Treasurer shall act as the Foundation's Compliance Officer when needed and responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code and, at his/her/their discretion, shall advise the Board President and the Trust and Endowment Committee. The Foundation's Compliance Officer shall be required to report to the Foundation Auditor at least annually on any compliance activity. In cases of suspected fraud, individuals should contact the Foundation Treasurer directly.

II. Accounting and Auditing Matters

The Trust and Endowment Committee of the Board of Directors shall address all reported concerns or complaints regarding accounting practices, internal controls, or auditing. The Treasurer shall immediately notify the Trust and Endowment Committee of any such complaint and work with the committee until the matter is resolved.

III. Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false shall be viewed as a serious disciplinary offense.

IV. Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations shall be kept confidential to the extent possible and consistent with the need to conduct an adequate investigation.

V. Handling of Reported Violations

The Foundation Treasurer shall notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports shall be promptly investigated and appropriate corrective action shall be taken if warranted by the investigation.

FP 23600 Document Retention and Destruction

Status	Active
Legal Authority	IRS Regulations strongly recommend
Adopted	April 2019
Last Reviewed	2019

North Shore Community College Foundation shall retain and destroy financial records following the rules and recommendations of the United States Internal Revenue Service and such other best practices identified for similar nonprofit organizations and in compliance with accounting regulations.

AP 23600 Document Retention and Destruction

The Retention and Destruction of Financial Records Policy identifies the record retention and destruction responsibilities of North Shore Community College (NSCC) staff, North Shore Community College Foundation (NSCCF) directors and volunteers, and outsiders for maintaining and documenting the storage and destruction of the North Shore Community College Foundation's documents and records. NSCCF shall be required to adhere to the following guidelines:

- Paper or electronic documents indicated under the terms for retention in the following section shall be transferred and maintained by the NSCCF and stored by NSCC in a secure location in a clearly identifiable manner to allow recovery of such stored documents. Similarly, documents stored in electronic form shall be clearly identified and recoverable and shall be backed up in a prudent manner consistent with NSCC IT policies;
- All other paper documents shall be destroyed after three years;
- All other electronic documents shall be deleted from all individual computers, data bases, networks, and back-up storage after two years;
- No paper or electronic documents shall be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation; and,
- No paper or electronic documents shall be destroyed or deleted as required to comply with government auditing standards (Single Audit Act).

The following table provides a guide for the minimum requirements of retaining financial records. Grant awards from public and/or private funders may provide for a longer period than is required as below:

Type of Document	Minimum Requirement
Accounts payable & receivable ledgers and schedules	7 years
Attorney General Reports, including Form PC	Permanently
Appraisals	Permanently
Audit reports	Permanently
Bank reconciliations	7 years
Bank statements	7 years

Type of Document	Minimum Requirement
Bank deposit slips	7 years
Checks (for important payments and purchases)	Permanently
Check register(s)	7 years
Contracts, mortgages, notes, and leases (expired)	7 years
Contracts (still in effect)	Contract period plus 7 years
Correspondence, including email (general)	3 years
Correspondence (legal and important matters)	Permanently
Correspondence, including email (with customers and vendors)	3 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation schedules	Permanently
Donor records and acknowledgment letters	7 years
Duplicate deposit slips	2 years
Electronic funds transfer documents	7 years
Expense analyses/expense distribution schedules	7 years
Grant applications and contracts	7 years after expiration
Year-end financial statements	Permanently
Insurance records, current accident reports, claims, policies, and so on (active and expired)	Permanently
Internal audit reports	7 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers, from vendors)	7 years
Minute books, bylaws, and charter	Permanently
Patents and related papers	Permanently
Stocks and Bonds records	Permanently
Tax returns and worksheets	Permanently
Trademark registrations and copyrights	Permanently
FOR FOUNDATION EMPLOYEES	
Employment applications	3 years
Employment and termination agreements	Permanently

Type of Document	Minimum Requirement
I-9 Forms	Later of 3 years after hire date, or 1 year after employment terminates
Payroll records and summaries	7 years
Personnel files (terminated employees)	7 years after termination
Retirement and pension records	Permanently
Timesheets for Foundation Employees	7 years
Withholding tax statements for Foundation employees	7 years