

*ACADEMIC  
REGULATIONS*

*2015-2016*

*Academic Regulations* is an annual publication of the Office of the Provost.

All undergraduate students are responsible for complying with the rules, regulations, policies, and procedures contained in this publication as well as those in other official University publications and announcements which may be issued from time to time.

Students are also expected to familiarize themselves with other important documentation including, but not limited to, the Guide to Undergraduate Programs.

The University reserves the right to change policies and regulation whenever such action is deemed appropriate or necessary.

This publication is compiled by the Office of the Registrar and published on the Registrar's website at [www.umass.edu/registrar](http://www.umass.edu/registrar). It is issued annually at or near the beginning of the fall semester.

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# ACADEMIC REGULATIONS

## PREFACE

Just as any society needs laws to govern the relationships among its citizens, a university, too, needs regulations to define the relationships among its citizens, in this case students and faculty. Accordingly, academic regulations should both stipulate the faculty's requirements for a degree and provide students with guidelines for achieving their personal academic goals; they should provide a means for students to evaluate their own progress and for faculty to evaluate the relative performance of various students; and should identify as soon as possible students whose performance suggests either that the probability of their achieving a degree is slight or that they are eligible for special privileges and honors.

Moreover, a university faces a responsibility not only to its own citizens but to the larger society as well, and thus its academic regulations must satisfy both internal and external needs. Thus, academic regulations should provide assurances both for students currently enrolled and those who seek admission that as many spaces as possible will be available within the University and within individual courses; and should not only clarify procedures and guarantee rights for students, but should also provide assurances to accrediting agencies, professional bodies, and society in general that standards are being maintained.

The following academic regulations represent the official position of the University of Massachusetts Amherst and apply to all undergraduates. It is incumbent upon students and faculty to familiarize themselves with these regulations and adhere to them, keeping in mind that students are held responsible for satisfying the regulations established by their major department and by their college as well as by the University.

Students have a right to pursue clarifications, interpretations, and appeals to these regulations, especially when they feel that extenuating circumstances warrant an exception to any of the rules that follow. The procedure for exercising this right begins with the student's Undergraduate Dean, who is the administrator in the dean's office in each school or college who holds the authority delegated from the faculty for either making or recommending exceptions to these academic regulations. Requests for exceptions to the administrative policies concerning enrollment categories and course registration are made to the University Administrative Board on Course Registration. Students should also consult the Undergraduate Academic Grievance Procedure (available from the Ombuds Office, the office of the Student Government Association, or the Student Center for Educational Research and Advocacy).

A note on the University transcript: A student's transcript represents the official record of his or her course registration and completion and academic status within the policies outlined below. Any request by a student to alter his or her official record in any way (except as provided for by approved policies) must be presented to the student's undergraduate dean. The undergraduate dean will either act under the authority of the Faculty Senate Committee on Admissions and Records, or forward the request to said Committee. If a dean acting under authority of the Committee on Admissions and Records denies the request, the dean's decision may be appealed to the Committee on Admissions and Records, which represents the final course of appeal on such matters. All appeals should be made in a timely manner by the student, and should be commenced prior to graduation. After the start of the semester following a student's graduation, the student's academic record cannot be altered, except for instances of documented institutional error.

## **I. ACADEMIC HONESTY**

All members of the University community must participate in the development of a climate conducive to academic honesty. While the faculty, because of their unique role in the educational process, have the responsibility for defining, encouraging, fostering, and upholding the ethic of academic honesty, students have the responsibility of conforming in all respects to that ethic.

Intellectual honesty requires that students demonstrate their own learning during examinations and other academic exercises, and that other sources of information or knowledge be appropriately credited. Scholarship depends upon the reliability of information and reference in the work of others. Student work at the University may be analyzed for originality of content. Such analysis may be done electronically or by other means. Student work may also be included in a database for the purpose of checking for possible plagiarized content in future student submissions. No form of cheating, plagiarism, fabrication, or facilitating of dishonesty will be condoned in the University community.

Academic dishonesty includes but is not limited to:

Cheating - intentional use, and/or attempted use of trickery, artifice, deception, breach of confidence, fraud and/or misrepresentation of one's academic work.

Fabrication - intentional and unauthorized falsification and/or invention of any information or citation in any academic exercise.

Plagiarism - knowingly representing the words or ideas of another as one's own work in any academic exercise. This includes submitting without citation, in whole or in part, prewritten term papers of another or the research of another, including but not limited to commercial vendors who sell or distribute such materials.

Facilitating dishonesty - knowingly helping or attempting to help another commit an act of academic dishonesty, including substituting for another in an examination, or allowing others to represent as their own one's papers, reports, or academic works.

Sanctions may be imposed on any student who has committed an act of academic dishonesty. Any person who has reason to believe that a student has committed academic dishonesty should bring such information to the attention of the appropriate course instructor as soon as possible.

Formal definitions of academic dishonesty, examples of various forms of dishonesty, and the procedures which faculty must follow to penalize dishonesty are contained in *Academic Honesty Policy* which can be found in *The Code of Student Conduct*, available on the Dean of Students web site. Appeals must be filed within ten days of notification by the Academic Honesty Board that a formal charge has been filed by an instructor that s/he suspects dishonesty. Call the Ombuds office for more information on the process. The Provost's Office is where appeals are processed and filed.

## **II. ENROLLMENT CATEGORIES**

Enrollment is an official relationship between students and the University. In order to be considered officially enrolled, students must pay all financial obligations to the University and register for courses. Failure to meet either of these conditions means the student is not enrolled for the current semester.

### A. Full-Time Students.

Full-time students are required to carry the minimum load of 12 credits (also known as "units") each semester.

There are cases in which critical health or personal problems cause a student to find, after the Add/Drop period, that he or she must carry fewer than 12 credits. In these cases, the student cannot be certified as full-time, but all University benefits, fees, and obligations applying to full-time students still apply, as do the requirements for academic good standing. The semester will count as one of the ten allowed for graduation. Students with these extenuating circumstances, who find that their lack of full-time status is denying them an important student benefit may, if supported by their academic deans, ask the Registrar to produce a letter citing the extenuating circumstances that have led to the drop from full-time status. Such letters may or may not be instrumental in convincing an off-campus entity to grant the student the benefits of a full-time student.

Students in approved cooperative education programs, administered through the University's Field Experience Office, in which the amount of work performed is equivalent to the academic workload of a full-time student, will also be considered full-time students. In these cases, however, the usual University benefits, fees, and obligations applying to full-time students do not still apply.

#### B. Part-Time Degree-Seeking Students.

Part-time is an original admissions category for students who are admitted as candidates for a degree, but who cannot devote their full time to the pursuit of a degree. In addition, full-time students may become part-time. A change in status may be requested during the registration or Add/Drop periods for the semester in which the change of status is sought. Full-time students in good academic standing may elect part-time status without Dean's approval. In all instances, the Registrar's Office must be notified on the appropriate forms available from that office. Part-time students are subject to all academic regulations and standards. (See Section III Academic Status)

#### C. Special Students (Non-Degree-Seeking Students).

Special student status is a limited non-degree admission category for those who wish to enroll in regular University courses and who are not presently pursuing a degree.

1. If a Special Student is later admitted to a University degree program, the pre-matriculation record will be evaluated in accordance with provisions stated in Enrollment Regulations for Continuing & Professional Education (see Enrollment Regulations for Continuing & Professional Education).
2. Students who withdraw in good standing from an undergraduate degree program and who wish to enroll on a non-degree basis must notify the Registrar of their desire to change their status (see Enrollment Regulations for Continuing & Professional Education).
3. Students who have been suspended or dismissed from an undergraduate degree program may not be admitted to Special Student status.

#### D. Continuing & Professional Education Students.

Anyone with a high school degree or its equivalent may register for undergraduate courses in Continuing & Professional Education, except as restricted by academic status (see Section III Academic Status). Students may apply to a degree program within Continuing & Professional Education, or enroll in courses offered by Continuing & Professional Education as non-degree students. The satisfaction of undergraduate degree program requirements with courses offered by Continuing & Professional Education is restricted by other policies (see Enrollment Regulations for Continuing & Professional Education).

1. Degree Seeking Students. Students admitted to degree programs in Continuing & Professional Education are normally those who need to do their coursework via evening study or via on-line learning. Most are part-time students. These students must meet general University admission standards in order to matriculate. Students may select the Bachelor of General Studies (BGS) program available only through Continuing & Professional Education, which requires an individual concentration in lieu of a traditional major, or an academic program sponsored by a School or College within the University and approved for such enrollment by the Provost's Office. Students may also select the BGS as a second bachelor's degree.

2. Concurrent Enrollments. Students who have been admitted to a degree program in the University are normally expected to complete their degree requirements after matriculation by enrollment in regular University courses. However, in some circumstances, detailed in Enrollment Regulations for Continuing & Professional Education, students may enroll in courses offered by Continuing & Professional Education, and in regular University courses. In this case, the two enrollments will be merged on the students' official records and transcripts for that semester. Continuing & Professional Education course registration fees must be paid in addition to regular University tuition and fees.

3. Non-Degree-Seeking Students. Those students registering for courses offered by Continuing & Professional Education who are not classified in numbers 1 and 2 above are considered non-degree students. If a non-degree student is accepted to a regular University degree program, the application to that degree program of the courses completed while a non-degree Continuing & Professional Education student is governed by regulations detailed in Enrollment Regulations for Continuing & Professional Education. Once a student has been enrolled in an undergraduate degree program at the University, a student may not be classified as a Continuing & Professional Education non-degree student, except a student who has been suspended or dismissed and has permission from his or her undergraduate dean to enroll in courses offered by the Division will be classified as a non-degree Continuing & Professional Education student.

### **III. ACADEMIC STATUS**

Students' academic status is determined by their cumulative grade point averages. Effective with the Fall 1993 semester the number of units (credits) completed toward the degree for students enrolled after 1993 will not be a criterion for academic good standing. However, see paragraph A. Good Standing, below, for restrictions. Academic Suspension, Academic Dismissal, and Immediate Reinstatement will be permanently recorded on students' official transcripts. An Academic Warning will not appear on the official transcript. However, all Academic Warnings, Academic Probations and Probations Continued, as well as all Academic Suspensions, Academic Dismissals and Immediate Reinstatements will be permanently recorded on internal academic records.

#### A. Good Standing.

Students are in good academic standing when their cumulative grade point average is 2.000 or above. This requirement applies to full-time and part-time students, and applies equally to those who were admitted as first year and as transfer students.

The average number of units earned per semester is not used in the determination of good academic standing. However, the Registrar's Office will issue a credit alert service indicator to all students who have earned less than an average of 12 graduation credits per semester (e.g., a student who has completed fewer than 48 credits after four semesters, fewer than 60 credits



after five semesters). The Registrar's Office will continue to issue this service indicator every semester in which a student continues to fall below the 12-credit per semester minimum average.

In addition, if a student does not complete at least 48 degree credits by the end of four semesters, the student will be required to obtain approval of an academic plan for graduation by the departmental chief undergraduate adviser or college/school academic dean. The student will not be allowed to enroll in courses at the University until an academic plan is approved. Students who fail to fulfill the conditions of their academic plan in subsequent semesters may be prevented from registering for courses by their academic deans.

#### B. Academic Warning.

Students whose cumulative average is 2.000 or above, but whose semester average is less than 2.000, will be sent a warning indicating that they should consult with their academic dean.

#### C. Academic Probation.

Students whose cumulative average falls below 2.000 will be placed on Academic Probation. Students who have been placed on Academic Probation or who have received a second consecutive Academic Warning should contact their academic dean.

#### D. Academic Suspension.

Students on Probation who fail to achieve or maintain good standing in any subsequent semester will be placed on Academic Suspension unless an appeal is granted. Suspended students may not enroll in the succeeding Fall or Spring semester (see paragraph G. Appeals Process). Suspension is a one semester separation from the University including Continuing & Professional Education. Following one semester on Academic Suspension, students who file an Application for Readmission with the Registrar's Office (by April 1 for the Fall semester or October 15 for the Spring semester) are entitled to re-enroll.

Upon readmission, students returning from suspension shall confer with their academic deans prior to re-enrollment.

1. Probation Continued. Students who are subject to Academic Suspension, yet whose semester's work shows substantial improvement, may be placed on Probation Continued at the discretion of their Academic Dean.
2. Immediate Reinstatement. Students who are suspended may be granted an Immediate Reinstatement by an academic dean or the Committee on Admission and Records. Immediate reinstatement status grants the student an additional semester to achieve good standing. Students on Immediate Reinstatement status who fail to achieve good standing will be dismissed.

#### E. Academic Dismissal.

Academic Dismissal is a permanent separation from the University. Students who are readmitted after any Academic Suspension and fail to achieve or maintain good standing in any subsequent semester will be placed on Academic Dismissal unless an appeal is granted (see paragraph G. Appeals Process).

#### F. Academic Status and Grade Changes.

The academic status earned by a student shall remain in effect even if he/she receives a retroactive grade change that positively affects the cumulative and term GPA.

1. The following are exceptions to this policy:
  - (a) the original grade was a mistake and is corrected by the professor, or
  - (b) the original grade was an INC which is converted to a grade within 4 weeks of the start of the subsequent semester.

2. Suspended or Dismissed students are not eligible to enroll in Continuing & Professional Education.

Although academic standing is determined on the basis of prior coursework, due to the timing of registration and academic discipline matters, students may complete a course for which they registered before suspension or dismissal occurred that is offered during the immediately subsequent Continuing & Professional Education session (Winter or Summer Session I only).

However, such a course would not be considered as supporting evidence in an appeal of a suspension or dismissal unless both of the following are true: first, a passing grade in the course would allow a student to reach a cumulative grade point average of 2.000 or higher (Good Standing); and second, the course has been identified by the academic dean as an appropriate choice toward achieving academic progress (e.g. coursework that satisfies general education or major requirements).

#### G. Appeals Process.

Students have the right to appeal their academic status. Authority for determining students' academic status resides with the Committee on Admissions and Records. Students must consult with their dean about petitions and appeals procedures.

1. All such appeals must be initiated in writing through the academic dean in the school or college in which the student is enrolled. Decisions made by the deans may be appealed to the Committee on Admissions and Records.
2. Appeals of Suspension or Dismissal may be made on the following grounds:
  - (a) Substantial academic progress.
  - (b) Course work completed after the initial decision.
  - (c) Financial difficulties.
  - (d) Health problems.
  - (e) Extenuating personal circumstances.
  - (f) Other academic reasons.

All cases will be reviewed individually. Ordinarily documentation will be required.

#### H. Academic Status and Financial Aid Eligibility.

Federal and state regulations require that recipients of financial aid maintain satisfactory academic progress (SAP) toward a degree or eligible certificate program of study. There are "qualitative" and "quantitative" standards that must be met to maintain eligibility for federal and state financial aid programs. These standards include maintaining a minimum grade point average (GPA) of 2.000 after four terms and the completion of the undergraduate degree within 10 semesters. (see paragraph J. Semester Count (Total Terms)), below, on how total terms, including transferred credits, are calculated.) This second criterion is measured continuously and students are expected to earn a minimum number of cumulative credits as follows: Students who fail to satisfy SAP requirements will be notified that their state and federal aid eligibility may be revoked and advised of a financial aid conditional probation or an appeals process. This policy is reviewed and revised periodically to ensure compliance with federal regulations. Additional information is available at the financial aid office or through the web at [www.umass.edu/umfa](http://www.umass.edu/umfa).

#### I. Academic Status and Student Athletes.

NCAA legislation requires satisfactory academic progress in order for an athlete to remain eligible. For guidelines contact the Athletic Department.

#### J. Semester Count (Total Terms).

For the purpose of determining the ten semester statute of limitations for the completion of degree requirements, a semester count is determined as follows:

1. Each semester of enrollment as a full-time student at the University (see Section II Enrollment Categories, paragraph A. Full-Time Students) is counted as one semester, independent of the number of credits (units) taken or passed. However, students who enroll in fewer than 12 credits in a semester will not be certified by the University as full-time during that semester for financial aid or any other purpose.

2. For students engaged in part-time study (see Section II Enrollment Categories, paragraph B. Part-Time Degree-Seeking Students), twelve (12) credits will be considered the equivalent of one semester. Students involved in part-time study must complete their last sixty (60) credits within five years.

3. Any credits earned prior to matriculation as an undergraduate student on the Amherst campus of the University and accepted as credits for transfer to the University transcript are converted to semester hours, totaled, and divided by 15 to determine an initial semester count. Zero to 14 credits will not count, but will be added to any credits transferred after matriculation for calculation according to number 4 of this section, below. If the number of credits beyond an integer multiple of 15 is 9 or more, they constitute another semester. (Fifteen through 23 transferred credits constitute one semester; 24 through 38 constitute two semesters; 39 through 53 constitute three semesters; 54 through 68 constitute four semesters; 69 through 83 constitute five semesters.)

4. Any other credits transferred to the University transcript after matriculation are converted, totaled, and divided by twelve to determine additional equivalent semesters. (For example, 24 through 35 credits constitute two semesters; 36 through 47 constitute three semesters). In this calculation credits remaining beyond an integer multiple of twelve do not count as an additional semester. However, they will be added to subsequent transfer or part-time credits to determine semester count.

5. The sum of the semesters calculated in each of the categories above is the semester count, generally referred to in these regulations as semesters of enrollment or as Total Terms.

6. In determining semesters at the University, enrollment in courses after matriculation during summer sessions or January intersession on this campus does not affect the calculation of total terms.

K. Special Provisions for Reinstatement after Extended Absence from the University. (Fresh Start).

Students who return to the University after an absence of at least three years may have their prior work not included in their cumulative grade point average subject to the following conditions:

1. Readmission to the University must follow normal procedures (e.g., a student who left the University on academic dismissal must petition the Committee on Admissions and Records and justify readmission on the usual grounds).

2. A minimum of 45 credits must be taken in residence on the UMass Amherst campus after readmission and before graduation.

3. Courses taken and grades achieved in the first admission will appear on the transcript along with a notation that they are not included in the cumulative average.

4. General Education and free elective credits passed with a grade of C- or better in the first admission will be counted toward graduation credit upon readmission but will not be included in the cumulative average.

5. Major program courses taken in the first admission must be approved as part of the major program for graduation by the major department. Courses accepted to the major will not be included in the calculation of the major grade point average.

6. Those who had left the University in Good Standing or on Probation will have Academic Standing calculations begin at the start of the progression upon their return. Students who, upon departure, had a suspension or dismissal in that final term will continue through the usual academic Standing progression after their return.

7. Students who qualify for and wish to choose this option must notify the Registrar as part of the Readmission application. Students may not change the option after they have been readmitted. If students choose this option, it will apply to all prior work at the University.

8. For the purpose of this policy, an "absence of at least three years" is defined as not having been enrolled in any courses on the Amherst campus for six successive fall and spring semesters or any of the intervening intercessions or summer sessions. Students may not have been enrolled in any regular University courses or any courses offered by Continuing & Professional Education during this period.

#### **IV. GRADUATION REQUIREMENTS**

Students must assume responsibility for monitoring their progress toward graduation and the fulfillment of requirements. In order to be graduated, students must be cleared by: (1) their Department, (2) their School or College, and (3) the University. In addition, students must provide the Registrar's Office with accurate information regarding their projected graduation date and degree. If a graduating senior is administratively withdrawn his/her graduation date will be determined by the date of resolution which clears the outstanding obligation.

Students are subject to University graduation requirements published in the *Guide to Undergraduate Programs* (formerly, the *Undergraduate Catalog*) in effect when they enter the University, and are subject to the major requirements published in the *Guide to Undergraduate Programs* in effect when they enter the major. Students who withdraw from and later re-enter the University may be subject to graduation requirements defined in the *Guide to Undergraduate Programs* in effect at the time they re-enter.

The University's graduation requirements are as follows:

##### A. Credit Requirements.

Students must complete a minimum of 120 credits, at least 45 of which must be completed in residence (see paragraph F. Residence Requirements, below). For exclusions and restrictions, see Section VI Grading System and Credit Guidelines, below. Individual colleges, schools, and departments may require more than 120 credits.

##### B. Grade Point Averages.

All students must achieve an overall average of at least C (2.000). All students must also achieve a cumulative average of at least C (2.000) in their major.

C. General Education Requirements for Students Entering the University in Spring 2010 or Before.

Students must complete a set of course requirements in several different areas. Courses offered by the University that satisfy these requirements are identified by letter designations (except for the Junior Year Writing requirement). These areas and requirements are as follows.

1. The University Writing Requirement consists of two courses. The Freshman Writing requirement is satisfied by ENGLWRIT 112 or ENGLWRIT 113, College Writing (CW), taken during the freshman year, or by exemption from the requirement through the Placement Exam, SAT/Achievement Test scores, or Advanced Placement test score. The Junior Year Writing requirement (which does not carry a letter designation) is part of the requirements for each student's major.

2. Social World courses:

- (a) Six courses distributed as follows: one course in Literature (AL); one course in the Arts (AT) or a second course in Literature; one course in Historical Studies (HS); two courses in the Social and Behavioral Sciences (SB); and one additional course in any of the areas within the Social World (AL, AT, HS, or SB).
- (b) Two courses designated as having a Social and Cultural Diversity component. One of these courses must focus on Diversity in the United States (U), and the other must focus on Diversity in Global Perspective (G). These may be courses that also fulfill other General Education designations and so bear both letter designations (ALU, ATU, HSU, SBU, IU, ALG, ATG, HSG, SBG, or IG), or one or both Diversity courses may have only a Diversity designation (U or G).

3. Three courses in the Biological and Physical World, with at least one course in a Biological Science (BS) and at least one course in a Physical Science (PS). The third course may be either BS or PS or SI.

4. One Basic Math Skills course and one Analytic Reasoning course. A student may be exempted from the Basic Math Skills requirement by achieving a sufficiently high score on the Basic Math Skills exemption exams (offered twice each semester). Students not exempted by examination score must take one Basic Math Skills (R1) course. This requirement can also be satisfied with some higher level courses that presuppose knowledge of basic math skills. A student who takes an R2 course listed on the Gen Ed List (available at [www.umass.edu/registrar/registration/rl\\_r2\\_requirements.htm](http://www.umass.edu/registrar/registration/rl_r2_requirements.htm)) can satisfy both the R1 and R2 requirements with the same course. All students must take one course in Analytic Reasoning (R2).

5. Interdisciplinary courses: While no student is required to take an Interdisciplinary course, a student may elect to substitute up to three Interdisciplinary courses, and/or Science Interdisciplinary designated (I) or (SI) for some General Education requirements. No substitutions may be made for College Writing (CW), Basic Math Skills (R1), or Analytic Reasoning (R2). Students may substitute up to three Interdisciplinary courses in the other areas subject to the following restriction:

- (a) All students must take at least one course in each of the following areas: Literature (AL), Historical Studies (HS), Social and Behavioral Sciences (SB), Biological Sciences (BS), and Physical Sciences (PS).
- (b) An Interdisciplinary course will fulfill a Social and Cultural Diversity requirement only if it carries both the Interdisciplinary and Diversity designations (IU or IG).
- (c) Only courses that carry an SI designation can be used to fulfill a Biological Sciences (BS) or a Physical Sciences (PS) requirement. Students can use either an SI or an I course to satisfy any of the following requirements: the second Arts course (AL/AT/I/SI), the

second Social & Behavioral Sciences course (SB/I/SI), or the sixth Social World Course (AL/AT/HS/SB/I/SI).

As of Fall 2005 freshmen and transfers who enter the University must satisfy their third Science requirement with a course designated BS, PS or SI. These students cannot use an I course to satisfy this requirement. Students who entered the University prior to Fall 2005 may satisfy this requirement with a course designated BS, PS, SI or I.

No General Education requirement will be fulfilled by a course which is taken on a Pass/Fail basis, regardless of whether a P (Pass) or a grade is listed on the transcript. Students should not elect the Pass/Fail option for courses they wish to count toward their General Education requirements.

Students will not be allowed to use a single course to satisfy more than one General Education requirement, with the following exceptions: 1) a course which carries a Social and Cultural Diversity designation and is also designated as a Social World or Interdisciplinary course may be applied to another General Education requirement (as appropriate) in addition to one of the Social and Cultural Diversity requirements; 2) an R2 course from the R1/R2 list (see [www.umass.edu/registrar/registration/r1\\_r2\\_requirements.htm](http://www.umass.edu/registrar/registration/r1_r2_requirements.htm) may satisfy both the Basic Math and Analytical Reasoning Requirements.)

Only one course in a student's major department may be counted toward satisfaction of General Education requirements, with the following exception: If a student uses one course from the major department designated AL, AT, HS, SB, BS, PS, R2, SI, or I, the student may use a second course from the major department that has a Diversity designation (U or G, alone or added to AL, AT, HS, SB, or I) to satisfy one of the Diversity requirements. (Only a Diversity requirement will be fulfilled by the second course.)

Students seeking exception to any of the requirements or restrictions of General Education should consult their undergraduate deans. General Education requirements are very strictly enforced, but students with sufficient grounds (e.g., documented misadvising) may submit a written petition with appropriate documentation through their undergraduate academic dean to the General Education Variance Committee, a Subcommittee of the General Education Council.

#### D. General Education Requirements for Students Entering the University in Fall 2010 or Later.

Students must complete a set of course requirements in several different areas. Courses offered by the University that satisfy these requirements are identified by letter designations (except for the Junior Year Writing and Integrative Experience requirements). These areas and requirements are as follows.

1. The University Writing Requirement consists of two courses. The Freshman Writing requirement is satisfied by ENGLWRIT 112 or ENGLWRIT 113, College Writing (CW), taken during the freshman year, or by exemption from the requirement through the Placement Exam, SAT/Achievement Test scores, or Advanced Placement test score. The Junior Year Writing requirement (which does not carry a letter designation) is part of the requirements for each student's major.

2. Social World courses:

- (a) Four courses distributed as follows: one course in Literature (AL) or the Arts (AT); one course in Historical Studies (HS); one course in the Social and Behavioral Sciences (SB); and one additional course in any of the following areas within the Social World (AL, AT, I, SI, or

SB). Students who enter as freshmen can satisfy each of these requirements with one 4-unit course or two 3-unit courses with the appropriate designation. Transfers can satisfy each of these requirements with one 3- or 4-unit course.

- (b) Interdisciplinary courses: While no student is required to take an Interdisciplinary course, a freshman may elect to take a 4-unit interdisciplinary Gen Ed course (I or SI) or two 3-unit interdisciplinary Gen Ed courses (I or SI) as the fourth Social World course. Transfers may elect to take a 3-unit or a 4-unit interdisciplinary Gen Ed course (I or SI) as the fourth Social World course. No more than three Interdisciplinary Gen Ed courses (I and/or SI) may be applied to Gen Ed and Diversity requirements.
3. Two courses in the Biological and Physical World, with one course in a Biological Science (BS) and one course in a Physical Science (PS). Students who enter as freshmen can satisfy each of these requirements with one 4-unit course or two 3-unit courses with the appropriate designation. Transfers can satisfy each of these requirements with one 3- or 4-unit course.
  4. One Basic Math Skills course and one Analytic Reasoning course. A student may be exempted from the Basic Math Skills requirement by achieving a sufficiently high score on the Basic Math Skills exemption exams (offered twice each semester). Students not exempted by examination score must take one Basic Math Skills (R1) course. This requirement can also be satisfied with some higher level courses that presuppose knowledge of basic math skills. A student who takes an R2 course listed on the Gen Ed List (available at [www.umass.edu/registrar/registration/r1\\_r2\\_requirements.htm](http://www.umass.edu/registrar/registration/r1_r2_requirements.htm)) can satisfy both the R1 and R2 requirements with the same course. All students must take one course in Analytic Reasoning (R2).
  5. Two courses designated as having a Social and Cultural Diversity component. One of these courses must focus on Diversity in the United States (U), and the other must focus on Diversity in Global Perspective (G). These may be courses that also fulfill other General Education designations and so bear both letter designations (ALU, ATU, HSU, SBU, IU, SIU, ALG, ATG, HSG, SBG, or IG), or one or both Diversity courses may have only a Diversity designation (U or G).
  6. Upper-Division Integrative Experience: The Integrative Experience requirement is part of the requirements of each student's major, as well as a General Education requirement. Academic departments will provide a list of Integrative Experiences that fulfill the requirement for each major. There is no designation for this requirement.
  7. In addition to the requirements listed above, transfer students must take two additional 3- or 4-unit General Education courses selected from the following categories: Basic Math Skills, Analytical Reasoning, Biological and Physical World, or Social World.

NOTE: Only one course from a student's major department may be applied to General Education requirements and one course applied to Diversity requirements.

No General Education requirement will be fulfilled by a course which is taken on a Pass/Fail basis, regardless of whether a P (Pass) or a grade is listed on the transcript. Students should not elect the Pass/Fail option for courses they wish to count toward their General Education requirements.

Students will not be allowed to use a single course to satisfy more than one General Education requirement, with the following exceptions: 1) a course which carries a Social and Cultural Diversity designation and is also designated as a Social World or Interdisciplinary course may be applied to another General Education requirement (as appropriate) in addition to one of the Social and Cultural Diversity requirements; 2) an R2 course from the R1/R2 list (see [www.umass.edu/registrar/registration/r1\\_r2\\_requirements.htm](http://www.umass.edu/registrar/registration/r1_r2_requirements.htm) may satisfy both the Basic Math and Analytical Reasoning Requirements.)

Students admitted as freshmen who bring in 9 or more course credits (not test credits) taken prior to their enrollment at UMass/Amherst may change to transfer requirements by filing a Change to Transfer General Education Requirements form in the Records Office (207 Whitmore) by the end of their first spring semester.

Students admitted as freshman who later go on a UMass/Amherst-approved exchange or study abroad program may change to transfer requirements by filing a Change to Transfer General Education Requirements form in the Records Office (207 Whitmore.) It is recommended that students file the form as soon as possible following the exchange, but no later than the beginning of their last semester at UMass/Amherst.

Students seeking exception to any of the requirements or restrictions of General Education should consult their undergraduate deans. General Education requirements are very strictly enforced, but students with sufficient grounds (e.g., documented misadvising) may submit a written petition with appropriate documentation through their undergraduate academic dean to the General Education Variance Committee, a Subcommittee of the General Education Council.

E. College and/or School requirements, where applicable.

F. An Approved Major.

A major consists of intensive or specialized work in a particular department or program, requiring a minimum of at least 30 credits in a coherent and extensive set of courses with a particular discipline or focus. Most majors require more than 30 credits.

G. Residence Requirements: A student must successfully complete a minimum of 45 credits in residence.

For this purpose residence credits are defined as being credits earned for work done while registered on the Amherst campus of the University of Massachusetts or while enrolled in one of the University's formal exchange programs. Residence credits thus include UMASS 298 or departmental practicum (a maximum of 15 credits), University Without Walls, student teaching, credits generated through special examinations administered by an Amherst campus academic department, Stockbridge School courses, Five College Interchange courses, and courses in Continuing & Professional Education (when these courses and the faculty teaching them have been approved by the normal University procedures). The applicability of any of these toward the residence requirement is contingent on students' enrollment being consistent with policies detailed elsewhere in these regulations. In contrast, the following will not be counted toward residency requirements: transfer credits, AP credits (based on the College Board's high school Advanced Placement tests), CLEP credits (based on the College Board's College Level Examination Program of credits by exam), and military service credits.



In addition, students must complete their final 30 credits in residence, residence in this sense meaning continuous enrollment in a degree-granting major program and registration in University of Massachusetts Amherst courses. Petitions for permission to take any of the final 30 credits in absentia must be submitted on the Senior Year in Absentia form, available from the Registrar's Office, prior to enrollment in the course(s), and require authorization from the student's major department and undergraduate dean. Students may not complete their senior year in absentia in Continuing & Professional Education.

H. Statute of Limitations: Students shall be allowed no more than ten semesters as defined under Section III, Academic Status, paragraph J, to complete all graduation requirements.

1. For students engaged in part-time study, twelve (12) credits will be considered the equivalent of one semester. Students involved in part-time study must complete their last sixty (60) credits in five years.
2. Continuation at the University beyond these limits is contingent upon approval by the student's undergraduate dean, with recommendation from the department, which is granted only for pressing academic and/or personal reasons.
3. Although there is no limit on the number of years allowed between beginning and completing a degree, a student's undergraduate dean, in consultation with the Department, has authority to rule that certain courses taken more than five years prior to the completion of a degree may not apply to major or college requirements. Students admitted under former sets of university-wide degree requirements, such as the Core or General Education requirements, may also be required to fulfill current university-wide degree requirements.

I. Administrative withdrawal. Students with an administrative withdrawal on their records cannot be cleared for graduation until the withdrawal is resolved. The graduation date will reflect the date the withdrawal is resolved.

## **V. REGISTRATION IN COURSES AND WITHDRAWAL**

Registration is one of the conditions required to maintain enrollment at the University. To register is to become an official member on a class roster. (Refer to II, Enrollment Categories.) To be officially enrolled, students must clear their fee bills and be registered in at least one course by the end of the add/drop period. Students who fail to do this are not eligible for University services or use of facilities.

Enrollment in regular University courses is available through the regular University registration procedures, administered by the Registrar, to full-time and part-time degree-seeking students, and to non-degree-seeking students. Non-degree students who have previously enrolled in but not completed an undergraduate degree program in the University must register for regular University courses as non-degree students through the regular University registration procedures.

Enrollment in regular University courses through Continuing & Professional Education is available on a space-available basis only to BGS students; students enrolled in special academic programs identified and approved for such registration by the Provost's Office; and non-degree-seeking students who have not previously been enrolled in an undergraduate degree program at the University.

#### A. Course Registration.

Courses will be recorded and credits awarded on the permanent records of the University only if students have registered for such courses in accordance with procedures established by the Registrar. Course enrollments should be recorded in the term in which the work is performed.

1. Students who register for University and Five College courses must do so in the designated period.
2. Students on Academic Probation, returning after Academic Suspension or late withdrawal, or upon reinstatement after Academic Dismissal, must consult with their Undergraduate Dean. Students who wish to attend part-time during the next semester must declare their intent to the Registrar during the registration period. (see Section II Enrollment Categories, paragraph B. Part-Time Degree-Seeking Students, for restrictions.)
3. The Registrar's Office will issue a credit alert to all students who have earned less than an average of 12 graduation credits per semester. Additionally, students who average fewer than 12 credits per semester in the fourth or later semester will be sent an alert prior to the registration period for the following semester. This alert will be based on students' current degree credits (including the semester in progress at the time students are pre-registering). Students who average fewer than 12 credits per semester in the fourth or later semester will not be permitted to register until they have obtained approval of an academic plan by the departmental chief undergraduate adviser or college/school undergraduate dean. Students who fail to fulfill the conditions of their academic plan in subsequent semesters may be prevented from registering for courses by their undergraduate deans.
4. The course registrations of students who are administratively withdrawn will be deleted.
5. Students who fail to satisfy an overdue financial obligation or to comply with certain administrative requirements may have a hold placed on their ability to register for the following semester. Students will be unable to register for courses until the hold is cleared. Students who do not clear such administrative holds prior to the end of their registration appointment will be unable to pre-register. Students who do not clear such registration holds prior to the beginning of the following semester will be subject to the administrative withdrawal process.

#### B. Five College Interchange Registration.

1. With the exception of first semester freshmen, any full time or part time student in good academic standing who is enrolled in at least one three-credit course at the University may enroll in courses through the Five College Interchange Program. Special Students and Continuing & Professional Education Students are not eligible. Students who are not registered in at least one three-credit University course at the end of the Add/Drop period will be withdrawn from the Five College course.
2. There are no additional costs except for laboratory or lesson fees where applicable. Credits count as University residence credits, and grades earned are recorded on the University transcript and factored into the University grade point average. (A separate transcript does not exist at the other institution.)
3. No Five College course will be recorded on the permanent record of the University or Continuing & Professional Education transcript, nor will students receive credit for any classes attended, unless they have registered in accordance with the established Five College Interchange

Registration procedure and University Registration guidelines as presented in this section. Students are advised to consult with the Five College Interchange Office in 615 Goodell.

#### C. Registration Clearance.

Students who have registered in accordance with Section A above and have paid their bills by the due date are considered fully cleared for the semester. After the due date all bills will be subject to an additional fee for late payment, and students may be prevented from accessing the registration system to change their schedules. Students who do not clear their bills with the Bursar's Office prior to Registration Day, or by such other date for late clearance specified in the materials explaining the semester bill, will be withdrawn from the University on that date. Such students' enrollment will be cancelled for that semester and all courses will be dropped from their schedules. This will make them ineligible for all University services, including financial aid, during that semester.

#### D. Late Enrollment.

As stated in the above paragraph, failure to clear registration in timely fashion will result in withdrawal from the University. The Registrar may grant a student permission to enroll late (to be readmitted) if there are extenuating circumstances. If the Registrar denies permission, the student may appeal for readmission to the Committee on Admissions and Records, a process initiated through the student's undergraduate dean.

#### E. Removal from Roster by Instructor Due to Non-Attendance, etc.

An instructor may not unilaterally cancel the registration of a student who has officially registered for a course, unless the student fails to appear for the first two meetings of the class following the official registration or unless the student lacks the prerequisites stated in the *Guide to Undergraduate Programs*, the online Course Catalog, or the online Schedule of Classes. To cancel a student's registration because of lack of prerequisite, the instructor must notify the student of his or her intentions. In either case, as early as possible during the Add/Drop period, the department must drop the student's registration in the course. Drops for these reasons must be completed by the end of the Add/Drop period.

An instructor who wishes to dis-enroll a student for any other reason, including disruptive behavior, shall notify the student in writing of his or her intentions, with one copy to the Registrar and a second copy to the Dean of Students, to whom the student may appeal.

#### F. Course Registration Changes.

Students who wish to drop a course must do so officially according to the regulations governing the procedure at the particular time. Failure to do this will result in a grade of F for the course.

##### 1. Fall and Spring Semesters:

- (a) Add/Drop Period: Students may add or drop a course through the fourteenth calendar day of the semester (counting from the first day of classes). A course dropped during this period will not be recorded on the student's transcript.
- (b) Withdrawal Period: Students may withdraw from a course, with the instructor's signature, from the 15th calendar day of the semester through the mid-semester date published in the academic calendar. Courses dropped during this period will be recorded as "W" (withdrawn) on the student's transcript. The signature of the instructor (or an authorized designee) indicates that the instructor is aware that the student is withdrawing from the course; it does not signify the instructor's approval.
- (c) Late Withdrawal: After the mid-semester date, the student is responsible for completion of the course unless the student's

undergraduate dean grants a late withdrawal for extenuating circumstances.

- (d) Course Transfers: With the approval of the course instructor, the course coordinator for multiple section courses, and the student, an academic department may transfer a student from a course in which the student is currently enrolled to a lower or higher level course in the same sequence, if the instructor or course coordinator determines that the student was either not adequately prepared or more than adequately prepared for the course in which the student is currently enrolled. Students may be transferred to a lower level course provided the student has not previously received credit for that course. Course transfers can be made by an academic department at any time during the semester, but should normally be done prior to the mid-semester date. Departments using the course transfer policy are encouraged to give early and frequent testing to ensure that an adequate evaluation of each student's ability is made prior to the middle of the semester. Determination of appropriate course sequences and designation of an appropriate approval authority shall be determined by the academic department offering the courses. Departments must notify the Registrar's Office of all course transfers made under this policy.

## 2. Summer School, Winter Session, and Five College Interchange Courses

- (a) Add/Drop Period: Students may add or drop a course, with the instructor's or authorized departmental officials' signature, through the Add/Drop period designated in the current Continuing & Professional Education catalog or Five College Interchange calendar. Courses dropped during this period will not be recorded on the students' transcripts.
- (b) Withdrawal Period: Students may withdraw from a course, with the instructor's signature, during the period designated in the current Continuing & Professional Education catalog or Five College Interchange calendar. Courses dropped during this period will be recorded as "W" (withdrawn) on the students' transcripts.
- (c) Late Withdrawal: After the end of the designated withdrawal period, the student is responsible for the completion of the course unless the student's Undergraduate Dean grants a late withdrawal for extenuating circumstances.

## G. Course Loads.

1. The minimum credit load for a full-time student is 12 credits per semester. The usual credit load is 15 credits per semester. The maximum credit load for a semester is established by each school or college and usually varies from 17 to 19. Students wishing to register for more than the maximum or fewer than the minimum number of credits permitted in their school or college (see Section II Enrollment Categories, paragraph A. Full-Time Students) may do so only if they obtain the approval of their adviser and/or their Undergraduate Dean, depending on the overload.

2. A part-time student may enroll in one to eleven credits per semester. The usual credit load for a part-time student is six credits per semester. Students involved in part-time study must complete their last sixty credits in five years, which means an average of six credits per semester.

3. Students who will be registering for fewer than twelve credits during their last semester may apply for reduced billing. Applications must be received by the Registrar's Office no later than the end of the Add/Drop period (the first fourteen calendar days beginning with the first day of classes). No reduced billing will occur after that time. These students are

considered part-time, which may affect their financial aid and insurance coverage.

#### H. Auditing.

A registered undergraduate student may audit a course and have that audit recorded on the official transcript (as a zero in the Units Earned column and in the grade column as "AUD") provided that:

1. The student officially elects the class as an audit within the add/drop period by processing an official course registration change form on which "Audit" is clearly indicated and which the course instructor has signed.
2. The instructor can accommodate the auditor in a class, and the student satisfies the instructor regarding his or her preparation and motivation for auditing the class.
3. The student pays all special fees associated with the course.
4. The student satisfies all criteria for a successful audit as stipulated in advance by the instructor. In the event that the instructor reports that an audit was not completed successfully, the course will be expunged from the student's record.

The student may not switch from audit to credit after the end of the add/drop period. The reverse is also true.

#### I. Graduate Level Courses Taken by an Undergraduate.

Undergraduates may register for graduate courses in the 600, 700 or 800 series with the permission of their advisor and the course instructor. Students register for these courses through the Registrar's Office.

#### J. Withdrawal from the University.

Students may at any time terminate their affiliation in the current semester with the University for personal, academic, financial or medical reasons by processing the University Withdrawal Form. The students' Undergraduate Dean or the Director of University Health Services will determine the effective date of the withdrawal. Students' eligibility to return is determined by their academic status after the withdrawal is processed. Students eligible to return after a withdrawal must apply for readmission by the established deadlines (see paragraph K. Readmission after Withdrawal below).

1. Student-Initiated Withdrawal from the University:
  - (a) Students may initiate a request to withdraw from the University through their Undergraduate Dean, whose approval is required.
  - (b) The Undergraduate Dean will establish the official date of the withdrawal.
  - (c) If the effective date of withdrawal is before the middle of the semester, the semester will not count as one of the ten semesters permitted for completion of graduation requirements. If the effective date of withdrawal is after the middle of the semester, the semester will count as one of the ten semesters.
  - (d) Both the official transcript and the internal record will list each course with a W, unless the effective date of withdrawal is the end of the semester, in which case grades will appear.
  - (e) If a student wishes to withdraw within three weeks prior to the last day of classes, the student's Undergraduate Dean may set the effective date of withdrawal for the end of the semester (the last day of the final examination period). In this instance, grades earned at that time will appear on the transcript and the semester will count. These actions may adversely affect the student's academic status and eligibility to return in a subsequent semester.

2. Health Withdrawal. If circumstances warrant, students may request a medical withdrawal for reasons related to their physical and/or mental health. These withdrawals are initiated through University Health Services (UHS). The student's Undergraduate Dean will determine the academic effect of the withdrawal based on this date. The Director of UHS will set the effective date. Prior to readmission, all students who have a medical withdrawal must have an interview with the University Health Services. (Refer to Health Withdrawal, under Administrative Policies & Procedures.)

3. Administrative Withdrawal. A student may be administratively withdrawn from the University if, after due notice, the student fails to satisfy an overdue financial obligation to the University or to comply with certain administrative requirements. (Refer to Administrative Withdrawal Procedures, under Administrative Policies & Procedures.) This means students' registration or registration, housing, and financial aid for the current semester will be canceled. The student will be unable to register or pre-register for any subsequent semester until the administrative withdrawal is resolved. All matters must be resolved by the late registration or late enrollment deadline in order for the student to be considered enrolled. If the Administrative Withdrawal occurs during a semester in which the student is enrolled, he or she may continue to attend classes for that semester, while resolving the obligation which led to the withdrawal. If a graduating senior is administratively withdrawn his/her graduation date will be determined by the date of resolution which clears the outstanding obligation.

4. End of Semester Withdrawal. A student who is not subject to academic suspension or dismissal may choose to withdraw from the University after the end of any semester of enrollment and prior to the beginning of the following semester, by notifying the Registrar. The effective date of withdrawal will be the last date of the semester during which the student was enrolled. Students who withdraw are automatically entitled to readmission pursuant to the conditions of Section K, below.

#### K. Readmission after Withdrawal.

Students in good standing at the end of their most recent semester of enrollment may reenter the University after a withdrawal. In order to enroll and be entitled to pre-register, they must file a readmission application with the Registrar by April 1 (for Fall semester) or October 15 (for Spring semester). To enroll but be ineligible to pre-register, they must file a readmission application by June 30 (for Fall semester) or by November 30 (for Spring semester). They must also process bill payment on time. If the student's academic status after his or her last semester of enrollment is suspension or dismissal, the student's eligibility for readmission is based on the guidelines described under Academic Status.

## **VI. GRADING SYSTEM AND CREDIT GUIDELINES**

The aims of the grading system are to measure as fairly as possible the quality of students' work and to assess their overall performance. The system of letter grading is used to encourage evaluation on the basis of total performance. This philosophy recognizes that the measurement of performance is a relatively inexact art.

#### A. Grading Notations.

Effective Fall 2004, the University's official grading system for undergraduates in undergraduate courses is: A (4.000), A- (3.700), B+ (3.300), B (3.000), B- (2.700), C+ (2.300), C (2.000), C- (1.700), D+ (1.300), D (1.000), F (0), Inc (Incomplete: 0), NR (No grades submitted by the instructor for the entire class: No effect on cumulative average), P (Pass: No effect on

cumulative average), Y (Year-long course in progress: No effect on cumulative average. Will be replaced by a permanent grade notation at the conclusion of the second half of the two-semester course sequence.), and Aud (Audit: No effect on the cumulative average or on credit toward graduation). A blank (annotated as \_\_\_), where a grade is missing for an individual student, will be counted as 0 in the calculation of the cumulative average. An IF is recorded when an Incomplete is not resolved within the timeframe detailed in section D below. The designation W (withdrawn) is not a grade; it is an administrative notation, which has no effect on cumulative average.

Undergraduates enrolling in graduate-level courses numbered 600 or above follow the graduate grading rules in which, for most courses, an SAT (satisfactory) grade is available instead of the elective pass/fail option available at the undergraduate level and in which C-, D+ and D are not valid grades.

Five College plus and minus grades factor as follows: A- (3.75), B+ (3.25), B- (2.75), C+ (2.25), C- (1.75), D+ (1.25), D- (0.75).

Prior to Fall 2004, the preceding grading system for undergraduates in undergraduate courses employed the following letter grades: A (4.0), AB (3.5), B (3.0), BC (2.5), C (2.000), CD (1.5), D (1.0), and F (0). The preceding grading system did not employ the IF grade.

#### B. Courses Which Do Not Earn Graduation Credit.

No course marked F, IF, INC, W, Y, NR, blank (annotated as \_\_\_) or AUD earns graduation credit. Courses numbered below the 100-level (e.g., MATH 011) earn semester credit (i.e., they act to maintain status as a full-time student) but not degree credit; grades in these courses are factored into the semester and the cumulative grade point averages (see paragraph E. Repeated Courses).

#### C. Grade Changes.

Grades may not be changed if a proposed change is based upon the additional or re-evaluated work of a single student. (This restriction does not apply to grade changes resulting from appeals or other means of dispute resolution under established procedures.) Grades may, however, be changed if they are based on an instructor's re-evaluation of the work of all or a substantial portion of the class, or if based on routine correction of a clerical error. Such grades may be changed only when requested by the instructor of the course and approved by the head of the department and the Undergraduate Dean of the college in which the course is offered.

Note: After the start of the semester following a student's graduation, the student's academic record cannot be altered, except for instances of documented institutional error. For more information, see the "Preface" at the start of these academic regulations.

#### D. Incompletes.

Students who are unable to complete course requirements within the allotted time because of severe medical or personal problems may request a grade of Incomplete from the instructor of the course. Normally, incomplete grades are warranted only if a student is passing the course at the time of the request and if the course requirements can be completed by the end of the following semester. Instructors who turn in a grade of "INC" are required to leave a written record of the following information with the departmental office of the academic department under which the course is offered: (1) the percentage of work completed, (2) the grade earned by the student on the completed work, (3) a description of the work that remains to be completed, (4) a description of the method by which the student is to complete the unfinished work, and (5) the date by which the work is to be completed. In the case of an independent study where the entire grade is determined by one paper or project, the instructor should leave with the department information pertaining to the paper or project, which will complete the course. To avoid subsequent misunderstanding

it is recommended that the student also be provided with a copy of this information.

Grades of Incomplete will be counted as F's until resolved. If not resolved by the end of the following semester, they will automatically be converted to an F if taken before Fall 2004, to an IF if taken thereafter. Faculty wishing to extend this deadline must write to the Registrar's Office stipulating a specific date by which the incomplete will be completed.

Grades of Incomplete recorded prior to Fall 1987 are not subject to the above policy.

Students are not permitted to re-register for a course in order to clear an Incomplete.

Requests for grade changes from INC to Y, from INC to a grade, from NR to a grade, or from a blank (\_\_) to a grade require the signature of the instructor only. In situations where an instructor has permanently left the employ of the University, the department chair or head (or designee) may change an "INC" to a final course grade after reviewing the information on student performance originally provided by the instructor at the time the "INC" was submitted and completing an evaluation of the makeup work of the student. Changes of an "INC" grade by the chair or head (or designee) require the signature of the Undergraduate Dean in the school or college in which the course is offered. This procedure would be normally used only in cases where the original course instructor cannot be contacted or the instructor refuses to evaluate the makeup work of the student or to provide an opportunity for the student to make up the missing work.

#### E. Repeated Courses & Course Substitutions.

No course for which a grade of C or higher was earned may be repeated. A course for which a grade of C-, D+, D or F (or CD before 2004) was earned may be repeated one time without permission. A course may be repeated a second time, for a total of three times, only with prior permission of the undergraduate dean of the school or college in which the student is enrolled. Under no circumstances may a student take a course more than three times. Successful registration for a course does not constitute permission.

All enrollments and all grades will appear on the transcript, but the last grade will be calculated in the GPA unless the dean files an appeal with the Registrar.

Repeating a UMass Amherst course at another of the Five Colleges, at another campus of the University of Massachusetts, or at any other institution will not result in grade substitution.

If an academic honesty sanction has been imposed, the grade specified in the sanction will always be calculated in the GPA.

**NOTE:** Repeating a course can have **negative consequences**. For example, if a passing grade of C-, D+ or D (or CD before 2004) was received in the first enrollment, but a failing grade is received when the course is repeated, no credit would be earned for either attempt. Repeating a previously passed course may also have an effect on financial aid eligibility. Students considering repeating previously passed courses should consult their academic advisors and Financial Aid staff.

#### Course Substitution Policy

A student may propose a substitution for a required course. The course content of the proposed substitute must be substantially similar to that of the original required course. A proposal for substitution must be endorsed by the undergraduate dean of the



school or college in which the student is enrolled and is subject to final approval by the Registrar.

F. Practica and Residential Colloquia Courses.

Students are limited to a maximum of 18 credits in practica courses (numbered 298 or 398 or 498) that are not required for the major.

Students are limited to two residential colloquium credits in any given semester and a maximum of 12 residential colloquium credits during their undergraduate careers.

G. Courses and Prerequisites.

Students who have successfully completed a course may not subsequently take its prerequisite for credit.

H. Credit by Special Examination.

Matriculated students may attempt to satisfy the requirements of a course by taking a departmentally approved examination. Forms governing the administration of such tests may be obtained in the Registrar's Office. A per credit fee will be charged. A student may earn no more than 15 credits in this manner. Grades, including Fs, and credits for courses taken by examination are included in the cumulative average. Credit by examination may not be obtained in courses for which a different examination mechanism exists, such as in Math, Freshman Writing, or foreign languages. Earned credits will be considered residence credits.

I. University Exemption Tests.

Students may earn exemption from certain requirements through tests administered (1) by the New Students Program during the Freshman and Transfer Orientations, (2) during registration periods. Where applicable, credits earned will be considered residence credit. In addition, students may be exempted from the foreign language requirements of the Colleges of Arts & Sciences through tests administered in various departments or by faculty members in accordance with the procedures established by the applicable College. Only these tests of foreign language yield credit.

J. Advanced Placement Credit.

Those students who are awarded advanced placement credit on the basis of a College Level Examination Program (CLEP) or an Advanced Placement (AP) examination administered by the College Board, or on the basis of a local exam, will be granted no grade for these credits. These credits, if appropriate, may be counted toward satisfaction of the University's requirements. CLEP and AP are transfer credits.

K. Continuing & Professional Education Courses.

Enrollment in courses offered by Continuing & Professional Education during the fall or spring semester requires the payment of Continuing & Professional Education course registration fees in addition to the applicable regular University tuition and fees. The use of courses offered by the CPE during the fall or spring semester to fulfill regular University degree requirements is restricted by the Regulations Concerning Enrollment in Continuing & Professional Education, listed elsewhere in *Academic Regulations*.

1. Regular University degree students not subject to suspension or dismissal may enroll in courses offered by Continuing & Professional Education during a summer session or intersession. Courses taken during these sessions will be merged into the student's official undergraduate record and transcript.
2. Students who have been admitted to a degree program at the University are normally expected to complete their course requirements through enrollment

in regular course offerings and courses offered during summer and intersession. After matriculation, enrollment in courses offered by Continuing & Professional Education during the fall or spring semester is normally restricted to six credits. Exceptions to these general restrictions are detailed in the Regulations Concerning Enrollment in Continuing & Professional Education. If a student enrolls in courses offered by Continuing & Professional Education during the fall or spring semester, the credits attempted and grades received in those courses will be merged into the student's official undergraduate record and transcript.

3. Students may not complete their senior year in absentia through Continuing & Professional Education (except under the provisions of concurrent enrollment, see Section II Enrollment Categories, paragraph D. Continuing & Professional Education Students.).

4. Students who are on suspension or who have been dismissed may not enroll in courses offered by Continuing & Professional Education except with the permission of their undergraduate dean. If permission is granted (not done automatically), students will be classified as non-degree Continuing & Professional Education students. Credits attempted and grades earned during this period of enrollment will be factored into the students' undergraduate records and any subsequent readmission decisions.

L. Stockbridge Courses.

For students who have previously been matriculated in the Stockbridge School, Stockbridge courses are treated as residence credit with both credits and grades factored into the undergraduate record.

M. Five College Courses.

Credits and grades attempted and earned through the Five College Interchange program will be factored into the student's undergraduate record exactly as they are sent to the Registrar's Office (i.e., plus and minus grades will be used). Credits completed are considered residence credits.

N. University of Massachusetts Boston Courses.

Effective with the Fall 1995 semester, credits from the University's Boston campus have been regarded as transfer credits according to paragraphs "O" and "P," below. Neither credits attempted nor grades earned factor into the grade point average. Credits attempted and grades earned at the Boston campus prior to Fall 1995 became part of a student's undergraduate records on the Amherst campus only for those students admitted to an Amherst campus degree program in Fall 1995 or earlier.

O. Transfer Courses Taken Prior to First Enrollment at the University.

When a student transfers to the University, credit for courses that are accepted by the Office of Transfer Affairs will appear on the student's official transcript. Grades for these courses will appear, but they will not be factored into the student's grade point average. Students who have been awarded transfer credit for courses equivalent to those offered by the University of Massachusetts Amherst may not repeat those courses on campus either for credit or for quality points affecting the cumulative average. Students may, however, officially audit courses for which transfer credits have been granted, or in unusual circumstances may, with the approval of an Undergraduate Dean, re-elect the course for a grade but no graduation credit. Credits completed are not considered residence credits.

P. Transfer Courses Taken After Initial Enrollment at the University.

Students may decide to take courses at another institution during the summer or while on leave from the University. In this instance, students must file a prior approval form to determine which University and/or major requirements will be fulfilled upon completion of the course. Failure to do so may result in

the denial of the transferring of the credits. Credits will be factored into the student's undergraduate record and may affect the semester count. Grades will not be factored in. Credits completed are not considered residence credits.

#### Q. Reports and Transcripts.

At the end of the Fall, Winter, Spring, and final Summer term, final grades are available to students for their online review.

Questions concerning the cost (if applicable) of official or unofficial transcripts should be directed to the Undergraduate Transcript Office. No transcript may be sent outside the University without a student's written request.

## **VII. PASS/FAIL OPTION**

The purpose of the Pass/Fail option is to encourage students to be venturesome in the choice of their courses. Any undergraduate shall be eligible to exercise a Pass/Fail option in one course each term. Winter and each summer session count as individual terms. Students electing courses offered on a mandatory Pass/Fail basis (e.g., UMASS 298Y) shall also be allowed to take one additional, normally graded course that semester on a Pass/Fail basis.

#### A. Pass/Fail Limits.

1. Students subject to the University's General Education requirements may not fulfill any of those requirements by a course for which a "Pass" grade (P) is recorded. (Students should not elect the Pass/Fail option for courses that they wish to count toward their General Education requirements.)
2. The University's writing requirements may not be elected Pass/Fail.
3. Some majors prohibit using the Pass/Fail option to fulfill their requirements.
4. Students wishing to exercise the Pass/Fail option must do so by the mid-semester date.

#### B. Recording the Pass/Fail Option.

When students choose to take a course with the Pass/Fail option, the instructor will not be informed. At the end of the semester the instructor will turn in the letter grade earned. If the grade is F, it is factored in. If the student receives a passing grade, an initial computation of the cumulative average will be made. This average will include all graded courses from prior semesters as well as graded courses from the current semester. If the course elected Pass/Fail during the current semester carries a grade higher than the initially computed cumulative average, the reported grade will be recorded and the cumulative average recomputed; otherwise the P or F will be recorded. (A grade of P is not assigned any quality points and does not enter into the computation of the cumulative average; the grade of F is always assigned 0.0 quality points and is used in computing the cumulative average.) A student may opt for the grade, even if it lowers his or her cumulative average, or a student may opt for a pass, even after the Registrar has changed a pass to a grade because it raised the student's average. Students may request this change at any time prior to graduation by completing a "Revoke Pass/Fail" form available in 213 Whitmore. Once the student is graduated, the transcript is considered closed.

## **VIII. ATTENDANCE**

Students are expected to attend all regularly scheduled classes at the University for which they are registered. In cases of illness, students are to explain their absences directly to their instructors. The grades of students who have met the requirements of the instructor in making up their work shall not be reduced for absence because of illness. Students are not to be penalized for official off-campus trips.

During the Add/Drop period, faculty members are allowed to drop students who are absent from the first two class meetings and have failed to make special arrangements with the instructor. However, students should be aware that non-attendance is not a means of automatically dropping a course. Students who intend to drop a course should do so during the Add/Drop period. Students who do not drop or withdraw from a course through normal procedures may receive a grade of F for the course.

Thereafter, although an instructor may not unilaterally drop a student from a course for poor attendance, an instructor teaching a course where grading criteria are spelled out may lower a grade or even fail a student for poor attendance (see Course Management Guidelines For Instructors). Faculty may, however, drop from the roster a student who is disruptive in the classroom (see Section V. Registration in Courses and Withdrawal, paragraph E. Removal from Roster by Instructor Due to Non-Attendance, etc.).

Students absent due to extenuating circumstances-including jury duty, military obligations, scheduled activities for other classes, the death of a family member, or verifiable health-related incapacity-remain responsible for meeting all class requirements and contacting the faculty member in a timely fashion about making up missed work. Faculty shall offer such students reasonable assistance in making up missed classes (i.e., making arrangements for attendance at labs or discussion sections which meet at other times; providing makeup exams or labs where feasible or offer mutually agreeable alternatives to make up work).

When scheduled events, such as athletic events, conflict with more than 20 percent of the scheduled meeting times of a course, the student is required to drop one or the other. When the overlap is less than 20 percent, the student may engage in both activities, but remains responsible for meeting all requirements of the course.

In considering whether to grant an excuse for an absence caused by illness or other extenuating non-academic reasons, faculty have the right to require formal, written documentation, within the limits of the health care provider's policy (see Administrative Policies and Procedures, Section II. Excuses for Health Reasons).

## **IX. ABSENCES DUE TO RELIGIOUS OBSERVANCE**

The University of Massachusetts Amherst requires that the University excuse any student who is unable to attend classes or participate in any examination, study, or work requirement because of religious observance, as noted:

Chapter 151C of the Commonwealth of Massachusetts General Law states:

"Any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of his religious beliefs, to attend classes or to participate in any examination, study or work requirement on a particular day shall be excused from any such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study, or work requirement which he may have missed because of such absence on any particular day; provided, however, that such makeup examination or work shall not create an unreasonable burden upon such school. No fees of any kind shall be charged by the institution for making available to the said student such opportunity. No adverse or prejudicial effects shall result to any student because of his availing himself of the provisions of this section."

Instructors must accept a student's assertion of the need to be absent from class for religious reasons, but students are required to notify instructors in advance that they will miss class in order to observe a religious holiday. University policy and Massachusetts state law require faculty to offer make-up assignments or exams to students who are absent for religious observance.

Students and instructors can ascertain the dates of many religious holidays by consulting an interfaith calendar such as:

<http://www.interfaithcalendar.org/>

See also other online calendars posted on the Office of Religious and Spiritual Life website at

[http://www.umass.edu/religious\\_affairs/calendars/](http://www.umass.edu/religious_affairs/calendars/).

Note, however, that none of these calendars is exhaustive.

Students planning to be absent from classes due to religious observance must notify their instructors in writing as early in the semester as possible, but no later than one week in advance of the absence with the exception of holidays falling during the first week of the academic year. In the event of a dispute between a student and a faculty member, either party should contact the department head or the Ombuds Office at (413) 545-0867.

## **X. EXAMINATIONS**

### A. General

If students miss a quiz, test, or examination for extenuating personal circumstances, the policy stated under Attendance will apply.

Students have a right to examine, though not necessarily to retain, all materials - such as homework, lab reports, quizzes, tests, and examinations - that they have submitted to an instructor for evaluation. Students who wish to exercise this right but cannot easily do so because of absence, illness, etc., must inform their instructor in writing before the end of the succeeding semester. Instructors are therefore required to retain these materials through the succeeding semester. Instructors are required to protect student s' confidentiality in handling all evaluations.

### B. Evening Examinations

Evening exams should be scheduled from 7:00-9:00 p.m. on Wednesdays, Thursdays or Fridays. In a situation where an evening exam is scheduled the same time as a once-a-week class meets, the class takes precedence over the evening exam provided that the class (lecture section only) meets on Mondays or Tuesday evenings. The students are entitled to a reasonable accommodation for a makeup exam.

In addition, it is University policy that if a student is scheduled to take two evening examinations at the same time, the faculty member teaching the course with the higher final digit (or digits) in its class number (the unique 5-digit number which represents a particular section in the Schedule of Classes) is required to offer a make-up examination.\* Proof of the conflict must be provided by the student (for evening examinations, this may be obtained from the Registrar's Office).

### C. Final Examinations

It is University policy that all final examinations be given during the scheduled final examination period. In courses in which no final examination or other class activity is scheduled during the final examination period, no examination should be scheduled during the final week of classes nor during the Reading Period. Non-cumulative exams must be scheduled during the final examination period if there is no cumulative final for the course.

Noncumulative exams may be scheduled during the last week of classes only in classes in which an additional final exam is scheduled during the final examination period. This policy applies to both undergraduate and graduate courses. Complaints of violation of the formal policy on examinations in the final week of classes should be directed to the Department Head/Chair. If a faculty member is then found to have violated this policy, the Head/Chair will be responsible for ensuring that a make-up or alternative examination, similar in content and structure, is scheduled during the appropriate final examination period, and that all students in the course are notified of this option prior to the administration of the examination during the final week of classes.

Further, it is University policy not to require students to take more than two final examinations in one day of the final examination period. If any student is scheduled to take three examinations on the same day, the faculty member running the chronologically middle examination is required to offer a make-up examination if the student notifies the instructor of the conflict at least two weeks prior to the time the examination is scheduled. The student must provide proof of the conflict. This may be obtained from the Registrar's Office, 213 Whitmore.

In addition, it is University policy that if a student is scheduled to take two final examinations at the same time, the faculty member teaching the course with the higher final digit (or digits) in its class number (the unique 5-digit number which represents a particular section in the Schedule of Classes) is required to offer a make-up examination.\* Proof of the conflict must be provided by the student (for final examinations, this may be obtained from the Registrar's Office).

All make-up final examinations caused by schedule conflicts must be given during the calendar period of the final examination schedule. Make-up examinations may be scheduled during hours that fall outside the normal examination time periods.

\*For example, if examinations for ENGLISH 172 (class #71123) and MATH 132 (class #27514) are scheduled at the same time, a student enrolled in both courses will have a make-up examination provided by the instructor in Math.

## ***XI. MAJORS, MINORS AND RELATED PROGRAMS***

Each college and school has academic programs from which students may choose a particular area of study. This is the major, a prescribed number of courses and credits in a specific academic subject. There are nearly 100 majors at the University, some with special areas of concentration. Some majors have specific areas of specialization (tracks) which must be determined at some point early in the student's academic career. Some departments or programs may specify Continuation Requirements in order for the student to progress successfully through and/or remain in the major. Please consult the Chief Undergraduate Adviser in each department for all of the above. .

Students who wish to have a primary major in one discipline may also choose to have a second area of concentration in another. This can be done through a double major (second major), a double degree, a minor, or a certificate.

### A. Change of Major.

Students who wish to change their major must obtain a Change of Major form from either the Registrar, an Undergraduate Dean, or a major department. The procedure is as follows: A student obtains the authorization of the new department, obtains a release and the academic records folder (if any) from the former department, deposits the folder in the new department, and returns the

Change of Major form endorsed by both departments to the Registrar's Office. All students who are members of Commonwealth Honors College also secure the signature of a Commonwealth Honors College advisor before submitting their major change to the Registrar's Office. Departmental honors students need additional signatures from the departmental honors coordinator to be admitted to and/or drop departmental honors.

Any undergraduate student enrolled in the University is permitted to change majors. No college, school, department, or program may refuse to accept a student's change of major unless that unit has received from the Provost and/or the Faculty Senate authorization to restrict admission. Students whose change of major might result in a plan of study requiring more than ten semesters should consult with their Undergraduate Dean.

#### B. Double Major.

A student may earn a second major and have it recorded on the official transcript provided that:

1. Both majors are completed within the ten semesters allowed for the completion of all graduation requirements.
2. A student declares a primary and secondary major by submitting to the Registrar's Office the Change of Major form declaring these majors, preferably by the end of the sophomore year. Both majors will appear on the student's transcript. Once the primary major is determined, the student may use courses from the second major to satisfy University and College/School requirements.
3. The second major lies in the same school or college as the primary major. If the second major lies in a school or college other than that of the primary major, the student must obtain clearance from the Undergraduate Dean of the college of the second major to verify that all requirements for graduation from that college have been satisfied.
4. Prior to graduation, an authorized representative of the second major files a formal certification with the Registrar to confirm that all requirements for that second major have been completed.
5. The student has not yet graduated. Students once graduated may not retroactively seek a double major, but may re-apply for a Post Graduate Second Bachelor's Degree (see paragraph C. Second Bachelor's Degree, number 2).

#### C. Second Bachelor's Degree.

Students may be considered for Second-Bachelor's Degree status in one of two categories. (Note that Second Bachelor's Degrees are not available in all majors).

1. Simultaneous Second Bachelor's Degree
  - (a) Enrolled students of this University may earn a second bachelor's degree by completing a minimum of 30 additional credits beyond those normally required for graduation, all of which must be in residence. Students need not complete one degree and then start the other. Both degrees must be completed within ten semesters and both degrees must be awarded simultaneously. Students once graduated may not retroactively seek a second simultaneous degree, but may apply for Post-Graduate degree status. (Credits earned under the first degree then, even if they are in excess of the required 120, are not applicable toward the Post-Graduate Second Bachelor's Degree. Individual departments may waive certain requirements based on work from the first degree.)
  - (b) Students are urged to declare their second major early in their academic career, preferably by the end of the sophomore year. In

their senior year, students pursuing a simultaneous second bachelor's degree must submit to the Registrar's Office a certification confirming completion of all requirements for the second degree. This must be submitted before their scheduled graduation date.

## 2. Post-Graduate Second Bachelor's Degree

- (a) Graduates of other institutions who wish to earn a second bachelor's degree at this University must complete a minimum of 45 credits in residence at the University.
- (b) Students who attended this University will have their residency requirements handled on an individual basis; usually only 30 additional credits in residence are required.
- (c) The department, in conjunction with the undergraduate dean, will establish a semester-by-semester Plan of Study including minimally acceptable grades and any additional school or college requirements. Students who fail to meet the exact terms of this contract will be subject to Administrative Withdrawal. Changes to the original Plan of Study for the admitted Program may be made only with the approval of the students' undergraduate dean. Students who wish to change their major must reapply for the new major through the Admissions Office and withdraw from the current admitted program.
- (d) Clearance for the Post-Graduate Second Bachelor's Degree requires certification from the major and college that all graduation requirements have been met.

## D. Minors.

A minor is a limited number of prescribed credits, 15 credits minimum, and courses in an academic department. Not all departments offer approved minors. Students interested in having a minor should consult the Guide to Undergraduate Programs to determine whether a minor in that field has been approved, and the requirements for its completion. The minor must be completed within the 10 semesters allowed for the completion of all graduation requirements, including the major. Prior to graduation, students must file with the Registrar a formal certification from an authorized representative of the unit offering the minor that all requirements for the program have been completed. These requirements include the completion of all courses/credit hour requirements in the minor and the attainment of at least a 2.000 average in the program courses with no more than one of these courses having a grade of less than 2.000. Students are eligible for Minors only if currently enrolled in an approved major leading to a baccalaureate degree at the University.

## E. Certificates.

A certificate program is a coherent set of courses representing a defined body of knowledge and skills. Certificates may represent a subset of the requirements for existing degree programs; may reflect a multidisciplinary perspective drawing coursework from more than one existing program; or may constitute a relatively free-standing area of focus with little formal connection to existing academic programs. A certificate program must consist of at least fifteen credits of coursework. Certificates are open to all students, undergraduate and graduate, matriculating or non-matriculating, subject to availability of courses and unless otherwise restricted. A student who has completed the requirements for a certificate should contact the sponsoring department or program, which will notify the Registrar that the requirements have been met. These requirements include the completion of all courses/credit hour requirements in the certificate program and the attainment of at least a 2.000 average in the program courses with no more than one of these courses having a grade of less than 2.000.



F. Application of courses towards multiple credentials.

No more than two courses used to fulfill the requirements of any one credential may be applied towards the fulfillment of another credential, wherein "credential" is defined as an academic degree program: major, minor, or certificate. One course may only be applied to two credentials (see University Registrar website for examples:

<http://www.umass.edu/registrar/sites/default/files/CoursesforMultipleCredentials.pdf>

## **XII. HONORS**

The University provides three routes for obtaining Honors recognition.

### A. Dean's List.

Students will be appointed to an official Dean's List at the end of a semester in which they complete a minimum of 12 graded credits with a grade point average of 3.500 or better. Dean's List is not a graduation honor. Questions about the Deans List should be referred to the Registrar's Office.

### B. For All Students.

All graduating seniors are eligible for Latin honors designations on diplomas and transcripts if his/her complete academic record shows at least 54 calculable credits at the University of Massachusetts Amherst and meets one or more of the following criteria:

1. If a student's GPA places him/her among the top 5% of the graduating class of his/her school or college, then he/she will receive the degree *summa cum laude*.
2. If a student's GPA places him/her among the top 10% of the graduating class of his/her school or college, but not among the top 5%, then he/she will receive the degree *magna cum laude*.
3. If a student's GPA places him/her among the top 25% of the graduating class of his/her school or college, but not among the top 10%, then he/she will receive the degree *cum laude*.

The Registrar will annually post on their website the GPA needed to secure a place in the top 5%, 10%, and 25% in each school or college for the current year, based on the average of the previous three years' graduating classes.

NOTE: For all students admitted Spring 2009 or earlier and who graduate within 5 years, *cum laude* will be based on a 3.200 GPA and 45 calculable credits. Students admitted after Spring 2009, *cum laude* will change to the top 25% GPA as stated above.

### C. For Commonwealth Honors College Students.

The Commonwealth Honors College Curriculum Committee and Dean, using criteria that they shall determine, may recommend a student who has completed the requirements of the Commonwealth Honors College for any one of the following designations upon graduation:

1. Commonwealth College Honors with greatest distinction.
2. Commonwealth College Honors with great distinction.
3. Commonwealth College Honors with distinction.
4. Commonwealth College Honors.

A student who meets both criteria for Commonwealth College honors and Latin honors will receive the degree with honors of both types—for example, "B.A. *magna cum laude*, Commonwealth College Scholar with the greatest distinction."

NOTE: For Commonwealth Honors College students, admitted Spring 2009 or earlier and who graduate within 5 years, *cum laude* will be based on a 3.200 GPA and 45 calculable credits, *magna cum laude* will be based on a 3.500 GPA and *summa cum laude* will be based on a 3.800 GPA. Students admitted after Spring 2009, will be subject to the new Latin honors as stated above.

# ENROLLMENT REGULATIONS FOR CONTINUING & PROFESSIONAL EDUCATION (CPE)

There are three categories of credit-bearing courses offered on the Amherst campus of the University:

## A. Regular University Course Offerings.

During the fall and spring semesters, the Registrar's Office schedules the regular course offerings of academic departments and programs. These are published through the online student information system, SPIRE, by the Registrar's Office. In these regulations, these courses are referred to as "regular University course offerings." Matriculated students are expected to enroll in these courses through the Registrar's standard procedures, and to pay regular University tuition and fees appropriate to the enrollment status. Registration in regular University course offerings through Continuing & Professional Education is restricted by the regulations detailed below.

## B. Continuing & Professional Education Course Offerings.

During the fall and spring semesters, Continuing & Professional Education offers courses that have been authorized by academic departments and programs. These are listed in schedules issued by Continuing & Professional Education. In these regulations, these courses are referred to as "courses offered by Continuing & Professional Education." Students who enroll in these courses pay tuition and fees to Continuing & Professional Education, in addition to any tuition and fees paid as a result of enrollment in regular University course offerings. Only students matriculated in degree programs administered by Continuing & Professional Education may add or drop CPE courses directly through SPIRE. All other students must enroll through the CPE Office or the CPE website at UMassULearn.net.

## C. Winter and Summer Sessions Course Offerings.

During the January winter session and the summer sessions, Continuing & Professional Education offers courses that have been authorized by academic departments and programs. Only Continuing & Professional Education offers courses during the winter session and summer session; there are no regular University course offerings during these periods.

Students who have been admitted to a degree program at the University are normally expected to complete their course requirements through enrollment in regular course offerings and courses offered during summer and winter session. Such students are not normally permitted to enroll solely in courses offered by Continuing & Professional Education. Exceptions to these general restrictions are detailed below. Requests for exceptions other than those detailed below require a petition to the University Registrar.

## **I. ENROLLMENT IN COURSES BY NON-MATRICULATED STUDENTS**

Students who have never matriculated in a baccalaureate degree program at the University may register through Continuing & Professional Education for both regular University courses and courses offered by Continuing & Professional Education. They are classified as non-degree Continuing & Professional Education students. Enrollment is on a space-available basis (no pre-registration is allowed; access may be restricted by departments or programs). Students pay Continuing & Professional Education registration and fees. Students who have never matriculated in a baccalaureate degree program at the University are not subject to any of the following regulations.

Students who have already received a baccalaureate degree from the University, and who are not currently matriculated in a second baccalaureate program, are not subject to any of the following regulations.

Students who matriculated in a baccalaureate degree program at the University, but subsequently transferred to a degree program at another University or campus, are not subject to any of the following regulations. However, acceptance by another institution of courses completed on this campus is subject to the regulations of that campus.

All of the above students are regarded as non-matriculated students. The Committee on Admissions and Records will not be asked to rule on any issues involving non-matriculated students. This includes admission to courses, withdrawal from courses, or academic standing. Non-matriculated students are not held to the standards for academic status applicable to students pursuing a degree program.

## **II. ENROLLMENT IN COURSES OFFERED BY CONTINUING & PROFESSIONAL EDUCATION**

The availability of courses offered by Continuing & Professional Education is governed by the policies of CPE. In all cases, Continuing & Professional Education course registration fees must be paid in addition to regular University tuition and fees.

Students who are enrolled as undergraduate students in the University during a fall or spring semester may register for up to eight credits of courses offered by Continuing & Professional Education providing they are concurrently enrolled in 6 credits of regular university courses. Permission of a student's undergraduate dean is needed, if the combined enrollment in regular University courses and courses offered by Continuing & Professional Education exceeds the maximum credit load of the student's school/college. Students concurrently enrolled will still be matriculated students in the University, and will be considered full-time if their total credit load is at least twelve credits.

Students whose work schedules prohibit their enrollment in regular University course offerings may obtain an exception to the credit limit in the above policy. This exception may be obtained from the University Registrar. Students receiving this exception will only be permitted to use this exception to register for courses offered by Continuing & Professional Education. They will not be permitted to register in any regular University course offerings through Continuing & Professional Education.

Students are responsible for taking any steps necessary to ensure that their enrollments are merged, that the Registrar's Office has their correct enrollment status (full-time or part-time), and that any payment/credit adjustments necessary are made by the Bursar's Office and Financial Aid Services. Non-matriculated students may be removed from CPE classes if they fail to attend or participate in classes before the end of add/drop for the class.

### **III. ENROLLMENT IN REGULAR UNIVERSITY COURSE OFFERINGS THROUGH CONTINUING & PROFESSIONAL EDUCATION**

Students who have matriculated in a baccalaureate degree program are not permitted to register for regular University course offerings through Continuing & Professional Education.

An exception to this policy is allowed for some students who have been withdrawn from a degree program for two years or more, and who wish to explore the possibility of a course of study different from that in which they were previously enrolled. Such students may request permission to enroll in a limited number of regular University courses through Continuing & Professional Education, subject to the following:

A. The purpose of this policy is to allow students to explore fields of study different from those covered by their degree program during their previous period of enrollment at the University, prior to making a decision whether they want to enroll in a new degree program. It is not intended as a means by which students may continue the same degree program in which they were originally enrolled.

B. Students may request registration in regular University courses through Continuing & Professional Education, and permission to apply courses offered by CPE to their degree requirements, for a period not normally to exceed two semesters.

C. All students must submit an educational plan, describing the courses in which they wish to enroll during the period covered by the plan, and explaining whether they intend to (1) apply those courses to a degree program to be pursued at the University, or (2) use the courses for a purpose other than pursuing a degree program at the University.

D. Registration in courses does not imply acceptance into a major or degree program.

E. Students who intend to apply courses taken during the period covered by the plan to a degree program at the University should apply for readmission to the University, and for acceptance into the intended major (if application to the major is needed) prior to the end of the term covered by the plan. (Application for readmission is governed by the regulations published in *Academic Regulations*. The deadlines for readmission applications are set by the Registrar's Office.)

F. Students who were suspended from the University for academic deficiency at the end of their last semester of enrollment, and who intend to apply courses taken during the period covered by the plan to a degree program at the University, may enroll in courses only with the permission of the undergraduate dean of the school or college in which they intend to enroll upon readmission.

G. Students who were dismissed from the University for academic deficiency may not enroll in any regular University courses.

Requests to be considered under the above policy must be made to the University Registrar.

The University provisions for readmission following an absence of three or more years from the University are described in Section III Academic Status, paragraph K. Special Provisions for Reinstatement after Extended Absence from the University. (Fresh Start). Students should be aware that, under that policy, "an absence of three or more years from the University" is defined as non-enrollment in any courses on the

Amherst campus, whether regular University course offerings or courses offered by Continuing & Professional Education.

#### **IV. EVALUATION OF THE PRE-MATRICULATION RECORD**

The following regulations apply to the evaluation of a student's record as a non-matriculated student, once the student has been admitted to and is matriculated in a baccalaureate program at the University.

A. A maximum of 15 credits completed through Continuing & Professional Education prior to the student's matriculation will be accepted as residence credit (will be applied toward the minimum 45 credits required in residence), but the grades earned in these courses will not be included in the calculation of the cumulative grade point average.

B. For students who matriculated into a degree program prior to the Spring 1993 semester, all enrollments through Continuing & Professional Education prior to matriculation will count, both toward residence credit and in the calculation of the cumulative grade point average.

C. Students who matriculated during or after the Spring 1993 semester will have their pre-matriculation credits earned in Continuing & Professional Education evaluated by Transfer Admissions at the time of admission. However, the student may elect to have pre-matriculation coursework completed prior to Spring 1993 accepted according to the provisions of (B), above.

If a student has enrolled in regular University courses as a Special Student (an enrollment category defined in the academic regulations), and subsequently matriculates in a baccalaureate program at the University, the provisions stated in (A), (B) and (C) above apply to that student's pre-matriculation record as well.

# ACADEMIC GRIEVANCE PROCEDURE

## I. INTRODUCTION

The students, faculty and administration of the University of Massachusetts Amherst recognize the need to provide an orderly process for the resolution of academic grievances. The following Grievance Procedure has therefore been created to meet this need. This procedure applies to all undergraduate and graduate degree programs, and all courses offered by the Amherst campus, including courses offered by Continuing & Professional Education.

This procedure is the only official procedure for resolving academic grievances. No school, college, department or office on the Amherst campus may require any student to pursue an academic grievance through any other procedure.

Grievances which have been brought to a hearing under another campus grievance procedure shall not be brought to a hearing under this procedure. Students who file a written grievance under this procedure shall be expected to abide by the final disposition of the grievance, and shall be precluded from seeking review of the matter under any other procedure within the University.

The Provost's Office shall be responsible for the distribution of this document. Copies shall be kept on file by all deans, department heads and chairs, undergraduate program directors, Pre-Major Advising Services, the Arts & Sciences Advising Center and all other centers that are responsible for undergraduate academic advising, and the University Ombudsperson. Additional copies shall be available upon request from the Provost's Office, the Faculty Senate Office and the Ombuds Office. Both the existence of the procedure and the role of the Ombuds Office shall be summarized in the *Guide to Undergraduate Programs* and the *Graduate School Bulletin*, and the entire procedure shall be published in *Academic Regulations* and the *Graduate School Handbook*.

## II. DEFINITIONS AND FORMAL PROCEDURE

### A. Process Manager.

The Ombuds Office is the process manager for grievances brought under this procedure. As such, the Ombuds Office is responsible for ensuring that only those matters properly defined as academic grievances are pursued through this procedure, for advising all concerned parties of their rights and obligations under this procedure, for convening hearing panels, and for scheduling hearings. The Ombuds Office has discretion to extend timelines. For each formal grievance which proceeds to a hearing, the Ombuds Office shall maintain a confidential file open only to the student, the respondent, the responsible academic administrator, and the Hearing Panel.

### B. Definitions.

**Student** - The student or students bringing a complaint under this procedure. This includes matriculated and non-matriculated students registered for classes during the fall or spring semester through the undergraduate registrar's office, the graduate registrar's office, or Continuing & Professional Education; matriculated and non-matriculated students enrolled in classes offered during the winter session or a summer session; and matriculated graduate students on program fee.

**Respondent** - An employee of the University who has made an official determination with respect to the academic performance or academic record of the student. Graduate students who serve as teaching assistants or course

instructors may also be named as respondents. If the grievance results from a policy which a graduate student was instructed to carry out by a faculty supervisor, then the graduate student and faculty supervisor should be named as co-respondents.

Academic Grievance - A complaint by the student alleging that the respondent has caused the student to suffer some specific harm related to an academic matter within the authority of the Provost's Office. However, complaints that concern (1) matters of academic judgment, or (2) the substance (as opposed to the administration) of University, campus, Faculty Senate or School and College policies and regulations shall NOT be considered grievances under this procedure.

Academic Judgment - The evaluation of a student's academic performance and the assignment of a grade as a result of that evaluation shall be considered a matter of academic judgment, and therefore not subject to a grievance except where the grade has been determined in an arbitrary and capricious manner or where the procedure used in the evaluation is found to be in violation of University policy or state or federal statute.

University policy - Any policy which has been approved by the Provost, the Chancellor, the Board of Trustees, or the Board of Higher Education or any successor board.

Arbitrary and capricious grading - (1) The assignment of a course grade to a student on some basis other than performance in the course, or (2) the assignment of a course grade to a student by resorting to unreasonable standards different from those which were applied by the same instructor to other students in that course, or (3) the assignment of a course grade by a substantial, unreasonable and unannounced departure from the instructor's previously articulated standards.

Written notification - When notification in writing is required, this may occur by way of a suitable record of e-mail transmissions in any situation where privacy rights are not infringed by the use of e-mail according to written University policy, and where the recipient has previously provided the sender with his or her e-mail address. The word "confidential" should be inserted in the subject line of the message. Hard copies of all e-mail transmissions should be maintained by the sender. Written correspondence not done by e-mail will be sent to instructors at their departmental address, and to students at their current address as recorded at the University.

For the purpose of determining deadlines, the event which gives rise to the grievance shall be deemed to have occurred when the student may reasonably be assumed to have become aware of its existence.

Semester days - Calendar days which fall within either the fall or spring semester and include all weekends and holidays which fall between the beginning and end of a semester. The beginning and end of a semester are defined as the first and last days upon which regularly scheduled classes are actually held.

Responsible academic administrator - In cases where the student is a graduate student, the Dean of the Graduate School; in cases where the student is an undergraduate student, the Provost or designee.

#### C. Attempting Informal Resolution Prior to Instituting a Grievance.

Students should attempt informal resolution prior to instituting a formal grievance. Assistance or advice in doing this is available from the Ombuds Office. Students should do this as soon as they become aware of the event which gives rise to the grievance, bearing in mind that, should attempts at informal resolution fail, the formal grievance must be initiated on or before the 45th day of the following semester (see below).



The student should discuss the event that gives rise to a grievance with the respondent as soon as possible. In the event that the respondent has left the University, the respondent's line academic supervisor (usually a department head) will immediately furnish the student with the address or telephone number of the respondent. Where that is not possible, the first line academic supervisor with the ability to effect a change of grade or take other appropriate action will assume the role of the respondent. At the request of any of the parties, the respondent's line academic supervisor may become involved in the attempt at informal conciliation, provided that the supervisor is willing to become involved.

#### D. Initiating a Formal Grievance.

If attempts at informal resolution are not successful, or if informal resolution is not attempted, the student may initiate a formal grievance. For grievable events which are alleged to have occurred during either the fall semester or winter session, the student must initiate the formal grievance process on or before the 45th day of the next following spring semester. For grievable events which are alleged to have occurred during the spring semester or summer sessions, the student must initiate the formal grievance process on or before the 45th day of the next following fall semester. Should the 45th day fall on a weekend, holiday, or day on which the University is officially closed, the period will be extended to the next day that the University is officially open.

1. The student formally notifies the Ombuds Office of the grievance. The student writes a letter to the Ombuds Office in which the student identifies: the respondent, the action(s) which are the basis of the grievance, and the harm alleged to have been caused as a result of the respondent's action(s). The letter should describe the substance of the grievance, any steps that have been taken to try to resolve it, any evidence that might be introduced at a hearing, and the relief that the student would find acceptable. From this point on, in the absence of credible and relevant new evidence, the student's pursuit of the academic grievance must remain consistent in content and scope with this formal letter, and respondents will be expected to respond only to the issues raised in this letter.

2. The Ombuds Office notifies the respondent of the grievance. Within seven calendar days of receiving the student's formal grievance letter, the Ombuds Office sends a copy of it to the respondent, along with a notice specifying the deadlines involved.

3. The respondent answers the grievance. The respondent writes a letter of response to the Ombuds Office, describing the respondent's position to the student's allegation. From this point on, in the absence of credible and relevant new evidence, the position of the respondent must remain consistent in content and scope with this letter. If the respondent refuses to submit a letter of response, the respondent's presentation of the case at any subsequent hearing will be limited to the submission of physical evidence; the respondent will be precluded from offering evidence by his or her own testimony or by the testimony of other witnesses.

4. A hearing on the grievance will be held within 20 semester days of the student filing the formal grievance letter. If the grievance is filed with fewer than 20 semester days remaining in the semester, the hearing may be delayed until as long as 20 semester days from the beginning of the following semester. The process may go forward during intersession or the summer if the student so requests and the respondent can be present. The student's and respondent's rights and obligations in the hearing process are described below. The Ombuds Office will schedule the hearing, and will give the student and respondent at least seven days notice. The student and

respondent will be responsible for notifying their respective advisers and witnesses, and shall provide the Ombuds Office with their names and roles.

5. Postponement of hearing pending parallel procedures: The circumstances which gave rise to the grievance may also have given rise to a related matter which is the subject of another formal procedure on campus. When this is the case, either the student or the respondent may request of the Ombuds Office that the hearing of the grievance be postponed pending the outcome of the other procedure. The Ombuds Office, in consultation with the process manager of the other procedure, shall determine the appropriateness of postponing the hearing.

#### E. Hearing Panels.

The Ombuds Office will convene a panel to hear an appeal. Each Hearing Panel will be composed of five disinterested persons. Three will be members of the University faculty, and two will be students (of the same graduate or undergraduate constituency as the student in the case). If the respondent is a graduate student, he or she may choose to have one of the faculty members on the Panel be replaced by a graduate student who is or has been a teaching assistant or teaching associate on the Amherst campus. The members of the panel are to be appointed by the Ombuds Office in consultation with the Secretary of the Faculty Senate, the President of the Student Government Association, and the President of the Graduate Student Senate. One of the faculty members on the Panel shall serve as chair.

All five members of the Panel must be present at a hearing. The Hearing Panel will evaluate all evidence and arguments presented to it by the student and the respondent, and will inform the responsible academic administrator of its decision within fourteen calendar days of the conclusion of the hearing. The chair of the Hearing Panel will ensure that the Panel will disregard any arguments or evidence which have not been presented in the student's formal grievance letter (D.1, above) or the respondent's answer (D.3, above).

The Hearing Panel will keep in confidence all matters which come before it. Its members will not communicate with each other about the nature of the grievance or the response prior to the hearing.

#### F. Rules of Hearing.

The Ombuds Office is responsible for the reasonable implementation of these rules.

1. Materials available to participants: At least five semester days prior to the hearing, the student and the instructor must submit to the Ombuds Office copies of any materials they wish the Hearing Panel to consider, so that the Ombuds Office may distribute them to the other party and the Hearing Panel for review prior to the hearing. Any new material submitted at the hearing will be accepted only at the discretion of the hearing panel. The party submitting the materials should provide enough copies for all parties and all members of the Hearing Panel, as well as a copy to be retained by the Ombuds Office. Any materials submitted in connection with the grievance process are considered confidential.

2. Persons present at the hearing: Attendance throughout the hearing is limited to: the student, the respondent, a representative of the Ombuds Office who will serve as staff person during the hearing, members of the Hearing Panel, and an advisor for each of the parties. Witnesses may be present at the hearing only when they are presenting evidence. An advisor may confer with and advise the student or instructor during the course of the hearing, but may not directly address the Hearing Panel except with the consent of the Hearing Panel and the other party. This advisor may not be an attorney or an employee of an attorney, unless the opposing party is himself or herself an attorney.

3. Failure of a person to appear: The Hearing Panel may proceed with the hearing and make its findings and decision even in the absence of any party, witness, or advisor who fails to appear. However, the Hearing Panel may not base its findings of fact or decision on the fact that a person has failed to appear.

4. Evidence: The Hearing Panel need not follow technical rules of evidence, but evidence shall be admitted only if it is the kind of evidence upon which reasonable persons would rely in the conduct of serious affairs. The Hearing Panel may consider evidence presented by affidavit, giving it such weight as it deems proper. All evidence shall be taken in the presence of all members of the panel and of all the parties, except where any party is absent by default or has waived the right to be present. The burden of proof shall be placed on the student, who must demonstrate, by a preponderance of the evidence, that one or more of the specified forms of arbitrary and capricious grading has occurred and that its occurrence has adversely affected her or him.

5. Presentation of the case: The representative of the Ombuds Office will make a tape recording of the hearing. Statements from the parties will be addressed to the Hearing Panel, not to each other. The chair will ensure that the hearing does not become a debate or engagement between the two parties. The time limits noted below are considered norms; the chair has the discretion to allow extensions of time. The case will be presented in the order noted below.

The student and then the respondent will each present his or her documentary evidence and witness testimony. Panel members and opposing parties may question witnesses, through the chair. If either party wishes to put questions to the other party, he or she will submit the questions to the chair, who shall decide if any of the questions submitted would be useful to the panel's determination, and then ask the questions of the other party. Each party will then summarize his or her position.

The hearing is considered concluded following the parties' summaries. Tape recording will end when the chair asks all persons present except Panel members to leave the room while the Panel discusses the evidence and formulates its decision. If necessary, the Panel may reconvene at a later time to complete its deliberations, and the chair may be empowered by the Panel to obtain answers to questions from one or both of the parties that occur to the Panel during its deliberations.

The chair of the Hearing Panel has the authority to modify procedures during the course of the hearing to accommodate unforeseen circumstances or needs of the parties or the Hearing Panel. If the chair is unable to exercise this authority, the representative of the Ombuds Office will appoint another faculty member to act as substitute chair if necessary.

The audiotape of the hearing will be placed in the grievance file of the Ombuds Office. Either the student or the respondent may request a copy of the tape, to be made at the party's expense. Any transcription of the tape shall be at the private arrangement and expense of the party who desires the transcript. Additional tape recordings of the hearing may be made by either party.

#### G. The Decision of the Hearing Panel.

The chair will issue the written report of the Hearing Panel within fourteen calendar days of the conclusion of the hearing. The report shall be addressed to the responsible academic administrator (the Dean of the Graduate School or the Provost or designee), and copies will be sent to the Ombuds Office, the student, and the respondent. The report will state the Panel's findings of fact

on the question(s) in dispute, and the Panel's recommendations for action, if any. Both the findings and the recommendation shall be arrived at by a majority vote of the Panel.

The decision of the Hearing Panel cannot require an instructor to change a grade unless the instructor agrees to do so. If an instructor has been found (1) to have engaged in arbitrary and capricious grading, or (2) to be in violation of University policy or state or federal statute, the hearing Panel should recommend an appropriate method for redressing the situation.

The Hearing Panel's findings of fact are final, and are binding on all parties. The Hearing Panel's recommendations shall be binding on all parties insofar as they have the authority to comply. It need not be binding on the University administration or on persons who are not parties to the grievance, but will be a recommendation under those circumstances.

#### H. Appeals.

The Hearing Panel's findings of fact are final, and may not be appealed. Appeals may be made only on the basis of a violation of due process, or on the basis of new evidence.

Due Process Appeal: "A violation of due process" is defined as a failure to comply with the Rules of hearing such that the failure reasonably may have affected the decision of the Hearing Panel to the harm of the party who has appealed. If either party believes that he or she was denied due process by the Hearing Panel, he or she may appeal in writing to the responsible academic administrator. This appeal must be made in writing within thirty (30) calendar days of the release of the Hearing Panel's report. If the administrator finds on behalf of the party making the appeal, the administrator may either ask the Hearing Panel to rehear the case or ask the Ombuds Office to appoint a new panel to rehear the case. The decision of the responsible academic administrator will be based on her/his review of the official record of the hearing (official tape and exhibits) and the Hearing Panel's recommendation, which the administrator may accept, reject, or modify. The responsible academic administrator shall rule on the appeal within 14 semester days after its submission. This grievance procedure shall be deemed to have been exhausted once the ruling of the responsible academic administrator has been rendered.

New Evidence: In the event that new and compelling evidence becomes available after the Hearing Panel has rendered its decision, either the Student or Respondent may appeal to the responsible academic administrator for a rehearing of the grievance. The appeal shall be in writing and include a detailed description of the new evidence and an explanation as to why the new evidence should alter the initial decision of the Hearing Panel. After receipt of the written appeal, the administrator will have 30 semester days to decide whether or not to grant a new hearing. The decision of the responsible academic administrator on the appeal is final and may not be appealed. In the event that a new hearing is granted and the original Hearing Panel is no longer available, the Ombudsperson shall establish a new Hearing Panel to hear the grievance.

#### I. Records of Academic Grievances.

The Ombuds Office (or any successor agency designated as process manager of this procedure) shall maintain the record of an academic grievance for a period of seven years following the awarding of a degree to the complainant. If no degree is awarded to the complainant, the record shall be maintained indefinitely.

No record that an academic grievance has been filed may be made part of a student's official file in a department or school or college office, except as necessary to document a grade change (if relevant).

# COURSE MANAGEMENT GUIDELINES FOR INSTRUCTORS

## I. INTRODUCTION

In January of 1985, the Faculty Senate adopted the following guidelines as a means by which instructors could minimize confusion and misunderstanding in their courses which might lead to grievances by students (Sen. Doc. No. 85-021).

A. Make available to each student an up-to-date syllabus that will provide the following information:

1. your course objectives;
2. your expectations and any special requirements for papers, projects, lab reports or exams;
3. your attendance policies;
4. your grading criteria and the approximate weight of each course requirement in the final grade;
5. your examination schedule and any make-up or rescheduling policies;
6. your policies on academic honesty (e.g., attribution and collaboration between students);
7. the location of your office and mailbox, and your office phone.

Try to avoid major changes as the semester progresses.

B. Since grading policies often tend to be a focus of confusion or misunderstanding, take special care to articulate your grading criteria and invite students to discuss related questions with you early in the course. Extra credit may be included in course grading policies at the discretion of the instructor. If opportunities for extra credit are offered, they should be equally available to all students, taking into account scheduling, economic, or other obstacles to participation. Reasonable alternatives for extra credit should be considered in cases when such obstacles are likely.

C. Avoid further misunderstandings by reminding students of their responsibilities in your course. For instance, remind them that it is their responsibility to take exams at the scheduled times and to know the location of their exams, to make alternative arrangements in advance if they have a legitimate reason for not being able to take an exam, and to provide appropriate explanation and documentation if they miss an exam without making prior arrangements. Remind students also of your policies and official University policy on makeup exams.

D. Announce field trips and other special meetings, preferably in class and in writing. If these require activity on holidays and/or weekends, state this clearly.

E. Unless it is your custom to return exams, lab reports, papers, and projects, retain all your grading materials for timely review with students both during the semester and after final grades. Students have the right to discuss their grades with faculty. They should be apprised of your grading policies, see their work, and hear your evaluation of their work directly.

If dis-enrolled, a student may appeal to the Dean of Students Office within 5 business days. If the student appeals, the Dean of Students Office staff will keep the instructor, the department chair or supervising faculty and the student informed of the status of any action to be taken.

# STUDENT ABSENCE GUIDELINES FOR INSTRUCTORS

## I. INTRODUCTION

The Office of the Provost and the Dean of Students Office regularly receive inquiries concerning University policy on student absence from classes. The campus's policy on attendance can be found in the Academic Regulations section of this publication; it applies to classes and examinations.

Below is a summary of the policies governing excused absences, and recommendations for some simple procedures that faculty can use to verify the reason for a student's absence. Department heads/chairs and faculty should pass this information on to all graduate teaching assistants.

### A. Basic Rules.

Apply to all excused absences, whether excused because of a University policy or at the instructor's discretion.

1. Students must still meet all class requirements.
2. Instructors must offer reasonable assistance in making up missed work (e.g., making arrangements for attendance at labs or discussion sessions which meet at other times; providing makeup exams or labs where feasible).
3. Instructors may not require students to take a make-up exam in a format substantially different from that of the original exam.

### B. Religious Observances.

An instructor must excuse any student who is unable to attend classes or participate in a class-related activity or examination because of religious observance.

Students must inform their course instructors, in writing, of the days on which they will be absent for religious reasons, and should do so as early in the semester as possible and always prior to the day(s) they will be absent. Instructors have the right to require students to provide a written list of such days within one full calendar week of a student's enrollment in the course, provided that the requirement and deadline are stated in the course outline or other handouts.

In the event of a dispute between an instructor and a student in any course, either party should contact the department head or the Ombuds Office. A calendar of major holidays is published through the University's web site and the faculty and staff telephone directory. The Religious Affairs website also publishes an extensive list of holidays at [http://www.umass.edu/religious\\_affairs/](http://www.umass.edu/religious_affairs/)

### C. Athletic Events.

Required participation in athletic events that conflict with scheduled classes can be verified by the Athletic Department (545-4379). Students should inform instructors as soon as possible of an event for which they will be absent from class.

### D. Field Trips, Performances.

Field trips and performances can be verified by the department requiring a student to participate. Other scheduled activities for students are usually verified by the office or department scheduling the activity. Students should

inform instructors of pending absences as soon as they are aware of the schedule conflict.

#### E. Health Reasons.

For students treated by medical providers, instructors may require written verification, within the limits of the health care provider's policy, from the health provider. Where possible, students should notify faculty in advance if they will miss a class because of illness, injury or medical treatment.

Students should be made aware that they can leave a message at a department office or on an instructor's voice mail to explain an absence the day it occurs, if possible.

For students who are treated off-campus, instructors may require written verification, within the limits of the health care provider's policy, from the attending physician. Where possible, students should notify faculty in advance if they will miss a class because of illness, injury or medical treatment.

Students should be made aware that they can leave a message at a department office or on an instructor's voice mail to explain an absence the day it occurs, if possible.

#### F. Family Illness.

In recent years, the number of students who are caring for dependent family members at home has markedly increased. On occasion, single parents must stay home to care for sick children; students may miss class due to the medical needs of brothers, sisters, older parents, etc. Instructors are encouraged to allow students in these kinds of situations fair and adequate opportunity to make up any missed academic work. Students who have family obligations that may cause them to miss class are urged to inform their professors at the beginning of the semester, or as soon as the likelihood of such an absence becomes known.

#### G. Other Extenuating Non-Academic Reasons.

This category includes other valid excuses for missing class, including family illness or death, personal problems or unforeseen circumstances (e.g., automobile accident). While the policy states that instructors have the right to require written verification of students' absences for such reasons, this is difficult to achieve in many circumstances. We offer several suggestions to cover a number of potential excuses.

For court appearances, jury duty, or other activity related to the legal system, a copy of the appropriate legal document should be provided. If an absence is attributed to the death of a person close to the student, an instructor can request a copy of the obituary or death notice, and some evidence of the student's relationship to the deceased. (Instructors should be aware, however, that in a situation of genuine grief and loss, this request is usually perceived as quite callous, or even outrageous, though this is not the instructor's intent.)

Many extenuating non-academic reasons for absence are not documentable, and instructors have to use their best judgment in evaluating student absences.

When students or family members notify the Dean of Students Office of extended absences, the Dean of Students Office will notify instructors. If instructors have concerns about a particular case and need advice on how to handle it, they may telephone the Dean of Students Office (545-6284) or the Provost's Office (545-2554) for advice.



# ADMINISTRATIVE POLICIES AND PROCEDURES

## I. *Administrative Withdrawal*

### A. Conditions Warranting Administrative Withdrawal.

Any of the following conditions may warrant administrative withdrawal:

1. Failure to comply with administrative requirements; specifically, failure by a student to satisfy an overdue financial obligation to the University, consisting of tuition, loans, board, room fees, library charges, or other student charges, including orientation, student activities, health services, Child Care and other such fees as may be established from time to time, or other University obligations.
  
2. Forgery, fraud, or falsification of information on any official University form or document, such as a grade report, recommendations, transcripts, etc.

### B. Effects of Administrative Withdrawal.

1. If administratively withdrawn, a student's record will indicate the withdrawn date and the reason code for administrative withdrawal. All courses for which a student is registered at time of withdrawal will be suppressed on the official transcript until the resolution of the outstanding obligation.
  
2. The student shall not be allowed to pre-register or register for future semesters. If a student has already pre-registered at the time of withdrawal, all course enrollments will be canceled.
  
3. The student shall receive no further material or notification from the Registrar concerning University affairs.

Note: If a graduating senior is administratively withdrawn, his/her graduation date will be determined by the date of resolution which clears the outstanding obligation.

### C. Procedures for Implementing Administrative Withdrawal.

1. An appropriate administrative official may recommend to the Registrar that a student be administratively withdrawn from the University.
  
2. The administrative official shall make his/her recommendation in writing, detailing his/her compliance with the following requirements:
  - (a) The recommendation must be based on one of the grounds set forth in paragraph A.
  - (b) The facts upon which the recommendation is based must be ascertained and stated precisely and accurately.
  - (c) An attempt to resolve the matter must have been made by the administrative official by mailing to the student at his/her last known address a written notice of the proposed recommendation for withdrawal and the reasons therefore, such matter not having been successfully resolved within fourteen calendar days of the mailing of said notice.

- (d) If the matter has not been successfully resolved, the administrative unit shall send a certified letter to the student at his/her last known address setting forth the recommendation for withdrawal and the reasons therefore.

3. If the Registrar is satisfied that the conditions specified in number 2 of this section have been satisfied, the Registrar shall administratively withdraw the student from the University no sooner than the fifteenth calendar day following the mailing of the notice provided for in said paragraph.

#### D. Reinstatement.

Any student who has been administratively withdrawn may at any time during the semester in which the withdrawal was made make arrangements with the Registrar for the resolution of the matter. Upon such a resolution satisfactory to the Registrar, the Registrar shall forthwith reinstate the student to active enrollment status. Any student who fails to resolve the outstanding obligation during the semester will be ineligible to enroll for the following semester unless the student is able to make the payment prior to the first day of the semester. In this situation, the student must also be able to clear the tuition and fee bill immediately. Otherwise, upon resolution, the student must file a readmission application by the stated deadline for enrollment in the next available semester.

## **II. Excuses of Absence for Health Reasons**

POLICY MEMORANDUM FROM UNIVERSITY HEALTH SERVICES.

It is the policy of the University that students explain absences directly to their instructors without automatic intervention of a third party. At the same time it is recognized that it should be a continuing prerogative of the instructor to request objective verification of selective absences if he or she wishes. It is the policy of the Health Services to cooperate with instructors in verifying excuses from academic responsibilities in the case of health problems. It is important that any communication with instructors, administrators, or other members of the University community conform strictly with the standards concerning confidentiality.

#### A. Procedure.

1. Any instructor who wishes to verify absence for reasons of health is expected to call the Health Services (577-5000) to confirm admission to the observation bed at UHS or to a local hospital, visits to the out-patient department, or the limitation of activity recommended for reasons of health.
2. In answering requests for information, members of the secretarial or nursing staff may disclose dates and times of visits or admission and discharge. They may not, however, give information concerning the reasons for a visit, diagnosis or treatment received, or justification for a particular visit.
3. Requests for judgment concerning the need or justification for a specific absence, etc., will be referred to one of the staff physicians. In answering these requests, special care will be taken to respect carefully the confidential physician-patient relationship which is of primary importance as a basis for our service. The opinion will be given without revealing any information concerning diagnosis, treatment, etc., unless previously authorized by the student. All requests for mental health information will be referred to the Director of Mental Health.
4. In certain exceptional situations, such as when large numbers of absences from mass examinations or from final exams are explained as having been for

reasons of health, verification may be expedited and accuracy assured by a report to the instructor in writing. The staff of the Health Services will be ready at any time and in any reasonable manner to aid instructors in realizing the University's main purpose of functioning as an educational institution.

5. If any instructor insists upon having a written excuse, it is suggested that the physician to whose attention this has been drawn discuss the matter directly with the instructor, explaining that written excuses are not provided. If the discussion appears fruitless, the matter should be referred to the head of the academic department or the Director of the Health Services.

#### B. Course Withdrawals for Health Reasons.

Some students request assistance from the Medical or Mental Health staff to document reasons for course withdrawals, especially in courses where the student is failing. In general, course withdrawals for medical reasons will be recommended by the treating physician or nurse clinician. Course withdrawals for mental health reasons will only be authorized for students who have been in direct contact with one of the therapists in the Mental Health Division. Even in those cases, students will be encouraged to use other avenues to reduce their course load before needing documentation from the Mental Health Service in order to obtain a course withdrawal.

Whenever a course withdrawal is indicated, either for a client who has been seen regularly at Mental Health or for a person who has had a tragedy in the family where the reason for the withdrawal is obvious, these cases will be brought to the attention of the Director of Mental Health and will generally be referred through the Medical Director for the Medical Director's signature in order to preserve confidentiality. In addition, a telephone arrangement has also been developed between the MH Director and academic deans whereby our support or non-support for special consideration can be indicated without revealing any specific information. In all cases, such withdrawals will be noted in the Medical or Mental Health record.

### **III. Health Withdrawal**

When a student's health or mental health problem precludes successful completion of his/her academic course work, the student may receive a health withdrawal from the University, upon recommendation by the appropriate physician or therapist of the University Health Services. Normally, the withdrawal will result from the student's voluntary efforts. In exceptional circumstances involving life threatening behaviors, a student may be asked to leave the University involuntarily until serious life-threatening circumstances have been controlled.

#### A. Voluntary health withdrawal.

A voluntary health withdrawal may be requested by any student with a serious health problem who, in the opinion of the attending physician/therapist, cannot complete his/her course work. All such withdrawals will be reviewed and approved by the Medical Director or Mental Health Director. In order to remove the conditions of the health withdrawal, a student must present evidence that the health problem no longer precludes successful completion of academic work. In most cases, at least one academic semester must have passed before readmission for mental health/medical withdrawals can be considered.

#### B. Involuntary health withdrawal.

An involuntary withdrawal for health reasons may be recommended by a physician or therapist on the staff of the University Health Services (UHS). An involuntary health withdrawal must involve a strong likelihood of: serious risk of physical harm to the student him/herself, manifested by evidence of threats

of suicide or attempts at suicide or other serious bodily harm; serious risk of physical harm to other persons in the community, including evidence of homicidal or other violent behavior; a reasonable risk of physical impairment or injury to the person him/herself because of impaired judgment that would not allow the person to live independently or protect him/herself in the community or not allow the person to perform the essential functions of an educational program without requiring substantial modification of the program. All recommendations for involuntary health withdrawals must be evaluated and approved by either the Medical Director or the Mental Health Director with acknowledgement by the Executive Director and Dean of Students. The reasons for the recommendation must be documented in writing along with appropriate referrals and an opportunity provided for the student to examine the recommendations and discuss them with an administrator of UHS. Once documented and approved, the terms of the withdrawal become effective immediately and the student may be required to leave campus immediately. However, the safety of the student while on campus has to be assured. Advance notice of an involuntary health withdrawal is only recommended when the safety of the student while on campus is assured. In the case of emergencies no advance notice may be possible.

A student involuntarily withdrawn for health reasons has ten (10) business days to appeal the decision. All appeals must be in writing to the Director, University Health Services, stating the reasons for the appeal and the desired resolution. The Director of the University Health Services will convene a three-member Appeals Panel composed of three licensed medical and/or mental health care providers all of whom will be from outside the University. One provider must have knowledge relevant to the medical issue being presented (and the Dean of Students or designee). The Appeals Panel will conduct a hearing to consider the case within five (5) business days of the request for appeal. At the time of the hearing, the student has the opportunity to contest the decision and will be permitted to have an adviser present. The decision of the Appeals Panel is final.

To be considered for readmission, a student must present evidence that the health problem no longer precludes safe attendance at the University. The student will be examined by the Medical Director or Mental Health Director, or designee who must approve the request for readmission. In most cases, at least one full academic semester must have passed from the time of the withdrawal before the student is eligible to re-enroll.

# TUITION CLASSIFICATION

(Rules and Regulations Governing the Residency Status of Students  
for Tuition Purposes)

These rules and regulations, passed by the University's Board of Trustees, 2/1/95, revised 12/6/95, and current as of publication, apply to the classification of students at the University of Massachusetts as Massachusetts or non-Massachusetts students for tuition and fee purposes.

## I. Definitions

A. "Academic period" shall mean a term or semester in an academic year or a summer session, as prescribed by the Board of Trustees or under their authority.

B. "Continuous attendance" shall mean enrollment at the University for the normal academic year in each calendar year, or the appropriate portion or portions of such academic year as prescribed by the Board of Trustees or under their authority.

C. "Emancipated person," for the purposes of residency classification for tuition, shall mean a person who has attained the age of 18 years and is financially independent of his or her parents, or if under 18 years of age, (a) whose parents have entirely surrendered the right to the care, custody, and earnings of such person and who no longer are under any legal obligation to support or maintain such person; or (b) a person who is legally married; or (c) a person who has no parent. If none of the aforesaid definitions apply, said person shall be deemed an "unemancipated person."

D. "Parent" shall mean

1. the person's father and mother, jointly;
2. if the person's father is deceased, the person's mother; if the person's mother is deceased, the person's father;
3. if a legal guardian has been appointed by a court having jurisdiction, the legal guardian;
4. if neither the father nor mother is living and no legal guardian has been appointed, the person who then stands in loco parentis to the person;
5. if the father and mother are divorced, separated or unmarried, the parent who has been awarded legal custody of the person; or if legal custody has not been awarded, the parent with whom the person lives. With respect to any adopted student, the word "adoptive" should be inserted before the words "father" and "mother" wherever used.

E. "Reside," "residency" or "resident" shall mean "domicile," i.e., a person's true, fixed and permanent home or place of habitation, where he or she intends to remain permanently.

## II. Classification

For the purpose of assessing tuition and fees, each student shall be classified as a "Massachusetts resident" or a "non-Massachusetts resident." A person shall be classified as a Massachusetts resident if he or she (or the parent of an

unemancipated student) shall have resided in the Commonwealth of Massachusetts for purposes other than attending an educational institution for twelve months immediately preceding the student's entry or reentry as a student.

Physical presence for this entire twelve-month period need not be required as long as the conduct of the individual, taken in total, manifests an intention to make Massachusetts his or her permanent dwelling place.

### **III. Determination of Residency**

#### A. Proof of Residency.

Each case will be decided on the basis of all facts submitted with qualitative rather than quantitative emphasis. A number of factors is required for residency to determine the intention of the person to maintain permanent residence in Massachusetts. No single index is decisive. The burden of proof rests on the student seeking classification as a Massachusetts resident.

1. The following shall be primary indicia of residency:
  - (a) For unemancipated persons, the residency of parents, having custody, within Massachusetts;
  - (b) Certified copies of federal and state income tax returns;
  - (c) Permanent employment in a position not normally filled by a student;
  - (d) Reliance on Massachusetts sources for financial support;
  - (e) Former residency in Massachusetts and maintenance of significant connections there while absent.
  
2. The following shall be secondary indicia of residency, to be considered of less weight than the indicia listed above in subsection b.:
  - (a) Continuous physical presence in Massachusetts during periods when not an enrolled student;
  - (b) Military home of record;
  - (c) All other material of whatever kind or source which may have a bearing on determining residency.

#### B. Proof of Emancipation.

A student asserting that he or she is an emancipated person shall furnish evidence to support such assertion. Such evidence may include:

1. Birth certificate or any other legal document that shows place and date of birth;
2. Legal guardianship papers - court appointment and termination must be submitted;
3. Statements of the person, his or her parent(s), guardian(s), or others certifying no financial support;
4. Certified copies of federal and state income tax returns filed by the person and his or her parent(s);
5. Where none of the foregoing can be provided, an affidavit of the emancipated person in explanation thereof and stating fully the grounds supporting the claim of emancipation.

#### C. Presumptions, etc.

1. Residency is not acquired by mere physical presence in Massachusetts while the person is enrolled in an institution of higher education. (See Section 2.1)

2. A person having his or her residency elsewhere than in Massachusetts shall not be eligible for classification as a Massachusetts resident for tuition purposes, except as herein provided.

- (a) Any person who is registered at the University 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.
- (b) 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 nonimmigrant visa.
- (c) A person who is an immigrant/permanent resident of the United States (or has applied for such status) 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 have applied for) refugee/asylum status are likewise 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. All non-citizens must provide appropriate documentation to verify their status with the United States Immigration and Naturalization Service.
- (d) Those students whose higher educational pursuits are funded by the Department of Welfare, the Massachusetts Rehabilitation Department, or any of the other Commonwealth of Massachusetts public assistance programs.

3. 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.

4. For the purposes of this policy the following persons shall be presumed to be Massachusetts residents:

- (a) 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 students.
- (b) Full-time faculty, professional staff, and classified staff employees of the University of Massachusetts system and their spouses and dependent students.

## **IV. Appeals**

Any student or applicant who is unwilling to accept the initial ruling relative to his or her residency classification, or who wishes to seek reclassification, may file a "Residency Reclassification Form." Residency reclassification forms are available from the Dean of Students Office.

Any student or applicant who is unwilling to accept the ruling related to his or her residency classification may submit an appeal through the appeals process established by the campus at which that student or applicant seeks reclassification. The decision on appeal is final and may not be appealed further. Information on appeals is available from the Dean of Students Office.

In any case in which the Admissions Office is unable to make an initial determination based on the evidence submitted, the applicant may be required to submit a "Residency Reclassification Form" to the Admissions Office for their review before being finally classified as a resident or a nonresident.

## **V. Penalties**

Misrepresentation in or omission from any evidence submitted with respect to any fact, which if correctly or completely stated would be grounds to deny classification as a Massachusetts resident, shall be cause for exclusion or expulsion from or other disciplinary action by the University.



# MISCELLANEOUS REGULATIONS

## **I. Grooming**

No student shall be denied admission to a University class because of personal grooming or attire unless such restrictions are clearly related to legitimate purposes of health and safety.

## **II. Housing**

The University requires that all full-time undergraduate students (enrolled for 12 semester credits or more) shall be required to live on-campus in the residence halls during their freshman year. Exemption from this requirement may be granted to the following: married students; veterans; students living in and commuting from the home of their parent(s) or court-appointed (legal) guardian(s).

In addition, the University reserves the right to deny housing in any residence hall or apartment unit to any individual who has been convicted of a felony involving bodily harm to persons, damage to property, or the sale or distribution of illegal drugs. Specific cases will be reviewed on a case by case basis by the Dean of Students who will make the final decision.

Students required or granted permission to live off campus are required to keep the Registrar's Office informed of their current local address.

As students are automatically billed for room and board per University policy, any student in non-conformance will still have to pay his/her University room and board bill if living off campus without proper authorization. Non-payment will prohibit the student from registering at the University, or will result in Administrative Withdrawal.

## **III. Board**

**The University requires that all undergraduate students living in the non-apartment residence halls subscribe to a meal plan.** First and second year students must choose from the Residential Meal plans (DC Basic, Unlimited and Unlimited Plus). Third and fourth year students (those with 57+ academic credits) can choose from the Residential Meal plans or the YCMP Residential plans (Gold and Platinum). The YCMP Commuter Plans (Commuter 65, Commuter 155, YCMP on the Go!) are available to off-campus and meal plan exempt students only.

Students living off-campus or non-first year residential students living in an apartment-style residence hall are able to purchase any Residential or Commuter meal plan, however it is not mandatory as they are exempt from the Meal plan requirement.

Students can change their meal plans on SPIRE through Add-Drop period. If a student runs low on meals, meal plans may be upgraded at any point during the semester or Additional Meals may be purchased on SPIRE.

To receive an exemption for medical reasons, documentation must be supplied to, verified and authorized by the Dining Services' Dietitian.

If a student withdraws from the residence halls or the University, Dining Services follows the Registrar's Office refund schedule. Students who are removed from the meal plan due to a judicial sanction are not eligible for a refund.

Dining Services' main office is located on the third floor of Worcester Dining Commons. Dining Services can also be reached by calling 413-545-5380 or by visiting their website at [www.UMassDining.com](http://www.UMassDining.com) .

#### **IV. Sales and Solicitations**

Students' living facilities and other University property may not be used for a business office, soliciting headquarters, etc. Exceptions are made in the Campus Center complex following approval by the Campus Center Director and Campus Center Governing Board.

#### **V. Sexual Harassment Policy and Procedures**

The University of Massachusetts Amherst is committed to providing students, faculty, and staff with an environment where they may pursue their careers or studies without being sexually harassed. Sexual harassment of or by any member of the University community is unacceptable and will not be tolerated. It is illegal and constitutes a violation of Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Massachusetts G.L.c.151B and 151C. For the purposes of this policy, it is defined as follows:

A. Unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- 1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic work; or
- 2) submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual; or
- 3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or sexually offensive working or academic environment.

The University's Sexual Harassment Policy and Procedures are summarized in *The Code of Student Conduct* a publication of the Dean of Student Affairs. Copies of the complete document are available from the Equal Opportunity and Diversity Office, 243 Lederle Lowrise, telephone 545-3464 or at [www.umass.edu/eod](http://www.umass.edu/eod).

# FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT

## **I. GUIDELINES FOR THE RELEASE AND DISCLOSURE OF INFORMATION FROM STUDENT RECORDS**

The Family Educational Rights and Privacy Act (Part 99 of Title 34 of the Code of Federal Regulations) allows present or former students at educational institutions access to educational records kept on them, as well as basic protections of privacy of their records. The University's policy regarding communication with parents applies equally to students who are minors. Upon a student's matriculation into an undergraduate program at a college or university, regardless of the student's age, rights under FERPA transfer to the student. The law does not apply to applicants seeking admission to the University. The law applies to educational records, which are defined as those records that are directly related to a student and maintained by an educational agency or institution.

The law exempts from the definition of "education records," generally, records of instructional, supervisory, and administrative personnel which are kept in the sole possession of the person who made the record and are not accessible or revealed to any other person except a substitute for the maker of the record; records of a law enforcement unit of the University which are maintained solely for law enforcement purposes; records of employees of the University; records which are created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional acting in his or her professional capacity or assisting in a paraprofessional capacity which are made, maintained or used only in connection with treatment of the student; and records that only contain information about an individual after that individual is no longer a student at the University.

Under the Family Educational Rights and Privacy Act, you have the right to know what types of records relating to students are kept by the University, and to inspect and review any of those records which apply to you. You also have the right to a response to a reasonable request for explanation and interpretation of records which apply to you.

The University will provide the student with a copy of his/her transcript upon written request and payment of a fee as applicable. The Family Educational Rights and Privacy Act does not give you the right to a copy of your records unless failure to receive a copy would make it impossible for you to exercise your right to inspect and review your records. You can also receive a copy, upon written request, of information from your record which you have instructed the University to disclose to another party. If the University transfers records which apply to you to another educational institution, you can receive a copy of those records if you request it in writing.

The Dean of Students Office, 227 Whitmore Administration Building, keeps a list of types of educational records maintained by the University, where they are kept, and who is responsible for them. The Dean of Students Office also has available a description of your rights under the Family Educational Rights and Privacy Act, and procedures to be followed in exercising those rights.

If you wish to see any of the educational records which apply to you, go to the office which keeps the records during regular working hours. Make your request in writing, following the procedures established by the office. If possible, you will have immediate access to your record. In no case will you have to wait more than 45 days. If you are required to wait, the office will tell you when your record will be available. You will have to identify yourself with a picture ID to see your record.

If confidential letters and confidential statements of recommendation were placed in your record before January 1, 1975, they will be removed before you have access to the record provided the letters or statements are used only for the purpose for which they were intended. If you have waived your right to see confidential letters or statements concerning admission to the University, applications for employment, or receipt of an honor, these letters or statements will also be removed before you see your record. If you believe your record contains information which is inaccurate, misleading, or otherwise in violation of your privacy rights, you have the right to challenge the content of the record. While you cannot challenge the correctness of a grade, you may challenge the accuracy with which the grade was recorded.

If you wish to challenge the content of your record, first try to work the problem out with the person responsible for the record. If this proves unsuccessful, you may request in writing a hearing at which you may present your challenge. Complete information on hearing and appeal procedures is available from the Dean of Students Office, 227 Whitmore Administration building.

## **II. DIRECTORY INFORMATION**

The University defines "directory information" as a student's name, local address, home address, e-mail address, major, telephone numbers, date and place of birth; acknowledgement of a student's participation in officially recognized activities and sports, weight and height of members of athletic teams, date(s) of attendance, degrees, certificates, awards received, student employment status and the most recent previous educational agency or institution attended by the student. The University will make public some or all of this information, unless you specifically request in writing that your prior consent be obtained. REQUESTS BY INDIVIDUAL STUDENTS TO SUPPRESS FROM PUBLIC DISTRIBUTION THE ABOVE-MENTIONED INFORMATION ARE TO BE MADE ANNUALLY TO THE DEAN OF STUDENTS OFFICE, ROOM 227 WHITMORE ADMINISTRATION BUILDING.

The University will not permit access to or release of a student's educational records, or personally identifiable information contained therein (other than directory and public information), to third parties, without the student's written consent, except to the following:

A. Other University officials who have a legitimate educational interest in a student's record. The University defines "University officials" as any professional employee who is head of an office, department, school, college, division, or their specified designee. The term "University official" shall also include any contractor, consultant, volunteer or other party to whom UMass Amherst has outsourced institutional services or functions. A university official has a "legitimate educational interest" if the official needs to review an education record in order to fulfill his or her professional responsibility. The University may disclose, to teachers and school officials in other schools who have legitimate educational interests in your behavior, disciplinary action taken against you for certain kinds of conduct.

B. Authorized representatives of the Comptroller General of the United States, the Secretary of the U.S. Department of Education, authorized representatives of the Attorney General of the United States for law enforcement purposes, and state and local educational authorities.

C. In connection with a student's application for, or receipt of, financial aid, provided that personally identifiable information from the education records of the student may be disclosed only as may be necessary for such purposes as:

1. to determine the eligibility of the student for financial aid;
2. to determine the amount of financial aid;

3. to determine the conditions which will be imposed regarding the financial aid;

4. to enforce the terms or conditions of the financial aid.

D. State and local officials or authorities to whom such information is specifically allowed to be reported or disclosed under state statutes adopted before November 19, 1974 if the allowed reporting or disclosure concerns the juvenile justice system and the system's ability to effectively serve the student whose records are released. Such information may be reported or disclosed under state statutes adopted after November 19, 1974 on the same basis as prior to that date if the report or disclosure will assist the juvenile justice system to serve the student prior to any adjudication.

E. Organizations conducting studies for, or on behalf of, educational institutions for the purposes of developing, validating, or administering predictive tests, student aid programs, and improving instruction, provided that the identity of students is not revealed to other than representatives of such organizations.

F. Recognized accrediting organizations carrying out their accrediting functions.

G. In compliance with a judicial order, or pursuant to any lawfully issued subpoena, provided that the University makes a reasonable effort to notify the student of the order or subpoena in advance of compliance therewith. A court or other agency which issues a subpoena for law enforcement purposes may order the University and its officials not to disclose the existence or contents of the subpoena to any person.

H. In connection with an emergency situation, if the knowledge of such information is necessary to protect the health or safety of a student or other persons.

I. Where the disclosure is to parents of a dependent student, as defined in section 152 of the Internal Revenue Code of 1954.

### **III. TYPES OF RECORDS**

The University develops and maintains several types and varieties of educational records on students. A list of what types of records are maintained by the University, where they are kept, what University official has major responsibility for those records, who has access to those records and why, and what it will cost you to obtain a copy of those records, has been developed. A copy of the complete list is available for your inspection in the following locations:

Vice Chancellor for Student Affairs Office	319 Whitmore Administration Building
Vice Chancellor for Academic Affairs Office	371 Whitmore Administration Building

Legal questions concerning the Family Educational Rights and Privacy Act may be addressed to Associate University Counsel, 300 Whitmore Administration Building.

### **IV. OTHER RIGHTS AND REQUIREMENTS OF THIS LEGISLATION**

In addition to the above, the law sets forth other rights and requirements regarding educational records maintained on students:

A. The University cannot require nor attempt to influence you to waive any rights granted under this legislation, as a condition of admission, receipt of financial aid, or receipt of any other services or benefits.

B. Parents' financial records and related parental financial information shall not be released to students unless authorized by the parents. Any institutional office maintaining such records shall either store such records in a file separate from records subject to review or conspicuously stamp such records "CONFIDENTIAL - NOT TO BE RELEASED TO STUDENT."

Confidential letters and confidential statements of recommendation placed in the education records of the student before January 1, 1975, need not be released to the student as long as the statements are used only for the purposes for which they were specifically intended.

Confidential letters and confidential statements of recommendation placed in the student's education records after January 1, 1975 need not be released to the student if the student has waived in writing his or her right to inspect and review those letters and statements, and those letters and statements are related to the student's admission to an educational institution, application for employment, or receipt of an honor or honorary recognition. If the waiving student requests, the University will give the student the names of the individuals who provided the letters and statements of recommendations.

C. The University must maintain a record, to be kept with the educational records of each student, which will indicate all parties who have requested or obtained access to a student's records, and the legitimate interest that such parties have in obtaining such information. This record will be available only to the student, the University personnel responsible for the maintenance of the records, and those within the University who have legitimate educational interests and as otherwise specifically authorized by the Act.

D. The University must make public notice of the categories of data which it determines to be "directory information" and give a period of time for a student to inform the University that any or all information designated as "directory information" should not be released without his or her consent. Public notice is given by publication in the Daily Collegian at the beginning of each semester.

E. Complaints regarding violations of this act, or its regulations, may be submitted in writing to the Family Policy Compliance Office, U.S. Department of Education, Washington, DC 20202-4605.

# DISPUTE RESOLUTION

In addition to the Code of Student Conduct detailed in a separate publication of the Office of Student Affairs, undergraduates, as well as staff and faculty, have recourse to a number of processes and administrative agencies when attempting to resolve grievances. Several such options are noted below. For general information about other resources contact the Dean of Students Office (545-2684). For academic issues or problems, contact the office of your academic dean.

## ***Ombuds Office.***

The Ombuds Office is available to all members of the University community to help resolve University-related conflicts impartially and without judging, rewarding, or punishing parties. Depending on the problem, the Ombuds Office mediates disputes, facilitates communication, investigates claims of unfair treatment or erroneous procedure, listens, advises, and makes recommendations. The Ombuds Office provides information about and referral to grievance procedures. The Office also coordinates the hearing process for academic grievances and charges of academic dishonesty.

Some of the problems with which the Ombuds Office can offer advice or assistance to students include: course/degree requirements; grade disputes; grading policy and practice; allegations of academic dishonesty; sexual, racial, and other types of harassment; delays in services or decisions; conflicts with instructors, employers, or administrative offices; roommate/coworker/classroom conflicts; and other interpersonal disputes.

Records, contacts and communication are normally confidential; in unusual circumstances (which are explained to clients), rare exceptions are made if required by law.

The Ombuds Office is located in 823 Campus Center, tel. 545-0867. Although not required, it is best to call to arrange a convenient time for an appointment.

# ACADEMIC REFERRALS

## (Sources of academic advice, assistance or redress)

Below are indicated the appropriate referrals for students who seek academic advice, assistance or redress. Normally, most issues or concerns can be resolved at the level of faculty advisor or undergraduate dean (or a person of similar title). This list is indicated to facilitate resolution of academic difficulties.

In most cases, students in a declared major are urged to consult first with their faculty advisor. If that individual is unable to assist, the student may seek assistance from the following offices. Referrals beyond the last listed person in a sequence will be made to the board or person appropriate for the type of problem. Decisions made by the undergraduate deans concerning a student's academic status or record may be appealed to the Faculty Senate Committee on Admissions and Records, but such appeals must be routed through students' undergraduate deans.

### **I. STUDENT MAJORS & UNDECLARED EXPORATORY TRACKS IN THE FOLLOWING SCHOOLS & COLLEGES**

#### A. Majors in the COLLEGE OF ENGINEERING

1. Departmental Undergraduate Program Director
2. Associate Dean David McLaughlin, 119 Marston Hall, 5-4757

#### B. Majors in the COLLEGE OF HUMANITIES AND FINE ARTS

1. Undergraduate Program Director or Department Head
2. Associate Dean Nikki Stoia, E20 Machmer Hall, 5-6152

#### C. Majors in the COLLEGE OF NATURAL SCIENCES

1. Associate Dean Martha Baker, 220 Morrill II Science Center, 5-1969

#### D. Majors in the COLLEGE OF SOCIAL AND BEHAVIORAL SCIENCES

1. Undergraduate Program Director or Department Head
2. Associate Dean Mark Lange, 225 Draper Hall, 7-0235

#### E. Majors in the College of INFORMATION AND COMPUTER SCIENCES

1. Associate Dean Jack Wileden, 120 Computer Science, 5-4822

#### F. Majors in the ISENBERG SCHOOL OF MANAGEMENT

1. Director of Academic Affairs Melvin Rodriguez, 206 ISOM, 5-5610

#### G. Majors in the College OF NURSING

1. Undergraduate Program Director Clare Lamontagne, 134 Skinner Hall, 5-5098

#### H. Majors in the SCHOOL OF PUBLIC HEALTH AND HEALTH SCIENCES

1. Undergraduate Program Director in the student's major department



2. Associate Dean Daniel Gerber, 102 Arnold House, 5-6883

I. Majors in the College OF EDUCATION

1. Associate Dean for Academic Affairs Linda Griffin, 123 Furcolo Hall, 5-0236

**III. Other Key Contacts**

Commonwealth Honors College	5-2483
Dean of Students	5-2684
Equal Opportunity and Diversity Office	5-3464
Ombuds Office	5-0867
Provost's Office	5-2554
Registrar's Office	5-0555
University Health Services	7-5000
University Switchboard	5-0111