

# Student Handbook 2016-2017

Welcome to ONCAMPUS Boston

**ONCAMPUS**  
BOSTON

## Welcome!

A very warm welcome to **ONCAMPUS** Boston – we're delighted that you have decided to join us.

We pride ourselves on our warm and friendly environment and our commitment to helping our students achieve their goals. During your time with **ONCAMPUS** Boston we want you to be an active member of our community, so do get involved in activities around campus. Take part in Wheelock and Colleges of the Fenway school events, attend the extracurricular activities, join the clubs, and mix in with social events: have a good time!

We'll do everything we can to make sure you're successful. If you need extra help or support with anything, your instructors and staff will listen and do their best to help.

This student handbook tells you about the many support services available and about the **ONCAMPUS** Boston program. Please read this handbook carefully and refer to it often for useful information.

We want you to enjoy studying here and we'll work with you to make sure you meet your goals. We wish you every success in your studies.

Sincerely,

*Kimberly Sizelove*

Center Director, **ONCAMPUS** Boston

Disclaimer – **ONCAMPUS** Boston makes all reasonable efforts to ensure that published information is up to date and accurate. However we reserve the right to make changes to courses and services without notice.

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### **Program Description**

**ONCAMPUS** Boston is based at Wheelock College, offering international students the opportunity to complete the first year of their US Bachelor's degree in a safe and supportive environment. This rigorous 25-hour-per-week study program combines academic study and English language instruction to ensure students are thoroughly prepared for the demands of a U.S. degree. Students are able to adapt to American university life and improve their English language skills, while earning between 28 and 32 university credits in a broad and flexible curriculum.

Our student support team offers individualized and comprehensive university transfer guidance—from evaluating the options, through every step of the application process and ultimately to making the final decision of where to complete your four-year study.

Following the **ONCAMPUS** Boston program, students have the opportunity to transfer to another university, or remain at Wheelock College, depending on their chosen major or preferred location, and their academic success.

### **ONCAMPUS Mission Statement**

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***ONCAMPUS** delivers high quality programs to support international students  
to develop the academic, personal and professional skills needed to be  
successful at university and beyond.*

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### **ONCAMPUS Goals**

- Deliver high quality teaching and programs
- Deliver outstanding student outcomes
- Provide safe and supportive environments
- Offer choice and flexibility

### **The **ONCAMPUS** Boston office hours for the academic year**

Monday – Friday 8:00 am – 5:30 pm

#### **Mailing address:**

**ONCAMPUS** Boston  
Wheelock College  
Peabody Hall, 200 Riverway  
Boston, MA 02215  
Tel: 617-879-1330

## **ONCAMPUS Boston Staff**

The staff is here to help students adjust to studying in the US. Do not hesitate to talk with us if you have questions of any kind. We are here for you!

### **Center Director, Kimberly Sizelove**

- Leads the center
  - Advises students on individual concerns
- Email: [ksizelove@oncampus.global](mailto:ksizelove@oncampus.global)  
Phone: 617-879-1334

### **Assistant Registrar, Dave Kumar**

- Oversees scheduling, enrollments, and academic records
  - Monitors attendance and academic performance
- Email: [dkumar@oncampus.global](mailto:dkumar@oncampus.global)  
Phone: 617-879-1330

### **University Success Advisor, Aaron Roach**

- Supports student cultural and academic adjustment
  - Academic Success Advisor
- Email: [aroach@oncampus.global](mailto:aroach@oncampus.global)  
Phone: 617-879-1332

### **Student Support Advisor, Brian O'Malley**

- Supports admissions process
  - Organizes student orientation and registration
  - Manages student housing, finance, health and other practical matters
- Email: [bomalley@oncampus.global](mailto:bomalley@oncampus.global)  
Phone: 617-879-1333

### **Academic English Instructor, Erica Moore**

- Teaches OCB support classes
  - Academic Success Advisor
- Email: [emoore@oncampus.global](mailto:emoore@oncampus.global)  
Phone: 617-879-1096

### **Academic English Instructor, Vacancy**

- Teaches OCB support classes
  - Academic Success Advisor
- Email: [@oncampus.global](mailto:@oncampus.global)

In addition to these main roles, there may be a variety of other members of staff who provide student services.

# ONCAMPUS BOSTON

## Wheelock College Map



### LEGEND

<b>A</b> Library 132 <i>The Riverway</i>	<b>J</b> Peabody Hall 210 <i>The Riverway</i>
<b>B</b> Classroom Building 25 <i>Pilgrim Road</i> <ul style="list-style-type: none"> <li>▪ Resource Center</li> <li>▪ Commuter Lounge</li> </ul>	<b>K</b> Riverway House 162 <i>The Riverway</i>
<b>C</b> Pilgrim House 37 <i>Pilgrim Road</i>	<b>L</b> Longwood House 154 <i>The Riverway</i>
<b>D</b> Student Center 37 <i>Pilgrim Road</i> <ul style="list-style-type: none"> <li>▪ Campus Services/IT Help Desk</li> <li>▪ Counseling Center</li> </ul>	<b>M</b> Campus Center 150 <i>The Riverway</i> <ul style="list-style-type: none"> <li>▪ Dining Hall</li> <li>▪ Campus Store</li> </ul>
<b>E</b> Earl Center for Learning and Innovation 180 <i>The Riverway</i>	<b>N</b> President's House 295 <i>Kent Street</i>
<b>F</b> Activities East Building 180 <i>The Riverway</i>	<b>O</b> Colchester House 116 <i>Colchester Street</i>
<b>G</b> Wheelock Family Theatre 200 <i>The Riverway</i> <ul style="list-style-type: none"> <li>▪ Towne Art Gallery</li> </ul>	<b>P</b> Brookline Campus 43 <i>Hawes Street</i> <ul style="list-style-type: none"> <li>▪ Alumni Relations</li> <li>▪ Aspire Institute</li> <li>▪ Center for International Programs/Partnerships</li> <li>▪ Documentation Studio</li> <li>▪ Graduate Admissions</li> </ul>
<b>H</b> Activities West Building 200 <i>The Riverway</i>	

## Colleges of the Fenway (COF) Map



Wheeler College

Simmons College

Emmanuel College

Wentworth Institute of Technology

Massachusetts College of Pharmacy and Health Sciences

Massachusetts College of Art and Design

## About Wheelock College

**ONCAMPUS** Boston students are members of Wheelock College and experience all that American college life has to offer!

Wheelock has just over 1200 students and is well known for its intimate and supportive community environment. Students enjoy the convenience of the excellent campus facilities, including an impressive dining hall, a Starbucks coffee bar, a campus store, and access to the nearby Holmes Sports and Fitness Center.

It is situated on a compact, tree-lined campus in the heart of one of Boston's most appealing areas: the Longwood-Fenway neighborhood. The campus is within walking distance of some of Boston's most famous sights, such as Fenway Park (home of the Boston Red Sox), the Shops at Prudential Center, Copley Square, Boston Public Library, Boston Commons and Public Garden, and Newbury Street. Good public transportation links into Boston are only a five-minute walk from campus, so getting around on foot or public transportation is easy and convenient.

Wheelock College is part of the Colleges of the Fenway, a group of six neighboring universities that share facilities and social activities. As a student of Wheelock, you also become part of the 11,000-person community of Colleges of the Fenway and can use the wider facilities of the other partners to enrich your student experience.



## Immigration Issues

### SEVIS Record

- SEVIS (Student and Exchange Visitor Information System) is an online database that contains information about students who are in the U.S. on a visa.
- Your SEVIS record must be up-to-date. **Please notify us of any of the following:**
  - New address, as soon as possible. No later than 10 days of moving.
  - Changes in financial support
  - Changes to your enrollment or course load
  - Changes to your program of study
  - Changes to your academic status
  - Changes to your immigration status
  - Travel plans
  - Intent to transfer

### I-20 Form

- The Form I-20 (Certificate of Eligibility for Nonimmigrant Student Status – for Academic and Language Students) is a document issued by certified schools (such as Wheelock College) to support your “F-1” status.
- Before arriving in the U.S., the I-20 supports your visa application.
- While you’re in the U.S., the I-20 certifies your eligibility by indicating the program you’re in and the program dates. **You must have a valid I-20 at all times. If you let your I-20 expire, you will fall out of legal status and may suffer serious immigration consequences.**
- When you transfer to another university or institution, you must first transfer your I-20.

### Designated School Official (DSO)

- The DSO (Designated School Official) is the person authorized to maintain your SEVIS record and sign off on your I-20. If you have immigration questions or concerns, please contact the Wheelock DSO.
- The DSO will:
  - Check you in at the beginning of the semester
  - Sign your travel authorizations
  - Cancel your visa if you are out of status
  - Transfer your I-20 upon successful completion
- At Wheelock, your DSOs' are Mary McCormack and Thuy Truong.

Mary McCormack is the Associate Vice  
President of Student Success at Wheelock

Email: [mmccormack@wheelock.edu](mailto:mmccormack@wheelock.edu)  
Phone: 617-879-2267

Office: Admin. Building, Second Floor, 200A

Email: [ttruong@wheelock.edu](mailto:ttruong@wheelock.edu)

**Thuy Truong** is the Immigration Advising Officer for  
Wheelock College

Phone: 617-879-1480

Office: Academic Center West, 115

## F-1 Visa

- Your F-1 visa gives you permission to request entry into the US once you arrive at its borders.
- "The F-1 Visa (Academic Student) allows you to enter the United States as a full-time student at an accredited college, university, seminary, conservatory, academic high school, elementary school, or other academic institution or in a language training program. You must be enrolled in a program or course of study that culminates in a degree, diploma, or certificate and your school must be authorized by the U.S. government to accept international students." (From uscis.gov US Citizenship and Immigration Services):
- What is full-time study?
  - A minimum of 12 credits
  - **ONCAMPUS Boston students must maintain a full course load at all times.** The only exception is when extenuating circumstances arise. You must have permission of the Center Director before dropping a course.

## Work Eligibility

- **At OCB, students are not permitted to work.**
  - F-1 students may NOT work off campus during their first academic year
  - F-1 students do NOT qualify for work-study jobs on campus
  -

### Travel

- **If you are on an F-1 student visa and travel to anywhere outside of the United States, you must have your I-20 signed by a DSO.**
- Before you leave ...
  - Get a travel signature from the DSO (or make sure your signature is still valid)
  - Make sure that your passport, visa, and I-20 are valid through the date you plan to return
  - Inform **ONCAMPUS Boston SRSO, Brian O'Malley**, of your destination and travel dates.

## Completion of Studies

- Successful Completion of the Program:
  - You have up to 60 days after the completion of OCB to request the transfer your I-20 to a new program.
  - You must start the new program within 5 months of completing OCB.
  - Once you leave the country after the completion of your program, you cannot come back without a valid I-20 and visa.

- Other Reasons for Leaving:
  - An authorized withdrawal gives you 15 days to leave the country
  - If your visa is canceled, you must leave the country immediately.

### **Out of Status**

- You will be considered out of status for:
  - Poor attendance, resulting in academic failure
  - Poor grades, resulting in academic failure
  - Violation of OCB rules or Wheelock Student Handbook policies.
  - Breaking the law / engaging in illegal activity in the United States
- If you lose your immigration status, you must leave the country immediately and you may not be allowed back.

As an F-1 Visa student, you are responsible for maintaining good status during your time here at Wheelock and in the US.



# **U.S. Citizenship and Immigration Services**

## Financial Matters

### Paying Your Bill

We want to make paying your fees as easy as possible. You have paid your deposit, which has secured your place. Please see the details below for payment instructions.

Your tuition fees are due before you arrive at the program, but you will have until the first week of classes of each semester, to ensure that these payments have been submitted to Wheelock. Official transcripts are not issued to or for students whose financial accounts are not in good standing. Payments are payable in USD (US Dollars). See the index for term and conditions.



### ONCAMPUS Boston recommends paying via Flywire:

Take advantage of our new streamlined international payment process which gives you the option to pay in your own currency (most currencies available) with competitive foreign exchange rates available and no bank charges.

Simply visit <https://www.flywire.com/pay/wheelock> and follow the instructions on the website. You will need your reference number 1061510.

\*In many countries you can pay online via peerTransfer using your credit or debit card, however in some countries please be aware that the process may still involve making a transfer through your bank.

To pay by credit or debit card, visit: <http://commerce.cashnet.com/wheelockempay>

Then follow the link for “OnCampus” on the right-hand side of the page.

Alternatively, you can pay in person at the center, or by telephone on 00(1) 617-879-2236 or 00 (1) 617-879-2121.

We accept Visa or MasterCard and debit cards.



### Costs

#### Program Costs\*\*

Tuition	\$31,500
Housing/ Meal Plan	\$14,400
Registration Fee	\$200
Other fees	\$1400
Health Insurance*	\$2,679
<b>Total in USD</b>	<b>\$50,179</b>

\*\*All costs are subject to change.

Optional services vary and may include additional costs.

### **Personal Banking**

During Orientation, students will have the opportunity to set up a bank account with Santander bank.

There are many banks located around the Fenway area and throughout Boston. While Wheelock has a partnership with Santander, there are still other banks that you may choose to use. During Orientation, students will have the opportunity to set up a bank account with Santander.

If you would like to set up a bank account, and need a certification of enrollment letter stating your program information, the ONCAMPUS Boston staff can create this letter to submit to the bank.

Below are some of the major banks in the area:

#### ***Santander Bank***

552 Commonwealth Ave  
Boston  
(617) 236-0236

\*There is a Santander ATM located right on campus.

#### ***Bank of America (BOA)***

540 Commonwealth Ave  
Boston  
(617) 267-9076

\*The closest BOA ATM is located at the Landmark Center.

#### ***Citizens Bank***

560 Commonwealth Ave  
Boston  
(617) 551-6158

## ID Cards

Students will be issued a Wheelock Identification (ID) card during the first day on campus. This ID card has multiple purposes and should be carried with you at all times.

### What purposes does your ID card serve?

1. **Library Card:** You have access to check out any of the thousands of books that are located in the Wheelock College Library. If you cannot find what you are looking for there, you have access to other Colleges of the Fenway Libraries. Your library card also provides you with access to important on-line databases that you will need to complete classwork.
2. **Fenway Card:** Your Fenway Card acts as a debit card on campus, at other COF schools, and at local stores around the Fenway area. To add value to your card, log on to [www.fenwaycard.com](http://www.fenwaycard.com) and select Wheelock to log into your account. The website will also tell you all of the places where Fenway Card is accepted.
3. **Residence Hall Access:** This card will provide you with access to the residence hall where you live. It functions as your key to the front door of your building.
4. **Meal Plan:** You use your ID card whenever you go to the dining hall. All students start off on the 210 meal plan which provides you with a block plan of 210 all-you-care-to-eat meals plus \$90 Dining Dollars and \$25 Fenway Cash per semester.
5. **Santander:** Your card will also work as a debit card that allows you to draw money from your Santander bank account. Santander is a bank that has partnered with Wheelock. Students have the option to sign up for a free checking account.
6. **Student Discounts:** Showing your ID card will help you get a discount at many local area businesses, museums, and restaurants, which is a great way to save some money! Being a student has many great advantages!
7. **Museums:** Wheelock students are admitted to the Museum of Fine Arts and the Isabella Stewart Gardner Museum for free.

**Remember: It is important that you have your ID with you at all times!**



## Housing and Meal Plan

### Residence Halls

All ONCAMPUS Boston students are required to live in a residence hall, which provides students with a safe living and learning environment. This is an effective manner to make friends and learn more about American university life. All halls have wireless internet, computers and printers in a study lounge, and laundry facilities.

Students will be placed in one of the following five buildings below. Wheelock attempts to honor your housing requests, although we cannot provide guarantees.

**Campus Center and Student Residence**  
**Colchester House**  
**Longwood House**

**Peabody Hall**  
**Pilgrim Hall**  
**Riverway House**

### Resident Assistants and Resident Directors

On campus residents are provided with many resources and support services. Aside from living amongst your peers, you will also have at least one Resident Assistant (RA) on your floor and a Resident Director (RD), a professional staff member that supervise the building. Your RAs, who are also Wheelock students, are a great resource for you to go to with any questions that you may have. They provide you with engaging activities with the other students living in your building and they will get to know you very well.

### Check-in and Check-out

When you arrive to Wheelock you will be greeted by OCB staff or a staff member from Residence Life. The staff will show you to your room and provide you with your room key, mailbox key, and ID that provide you with access to your room and building. You will sign a document called a "Room Condition Report" stating the condition of the room when you moved in. This helps us to know if there were any changes or damages to the room when you move out.

When you check out of your room for the academic year, you will turn in your room key, mailbox key, and ID. During the check-out your RA will fill in check-out portion of the "Room Condition Report" and note the condition of the room. Again, you will sign off stating that you returned your keys and ID and agree with the condition of the room. You may be charged a fee if you have left your room in unacceptable condition.

### Breaks and Closing

ONCAMPUS Boston students are able to stay on campus during all breaks, except for Winter Closing. The Residence Halls close for Thanksgiving break in November, winter break between semesters, and spring break in March. You must apply to stay on campus during Thanksgiving and Spring break, however, you will be responsible for your own meals. Students are not permitted to stay on campus during winter break.

### **Room Change requests**

Students can request room changes two weeks after the first day of classes of each semester. Room change request should be submitted in writing to the residence life office by email to the following email address: [reslife@wheelock.edu](mailto:reslife@wheelock.edu). Requests should include your name, current residence hall and room number and the reason for the requested move. Wheelock Residence life will make every effort to accommodate your request but all move requests are approved based on availability of space.

### **Summer Housing**

If you are enrolled in the program during the summer months (June to August), there is a possibility that you will have a room change. You will know of any room changes in May so that you can prepare well in advance. There may also be a period of time that the dining hall is closed during the summer. During this time you will be provided with a stipend on your Fenway Card to purchase food, as well as access to a kitchen.

### **Meal Plan**

All students receive the **210 meal plan; this is about 14 meals per week**. On the 210 meal plan, students also receive 25 dollars in Fenway Cash and 90 dollars dining dollars. You will be able to change your meal plan in the second semester if you would like more or less meals. For more information about student dining services, please visit <http://wheelockdining.com/plans/index.html>.

If you have dietary restrictions, be sure to let OCB staff or dining staff know and we will be sure that you are provided with options that meet your needs. The dining website also allows you to check out the daily menu online before you even go to the dining hall!



## **Health**

Living a healthy lifestyle is very important! Eating healthy food, getting enough physical exercise, and sleeping well every night are habits that will help you succeed in reaching your academic and personal goals. It's an important part of becoming adjusted to the life of a student.

### **Healthy Lifestyle**

*Remember that it is important to make sure that you are taking care of yourself!*

- Exercise every day! Walking around campus is good exercise. There are many sports you can play and also a gym where you can work out.
- Drink plenty of water to keep you hydrated. Do not drink energy drinks or soft drinks because they are loaded with sugar.
- Eat a nutritious breakfast. This is a very important meal.
- Try to get at least seven hours of sleep per night.
- Do not smoke cigarettes.
- If you feel lonely or depressed, talk to someone about it. This may be related to culture shock.
- Good personal hygiene is critical for staying healthy. Take a shower every day to keep you feeling fresh. Brush your teeth every morning and after eating dinner.



### **Entrance Health Certificate**

This form was sent to you with your pre-arrival information. Massachusetts state law requires that this form be completed in its entirety before you move on to campus. This form must be completed and signed by a medical doctor. There will be a fine for any student who does not submit this by the given deadline.

**Immunizations:** Proof of immunizations is mandatory and should be included in your Entrance Health Certificate information.

**Entrance Health Certificate Due Date: Friday, August 26<sup>th</sup>, 2016**

### **Health Insurance**

Health insurance is mandatory for all college students in the state of Massachusetts. This must be purchased before starting classes.

**Purchase your student plan through Wheelock College (Blue Cross Blue Shield).**

- Valid from August 15, 2016 to August 14, 2017
- Comprehensive coverage, including preventive, illness, and accident.
- Cost is approximately \$2,679 and will be billed through Wheelock College and placed on their ONCAMPUS Boston invoice. (If you begin in January, 2017, the cost will be adjusted accordingly.)
- Benefits summary:  
[https://www.universityhealthplans.com/brochures\\_pdf/Wheelock\\_BenefitsSummary-1415.pdf](https://www.universityhealthplans.com/brochures_pdf/Wheelock_BenefitsSummary-1415.pdf)

### **Counseling Services**

Confidential counseling is available on campus. The Counseling Center is located in the Pilgrim Student Center (phone: 617-879-2413).

Students may seek counseling for a variety of concerns including but not limited to:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Anxiety and stress</li><li>• Home sickness</li><li>• Relationship problems</li><li>• Acute crisis, including trauma</li></ul> | <ul style="list-style-type: none"><li>• Eating disorders</li><li>• Alcohol and other drug abuse problems</li><li>• Self-esteem</li><li>• Sexuality</li></ul> |
|---|--|

- |                                    |                                  |
|------------------------------------|----------------------------------|
| • Depression and suicidal thoughts | • Improving academic performance |
|------------------------------------|----------------------------------|

The Counseling Center's website (<http://www.wheelock.edu/student-life/health-and-wellness/counseling-center>) provides information about their staff and services, their drop-in hours and upcoming activities, and online resources that might be useful to you during your years as a college student.

## Health Services

In the United States, unlike many countries, when we are sick we do not go to the hospital first. Usually, we make an appointment to see a **doctor**. Most families have a "family" or "primary care" doctor. Others go to a walk-in clinic (an office with multiple doctors, where you don't have to make an appointment). We only go to the hospital for emergency situations or if we need surgery. It is very expensive to go to the **hospital Emergency Room**, and you may have to wait several hours to see a doctor. Some illnesses don't require a trip to the doctor or hospital. You can visit the **pharmacy** and buy some "over-the-counter" medication (this means that you don't need a prescription from a doctor to buy it.)

**Hospital Emergency Room:** Wheelock is located in the Longwood Medical Area and there are many hospitals that will be able to see you. We recommend that in the case of an emergency that you go to the Beth Israel Deaconess Medical Center's Emergency Room. If you do not think that you can safely get there by walking or taking a cab, call Wheelock Public Safety at (617)879-2151 and they will call for an ambulance. If you are not on campus, call 911.

**Beth Israel Deaconess Medical Center Emergency Room  
190 Pilgrim Road Boston, MA 02215**

**Doctor's Visit:** Harvard Vanguard serves as Wheelock's health services. Most services at Harvard Vanguard are provided free of charge to Wheelock students who have purchased the BCBS insurance policy. However, please be aware that there are some medical procedures and visits that you will be charged for. Before visiting Harvard Vanguard, you will need to register and set up an appointment. Your Student Support Advisor will help you with this process. If you need help setting up an appointment, please stop by the OCB office.

**Harvard Vanguard Medical Associates  
Internal Medicine, Fourth Floor  
133 Brookline Ave  
Boston, MA  
(617) 421-1000**

**Pharmacy:** If you need to fill a prescription you can have your physician send your prescription to the Harvard Vanguard Pharmacy or to a local chain pharmacy.

**Harvard Vanguard Pharmacy:**  
First Floor

**CVS Pharmacy:**  
Longwood Galleria

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133 Brookline Ave  
Boston, MA  
(617) 421-1000

350 Longwood Ave  
Boston, MA  
(617) 731-5753

Here are some examples of when to go to the hospital Emergency Room, a doctor's office, or the pharmacy.

Hospital	Doctor's Office	Pharmacy
Loss of consciousness	Earache	Cold, cough
Extreme pain that won't go away	Infection	Menstruation pain
Severe shortage of breath	Sprains	Runny nose
Chest pain or pressure	Swelling from a bee or insect sting	Sore throat
Poisoning	Rash	Headache
Major injury, such as a head injury	Fever/flu that won't go away	Stomachache
Bleeding that won't stop	Cold, cough, or sore throat that lasts more than one week	Soreness / body aches
Severe reaction to insect bite, sting, or medication (especially if breathing is difficult)	Sexually transmitted disease	Minor cut where bleeding is controlled
	Urinary tract infection	

## Online Support Systems and Resources

You will have various online support systems to use on a daily basis to help you keep track of events, academics, and schedules. We will help you learn to use these resources and expect you to check your email daily.

### Wheelock's Homepage -



[www.wheelock.edu](http://www.wheelock.edu)

Links to the Academic Calendar, Student Handbook, Wheelock Directory, and MyWheelock



<https://wheelock.mrooms3.net/>

Moodle is an acronym for "*Modular Object-Oriented Dynamic Learning Environment*". It is a software e-learning platform, also known as a Learning Management System. This is a very convenient way for your professors to share important course information with you. Most professors use Moodle to post their syllabus, policies, readings, and assignments.

### Wheelock Webmail

You are required to check your Wheelock email daily. You will receive important messages from the ONCAMPUS Boston staff, your professors, Residence Life, Student Government Association, and others.

### Facebook Group



ONCAMPUS Boston uses the **Facebook group** to post daily information about your program. Please join this group and check it regularly—and even sign up for notifications, so you don't miss any important information!

<https://www.facebook.com/groups/1056366311119147/>

### MyWheelock ("The Portal") -



[www.portal.wheelock.edu](http://www.portal.wheelock.edu)

Your Class Schedule, Grades, Finances, Transcript Ordering; Links to Student Email and Moodle

### Facebook Page



ONCAMPUS Boston uses the Facebook page to post pictures and events on a weekly basis. Like us so that you don't miss any 'fun' information

<https://www.facebook.com/ONCAMPUSBoston>

## ONCAMPUS Boston Attendance Policy 2016-2017

### GENERAL ATTENDANCE POLICIES

ONCAMPUS delivers high quality programs to support international students to develop the academic, personal, and professional skills needed to be successful at university and beyond. Excellent attendance in all classes is the key to **academic success** in the American higher education system, and we take this seriously in the ONCAMPUS Boston program at Wheelock College. Therefore, we expect 100% attendance in all classes, required activities, and exams for the duration of

your program. **Attendance monitoring:** Attendance will be taken at the beginning of every class session. You are expected to arrive early or on time to every class. If you arrive after the start of class, you will be marked late. If you arrive more than 10 minutes late, you will be marked absent. Please make attending all classes (on time) a high priority!

**Illness:** We understand that you may need to miss class due to illness. If you miss a class, notify Dave immediately – by phone, email, or by visiting the office. If your illness requires a doctor's appointment, bring a signed medical form\* to the ONCAMPUS Boston office. Be aware that you will be marked absent from class, regardless of the reason, and will be responsible for any work you miss.

\*medical forms available outside our office

**Communication:** It is your responsibility to communicate with your instructors and the ONCAMPUS Boston staff regarding absences. If possible, notify us by email **BEFORE** you miss a class, so that we are aware of the situation. You are expected to complete whatever work is necessary to make up for absences. Check your course syllabus for information about class attendance because it is

often a factor in your final course grade.

**Absences for Religious Beliefs:** See next page for policy information.

### DISCIPLINARY POLICIES

Poor attendance will result in action being taken to help you improve attendance. In severe cases, poor attendance can result in dismissal from the program.

➤ **Level 1: Verbal Warning**

If the ONCAMPUS Boston staff is concerned about your attendance, you will be required to attend a meeting with a staff member during which you will receive a Verbal Warning, and develop an action plan. An invitation to this meeting will be sent to your Wheelock email address, and the appointment will be scheduled for a time you do not have class. Failure to attend the meeting will result in a First Written Warning.

➤ **Level 2: First Written Warning**

If you fail to attend the Verbal Warning meeting, or if your attendance does not improve after the meeting, you will be issued a First Written Warning. This will be sent to your Wheelock email address and may be copied to your parents and/or agent. You will be required to meet with a staff member to discuss the situation, and develop an action plan.

➤ **Level 3: Final Written Warning**

If you fail to attend the First Written Warning meeting, or if your attendance does not improve after the meeting, you will be issued a Final Written Warning, which may be copied to your parents and/or agent. You will be required to meet with a staff member to discuss the situation, and develop an action plan.

➤ **Level 4: Notice of Dismissal Warning**

A Notice of Dismissal Warning will be issued to students whose overall attendance falls far below the acceptable level. Upon receipt of a Notice of Dismissal Warning, you will agree on an action plan with the Center Director. If you fail to complete the terms of the action plan, you will be dismissed from the program.

### **ABSENCES FOR RELIGIOUS BELIEFS**

The College complies with Massachusetts law (G.L. c. 151C, § 2B) which provides, in relevant part, that: "Any student in an educational 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; however, that such a 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."

<http://www.wheelock.edu/student-life/student-handbook/academic-policies>

<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXI/Chapter151C/Section2B>

### **Process for submitting a request**

If you would like to request absences for religious beliefs during the 2016-2017 academic year, you must submit a request to the **ONCAMPUS** Boston Assistant Registrar. This request can either be sent by email or submitted in person at the **ONCAMPUS** Boston office in Peabody Hall, as soon as possible, preferably by the end of the first week of classes.

You will receive a confirmation by email within one working day. If we need to clarify any information, we will invite you to the office for a confidential conversation.

If your request involves a class schedule change, then you must notify us by the end of the first week of classes, otherwise we cannot guarantee we will be able to accommodate your request.

*Example email:*

To: Dave Kumar, [dkumar@oncampus.global](mailto:dkumar@oncampus.global)

Subject: Request for absence for religious beliefs

Dear Mr. Kumar,

I request to be absent for religious beliefs during the 2016-2017 academic year on the following dates:

(list days of week and dates)

Thank you,

*Your Full Name*

## **Academics**

### **Courses**

Each semester, **ONCAMPUS** Boston students will take four credit-bearing classes per semester. These consist of a combination of Critical Reading and Writing (ENG 120/121), general education courses, and electives.

In addition, students will take academic support classes consisting of English for Academic Purposes (ENG 097) and Success Class (OCB 001). These support classes are taken as Pass/Fail.

### **English Placement Test**

During orientation students will be given an English placement test which is used for placing students in a suitable level of English class.

### **Math Placement Test**

During orientation students will be given a Math placement test which is used to place students into Pre-Calculus or Calculus 1, and Statistics.

### **Midterm Reports**

In addition to regular feedback from professors, students receive a midterm report half way through the semester. Students will also be invited for a meeting with their advisor to discuss these results.

### **Academic Success Advisor**

Each **ONCAMPUS** Boston student is assigned an Academic Success Advisor, who will teach the Success Class, and hold bi-weekly individual student conferences.

### **Wheelock Academic Policies**

Students in the **ONCAMPUS** Boston program follow the relevant Wheelock College academic policies, which can be found in the Student Handbook published on the Wheelock College website.

<http://www.wheelock.edu/student-life/student-handbook/academic-policies>

However, since the **ONCAMPUS** Boston program is only a one-year program, certain academic policies will not be applicable to **ONCAMPUS** Boston students. In addition, please note that students failing to meet the **ONCAMPUS** Boston attendance policies are subject to dismissal from the college.

## **ONCAMPUS Boston Academic Policy**

### **UNDERGRADUATE ACADEMIC STANDING**

The faculty at Wheelock College expects every student to succeed academically. We make every effort to support each student in his or her academic career; it is the student's responsibility, however, to meet certain academic standards by earning satisfactory grades and by maintaining a satisfactory grade point average. The records of students who do not meet the standards for satisfactory academic progress will be reviewed by the Scholastic Review Board at the end of every semester. Failure to maintain minimum academic standards will result in one of the following: Academic Concern, Academic Warning, Academic Probation, Academic Suspension, or Academic Dismissal. (Source: Wheelock College student handbook)

### **Academic Performance Requirements**

- I am aware that I need a semester GPA of 2.0 or higher to be in good academic standing at Wheelock College.
- I am aware of the information in Wheelock's Student Handbook about academic policies. This can be found at <http://www.wheelock.edu/student-life/student-handbook/academic-policies>

**Notice:** If your GPA is below a 2.5 during your first semester, then this may have consequences in being accepted to some universities.

### **Academic Honesty Policy at ONCAMPUS Boston**

- I have read and understand the information in Wheelock's Student Handbook about undergraduate academic policies, specifically "Academic Honesty Policy".
- I agree to comply with the Academic Honor Code at all times while studying at the ONCAMPUS Boston program.

**Notice:** Should you violate the Academic Honor Code while studying at ONCAMPUS Boston, you will be required to attend a meeting with your Academic advisor to discuss the situation. You will be issued a notification form, which will be kept in your student file. If a second instance of academic dishonesty occurs, you will be subject to the consequences listed in the Wheelock Student Handbook, which may include a hearing before the board, a failing grade in the course, or even dismissal.

Name: \_\_\_\_\_ (printed)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **OCB Academic Calendar 2016-2017**

### **Fall 2016**

Sunday, August 28 <sup>th</sup> -Monday, August 29 <sup>th</sup>	New Student Arrival and Move-In
Tues, August 30 <sup>th</sup> -Tues, September 6 <sup>th</sup>	New Student Orientation
Monday, September 5 <sup>th</sup>	Labor Day Holiday (no classes)
Wednesday, September 7 <sup>th</sup>	Fall Semester Begins (classes meet)
Wednesday, September 14 <sup>th</sup>	Last Day to Add Classes
Wednesday, September 21 <sup>st</sup>	Last Day to Drop Classes
Monday, October 10 <sup>th</sup>	Autumn Holiday – no classes
October 21-31	Mid-Semester Advising
Friday, November 11 <sup>th</sup>	Veterans' Day (no classes)
Wednesday, November 16 <sup>th</sup>	Last Day to Withdraw from Classes
Wednesday, November 23 <sup>rd</sup> –Friday, November 25 <sup>th</sup>	Thanksgiving Holiday Break (no classes)
Friday, December 16 <sup>th</sup>	Last Day of Classes (classes meet)
Monday, December 19 <sup>th</sup> – Tuesday, December 20 <sup>th</sup>	Undergraduate Examination Period
Thursday, December 22 <sup>nd</sup>	Move Out for Winter Break

### **Spring 2017**

Sunday, January 8th – Tuesday, January 10th	New Student Arrival and Move-In
Wednesday, January 11th – Friday, January 13th	New Student Orientation
Sunday, January 15th	Returning Student Move In
Monday, January 16th	Martin Luther King Jr. Holiday (no classes)
Tuesday, January 17th	Spring semester begins (classes meet)
Tuesday, January 24th	Half-Year Program
Wednesday, January 25th	Last Day to Add Classes
Wednesday, February 1st	Last Day to Drop Classes
Wednesday, February 8 <sup>th</sup>	Fall 2016 Incomplete grade conversion
Monday, February 20 <sup>th</sup>	President's Day (no classes)
Monday, March 6 <sup>th</sup> – Friday, March 10 <sup>th</sup>	Spring Break
March 10-19	Mid-semester advising
Wednesday, March 29 <sup>th</sup>	Last Day to Withdraw from Classes
Monday, April 17 <sup>th</sup>	Patriot's Day (no classes)
Monday, May 8 <sup>th</sup>	Spring Semester Ends (classes meet)
Wednesday, May 10 <sup>th</sup> – Thursday, May 11 <sup>th</sup>	Undergraduate Examination Period
Friday, May 12 <sup>th</sup>	Move Out

## **Summer 2017**

Monday, May 15 <sup>th</sup> – Tuesday, May 16 <sup>th</sup>	Students Arrive and Move In
Wednesday, May 17 <sup>th</sup> – Friday, May 19 <sup>th</sup>	New Student Orientation
Monday, May 22 <sup>nd</sup>	Summer Semester begins (classes meet)
Monday, May 29 <sup>th</sup>	Memorial Day Holiday (no classes)
Tuesday, July 4 <sup>th</sup>	Independence Day Holiday (no classes)
Friday, August 11 <sup>th</sup>	Summer Session Ends (classes meet)

## **Safety and Emergency Information**

### **Safety and Emergency Information**

#### **OCB Contact Information**

Mailing Address ..... ONCAMPUS Boston at Wheelock College  
210 Riverway  
Boston, MA 02215

Office Location ..... Peabody Hall  
210 Riverway  
Lower Level - Room 008

OCB Office (business hours) ..... +1.617.879.1330

Wheelock Public Safety (24 hrs) ..... +1.617.879.2151

Taxi..... Metro Cab: +1.617.782.5500  
Boston Cab: +1.617.536.5010

### **Public Safety**

Public Safety Officers are on duty at Wheelock College all the time – 24 hours a day, 7 days a week, 365 days a year.

The Public Safety Desk is in Peabody Hall – in the same building as OCB – on the first floor.

Wheelock Public Safety Desk .....	Peabody Hall 210 Riverway First Floor
Wheelock Public Safety Phone .....	+1.617.879.2151

#### **You can call Public Safety any time you need assistance, including in the following scenarios:**

- You arrive to campus for the first time and need to check in.
- You're locked out of your on-campus room.
- It is too noisy in your residence hall and you'd like an officer to come by and ask people to quiet down.
- There is a medical emergency and you need assistance or an ambulance.
- There is a mental health concern and you would like to speak with a Counselor on Call.
- There is a maintenance issue on campus after hours (not 9am – 5pm) and you need assistance.
- You feel unsafe in any way.
- You notice someone suspicious on campus.

### **Safety Tips (from Wheelock College Public Safety)**

Below you will find ways to better aid yourself while on and off campus. If you ever have any questions, feel free to contact Public Safety.

After dark when traveling between the Brookline and Boston Campuses or when heading to the Longwood T station we recommend that you avoid entering or passing though the Emerald Necklace by the Muddy River. We suggest that you take Longwood Avenue a more heavily traveled and well-lit pathway.

- Be aware of your surroundings at all times.
- If you need to walk after dark, call public safety for an escort or walk with friends
- When walking, walk deliberately and have your keys in hand
- If someone appears to be following you, make them aware to stop following you. If person continues, proceed to a well-lighted area, occupied building, other people, or the emergency phone. Contact the Campus Security or 9-1-1 immediately.
- Make a roommate or friend aware where you are going
- Take a self-defense course
- Carry a noisemaker
- If you are being harassed or feel that your personal safety is being compromised, call Campus Security 2151 or 9-1-1 immediately.
- Do NOT wear headphones when walking alone

### **Emergency Closing Policy**

Listed below is important information concerning College Closings due to Snow, Storms and other Emergency situations. Please carefully read this information so you know how to stay in touch with what is happening at the College.

In the event of a snow, storm, and emergency closing or opening delays WBZ 1030 (AM) radio and WBZ-TV Channel 4 television will be informed.

- *Every effort will be made to insure that announcements are made beginning with the 6:30 a.m. newscast, but the announcement may be delayed by the station.*
- *When making the decision to close early every effort will be made to announce the College closing in advance of the evening class schedule.*
- *Members of the community who commute from long distances are advised to delay their departures until complete cancellation information is available.*

To assist in communicating this message

- *An e-mail will be sent to the community.*
- *The College main webpage will be updated with closing information.*
- *For those individuals who have activated their RaveAlert emergency contact information a message will be sent to your primary number with a voice message, by email, and the text message number you provide as listed on RaveAlert (see next section).*

The Wheelock College Library will open as soon as possible to give students access to books, periodicals, and a suitable place to study, even when the College is closed. Opening time will depend on weather and transportation conditions.

### **Rave Alert System**

Below is more information about notifications and instructions to add, change or update your information:

- ❖ For snow closings, you will be contacted with a voice message, by email, and the text message number you provide. Although the timing may vary depending on the circumstances, snow closing alerts usually go out between 6am – 7am of the day of closing.
- ❖ For emergency notifications, such as safety alerts or emergency instructions, you will be contacted at all your phone numbers with a voice message, by email, and the text message numbers you specify. These messages may be sent at any time, day or night.

Please visit <https://www.getrave.com/login/wheelock>

When you click the link, you will see the log in page and directions.

You may specify up to 3 mobile phone numbers, 3 voice only phone numbers, and 2 email addresses in addition to your Wheelock email address.

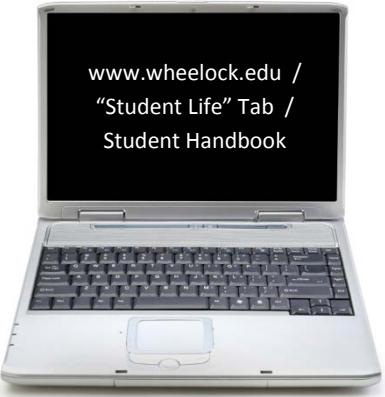
***We encourage you to enable as many Broadcast Alert methods as possible to increase the likelihood of receiving a given Broadcast Alert message.***

It is important to note that RaveAlert and Wheelock College do not sell or share your emergency contact information with others, and everything is kept in strict confidence. Your safety and well-being is very important to us and we appreciate you taking the time to provide your information. Thank you for your participation!

If you have any questions, please contact [campuservices@wheelock.edu](mailto:campuservices@wheelock.edu) or call us at 617-879-2002.

# **Appendix**

<b>Appendix</b>	<b>30</b>
Wheelock Student Code of Conduct	
<b>ONCAMPUS Boston Terms and Conditions</b>	
<b>ONCAMPUS Boston Complaint Policy</b>	
Useful Contacts	



## Wheelock Student Code of Conduct

This is a summary of Section V of the Wheelock Student Handbook (“Student Code of Conduct,” found on pages 32-38). Please see the full document for more information, and contact Brian O’Malley ([SRSOboston@oncampususa.com](mailto:SRSOboston@oncampususa.com)) with questions.

### A. Conduct Code Classifications

#### 1. College Honor Code

Be a good and respectful citizen.

Dishonesty (including plagiarism, cheating, and forgery) is unacceptable.

#### 2. Climate of Respect

Do not treat others unfairly, unkindly, disrespectfully, or abusively.

All forms of social media communication must be respectful.

#### 3. Criminal Charges

When the College is aware of criminal charges, the College may also take action.

#### 4. Off-Campus Violations

Students can be held accountable for illegal or inappropriate behavior even if it happens off campus.

### B. Student Bill of Rights

You will be ...

1. presumed innocent until determined to be in violation (though some sanctions may be immediate)

2. notified of allegations before hearing; given a hearing

3. allowed to admit or deny charges, call witnesses, present evidence; allowed to appeal

4. given written summary; granted a degree of confidentiality

### C. Proscribed Conduct

see reverse

### D. Sanctions and Disciplinary Actions

Examples of sanctions that may be imposed separately or in combination: no action; official reprimand; mediation; parental/agent notification; disciplinary notice; revocation of privileges; counseling; community service; confiscation; fine; probation; behavioral contract; no contact order; campus ban; suspension; expulsion

### E. Judicial Information

1. Incident reports can be filed by any member of the community
2. Dean of Students or designee will review the report and notify the student who is the subject of the report
3. Dean of Students will decide to dismiss the matter, mediate the incident, mandate an appropriate sanction, or refer the incident to the Conduct Board
4. ONCAMPUS Boston staff will be notified

### F. Conduct Board

A panel of students, faculty, and staff come together to determine the facts and arrive at a fair resolution.

A student called to a Conduct Board hearing may select an advisor from the community.

## Alcohol and Drugs

21 OR OLDER	UNDER 21	
Drink responsibly! You should not be incapacitated or intoxicated by the influence of alcohol. You cannot provide, purchase, or transport alcohol for minors (under 21).	If you are under 21, it is illegal for you to purchase or consume alcohol.	
LIVING OFF CAMPUS	LIVING ON CAMPUS	
You can consume a limited amount of alcohol, on campus, if you are signed in as a guest of a 21+ student. All students consuming alcohol must be 21+.  You can enjoy a drink in that resident's room when no minors are present.	If you and all of your roommates are 21+, you may each have: <ul style="list-style-type: none"><li>one six-pack of beer</li><li>OR one bottle (750 mL) of wine</li><li>OR one bottle (750 mL) of alcohol.</li></ul>	

## Wheelock is a smoke-free campus!



Smoking cigarettes on campus is prohibited.

E-Cigarettes and vaporizers may not be used at any time in class or of the residence halls.



Smoking marijuana in MA is illegal.

### Where can you smoke tobacco:

- Anywhere off campus that is not designated as smoke or tobacco free area
- Across the street on Pilgrim road
- The grassy area between the sidewalk and the road on Riverway

**Drugs are illegal and not permitted to be used on the Wheelock Campus.**

The Visitor and Sign-In Policy is a public safety policy and is very strictly enforced. Some important points include.

- NO UNESCORTED VISITORS ARE ALLOWED IN WHEELOCK RESIDENCE HALLS AT ANY TIME
- SHARING OF WHEELOCK ID CARDS IS STRICTLY PROHIBITED

**3. THE CONDUCT OF YOUR VISITORS IS YOUR RESPONSIBILITY**

Please take time to read though the entire policy located in the Wheelock student handbook.  
[http://www.wheelock.edu/Documents/Student\\_Life/StudentHandbook/Student%20Handbook%2013-14%20\(3\).pdf](http://www.wheelock.edu/Documents/Student_Life/StudentHandbook/Student%20Handbook%2013-14%20(3).pdf)

**Terms and Conditions (see next page)**

## **1 Important**

Please read these conditions carefully as they shall form part of the contract between the person responsible for the fees and **ONCAMPUS** Boston. It is important that you make sure that you have read and understood all of these conditions as you will be deemed to accept these conditions when you sign the application form.

## **2 Application**

If you are successful in your application you will receive a joint offer letter from **ONCAMPUS** Boston and the collaborating institution outlining the proposed course of study and detailing the tuition fees and the deposit that will be required to guarantee your place at **ONCAMPUS** Boston.

## **3 Tuition fee deposit payment**

To accept your offer you or your sponsor will be required to pay the indicated deposit and registration fee on your offer letter. This deposit will be set against the tuition fees of the final term of your program, and shall constitute no less than the equivalent of one term's tuition fees.

Depending on your country of residence it might be in your interest to pay a higher deposit than the minimum amount stated on the offer letter. Please contact us if you are unsure about whether this applies to you.

Refunds on the deposit paid will be in accordance with the Refund Policy, as outlined in section 8.

## **4 Acceptance of your place**

Once your minimum tuition fee deposit has been received and upon your meeting all the conditions in your offer letter and our receipt of your deposit, we will confirm your place on the Program and send you the official acceptance letter and i-20 form necessary to obtain your student visa. **ONCAMPUS** reserves the right to levy a charge for the issuing of replacement i20 letters.

## **5 Payment of fees**

All fees will be payable in advance as determined by **ONCAMPUS** Boston. Fees are correct at time of publication. **ONCAMPUS** Boston reserves the right to vary tuition fees at any time and payment of each term's tuition fees will be subject to any increase in fees that may be announced during the program of study.

All student accounts must be settled in advance of the start of that term's studies. You will not be permitted to commence or continue your course at the beginning of any term until all outstanding fees, charges or accounts are paid.

Any payments that are not made by the due date will incur a late payment penalty to be determined and communicated in advance of your program of study by **ONCAMPUS** Boston. Should it be necessary for you to repeat a module you will be required to pay the full module fee.

## **6 Academic conditions of entry and continued enrollment**

Students are admitted to **ONCAMPUS** Boston programs on the basis of English language and academic ability and, in some cases, on the additional basis of experiential learning.

Any student found to have misled **ONCAMPUS** Boston as to their qualifications and suitability for entry will be subject to expulsion from **ONCAMPUS** Boston without recourse to refund of tuition fees already paid. Should an alternative program be more suitable, a student may be counseled on to such a program, however this may also require changes to their visa status which may need to be communicated to the U.S. immigration authorities.

Students are expected to attend all classes and lectures, and will be subject to assessment by means of coursework and other continuous assessment methods and by examination. In order to progress through the program of study and to subsequent courses offered by the collaborating institution

students are required to meet prescribed academic and English language standards.

## 7 Visa Compliance

It is your responsibility prior to enrollment at the college that you have and maintain the correct visa status demonstrated in your passport. The centre will check this at least every 12 months. On application to the centre you will be required to provide details of any previous visas received or refused for entry to the United States of America, together with information about the level and content of any prior studies undertaken in the USA, as this is an immigration requirement before we can sponsor any student.

Attendance is monitored by overall percentage and by 'Contact Points' in accordance with **ONCAMPUS Boston Attendance Policy**. Students are required to maintain appropriate levels of attendance and may be expelled should this fall below the required level and they are withdrawn from their studies.

**ONCAMPUS Boston** reserves the right to impose sanctions including, but not limited to, termination of the enrollment of any student whose standard of conduct is unsatisfactory. There will be no refund of tuition fees in cases of expulsion.

## 8 Refund policy

Acceptance of a **ONCAMPUS Boston** offer on payment of the minimum stated deposit constitutes a binding contract between the student and **ONCAMPUS Boston**.

Tuition fees are non-refundable except in the case of visa-refusal. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made available to **ONCAMPUS Boston** before any refund can be initiated.

**ONCAMPUS Boston** will verify the authenticity of the evidence of visa refusal with the appropriate U.S. overseas posting (Embassy/High Commission), and will charge an administration fee of \$100 in the event of such a refund.

Tuition fees are non-refundable after the start of studies. Any notice to withdraw or cancel must be made in writing. If the cancellation is received before the start of term then the forthcoming terms tuition fees will be charged. If the cancellation is made after the start of term then both the current term and the following term's tuition fees will be charged.

Any students withdrawing from an **ONCAMPUS Boston** program of study may be reported to the U.S. immigration authorities and U.S. Embassy/High Commission in their home country as a curtailment of their program. Any student withdrawing may be required to provide documentary evidence of their return to their home country or transfer to another institution.

**ONCAMPUS Boston** reserves the right to withdraw a previously available program of study at its own discretion. Where a student is unable to enrol in a similar course at **ONCAMPUS Boston** and the enrollment is cancelled then all fees will be refunded.

## 9 Cause for concern

Should we have reason to be concerned for the health, welfare, financial situation or academic progress of any student, whether under or over 18 years of age, **ONCAMPUS Boston** reserves the right to involve parents, agents or appropriate professionals to offer support.

## 10 Deferment

Holders of an **ONCAMPUS Boston** offer may, by way of written request to **ONCAMPUS Boston**, defer the start of their program of study up to a maximum of one academic year.

Any fees held by **ONCAMPUS Boston** will be held without penalty, for use against subsequent courses of study. Should the **ONCAMPUS Boston** offer holder subsequently withdraw, any fees held will be nonrefundable.

Any students holding an i20 visa letter and wishing to defer will have this information communicated to the U.S. immigration authorities.

## 11 Data protection

To comply with the Family Educational Rights and Privacy Act (FERPA), the information which you give on your form will be used for the following purposes:

- To determine your eligibility for entry to **ONCAMPUS Boston** and/or entry to the host partner university.
- To enable **ONCAMPUS Boston** and the host partner university to compile statistical reports.
- To enable **ONCAMPUS Boston** and the host partner university to initiate your student record.
- To share information with other government departments (e.g. immigration office), local authorities and other bodies to prevent possible fraud and to enable them to carry out their functions. On enrollment, students will be asked to sign a consent form for the specific use of student data.

## 12 Liability

Any reference in these terms to liability of the student shall also infer liability on the parents, guardian or sponsor of the student and such liability is joint and several.

## 13 Variation of Conditions

**ONCAMPUS Boston** may, by written notice, vary conditions of enrollment as may be necessary to comply with any law, regulations or amendment thereof, of the Government of Great Britain. **ONCAMPUS Boston** additionally reserves the right, upon giving one term's written notice of such change to all affected students, parents, guardians and sponsors, to make any addition, amendment or alteration to these conditions as is deemed necessary by **ONCAMPUS Boston**.

## 14 Marketing

By enrolling on an **ONCAMPUS Boston** program you consent to your participation in future marketing activities. Contact us if you do not wish to participate.

The information contained in this publication is for guidance only. While **ONCAMPUS Boston** has made every effort to check that the information contained in these pages is correct and up-to date at the time of publication, it cannot be held responsible for any errors or omission.

## 15 Payment to Agents

Before applying to study with us you may have engaged with an agent to offer you advice and support in applying for programs of study, and you may in some cases also have agreed to pay a fee to your agent for those services. We further understand that you wish us to pay that fee to your agent on your behalf (up to maximum limits as stated on [www.ceg-uk.com/service fees](http://www.ceg-uk.com/service-fees)).

Where this is the case we acknowledge that your tuition fees payable to **ONCAMPUS Boston** may include a sum owing by you to your agent for their services up to the maximum limit referred to at [www.ceg-uk.com/service fees](http://www.ceg-uk.com/service-fees).

We agree, at our discretion, to pay this sum to your agent on your behalf and reduce your tuition fees owing to us accordingly provided that the following conditions are met:

- You enroll at **ONCAMPUS Boston**
- You correctly complete the application form to authorize us to make these payments to your nominated agent;
- You pay all relevant academic fees to **ONCAMPUS Boston** as they become due;
- Your agent has achieved Approved Agent status, an Approved Agent being an agent that has entered into a contract with you directly for the provision of services that are of a level and nature which satisfies Cambridge Education Group's internal policies and expectations of an agent and who has been confirmed by Cambridge Education Group as being such an agent.

Provided the above conditions are met and if for any reason we decide not to pay an amount due to your agent on your behalf, then we will refund to you the

amount owing to your agent up to the maximum limit,  
for you to pay across directly.

If you have agreed with your agent that you will pay  
more than the maximum limit, then you will remain  
liable to pay any excess to your agent.

Having satisfied the above conditions should you NOT  
wish us to make an automatic payment to the Agent  
used please notify Central Admissions on  
[admissions@ceg-uk.com](mailto:admissions@ceg-uk.com).

**ONCAMPUS** Boston Inc. is a United States corporation  
with Employer Identification Number 98-1051849,  
incorporated in the City of Wilmington, Delaware, USA.

# 1 Policy & Procedure: Student Complaints

## 1.1.1 Introduction

We hope that all ONCAMPUS students are satisfied with every aspect of their course and enjoy their time studying. However, we understand that sometimes the student experience can fall short of expectations and we want to ensure that concerns and problems are addressed before they cause greater problems.

The following sections explain what this means, and what to do if a complaint is not resolved satisfactorily.

Stage 1: Local Level

Stage 2: Center Director Formal Review

Stage 3: Final Review by Reviewing Officer (appointed from Academic Board Members)

## 1.1.2 How to make a complaint. . .

To make a complaint a student must start at Stage 1

**Stage 1: Local Level** Students are expected to try to resolve a complaint directly, informally and quickly with the person concerned. In most cases, the student's Academic Advisor should be able to help resolve any concerns. In some circumstances, the student may prefer to approach a different member of staff. The complaint should be made within 1 month of the unsatisfactory circumstances occurring, at the latest. The sooner the matter is raised, the better. The student is expected to explain clearly what the problem is and what outcome they are seeking, and the member of staff is expected to listen to the complaint and to try to resolve it in a straightforward, reasonable and prompt manner. Staff dealing with complaints are encouraged to meet with the student to establish the precise cause of dissatisfaction, to explore the solution suggested by the student and to gain a mutual understanding of the issues involved. Although informal, the member of staff should make clear notes of any meetings and keep a record of the agreed outcome. Notes should be shared with the student and kept on file. The student should be notified that the matter is deemed to be resolved and advised of the availability of Stage 2 of the complaints procedure, if the complaint is not upheld. We expect most complaints to be resolved in this way.

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## Stage 2: Center Director Formal Review

If Stage 1 does not provide a satisfactory outcome for the student, they can ask the Center Director to deal formally with the complaint. The student should complete Complaint Form A to set out:

- what their complaint is
- what the supporting evidence is
- why informal resolution was unsuccessful
- what outcome they want.

Upon completion, the form should be sent to the Complaints Team via the following email address; <mailto:student.complaint.ocusa@oncampus.global>. The Complaints Team will only deal with complaints presented on Complaint Form A where all of these points are covered. A hard copy is available to students who, for reasons of disability, are unable to access the electronic form. Please contact <mailto:student.complaint.ocusa@oncampus.global> for further information. Complaint Form A should be submitted within 1 month of notification of the outcome of Stage 1. If the form does not set out clearly and concisely the points listed above, the student will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place. The Complaints Team will review the complaint and will be accessible to complainants and staff at all stages of the process. The Complaints Team will acknowledge receipt of Complaint Form A within 5 working days. The complaint will be logged and referred to the appropriate person in the Center, usually the Center Director. If the subject of the original complaint is the Center Director, then another ONCAMPUS Center Director will conduct the review. The Center Director will ensure that an investigation is carried out before a written response is provided to the complainant. The investigation and its outcome must be fair and reasonable. The written reply from the Center Director will follow a standard template which will be provided by Complaints Team. The Center Director will populate the template and return it to The Complaints Team, who will send the response to the complainant. If the Center Director upholds (agrees with) the student's complaint they may decide on whatever solution they think appropriate, bearing in mind the outcome sought by the student. If the complaint is not upheld, the student will be notified about Stage 3 of the complaints procedure. The reply will normally be sent within 3 weeks of receipt of Complaint Form A by The Complaints Team. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages.

### Stage 3: Final Review

Where the Stage 2 complaint was heard by a Center Director, the Stage 3 complaint will be heard by an appropriate member of the Academic Board. They will be appointed as the Reviewing Officer. The Reviewing Officer may be asked to review the way a Center Director handled a complaint. The Reviewing Officer will review the complaint and exercise discretion and judgment as to whether further investigation is necessary.

The student should complete Complaint Form B to set out:

- why they believe the decision made at Stage 2 was not fair or reasonable;
- how the procedure for the Stage 2 complaint was incorrectly followed and how this made a significant difference to the outcome of their complaint
- The student must set out the grounds of the complaint by making reference to those standards, and must provide evidence to support their claim.

If the student provides evidence to support one or both of the points above, the Reviewing Officer will arrange for further investigation to take place. In reaching a decision, the Reviewing Officer is

expected to be fair and reasonable. A complaint without adequate grounds and evidence will be dismissed. Complaint Form B should be submitted within 1 month of notification of the outcome of the Stage 2 complaint. Upon completion, the form should be sent to the Complaints Team via the following email address; <mailto:student.complaint.ocusa@oncampus.global>. The Complaints Team will only deal with complaints presented on Complaint Form B and where one or both of the points above has been addressed. A hard copy is available to students who, for reasons of disability, are unable to access the electronic form. Please contact <mailto:student.complaint.ocusa@oncampus.global> for further information. The Complaints Team will acknowledge receipt of Complaint Form B within 5 working days. The complaint will be logged and a Reviewing Officer will be appointed. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages. Once a decision has been made, the Complaints Team, will send the response to the complainant. If the complaint is upheld, both the student and the Center Director will receive a written explanation of their decision. If the Reviewing Officer does not uphold the complaint, the student will receive a written response giving reasons, and a "Completion of Procedures" letter (see below) will be issued. The Reviewing Officer may decide to uphold part, but not all, of the complaint and will respond to the student accordingly. The reply will normally be sent within 3 weeks of receipt of Complaint Form B by The Complaints Team. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response.

#### ***1.1.2.1 Completion of Procedures***

If we are unable to resolve a complaint to the student's satisfaction, and there are no further steps available to the student, we will issue a formal "Completion of Procedures" letter. This provides a formal confirmation that the student has exhausted the internal complaints procedure.

#### ***1.1.2.2 Complaints made directly to the Managing Director***

Complaints are handled most effectively by following the guidance in this procedure. If a complaint is made directly to the Managing Director, or other member of management, rather than by following this procedure, his office will pass it to the Complaints Team who will ensure the complaint is referred to the most appropriate person, in line with the published procedure.

## **1.2 Definitions**

A complaint is an expression of dissatisfaction about something. If you have a complaint about any aspect of your course, the first person you should speak to is your Academic Advisor, who will assist you. The complaint may be expressed informally (verbally or written, e.g. email) or formally (written complaint).

## **Feedback**

It is important to understand the difference between a complaint and feedback. ONCAMPUS seeks and welcomes the views of its students. A student may provide feedback which will be useful us

when reviewing our policies and operations, without the need for following this policy. Students are encouraged to provide constructive feedback at a center level to the appropriate person.

### **1.3 Who can use this procedure?**

This complaints procedure may only be used by an individual who is, or has been, registered as a **ONCAMPUS** student and who is not recorded as being a leaver (or, if they are a leaver, is complaining about events that occurred before they were a leaver, within the required timescales).

A group of students may use this procedure to make a collective complaint provided that one student identifies him/herself as the main contact for purposes of communication. Anyone wishing to make a complaint should do so personally. Where a third party (such as a parent, agent or guardian) makes a complaint on behalf of a student we can only address general issues, unless we have the student's written permission that the third party is acting on their behalf and to allow us to refer to the details of their own specific case. Anonymous complaints will not be considered.

### **What kind of complaints are excluded?**

Where the academic policies of the university have not been followed. However, complaints relating to the quality of teaching or supervision of **ONCAMPUS** delivered courses, or other circumstances that relate to the delivery of a program of study before the point of assessment or the submission of coursework should be raised under the Complaints Procedure. Complaints may not be accepted if the desired outcome is beyond the power of **ONCAMPUS** to deliver.

### **1.4 Principles**

Complaints should be treated seriously and students must not suffer any disadvantage or recrimination as a result of making a complaint in good faith. In all cases, it is desirable that complaints are resolved informally and quickly between the relevant parties, and that the formal process is only started if that fails. Only complaints presented on the appropriate official forms will be dealt with as formal complaints; the forms can be found within the complaints process.

### **1.5 Recording and monitoring of complaints**

It is important that the number, Stage and range of complaints are monitored in order to improve the student experience. The VPCSS will record complaints on a central file and report from it (without divulging the details of specific complainants) to indicate the nature of complaints and complainants, and resultant action. Such reports will:

- Feed into the monitoring and evaluation procedure at various levels: Subject, Program, Center;
- Feed directly into appropriate **ONCAMPUS**-wide committees;
- Assist in identifying problems and trends across **ONCAMPUS**;
- Form the basis of positive publicity, in demonstrating that identified issues have been resolved;
- Be made available to the **ONCAMPUS** reviewing bodies.

## **Useful Contacts**

### **ONCAMPUS Boston**

Email: [oncampusboston@oncampus.global](mailto:oncampusboston@oncampus.global)

Phone 617-879-1330

### **Information Technology**

Email: [helpdesk@wheelock.edu](mailto:helpdesk@wheelock.edu)

Phone: 617-879-2309

### **Facilities**

Email: [facilities@wheelock.edu](mailto:facilities@wheelock.edu)

Phone: 617-879-2140

### **Campus Services**

Email: [campuservices@wheelock.edu](mailto:campuservices@wheelock.edu)

Phone: 617-879-2002

### **Residence Life**

Email: [reslife@wheelock.edu](mailto:reslife@wheelock.edu)

Phone: 617-879-2108

### **Finance Office:**

617-879-2306

### **Harvard Vanguard Health Services**

133 Brookline Avenue

617-421-1196

### **Public Safety:**

Phone: 617-879-2151

#### **Student Information**

Mailing Address: **150 Riverway**

**Box #\_\_\_\_\_**

**Boston, MA 02215**

Residence Hall Address

Building:

Street Number:

Room Number:

**Boston, MA 02215**

Wheelock Public Safety: **+1.617.879.2151**