



EMERSON COLLEGE

**Emerson College
Office of Academic Affairs**

FAQs

The following frequently asked questions have been compiled into a flipbook for quick and easy reference. The answers to some of the most commonly asked questions are included. If you need more information that is not answered by these FAQs, please refer to one of the following:

- New Faculty Orientation Packet
- Undergraduate Student Handbook
- Graduate Student Handbook
- Emerson College Faculty Handbook
- Center for Innovative Teaching and Learning

Or, you may contact the Office of Academic Affairs:

Linda Moore, Vice President for Academic Affairs
Richard Zauft, Associate Vice President for Academic Affairs
Anne Doyle, Executive Director for Academic Affairs
Karen St. Clair, Director of the Center for Innovative Teaching and Learning
Eric Sykes, Director of Institutional Research
Jill Davidson, Executive Assistant
Matthew Finn, Executive Assistant

A student needs help with...

Academic Advising, course selection, educational planning, readmission to the College...Academic Advising Center, 216 Tremont, x7876

Support for a disability and course requirement accommodations...Disability Services, 216 Tremont, x8592

Internship information, career and job related counseling, resume writing...Career Services, 216 Tremont, x8586

Confidential counseling for personal issues...Counseling Center, 216 Tremont, x8595

Campus and student life concerns; leave of absence or withdrawal from the College...Dean of Students, 150 Boylston, x8640

Financial Aid and Student Account issues...Student Service Center, 80 Boylston, x8655

Medical issues and health education...Health and Wellness Center, 216 Tremont, x8666

On-campus housing issues...Housing and Residential Life, 80 Boylston, x8620

Academic Assistance, time management, reading and writing assistance...Writing and Academic Resource Center, 216 Tremont, x7874

Transcripts, transfer credits, graduation audits...Student Service Center, 80 Boylston, x8655

Athletic schedule and course selection...Athletic Office, 150 Boylston, x8690, and Academic Advising Center, 216 Tremont, x7876

A student needs help with...

A student is having problems with attendance...

Student Attendance Policy – In 1996, the Faculty Assembly passed a resolution recommending that instructors adopt the following attendance policy for all undergraduate courses. For courses meeting twice a week, 3 unexcused absences would result in a failing (F) grade. For courses meeting three times a week, 5 unexcused absences would result in a failing (F) grade. It was pointed out, that during the first two weeks of classes, students are still “shopping” and have not yet realized their course selections; therefore instructors may want to start counting absences after the first two weeks of classes. While this attendance policy is not required, instructors are encouraged to adopt the policy, as attendance in some course has been a significant problem.

College Policy – Students are expected to attend classes regularly and promptly and are responsible for all work done in their classes while they are absent. Individual instructors determine the number of times a student may be absent or tardy before a grade is lowered. In classes where attendance is required, students are responsible for notifying the instructor in advance of unavoidable absences. Students must adhere to individual instructors' attendance policies. Attending an out-of-class activity or event for another course may not be used as an excuse to disregard a given class's attendance policy. A faculty Member may not require a student to attend specified out-of-class activities that conflict with the student's schedule for another class. In addition, Massachusetts state law requires that any student who is unable, because of 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 requirement. The student will receive an opportunity to make up the examination, study or work requirement, which may have been missed because of such absence on any particular day, provided, however, that such make-up examination or work does not create an unreasonable burden upon the College.

NOTE – Be sure that the attendance policy for a course is clearly stated on the course syllabus and indicate how you want students to notify you if they know they will be missing a class. You may also want to address tardiness in your attendance policy, for example setting a time limit after which a student will receive an unexcused absence. It is important to establish a clear attendance policy at the beginning of your course, and consistently apply it throughout the semester (with all students, at all times).

No Shows – If you have a student on your class list that has never attended your class or disappears during the semester, please notify the Academic Advising Center at 824-7876.

Prolonged Absences – In any case of prolonged absence due to accident or illness, the student should immediately notify both the Dean of Students and his or her instructors. Under these circumstances the College will make every effort to permit the student to complete course work.

A student is having problems with attendance...

I suspect a student of plagiarizing...

Definition

The Writing Program Administrators (WPA) define plagiarism as—“occurring when a writer deliberately uses someone else’s language, ideas, or other original (not common-knowledge) material without acknowledging its source; submitting someone else’s text as one’s own or attempting to blur the line between ones’ own ideas or words and those borrowed from another source.”

Procedure for the Faculty

The following procedure is intended to provide guidance to faculty members in reporting suspected plagiarism and other acts of academic misconduct and ensure a fair and due process. Faculty members should speak with a student suspected of committing an act of academic misconduct immediately and report it to their department Chair without delay. Resolution of cases of academic misconduct will be dealt with as swiftly as possible.

1. If a faculty member suspects a student of academic dishonesty the faculty member is encouraged to speak with the student to gather further information.
2. If the faculty member believes that there is sufficient evidence that an act of academic dishonesty has taken place, intentionally or inadvertently, the faculty member will notify her/his department Chair immediately regarding her/his findings.
3. If the Chair concurs that the incident may be an act of academic dishonesty, the Chair will immediately contact the Office of the Dean of Students for review, documentation, and adjudication.
4. The faculty member will notify the student of the allegation, informing her/him that the matter is being forwarded to the Office of the Dean of Students for review and adjudication.
5. The faculty member will forward to the Chair and Dean of Students a statement that includes the student’s name, student contact information (e-mail and telephone) if known, a description of the act of suspected academic dishonesty, all evidence to support the charge, and a sanction recommended by the faculty member.
6. The faculty member and department Chair will have an opportunity to provide testimony and recommend a sanction.

Policies on plagiarism can be found at: <http://www.emerson.edu/library/about/policies/plagiarism.cfm>
http://www.emerson.edu/academic_affairs/policies/Academic-Misconduct-Guidelines.cfm

I suspect a student of plagiarizing...

A parent calls me for information on their child...

The Family Educational Rights and Privacy Act (FERPA) is a federal law that guarantees students the right to inspect and review their educational records, to seek to amend educational records, and to have some control over the disclosure of information from educational records. *Educational records* are all records that contain information that is directly related to a student and are maintained by an educational institution or by a party acting for the institution.

So how does FERPA concern faculty? Since faculty have information about students' names, schedules, and grades, and may have the ability to access other information about students, they have an obligation to protect the privacy of those student records.

Does FERPA allow a faculty member to share any information about students? Although the law permits a university to include as *directory information* a student's name, address, phone number, date and place of birth, major, schools attended, dates of attendance, degrees and awards, participation in athletics, and weight and height of athletes, Emerson College *has chosen to be more restrictive in the release of directory information.*

So what student information *can* I release to a third party? Refer third-party inquiries to the Registrar's Office. No university employee should release a student's address, phone number, grades, class schedule, or other academic information. The Registrar's Office tells inquirers only whether a student is enrolled and whether the student has completed a degree.

What about students with special confidential status? Students who have asked for their records to be flagged as confidential must be treated with extra care and faculty would generally have no knowledge of this. University employees must not even acknowledge that such a person is enrolled. The Registrar's Office responds to such inquiries in this manner: *"I'm sorry, but we have no information on that person."*

Can I post mid-term and final grades on my office door? The law prohibits disclosure of grades; posting them in a public place along with student names and/or ID numbers would certainly violate the law. Basically, there is no safe and legal method for posting grades. In addition it is also a FERPA violation, to leave exams, papers and projects that have grades assigned outside offices for students to pick up.

Is there more information on FERPA? There is a wealth of information about FERPA, found on the Registrar's web site, www.emerson.edu/registrar, including a FERPA Tutorial. Contact the Registrar's Office, x3077 if you have any questions.

A parent calls me for information on their child...

How to submit mid-term and final grades...

To submit a mid-term or final grade go to <https://interactive.emerson.edu/gradesubmission> or contact William DeWolf, Registrar, at 617-824-3077, registrar@emerson.edu

1. Using your web browser, go to <https://interactive.emerson.edu/gradesubmission>. Log into E-campus by entering your ECNET username and password. This web page will be available for your use from a posted time period emailed to you by the Registrar. ****NOTE: THE GRADE SUBMISSION PROCESS FOR THE REGISTRAR IS DIFFERENT FROM THAT USED ON GRADEBOOK FOR WEBCT. DO NOT USE WEBCT TO SUBMIT YOUR GRADES.**

ECnet username: will be your firstname_lastname. Password: is your Emerson e-mail password.

If you do not have an ECnet username or have forgotten your ECmail information, you will need to go to the Help Desk at 120 Boylston St., 4th floor. We strongly suggest that you attempt to log into the Grade Submission site prior to submitting grades so that any difficulties can be resolved in a timely manner.

2. You will get a "Welcome page" informing you of the last time you logged in. Click on an option from the list on the left side of the page. You will have several menu options from which to choose.

3. If you click "Select Class to Grade", you will get a page with a drop down menu of undergraduate classes. These are the classes for which you are assigned as the Instructor 1. (Note: You will not get a grade listing if you are listed as Instructor 2 or 3.)

- a) Select the course to grade from the drop down menu and click "Enter Grades" button.
- b) The list of registered students will appear. Select a grade from the drop down menu after each student's name. You will only be able to enter C-, D, or F. Students who have NEVER attended a course are to be assigned the "NF" (No Show F). **If all students in a course have a mid-semester grade higher than "C-" then click on the button that says: "No Report" and an e-mail will go to registrar@emerson.edu. We keep a record of your participation.**
- c) Courses ending with -5 will be graded at the end of the semester during final grading period.
- d) When you have finished entering the grades, click the "Submit" button. Your mid-term grades have been submitted.
- e) You will get a confirmation page that will list the students and their grades. You should print the page out for your records. You may also have this page emailed to yourself by clicking the email button.

4. To go back and select another course or to change or add a grade to a previously graded course, click the "Select Class to Grade" option to return to the class selection page. Do **not** hit the BACK button.

5. Please click the "Exit Grades Submission" option upon completion. You will be returned to the E-Campus page. Click the "Log Out" option and then click "Logout" on the confirmation page. To the question "do you want to close this window?" click on the "yes" button. This will ensure the security.

6. Please keep a copy of your grade confirmation page for future reference. You may return to the web-grading site at anytime during the mid-term grading period and change the grades.

How to submit mid-term and final grades...

A student is disruptive in class....

From time to time, a faculty member may encounter a student whose personal difficulties and behaviors can pose a challenge in the classroom. For example, you may be concerned when a student repeatedly interrupts the class with inappropriate verbal and non-verbal behaviors that interfere with your teaching or the participation of other students in the class.

The EMERSON COLLEGE STUDENT HANDBOOK (available on line at www.emerson.edu/student_life) clearly states that the primary responsibility for managing the classroom rest with the faculty member and that the faculty member has the right to respond to disruptive behavior. It further indicates that all students are expected to treat all members of the College community in a civil and respectful manner and that intentional or reckless interference of College activities, including teaching, constitutes a violation of the Student Code of Conduct. One can also find the proper procedures to use if one wishes to file a complaint about a student due to disruptive behavior. Please read the Student Code of Conduct.

The course syllabus should contain a section referencing what the faculty member expects as appropriate classroom behavior and what is not acceptable. These standards may vary from professor to professor. It is important to discuss these at the beginning of the semester so that students have a clear understanding of your expectations for both academic outcomes as well as behavioral norms.

If you are concerned:

...about a student's psychological well being or a student's disruptive behavior, you may contact Dr. Cheryl Rosenthal at the Counseling Center, x8595.

...about a student's physical health, you may contact Jane Powers, R.N., M.S.N. at the Center for Health and Wellness, x8666.

...about a possible disability, you may contact the Disability Services Coordinator, x8592

...about a violation of the Student Code of Conduct, you may contact Dr. Ron Ludman, Dean of Students, x8640.

IF A MEDICAL EMERGENCY ARISES AT ANY TIME, CONTACT 911 IMMEDIATELY AND THEN CONTACT THE COLLEGE'S DEPARTMENT OF PUBLIC SAFETY AT EXTENSION x8888.

Some offices of the campus are bound by laws of confidentiality and may not be able to provide you with detailed and specific information about a student. These offices CAN provide general consultation and information that may be helpful. Those who work in student support services are committed to working toward early identification of students who may be at risk and require assistance to address and resolve issues. Please do not hesitate to contact the appropriate office for assistance in resolving your concerns and addressing student needs.

A student is disruptive in class....

There is an emergency in my classroom....

Fire Emergency

If smoke or fire is present:

- Activate the fire alarm system by pulling the lever on the nearest building fire alarm pull station. Pull stations may be found next to all exits.
- If safe to do so, call x8888. Give the Public Safety dispatcher the following information:
 - Your name and telephone number
 - Exact location of the fire
 - What is on fire, the size of the fire?
- Do not panic. Keep calm.
- Do not re-enter a building in which an alarm is sounding.

Evacuation

You should be familiar with the Emergency Evacuation Plans (EEP) for the buildings that you use. You can find these plans on both the Public Safety and Property Management web pages; <http://www.emerson.edu/public%5Fsafety/>; and <http://www.emerson.edu/property%5Fmanagement/>

There is detailed information on the building life safety equipment, how to report a fire, and what to do when an alarm sounds. Additionally, familiarize yourself with all exits from the room as well as the location of the alarm pull stations, and encourage your students to do so as well.

Be aware of any persons within your area who are disabled or need special assistance, such as visitors. Discuss the evacuation procedures with them before an incident occurs. These procedures can be found in the Emergency Evacuation Plan under “Occupants with Special Needs and/or Disabilities”. Occupants with special needs are encouraged to complete the “Special Needs Evacuation Registration” form to be filed with the Public Safety Department in the event that an evacuation is necessary. This form can also be found in the EEP and Public Safety and Property Management web pages.

If authorities declare a building evacuation please leave the building area as directed. Do not stand around in hallways or on the sidewalks near the building. The EEP specifies where occupants should assemble following an evacuation. These can also be found in the EEP and Public Safety and Property Management web pages.

- Do not re-enter the building until emergency personnel give the “all clear”.

Do:

- Listen for announcements over the building fire alarm system or directions from emergency personnel.
- For proper evacuation follow evacuation signage.
- Proceed to stairwell and exit the building.

There is an emergency in my classroom....

There is an emergency in my classroom....

- Orderliness and cooperation are more important than speed.
- Only use the stairwells to evacuate.

Do Not:

- Attempt to fight the fire.
- Use elevators.
- Run, push or create panic.
- Return to your office until the all clear is given by emergency personnel.

Medical Emergency

Students have the option of filing a Student Medical Response Plan through the Health and Wellness Center, x. 8666. In the event of an accident or illness to an employee or student in your work area that results in an emergency, your immediate concern is to aid the injured or sick individual(s). Use the following procedures as a guideline.

Do:

- Remain Calm
- Call 911 and provide the following information. You will then contact Public Safety at x8888 or 617-824-8888.
 - Your name and telephone number.
 - The building, floor and room number where assistance is needed.
 - Complete information concerning the nature of the accident or illness and the number of persons involved.
 - As much information concerning the person(s) involved such as age and/or prior medical conditions.
- Try to make the person(s) comfortable until the emergency personnel arrive.

Do Not:

- Move the injured or ill person unless not doing so would increase the risk of greater injury.

Suspicious Individuals or Activities

Report a suspicious looking individual or activity to the Public Safety Department at x8888 or 617-824-8888. Give your location, name and reason for calling. Be ready to supply a physical description of the individual: age, weight, hair color and length, clothing, facial hair and any other distinguishing features. If the individual is in a vehicle, attempt to get the vehicle make, model and color as well as the license plate number, if possible.

Do not approach a suspect individual yourself. Contact Public Safety as quickly as possible while monitoring the location of the person if feasible.

If you suspect the person is armed or see a weapon, contact 911 and report the situation, followed up by a call to Public Safety at 8888 or 617-824-8888. If the individual is acting disruptive refer to the disruptive individual protocol on the following page.

There is an emergency in my classroom....

Disruptive Individual

Some Emerson College employees, students, and guests can react with anger because of difficulty in finding help with their situations, emotional pain or discomfort, fear and anxiety.

- React and respond to the individual in a calm but firm manner.
- Use lower volume of voice to help the person calm down.
- Listen to all demands.
- Do not tolerate abusive behavior.
- Make command statements in a firm but non-challenging tone, saying what you want or do not want. "I understand that you are upset." "It sounds like you really are angry about this." "I do not want to argue with you." "I want you to leave."
- Suggest visiting the Counseling Center or Employee Assistance Program.
- Think over the situations that could occur and how you would react. Go through the movements you would need to make to get out of the situation. One strategy might be to keep a desk, chair or other object between you and the person to keep distance.
- If you anticipate problems with an individual co-worker, student or guest, let Public Safety know about it ahead of time. You should also communicate any issues to your Department Head or Chair.
- If you feel you may be in jeopardy, notify Public Safety at x8888 or 617-824-8888.
- If you observe a hostile confrontation in progress, do not get involved. Calmly move away from the area. Once clear call Public Safety at x8888 or 617-824-8888
- Completely describe what you observed, how many individuals are involved, physical descriptions of those individuals and the exact location of the activity.

Person with a Weapon

If you witness any armed individual on campus at any time, immediately contact 911 followed by a call to Public Safety at 8888 or 617-824-8888.

If the person with a weapon is outside the building:

- Turn off all the lights, close all doors, and lock the doors if they have a lock.
- If you can do so safely, get all students on the floor and out of the line of fire.
- Move to a core area of the building if safe to do so and remain there until an "all clear" instruction is given by an authorized known voice.
- If you do not recognize the voice that is giving instruction, remain in place. Unknown or unfamiliar voices may be false and designed to give false assurances.

There is an emergency in my classroom....

If the armed person is inside the building:

- If it is possible to flee the area safely and avoid danger, do so.
 - Turn off all the lights, close all doors, and lock the doors if they have a lock.
 - Contact 911 and Public Safety with your location if possible.
 - Get down on the floor or under a desk and remain silent.
 - Get students on the floor and out of the line of fire.
 - Wait for the “all clear” instruction.

If an armed intruder enters your class or office, there is no one procedure the authorities can recommend in this situation. Stay calm and use your best judgment. Options include:

- Attempt to get the word out to other staff if possible, and call 911 if that seems practical.
- If hiding or flight is impossible attempt to negotiate with the individual.
- Attempting to overcome the individual with force is considered a last resort. These actions should only be initiated in the most extreme circumstances.
- Remember, there may be more than one armed person.
- Wait for the “all clear” instruction.
- If you flee, get as far away from the armed person as possible and then contact authorities.

Bomb Threats

If you receive a bomb threat over the telephone:

Listen carefully to the details of the threat and try to keep the caller talking until you are able to get the answers to the following questions:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name?

Jot down any identifying or otherwise helpful information about the caller:

- Male or female.
- Distinctive voice characteristics or speech pattern.
(e.g., accent, slurring, key words used)
- Background noises that you may hear.
(e.g., traffic, voices, phones ringing, television/radio)

Immediately call 911 or Public Safety at x8888 or 617-824-8888 and advise the dispatcher of all the information you learned from the caller concerning the bomb and its location.

There is an emergency in my classroom....

Be sure to give your name, office location, and telephone extension. Do not hang up until the dispatcher releases you.

Remain quiet about the threat and follow the directions given to you by the Police.

Public Safety will give the notice to evacuate the building if necessary.

Suspicious Package Protocol

What constitutes a "suspicious parcel?"

Some typical characteristics postal inspectors have detected over the years, which ought to trigger suspicion, include parcels that:

- Are unexpected or from someone unfamiliar to you.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have protruding wires, strange odors, stains, leaks or dusty residue.
- Show a city or state in the postmark that doesn't match the return address.

What should I do if I've received a suspicious parcel in the mail?

- Do not try to open the parcel! Isolate the parcel.
- Evacuate the immediate area.
- Call 911 followed by a call to the Public Safety Department at x8888 or 617-824-8888 to report that you've received a suspicious parcel.
- Do not handle the mail piece or package suspected of contamination.
- Make sure that damaged or suspicious packages are isolated and the immediate area cordoned off.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- List all persons who have touched the letter and/or envelope. Include contact information.
- Place all items worn when in contact with the suspected mail piece in plastic bags and keep them wherever you change your clothes and have them available for law enforcement agents.

As soon as practical, shower with soap and water.

COMMUNICATING DISASTER OR CRISIS INFORMATION

Emerson utilizes a state-of-the-art Emergency Notification System (ENS) called CONNECT-Ed to communicate with students, faculty and staff in the event that an emergency occurs on the Boston campus. It is a robust system that simultaneously transmits messages by telephone, e-mail and SMS (text messaging). The College strongly encourages all students, faculty and staff to provide up-to-date contact information by completing the [ENS registration form](#).

There is an emergency in my classroom....

In the event that a major emergency occurs in the vicinity of one of Emerson's campus locations (e.g. Boston, Los Angeles or Kasteel Well), notices concerning the situation will be posted and updated as soon as possible on the Emerson College web site.

The notices may be found here on the Public Safety site, and at the following URL addresses:

<http://ecampus.edu/>

<http://www.emerson.edu/parents/>

While the College will do its best to keep students and their families apprised of the situation, we strongly recommend that students and their families devise a personal communication plan. For example, students should consider calling and/or e-mailing parent/family member directly, assuming that phone and/or Internet communication hasn't been compromised.

Each student should have a secondary contact person in the event one's primary contact is unreachable.

NOTES