

Manchester Campus Guide for Students 2011-2012



**School of Human Services
Manchester Campus
500 Commercial Street
Manchester, NH 03101
(603) 666-5700 (800) 727-0504**

SPRINGFIELD COLLEGE



Greetings!

I would like to take this opportunity to extend my personal welcome to you as a student at Springfield College's School of Human Services, **Manchester** Campus.

At the Manchester Campus you are treated with respect for your life, work, family, and community and life experiences. The sharing of these experiences with your fellow students and faculty increases total awareness and critical thinking which is the key to our program's success. Open, ongoing, and authentic dialogue is the foundation of our educational approach.

The willingness to assist you in succeeding with your educational endeavors is sincerely shared by all the faculty and staff at the Manchester Campus. We look forward to providing the very best learning environment for you throughout your Springfield College experience.

Again, welcome.

Dr. Susan Langlois
Assistant Dean/Campus Director

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I. Campus Directory

**Springfield College
School of Human Services**

500 Commercial Street
Manchester, NH 03101
Phone: (603) 666-5700 or
(800) 727-0504
FAX: (603) 666-5705

SPRINGFIELD SHS

263 Alden Street
Springfield, MA 01109-3797

LIZ & DONNA'S BOSTON NUMBERS

Liz: (617) 242-3361, Ext. 223
Donna: (617) 242-3361, Ext. 224

SHS FINANCIAL AID

Donna Yarrington Manchester office
666-5700 X109

Springfield Office
(413) 748-3112

SHS MANCHESTER – (12/10)		
NAME	@spfldcol.edu	EXT.
Reception – desk #1		103
Mahoney, Edward		125
BLANCHARD, Marie	mblanchard2	100
HINIS, Helene	hhinis	127
LANGLOIS, Susan	slanglois	
LANGLOIS, Susan – voice mail Cell Phone: 603 674-7857		
MAGIN, Margaret	mmagin	118
MALLONA, Amelia	amallona	121
RUSSELL, Liz	erussell	107
Sementa, Cate	jsementa	216
YARRINGTON, Donna	dyarrington	109
WEB SITE: http://www.shsmanchester@spfldcol.edu		

II. Student Support Services

A. Academic Support Services

The Manchester Campus offers student support services in an Academic Success Center located on site. Services include writing support, study skills counseling, and resource support services. All services are coordinated with the assistance of an Academic Resource Specialist and focus on the development of sustainable skills to help students become independent learners. The Academic Resource Specialist is available during designated campus hours and by appointment. Students can learn about services by clicking on the Academic Success Center link on the mySCweb page or campus homepage. A student may self-elect to seek assistance or follow through on a recommendation. We strongly encourage students to take advantage of our Academic Success Center services by contacting **Donna Yarrington, 666-5700 x109** or dyarrington@spfldcol.edu to set up an appointment or learn more about these services.

B. Services for Students with Disabilities

Students with documented physical, learning or psychological disabilities may be eligible for reasonable academic accommodations to help them succeed in their academic program. It is the student's responsibility to make a request for such accommodations and to provide appropriate documentation administered by a qualified professional such as psychologists, medical doctors or agencies specializing in the diagnosis of such disabilities. Documentation must be current, within three (3) years from the time the student makes a request for services. If you have questions about services for students with disabilities, please contact **Donna Yarrington, 666-5700 x109** or dyarrington@spfldcol.edu

C. Technology Support Services

For assistance in all areas related to education technology, including access and reset of webmail, campus web, and online courses through the School's learning management system, *Pride Online* powered by *Moodle*, please contact Marge Magin 666-5700 x118 or mmagin@spfldcol.edu

	SHS TECH HELP CONTACT
BOSTON CAMPUS	Venatia Jones Phone: 617-242-3361 Email: vjones@spfldcol.edu
CHARLESTON CAMPUS	Gail Collins Fallon Brown Phone: 843-554-7244 Email: gcollins@spfldcol.edu fbrown@spfldcol.edu
HOUSTON CAMPUS	Benita Williams Phone: 713-681-1120 Email: bwilliams@spfldcol.edu
LOS ANGELES CAMPUS	Katrin Wilson Phone: 310-673-5607 Email: kwilson@spfldcol.edu
MANCHESTER CAMPUS	Dennis Martino Phone: 603-666-5700 Email: dmartino@spfldcol.edu
MILWAUKEE CAMPUS	Suzanne Guthrie Phone: 414-276-2300 Email: sguthrie@spfldcol.edu
ST. JOHNSBURY CAMPUS	Diane Winchell Phone: 802-748-5402 Email: dwinchell@spfldcol.edu
SAN DIEGO CAMPUS	Mary Buck Phone: 619-582-4002 Email: mbuck@spfldcol.edu
SPRINGFIELD CAMPUS	Karolynn Traynham Phone: 413-748-3204 Email: ktraynham@spfldcol.edu
TAMPA BAY CAMPUS	Nimai Manrique Phone: 813-936-2800 Email: nmanrique@spfldcol.edu
WILMINGTON CAMPUS	Joel Littlejohn Phone: 302-658-5720 Email: jlittlejohn@spfldcol.edu

D. SC ALERT

Springfield College offers a state-of-the-art emergency notification system--SC ALERT—to send emergency notifications and important messages from the School of Human Services (SHS) campuses to your mobile phone, Blackberry, wireless PDA, pager, Smart or Satellite phones and e-mail addresses. You will receive notification wherever you are. SC ALERT will be used only for emergency purposes. Subscribers to SC ALERT will pay no fees for the service, other than any regular fees associated with text messaging services by your provider. Signing up for SC ALERT is simple! Go to the Springfield College home page (www.spfldcol.edu) and click on the SC ALERT icon. If you need assistance signing up, contact Brian Page at (413) 748-3750, or bpage@spfldcol.edu.

III. Academic Information

A. Academic Calendar – Undergraduate and Graduate For Manchester Campus

Complete schedules are available on line or at the campus.

B. Class Cancellation/Class Delays/Campus Closing

Notification of campus class cancellation, openings, delays, or closings will be available through SC ALERT, college e-mail or turning to the following stations and updates:

- **Delays and cancellations will be on the campus voice mail greeting by 6:30 A.M.**
1-800-727-0504 603 666-5700
- **Class cancellations will be broadcast on WBZ 103 AM (radio) and WMUR television Channel 9**

C. Online Registration Dates

September 2011 term:	July 5, 2011 – August 22, 2011
January 2012 term:	November 4, 2011 – December 19, 2011
May 2012 term:	March 2, 2012 – April 16, 2012

D. Frequently asked questions (FAQ's)

1. ***What is the role of my academic advisor?***

Think of your academic advisor as your partner in education. Your advisor is responsible for ensuring that you understand the SHS program and sequencing of courses and for monitoring your academic progress so that all graduation requirements are met. However, it is ultimately your responsibility to ask questions and to keep track of your own progress.

2. ***What is a syllabus and what information is usually included in it?***

A syllabus is your guide to understanding what is expected in a course. The professor will give you a syllabus no later than the first class. This document will include contact information for the professor, class assignments, grading criteria, and academic policies.

3. ***What is a pre-course assignment?***

Pre-course assignments are reading, writing, and project activities that are preparation for the first class of the course that you will be taking. You will find the vital information you need prior to your first class on the Pre-course Assignment

Forms. It contains the instructor's contact information, course objectives, required texts, and the Pre-course assignment. Pre-course Assignment Forms must be downloaded from the SHS website.

4. *Do I have to complete any academic work between classes?*

Yes. Education is continuous and class meetings are just one aspect of the learning process. You are expected to complete all assignments as indicated on the course syllabus, and the web-enhanced pre-course and between-class assignments that incorporate *Pride Online*, which is powered by the learning management system called "Moodle." This applies for all SHS credit courses. These assignments are critical to your academic success. They also enable you to qualify for federal financial aid as a college student taking courses in our accelerated course format. Therefore, you must allocate some of your time between classes for learning activities that might include reading, writing, analyzing, reflection, interacting with others, research, and interacting online with fellow students and the instructor. Assignments must be completed before each class session so you will be prepared for the classroom learning experience.

5. *What happens if I miss a class?*

You are expected to attend all class sessions and workshops for the courses in which you are enrolled. If you must miss all or part of a class session, you must notify the instructor in advance and make arrangements to make up course assignments. If you miss more than one class session, you must withdraw from the class or you will receive an "F" grade for the course.

6. *What happens to financial aid when I add/drop a course?*

Your eligibility for a grant may be lost or reduced when a course is dropped. In some cases, your eligibility may increase if a course is added. Your eligibility for a loan may also change. Check with the staff person handling financial aid at the campus before making final arrangements to add or drop a course so that you will know the impact, if any, in your specific situation.

7. *How is my financial aid impacted when I take less than a full-time load (12 credits undergraduate, 9 credits graduate)?*

Aid is based on full-time enrollment unless your enrollment status is specifically stated as part-time. Many grants are available only to full-time undergraduate students. Pell grants are required to be adjusted for less than full-time status. Cost of attendance changes due to enrollment less than full-time status may also reduce loan eligibility.

8. *If I have a disability, how can I get assistance and support?*

Support services and accommodations are available to any student with a permanent disability. If you require reasonable accommodations to assist you with your studies, you must provide current and appropriate documentation. For information regarding the type of services available to you, please contact **Donna Yarrington, 666-5700 x109** or dyarrington@spfldcol.edu

9. What kinds of counseling services are available to me?

Generally, there are three types of counseling services available to you. Academic counseling can be obtained through your academic advisor, who is responsible for helping you understand your program of study. The College's Career Center offers counseling that assists you with making and managing your career and life-planning decisions. The Career Center may be contacted at

<http://www.spfldcol.edu/homepage/dept.nsf/career> or 413/748-3222.

Students in need of professional counseling may be referred to a list of community resources that have been identified by the campus. For more information, please contact Donna Yarrington, 666-5700 x109 or dyarrington@spfldcol.edu for student services of Liz Russell 666-5700 x 107 erussell@spfldcol.edu for Academic Services.

10. How do I receive credit for experiential learning in the undergraduate program?

The portfolio course (HUSB 307, Human Services and Portfolio Development) teaches a process that identifies each student's college-level learning and utilizes methodologies that enhance the student's ability to think conceptually and analytically. Students identify, categorize and organize their knowledge and present this knowledge through a course equivalent process. Once the knowledge has been identified, students must decide if and how this knowledge relates to learning that is typically credited at the college level. The Human Services and Portfolio Development course provides a framework to assist students in reflecting upon and articulating their college-level experiential learning. These policies and procedures are based upon guidelines established by the Council for Adult and Experiential Learning (CAEL).

11. When is my portfolio due?

The portfolio must be submitted at least six months prior to your anticipated graduation date to allow for the timely review and possible revision of submitted materials.

12. Why do I need a student ID card?

As a matriculating student, you are required to have a Springfield College photo identification card. The card should be carried at all times and must be used for identification purposes in accessing campus buildings and grounds, borrowing material from the Babson Library, and attending college-sponsored events. In addition, commercial organizations within your community may offer discounts if you present your student identification card when purchasing their products or services.

13. Where do I find out the latest info about SHS courses, programs, and activities?

You can find the latest information regarding SHS courses, programs, and activities through e-mail announcements sent to your Springfield College e-mail address, other campus correspondence to students, campus bulletin boards, academic course schedules, and the SHS website. When viewing the SHS website, be sure to access the link leading to your campus location.

14. How can I access computers for email, research, and/or word-processing?

The campus Computer Lab located in room 8 gives you access to the Babson Library to conduct research for your course assignments and the opportunity to use the word processor. The computers in the lab are equipped with computer software applications for student use that include spreadsheets, Internet research, and library search services. You are able to access e-mail through your Springfield College Webmail account. Your Webmail account is the main mode of communication between you and the College. Routinely, the College will make you aware of general announcements pertaining to the entire Springfield community. You will use your Webmail account to communicate with SHS faculty and administration, Business Office, Financial Aid Office, Library, and any other College office in which you will do business.

15. Are online courses available at SHS?

Online courses are offered through both the undergraduate and graduate degree programs to matriculated SHS students. See your advisor for details or check the SHS home page for the schedule.

16. How do I find out if classes are cancelled because of inclement weather or if other emergencies occur?

If inclement weather and/or emergencies make it necessary to cancel classes, delay the opening of the campus or close the campus, students will receive notification through SC ALERT, college e-mail, or they can tune to local TV and radio stations for important information and updates.

Springfield College's, SC ALERT, offers a state-of-the art emergency notification system which sends emergency notifications and important messages from the School of Human Services (SHS) campuses to your mobile phone, Blackberry, wireless PDA, pager, Smart or Satellite phones and e-mail addresses. You will receive notification wherever you are. SC ALERT will be used only for emergency purposes.

Subscribers to SC ALERT will pay no fees for the service, other than any regular fees associated with text messaging services by your provider. Signing up for SC ALERT is simple! Go to the Springfield College home page (www.spfldcol.edu) and click on the SC ALERT icon. If you need assistance signing up, contact Brian Page at (413) 748-3750, or bpage@spfldcol.edu.

17. When should I file an application for graduation? What is the \$50.00 for?

<u>Degree Completed</u>	<u>Degree Application Due</u>
April	January 1
August	June 1
December	October 1

The \$50.00 fee is for processing of application and diploma charges.

IV. Campus Information

A. MBS Direct Book service

MBS Direct is a virtual bookstore, with on-line services available to students 24/7. The virtual bookstore offers students of the Manchester Campus the opportunity to purchase books, use their book vouchers, and to have their purchase shipped to home, office or the campus. Please contact **Donna Yarrington, 666-5700 x109 or dyarrington@spfldcol.edu** for more information regarding MBS Direct.

B. Emergency Telephone Calls

The Manchester Campus has a general voice mail telephone system. If anyone needs to reach a student while he/she is in class, please direct the person to call **(603) 666-5700 or (800) 727-0504** to speak to the receptionist or leave a message. The message will be delivered to the student in person.

C. Non-Emergency Telephone Calls

If a student is going to be late or absent from class, the student must call (603)666-5700 or (800)727-0504 to leave a message for his/her instructor. The message will be forwarded to the instructor.

D. Identification Cards

Students enrolled in the School of Human Services will be issued a student identification card with an assigned student identification number. This card is used for identification purposes in accessing college buildings and grounds, borrowing material from the Babson Library and attending college sponsored events. The first Springfield College Identification Card is issued to a student at no charge. Replacements for lost or stolen cards will cost \$25.00. Photos for identification cards are taken during the New Student Orientation. If you have questions about obtaining an ID card, please contact the admissions office.

Miscellaneous Information

A. Parking Information

Fridays:

Park & Pay tickets are available. To pay you can use your debit/credit card or coins. Print receipt and place it on your dashboard.

Saturdays & Sundays:

You may park in the spaces designated for 500 Commercial Street behind the building. You may also use the lot under the bridge. Parking spots for marked for Milly's Tavern are for restaurant customers only

B. Local Accommodations

Country Inn & Suites 250 South River Road Bedford, NH 03110 will provide a student discount to Springfield College School of Human Services students. Call (603) 666-4600 for details.

C. Local Restaurants

There are nearly 50 restaurants in the downtown Manchester area. These are just a few our students like.

Harts Turkey Farm Restaurant	669-3333
Pappy's Pizza	623-3131
Fratello's	624-2022
Brothers Pizza	668-7333
Peking Garden	623-8880