UNE Online

UNIVERSITY OF NEW ENGLAND



STUDENT HANDBOOK

UNE Online
UNIVERSITY OF NEW ENGLAND

About UNE Online

UNE offers more than 40 undergraduate, graduate and professional programs, is home to Maine's only dental and medical schools, and our faculty includes internationally-recognized scholars in the sciences, health, medicine and humanities.

UNE's unique combination of expert faculty, personalized student support, advanced technology, and highest-quality curriculum ensures that the education received by our worldwide student body is unparalleled.

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About the College

The University of New England (UNE) is a private, non-profit institution accredited by the New England Commission of Higher Education (NECHE). In addition to a strong online presence, UNE has campus locations in Biddeford and Portland Maine as well as Tangier, Morocco. The College of Professional Studies (CPS) is one of six colleges within the university.

Mission, Vision, & Values

Misson: CPS educates and supports future leaders in industry and service via programs designed to catalyze meaningful career development.

Vision: To advance the fields we serve: by functioning as a nexus for relationships between scholars and professionals, and by educating clients to lead in that evolving convergence.

Values

Growth: To grow in community, infrastructure and scope, in order to give more options while making all options stronger.

Relationships: To prioritize connection and community as the bedrock for all endeavors.

Agility: To cultivate the agency necessary to grapple with and execute on opportunities.

Sustainability: To consider ourselves an ecosystem built first upon the healthy balance of all our values, and second upon the exploratory process necessary to our evolution.



Part I: Graduate Degree Programs

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Please note that CPS reserves the right to make changes to the Student Handbook at any time. Whenever possible, adequate notice of anticipated changes will be given.

Academic Core Values

Critical & Innovative Thinking

Graduates of the CPS programs are capable of critical analysis of the scholarship in their discipline. Graduates are able to synthesize and interpret theory and apply it to their field of practice; evaluating what is most appropriate for their professional setting is a habit of mind leading to deeper learning.

Oral and / or Written Communication

Graduates of CPS programs are able to effectively and accurately communicate with industry stakeholders, professional colleagues, and academic peers. Graduates communicate with coherence and organization. Graduates' work exhibits proper mechanics and grammar, along with accurate style and citation relevant to their discipline. Graduates are able to offer both oral and written products to meet the needs of the intended audience.

Ethical Reasoning & Practice

Graduates of CPS programs have a sound understanding of the ethics in their area of expertise. Graduates have an understanding of the pertinent regulations that protect the communities or industries that they serve. Graduates are able to enter into their field of practice with the ability to make ethical decisions and to engage in culturally sensitive behavior to enhance the greater good.



Application of Scholarship & Research

Graduates of CPS programs are critical consumers of research and evidence. Graduates are adept at analyzing and translating the findings of primary sources, including literature, data, and research. Graduates are able to synthesize current literature and propose novel research in their field of study. Graduates understand the importance of evidence-based decision-making and utilize data to support their professional practice.

Field-based learning, practicum, capstone, and ePortfolio demonstrate mastery of all core academic values

Curriculum Delivery Model

The College of Professional Studies delivers an interdisciplinary, online curriculum that explores cutting-edge research, anticipates emerging national and global needs, and prepares students to become leaders in their fields. Programs are fully online and are delivered asynchronously. There is no residential requirement. CPS offers technology with multimedia and diversifies learning activities and assessments to address visual, auditory, and kinesthetic learning styles. Significant focus is placed on the student experience with collaborative learning communities, professional networking, and post-degree career emphasis.

Assessment Strategies

Student work in all programs is rigorously assessed for evidence that students have mastered the learning outcomes central to each course. Each course builds knowledge, skills, and abilities.

Program Degree Requirements

Please refer to the University of New England's academic catalog for each program's curricular requirements.

Transfer and Waiver Credit

To request consideration for transfer credit, a student must, during the admissions process, provide an official transcript and a course syllabus (if requested by the program) for each course. Transfer credit is awarded at the discretion of the College of Professional Studies based on specific program details list below. Requests for approval of transfer credit should be submitted to, and will be granted at the discretion of, the Program Director.

Every student, once matriculated at the College of Professional Studies (CPS), is expected to complete their degree requirements at CPS. In exceptional circumstances, a student who is in good academic standing may request to take a course at another regionally accredited post-secondary institution. Some programs may have additional specialty accreditation requirements. Students must get permission of the Program Director in advance of taking courses at other institutions for transfer and may not, in total, exceed the allowable credits outlined in the transfer policy of the program. Credits will be transferred to CPS only upon completion of the course with a grade of "B" or better. Final grades of all transferred credits are not included in a student's GPA.

Course Waivers

Waivers of required courses are granted when graduate courses have been taken elsewhere which equal or parallel UNE equivalent course content. Students requesting a waiver must petition the College of Professional Studies in writing, submitting a transcript with a grade of "B" or better for relevant courses, and course syllabi.

Note: Waivers are not the same as transfer credits; waivers result in students being able to take other courses in the curriculum to replace approved waivers. Not all programs provide waivers.



Student Support Specialist Role & Activities

All students in College of Professional Studies degree programs are assigned to a Student Support Specialist who helps guide the student from the first course through graduation. Any student who does not know their Student Support Specialist should visit success.une.edu and contact the Student Support Specialist listed for their program or course.

The Student Support Specialist is the primary contact person throughout a student's education and assists the student in a variety of ways, including:

- Monitoring course performance and providing non-academic and logistical assistance or guidance when needed.
- Assisting with student orientation, course selection and registration, course materials, billing and navigating the online courses.
- Communicating vital course information (such as textbook details) and posting announcements about course or schedule revisions.

A student should contact their Student Support Specialist for the following issues:

- Course registration
- Withdrawing from a course
- Change of address, phone, or email
- Non-receipt of course materials
- Difficulty contacting a faculty member
- Assistance with academic petitions
- Difficulty navigating the course site or using course tools
- General course information



The Student Support Specialist is responsible for the following activities:

- Monitoring academic performance progress
- Assisting in solving academic planning problems
- Clarifying academic policies and procedures (e.g. leave of absence)
- Answering questions regarding program requirements along with general university questions.
- Acting as a concierge to connect students with university resources when students experience unexpected life events that may interfere with participation or progress in a course.

Staff & Faculty Roles & Activities

Faculty who teach for the College of Professional Studies are committed to a high standard of academic quality and integrity, and facilitate educational experiences that are engaging and collaborative.

Faculty members are responsible for the following activities:

- Clearly communicating course outcomes, grading guidelines, due dates for grades, and expectations of students
- Providing timely and substantive feedback in the electronic classroom and to all student assignments and final products
- Signing into the course daily (minimally five out of seven days)
- Leading and facilitating student discussions as needed to keep the dialogue on topic and promote meaningful learning and critical thinking.

- Being present in the discussion boards a minimum of five out of seven days
- Returning assignments and other grading items (discussion boards, participation, etc.) to students within three days of the assignment due date, providing substantive feedback on student performance. Feedback can be delivered as comments within the submitted student work, or via the feedback feature in the gradebook.
- Responding to emails (and Course Message section of the course) sent by students within 24 hours
- Posting announcements to communicate or clarify expectations
- Hosting office hours with a minimum of one hour per week
- Directing students to their support services specialist as needed and follow up with support to at-risk students
- Submitting final grades by indicated due date

Students should contact faculty members for the following issues:

- Difficulty understanding the course material
- Grade clarification
- Clarity on specific assignments and expectations
- Unexpected life events that may interfere with participation or progress in the course

Academic Program Director Roles & Activities

The Academic Program Director is responsible for the ongoing development and implementation of a specific program and the academic experience of the program's students.

The Academic Program Director is responsible for the following activities:

- Supervising the faculty and curriculum of the program
- Responsible for academic program accreditation (applicable programs)
- Responsible for resolving escalated student issues within the academic program
- Supervising admissions committees
- Reviewing and approving transfer credits for applicable programs
- Reviewing and rendering decisions on academic petitions from students

Student Resources

Resources through the Student Portal

Students are able to access a variety of academic resources such as the library, bookstore, and career services through the student portal: **https://success.une.edu**

Financial Assistance

The Student Financial Services team at the University of New England understands that financing a college education is often a demanding part of the process. Comprised of both the Financial Aid and Student Accounts offices, Student Financial Services helps students discover the financial means to achieve their educational goals.
https://www.une.edu/sfs/online

Please Note: Tuition is subject to change at the start of each academic year. The Summer Term is the first term of the academic year.

Student Access Center

The Student Access Center works to ensure that the University promotes respect for individual differences and that no person who meets the academic and technical standards needed for admission and continued enrollment at UNE is denied benefits or subjected to discrimination due to a disability. Toward this end, and in conjunction with federal and state laws, the University provides reasonable accommodations for qualified students.
https://www.une.edu/studentlife/student-access-center

Student Academic Success Center

The Student Academic Success Center (SASC) provides a broad array of programming to assist students with meeting the University's academic standards and attaining their personal educational goals. Services include developmental coursework in writing and mathematics, writing support, and undergraduate content area tutoring by peer and professional tutors. A Learning Specialist is available to meet by phone appointment with students to discuss note-taking skills, active reading skills, time-management skills, and test-taking skills. The Learning Specialist administers and interprets Learning Style Inventories, identifies study skills in accordance with each student's learning style and their specific course demands, and helps the student develop a personal learning plan. In addition, SASC professionals offer a variety of workshops and classroom presentations, including discipline-specific study strategies and preparation for national exams such as the PRAXIS, CCNA, NCLEX, NBDH, NBCOT, and COMLEX. SASC also maintains a library of exam preparation guides (MCAT, GRE), handouts on preparing bibliographies, and other references for student use.

The Student Academic Success Center is responsible for the following student support activities:

- Helping with writing skill for assigned papers
- Improving reading strategies
- Becoming comfortable with learning in the online environment
- Understanding learning styles
- Preparing for licensing and other kinds of exams

Students in degree programs should contact the Student Academic Success Center with the following types of questions:

- How can I manage all the reading assigned in this course?
- How do I read for information? To memorize material? To research a paper?
- How do I format an assigned paper?
- How do I get started with a writing assignment?
- How do I participate confidently in online discussions?
- What is my learning style and how does it influence me as a learner and as a professional service provider to my clients?



Please reach out to your Student Support Specialist to be referred to the appropriate Learning Specialist or visit: **https://www.une.edu/sasc**

Academic Standards

Academic Integrity Policy

The University of New England values academic integrity in all aspects of the educational experience. Academic dishonesty in any form undermines this standard and devalues the original contributions of others. It is the responsibility of all members of the University community to actively uphold the integrity of the academy; failure to act, for any reason, is not acceptable.

Academic dishonesty includes, but is not limited to the following:

- Cheating, copying, or the offering or receiving of unauthorized assistance or information.
- Fabrication or falsification of data, results, or sources for papers or reports.
- Action which destroys or alters the work of another student.
- Multiple submission of the same paper or report for assignments in more than one course without permission of each instructor.
- Plagiarism, the appropriation of records, research, materials, ideas, or the language of other persons or writers and the submission of them as one's own.

Charges of academic dishonesty will be reviewed by the Program Director. Penalties for students found responsible for violations may depend upon the seriousness and circumstances of the violation, the degree of premeditation involved, and / or the student's previous record of violations. Appeal of a decision may be made to the Dean whose decision will be final. Student appeals will take place through the grievance process outlined in this handbook.

https://www.une.edu/studentlife/student-affairs/student-conduct/academic-integrity



Course Participation

Courses within the College of Professional Studies are demanding and exacting. Students are expected to be present in course discussions and group activities, prepared for class, and actively engaged as evidenced by critical thinking and meaningful participation. Students are expected to schedule their personal and/or professional obligations and their course registrations so as to maintain continuous and complete participation throughout courses. Any absence from course activities will impede learning. However, circumstances may arise that cause students to be absent from active course participation on either a preplanned or an emergency basis.

Active course participation is defined as engaged participation in group activities, fulfilling discussion requirements within the published timeline and submitting assignments within the published timeline. Absence is defined as lacking engaged participation in group activities and not fulfilling discussion requirements within the published timeline and/or not submitting assignments within the published timeline.

Both preplanned and emergency "absences" are to be kept to a minimum and should not exceed, cumulatively, 10% of the assignments in a course. Exceeding this limit may result in grade reduction for the course or failing the course. Students are to make arrangements in advance of the "absence" with the instructor for submission of assignments and discussion participation, in accordance with specifications communicated in the course syllabus. An emergency "absence" is one that students do not know about in advance and often involves situations such as health issues. In this case, students are to notify the instructor as soon as possible and make arrangements for submission of assignments and discussion participation in accordance with specifications communicated in the course syllabus.

Full Attendance Policy: Students who are taking online courses through the College of Professional Studies will be administratively dropped for non-participation if a graded assignment /discussion post has not been submitted prior to Sunday at 11:59pm of the first week of the term. Participation is determined within the online learning environment by posting a graded Module One assignment by Sunday at 11:59pm of the first week of the course. Students who do not participate during this time forfeit their rights to be reinstated into the course. Both the faculty member and the Student Support Specialist will make a good faith effort to contact students before dropping them by sending an email to their UNE email address (student@une.edu).

The institution will not monitor attendance after the first week of the term and will not be automatically administratively withdrawing students who stop participating, as after the add/drop period passes the act of withdrawing is a student-initiated practice. Students who use financial aid and fail all courses within a term will be reviewed for further participation.

Student Engagement via Participation in Online Discussion

The College of Professional Studies (CPS) recognizes that online discussion can serve diverse curricular and instructional purposes and that student dialogue is an essential part of the learning process. CPS courses require consistent, substantive, and timely participation in and contributions to online discussion as described and required in each course syllabus. Students are expected to post online as described in syllabi and discussion prompts. Although the pedagogy may vary from week to week within a course, depending upon the instructional objectives, and from course to course depending upon the educational outcomes to be achieved, the college in general suggests that students' discussion is enhanced and learning strengthened when postings and discussion are substantive and distributed throughout the week.

Failure to post with the expected timeliness, quantity, quality, and frequency of postings as stated in the syllabus, discussion descriptions, and other course materials may result in grade reduction for the discussion. Students should read each syllabus and discussion prompt carefully, as posting requirements may vary across and within courses in order to meet learning goals.

Please note: Academic integrity policies are applicable to course discussions.

Late Policy

Assignments: Late assignments will be accepted up to three days late; however, there is a 10% grade reduction (from the total points) for the late submission. After three days, the assignment will not be accepted. No assignments will be accepted after the course ends.



Discussion posts: If the initial post is submitted late, but still within the discussion board week, there will be a 10% grade reduction from the total discussion grade. Any posts submitted after the end of the Discussion Board week will not be graded (does not apply to field seminars).

Students are encouraged to make every effort ahead of time to contact their instructor and their student support specialist if they are not able to meet an assignment deadline. Arrangements for extenuating circumstances may be considered by faculty.

Please note: Any exceptions to the above late policy will be noted on the syllabus.

College of Professional Studies Grading Scale

GRADE	GRADE POINT	GPA
A	94-100	4.00
A-	90-93	3.75
B+	87-89	3.50
B	84-86	3.00
B-	80-83	2.75
C+	77-79	2.50
C	74-76	2.00
C-	70-73	1.75
D	64-69	1.00
F	00-63	0.00

Minimum Grade Point Average

Matriculated graduate students must maintain a cumulative GPA of 3.0 (B) or better. Failure to do so will result in academic probation and possible termination from the program. Any student receiving a grade below B- on any individual course has failed that course must re-enroll and repeat the course to achieve a grade of B- or better. Students receiving a grade of F in any course will be immediately placed on academic probation. Any student who receives a grade of F in two or more courses is dismissed from the program.

Please note: A minimum of a 3.0 GPA is required for degree conferral.

Student Progression Standards

General Satisfactory Academic Progress Policy

The University of New England is required by federal law to regularly monitor a student's academic progress. The standards of Satisfactory Academic Progress (SAP) measure a student's performance in three areas:

1. Completion Rate
2. Cumulative Grade Point Average (GPA)
3. Maximum Time Frame.

The SAP policies apply to all financial aid programs. Students who are not successfully meeting all SAP requirements risk losing financial aid. SAP is reviewed at the end of each semester, and students failing to meet requirements will be notified and placed on Financial Aid Probation for the following semester. During the probationary semester, students will continue to receive financial aid. At the conclusion of the probationary semester, if students are still not meeting SAP requirements, financial aid will be suspended until all SAP requirements are successfully met.



Maximum Timeframe Warning

When students' academic records indicate that they have attempted more than 125% of their degree or certificate credit hour requirements, they will receive a warning that they are approaching the Maximum Timeframe. Students remain eligible for federal financial aid during that time but may want to plan coursework accordingly to complete their degree within the Maximum Timeframe. Students who exceed the Maximum Timeframe before finishing studies become ineligible for federal financial assistance but may continue studies and complete their programs under their own funding.

1. Completion rate: A student must pass a minimum of 67 % percent of the total attempted credits. This is measured by comparing the number of attempted credit hours to the earned credit hours.
2. Cumulative grade point average (GPA): Students must maintain a cumulative grade point average of 3.0.
3. Maximum time frame: A student cannot attempt more than 150% of the normal credits required for their degree or certificate program.

The following are considered when evaluating a student's satisfactory academic progress:

- Withdrawals, incompletes, and failures are considered attempted but not earned hours.
- Passing credits received for pass/fail courses are considered attempted and earned credits; failing grades in pass/fail courses are considered attempted but not earned.
- Repeated courses and courses for which the student has been granted academic amnesty are included in the calculation of both attempted and earned hours.
- Audited courses are not considered credits attempted or earned.
- Remedial courses are included in the calculation of both attempted and earned hours.
- A Leave of Absence (LOA) (or stop out) period is considered as a part of the time allotted to complete an academic program.

Please refer to the University of New England catalog for the published maximum length of each graduate program.

Independent Study

Independent Study courses are credit bearing learning experiences available to matriculated students and are completed within a specified time period. Please note that such arrangements are to be rare and should be utilized in unusual cases. They must be selected and approved by the Program Director in advance of the term and before finalization with a student. A student must meet with their Student Support Specialist and, if deemed appropriate, the student must petition the Program Director with the details of the circumstances. If approved, the Program Director will contact an appropriate faculty member with the details of the arrangement including compensation. Details regarding the course expectations, beginning and ending dates, number of meetings and grading expectations are required. The following policies apply:

- The intent of an independent study is to examine an emerging issue or topic rather than to replace content already covered in existing courses.
- Faculty must be selected and approved by the Program Director and will be hired by the College of Professional Studies.
- Independent studies are for courses not available in a given term schedule. Requests for a course that is being offered during the semester in which the request is made will be granted only under extenuating circumstances.
- Withdrawals and incompletes are subject to the same policies as regular courses.
- Students may not exceed 6 credits of independent study coursework during the length of their program.
- For graduating students, independent studies must be completed no later than the last day of the final term.

Once the independent study is approved, the Program Director connects the student with the faculty member via email. All independent study courses will follow the program's grading scale.

Audit Policy

Courses are not available for audit.

Leave of Absence & Stop-Outs

The College of Professional Studies recognizes that matriculated students in CPS degree and certificate programs are working professionals with many external responsibilities. As such, CPS allows matriculated students to take a leave of absence (also called a stop out), not to exceed two semesters, when needed. Student Support Specialists advise students on the leave process and help students design their course progression plan to meet specific needs. All students considering a leave must contact Student Financial Services to identify any possible financial ramifications of not enrolling in a given term or terms.



Adding, Dropping, and Withdrawing from Courses

- The last day permissible for matriculating graduate students to add a course is the day before the term starts.
- The last day permissible for matriculating graduate students to drop a course is the second day of class.
- For refund information, contact Student Accounts. **https://www.une.edu/sfs/online**

Students who withdraw from a course must do so in writing and must attach a withdrawal form. Matriculated students who wish to withdraw from a course must contact Student Financial Services to identify the financial implications of this action. Please be aware that withdrawals and drops may result in charges or refunds depending upon the situation.

Email requests for withdrawals must be submitted from a student's UNE e-mail to be considered.

Non-matriculating students who withdraw will receive a grade of "W." Matriculating students who withdraw after completing more than 2/3 of a course will receive a grade of "WF" (withdrawn failing) or "WP" (withdrawn passing), based on the instructor's assessment of the student's current standing in the course. A "WF" is calculated as an "F" in the student's GPA. Upon successful completion of the course, the new grade will be used to calculate the GPA. Students will be dismissed from their program after two failing grades (including a "WF").

University Withdrawal

All matriculated students who wish to withdraw from the University must complete notification documentation available from Registration Services. Documentation must be signed by designated academic and administrative authorities.

Tuiton Refund Policy

Final determination of any tuition refunds will be made by the University.

Incomplete Grades

Students are expected to complete all course work by the appointed end date of the course. Under extenuating circumstances, a student may petition the course instructor in writing, for an Incomplete (I) grade. The petition must include an expected date of course completion and any other conditions stipulated by the instructor. An incomplete may not be granted without consultation with the Program Director. The I grade must be changed within the time limit imposed by the course instructor, but no more than four weeks following the end of the course.

Failure to complete the work within the time period imposed by the instructor will result in an administrative F for the course. In exceptional circumstances an additional extension may be requested. Any such request must be reviewed and signed by the College Dean.

Graduation

Candidates must fulfill all program requirements and are required to earn a minimum cumulative GPA of 3.0 to be eligible to graduate. All students must file an Application to Graduate with the registrar's office via U-Online by the published deadline. Failure to do so will result in delayed degree conferral and possible administrative withdrawal. Please access the following link for complete instructions and the answers to frequently asked questions: **https://www.une.edu/registrar/graduation**

E-Mail Policy

The University of New England provides every student with an e-mail account and a BrightSpace user ID and password for the delivery of course materials while they are enrolled in CPS courses. The e-mail account (@une.edu) is recognized as the official means of communicating with students for all UNE correspondence including, but not limited to, announcements, list-servers, course- instructor evaluations, online grading, emergency response, and other systems as developed.

Students are responsible to review university e-mail messages on a regular basis. If a student elects to have correspondence from their UNE e-mail forwarded to another e-mail account, it is their responsibility to ensure he/she is receiving all forwarded documents and information. A student is responsible for all University and CPS information or correspondence provided via their UNE e- mail account. Faculty and staff members will not make provisions or accommodations for a student if he/she misses University or CPS information because s/he did not read email messages, or the message was forwarded to another e-mail account. BrightSpace software is used for instruction.

While classes are being delivered via BrightSpace, students should check their BrightSpace website for course messages or other correspondence on a daily basis.

E-mail communications are subject to all applicable university policies.

Code of Conduct

The College of Professional Studies (CPS) is committed to promoting in all students a sense of professionalism; students are expected to exhibit the highest standards of professional conduct, avoiding impropriety or the appearance of impropriety.

The Code of Professional Conduct exists to promote honorable conduct on the part of all students in the college and instill in students a life-long commitment to the principles embodied within the code. Its purpose is to create an environment where honesty, integrity and respect are rewarded and unethical, dishonest or disrespectful behaviors are prevented, deterred, or do not exist. The credibility of any professional is based on the high degree of trust accorded by the individuals he or she serves. College work is geared to prepare students to enter their respective professions and have a unique, particular obligation to conduct themselves at all times in a manner that reflects honesty, integrity and respect for others.

Responsibility for success of the Code of Professional Conduct lies principally with the individual student as well as with the collective academic community of students, faculty, and staff. Ultimately, the value of the code depends on students monitoring their own behavior and discouraging violations of the code.

No set of policies or procedures can anticipate every issue or situation, and circumstances may, at times, require alterations or adaptations. What follows are the general policies that will govern these situations routinely while maintaining the College's commitment to these policies and to applying them fairly. The College of Professional Studies does, however, reserve the right to modify policies and/or procedures at any time as may be necessary.

A student enrolled in the College of Professional Studies is expected to demonstrate professional behavior and conduct by:

- Behaving in a responsible, reliable and dependable manner -- e.g. to manage time well; be on time for assignments, meetings, and appointments; to plan ahead and to follow through with commitments; to cooperate with person(s) in charge of programs; and to take responsibility for absences or missed assignments.
- Demonstrating personal integrity, honesty, and self-discipline – e.g. to be consistent and truthful, to show appropriate personal control, to take on tasks that he/she can manage; to be honest in reports and self-evaluations.
- Projecting a professional image in manner, interpersonal relationships, and writings, including social media, that is consistent with the profession's accepted contemporary standards and is in line with your programs code of ethics.
- Recognizing their personal limitations and biases, whether they are intellectual, physical or emotional; to strive to correct them (e.g. overcome negative behaviors such as procrastination); to learn to be a team member; to adapt to new situations; and to avoid discriminatory conduct or speech.
- Demonstrating the professional and emotional maturity to manage tensions and conflicts which occur among professional, personal, and family responsibilities. e.g. to meet with supposed antagonists to resolve misunderstandings; to get needed help from faculty, student support, tutors, learning assistance professionals and other qualified persons; to show ability to prioritize appropriately one's personal, professional, and academic expectations and activities; to accept decisions of persons of authority at the CPS and UNE as well as in the professional environment.
- Demonstrating the ability to exercise sound judgment and to function under pressure – e.g. to request help when needed and to avoid endangering others; to remain focused on the task at hand; to remember that as a student he/she represents CPS to the greater community at large.
- Demonstrating the ability to self-assess, to continually learn and to learn from mistakes and failures and to heed admonitions and warnings from faculty and administrators (or their staff representatives) of CPS and from preceptors – e.g. to be responsive to feedback and constructive criticism regarding professional behavior and attitude; and, to understand the seriousness of academic and disciplinary warnings.
- Demonstrating compassion and respect toward others – e.g. to be respectful of others; to work cooperatively with differences and diversity in personalities and in cultural backgrounds as well as with differences in social and in economic status; and, to respect the privacy, confidentiality and individual choice of others.
- Demonstrating respectful behavior at all times toward the faculty, staff, and students
- Respecting individuals from diverse backgrounds as a part of a university education. Prejudices against individuals because of race, ethnic or cultural background, gender, disability or other personal characteristics will not be tolerated.
- Displaying mature judgment and abiding by the reasonable decisions communicated by faculty and staff. Profane language or disrespectful behavior by students is unacceptable. Misunderstandings, changes in curricula or mistakes in administrative aspects of the program will occur from time to time. Appropriate mechanisms exist to communicate student concerns about the operation of the college through the program administration, faculty members, and college administrators.

These standards are taken very seriously and evaluated regularly. Failure to abide by these standards may result in academic warning, prescribed or proscribed actions, probation, or dismissal from the student's program.

The section on the previous page was adapted from UNE's College of Pharmacy handbook

Please note: Master of Social Work students have additional requirements. Please see this link for the "Technical Requirements" of the Master of Social Work Program:
https://online.une.edu/social-work/academic-and-technical-standards-une-online-ssw



Etiquette

The College of Professional Studies seeks to foster a positive and supportive learning environment for all students so they may attain their educational goals. Active, yet respectful, discourse is encouraged in all courses and in any other forum. Online learning is a form of social interaction and, as such, has its own rules for interacting with others. This guide is intended to be an overview of appropriate etiquette for interaction in this online environment.

A key distinguishing feature of an online course is that communication occurs primarily via the written word. Because of this, the body language, voice intonation, and instantaneous listener feedback of the traditional classroom are absent. These differences need to be taken into consideration both when posting to a discussion and when reading the posts of others.

Keep the following points in mind:

- Respect others and their opinions. In online learning, students from various backgrounds come together to learn. It is important to respect their feelings and opinions though they may differ from your own.
- Tone down your language. Given the absence of face-to-face clues, written text can easily be misinterpreted. Avoid the use of strong or offensive language and the excessive use of exclamation points.
- In general, avoid humor and sarcasm. These frequently depend either on facial or tone-of- voice clues absent in text communication.
- Be aware that the thoughts and ideas that you post on the discussion board are public. Make sure you are sensitive to those who may read your comments when talking about your work environment or coworkers.
- Use proper spelling, grammar, capitalization, and punctuation. Do not use ALL CAPITAL LETTERS because this is equivalent to SHOUTING! Acronyms and emoticons can make your message difficult to read.
- Cite all references used. Students are required to use proper citations in all contributed work.
- Refer to and follow the Discussion Board Rubric provided by the instructor in the course syllabus for participation and contribution requirements.
- Be concise and ensure that all of your responses remain on topic.
- Test for clarity. Messages may appear perfectly clear to you as you compose them, but turn out to be perfectly obtuse to the reader. One way to test for clarity is to read your message aloud to see if it is comprehendible.

Social Media Guidelines

The blending of public and private communications is a new reality. While many would like to think that personal accounts are private, it is hard for others to distinguish the difference between online personal and professional opinions. As members of the University of New England community, what students do and say reflects directly on the institution, including activity on social media.

It is important to remember this when posting content online in personal accounts. Remember that social media is not private; no matter how strict one may be with privacy settings. Students should maintain the highest level of professionalism and should keep in mind that any post may eventually be seen by coworkers, bosses, friends, family, faculty, program and university administration, and even future employers.

Students should be aware that most graduate programs in the College of Professional Studies are guided by national professional associations that adhere to a specific Code of Ethics. Students should use their program's Code of Ethics to guide their communication on social media sites.

Use of these social networking sites can have legal ramifications. Comments made regarding interaction with patients or clients or that portray you or a colleague in an unprofessional manner can be used in court or other disciplinary proceedings. Anything you write in an e-mail, text, tweet, or on social media sites is stored electronically, out of your control and can be copied or distributed without your prior knowledge, or subpoenaed for legal cause.

Under no circumstances should photos of patient or clients be displayed online. Remember, even if you have permission, such photos may be downloadable and forwarded by others. Online discussions of specific patents or clients should be avoided, even if all identifying information is excluded. Discussion, specifically calling out your peers, instructors, and administrators can be taken out of context, cause confusion, and provide fodder for gossip and misinformation. This, too, is a reflection of how you conduct yourself in the professional arena and is not consistent with college policy.

Remember that a student's online activity may be subject to other UNE policies, including but not limited to the following:

- Student Code of Conduct
- Nondiscrimination, harassment, and bullying policies
- Information security policies
- Acceptable use policies

Petition & Grievance Processes

The College of Professional Studies provides avenues for students to voice their concerns through clearly defined channels depending upon the level and nature of the complaint. Student petitions fall into one of two categories:

1. Academic*
2. Professional Behavior

Petitions are resolved at the program level. Prior to pursuing a complaint, students are required to communicate with the faculty member or other parties involved in an attempt to resolve the issue.

*A petition for a grade change may only be filed in instances where a student disagrees with the faculty evaluation due to:

- Arithmetic or Clerical error
- Arbitrariness

Barring the above categories, the academic judgment used in determining the merits of the grade is not reviewable.

Petition Processes

Student concerns and complaints should be approached in the following manner:

1. The student must try to resolve the issue with the faculty within five business days of the initial event. If the student is unsatisfied with the result, s/he must contact their Student Support Specialist (for the matter being petitioned) within five business days of the communication with the faculty member.
2. The Student Support Specialist will facilitate the petition process and will provide the student with the necessary petition form to complete. The completed petition must include a clear statement of the student's requested action, a summary of the conversation(s) with faculty or other involved parties, and appropriate supporting materials (including any items that provide relevant history or context of the issue).
3. The student must return the completed petition to Student Support no later than five business days after the petition process has been initiated as referenced in step 2 above. The petition will be sent to Program Leadership by the Student Support Specialist.
4. Program Leadership will review each petition and may contact the student, instructor, Student Support Specialist, or other university personnel should additional information be necessary or helpful before rendering a decision. Depending upon the nature of the petition, students may be prevented from registering for a subsequent session or term until the petition is resolved. Decisions will be communicated to the student and Student Support Specialist through UNE email by Program Leadership within seven business days of receipt of the petition. The Student Support Specialist will record the decision in the student's record.

Grievance Processes

Opposition to Program Leadership decisions regarding petitions may be presented in the form of a grievance to the Dean of the College of Professional Studies. Grievances can only follow a petition and will be accepted only in cases where there has been a procedural violation or a demonstrable mistake of fact. A written grievance must be submitted to the Dean of the College of Professional Studies within five business days of written notification of the program decision. The grievance should succinctly state all facts relevant to procedural violations or factual errors.



1. If the student believes there has been a procedural violation or mistake of fact in the rendering of the Program Leadership decision on a student petition, the student should contact their Student Support Specialist to discuss the grievance process.
2. The Student Support Specialist will facilitate the grievance process and will provide the student with explanations of what information should be submitted for the Dean of CPS to review in relation to the grievance.
3. As referenced above, the student must return the materials related to a grievance Student Support no later than five business days after the academic decision has been rendered. The materials will be sent to the Dean's office by the Student Support Specialist.
4. Upon receipt of the grievance, the Dean will appoint an Ad Hoc Appeals Committee comprised of the Dean or Designee, an unbiased Faculty member from the program, and a member of the executive committee of CPS Faculty. The student will present the grievance to the Appeals Committee via phone or web meeting within 10 business days of the appointment of the Appeals Committee. The Appeals Committee will review the grievance and supporting documentation.

In presenting to the Appeals Committee, the student should provide an overview of the issue and introduce material of a substantiating nature; the Committee may request additional information from specific sources or individuals. Within 5 business days of the hearing, the Committee will forward to the Dean a summary of the grievance and its recommendations for resolving the grievance. Depending upon the nature of the grievance, students may be prevented from registering for a subsequent session or term until the grievance is resolved. The Dean, while taking the committee's recommendation into consideration, will render the decision on the grievance. The Dean's decision will be communicated via writing to the student and program within 7 business days of receipt of the Committee's report. The decision by the Dean is final.

Technical Support

Technical Requirements

For current technical requirements, please refer to the **UNE Online website**.

Computer Set-up & Important Utilities

- Certified Web Browsers: Most technical problems inside a course are due to the wrong version of a web browser or not having the latest version of Java installed on your computer. Important: Install two (2) different web browsers. Why two? One web browser may not allow a certain function to operate properly while another web browser allows that same function to run properly (e. g., link to a journal article, video, discussion thread). We do not recommend Internet Explorer.
- Java: The latest version of Java must be installed; most glitches experienced in a course are resolved when the latest version of Java is installed. Check for Java updates on a regular basis. For Windows users: Download the latest version of Java: **https://java.com/en** (remove older versions). Check regularly for the latest version. For Mac users: Apple supplies their own version of Java and will send updates automatically. Check weekly for Java software updates from the Apple icon (top-left).

- Enable Cookies from third parties (this should already be enabled by default on all supported browsers). Depending on which browser you are using, find option for "cookies" under Tools/Options or Preferences. This will be especially important for third party content, like SafeAssign and YouTube.
- Disable (turn-off) Pop-up Blockers. Do not turn on the pop-up blocker. Courses need pop-up windows to run properly, i.e., threaded discussions, download links, and other tools.
- Required Plug-ins: Third party plug-ins, such as Adobe Flash, Windows Media Player, Realplayer, and others may be required to view certain content within your course. If these applications are needed, a notification and link should pop-up with a message to install a new plug-in. Only install trusted plug-ins that are necessary for the course work as malicious plug-ins can harm a computer.
- Clearing cache (in response to problems, this is often a reliable fix): **https://kb.iu.edu/d/ahic**

Mobile Devices

For info about accessing the UNE Learning Management System's (BrightSpace) via a mobile device, please see this link: **https://www.d2l.com/the-best-mobile-learning-experience/**

Other Requirements

- Access to a computer and internet without atypical security settings
- Basic computer proficiency
- Internet speed:
  - 1.5 Mbs upload & download required
  - Basic broadband (4 Mbs) recommended
  - To test your internet speed, go to www.speedtest.net
- Webcam
- Microphone
- Java 7

Not Currently Supported

- Linux Operating Systems

Some academic programs have specific requirements regarding technology, and when applicable, this information can be found in the academic catalog.

Helpdesk

Students should notify their Student Support Specialist and instructor in the event of a problem relating to a course. In addition, the IT Help Desk is available any day and any time you need technical assistance. IT Help Desk staff is available to work on "trouble tickets" during normal business hours (Monday - Friday, 7:30 a.m. - 7:00 p.m. E.S.T.).

- **Phone:** **(877) 518-4673** - Available 24/7
- **E-mail:** **helpdesk@une.edu**
- **Internet (IT Help Desk):** **https://www.une.edu/its**
- To access IT Help Desk, you will use your UNE email address and Password.

When placing calls to the IT Help Desk, students will be asked to answer two from four possible questions to help provide proof of identity. These will include D.O.B., Zip Code, PRN, or last four digits of a student's social security number. IT Help Desk representatives do not have access to full SSNs.

- Accessing the IT Help Desk via the web self-service now requires the UNE email address as the username and its associated password.
- When submitting self-service tickets please check the contact number is correct and if necessary provide an alternative contact number.



Help Desk is responsible for:

- Assisting students having difficulties accessing the course, discussion forums, course email, and submitting/posting assignments, and quizzes online
- Providing support for basic hardware, software, ISP, and Internet browser issues
- Providing software/hardware support for both PCs and MACs

The Helpdesk will attempt to resolve issues immediately; however, some of the highly advanced hardware issues may require additional assistance. If this is the case, the Helpdesk may suggest seeking assistance from the student's local computer repair establishment.

Part II: Science Prerequisites for Health Professions

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Mission Statement

The mission of the Science Prerequisites for Health Professions program is to provide rigorous courses in science and mathematics that help non-matriculated students develop a strong understanding of the content, oral and written communication skills, and critical and innovative thinking skills that provide the foundation for entry into, and successful completion of, graduate programs, particularly in the health sciences. Courses are taken individually and do not require students to be enrolled in a program.

Educational Objectives

1. Communicate scientific concepts and information clearly.
2. Illustrate fundamental principles of the scientific method, as well as fundamental laws, theories, and principles of scientific disciplines.
3. Apply knowledge and critical thinking skills to scientific problems.

In lab courses, students should be able to:

1. Ask a question or define a problem that can be tested.
2. Hypothesize possible result(s).
3. Plan and/or conduct an investigation individually and/or collaboratively to produce data to serve as the basis for evidence.
4. Analyze data using tools, technologies, and/or models (i.e. computational, mathematical, graphical, etc.) in order to make valid and reliable scientific claims or determine an optimal design solution.
5. Communicate the results by constructing an explanation based on multiple pieces of valid and reliable evidence obtained from a variety of sources (including students' own investigations, models, theories, simulations, peer review) and the assumption that theories and laws that describe the natural world operate today as they did in the past and will continue to do so in the future.
6. Apply scientific ideas, principles, and/or evidence gained from various experiments, as well as other observations and/or research, to provide an explanation of phenomena and solve design problems, taking into account possible unanticipated effects.

Student Services Advisor Role

All students in the Science Prerequisite for Health Professions program are assigned a Student Service Advisor. The Student Service Advisor supports the enrollment and course completion processes and initiatives for CPS non-matriculated product lines. This position provides concierge-type assistance to students registered for UNE Online courses, assisting with course registration, connecting students with appropriate resources, and monitoring student's progression towards completion of their course or courses.

A student should contact their Student Service Advisor for the following issues:

- Course registration
- Withdrawing from a course
- Change of address, phone, or email
- Difficulty contacting a faculty member
- Assistance with academic petitions
- Difficulty navigating the course site or using course tools
- General course information



The Student Service Advisor is responsible for the following activities:

- Monitoring academic performance progress
- Clarifying academic policies and procedures (e.g. leave of absence)
- Answering questions regarding program requirements along with general university questions.
- Acting as a concierge to connect students with university resources when students experience unexpected life events that may interfere with participation or progress in a course.

Faculty Role

Faculty who teach for the College of Professional Studies are committed to a high standard of academic quality and integrity, and facilitate educational experiences that are engaging and collaborative.

Faculty members are responsible for the following activities:

- Clearly communicating course outcomes, grading guidelines, due dates for grades, and expectations of students
- Providing timely and substantive feedback in the electronic classroom and to all student assignments and final products
- Signing into the course daily (minimally five out of seven days)
- Leading and facilitating student discussions as needed to keep the dialogue on topic and promote meaningful learning and critical thinking.
- Being present in the discussion boards a minimum of five out of seven days
- Returning assignments and other grading items (discussion boards, participation, etc.) to students within three days of the assignment due date, providing substantive feedback on student performance. Feedback can be delivered as comments within the submitted student work, or via the feedback feature in the gradebook.
- Responding to emails (and Course Message section of the course) sent by students within 24 hours
- Posting announcements to communicate or clarify expectations
- Hosting office hours with a minimum of one hour per week
- Directing students to their support services specialist as needed and follow up with support to at-risk students
- Submitting final grades by indicated due date

Students should contact faculty members for the following issues:

- Difficulty understanding the course material
- Grade clarification
- Clarity on specific assignments and expectations
- Unexpected life events that may interfere with participation or progress in the course
- Student Access Center

The Student Access Center works to ensure that the University promotes respect for individual differences and that no person who meets the academic and technical standards needed for admission and continued enrollment at UNE is denied benefits or subjected to discrimination due to a disability. Toward this end, and in conjunction with federal and state laws, the University provides reasonable accommodations for qualified students.

https://www.une.edu/studentlife/student-access-center

Academic Standards, Academic Integrity Standards

The University of New England values academic integrity in all aspects of the educational experience. Academic dishonesty in any form undermines this standard and devalues the original contributions of others. It is the responsibility of all members of the University community to actively uphold the integrity of the academy; failure to act, for any reason, is not acceptable.

Academic dishonesty includes, but is not limited to the following:

1. Cheating, copying, or the offering or receiving of unauthorized assistance or information.
2. Fabrication or falsification of data, results, or sources for papers or reports.
3. Action which destroys or alters the work of another student.
4. Multiple submission of the same paper or report for assignments in more than one course without permission of each instructor.
5. Plagiarism, the appropriation of records, research, materials, ideas, or the language of other persons or writers and the submission of them as one's own.



Charges of academic dishonesty will be reviewed by the Program Director. Penalties for students found responsible for violations may depend upon the seriousness and circumstances of the violation, the degree of premeditation involved, and/or the student's previous record of violations.

Appeal of a decision may be made to the Dean whose decision will be final. Student appeals will take place through the grievance process outlined in this handbook.

https://www.une.edu/studentlife/student-affairs/student-conduct/academic-integrity

Grading Scale

GRADE	GRADE POINT AVERAGE
A (94-100)	4.0
A- (90-93)	3.75
B+ (87-89)	3.50
B (84-86)	3.00
B- (80-83)	2.75
C+ (77-79)	2.50
C (74-76)	2.00
C- (70-73)	1.75
D (64-69)	1.00
F (00-63)	0.00



Drop, Withdrawal, & Refund Policies

The following Drop, Withdrawal, and Refund Policies apply to the Science Prerequisites for Health Professions programs only. If you are a student matriculated into a UNE Online graduate program, please consult your Student Support Specialist for the policies associated with matriculated graduate programs.

Drop Policy

For dropping a course on or before the first day of class; after the first day, refer to the **Withdrawal Policy**.

- Payment is due in full at the time of registration. Unsuccessful payment may result in an automatic drop from the course, but the student is still responsible for payment if the drop does not occur.
- Students have until 11:59 PM ET on or before their start date to drop the course.
- A course dropped on or before the start date will not appear on the student's transcript.
- A course dropped on or before the start date will result in a 100% refund.

How to Drop a Course on or Before the First Day of Class:

Students may drop their course through our registration portal.

1. Navigate to our **registration portal**.
2. On the right-hand side, sign in with your login information provided at the time of registration
   *If you do not know your login information please email us at **prehealth@une.edu**.
3. Once logged in, click "Manage Registration."
4. Click the drop-down menu, find the course, and choose "drop."
5. Once "drop" is chosen, you will be automatically dropped from your course.
6. Check your unofficial transcript at **http://uonline.une.edu/** to verify the drop.

For further confirmation or info on your refund please contact us at: **855-325-0894** or by email at: **prehealth@une.edu**.

Withdrawal Policy — Week 1

For withdrawals between day 2 (Thursday) through 11:59 PM ET on day 8 (the following Wednesday):

1. During week 1, students may self-withdraw from the course.
2. A withdrawal results in a grade of "W" on the transcript. A "W" is not calculated into the GPA, but it will appear on the transcript.
3. A withdrawal from a course during week 1 will result in a 40% refund.

How to Withdraw from a Course During Week 1

Students may self-withdraw from their course through our registration portal.

1. Navigate to our **registration portal**.
2. On the right-hand side, sign in with your login information provided at the time of registration
   *If you do not know your login information please email us at **prehealth@une.edu**.
3. Once logged in, click "Manage Registration."
4. Click the drop-down menu, find the course, and choose "withdrawal."
5. Once "drop" is chosen, you will be automatically dropped from your course.
6. Check your unofficial transcript at **http://uonline.une.edu/** to verify the withdrawal.

For further confirmation or info on your refund please contact us at: **855-325-0894** or by email at: **prehealth@une.edu**.

Withdrawal Policy — Weeks 2-8

For withdrawals between Week 2 (which begins the second Thursday) through Wednesday, 11:59 PM ET at the end of Week 8:

1. Between weeks 2 through 8, students may request a withdrawal from their course by submitting a withdrawal form to the Registrar.
2. A withdrawal results in a grade of "W" on their transcript. A "W" is not calculated into the GPA, but it will appear on the transcript.
3. A withdrawal between weeks 2 through 8 will result in no refund.
4. After week 8, students are not permitted to withdraw from their course(s).
5. Withdrawal deadlines are found on the Science Prerequisites for the Health Professions Academic Calendar.

How to Withdraw from a Course (Weeks 2-8)

Students will need request a withdrawal through the Registrar's office and will have until 11:59pm ET on Wednesday at the end of the 8th week to request this.

1. Complete the Withdrawal Form posted on the Registrar's website.
2. Contact your assigned student service advisor if you have questions or need help completing the form.
3. Email the form to the Registrar at **uneregistrar@une.edu** or fax it to **207-602-5927**.
   *Please note the email must come from your UNE email.
4. Your withdrawal will be processed in 1-2 business days.
5. Be sure to check your unofficial transcript at **http://uonline.une.edu/** to verify the withdrawal.

Refund Policies

Drop Refund Policy

100% refund on or before the official start date of the course (by 11:59pm ET the first Wednesday).

Withdrawal Refund Policy

40% refund between the second day of the course and the end of the first week of the course
(the following Wednesday at 11:59pm ET).

NO REFUND AFTER THE FIRST WEEK OF THE OFFICIAL COURSE START DATE

Incomplete Grade Policy

SPHP students are expected to complete all course work by the appointed end date of the course. Under very extenuating circumstances, a student may petition the course instructor **in writing** for an Incomplete (I) grade. The petition must include an expected date of course completion and any other conditions stipulated by the instructor. The I grade must be changed within the time limit imposed by the course instructor, but no more than four weeks following the end of the course. Failure to complete the work within the time period imposed by the instructor will result in the student receiving the earned grade, including zeros for any incomplete assignments / assessments.

To qualify for a grade of "Incomplete" the student must be:

- Currently on track to complete the course with a passing grade
- Able to show consistent progress within the course
- Able to document a severe extenuating circumstance that hindered progress in the course
- Able to show a history of communication with the faculty member regarding course progress and / or the extenuating circumstance



If a student can answer yes to all of the above, they may apply to the faculty member for a grade of Incomplete.

Circumstances such as work obligations, other coursework demands, studying for entrance exams, the routine care of family members, and other predictable or expected events are not considered extenuating circumstances and do not qualify for a grade of Incomplete.

The request for a grade of Incomplete must be submitted to the faculty member at least seven (7) days before the end of the course.

Students ineligible to receive an “Incomplete”

Students who have not yet begun their course, have made minimal progress in the course, are not on track to pass, have not experienced a severe extenuating circumstance, have not been in contact with their faculty member, and / or whose course end date has passed are not eligible for a grade of Incomplete.

If you are not eligible for an “Incomplete”

If a student is determined not eligible to receive an “Incomplete” in the course, the final course grade will be the earned grade at the end of the 16-week period, including zeros for any incomplete assignments / assessments.

Proctored Exams

How are exams proctored?

The University of New England has partnered with ProctorU to provide students taking any one of our Science Prerequisites for Health Professions online courses with the most convenient, at home, online exam proctoring system. This system provides a simple, no cost to the student, secure, online proctor for all of your exams. Exams must be scheduled at least 72 hours in advance in order to avoid additional charges. For further information on scheduling your proctored exam, visit: **https://proctoru.com/portals/une**

Technical Requirements

For current technical requirements, please refer to:
https://online.une.edu/science-prerequisites/technical-requirements