WILKES UNIVERSITY

GRADUATE STUDENT HANDBOOK - ARIZONA ADDENDUM

2013-2014 EDITION

THE MESA CENTER FOR HIGHER EDUCATION
245 W. 2ND STREET
MESA, AZ 85201

1-800-WILKESU x MESA (6372)

HTTP://WWW.WILKES.EDU/MESA

GRADUATE STUDENT HANDBOOK

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FOREWORD

This ***Graduate Student Handbook – Arizona Addendum*** is designed to provide Wilkes graduate students with an overview of the University — its people, programs, policies, and procedures that are relevant to students enrolled in programs at the Mesa Center for Higher Education in Arizona. This *Addendum* and other University publications provide significant information all students should know, and students are responsible for the information and regulations outlined within.

INTRODUCTION

Wilkes University is pleased to provide quality graduate level programming to the residents of Mesa, Arizona and the surrounding regions. We believe that you will find out programs both intellectually challenging and supportive of your professional and personal growth.

Wilkes University has prepared this Handbook for the purposes of serving students at the Mesa Center for Higher Education. It is provided as guidance to students on navigating procedures as they pertain to the University policies as outlined in the *Graduate Bulletin*. This handbook is not meant to supersede the policy statements, but rather support them and aid students' understanding of the various institutional supports and procedures in place for them.

We hope you find the information in this document useful during your time as a student. Should you need further assistance, please do not hesitate to contact any of the individuals listed in the contact section for more information.

Our Mission

To continue the Wilkes tradition of liberally educating our students for lifelong learning and success in a constantly evolving and multicultural world through a commitment to individualized attention, exceptional teaching, scholarship and academic excellence, while continuing the university's commitment to community engagement

Our Vision

Wilkes University will provide exceptional educational experiences that transform students and develop innovations through scholarly activities that lead to national recognition and shape the world around us.

Our Values

Membership: Nurturing individuals to understand and act on their abilities while challenging them to achieve great things.

Scholarship: Advancing knowledge through discovery and research to better educate our constituents.

Diversity: Embracing differences and uniqueness through sincerity, awareness, inclusion and sensitivity.

Innovation: Promoting creative scholarly activities, programs, ideas and sustainable practices.

Community: Appreciating and collaborating with mutual respect to foster a sense of belonging.

CHAPTER 1 – CONTACT INFORMATION

All University personnel (Mesa or main campus) may be reached via the toll-free number, 800-WILKESU (800-945-5378) plus the individual's 4-digit extension or directly at 570-408+4-digit extension or via email.

MESA LOCATION

245 West 2nd Street
Mesa, AZ 85201

Dr. Bonnie Culver
Interim Executive Director
800-WILKESU Ext. 6372
e-mail: bonnie.culver@wilkes.edu

Dr. Anthony L. Liuzzo, Director, Arizona Business Programs
Ext. 4709 anthony.liuzzo@wilkes.edu

Mr. Michael Gundersdorf, Mesa Enrollment Coordinator
Ext. 6372 michael.gundersdorf@wilkes.edu

One Stop Student Services at Mesa
Ext. 6372 onestopAZ@wilkes.edu

MAIN CAMPUS – WILKES-BARRE, PA

Mailing address: 84 W. South Street, Wilkes-Barre, PA 18766

University Leadership

Dr. Patrick Leahy, President
Ext. 4000 patrick.leahy@wilkes.edu

Dr. Terese Wignot, Interim Provost
Ext. 4000 terese.wignot@wilkes.edu

Academic Deans

College of Arts, Humanities, and Social Sciences
Dr. Linda Winkler, Dean
Ext. 4600 linda.winkler@wilkes.edu

College of Science and Engineering
Dr. Dale A. Bruns, Dean

Ext. 4603 dale.bruns@wilkes.edu

Dr. Prahlad N. Murthy, Associate Dean
Ext. 4617 prahlad.murthy@wilkes.edu

Nesbitt College of Pharmacy and Nursing
Dr. Bernard W. Graham, Dean
Ext. 4282 bernard.graham@wilkes.edu

Dr. Mary Ann T. Merrigan, Associate Dean and Chair, Nursing
Ext. 4074 maryann.merrigan@wilkes.edu

School of Education
Dr. Rhonda Waskiewicz, Interim Dean
Ext. 4332 rhonda.waskiewicz@wilkes.edu

Sidhu School of Business
Dr. Jeffrey R. Alves, Dean
Ext. 4701 jeff.alves@wilkes.edu

Dr. Justin Matus, Associate Dean
Ext. 4714 justin.matus@wilkes.edu

Farley Library
Mr. John Stachacz, Dean
Ext. 4254 john.stachacz@wilkes.edu

Academic Program Leadership

Business Administration

Dr. Anthony L. Liuzzo, Director, Arizona Business Programs
Ext. 4709 anthony.liuzzo@wilkes.edu

Ms. Patricia Naumann, Business Program and Support Services Coordinator
patricia.naumann@wilkes.edu

Creative Writing

Dr. Bonnie Culver, Director
Ext. 4527 bonnie.culver@wilkes.edu

Ms. Dawn Leas, Assistant Director
Ext. 4534 dawn.leas@wilkes.edu

Education

Dr. James Chiavacci, Coordinator, Classroom Technology Program
Ext. 4678 james.chiavacci@wilkes.edu

Dr. Kimberly Niezgoda, Assistant Director for ESL
Ext. 4170 kimberly.niezgoda@wilkes.edu

Engineering

Mr. Robert Taylor, Director, Engineering Management Program
Ext. 4819 robert.taylor1@wilkes.edu

Dr. Jamal Ghorieshi, Professor, Director, Mechanical Engineering Graduate Program
Ext. 4889 jamal.ghorieshi@wilkes.edu

ADMINISTRATIVE DEPARTMENT LEADERSHIP

Graduate Admissions

Ms. Erin Sutzko, Director, Enrollment for Extended Learning
Ext. 4253 erin.sutzko@wilkes.edu

Controller's Office

Janet Kobylski, Controller
Ext. 4501 janet.kobylski@wilkes.edu

Financial Aid

Mr. Joseph Alaimo, Director, Financial Aid
Ext. 4512 joseph.alaimo@wilkes.edu

Registrar

Ms. Susan A. Hritzak, Registrar
Ext. 4859 susan.hritzak@wilkes.edu

Student Services Center

Dr. Janine M. Becker Director, Student Service Center
Ext. 8009 janine.becker@wilkes.edu

Ms. Margaret A. Zellner, Director, Enrollment Operations
Ext. 4402 margaret.zellner@wilkes.edu

Mark Kaster, Lt. Col., Ret., Veterans Counselor
Ext. 5046 onestopAZ@willkes.edu

CHAPTER 2 – WHAT TO EXPECT FROM YOUR GRADUATE EXPERIENCE

Today's competitive work environment has seen a significant increase in the demand for advanced degrees, certificates, and knowledge acquired through formalized continuing professional education. U.S. labor market studies indicate that many individuals will change the way they do business in their existing positions, due to rapid advancements in technology and the "flattening" of the world's economy. In fact, many professions are now requiring a master's degree for entry into the field and advancement to higher professional levels. Wilkes University is committed to providing high quality graduate programs to meet your professional educational needs. In addition to traditional classroom instruction, Wilkes University is responding to increased demand for jobsite education and a growing array of on-line programs.

As a graduate student at Wilkes, you should expect a great deal from your program and from the various departments that have responsibility for supporting you from your initial inquiry about your program all the way through graduation. Convenience, affordability, and quality continue to be the hallmarks of Wilkes' Graduate Programs. Graduate programs are designed to provide the opportunity for you to complete your degree in a reasonable amount of time by providing you with scheduling opportunities that fit your busy lifestyle. Ongoing cycling of graduate courses allows you to plan for continuous progress in your program.

In terms of academic quality, all programs at Wilkes are designed to meet the highest standards. You should expect that the professors who teach your classes are highly qualified and are able to communicate information that is current and transferable to your chosen profession. Each program has its own specific goals and objectives for academic development and you should review them to become familiar with what is expected of you as a student. As a student, you should expect that your program will help you to attain these general goals as well as the specific goals adopted in your area of study.

General Objectives for Graduate Education

In Graduate programs at Wilkes University, students will develop and demonstrate the following learning outcomes as appropriate to their selected program:

- the knowledge, skills, and scholarship appropriate in their chosen field of study,
- effective written and oral communication skills,
- information literacy that fosters intelligent and active participation in the professional community,
- practical, critical, and analytical thinking strategies, and
- collaborative skills that promote teamwork.

Institutional Student Learning Outcomes

Adapted by faculty November, 2007

Students will develop and demonstrate through coursework, leaning experiences, co-curricular and extracurricular activities:

1. the knowledge, skills and scholarship that are appropriate to their general and major filed areas of study.
2. effective written and oral communication skills and information literacy using an array of media and modalities.
3. practical, critical, analytical and quantitative reasoning skills.
4. actions reflecting ethical reasoning, civic responsibility, environmental stewardship and respect for diversity.
5. interpersonal skills and knowledge of self as a learner that contribute to effective team work, mentoring and life-long learning.

In non-academic areas, you should expect prompt and courteous interactions with staff members, who are here to help you navigate University policies and practices, such as library access, financial aid, tuition payments, registration, etc.

CHAPTER 3 – ADMISSIONS AND THINGS TO KNOW ABOUT GETTING STARTED

ADMISSIONS

Categories of Admission

Applicants may be admitted to a Wilkes Graduate Program in one of the following categories:

Regular admission is granted to students who have completed the application process and who have demonstrated an acceptable level of academic work in their undergraduate program and are prepared for work at the graduate level in their field of specialization.

Provisional admission is granted to students who have not satisfied general or academic admissions requirements including missing documentation or insufficient academic credentials for regular admission. Some graduate programs may allow a provisionally admitted student to begin graduate work before or simultaneously with completion of admissions deficiencies. Individual programs will determine the maximum number of graduate credits a provisional student can complete. Upon completion of the designated graduate credits, a provisionally admitted student will either be granted regular admission or denied admission into a graduate program. Under extraordinary circumstances a student may petition the Program Director or Chair of the Department, as applicable, for an extension to the number of allowable credits, who will make a determination in concert with the respective department.

Conditional admission is granted to students who have inadequate scores or academic performance, provided we receive updated information or student maintains satisfactory GPA during the first X credit hours (typically, 3, 6, or 9 credits)

Rejection will be used in cases when a student does not meet the general or academic admissions requirements of the individual program.

Cancellation. Applicants who have not fully completed the admissions process and have not yet started taking academic classes, will have 1 year to complete their file. Should the process not be completed within that timeframe, the application will be cancelled 1 year after the date of application.

Additionally, students who have completed the admissions process and received a decision, but have not yet started taking academic courses, will have their applications cancelled one year after the date of acceptance. Students who are still interested in an academic program thereafter, will be required to reapply to the program.

It should be noted that individual graduate programs retain the right to impose more rigorous conditions on students who have been admitted. Such conditions, if imposed, will be detailed in the letter of admission sent to the student.

DOMESTIC STUDENT APPLICATION PROCESS

The applicant must submit the following to be considered for admission to any graduate program:

1. A completed graduate application along with the non-refundable application fee.
2. Official transcripts from all schools listed on the application. Official transcripts must be received in an envelope signed and sealed by the originating institution.
3. Any additional material required by a particular department or program, e.g., recommendations, test scores, personal interview, etc. -- see the appropriate graduate program page. The Graduate Recommendation Form can be accessed on the Wilkes website at: www.wilkes.edu/include/academics/altlearn/GTE_forms_recommend.pdf
4. Students enrolling at the Mesa Center for Higher Education must submit a completed Enrollment Agreement at least three (3) business days prior to the start of classes.

Each graduate program has a checklist of materials required for admission. Receipt of these checklist items can be monitored online once your application is submitted at: http://wilkes.edu/applyonline. Please use the username and password you created with your online application to login. Program checklist items should be sent to:

Wilkes University
Student Services
84 West South Street
Wilkes-Barre, PA 18766

Alternatively, students may bring their admissions materials to the Student Services Desk at the Mesa Center for Higher Education, 245 W. 2nd Street Mesa, AZ 85201.

Students in Mesa, AZ must be fully admitted to their intended program prior to registering for their first class, so please plan accordingly.

Arizona Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

THINGS TO KNOW ABOUT GETTING STARTED

The Wilkes Identification Number (WIN)

The WIN (Wilkes Identification Number) is your student ID that you use for the entire time you are associated with Wilkes. The University does not use Social Security numbers as the

primary identifier. New students are sent a letter from the Student Service Center, which contains their unique Wilkes ID number and their email account information usually within two weeks of their application being processed.

If you do not know your WIN or you have lost it, you must contact the Help Desk at 1-866-264-1462. They will ask a series of questions verifying information before they send you your WIN. General office staff members are prohibited from giving this information out over the telephone or through email.

Wilkes Email

All students receive a Wilkes email account and are expected to use it as their primary account while enrolled at the University. In general, the convention will be firstname.lastname@wilkes.edu although individuals with common names will have a number inserted after the last name. The default password is upper case initial of last name, lower case initial of your first name and last 6 digits of the WIN. For example, Joe Doe, WIN 900123456 would be Dj123456. Please note that everyone is encouraged to change their password to something they will remember the first time they log in. Everyone is required to change their email password every 180 days and reminders are sent to their Wilkes email address. If the password is not changed by the set time frame, it will expire and need to be reset. This can be done by calling the helpdesk or from the link on the MyWilkes log in page.

If you do not register for a class for the subsequent semester, your email account may inactivated at the end of the semester. If this occurs you will need to contact the Help Desk (1-866-264-1462) to have your account reactivated the next time you register for a course.

The MyWilkes Portal

The portal, or MyWilkes as it is also called, is a secure online site that allows students, faculty, and staff members to access university services on a 24/7 basis. The portal is the central location for current news, registration, billing, and a variety of university resources, including the library. Students are able to view grades, get transcripts, pay tuition, register for classes, as well as access a variety of other services and features. The Wilkes email user name (part before the @ sign) and password are required for log in.

The portal can be accessed at http://mywilkes.wilkes.edu as well as from any page in the Wilkes web site under 'Quick links' or by clicking on any yellow "MyWilkes" button that you see. For security reasons, always remember to log out before leaving the computer and close the browser window.

Final Grades

All Wilkes University students can obtain their final grades each semester via the university's secure website, the MyWilkes portal, accessed at: http://mywilkes.wilkes.edu . Graduate students, however, can receive final grades by mail in paper form at the end of

the semester. The advantage of online grade reporting is that students have immediate access to their final semester grades and unofficial transcripts as soon as the Registrar posts them.

The University grading scale is located in the *Graduate Bulletin*.

Getting a transcript

Students may view their academic transcript as well as request official transcripts through the MyWilkes portal under the Student Services tab. Official transcripts may also be requested in writing. You can obtain the form from the Registrar/Recorder channel on the Student Services tab or go to the Registrar/Recorder transcript area of the Wilkes web site to download the transcript request form.

Purchasing Textbooks in Mesa

Wilkes University partners with Barnes & Noble College Booksellers to provide textbook services to students. All students, on or off-campus, can locate course textbook information on their web site, http://wilkes.bncollege.com. Students are strongly encouraged to obtain their textbooks prior to starting classes, so please allow ample time for delivery of materials whether ordering from the University site or elsewhere. Wilkes University cannot be held responsible for incorrect textbooks or late arrivals purchased from booksellers not authorized by the University.

CHAPTER 4 – ACADEMIC REGULATIONS AND RELATED PROCEDURES

ACADEMIC POLICIES

The University has set a variety of policies related to academic expectations and student conduct requirements, which are listed in the *Graduate Bulletin*. These policies include, but are not limited to:

- Transfer credits
- Grade regulations
- Appeal of grade
- Academic probation and dismissal
- Retention
- Withdrawal
- Disciplinary process

Students should refer to the current *Graduate Bulletin* for standard policy information. Students needing additional guidance on any policy or procedure in either the *Bulletin* or *Handbook* should consult their program advisor.

REGISTRATION

Graduate registration procedures vary from program to program. In some, such as Creative Writing, students cannot register for courses themselves. Instead, the Program Director's office staff completes all registrations during each on campus residency. In others, such as Master's in Education programs, students can register for courses online by using the MyWilkes portal. All graduate students are encouraged to speak with the director (or their student advisor) in charge of their program to understand how and when they may register for graduate courses.

Adds, Drops and Course Cancellations

Students who wish to add a course to their registration should follow the procedures outlined by their specific program. Some programs allow students to add classes through the portal, but others require approval by the advisor.

Students needing to drop courses either before or after they have started, should contact the Student Service Center at the Mesa Center for Higher Education or their program advisor. Students who drop a course after the class started should refer to the refund schedule in the *Graduate Bulletin* for information on potential charges that may apply and financial aid implications, if any.

After classes have begun, students may only add a course with the permission of the instructor of the course and their faculty advisor.

If a course must be canceled, the student will be notified by either the course instructor, Student Services staff, or by the program director. Individual class cancellations are communicated by the course instructor, typically through the Wilkes email system.

Credit Overload

Only students with a grade point average of 3.0 or higher or students demonstrating special need will be allowed to register for a credit overload. A credit overload shall be interpreted as credits carried in excess of those specified for full-time students (9 credits) or those specified for part-time students (6 credits). In certain programs, these numbers may vary depending on the number of credits required on a semesterly basis. Approval must be granted by the student advisor/program director and the unit dean.

Auditing Courses

Auditing courses is a practice designed primarily for the purposes of allowing students to expand their educational opportunities beyond the limitations imposed by courses taken in fulfillment of normal graduation requirements. A student must complete the formal registration indicating a desire to audit a course before the end of the second week of the semester. Permission of the course instructor is required.

Change in Status and Leave of Absence

Students may enroll as non-degree seeking students and complete a maximum number of credits as defined by each department. Once the maximum number of credits has been reached, students must either enroll as degree-seeking candidates or their application will be cancelled. Students interested changing to degree-seeking status should follow the stated application procedures for their intended program and contact the program director for how the credits already completed may apply.

Students who need to take a leave of absence from their program are to notify their program director or advisor in writing in advance of the needed leave, if possible. As per the *Graduate Bulletin*, master's degree students have six years to complete their degree requirements. Some programs may have strict requirements around the length or process for a leave of absence. Upon notification, students will be advised of the timeline extension requirements, which can also be found in the Academic Information section of the *Graduate Bulletin*.

INTELLECTUAL RESPONSIBILITY AND PLAGIARISM

At Wilkes, the faculty and the entire University community share a deep commitment to academic honesty and integrity. The following are considered serious violations and will not be tolerated:

1. Plagiarism: the use of another's ideas, programs, or words without proper acknowledgment

2. Collusion: improper collaboration with another in preparing assignments, computer programs, or in taking examinations
3. Cheating: giving improper aid to another, or receiving such aid from another, or from some other source.

Instructors are expected to report violations to both the Dean of Students and the Provost. Penalties for violations may range from failure in the particular assignment, program, or test, to failure for the course. The instructor may also refer the case for disposition to the Student Affairs Cabinet. The academic sanctions imposed are the purview of the Faculty; the Student Affairs Cabinet determines disciplinary sanctions. The appeal of a failing grade for academic dishonesty will follow the academic grievance policy. The appeal of a disciplinary sanction will follow the disciplinary action policy.

Students assume the responsibility for providing original work in their courses without plagiarizing.

According to the seventh edition of the *Little, Brown Handbook*, plagiarism "is the presentation of someone else's ideas or words as your own" (578). Similarly, the seventh edition of the *MLA Handbook for Writers of Research Papers* states, "using another person's ideas, information, or expressions without acknowledgement of that person's work constitutes intellectual theft. Passing off another person's ideas, information, or expressions as your own to gain an advantage constitutes fraud"(26). Academic writing assignments that require the use of outside sources generally are not intended to teach students to assemble a collection of ideas and quotes, but rather to synthesize the ideas they find elsewhere in order to construct new knowledge for themselves. This process requires a higher level of thinking than some students may have been trained to engage in, and inexperienced writers may be sorely tempted to copy wording they feel inadequate to improve or even restate. Plagiarism is a serious issue that violates most people's sense of property rights, honest representation, and fairness.

The University considers the following as three separate forms of plagiarism:

Deliberate plagiarism centers on the issue of intent. If students deliberately claim another's language, ideas, or other intellectual or creative work as their own, they are engaged in a form of intellectual theft. This is not tolerated in academic, business, and professional communities, and confirmed instances of plagiarism usually result in serious consequences. Similarly, submitting the work of another person or submitting a paper purchased from another person or agency is a clear case of intentional plagiarism for which students will be subject to the severest penalties.

Unintentional plagiarism often results from misunderstanding conventional documentation, oversight, or inattentive scholarship. Unintentional plagiarism can include forgetting to give authors credit for their ideas, transcribing from poor notes, and even omitting relevant punctuation marks.

Self-plagiarism occurs when students submit papers presented for another course, whether for the English department or another department or school. Students may submit papers

for more than one course only if all instructors involved grant permission for such simultaneous or recycled submissions.

Penalties for plagiarism may range from failure for the particular assignment to failure for the course. In accordance with the academic grievance procedures of Wilkes University, cases of plagiarism will be addressed first by the instructor. Any appeal by the student should be directed to the department chairperson. Students can avoid plagiarizing by carefully organizing and documenting materials gathered during the research process. Notes attached to these materials, whether in the form of informal notes, photocopied articles, or printouts of electronic sources, should carefully identify the origin of the information. Such attention to detail at every stage of the process will ensure an accurate bibliography that documents all the outside sources consulted and used. Students should follow these general principles when incorporating the ideas and words of others into their writing:

1. The exact language of another person (whether a single distinctive word, phrase, sentence, or paragraph) must be identified as a direct quotation and must be provided with a specific acknowledgment of the source of the quoted matter.
2. Paraphrases and summaries of the language and ideas of another person must be clearly restated in the author's own words, not those of the original source, and must be provided with a specific acknowledgment of the source of the paraphrased or summarized matter.
3. All visual media, including graphs, tables, illustrations, raw data, audio and digital material, are covered by the notion of intellectual property and, like print sources, must be provided with a specific acknowledgment of the source.
4. Sources must be acknowledged using the systematic documentation method required by the instructor for specific assignments and courses.
5. As a general rule, when in doubt, provide acknowledgment for all borrowed material.

Different disciplines use different documentation methods; therefore, students should consult instructors about the correct use of the appropriate documentation style. Style manuals detailing correct forms for acknowledging sources are widely available in local bookstores and online. Additional resources and guidance in the correct use of sources can be obtained at the Writing Center and from individual instructors.

CHAPTER 5 – TUITION AND FINANCIAL AID

Program Specific Tuition and Fees

Tuition and fees are subject to change without notice and are program-specific. New rates are generally announced in June for the upcoming year.

Program tuition rates (subject to change):

Master of Science in Engineering Management	$770.00 per credit
Master of Science in Education	$411.00 per credit
Master of Arts/Master of Fine Arts in Creative Writing	$647.00 per credit
Master of Science in Mechanical Engineering	$844.00 per credit
Master of Business Administration	$770.00 per credit

Other fees (may vary by program and are subject to change without notice):

Application Fee (prior to admission)	$35.00 online; $45 paper (one-time)
Application Fee – Creative Writing Prog only	$37.00
General University Fee	$8.00 per credit
Technology Fee	$16.00 per credit
Graduation Fee (final semester)	$165.00
Thesis Reader Fee (Creative Writing program only)	$312.00
Creative Writing Program Deposit	$260.00 (one time, applied to tuition)
Online Course Fee (M.S. Educ online programs only)	$50.00 per course

Student should refer to the current *Graduate Bulletin* for a full list of other possible fees, such as program-specific or laboratory fees, that might be incurred while enrolled at the University. Lab fees are listed in the *Bulletin* with the course description.

Tuition and fees shall be billed prior to the start of each semester and payment is due as stated below. Students will receive invoices electronically through their Wilkes University email account.

Payment due dates June 15 for Summer term
August 15 for Fall term
January 15 for Spring term

Payment Options

Financial aid is available to those who qualify. Students must follow the guidelines outlined on the financial aid pages of the Wilkes web site to apply for aid. Payment options listed below apply to any remaining balance after any financial aid is applied.

1. Credit Card payments – No credit card payments will be processed in person or over the phone. To pay with a credit card, log on to the Web site at www.wilkes.edu;

select "Current Students." Enter your user name and password. Select "Student Services" and follow the remaining prompts. A password should have been assigned by the time the bill is due; if, however, a password has not been issued, please call 1-800-WILKES-U ext. 4357. Wilkes University accepts credit or debit cards with MasterCard, Discover, American Express. A 2.75% processing fee will be added to your total credit card payment by the credit card processor. The University does not currently accept Visa for payments.

2. Checks — Payments may be made via check by mailing your payment to:
Wilkes University—Student,
P.O. Box 824696, Philadelphia, PA 19182-4696.
Please include your WIN on your check.

3. Participation in the Installment Payment Plan. Enrolling in the Installment Payment Plan, should be done immediately upon receipt of the invoice. The current outstanding balance will be divided into 5 equal installments, with the first payment beginning on the payment due date specified for that term. Access to the plan can be made via MyWilkes secure website.

4. Private Educational Loans. If the student has applied for and has been approved for a private educational loan that is not listed on the invoice, subtract the approved amount (less applicable fees) from the calculated amount due before sending in your remittance. Please indicate the amount of the approved loan on a copy of the invoice when sending in the payment. If a loan has not yet been applied for or if the approval has not yet been received, the student must pay the "Calculated Total Due" by the due date. When Wilkes receives the loan funds from a private loan vendor, the amount will be applied to the student's account. Any credit balance resulting from the receipt of the loan funds will be refunded to the student.

5. Participation in Deferred Employer Reimbursement Plan. Deferred payments for employer reimbursement will be permitted provided if the student has made application and received approval for this plan at least two weeks before the first day of the semester. Applications for Deferred Employer Reimbursement are available at the Part-time Office, Controller's Office and on the web. Graduating seniors are not eligible for the Deferred Payment Option.

6. Enrollment in a Third Party Sponsored Tuition Coverage Plan. If the student is expecting to receive financial support from ROTC, Veterans Rehabilitation, The Bureau of Vocational Rehabilitation, or other third party sponsored tuition plan, which is not already listed on the invoice, deduct the approved amount from the "Calculated Total Due". Please indicate the source and the amount expected to be received on a copy of the invoice when remitting the adjusted balance.

7. Private Scholarships. If the student anticipates the receipt of a private scholarship that is not already listed on the invoice, deduct the amount from the "Calculated Total

Due" only if documentation of the scholarship award has been provided to the Controller's Office.

Managing Your Wilkes Account

Whatever form of payment you secure, you are responsible for your bill being paid and submitting all forms required for that payment. To access your account and find all forms, students should follow these steps:

1. log on the Wilkes site at www.wilkes.edu
2. access the portal (MyWilkes) by clicking on the current students/faculty/staff link on the left side of the homepage
3. using your Wilkes user name and password, log into your account,
4. go to the Student Services tab
5. go to the My account box and follow the prompts for payment options.

Financial Aid for Graduate Students

Unlike undergraduate students, graduate students are far more limited in the choices available to them to finance their education. Please refer to the *Graduate Bulletin* for financial aid options.

CHAPTER 6 – PROGRAM REQUIREMENTS

PROGRAMS AND REQUIREMENTS

Wilkes University has elected to offer specific programs in Mesa, Arizona to help fill a gap in available programming and institutional diversity in the Mesa region. The programs available at the Mesa Center for Higher Education include:

- Master of Arts in Creative Writing – low-residency/online
- Master of Business Administration
- Master of Science in Engineering Management
- Master of Science in Education
    - Available majors:
        - Classroom Technology
        - Teaching English as a Second Language
- Master of Science in Mechanical Engineering.

Some programs may have different roll-out timelines, so please inquire with the Enrollment Coordinator for more detailed information.

Additional majors in Education are available as fully online programs. These include:

- 21st Century Teaching & Learning - *Offered with the National Institute for Professional Practice*
- Art and Science of Teaching - *Offered with the National Institute for Professional Practice*
- Early Childhood Literacy - *Offered with the National Institute for Professional Practice*
- Educational Development and Strategies - *Offered with PLS 3rd Learning*
- Instructional Media - *Offered with Discovery Education*
- International School Leadership
- Online Teaching - *Offered with PLS 3rd Learning*
- School Business Leadership

Students should refer to the current *Graduate Bulletin* for complete information regarding program-specific degree requirements and course descriptions.

Master's Degree Requirements - General

Students may be awarded the master's degree upon satisfactory completion of all graduate degree requirements and the following: a completed application file (application, application fee, official transcripts, copy of teaching certificate, letters of recommendation, and any required testing) and regular admission into a graduate program. A minimum grade point average of 3.0 for all graduate work is required. If a thesis is required, all expectations outlined by the department and in the *Graduate Bulletin* must be met for degree requirements to be considered complete.

Students CANNOT substitute other courses for any of the required core courses in any program without the express written consent of the department chair/director.

Requirements for a master's degree are to be completed within six calendar years preceding the date of the granting of the degree. If an extension of the six-year limit is needed, a request should be submitted in writing to the program advisor or director. See the section on degree requirements in the *Graduate Bulletin* for more details.

CHAPTER 7 – STUDENT CONDUCT, RIGHTS, AND RESPONSIBILITIES

All students are obligated to observe the regulations governing Wilkes University students with respect for the rights of others relative to their safety, welfare, and educational commitments.

Disciplinary cases arising from a lack of observance of these regulations will be adjudicated through the student's respective unit dean unless otherwise specified. The process will include a representative of the Office of Student Affairs. Appeals of disciplinary decisions may be made in writing to the student's respective unit dean.

GRIEVANCE POLICY/INTERNAL COMPLAINT PROCEDURE

The purpose of this policy is to serve as a guide for students who wish to file a complaint about any aspect of Wilkes University's operations/policies/procedures or about the actions of any student, visitor, or employee of Wilkes University. This policy is to be implemented only when dealing with circumstances not covered by existing academic or student conduct procedures.

Procedures and Guidelines

1. Complaints, other than those being filed against persons, should be directed, in writing, to the appropriate Administrator (Director/Dean)/Department Chair/Faculty Member). It is the responsibility of that person to address the situation and, if possible, see that it is corrected. This must be done within a reasonable amount of time which will of course, depend upon what must be done to rectify the situation. The Administrator (Director/Dean)/Department Chair/Faculty Member should inform the student in writing of the measures that were taken or are being taken to address the issue. If a student does not receive a response from the Administrator, Department Chair, Faculty Member within two weeks from the date of originally filing the complaint, the student may then bring the complaint to the appropriate Vice President or the Provost.

2. Complaints being filed against a person, should be directed, in writing, to that person's immediate supervisor. If it is a sexual harassment complaint the procedures, outlined in the Sexual Harassment Policy should be followed. If the complaint is not one of sexual harassment, then it is the responsibility of the supervisor to address the issue with the respondent. The supervisor must inform the student, in writing, of the measures that were taken or are being taken to address the issue. If the student does not receive a response from the supervisor within two weeks from the date of originally filing the complaint, the student may then bring the complaint to the appropriate Vice President or Provost.

3. In all instances of a student filing a complaint, the student must be assured in writing that no adverse action will be taken against the student for filing a complaint.

4. All documentation regarding a complaint, as well as its disposition, must be securely

stored in the office of the person who received the complaint and acted upon it. These records must be maintained for a period of six (6) years from the date final action was taken on said complaint.

5. If a student feels that a response to a complaint is unacceptable and/or unreasonable, the student may bring the complaint to the immediate supervisor of the person who initially acted in response to the matter. If a student does not receive a response from that supervisor within two weeks from the date of originally filing the complaint with that person, the student may then bring the complaint to the appropriate Vice President or Provost.

Additional Notice to Arizona residents enrolled at Wilkes University

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, phone # 602-542-5709, website address: www.azppse.gov

ANTI-HARASSMENT (INCLUDING SEXUAL HARASSMENT)

Wilkes University strives to provide an academic, work and living environment free from harassment where students, faculty, staff and all members of the University community can work and learn together without fear or intimidation. This policy prohibits any unlawful discrimination based on race, color, religion, gender, gender identification/ expression, sexual orientation, national origin, age, disability, marital status, domestic partnership status, veteran status or any other protected group status. While this policy provides examples, it does not cover all possible situations or circumstances related to harassment which include, but are not limited to:

- Offensive written or spoken words
- Offensive physical actions such as, obscene hand or finger gestures
- Offensive graphic communication such as, explicit or obscene drawings, illustrations, cartoons or posters
- Any unwelcome physical contact
- Situations involving a guarantee or implied promise of special treatment or negative consequences
- Any behavior that creates a threatening, hostile or offensive work or educational environment, or unreasonably interferes with a person's academic or work performance
- Sexual harassment of any kind as described below

Sexual Harassment

Wilkes University reaffirms the principle that its students, faculty, and staff have a right to be free from sexual harassment by any member of the University community. Harassment

on the basis of sex is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972.

Sexual harassment can generally be defined as unwelcome sexual advances, requests for sexual favors and/or any other visual, verbal or physical conduct of a sexual nature. Any unwelcome sexual advances (verbal or physical), requests for sexual favors or other verbal or physical conduct of a sexual nature are considered sexual harassment when: submitting to or participating in the conduct is either explicitly or implicitly a term or condition of an individual's employment or educational achievement; or the conduct interferes with or is intended to interfere with academic or work performance; or if the conduct creates an intimidating, hostile or offensive educational or work environment.

This definition includes many forms of offensive behavior including, but not limited to:

- Sexually suggestive physical contact
- Touching in any unwelcome fashion
- Requests for sexual favors
- Offers of employment or academic benefits in exchange for sexual favors
- Direct or indirect threats of retaliation for refusal to comply with a sexually oriented request
- Sexual gestures or indecent exposure
- Displaying, storing, or transmitting pornographic or sexually suggestive material on University equipment
- Displaying sexually suggestive objects, pictures, cartoons or posters
- Verbal or written sexual comments, suggestions or propositions
- Sexually degrading remarks or comments about another's body
- Suggestive or obscene letters, notes, invitations, e mails and/or text messages
- Any other verbal or physical conduct of a sexual nature

If you feel you are a victim of sexual harassment the following actions are suggested.

1. Say "no" to the offender. Make it perfectly clear that you do not approve.
2. Keep a record of the harassment, being certain to include the date, time and place.
3. Save any applicable evidence: "love notes," messages, etc.
4. Be certain to note if there are any witnesses.
5. Report the incident and seek support.

Reporting Procedures

Students reporting or raising concerns about harassment can do so without fear of reprisal or retaliation. Retaliation against a person who files a complaint of discrimination, participates in an investigation, or opposes a discriminatory educational practice or policy is prohibited by University policy, and by state and federal law.

Individuals who believe they are victims of, or witnesses to harassment should report the incident to the Executive Director, Office of Student Affairs, Human Resources or a direct supervisor. The University has designated a Title IX Coordinator and a Deputy

Coordinator to serve as advocates on behalf of individuals wishing to make a claim of sexual harassment.

For Employees:
Joseph Housenick
Human Resources Director
Title IX Coordinator
84 West South Street
Wilkes-Barre, PA 18766
Phone: (570) 408-4631

For Students:
Philip J. Ruthkosky, Ph.D.
Associate Dean, Student Development
Deputy Title IX Coordinator
Office location: 2nd Floor, Passan Hall
Wilkes-Barre, PA 18766
Phone: (570) 408-4108

In addition, students who are enrolled at the Mesa, Arizona site can contact:

Dr. Bonnie Culver
Interim Executive Director
Mesa Center for Higher Education
245 West 2nd Street
Mesa, AZ 85201

All members of the campus community who suspect, are aware of and/or receive an employee report of alleged sexual or other harassment involving a student must immediately contact the Title IX Coordinator or Deputy Title IX Coordinator.

Filing a Formal Complaint (For Students)

To resolve alleged violations to any aspect of this policy promptly and equitably, Wilkes University has implemented the following internal complaint procedure:

- Formal complaints must be submitted to the Title IX Coordinator or Deputy IX Coordinator as soon as possible but no later than sixty (60) calendar days following the date the grievant is aware of an alleged discriminatory action.

- The formal complaint must be filed in writing and contain the complainant's name, address and contact information.

- The formal complaint must clearly illustrate the alleged issue/discriminatory action and the remedy or relief sought.

- Upon receipt of the formal complaint, the University's Title IX Coordinator or Title IX Deputy Coordinator will conduct an investigation. This investigation will provide all individuals involved with the opportunity to submit evidence relevant to the complaint.

- Within thirty (30) calendar days of filing, the University's Title IX Coordinator or Deputy Title IX Coordinator will issue the complainant a written decision. In extenuating circumstances, the Coordinator or Deputy Coordinator has the right to extend this timeline and will so notify the parties involved

- The complainant may appeal the decision by writing to the Vice-President for Student Affairs within seven (7) calendar days of receiving the Coordinator's decision.

- The Vice President for Student Affairs will issue a final written decision on the appeal no later than thirty (30) calendar days after it is filed.

- At any point during the formal process, the complainant has the right to file a complaint with the appropriate state or federal agency. If requested, the Title IX Coordinator or Deputy Coordinator will direct the complainant to the appropriate agency.

Sexual Misconduct

Sexual misconduct in any form will not be tolerated at Wilkes. The University has in place: programs to educate the campus community regarding prevention and issues surrounding sexual misconduct; training programs for staff and faculty to provide student victims with direction for assistance; conduct policies and procedures to adjudicate cases involving sexual misconduct; and, most importantly, support systems for victims.

As a recipient of Federal funds, the university is required to comply with Title IX of the Higher Education Amendments of 1972, which prohibits discrimination on the basis of sex in education programs or activities. Sexual misconduct, as defined in this policy, is a form of sexual discrimination prohibited by Title IX.

In order to make the Sexual Misconduct Policy understandable, sexual harassment, sexual misconduct, and sexual assault are defined below. These terms are not mutually exclusive. A complete list of definitions related to this policy is available in the definition of terms and can be accessed by clicking here.

Sexual Harassment: Any unwelcome sexual advances (verbal or physical), requests for sexual favors or other verbal or physical conduct of a sexual nature are considered sexual harassment when: submitting to or participating in the conduct is either explicitly or implicitly a term or condition of an individual's employment or educational achievement; or the conduct interferes with or is intended to interfere with academic or work performance; or if the conduct creates an intimidating, hostile or offensive educational or work environment.

Sexual Misconduct: Includes non-consensual sexual intercourse, non-consensual sexual contact, sexual exploitation, partner violence, stalking and any other behavior of a sexual nature that is non-consensual and used for the purpose of coercing, intimidating or threatening another person. Sexual misconduct can occur between people of the opposite sex or people of the same sex.

Sexual Assault: A person commits sexual assault when that person engages in sexual intercourse or deviate sexual intercourse with a complainant without the complainant's

consent. Additionally, for the purposes of this policy, sexual assault includes the deliberate touching of a person's intimate parts (including genitalia, groin, breast or buttocks), or using force to cause a person to touch his or her own or another person's intimate parts.

If you are a victim of sexual assault, or witness to a sexual assault

Get the victim to a safe place as soon as possible
Seek immediate medical attention

- For life-threatening situations call 911
- For non-life-threatening situations contact the Executive Director.

Preserve any evidence
File a report with the Executive Director of the Mesa Center for Higher Education who will coordinate with the main campus Student Affairs office.

Support Services

Wilkes University offers support services to individuals who experience sexual assault which include, but are not limited to the following:

- Accompaniment to the hospital (if desired) by a Student Affairs professional
- Access to ongoing information including criminal and University policy options as well as support and advice from campus and/or off campus counselors. *Please note that information shared with campus and off campus counselors is confidential; however, alleged sexual assault cases brought to the attention of the University through non-confidential sources must be investigated. Efforts will be made to honor confidentiality but cannot be guaranteed.*
- Academic support services
- Accommodations to minimize contact with alleged assailant
- Protection from retaliation. Retaliation against a person who files a complaint or participates in an investigation is prohibited by University policy, and by state and federal law.
- A full explanation of the investigation adjudication process (including timelines, hearing procedures, and the appeals process)
- Access to a Title IX officer. The Title IX officer will serve as an impartial observer to assist students with any questions or concerns that they may have beginning from the time immediately following the assault, through the investigation and to the outcome of hearings and appeals.

THE FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. Students obtain these rights upon attendance at Wilkes University. Attendance at Wilkes University begins with either the first day of class or the date the student moves into student housing, whichever is earlier. Wilkes University has chosen to assume that all students have reached the age of legal majority (18) as stated in the document.

Consequently, bills and grades are sent, in the student's name, directly to the permanent address listed for the student. Mid-term notices are sent directly to students at their on-campus, off-campus or permanent address. An exception is made for the mid-semester evaluations for first-year students and students who are on academic probation. Those mid-term records of satisfactory or unsatisfactory performance and attendance are sent to the students at their appropriate address and to the parents or legal guardians of these students.

Under FERPA, students have a right to see, inspect and request changes to their education records. To inspect education records, a student should submit a written request identifying the records to be inspected to the to the Wilkes University Registrar. Written requests to access records will receive a response within a reasonable time, but not more than forty-five days after submission. A University official will arrange for access and will notify the student of the time and place where the records may be inspected. Records that are not subject to review are outlined below. If the records contain information on more than one student, the requesting student may inspect, review, or be informed on only the specific information about his or her own records. A student may obtain copies of his or her education records; however, will incur duplicating costs.

The contents of a student's education records may be challenged by the student on the grounds that they are inaccurate, misleading, or otherwise in violation of the privacy rights of the student by submitting a written statement to the custodian of records. The student should clearly identify the part of the record he or she wants changed and specify why it should be changed. If Wilkes University decides not to amend the record as requested, the University will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The term "education records" is defined as those records that contain information directly related to a student and which are maintained by an educational agency or institution or by a party acting for the agency or institution. Typical educational records include: applications, transcripts, advising records, letters of evaluation, disciplinary records, and other records related to work-study and financial records.

A student does not have a right under FERPA to inspect information that is not an education record, such as:

- Medical Treatment records;
- Law enforcement records;
- Employment records (provided that employment is unrelated to student status);
- Records containing information about the individual that were created or received after he or she is no longer a student and that are not directly related to the student's attendance at the University;
- Records of instructional, supervisory, and administrative personnel and educational personnel that are kept in the sole possession of the maker of the record and are not

accessible or revealed to any other person except a temporary substitute for the maker of the record; and
- Peer-graded papers before they are collected and recorded by an instructor.

Note: A student may have rights to inspect such records under other laws.

In addition, a student does not have the right to access certain education records, such as:

- Confidential letters of recommendation, if the student has waived his or her right of access in writing;
- Financial records of the student's parents;
- Records connected with denied applications to attend the Wilkes University;
- Admissions records for a student who does not officially attend the program of admission. If the student completed a course at the University but never officially attended as a degree candidate in the program of admission, then the student has FERPA rights with respect to that course but does not have rights with respect to the admissions records for that program;
- Records of a student that contain information on other students. The student may inspect, review, or be informed of only the specific information about that student.

The Registrar releases directory information: the student's name, address (including email address), telephone number, photograph, field of study, dates of attendance, degrees, awards, and the most recent educational agency or institution attended by the student. This information may be released without a student's consent. A student may request such information not be released by the Registrar. **This request must be made in writing to the Registrar by the end of the first week of classes of the semester. Such requests must be filed yearly.**

Directory Information is not published for distribution to vendors, but is furnished to law enforcement agencies and within the University community.

Information contained in a student's record may not be released without the student's written consent with the following exceptions:

- Disclosure is authorized in writing by the student. When the University releases or discloses information to third parties pursuant to a student's written authorization, it is done on the condition that the third party to whom the information or record is released or disclosed will not, in turn, release or disclose it to anyone else without the express written consent of the student.
- Disclosure is to University officers or employees who need to know so as to accomplish legitimate purposes related to their functions.
- Disclosure is to officials of other schools in which a student intends to enroll.
- Disclosure is to parents of dependent students. Dependency status, for the purpose of this policy statement, is defined by Internal Revenue Service guidelines. Documentation must be provided prior to release of information.

- Disclosure is to specified representatives of governmental agencies, educational organizations or other entities as described by federal regulations or otherwise required by state or federal law. Custodians of records should obtain interpretations whenever third parties request personally identifiable information.
- Disclosure is in connection with a student's application for, or receipt of, financial aid.
- Disclosure to accrediting organizations.
- Disclosure to organizations conducting studies on behalf of educational institutions.
- Disclosure is in compliance with a conduct order or subpoena. The staff member receiving such order, shall, if possible, immediately notify the student concerned in writing prior to compliance with such order or subpoena.
- Disclosure is to parents of students under the age of 21 who are found to be in violation of alcohol and/or drug policies.
- Disclosure of results of a disciplinary hearing to an alleged victim of a crime of violence.
- Under the Clery Act, disclosure to the accuser and accused of the outcome of a disciplinary proceeding related to an alleged sex offense.
- Disclosure of information received under a community notification program concerning a student who is required to register as a sex offender in the State.
- Information from University records may be released to appropriate persons in connection with an emergency if the knowledge of such information is necessary to protect the health or safety of a student or other persons.

Wilkes University's guidelines for implementing FERPA are maintained by the Vice President for Student Affairs. Students should address questions, concerns, or problems to the Vice President for Student Affairs Office (mailto:paul.adams@wilkes.edu).

Students may file formal complaints regarding alleged failure of the University to comply with FERPA with the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, D.C. 20202-4605.

The Registrar's Office will maintain a record kept with the permanent educational record of each student which will indicate all parties other than those listed above and in 99:30 of the Act who have requested and obtained access to a student's record which will indicate specifically the legitimate interest that each party has in obtaining this information.

During each academic year the Marketing Communications Office will, for various reasons, send releases containing student information to the media. Information may include items such as: name, address (including email address), telephone listing, date and place of birth, name and address of parent or guardian, major field, photograph, participation in officially recognized activities and sports, weight and height (if one is a member of an athletic team),

dates of attendance, degrees and awards received; the Dean's List; lists of graduates, and the most recent previous educational agency or institution attended by the student. Under The Family Educational Rights and Privacy Act, students have the right to withhold disclosure of any or all of the items listed above. **Written notification to withhold this information from the media must be received each year by the Marketing Communication Office by the end of the first week of classes of the semester. Such requests must be filed yearly.**

A request to withhold any or all of the above data will not restrict internal use of the material by the University.

Student's rights under FERPA include the following:

1. The right to inspect and review information contained in educational records.
2. The right to request amendment of educational records to ensure they are not inaccurate, misleading or otherwise in violation of privacy or other rights.
3. The right to consent to disclosure, with exceptions specified in the Act, of personally identifiable information from education records.
4. This copy of institutional policy.
5. The right to file complaints with the Department of Education concerning alleged failure of this institution to comply with the Act.

Students may waive any or all rights to review confidential letters and statements of recommendation.

The right of waiver is subject to the following conditions:

a. The institution may not require waivers.
b. No institutional service or benefit be denied students who fail to supply waivers.
c. Documents for which a student has waived the right to access are used only for the purposes for which the waiver was collected.
d. Waivers must be in writing and signed by the student.

STATEMENT ON AIDS

The Wilkes community has a deep concern for the danger posed by the unchecked spread of AIDS. The University is committed to educating all members of the community regarding this disease and to treating persons living with HIV or AIDS with the dignity and compassion they deserve. The University will follow the revised guidelines as published by the American College Health Association regarding treatment and operating protocols. Persons living with HIV/AIDS are entitled to confidentiality and partnership in the University according to the recommendations of the American College Health Association. Personnel of University Health Services chair the designated committee for the managerial role of providing a consistent and reasonable analysis of any case of AIDS that might occur within the University community.

CHAPTER 8 – STUDENT SUPPORT SERVICES, INFORMATION TECHNOLOGY, AND OTHER RESOURCES

SUPPORT SERVICES

The Writing Center

The Writing Center, located in the Farley Library's Alden Learning Commons, but is a resource for all members of the Wilkes community, both on and off the main campus.

The Center's staff is composed of experienced undergraduate writers, majoring in various disciplines, who assist writers working on projects from content areas across the curriculum. Our consultants do not accept papers dropped off for copyediting, but instead engage in one-to-one dialog with clients about their writing. They can offer strategies for generating ideas, establishing a focus, finding an authorial voice, revising, and final editing for mechanics and grammar. Clients may also take advantage of handouts from the Writer's Wall and the Writing Center's library of print resources, including a variety of readers, reference materials, handbooks, and style sheets. Much of this material, as well as links to recommended internet sites, can be found on the Center's web page: www.wilkes.edu/pages/765.asp. The Writing Center is open weekdays during the hours posted on the web site. Appointments may be made by calling 800-WILKESU extension 2753.

Mesa Center for Higher Education students may submit documents and drafts online at http://www.wilkes.edu/pages/766.asp, and may also make appointments to discuss their papers by telephone or video conferencing. For additional information, please contact the Director of the Writing Center via email at chad.stanley@wilkes.edu or by phone at 800-WILKESU Extension 4514.

University Library

The Eugene S. Farley Library is one of the largest resource libraries in the region with more than 200,000 volumes of books and bound journals: over 430 journals and newspaper subscriptions; 10,000 full text online journals; microforms; instructional audio-visual materials; and a growing collection of classic films on DVD. Library hours during the academic year are from 8: a.m. to 12:00 a.m. (Eastern Time) Monday through Thursday, Friday 8 a.m. to 5 p.m. (Eastern Time), Saturday 11 a.m. to 6 p.m (Eastern Time) and Sunday 11 a.m. to 12:00 a.m. (Eastern Time) Summer sessions and Holiday hours, as well as any changes are posted on the library website.

For students attending classes at the Mesa Center for Higher Education, library services are available online 24/7 at http://www.wilkes.edu/library and the MyWilkes Library page. Telephone: 800-WILKESU Extension 4250.

Services include digital holdings, video or teleconferencing with Farley librarians and staff, and ILLiad, the Inter-Library loan system, to obtain periodical articles not available at Farley Library. Books and other materials can be inter-library loaned through the Mesa Public Library.

Counseling Services

Counseling is a part of Health and Wellness Services and provides confidential assessment and counseling for Wilkes University students experiencing personal problems. Counseling offers individual and group counseling for a wide range of problems, including those related to stress, academic anxiety, relationship difficulties, depression, and drug and alcohol abuse. Referrals to off-campus caregivers can be arranged. In addition to this counseling focus, Counseling offers growth-oriented programs such as stress and time management, weight-control, and others. Appointments can be made by phoning 800-WILKESU Extension 6372 or by coming in to the Student Services Desk at the Mesa Center for Higher Education.

Health and Wellness Services

Health and Wellness Services Office provides routine health services for students, staff and faculty. Services can be accessed through the Student Services office in the Mesa Center for Higher Education, allowing students to access licensed healthcare providers as needed. Referrals are made to local urgent care centers, hospitals, or primary care physicians depending on the circumstances.

Wilkes University requires proof of insurance coverage by the student if laboratory tests of other more extensive services are needed. If a student is unable to obtain medical coverage through other means, students may participate in the University's Student Accident and Illness Program. Interested graduate students should contact John Pesta at 800-WILKESU ext. 4553.

Students with Disabilities

To meet the needs of our students with disabilities and to comply with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, Wilkes University maintains reasonable accommodations within classrooms for students with physical and learning disabilities. Such accommodations are made, whenever reasonably possible, to allow students with disabilities to undertake tasks essential to their programs of instruction.

Services for students with disabilities are coordinated through the Mesa Executive Director with University College staff at the main campus. Students who have a specific permanent disability or a temporary disability have the obligation of notifying their course instructor first and then the Mesa Executive Director should such accommodations need to be made.

Documentation of a disability is required for students requesting specific accommodations, and assessment must have been completed during the past two years by a psycho-educational specialist. Identification and documentation of a disabling condition is the sole responsibility of the students. Documentation and testing results must be furnished to the Mesa Executive Director. Once a student receives certification, an individual academic support plan will be developed. Once certified as eligible to receive accommodations, students must request specific accommodations at the start of each semester.

IT Help Desk

Wilkes University IT offers 24/7 computer support to students on-and off-campus through its Help Desk. You can call the Help Desk by dialing toll-free number 1-866-264-1462. Students should have access to a computer when calling. Students will be asked to provide their Wilkes Identification Number (WIN) when contacting the Help Desk. If the Help Desk technician is not able to resolve the issue on the initial call, he or she will have a second-tier technician contact you the student to help assist in resolving the technology support issue. Technicians are available at the Mesa Center for Higher Education for assistance when needed.

Barnes & Noble Bookstore

Wilkes University and King's College, through Barnes & Noble College Booksellers, Inc., operate a joint bookstore facility on South Main Street in Wilkes-Barre, PA. A full selection of textbooks, supplies, and logo merchandise is also available for purchase on the Barnes & Noble web site, http://wilkes.bncollege.com for students who are not easily accessible to the store location.

CHAPTER 9 – GRADUATION AND COMMENCEMENT

It is the responsibility of the graduate student to register for a graduation audit no later than ninety days prior to the date of the Commencement exercise at which the student expects to be graduated. This is done by registering for GRD-000-B (0 credits) at the beginning of the final term before graduation. If registration is completed, students may call or write to the Student Services Office to notify of intent to graduate.

Graduation incurs a fee, currently $165.00, applicable to all students intending to graduate regardless of whether they attend a graduation ceremony. Students registering for GRD-OOOB late will incur additional expenses.

A completed file and acceptance into a graduate program are required for graduation. Transfer credits (approval forms and official transcripts) must be received before each semester's graduation clearance deadline. Students changing their status from non-degree seeking to degree-seeking must do so at least one year prior to graduation.

Graduating students may participate in one of the two commencement exercises held over the calendar year. These exercises occur in May and September of each year. Diplomas given during September ceremonies will always be dated as the fourth Saturday in August. There is no commencement ceremony in January, although graduations are still processed for the fall term.

CHAPTER 10 – ALUMNI RELATIONS

PROGRAMS AND SERVICES

Get Involved

The Alumni Association and the Office of Alumni Relations are not only for alumni! Current students are encouraged to get involved in the activities of the alumni before the graduate. Below you will find more information on programs and activities that are also available to students. The Office of Alumni Relations has access to over 30,000 Wilkes alumni and can help you make contacts in your field even before you graduate. The Alumni Association and Office of Alumni Relations aims to help you develop personally and professionally by offering a variety of programs and activities.

Update Your Contact Information

Want to find out about events and programs? Be sure to keep your information up to date. Log onto *The Colonel Connection* at wilkes.edu/alumni to update your address and employment information or contact the Office of Alumni Relations at alumni@wilkes.edu or 800-WILKESU ext. 7787.

Alumni and Student Networking Activities

Join Wilkes at networking events in your area to meet other "Colonels" or to expand your professional networking opportunities. Alumni events are held throughout the country. For an up-to-date schedule of events, see http://wilkes.edu/alumni .

Mentoring Opportunities

Contact the Office of Alumni Relations (alumni@wilkes.edu) if you would like to be paired with an alumni mentor. Our alumni mentors are pleased to guide students through the academic and career selection process, as well as provide insight into a profession of choice. Wilkes alumni are active in all career fields throughout the country.

Once you graduate, remember to make a difference— share your personal and professional experience with students! Find out more at http://wilkes.edu/alumni.

Become a Volunteer

Your Alumni Association is always looking for alumni who are interested in taking an active role in developing and expanding its programs and services. Recently, a Graduate Alumni Committee was formed to represent your interests. To get involved with this or another committee, see http://community.wilkes.edu/volunteer.

ALUMNI BENEFITS AND DISCOUNTS

Lifelong Alumni Email

You will have access to your Wilkes email address for life, so there is no need to continuously update your email address. Please remember that accounts will be deleted after one year of inactivity.

Your Online Alumni Community

Check *The Colonel Connection (http://wilkes.edu/alumni)* regularly for the latest Wilkes news and events. You can also

- Find old friends
- Discover professional contacts
- Stay tuned in to the calendar of Wilkes events
- Post your news in Class Notes (published in the magazine)
- Share your photos

Short Term Health and Life Insurance

Long-term protection with great rates and fantastic features. Medical insurance is offered for those temporarily without coverage, such as the unemployed and recent graduates, and for special situations, including travelers and students. For more information, see www.meyerandassoc.com/ma/wilkes or contact the program administrator at 800-635-7801.

Auto and Homeowner's Insurance

Liberty Mutual offers special insurance rates for alumni on car, renters and homeowner's insurance policies. Be sure to mention that you are a Wilkes alum to get your discount or see http://www.libertymutual.com/lm/wuaa.
PA residents: 1.800.526.1547
Out of state: 1.800.524.9400