



White Mountains Community College Academic Resources for Students

White Mountains Community College is a comprehensive student-centered educational institution providing opportunities for educational and career mobility while sustaining community development.

LIBRARY RESOURCES:

There are many library resources available, both in [WMCC's Fortier Library](#) on the Berlin campus (Room 309) and online. Students attending in Littleton and North Conway can make arrangements for books and other library materials to be delivered by contacting library staff at wmcclibrary@ccsnh.edu or at 603-342-3087.

To access most of the library's databases from OFF-CAMPUS: from the [library home page](#), use your EasyLogin username and password (see the Student Information System for your EasyLogin information). If you experience problems getting into the library databases with your EasyLogin username and password, please contact the library staff.

STUDENT SUCCESS CENTER:

The Student Success Center (SSC) is a support service staffed by professional educators, which provides academic skills assistance. The SSC is dedicated to promoting a responsive learning environment for all students who need academic assistance. You can find the SSC in Room 124 on the Berlin campus and at 603-342-3060. They are also available to work with students at the Academic Centers: please contact the Coordinator of the SSC for assistance.

White Mountains Community College students have full access to SSC services. Services are free to students enrolled in credit courses. Please go to the SSC for more information on Study Groups, Math, Reading & Writing Labs, Peer Mentoring and Tutoring, Professional Tutoring (by appointment), and Online Support. Students are encouraged during the first week of class to begin accessing any or all of the following resources through the SSC: Computerized Tutorials, Assistive Technology, Study Skills Instruction, Internet Resources, Open Computer Lab (including printing), and Presentation Preparation.

Tips for academic success:

Determining your learning style early on is very beneficial. A quick self-assessment for learning styles may be found at: <http://www.metamath.com/lswb/dvclearn.htm>

Many students suffer from test anxiety. Here is a [weblink](#) to an instructor's site where you can view a self-tutorial on ways to correct or avoid test anxiety. Just click on the "test Anxiety" button and the movie should load. Check it out BEFORE you have your first exam!

ONLINE TUTORING:

You have access to online tutoring through Canvas to the Smarthinking free tutor service. When you log into Canvas, you will find Smarthinking in each course you are taking. Services available include live sessions, sending in questions, and submitting your writing for review.

TECHNOLOGY:

If you have difficulty with any of the online resources provided by the College, check to see if your computer system meets the technology minimum requirements:

<http://www.ccsnh.edu/students/browser-and-operating-system-requirements>

Make sure that your browser is set up to allow cookies and pop-up windows. Smarthinking uses both of these.

ACCESSIBILITY SERVICES

If you have a documented disability that may affect your performance in this course, please advise the instructor immediately so appropriate accommodations may be put in place. Accommodations may be arranged through the Accessibility Services Coordinator, Lynne Bacon in Room 122 at the Berlin Campus, at 603-342-3059, or at lebacon@ccsnh.edu. Disability services can also be accessed through the Academic Centers in Littleton and North Conway: please contact Lynne for additional information. Accommodations and assistive technology are available to students at no additional cost and should be accessed at the beginning of each semester.

COUNSELING SERVICES:

Counseling services are also provided and encouraged for any student who may require emotional and behavioral support as well as help with stress management, motivational

struggles, substance/alcohol misuse prevention and education or just a safe place to vent and get support. The College Counselor, Jeff Swazey is located in Rm 127 at the Berlin Campus, at 603-342-3058, or by email at jswazey@ccsnh.edu. Counseling services can be accessed through the Academic Centers in Littleton and North Conway: please contact Jeff Swayze or your Center's coordinator.

KEPRO STUDENT ASSISTANCE PROGRAM

From time to time, everyone experiences situations that affect their general wellbeing. [The WMCC/CCSNH Student Assistance Program \(Kepro\)](#) is a resource to help current students be successful at meeting their responsibilities and creating solutions that allow you to be healthier, happier, and more productive. This is a free, confidential service available 24 hours a day, 365 days per year.

Please review the attached links to become more familiar with the services provided by Kepro. Use the password [CCSNH](#) to access all the [Kepro](#) resources.

Call toll free: 844-854-7281

STUDENT BASIC NEEDS:

White Mountains Community College is dedicated to supporting students in their educational endeavors. Faculty, staff, and administration recognize that to be successful in any program, basic needs must be met. WMCC is committed to supporting students' basic needs, including gap scholarships, meals, and transportation. All WMCC students participate in the Meals IncludED program and receive free breakfast and lunch daily. In addition, The Cabinet provides snacks, pre-packaged meals, and to go items to all students, faculty and staff, free of charge.

In partnership with Tri-Country Community Action Program and Tri-Country Transportation, students are eligible for free transportation to and from their local WMCC campus or academic center. Local routes serve the Berlin, Littleton, and North Conway Communities.

Additionally, if you are struggling to meet any other basic needs, such as housing or childcare, please reach out to our college counselor, Jeff Swayze (jswayze@ccsnh.edu) or the Vice President of Student Affairs, Dr. Mark Desmarais (mdesmarais@ccsnh.edu) so that we can support you through your journey.

ACADEMIC POLICIES:

Students registered for courses at WMCC must comply with all policies and guidelines articulated in the [Student Handbook](#) and other publications of the college. Students must also comply with [CCSNH Netiquette](#) Policy. All Academic Policies are stated in the [College Catalog](#).

GRADE REPORTING: Faculty submit grades electronically to the Registrar's Office within a few

days following the end of each final exam period. FINAL GRADES ARE NOT MAILED to students. It is the student's responsibility to review his/her final grades via the Student Information System ("SIS") as soon as grades are available. Students who receive an "I" (Incomplete) grade should coordinate with the instructor to complete the remaining coursework as soon as possible. Unresolved "I" grades may affect (delaying or reducing) financial aid awards and will convert to an "F" (Failing) grade after a specified time period. Any concerns or questions should be directed towards your Professor, using the contact information on your syllabus.

GRADING SCALE:

Grades are based on the following guidelines:

A	93.33-100%	C	73.33-76.66%
A-	90.00-93.32%	C-	70.00-73.32%
B+	86.67-89.99 %	D+	66.67-69.99%
B	83.33-86.66%	D	63.33-66.66%
B-	80.00-83.32%	D-	60.00-63.32%
C+	76.67-79.99	F	Below 60%

Please see your course syllabus for your instructor's GRADING POLICY including how grades are calculated. For more information on grading policies, see the [CCSNH System wide Academic policy](#) on grading (section 607).

ACADEMIC HONESTY: Original thinking and intellectual honesty are central to a college education. Research projects require the ongoing use of existing works, but students must conduct themselves with proper regard for the rights of others and of the college, in a context of mutual respect, integrity and reason. Activities such as plagiarism and cheating are not acceptable and will not be condoned by the college. Students involved in such activities are

subject to serious disciplinary action. The following are presented as examples of academic dishonesty:

1. Misrepresenting academic work done by someone else as one's own efforts, with or without permission of the person.
2. Providing or using prohibited assistance in assignments and examinations.
3. Unauthorized communication in any manner with other students during an examination; collaboration in the preparation of reports or take-home examinations; copying, giving aid or failing to follow the faculty member's instructions.
4. Tampering with or falsifying official college records.
5. Infringing upon the right of other students to fair and equal access to college library materials and comparable academic resources.
6. Falsification of data collected for and presented as part of course requirements.
7. Presenting as one's own ideas, another person's work or words without proper acknowledgement.

There may be other instances of academic dishonesty, which will be identified by a faculty member. Students with any questions about whether they are providing appropriate and adequate documentation should ask their instructor prior to submitting an assignment.

COURSE DROP/WITHDRAWAL AND REFUND

A course must be dropped by notifying the Registrar's Office prior to the end of the fourteenth calendar day of the semester in order to receive a 100% refund of tuition, less non-refundable fees. After that time, the student may submit a DROP form to the Registrar's Office but no refund will be granted. *Ceasing to attend a class does not constitute an official drop or withdrawal and may result in a failing grade.* Officially dropping a course prior to the completion of 60% of the scheduled duration of a course will result in a grade of "W". After that time, a grade of "WP" or "WF" will be issued depending on the student's standing at the time of the drop. Note: Dates are prorated for courses offered in an alternative format; contact the Registrar details. Classes that run for less than the full semester have 7 calendar days from the start of the alternative semester to drop with a full refund.

CLASSROOM ETIQUETTE

Academic integrity is of primary importance in the classroom, whether the classroom be face-to-face or online. Both students and faculty are responsible for creating and maintaining an environment that supports an effective learning community. It is therefore imperative that students and faculty demonstrate mutual respect. Inappropriate behavior may compromise the learning and performance of all students. Such inappropriate behaviors include, but are not limited to: late arrivals/early departures; loud or prolonged side conversations; use of cell phones; computers (other than for legitimate academic use); iPods (or similar devices), etc.; use of derogatory or vulgar language. All students are expected to abide by the Student Code of

Conduct as published in the WMCC Student Handbook (<https://www.wmcc.edu/sites/default/files/content/documents/2018-2019StudentHandbook.pdf>), as well as the [CCSNH Netiquette Guidelines](#), and are subject to sanctions as described therein for any violations.

ONLINE STUDENT BEHAVIOR

White Mountains Community College (WMCC) is committed to open and insightful communication in all of our programming and courses. Diversity is demonstrated in many ways, including diversity of thought, opinion, and values. We encourage all WMCC students to be polite and respectful of that diversity and to refrain from inappropriate or offensive comments and language. If inappropriate or offensive content is either emailed, texted, or posted on Canvas, your instructor may recommend college disciplinary action. Students guilty of academic misconduct, are subject to disciplinary action through the procedures of the WMCC Student Code of Conduct and Judicial Process. Students as well as faculty and staff should be guided by common sense and basic etiquette. Criticism should be presented in a positive manner. The following are good guidelines to follow:

- Never post harassing, threatening, or embarrassing comments.
- Never post content that is harmful, abusive; racially, ethnically, or religiously offensive; vulgar; sexually explicit; or otherwise potentially offensive.
- Never post, transmit, promote, or distribute content that is known to be illegal.
- If you disagree with someone, respectfully respond to the subject, not the person.

Please be thoughtful and polite in all your interactions at WMCC.

CANCELLATION/DELAYED START OF CLASSES

When the President deems it prudent to cancel all classes at the college, students will receive a notice via their college email address using the WMCC Alerts Notification System. An announcement will also be made on WMUR-TV (Channel 9) and local radio stations and will be posted to the WMCC Web site. Students checking the Web page for cancellation announcements should be aware that the page must be repeatedly “refreshed” to obtain the latest information. Occasionally, the President will opt for a delayed start to classes. This means that students should be prepared to begin their school day with whatever activity they would normally be doing at the announced opening time. For example, if a two-hour delay is announced, and a student is scheduled for a class that normally meets from 8:00-10:50 AM, the student should come to that class at 10:00 AM for the remaining 50 minutes of class; classes that are normally completed before 10:00 AM would be cancelled.

TITLE IX:

“Title IX is a comprehensive federal law that prohibits discrimination on the basis of sex in any federally funded education program or activity.” (<https://www.justice.gov/crt/overview-title-ix-education-amendments-1972-20-usc-1681-et-seq>)

Classroom instructors at White Mountains Community College are encouraged to create and maintain a safe learning environment in which students feel able to share opinions and related life experiences in classroom discussions, in written work, and in meetings with professors. To the greatest extent possible, this information will be kept private. However, staff and faculty have a legal obligation to report information concerning sexual misconduct, violence and exploitation of individuals per federal statute and in compliance with established policies and procedures at WMCC. If you have been subjected to sexual misconduct, violence or exploitation, we encourage you to contact Mark Desmarais, VPSA / Title IX Coordinator 603-342-3009 or mdesmarais@ccsnh.edu for support and assistance. You may also contact the crisis centers below for assistance. You are not alone.

Response

133 Pleasant St.

Berlin, NH 03570

24-Hour Line: 1-866-662-4220

Starting Point

PO Box 1972

Conway, NH 03818

24-Hour Line: 1-800-336-3795

Additional information including resources can be found at:

New Hampshire Coalition Against Domestic and Sexual Violence:

[http://www.nhcadv.org/Catchment%20map\(1\).pdf](http://www.nhcadv.org/Catchment%20map(1).pdf)

uSafeUS: <https://usafeus.org>

Updated: 7/15/2022 KM

