

### **III. ADMINISTRATION, FACILITIES AND SERVICES**

#### **ACADEMIC ADMINISTRATION**

The Vice President for Academic Affairs and Provost is responsible for College-wide curriculum development and evaluation, long range academic planning, faculty development and evaluation, and the promotion and tenure process.

There are three academic Schools at Wheelock: Arts and Sciences; Education, Social Work and Child and Family Studies; and Graduate and Continuing Studies. Each School is led by a Dean who is responsible for coordinating its academic programs.

#### **OFFICE OF STUDENT SUCCESS**

The Office of Student Success uses a developmental philosophy and holistic approach to empower students and alumni to reach their educational, professional and personal goals. Students and alumni are assisted in identifying and reaching these goals through assessment, determining appropriate steps, and utilizing available resources. Student Success is concerned not only with a specific personal or vocational decision but also with facilitating environmental and interpersonal interactions, problem-solving and decision-making skills. Our programs foster engagement in educationally purposeful activities, lifelong learning and shared responsibility.

The Office of Student Success includes:

- Academic Advising
- Academic Assistance and Disability Services
- Center for Career and Professional Development
- Field Experience Office

#### **Academic Advising**

In September 2009 Wheelock College created a shared model of undergraduate advising that provides professional advising for the first two years and faculty advising for the second two years (2+2 model). Transfer students are incorporated into the model as appropriate to their class with the majority being assigned to faculty members.

First years and sophomores work with a professional academic advisor on:

- ✓ successfully transitioning to college life,
- ✓ designing an academic program plan,
- ✓ developing and monitoring their academic success plan, and
- ✓ connecting to the multitude of opportunities available at Wheelock, COF, and in local communities.

Students must declare their major by the second semester of sophomore year. At the end of the sophomore year, students will be assigned to faculty members in their academic programs.

Graduate students are assigned faculty advisors in their department when they enter their graduate programs.

The Office of Academic Advising supports the advising process by providing students and advisors with information and resources so that they can make informed choices about developing a program of study that meets students goals. However, it is the student's sole responsibility to insure that he or she satisfactorily completes the courses and requirements necessary for degree completion.

#### **Student Advisors**

Student Advisors are campus leaders with an interest in assisting other students as they explore curriculum options and degree requirements. Student Advisors receive curriculum training and on-going support throughout the academic year. Student Advisors provide assistance with academic scheduling, course selection, and other issues, and work closely with professional advisors to ensure that students are connected to the Wheelock community.

## **Academic Assistance**

All students are encouraged to maximize their academic performance. There are a variety of services available through the Office of Academic Assistance to assist students including:

- Assistive Technology
- Study Lounge
- Writing Consultations for assistance with writing skills
- Referrals for Peer Tutors to assist with academic study
- Study groups for certain courses

Students experiencing academic difficulties should contact the Office of Academic Assistance and Disability Services for assistance.

## **DISABILITY SERVICES PROGRAM**

The goal of the Disability Services Program is to provide reasonable and appropriate accommodations to qualified students with documented disabilities.

In order to receive disability accommodations and services, students must:

- Submit documentation from qualified evaluators verifying the disability
- Participate in an initial Disability Services intake meeting to discuss accommodation requests well in advance of enrollment at Wheelock
- Meet with Disability Services staff at the beginning of each semester in which accommodations are requested.

Student with disabilities may be eligible to receive the following accommodations and services:

- letters to instructors verifying disabilities and notifying instructors of approved reasonable accommodations;
- priority registration for courses each semester;
- exam accommodations;
- reader or scribe for exams;
- note-takers;
- individual sessions with specialists to provide time management, academic and organizational skills development.

Students requiring reasonable accommodations must complete a Disability Disclosure and Request for Services form, provide supporting documentation, and meet with the Director of Academic Assistance and Disability Services. The College will provide reasonable accommodations to qualified students who are disabled, as defined by applicable laws.

## **FIELD EXPERIENCE OFFICE**

The Field Experience Office (FEO), located on the 1<sup>st</sup> floor of Activities West, is responsible for working with all students to help them secure academically required placements for pre-practicum, practicum and internships. In keeping with the mission and vision of the College, the FEO seeks placements that offer students opportunities to apply theory and practice in a range of excellent settings that are rich in diversity.

Wheelock students have the opportunity to complete course related field placements, pre-practica, practica, and internships at over 250 field sites throughout the metropolitan Boston area with a focus on neighboring communities. The Field Experience staff works in close partnership with faculty, supervisors and supervising practitioners to ensure that students have varied and high quality field experiences. Students are responsible for contacting the Field Experience Office by October 15 for placements in the spring semester and February 15 for the

following fall. At that time, students set up an appointment with FEO staff to discuss specific placements for the next academic semester, and individual field related issues. The FEO welcomes students to informally share their placement experiences with them as well.

## **CENTER FOR CAREER AND PROFESSIONAL DEVELOPMENT**

Because of Wheelock's outstanding reputation, employers from around the country and the world seek Wheelock graduates for positions in education, social work, human development, juvenile justice and youth advocacy, the liberal arts, and child life.

The Center for Career and Professional Development (CCPD) promotes the exploration of co-curricular, educational, and professional opportunities consistent with interests, abilities, and values, in order to meet individual learning objectives, and empower undergraduates, graduate students, and alumni to make informed career decisions.

The Center for Career and Professional Development serves all students enrolled in degree programs, as well as Wheelock alumni. Services available at CCPD include individual career counseling on topics ranging from self-assessment, choosing or changing a career to applying to graduate school, resume and cover letter reviews and mock interviews. The CCPD also provides a resource and technology area in which students may access career reference materials related to specific Wheelock disciplines. Job listings, including part-time and full-time openings, as well as internship and volunteer opportunities, can be viewed online through Wheelock Works. The CCPD also initiates other programs, including career development workshops presented right in the classroom setting in collaboration with faculty, as well as annual career fairs, in which all students are invited to participate in order to network and make vital connections with employers.

Visit the CCPD website at <http://www.wheelock.edu/ccd> to access Wheelock Works and for online career resources including resume, interviewing, and networking guides, as well as a variety of career development presentations. Sample resumes from a number of disciplines can also be found. Once you are registered on Wheelock Works through the CCPD website and your profile is activated by the Center, login with your Username and Password to search for current full-time and part-time positions off campus, work study and term time positions on campus (normally available in the fall semester), as well as child care openings. Wheelock Works also includes employer contact information. To make an appointment for a resume or cover letter review, or to discuss other career development questions, contact the office via email at [ccd@wheelock.edu](mailto:ccd@wheelock.edu). Students will be able to make their own appointments with CCPD staff through a new online system that will be available soon.

## **FINANCIAL AID**

The Office of Financial Aid, located on the first floor of Activities West, assists students in obtaining grants, scholarships, student employment and education loans. Wheelock is committed to providing financial assistance to those students who, without such aid, would be unable to attend Wheelock. An effort is made to meet the continuing needs of upper-class students who received financial aid as first-year students. Financial aid is contingent upon available funds and demonstrated need.

Students can apply for financial aid online by completing the Free Application for Federal Student Aid (FAFSA) online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) beginning in January. Graduate students are also required to fill out the Wheelock College Application for Graduate Financial Aid form. For further information, please refer to the Financial Aid website or contact the Financial Aid Office. All students must reapply annually for financial aid. Additional information and forms may be obtained by contacting the Financial Aid Office.

Financial Aid Application Priority Deadlines:

- Incoming First Year Students – February 15<sup>th</sup>
- Transfer Students – April 15<sup>th</sup>
- Returning Students – April 15<sup>th</sup>
- Graduate Students – April 15<sup>th</sup>

The Office of Financial Aid also provides financial planning counseling for students and parents regardless of financial need.

### **On Campus Employment for Undergraduates**

The Federal Work-Study Program is the source of most student employment on campus. This employment is part-time, generally eight to ten hours per week. On campus employers include administrative and faculty offices, the Library and the Resource Center. Off campus Work-Study is available at JumpStart and at the Wheelock Family Theater. Federal Work-Study eligibility is determined by the Financial Aid Office and may be offered to qualifying students as part of the student financial aid package.

Other student employment opportunities do exist for those students not receiving Federal Work Study as part of their financial aid award. These positions are often referred to as “term-time” or “student employment” positions and will be posted throughout the year when available. Students receive information before the start of the fall semester telling them how, what forms they need to submit and when they can start looking for on campus jobs. Students can search for jobs on the Wheelock Works website. You can get to the site by going to [www.wheelock.edu/ccd](http://www.wheelock.edu/ccd) and click on the link for Wheelock Works.

All student employees must complete a Form I-9 and a Form W-4 prior to beginning employment. All forms are available online and in the Financial Aid Office.

## **OFFICE OF ADMISSIONS**

### **Admissions**

The Office of Admissions coordinates the recruitment, evaluation, acceptance, and entrance of all students to Wheelock.

### **Senior Interviewers**

Each year, the Office of Admissions staff selects seniors to interview prospective undergraduate students. It is a great opportunity to learn about the field of admissions and gain professional interviewing experience. This position entails a substantial time commitment, primarily in the fall semester. Juniors are invited to apply in the spring semester.

### **Admissions Ambassadors**

The Wheelock Admissions Ambassador Program is an undergraduate student volunteer organization that works with the Office of Admissions in promoting the College to prospective students. Acting as ambassadors to the College, these students represent Wheelock at on-campus admissions events including Fall Open Houses, Overnights, Accepted Students Day, ALANA Preview Day, Decision Day and College Exploration Days. Admissions Ambassadors’ various roles include, but are not limited to, hosting overnight guests, guiding campus tours, helping with event set up, greeting guests and interacting with prospective students and families at events.

All undergraduate students are invited to apply to the program in early September. For more information regarding the Wheelock Admissions Ambassador Program, please contact the Office of Admissions.

## **ALUMNI RELATIONS OFFICE**

The Alumni Relations Office is the home of the Wheelock College Alumni Association and the Alumni Association Board. Programs for alumni, students and friends of the College are planned through the Alumni Relations Office in conjunction with the Alumni Association Board. A database of more than 15,000 alumni is available for students to access for professional networking.

There are two student representatives on the Alumni Association Board, which meets four times a year. On campus, the Director of Alumni Relations, Associate Director of Alumni Relations and the Board’s Coordinator for Students and Young Alumni work with students to offer social and professional programs that will develop relationships between students and alumni. The programs include the Annual Plant Give-Away, Countdown to Graduation, career panels, and networking opportunities. Students and alumni are invited to stay connected to the College through our social networking pages on Facebook, LinkedIn, and Twitter. The Office also invites students to interact with

alumni through the annual Phone-a-thon. This fundraiser for student financial aid encourages students to work at Reunion Weekend, where we welcome more than 250 alums back to campus.

## **TECHNOLOGY DEPARTMENT AND SERVICES**

The Technology Department is responsible for planning, implementing, maintaining, and supporting the College's data, voice, and video technology resources to promote learning and innovation. Resources are available to students, faculty and staff in all office and residence areas throughout the campus. These technology resources include Internet access, email, Administrative Student Information systems, various academic content-specific software applications, telephone and voicemail services, and the cable television network.

The primary source of support for students, faculty and staff is the Technology Department Helpdesk. Contact the Helpdesk by e-mailing [helpdesk@wheelock.edu](mailto:helpdesk@wheelock.edu) to obtain information or receive assistance on any of the services listed above.

E-mail is Wheelock's official means of communication. Every student is required to check their e-mail for campus events, announcements, collegiate correspondence and emergency notifications.

### **Computer and Technology Resources**

There are over eighty computers (PC and Macintosh) available for student use throughout the campus. Many are available at all hours, while others are available when classes are in session. There are two computer labs in the lower level of the Library (available during scheduled Library hours), a computer classroom in the Classroom Building, computers in the Academic Resource Center, the common area of the CCSR building, as well as various academic labs (such as the Mathematics and Science laboratories on the second floor of the Activities Building). Additional computers for Internet and database research are located throughout the Library. (Please note that some computer lab areas are only available when the buildings in which they are located are open, so check building hours.)

Most computers are configured with a standard software package including Microsoft's Office Suite of productivity software (Word, Excel, PowerPoint, and Access), while others are designed for Internet services only. Students enrolled in courses requiring computer access will be given priority to use the College's non-public technology resources.

Students have access to many technology resources from residence halls. There is one data network connection telephone, voicemail box, and cable connection per student. Each residence hall computer lounge has a PC connected to a printer and the College network, providing high-speed access to the Internet and web-based email. Directions for getting started and how to use these resources are supplied to students and are available on the College web site and from the Helpdesk service. Students must obtain their own computer paper for printing, USB drives for saving data and files, and any additional software they desire.

Students who wish to access long distance services from their phones in the residence halls are expected to purchase pre-paid long distance calling cards. Local calling services are provided to residence hall students at no extra charge. A list of the local calling area cities and towns is available on the Wheelock web site or at the Technology Department Helpdesk.

Students are strongly encouraged to bring their own computers to campus. Any student wishing to connect to the campus network must have a computer with an Ethernet jack. Students using the College's network services must comply with the College's Technology and Acceptable Use Policies. These policies include important areas of compliance, such as the restriction of any personal wireless router in the college dorms. The Technology Department will provide students with configuration information and, by appointment, will assist with installation of any valid technology device. Additional on-line assistance is available at the College web site.

Handbooks containing additional information and directions are distributed to students at the start of the year or upon request.

## **DINING SERVICES**

The College's dining facilities are located in the Campus Center and at the Brookline Campus (43 Hawes Street). For undergraduate and graduate students who do not live on campus and who wish to eat in the dining facilities during the week, money can be placed on students' Fenway Card. Commuter meal plans are available; please inquire in the Kelly Campus Store located on the main floor of the Campus Center. Wheelock College Student IDs are required for admittance into the Dining Room. For more information, check out our website: [wheelockdining.com](http://wheelockdining.com).

Hours of operation for the Campus Center Dining Room are:

***Monday – Friday***

6:30 a.m. – 7:00 a.m.	Continental Breakfast
7:00 a.m. – 10:30 a.m.	Hot Breakfast
10:30 a.m. – 11:30 a.m.	Continental Breakfast
11:30 a.m. – 2:30 p.m.	Lunch
2:30 p.m. – 5:00 p.m.	Salad Bar and Deli Sandwiches

***Monday – Thursday***

5:00 p.m. – 7:30 p.m.	Dinner
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***Friday – Sunday***

5:00 p.m. – 7:00 p.m.	Dinner
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***Holidays and weekends***

10:00 a.m. – 1:00 p.m.	Brunch
1:00 p.m. – 5:00 p.m.	Late Lunch
5:00 p.m. – 7:00 p.m.	Dinner

Hours of operation for the Kelly Campus Store are:

***Monday – Thursday***

10:00 a.m. – 11:00 p.m.

***Friday***

10:00 a.m. – 6:00 p.m.

***Saturday & Sunday***

12:00 p.m. – 6:00 p.m.

Hours of operation for the Longfellow Coffee Bar are:

***Monday – Thursday***

8:00 a.m. – 7:00 p.m.

***Friday***

8:00 a.m. – 3:00 p.m.

Hours of operation for Lucy's Café in Brookline are:

***Monday – Thursday***

11:30 a.m. – 6:30 p.m.

***Friday***

11:30 a.m. – 2:00 p.m.

## **FACILITIES MANAGEMENT**

The Wheelock College Facilities Management Office is located in the basement of the Activities Building. Staff members are most often found working on campus on the upkeep and operation of the campus physical plant.

The Facilities Management Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. After these hours, contact Public Safety at extension 2151.

## **OFFICE OF FINANCIAL SERVICES**

All student bills and financial accounts are settled in the Office of Financial Services located on the first floor of Activities West. This is also the place to go for information about student health insurance.

### **College Expenses and Fees**

For specific information concerning expenses and fees see the Appendix, subsection - Tuition and Fees - to the Handbook and the Tuition and Fees brochure.

## **LIBRARY**

The Library staff, services, collections, and website are here to support you.

### Service Highlights:

- Reference and research assistance, in person and by phone, email, or IM during all Library operating hours
- Course reserves
- Interlibrary Loan services
- Quiet and collaborative spaces for studying

### Collection Highlights:

- Ebooks and online journals
- Print books (including children's books) and journals
- Digital camcorders, cameras and voice recorders
- Tests and assessments
- DVDs and videos
- Discount passes to area museums
- Laptops

The Library's website (<http://www.wheelock.edu/library>) is much more than a guide to the Library and its collections and policies; it is a place full of resources, tools, and assistance for your academic success and professional growth. It provides access to the online catalog, where you can search for items in the Library's collections.. It is your anytime anyplace access to research databases, online journal articles, digital books and reference sources, as well as to research guides by subject, class guides, selected Internet resources, research tips, and help with citations and bibliographies. All have been chosen and gathered by us specifically for you and your needs; let us know what else you need and how else we can help! Your Wheelock email login will be needed to access some of these resources from outside the Library.

### **Computers in the Library**

Computers (PC and Mac) are available for use by the College community. The Library has two computer laboratories located on the lower level of the Library building that are open during scheduled Library hours. (Please note that these labs are sometimes used for classes.) There are a large number of computers available on Floor 1 as well as clusters of computer workstations on Floors 1M, and 3, and individual computers on most other floors. All have Internet access and the Microsoft Office suite. There is also specialized statistical and graphics applications available on all workstations. Remember that these are public computers, so do not download anything onto them, or leave open any application that contains personal information. Personal files are deleted from the computers nightly, so be sure to save your work to the T: network drive, a flashdrive, or email it to yourself. Printing is available from any computer in the Library to the 5 print/copy machines, including one color machine. Wheelock students receive a print allowance, any prints above the allowance are charged a fee.

### **General Library Hours:**

Monday - Thursday      8:00 a.m. - 11:00 p.m.

Friday	8:00 a.m. - 8:00 p.m.
Saturday	10:00a.m. – 8:00p.m.
Sunday	12:00 p.m. - 11:00 p.m.

*Hours vary at the end of the semester, during vacations, summers and holidays. Call in advance or check the Library's website concerning hours during these periods.*

### **Additional Libraries Available**

The Wheelock College Library is a member of Fenway Libraries Online (FLO), a group of ten libraries that share the online computer catalog, as well as the Fenway Library Consortium (FLC), which includes the FLO libraries plus six more. Wheelock students can check out materials from all but one of the FLO and FLC libraries (the Museum of Fine Arts) with a Wheelock ID. The FLO and FLC libraries have a variety of specialties and strengths beyond those at the Wheelock Library, including art, music, media and communications, technology and design, and religion, so be sure to take advantage of them.

Additionally, all Massachusetts residents and students at Massachusetts schools are eligible for a Boston Public Library card. An eCard (available immediately online at <http://www.bpl.org/general/circulation/ecards.htm>) permits access to the BPL's great collections of online resources, including research databases, downloadable media, ebooks, and digital reference. eCard users who wish to check out library materials will be asked to upgrade to a standard BPL card. Standard BPL card holders may borrow materials from the Boston Public Libraries and those in the Metro-Boston Library Network, and may use the non-circulating materials in the BPL Research Library.

### **Policies**

A full description of Library policies is on the website, but here are a few you should be aware of:

- You must present your Wheelock ID in order to borrow from the Library
- We do not charge overdue fines for most items, though other area libraries and ILL lenders may
- You are responsible for any lost or damaged items you check out. Replacement costs will be charged. Unpaid charges may result in withheld transcripts and diplomas.
- Please act in accordance with all College conduct policies when in the Library

### **OFFICE OF THE PRESIDENT**

The President of the College is responsible for the overall administration of Wheelock College and helps the Board of Trustees establish policy for the College. The Office of the President is located on the third floor of the Administration Building.

### **OFFICE OF ACADEMIC RECORDS AND REGISTRATION**

The Office of Academic Records and Registration maintains permanent student academic records, coordinates registration processes for graduate and undergraduate students, manages all students course enrollment including all course changes (drops/adds/withdrawals), monitors the degree status of students, and implements academic policy. The office issues official transcripts and evaluates requests to transfer credits from other accredited institutions of higher education. The office also verifies student enrollment including confirmation of withdrawal from the College. In addition, the Office of Academic Records and Registration publishes the academic calendar and acts as the liaison for the Colleges of the Fenway Consortium Cross-Registration Program.

### **RESOURCE CENTER**

The Resource Center, located in the basement of the Classroom Building, is a workspace to explore, create, work, and play with materials and technologies used in working with children and families. It is a place to connect your college coursework to your field experience; to learn about and develop hands-on learning activities; and to explore new educational materials and technologies.

There is an extensive collection of material available for loan including math, science, literacy, social studies, health, early childhood, and general educational materials. The Resource Center also has a laminator, book binding equipment, and craft materials available for a small fee. There is a color printer/copier available which is part of the Library print system.

Workshops on a variety of curriculum topics are offered throughout the academic year. The workshops are open to all and the schedule is posted on the Resource Center webpage. The Resource Center's hours are also posted on the webpage which can be reached from a link on the Library homepage <http://www.wheelock.edu/library>.

### **SERVICE CENTER (MAIL ROOM)**

The Service Center, located in the basement of the CCSR, is committed to providing comprehensive copy and mail services on campus. Each student, whether a resident or a commuter, is assigned a personal, on-campus mailbox. Students are responsible for all correspondence delivered to them via campus mail and are therefore required to check their mailbox regularly. The address to be used for all student correspondence is:

*Student Name*  
Wheelock College  
*Mailbox Number*  
150 The Riverway  
Boston, MA 02215

USPS mail and packages are sorted into student mailboxes by 3:00 pm, Monday through Friday. The Service Center also provides retail copy services to students, faculty and staff. Copies and postage can be purchased with Fenway Cash, and a list of services and pricing can be found at the Service Center. Hours of operation are 8:00 a.m. to 6:00 p.m., Monday through Friday.

#### **Summer, Local and Home Address**

Each student attending Wheelock is responsible for notifying the Office of Academic Records and Registration and the Service Center of his or her local address while classes are in session as well as his or her summer and/or home address. Mail delivered during vacations is held on campus until students return from vacation. If a student leaves a forwarding address at the Service Center, mail received during the summer will be forwarded to that address. Each student is also responsible for immediately updating address information whenever changes occur.

### **SWITCHBOARD**

617-879-2000

The majority of calls coming into the College are routed through the switchboard. The switchboard opens weekdays at 8:00 a.m. and closes weeknights at 5:00 p.m. when the College is in session.

The switchboard is prohibited from disclosing student telephone numbers for privacy and safety reasons.

During inclement weather, students may contact the switchboard for information concerning delayed openings or College closings. A recorded message with updated information is placed on the voicemail system during these times.

### **WHEELOCK FAMILY THEATRE (WFT)**

The Wheelock Family Theatre is an award winning, professional AEA (Actors' Equity Association) Company at Wheelock College. WFT produces family-oriented shows, adult dramas, family musicals, children's classics, and original works. WFT also provides year-round educational programs; classes in creative dramatics, improvisation, play production, and musical theatre for children; and classical acting, character development, scene study, and technical internships for teens.

WFT manages a growing program of collaborative partnerships with local schools and community organizations. Partnerships include classroom visits by WFT teachers, discounted ticket prices at WFT productions, opportunities

for dialogue with WFT actors and artists, and on-site workshops designed to enhance attendance. WFT's mission of inclusion and access is reflected in its affordable ticket prices, colorful casting policies, and its audience services including productions interpreted in American Sign Language, audio-described performances, programs in Braille, assistive listening devices, and an Open Captioning system.

WFT welcomes student participation in all aspects of its production, administration and operations. All performances are free to Wheelock students; student participation in WFT is welcome.