

NEW ENGLAND CULINARY INSTITUTE®

Where you learn by living it.



Online Education Student Handbook 2011-2012

TABLE OF CONTENTS

WELCOME	2	ACADEMIC PROGRAM REQUIREMENTS	19
INTRODUCTION	3	A. Satisfactory Academic Progress (SAP)	19
USE OF THIS HANDBOOK	3	B. Academic Intervention	20
STATEMENT OF RESPONSIBILITY	3	C. Student Evaluation	20
STUDENT LIFE POLICIES AND PROCEDURES	3	D. Student Evaluation Language Key	20
A. New England Culinary Institute Offices	3	E. Time Allowed for Completion of Studies	21
B. Important Program Contact Information	4	F. Making up Academic Work	21
C. Student Dining at NECI Outlets	4	G. Fees for Make-Up Work	21
D. Student Advising and Referrals	4	BACHELOR'S DEGREE IN HOSPITALITY AND RESTAURANT MANAGEMENT	22
E. Student Associations: Governance, Recreational and Social	5	A. Educational Objectives	22
F. Solicitation	5	B. Course Curriculum	22
ACADEMIC FACILITIES AND RESOURCES	6	C. Course Descriptions	23
A. Library	6	D. Program Graduation Requirements	25
B. Learning Services	6	E. Graduation after the Scheduled Graduation Date	25
C. Computers	6	TUITION AND STUDENT ACCOUNTS	25
STUDENT BEHAVIOR	6	A. Tuition Coverage	25
A. Anti-Social Behaviors	6	B. Tuition Increases	25
B. Code of Conduct and Behavior	7	C. Student Accounts	25
C. Academic Honesty	7	D. Tuition	25
D. Attendance Policy	9	E. Payment Schedule	25
E. Student Discipline	9	F. Withdrawal and Refund Policy	26
F. Student Appeals	9	G. Financial Aid	26
STUDENT POLICIES AND PROCEDURES	9	HOW TO SUCCEED IN LEARNING ONLINE	27
A. Diversity and Harassment Prevention Policy	9	1. Understand what is expected of you	27
B. Grievance Procedure	10	2. Make sure you have the right space	27
C. Policies and Procedures for Students with Disabilities	12	3. Participate	27
D. Students with Medical Conditions	14	4. Be realistic	27
E. Electronic Transmission of Unlawful Materials	15	5. Set goals and deadlines, and stick to them	27
F. Campus Security	16	6. Make the most of online discussions	27
G. Student Records	16	7. Become a real advocate of distance learning	28
H. Leave of Absence	17	8. Log on to your course every day	28
I. Withdrawal	17	9. Take lots of notes	28
J. Reinstatement	18	10. Stay in contact	28
K. Probation Status	18		

WELCOME



On behalf of all of us who will work with you during your education at New England Culinary Institute (NECI), I want to offer you a sincere welcome. We believe you have made a very wise choice in pursuing your Bachelor of Arts degree in Hospitality & Restaurant Management, and we are confident that the online courses you will be taking over the next two years will bring out your very best.

Our number one priority at NECI is to help you build your professional goals, and you will find that this concentrated focus permeates every aspect of the coursework and the services we offer. We measure our effectiveness as educators through your performance in school, and your success afterwards.

In return, we ask for your commitment and your determination to succeed. In order to flourish, you will be required to foster a uncommon commitment to the profession you have chosen. You will need to be willing to undertake lifelong learning and have a desire always to strive for excellence. These are demanding goals, indeed, but necessary ones as you prepare to enter the dynamic hospitality restaurant management field.

NECI is a small institution – intentionally so – and we are confident that our size will work to your advantage. You will be working with small groups and we will get to know you very well. Our instructors and advisors will work with you personally and intensely to help you acquire necessary knowledge, strengthen your skills and develop your ability to think critically about the challenges that lay ahead.

We know that online learning takes a high degree of discipline and maturity, but we also know that it can be enormously rewarding to those who take advantage of its breadth of opportunities. By enrolling in NECI's Online Bachelor of Arts in Hospitality & Restaurant Management program, you have already accepted the challenge of active participation in your own education, and for that, you have our respect and admiration.

We very much look forward to working with you.

Sincerely,

A handwritten signature in cursive script that reads "Francis Voigt". The signature is written in black ink on a white background.

Francis Voigt
Founder and Chief Executive Officer

INTRODUCTION

We are very pleased that you are joining the New England Culinary Institute's community and promise you a high quality program, one that will provide you with the expertise you will need as you prepare to enter the demanding and rewarding field of hospitality and restaurant management.

Based in Montpelier, Vermont, NECI is well-respected in the food and beverage industry for our high-caliber faculty, our low student-to-instructor ratios, and our hands-on, practical instruction.

We recognize that you are ready to take the next step in reaching your professional career aspirations. A New England Culinary Institute bachelor's degree can help you achieve your goals. With this degree you will be fully equipped for a variety of management positions in the food and beverage industry. You will gain an understanding of the management functions required to run a professional kitchen, from hiring personnel and maintaining accounts to purchasing and inventory control. We emphasize entrepreneurship, strategic planning, and leadership skills, so that you will be able to translate your culinary vision into a successful restaurant or business.

The curriculum in NECI's specialized E-learning offerings has been specifically designed to be delivered to students who are pursuing their degrees *outside* the classroom, in your own homes, offices or study space.

The work is no less rigorous nor the support systems less complete than they are for those who are physically attending class. But NECI's online program in Hospitality and Restaurant Management allows you to work toward a BA degree in a manner that best fits your lifestyle.

You will be able to access course information, communicate with your instructor and fellow learners, take quizzes, access NECI's extensive online library, post assignments and view grades through the program's online learning portal. It is open to you at any time you're at your computer.

NECI's E-learning alternative is ready when you are. Welcome to the NECI Family.

USE OF THIS HANDBOOK

This handbook is provided to all prospective and enrolled students of New England Culinary Institute (NECI) online Bachelor of Hospitality and Restaurant Management program. Students should refer to the academic catalog and the appropriate Enrollment Agreement for additional information. The official version of NECI's Academic Catalog and Student Handbook can be viewed on the school's webpage, NECI.edu.

Please refer any questions you have about this handbook to your Student Advisor.

STATEMENT OF RESPONSIBILITY

By enrolling at New England Culinary Institute's online Bachelor of Hospitality and Restaurant Management program, you have indicated your desire to prepare for a rewarding professional and personal life in the food service industry. As part of this preparation, you are expected to be a responsible member of the school community. This handbook outlines the rules and regulations established by NECI to ensure that a productive learning environment continues to exist, and all students are required to abide by these rules and regulations.

STUDENT LIFE POLICIES AND PROCEDURES

A. New England Culinary Institute Offices

Administration

The central administrative offices are located at 56 College Street, Montpelier, VT 05602. The office phone number is 802.223.6324. The office hours are 8 a.m. until 5 p.m. E.S.T., Monday through Friday (excluding holidays).

Montpelier Campus

The administrative offices for Montpelier based programs are located at 7 School Street, Montpelier, VT 05602. The office phone number is 802.223.6324. The office hours are 8 a.m. until 5 p.m. E.S.T., Monday through Friday (excluding holidays).

B. Important Program Contact Information

Contact	Phone Number	Email
Curtiss Hemm, Director of Online Programs	802.225.3325	curtiss.hemm@neci.edu
Chef Paul Sorgule, Vice President for Culinary Education	802.225.3223	paul.sorgule@neci.edu
Michelle Ford, Department Chair of Hospitality and Restaurant Management	802.225.3243	michelle.ford@neci.edu
Department of Academic Affairs	802.225.3345	academicadvising@neci.edu
Liz Fitzgerald, Registrar	802.225.3261	liz.fitzgerald@neci.edu
Lynn Beebe, Online Student Coordinator	802.225.3256	lynn.beebe@neci.edu
LMS Technical Support	877.390.1115	Online 24/7
NECI helpdesk	802.778.0310	helpdesk@neci.edu

C. Student Dining at NECI Outlets

NECI Students are encouraged to experience our dining facilities as a guest and customer. Students are welcome to join us anytime that these facilities are open to the public. Please contact the Director of Online Programs if you would like to receive dining cards which will entitle you to a discount in the NECI dining establishments.

Reservations are recommended at the Main Street Grill & Bar. All currently enrolled students enjoy a 20% discount for parties of eight people or less. A student using the discount should present his or her student ID and must be a guest in the party.

Students dining at a NECI restaurant should be dressed appropriately.

D. Student Advising and Referrals

Even though your online learning experience is not taking place on the NECI campus, you will be part of NECI's thriving academic community. Our faculty and administrative staff are here to support you, to ensure that your educational experience is satisfying, and that you successfully complete your degree. Faculty members act as student mentors, offering continuing support and providing students with the guidance they need to reach their career goals.

The levels of support available to you include the following:

1.	Your personal Admissions Representative: Your Admissions Representative will guide you through the admissions process and help you assemble a successful application.
2.	Your personal Student Advisor: One of the most beneficial resources you have through the Online Bachelor of Hospitality and Restaurant Management Program is your Student Advisor, who will help you map your pathway to graduation and ensure that you meet all your graduation requirements.
3.	A personally accessible Director of Online Programs: NECI's Director of Online Programs is committed to deliver an unrivaled learning experience through the program's unique, hands-on and interactive approach. He is available via email or phone to answer questions you might have as you progress through the program.
4.	NECI's highly skilled Faculty: The program's instructors are successful professionals with teaching experience who are also specially trained in online education.
5.	Small Group Facilitator: Every course in the curriculum has a knowledgeable facilitator assigned to help you with any questions or problems you might have with the course work.
6.	Student Support Center: You will have access to the Embanet technical support person 24/7 for questions relating to Moodle, NECI's online learning portal. The NECI help desk can assist with your questions relating to your email, portal and evaluation accounts, Monday-Friday 8:00 a.m. - 5:00 p.m.
7.	Small Group: You will be part of a small group of fellow students. Your instructor will encourage group discussions and learning activities to build your small group into a learning community.

Each term, an early session is scheduled which provides students with a forum in which to ask specific questions about the program and learn about the support services available to them.

In addition to the levels of support listed above, the NECI Learning Services Center provides comprehensive services to support students' academic success. Learning Services is staffed by the Learning Services Coordinator, the Tutorial Services Coordinator and trained peer tutors. These services are available to all students.

E. Student Associations: Governance, Recreational and Social

1. Student Advisory Council

Each term, interested students are encouraged to meet as a group with the Director of Online Programs or other school administrators to discuss school issues that are of concern to them.

2. Judiciary Committee

The Director of Online Programs convenes this group on an as-needed basis. Each time a Judiciary Committee review is required, the Student Services Coordinator selects among members of the administration, faculty, and resident advisors. The Committee is designed to review specific disciplinary or academic honesty concerns with students, and their role is advisory. Recommendations of the Committee are submitted to the Department of Academics, which makes the final decision on resolving issues.

Rules of the Judiciary Committee:

- The Committee will be guided by the guidelines for proper behavior which are contained in this handbook.
- The Committee will not involve itself in matters related to the student's specific academic record.
- In those instances where Committee members have personal connections to the situation, they will excuse themselves from the proceedings.
- The Committee's work and discussions are confidential.
- Disciplinary reviews are not open to the entire student body, although everyone is encouraged to participate in discussions of policy or procedure.

3. Other student Activities

Students throughout the NECI community are encouraged to form organizations related to their interest in the culinary arts and food service. Such groups in the past have included a food photography club, herb and vegetable gardening group, baking club, wines study group, charcuterie preservation society, American Culinary Federation junior chapter, Chefs Collaborative chapter, Skills USA chapter, food service careers seminar and various cooking competitions. From time to time, ad hoc student committees have been formed, for example, to make recommendations regarding school policy on alcohol and drug abuse and to study the NECI's student advising services.

F. Solicitation

Solicitation is not permitted on school time or property without consent from the Chief Operating Officer or Chief Executive Officer. It is the Administration's intent to protect students and employees from potential pressures to purchase items unrelated to NECI business, to support or contribute to outside causes or organizations, or to become similarly involved in such activities on school time and in work areas that may interfere with the school's productive and educational efforts. The Administration neither participates in nor allows unauthorized and/or undesirable activities.

ACADEMIC FACILITIES AND RESOURCES

A. Library

NECI's Library catalog and periodical databases are available to students via the NECI Student Portal. or at:

<http://library.neci.edu>.

NECI's library staff is pleased to assist you with your research needs, and can be reached via email at: library@neci.edu.

B. Learning Services

The Learning Center provides comprehensive services to support students' success in their classes. Information about the Learning Center can be found on the NECI Student Portal, at the 'My Academics' tab. Learning Center staff can be contacted by email at:

learningcenter@neci.edu.

One-on-one tutoring is available in all courses as well as in math, writing, reading, time management, and study skills. For NECI students on-campus, the Learning Center offers quiet study space, which includes computers, course materials, books, and staff assistance. The Learning Center provides services and accommodations for students with learning disabilities (see the Policies and Procedures for Students with Disabilities section of this handbook). The Learning Center also provides support to students committed to exceeding standards at NECI.

C. Computers

In an effort to promote the use of technology in the industry and prepare students for an increasingly computer-dependent hospitality field, New England Culinary Institute is enhancing the use of information technology and online learning.

The school provides an online learning portal, MOODLE, through which distance education course work is delivered. MOODLE is available throughout the world via the Internet, providing students with a high degree of flexibility as well as continued connection with the school. Students receive training in the use of the platform and have 24/7/365 support via the Embanet Help Center.

NECI's online Bachelor of Hospitality and Restaurant Management courses were specifically developed for delivery via e-learning and the program provides the same high level of quality that is the ongoing standard in all New England Culinary Institute programs. As an online student, you can graduate with a degree from NECI no matter where in the country you live. The program's online learning platform is the center of the learning experience. Through this platform, you will be able to access course information, communicate with your instructor and fellow learners, take quizzes, post assignments and view grades - all from the convenience of your home, office or study space.

This highly interactive educational website uses the highest quality multi-media to make your learning experience as engaging as it is effective. The online learning platform provides a framework for the highest quality communication and interaction among you, your instructor and your fellow learners.

STUDENT BEHAVIOR

All students are representatives of New England Culinary Institute and their behavior reflects on the image of NECI in the larger community. Any student whose anti-social or illegal behavior jeopardizes the welfare of herself or himself, other students, NECI or the community will be subject to disciplinary action, up to and including possible suspension or dismissal.

The school will approach all students as responsible adults. Students are expected to conduct themselves in a professional and adult manner contributing to both the academic community and the community at large at all times.

A. Anti-Social Behaviors

Anti-social behavior includes, but is not limited to, obscene or violent language, disorderly behavior, illegal operation of a vehicle, the illegal sale or use of alcohol or drugs, theft, vandalism, gross negligence and the threat of or actual physical or emotional harm to oneself or others.

Students whose carelessness, negligence or inappropriate behavior results in damage to NECI's equipment or facilities will be held financially responsible for the repair or replacement of the item(s) that have been damaged.

Intervention may be utilized if a student is having serious difficulty with Instructors, Facilitators and peers. If the student is not demonstrating the ability or desire to work cooperatively, the student may be suspended and/or required to seek counseling in order to continue the program.

B. Code of Conduct and Behavior

In order to facilitate the operation of the school and instill in students the discipline necessary to become effective food service professionals, NECI has established rules with respect to classroom behavior and these rules are equally applicable to NECI's online learning community. Violations may result in judicial action including, but not limited to, warnings, intervention, suspension and/or suspension from the program. In addition, students will be evaluated at the end of each instruction block (in part) according to the policies listed below.

- Profanity is not tolerated.
- Students are expected to relate in a professional manner to all school personnel.
- A student must report to class and participate.
- All students are expected to cooperate with their instructors and their peers.
- Frequent inadequate preparation for class will not be tolerated and may result in disciplinary action.
- Students are expected to cooperate with each other in class. Problems that might occur in this regard should be addressed with the course facilitator, instructor, Director of Online Programs or Department of Academics.

It would be impossible to list all the rules that might cover every situation with respect to conduct and behavior. In general, however, NECI will make every effort to operate on fundamental principles of mutual trust and respect among all students, faculty, staff and administration. Policies are subject to change

at the discretion of the school with reasonable notice.

C. Academic Honesty

The community of New England Culinary Institute is strongly committed to the integrity of the academic process; students are expected to uphold the standards of academic honesty at all times. By submitting his/her work, the student is indicating that it has been prepared in accordance with the standards of academic honesty.

Academic dishonesty includes acts that compromise the integrity of the educational process at NECI. Students and members of the academic community are encouraged to bring concerns regarding academic honesty to the course facilitator, course instructor or to the program Department Chair. Academic dishonesty includes, but is not limited to, the following:

Plagiarism: Defined as intentionally or knowingly representing the words or ideas of another as one's own without providing proper documentation of source in a footnote, endnote, or intra-textual note. Plagiarism may occur in the use of written or electronic resources.

Examples include:

- Inadequate citation
- Copying portions of someone else's work with only minor changes or paraphrasing
- Submitting another student's work as one's own – including homework assignments, essays, logbooks or project work – and take any part of another student's work
- Submitting work previously submitted for another assignment without the consent of the course instructor. This is considered a form of self plagiarism.
- Unauthorized or extensive use of templates with minimal original work without the consent of the course instructor

Cheating: Defined as intentionally using or attempting to use unauthorized materials, information, teaching notes, or study aids in any academic exercise.

Examples include:

- Unauthorized use of notes, text, or other aids during an examination
- Copying from another student's examination, research paper, case write-up, or homework
- Sharing answers during an examination
- Incorrectly reporting hours of activities for self-documented requirements such as internship verification, production journals, or service learning assignments
- Communicating in any way with another student during an exam or using comparable aids during a test
- Handing in the same paper for more than one course without the explicit permission of the instructor
- Perusing a test before it is given

Fabrication: Defined as intentional and unauthorized falsification, misrepresentation, or invention of any information, data, or citation in an academic exercise.

Examples include:

- Making up the data for a research paper
- Altering the results of a lab experiment or survey
- Listing a citation for a source not used
- Stating an opinion as a scientifically proven fact

Unauthorized Collaboration: This refers to instances in which students – each claiming sole authorship – submit separate reports that are substantially similar to one another. Specific faculty instructions regarding the need to do individual or group work must be followed.

Participation in Academically Dishonest Activities: Participating or assisting in any manner in acts constituting academic dishonesty.

Examples include:

- Unapproved use of translators for language courses
- Stealing an examination

- Purchasing a pre-written paper through a mail-order or other service, including via the internet
- Selling, loaning, or otherwise distributing materials for the purpose of cheating, plagiarism, or other academically dishonest acts
- Alteration, theft, forgery, or destruction of academic work of other students, library materials, laboratory materials or academic records including transcripts, course registration cards, course syllabi, and examination
- Intentionally missing an examination or assignment deadline to gain an unfair advantage.

Instructors or Facilitators who suspect academic dishonesty will speak to the student to seek resolution, document that meeting and report the incident to the Instructor. If the dishonesty requires a more formal response, the program department chair will promptly call an Academic Judiciary Committee consisting of faculty and administrators. The Committee will make a recommendation regarding further disciplinary action; the director of academic services will make the final determination. Depending on the severity of the offense, sanctions may include, but are not limited to, any combination of the following:

- Required repetition of questionable work
- Incomplete or zero grade on an assignment or in the course
- Written warning
- Required retake of the class
- Suspension for one or more terms
- Dismissal

All incidents of academic dishonesty are considered to be disciplinary violations and are recorded in the student's academic file. At the discretion of the Academic Judiciary Committee, repeat offenses will result in elevated consequences, up to and including dismissal.

D. Attendance Policy

Class Participation Expectations

NECI's online courses are intensive and fast-paced. To be successful in this environment, students are required to participate actively throughout the duration of each course. Active participation includes completion of assignments, frequent and meaningful participation in discussions, and completion of tests, quizzes or other class exercises. Merely logging into a class or adding an insignificant post is not considered active participation. Students who are not actively participating will be considered absent and will be withdrawn after 7 days as outlined under absenteeism.

Excused Absences

If a student knows in advance that he/she must miss one or more days, he/she must always receive prior approval from the facilitator and Instructor.

Excessive Absenteeism

Facilitators monitor student presence and participation on the platform. If a student is not present for 3 days, the Facilitator reaches out to that individual via email with the Instructor and Student Advisor copied. If there is no response, the Student Advisor reaches out on the fifth day via phone or email and informs the student know that after 7 days of non-participation, he or she will be automatically withdrawn from the course. On the seventh day, when there is no response, the student is automatically withdrawn from the course by the Student Advisor and notified via email. The Facilitator, Instructor, and Director of Online Programs are also notified.

Any student withdrawn for non-participation in an online class will be required to retake the entire course in order to pursue the Bachelor's Degree, and pay for it again.

E. Student Discipline

Students enrolling in NECI are presumed to be ready and willing to work hard and are aware of the need to commit themselves to the regimen of a professional training program. It follows that a NECI student recognizes the need for the Codes of Conduct outlined in the previous section and the necessity for adhering to them. Any student who violates these codes

will be subject to sanctions that, in some cases, may lead to dismissal from the program.

Judiciary Committee

A Judiciary Committee may be convened as needed by the Director of Online Programs. The Committee is designed to review disciplinary or academic honesty concerns with students.

F. Student Appeals

Students may appeal decisions concerning their progress through the program. Students may cite health, family problems or other circumstances that may have hindered their academic progress. Such difficulties must be well documented as part of the appeals process. A committee led by the Director of Online Programs reviews appeals.

STUDENT POLICIES AND PROCEDURES

A. Diversity and Harassment Prevention Policy

NECI values diversity in its student body and believes that the creation and encouragement of a diverse learning environment is essential to achieving the school's educational mission. At NECI, we are committed to providing a supportive educational environment in which the dignity and rights of each individual are respected. We encourage positive interactions among faculty, staff, and students, and value all individuals, regardless of personal differences.

NECI is dedicated to supporting each individual student, as well as a variety of student organizations, programs, and services which promote acceptance within our student population and the greater NECI community. NECI also encourages students to engage in and promote student-run activities, outings, and groups; we strive to provide inclusive opportunities and environments that foster an appreciation for diversity. Additionally, we focus on the understanding of diversity and how it impacts our student body through a seminar in which all resident students participate in during their first year on campus.

NECI embraces a diverse student body and does not discriminate on the basis of race, creed, color, national origin, age, gender, sexual orientation, or disability.

It is the policy of New England Culinary Institute to create a diverse educational environment that is free of all forms of discrimination and harassment. NECI will not tolerate any form of harassment. Harassment is any threat or act that interferes with a student's education or creates an intimidating, hostile, or demeaning environment because of his or her race, age, ethnic background, religion, gender, marital status, sexual orientation, or disability. Harassment may result in dismissal and/or removal from the residence halls for those students living on campus.

Harassment can be verbal or physical, and can result in the creation of a hostile environment, or in pressuring an individual inappropriately. A hostile environment is created when a person is so bothered by continual acts of harassment that he or she cannot learn, work, or function effectively in class, in student housing, on campus, on an internship, or on the job. A "quid pro quo" harassment situation occurs when one person offers another something of value—such as a better grade or a promotion—in return for a favor, usually sexual. Sexual harassment is an unlawful form of sexual discrimination. Harassment can include, but is not limited to, inappropriate and deprecating comments about individuals or classes of people; off-color jokes; ridicule; unwelcome sexual flirtations; unwanted touching, or any form of serious physical abuse, including rape. Harassment is, by its very nature, coercive and threatening. It creates an atmosphere that is not conducive to teaching, learning, and working. No form of harassment is acceptable at NECI.

Any student who believes that he or she is being harassed should follow the same principles listed in the Grievance and Complaint Procedures section below. First, the student should tell the person who is harassing him or her to stop the behavior. If this does not resolve the situation, students should report incidents of harassment immediately to the Student Advisor or the Department of Academics for informal

resolution. If this is not possible due to circumstances, or if the complaint is not resolved, students should report incidents for formal resolution. This includes situations that may arise between two or more students. Response to a complaint will occur within 48 hours from the time of notification and may include the involvement of a Judiciary Committee or an administrative board. All steps will be taken to ensure that no further harassment or any form of retaliation occurs to the individual(s) being harassed.

Any student named in a harassment complaint who retaliates against another person who is also involved will be considered to have committed another extremely serious offense. Retaliation may lead to suspension or expulsion.

Written records will be kept and precautions taken to protect the privacy of all parties. The faculty endorses a strong policy prohibiting harassment. Periodic in-service programs are presented to help all members of the community recognize and discourage harassment.

Appeals are reviewed by the Provost for final resolution.

B. Grievance Procedure

The educational mission of NECI includes fostering an open learning and work environment. Above all, we promise to maintain the confidentiality of any student who comes forward with a complaint or a concern. Our policy encourages students to begin to resolve problems they might have with another individual, when practical, by working directly with that other individual.

What if a student has a problem with another student?

The process for management of questions, concerns and/or problems among students in the academic setting proceeds through the following steps. The Student Advisor ensures that each step is completed before the next step begins.

Step 1: Student to Student

Students who believe their rights are being infringed upon by another person should first address the problem with that other

individual. When the specific problem is addressed, and a direct request is made for the problematic behavior to cease, the person told to stop must stop. If both or all parties agree, the matter can be left at this initial step. Students should discuss the conflict in a calm manner. Abusive language or any other form of harassment will not be tolerated. If all parties are not satisfied with the outcome of the discussion, they should then proceed to bring the issue to the attention of the Student Advisor.

Step 2: Student to Student Advisor

The student submits a letter listing concerns to the Student Advisor. The Student Advisor's job is to clarify what happened, which NECI rules apply, what each party wants from the situation now and in the future and what (if anything) is irreconcilable between the parties. The Student Advisor serves as a mediator to resolve the conflict. Anyone not satisfied at this point can bring the problem to the Director of Online Programs

Step 3: Student to Director of Online Programs

The Director of Online Programs will respond within three (3) working days from the initial request. The Director's responsibility is to check the grievance procedure to determine whether any step has been omitted. If steps have been omitted, the student must complete each step. If all steps have been followed, the grievance is documented and solutions developed. If necessary, the Director of Online Programs and all students involved meet to develop a solution to the conflict. The Director of Online Programs has authority to develop solutions to all student problems. Anyone not satisfied at this point can bring the problem to the Judiciary Committee.

Step 4: Student to Judiciary Committee

A Judiciary Committee is called within three (3) working days from the time of the student request. Each member has one vote and the role of the committee is advisory. At a meeting of the Judiciary Committee, the student advisor presents each party's issues, asks for a solution from the group, and calls for a vote on the suggestions. The outcome of the vote is documented in writing and serves as a recommendation from the Committee. A final decision is issued by the Director of Online Programs within 24 hours of the meeting.

Step 5: Student to Provost

If the student is not satisfied with the outcome from the meeting with the Director of Online Programs, the student can appeal to the Provost. This is the last step in the appeals process.

What if a student has a problem with a staff member or a faculty member?

A student who is having a problem with a staff or faculty member should follow the procedure outlined below. If for any reason a student is not comfortable addressing the staff or faculty member, he or she may speak directly to the Director of Online Programs.

Step 1: Student to Staff or Faculty Member

The student should speak directly to the staff or faculty member. The specific problem should be addressed. The staff or faculty member needs to listen to the issue and discuss the problem in a respectful and thoughtful manner. If everyone is satisfied with the outcome of the discussion, no further action is required. If the problem is not resolved, the student should follow the next step in the process. If the student is having a problem with the Student Advisor, the student should omit the next step and proceed to Step 3.

Step 2: Student to Student Advisor

The Student Advisor meets with the student within one (1) working day from the initial request. The Student Advisor's responsibility is to check the grievance procedure to determine that the student has spoken directly to the staff or faculty member about the issue. If all steps have been followed, the grievance is documented and the agreed solution is implemented. If the student is not satisfied with the outcome, the student can proceed to the next step.

Step 3: Student to Director of Online Programs

The Director of Online Programs meets with the student within three (3) working days from the original request. The Director ensures that all the steps have been taken in the grievance procedure. A resolution of the problem is determined and documented.

Step 4: Student to Chief Executive Officer

If the student is not satisfied with the outcome of the meeting with the Director of Online Programs, the student can appeal to the Chief

Executive Officer. This is the last step in the appeals process.

What if a student does not believe his or her problem has been successfully resolved?

NECI will do everything possible to meet the student's academic needs. All students are able to repeat any of their classes if their needs are not met as a result of an unresolved problem. In such cases, the school will pay for tuition to allow a student to repeat a class. Due to NECI's commitment to small class sizes, enrollment is limited and scheduling will be done on a space-available basis. No money is refunded for any classes offered through the program.

Complaint Procedure

Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology must have a procedure and operational plan for handling student complaints. If a student does not feel the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed of the status of the complaint as well as the final resolution by the Commission.

All inquiries in these cases should be directed to: Accrediting Commission of Career Schools and Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201, Telephone: 703.247.4212

A copy of the Commission's Complaint Form is available at NECI's administrative offices and may be obtained by contacting the Director of Student Services.

C. Policies and Procedures for Students with Disabilities

NECI facilities are generally accessible to persons with physical disabilities. Anyone seriously considering a NECI program of study should look carefully at the Essential Program Eligibility Requirements, outlined in the academic catalog for each degree and program. Students needing special services should

contact the Director of Learning Services, who serves as NECI's disability coordinator, or the Human Resources Director, who acts as grievance coordinator. Both are committed to working with students to arrive at workable resolutions to their particular needs. It is critical for people needing certain services, such as sign language interpreters, to discuss their needs with the Director of Student Services as soon as they make their decision to attend, so that there is adequate time to put the services in place.

NECI complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, and the requirements of the State of Vermont. NECI is committed to maintaining a nondiscriminatory environment and to providing reasonable equal access to all its services, benefits, and facilities, regardless of the physical or cognitive disabilities a student may have. NECI is committed to working with its students to arrive at reasonable, appropriate accommodations for its students' needs. A student who seeks or needs special accommodations must provide, at his/her own expense, recent (no more than 2 years old) documentation/ assessment of his/her disability(ies)/psychological, or attention disorder by a licensed psychologist, psychiatrist, learning disabilities specialist, or neuropsychologist. It must include testing/assessment in the following areas, as applicable: intelligence, reading, mathematics, spelling, written language, language processing, cognitive processing skills, and coping skills/mental well-being.

Upon acceptance, all students will receive a Learning Needs Intake form. Students with particular learning concerns or documented learning issues should complete the form and return it to the NECI Learning Center. In addition, these students should contact the Director of NECI's Learning Centers, preferably at least two months before their term begins, to discuss possible accommodations and use of auxiliary aids. The Learning Center staff is committed to providing all students with the support they need to be successful in NECI's programs.

Examples of accommodations include:

- Allowance of Equipment: Use of calculator or computer for papers and

tests, use of tape recorder during lectures, use of books on tape, voice recognition software, or other approved learning support tools supplied by the student

- Testing: Un-timed tests, oral tests, alternate test site (individually, non-kitchen), use of dictionary during non-vocabulary tests.
- Personnel: Regular (daily, weekly) individualized tutorial program, in-class note-taking assistance, advocacy support from the Learning Services Coordinator, off-campus counseling/therapy (any expenses are the responsibility of the student), and assistance in writing papers.

A student with a permanent or temporary physical, sensory, or health-related disability who requests special admissions consideration and/or accommodation(s) from NECI must provide recent documentation verifying and describing the conditions. This documentation must come from a physician or other licensed healthcare provider qualified to diagnose and treat the disabling condition. The documentation must include current information about the severity and longevity of the condition and the effectiveness of the current treatment. It must also reflect the student's present level of functioning, identify the one or more major life activity(ies) affected by the disability and make recommendations for appropriate accommodation. The student is responsible for paying for this documentation. Should the documentation presented by the student be inadequate or "Incomplete" for the purposes of identifying and implementing reasonable accommodations, the school may request supplementary documentation or further assessment of the disability. It is the student's responsibility to cover the cost of supplementary documentation or further assessment.

A student with one or more psychological or attention disorder who requests special admissions consideration and/or accommodations from NECI must provide comprehensive documentation from a licensed professional. The documentation must verify the DSM-IV diagnosis, describing the information from which it was made, as well as the severity and longevity of the

condition and the effectiveness of the current treatment. It must also describe how the impairment significantly limits one or more major life activities in an educational setting and make recommendations for appropriate assistance and/or accommodation.

Section 504 Coordinators

Section 504 of the Federal Rehabilitation Act of 1973 was designed to eliminate discrimination on the basis of disability in any program receiving federal financial assistance. NECI has designated two Section 504 Coordinators in order to comply with Section 504 of the Rehabilitation Act.

The Section 504 Coordinators are:

Grievance Coordinator

Jennifer Zetarski,
Director of Human Resources
New England Culinary Institute
56 College Street, Montpelier, VT 05602
802.225.3230

Disabilities Coordinator

Tristan McNamara, MA
Learning Services Coordinator
New England Culinary Institute
56 College Street, Montpelier, VT 05602
802.225.3327

Disabilities Coordinator

Any student who is in need of a service, academic adjustment, or auxiliary aid should contact the Disabilities Coordinator to make such a request. The student's request is taken under consideration and a reply to the student is issued within a reasonable time. The student may be required to provide documentation of his or her disability to verify the need for the academic adjustments or auxiliary aids requested. The coordinator may request the student's permission to speak with the student's physician, social worker, or other health care provider in order to arrive at an appropriate accommodation.

Any student who believes that the school has failed to provide him or her with necessary services, academic adjustments/aids, or who believes he/she has been discriminated against on account of disability, has the right to file a grievance with the school. The grievance procedure follows:

Grievance Coordinator and Grievance Procedure

The aggrieved student should submit a grievance, in writing, to the Grievance Coordinator. The complaint should set forth, in as much detail as possible, the basis for the claim or requested accommodation.

- If the grievance involves a claim of discrimination by a fellow student, faculty or staff member, the student should be prepared to identify the individual(s) involved so that the Grievance Coordinator can undertake an investigation. If the grievance involves a claim of denial of a requested accommodation, the student should submit any documentation in support of his or her request.
- After receiving the complaint, the Grievance Coordinator will take the grievance under consideration. If the grievance involves a claim of denial of a requested accommodation, the Grievance Coordinator will review the prior decision of the Disabilities Coordinator and may speak with the student's physician, social worker, or other health care provider to evaluate the requested accommodation. If the grievance involves a claim of discrimination by another student or faculty or staff member, the Grievance Coordinator will undertake an investigation into the circumstances surrounding the allegation(s) of discrimination.
- NECI recognizes that charges of discrimination can be extremely sensitive and will make every effort to ensure confidentiality of all parties involved. However, the school cannot guarantee such confidentiality.
- The Grievance Coordinator will have the authority to take appropriate remedial action against any individual who has been found to have discriminated against the grievant. The Grievance Coordinator will also have the authority to overturn or modify any decision of the Disabilities Coordinator involving an academic adjustment, auxiliary aid, or service.
- After the investigation of a discrimination claim, or the reconsideration of a denial of an academic adjustment or auxiliary aid, the Grievance Coordinator will issue a written report which outlines the investigation

undertaken and the reasons for the Grievance Coordinator's decision. In a charge of discrimination by a fellow student, staff or faculty member, the report will contain the measures taken, if any, against alleged offenders. If the Grievance Coordinator finds there has been no discrimination, he/she will set forth his/her findings in the report.

- The decision of the Grievance Coordinator may be appealed by either side to the Chief Executive Officer within two (2) academic weeks of the written decision of the Grievance Coordinator. The Chief Executive Officer may: (1) overturn the decision of the Grievance Coordinator, (2) remand the matter for further investigation, or (3) affirm the decision of the Grievance Coordinator.

NECI is committed to complying with both the letter and the spirit of Section 504 of the Federal Rehabilitation Act of 1973. If any student would like further information on NECI's policies or procedures, he/she should contact the Director of Student Services.

D. Students with Medical Conditions

NECI is committed to respecting the privacy and responsibility of individual students for maintaining their own health. It is expected that students are advocates for their personal health and safety. NECI is committed to working with its students to arrive at reasonable and appropriate accommodations, should there be such a need. During the admissions and orientation process, students are given the opportunity to identify medical conditions that may affect their performance at the school. NECI will treat such information in a confidential manner, in accordance with state and federal law. Examples include, but are not limited to, seizures, diabetes, and heart condition and food allergies. If a condition develops or worsens, a student is encouraged to share this information at any point during enrollment. If appropriate and feasible, an individual health plan will be developed that may involve alerting selected instructors and administrators, and assistance in making referrals to local health care resources.

E. Electronic Transmission of Unlawful Materials

No computer or other technological tool may be used on NECI's premises or online learning platform for the purpose of downloading, uploading, viewing or creating unlawful materials, such as child pornography. Such behavior will result in serious consequences, including the possibility of dismissal.

NECI Peer to Peer File Sharing and Copyright Policy

Users of the NECI computer network may not use peer-to-peer file sharing programs. For the purposes of this policy, a peer-to-peer file sharing application is any application that transforms a personal computer into a server that distributes data simultaneously to other computers. Please note that copyrighted materials cannot be shared by any means without proper permission. This includes sharing via network file shares, the web, or any other means and is not limited to peer-to-peer programs.

NECI is committed to preventing the misuse of NECI's Computer Network and other Information Technology Resources. This policy does not ban legal peer-to-peer file sharing through use of the College Network. NECI utilizes a learning management platform and files can be easily shared and transferred via this platform.

NECI will continue to support technologies that facilitate legitimate information dissemination and academic collaboration.

As outlined in NECI's Student Conduct Policy above, students are subject to disciplinary action, up to and including possible suspension or dismissal, for anti-social or illegal behavior that jeopardizes the welfare of others. Students are expected to exhibit appropriate conduct while using electronic media and are subject to equivalent disciplinary sanctions for inappropriate behavior, including unauthorized peer-to-peer file sharing, illegal downloading, or unauthorized distribution of copyrighted materials using the institution's information technology system. Inappropriate or unlawful transmission of electronic materials, including unauthorized distribution of copyrighted materials, is strictly prohibited and may be

subject to civil and criminal penalties as well as disciplinary action.

For further information on copyright and fair use guidelines, please contact [Library Services](#).

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at www.copyright.gov, especially their FAQ's at www.copyright.gov/help/faq.

F. Campus Security

Crime Statistic Notification

The Student Right-to-Know and Campus Security Act (Public Law 101-542) requires all institutions of higher learning to make available to prospective students, enrolled students and employees an annual summary of certain crimes committed on campus.

NECI must report to the Federal Department of Education the number of crimes that occurred on campus, in student housing, in or on a non-campus building or property and on public property. The reportable crimes are criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, arrests for violations of drug laws and illegal weapons possession. In addition, the report includes statistics on persons not arrested, but referred for campus disciplinary action for liquor, drug and weapons law violations.

This report is available on the internet at <http://www.neci.edu/about/disclosure-info/campus-security#reported> or by requesting a copy of the complete report from our registrar, New England Culinary Institute, 56 College Street, Montpelier, VT 05602.

Due to its close knit community environment, NECI does not provide independent security personnel on the Montpelier campus. In Montpelier, a full time Residence Life Coordinator lives on campus. Local and state police departments, fire departments and emergency rescue services are also available as needed.

G. Student Records

Student academic records are maintained by NECI administrators. Access to a student's educational records and the protection of the confidentiality of such records is governed by the Family Education Rights and Privacy Act. NECI supports the purpose of this Act, which is to provide greater privacy safeguards to students.

Directory Information

Directory information, described below, may be released by the school without the student's permission. However, a student may refuse disclosure of information by stating such refusal in writing to the Registrar. Upon

making such a refusal-to-disclose request, the student will be required to meet with the Registrar. Requests to opt out of directory information disclosure will remain in effect until rescinded by the student. Students should be aware that opting out of directory disclosure may have unintended consequences and should evaluate this option carefully. For instance, an opt out may make it difficult or impossible for future employers to verify your enrollment or to verify the fact that you have earned a degree from NECI. Further, NECI cannot notify your home town paper about awards and honors you receive and will not include your name in the college or alumni directories or the graduation program without your express written consent.

In the absence of such requests, the following information may be released by the school without the student's permission:

- Student's and parents' name, address and phone number
- Student's electronic mail address
- Student's Photograph
- Date and place of birth
- Date of enrollment/date of unenrollment (i.e., whether the student is, or is not, currently enrolled)
- Major field of study
- Date/anticipated date of graduation and degrees earned
- Awards and honors received
- Previous education institutions attended

Notification of Rights Under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students with certain rights with respect to their education records. Those rights include:

- The right to inspect and review the student's education records within 30 days of the date the school receives a request for access. Students should submit to the Registrar or Department of Academics written requests that identify the record(s) they wish to inspect. The school official will arrange for access and notify the student of the time and place where the records may be inspected. If the school official to whom the request was submitted does not maintain the records, that official shall advise the student of the correct official to whom the request should be addressed.

- The right to request the amendment of the student's education records that the student believes may be inaccurate or misleading. Students wishing to amend records they believe are inaccurate or misleading should write the school official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the school decides not to amend the record as requested by the student, the school will notify the student of the decision and advise the student of his or her 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 right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

One exception, which permits disclosure without consent, is the disclosure to school officials with legitimate educational interests. For these purposes, a school official is a person employed by the school in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the school has contracted (such as an attorney, auditor, third-party services, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

Upon request, the school discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

The student has a right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA.

The name and address of the office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605

A copy of the Family Education Rights and Privacy Act (P.L. 93-380, Sec. 513) is on file with the Registrar.

Transcripts

Official transcripts are available to all students upon request and in accordance with the school's policy. The transcript includes information on the student's program of study, date of program entry, date of graduation, date of termination or withdrawal, and the clock or credit hours and grades earned. Official transcripts are validated with NECI's seal, signature of the Registrar and date of issue. The transcripts may be obtained by writing the Registrar's office. All requests must be in writing and must include a signature. Transcript requests should be mailed or faxed to the Registrar's office. There is a \$5 fee for each transcript which must be included with the request. Transcripts will not be issued for alumni with unpaid accounts.

H. Leave of Absence

Due to the academic calendar and tuition structure for NECI's fully online program, no leaves of absence are granted in this program. Rather, students are temporarily withdrawn from the program and may re-enroll when they are able to resume their program of study. Withdrawing from the program during an active class may have financial consequences; online students should contact their Student Advisor for further assistance.

I. Withdrawal

Information about NECI's refund policies and the potentially significant impact of withdrawal on financial aid can be found in the enrollment agreement. If a student is withdrawn from the school for any reason, whether it is because the student chooses to withdraw or because the school dismisses the student, the student may not be eligible to receive any further financial aid (loans or grants). Federal loan program applications cannot be certified after a student's last date of attendance. Financial aid and loan repayment

are generally impacted by any withdrawal from a program. Questions about loan repayment and grace periods on loans after withdrawal from a program should be directed to the student's lender.

J. Reinstatement

Reinstatement is made solely at the school's discretion. All withdrawn students requesting reinstatement must receive approval from the Director of Online Programs and the Online Student Coordinator. If a student is returning after two years or more away from the program, a \$250 reinstatement fee will be charged. A documented Academic Plan and Financial Plan must be in place before return. Readmission for withdrawn students is on a space-available basis and may include fees for make-up work. Financial aid is available to cover the cost of retaking a course.

The following policies apply for reinstatement following withdrawal from the school:

- A student who voluntarily withdraws from a program will be allowed to re-enroll on a space-available basis after developing an approved Academic Plan and an approved Financial Plan with the Online Student Coordinator.
- A student withdrawn for academic performance issues will be required to demonstrate his/her ability to meet the standards of NECI's programs to the Director of Student Services if he/she wishes to be reinstated. Demonstrating this ability to meet standards can be achieved through successful work experience in a related field, demonstration of successful self-directed study or other means as determined by the Director of Online Programs.
- A student withdrawn for disciplinary reasons will be required to meet criteria and recommendations made at the time of dismissal from the school and may have to provide evidence to program administration of responsible behavior in academic and nonacademic areas to determine readiness for re-entry into the program.
- A student withdrawn for financial reasons will be required to meet current financial obligations and have a plan approved by the Director of Student Accounts to address future obligations before being reinstated.
- A student withdrawn for exceeding the maximum time allowed for completion of

any program may petition the Director of Online Programs and the Director of Student Accounts in writing for permission to complete program graduation requirements. Permission may be granted based on the length of time since withdrawal, total length of student enrollment and related changes in program curriculum. Due to administrative difficulties in processing archived student files, permission is generally denied if the petition is submitted more than seven years after withdrawal. Once permission to complete is granted and the reinstatement fee of \$250 is paid, an Academic Completion Plan will be prepared and approved by the Director of Online Programs. This plan will include any required course work to be submitted and any associated make-up fees; in some circumstances, students may be required to retake portions of the program.

K. Probation Status

A student may be placed on probation. The reasons for probation include:

Academic

The Department of Academics will place a student on Academic Probation if he/she does not meet the school's published Satisfactory Academic Progress (SAP) policy. Students who do not complete the required percentage of credit or clock hours by the required date will be placed on Academic Probation for a maximum of four weeks. Students who have not met SAP at the end of this period must have their enrollment terminated. Students placed on Academic Probation must meet with Student Accounts to review their financial standing.

Disciplinary

Students may be placed on Disciplinary Probation at the discretion of the Director of Online Programs, Director of Student Services, and/or Student Advisor. A student will have to exhibit specific, consistent behavior as agreed upon in a written plan in order to remain in class and/or have this probation status lifted.

Students who continue to exhibit unacceptable behavior after being placed on Disciplinary Probation may have their enrollment terminated.

Financial

It is stated in the Enrollment Agreement that the school may withdraw a student and prohibit the student from graduating if all requirements, including financial, are not met according to the school's policies. A student who does not comply with financial policies within 30 days of enrollment may be withdrawn from class or excluded from the internship placement process for up to 18 days until the financial/financial aid issues are resolved. A student who does not comply with the school's financial policies within that 18-day period may have their enrollment terminated.

A student will be notified by the Online Student Coordinator that he/she is being placed on Financial Probation. The student, once in compliance with her/his financial obligation, will be notified that he/she is no longer on Financial Probation. The student must make any appeals in writing and submit them to the Director of Student Financial Services within two (2) days of being placed on Financial Probation.

Financial Aid/SAP Probation

Students who have not met satisfactory academic progress and have successfully appealed due to medical or other unusual circumstances, as outlined under Satisfactory Academic Progress, may be placed on SAP Probation. Students on SAP Probation may be eligible for financial aid for one payment period. The student will be placed on an Academic Plan ensuring they will meet SAP by a designated point in time. If SAP is not achieved, the student will be ineligible for further federal or state financial aid, and will have their enrollment terminated. All appeals are considered on a case-by-case basis and should be directed in written form to the Director of Financial Aid.

ACADEMIC PROGRAM REQUIREMENTS

A. Satisfactory Academic Progress (SAP)

All New England Culinary Institute programs have a pre-arranged curriculum. The schedule of classes is predetermined and students are not required to sign up for individual classes. Remedial assistance is available, but it is not

credit bearing. Students are required to complete a specific number of credit hours within a specific time period and must work towards program completion within the maximum time frame calculated from the first day of enrollment. In order to remain enrolled, students must complete the program at the following rate:

Online Bachelor of Arts in Hospitality and Restaurant Management Program:

Week 18:

Complete in 50% of attempted credits

Week 36:

Complete in 70% of attempted credits

Students who do not complete the required percentage of credit hours documented above within 30 days will be placed on academic probation. Academic probation can last for up to four weeks. While on academic probation, students may be prohibited from attending classes and be required to work exclusively on an Education Plan focusing on incomplete coursework. Students must attain satisfactory academic progress as documented above within four weeks. Students who do not achieve the required level of satisfactory academic progress within the specified time will have their enrollment terminated as prescribed by school and federal guidelines. Reinstatement is solely at the school's discretion and according to the school's reinstatement policy.

Students who have not met satisfactory academic progress are not eligible for federal or state financial aid. Any student who has lost federal or state financial aid because they have not met satisfactory academic progress has the opportunity to appeal. Documentation of medical or other unusual circumstances must be provided. Students who have appealed may be eligible for financial aid for one payment period; they will be placed on Financial Aid/SAP Probation and will have an Academic Plan ensuring they will meet SAP by a designated point in time. If SAP is not achieved, the student will be ineligible for further federal or state financial aid, and will have their enrollment terminated. All appeals are considered on a case-by-case basis and should be directed in written form to the Director of Financial Aid.

B. Academic Intervention

NECI is committed to student success. The administration recognizes the intensity of the program and understands how quickly students can fall behind in their schoolwork. Students who fall behind in their work put their continued enrollment at risk. The Department of Academics will monitor student progress through the program. Any student "Incomplete" in 50% or more of attempted credits or courses, or deemed unlikely to meet satisfactory academic progress, will be supported through academic intervention. Students on academic intervention are required to meet with the Department of Academics to develop a plan for making up incomplete work. This plan may include weekly meetings with a Student Advisor, mandatory meetings with learning services, additional work submission deadlines, and being withheld from scheduled classes. Students who do not meet the requirements of their plan may be placed on disciplinary probation and put their enrollment at risk. Once a student completes the plan, he/she will be removed from academic intervention.

C. Student Evaluation

In academic classes, evaluations cover all evidence including but not limited to class participation, professional behavior, test results, results of class projects, reports, special assignments and class notebooks.

At the end of a block of instruction, if students have not met all standards for the class, they are graded "Incomplete." In order to make up incomplete class work, an Education Plan is developed with the instructor and the Department of Academics or their designee. This Education Plan identifies the steps required to become complete in the class and sets a deadline for make-up work completion. The Education Plan may include scheduling make-up work, recommendations for tutoring or additional experience. When the Education Plan is successfully completed, the student's grade is changed to "Complete." There may be costs associated with make-up work, as outlined in the Fees for Make-Up Work section of this handbook.

Due to the academic nature of the hospitality and restaurant management programs, an

alternative grading system is used in these programs that include grades A, B, C, and Incomplete. This system continues to be standards-based, and requires that students meet all required standards associated with each course. Students must receive a grade of C or above, or are otherwise considered Incomplete in the class. See Policy Related to Make-up Work for more information. Course grades and evaluations are accessible at all times on the Student Evaluations tab of the NECI Student Portal.

D. Student Evaluation Language Key

All course syllabi include detailed descriptions of the course standards, student evidence and course rubrics. The course standards are assigned in accordance with NECI's list of active standards.

Course evidence is culminating work that demonstrates knowledge and skills described in the course standards. Rubrics are detailed scoring tools that describe the quality and content of student work. Each piece of evidence has an accompanying rubric.

Each course will be graded based on the overall assessment by the instructor. Students must score "Meets Standard" in all of the evaluation criteria on each rubric to be complete for the class. A "Meets Standard" designation is equivalent to a "C" or better.

Students who demonstrate poor performance or who frequently need assistance in key areas of the course will receive "Incompletes." They may earn a "Meets Standard" in a course by demonstrating at a later date that they can meet the standards in those areas in which they were deficient. This work may be done during any class enrollment period or during term breaks.

Academic make-up work may involve making up a written examination, making up missed class time, submitting a written paper or demonstrating hands-on skills. In any event, the nature of the "Incomplete" is explained in the student's evaluation. The best method for completing the work will be described by the instructor in an Education Plan. This may include scheduling make-up work after recommended tutoring or additional experience has been acquired by the student.

E. Time Allowed for Completion of Studies

Students enrolled in the Online Hospitality and Restaurant Management program must complete their studies within one-and-one-half times the length of the program (not including time withdrawn from the program, leaves of absence or suspension from the school).

Online Bachelor's Degree in Hospitality and Restaurant Management

108 weeks

Students who do not complete their studies within this time frame will be withdrawn from the program, and will need to apply for reinstatement. Further information on reinstatement policies is in this handbook under Student Policies and Procedures.

F. Making up Academic Work

Incomplete classes must be completed in accordance with the Education Plan (EP) submitted by the instructor. During the student's scheduled enrollment period, students may schedule make-up work at the discretion of the instructor. After this time, make-up work must be scheduled through the Online Student Coordinator.

An Incomplete grade indicates that the student has outstanding work to complete in order to receive a final grade on their course.

In order to make up incomplete class work, an EP is developed by the Instructor. This EP identifies the steps required to become complete in the class. The EP may include make up work, tutoring or additional experience. When the EP is successfully completed, the student is graded and the Incomplete is removed from his/her record. There may be costs associated with make up work.

Grades and Education Plans can be accessed at any time on the NECI Student Portal at the Student Evaluations tab. A student who receives an incomplete grade should access their individual EP to determine which assignments need to be completed. When a student has completed these assignments, the student will send the assignments to the course instructor and the Online Student Coordinator.

A Retake grade is assigned when a student has been unable to demonstrate satisfactory mastery of the course materials and is required to take the course again when the course is available. Students must contact the Online Student Coordinator to schedule retake courses. Students are eligible for financial aid when they retake a course.

G. Fees for Make-Up Work

Students are required to make up incomplete classes and assignments in a timely manner. Make-up work that extends beyond the student's normal enrollment period must be scheduled through the Online Student Coordinator. Students may be charged fees for all such make-up work according to the schedule below. All fees will be discussed at the time of scheduling, and will be included in the student's Academic Plan. The Academic Plan is considered to be an addendum to the student's enrollment agreement. The administrative fee will be waived in cases of medical or family emergency, or if a documented educational need is evident.

Administrative fee, all students: minimum \$40 per assignment

Course retake fee: \$399 per credit

BACHELOR'S DEGREE IN HOSPITALITY AND RESTAURANT MANAGEMENT

A. Educational Objectives

To best prepare students for work in business and management positions in the industry, NECI has established the following educational goals:

- To focus on the business aspects of the hospitality industry, including purchasing, safety, beverage management, cash control, community relations, training, marketing, teamwork, accounting, business writing, and entrepreneurship.
- To develop the personal and professional skills needed to succeed, including negotiation, motivation, time management, business etiquette, self-awareness, and team creation.
- To improve critical thinking skills

These educational objectives inform all facets of the program, from the curriculum and teaching techniques to the code of student conduct in the classroom and serve as important guidelines for all those in the program.

B. Course Curriculum

To enroll in the NECI Bachelor of Hospitality and Restaurant Management Program, students must have an Associate's degree or a minimum of 60 transferable undergraduate credits from an accredited post-secondary institution.

During the program, you will take 12 core courses - two each term - each worth five credits. The course topics are designed to give you the breadth of skills you will require to become a successful manager in a variety of positions in the hospitality industry.

Since none of the courses in our program have prerequisites, you may choose whichever of our three start dates suits you best - Spring, Summer or Fall terms. The program consists of 12 six-week classes (72 weeks of program instructional time), and a short break time is

scheduled between classes, so that the entire program can be completed within 24 months.

Core courses are in the program are:

- Financial Management in the Hospitality Industry
- Marketing Theory and Research
- Fundamentals of Accounting
- Restaurant Operations Management
- Human Resources in the Food Service Industry
- Food Systems, Inventory Control, and Sanitation
- Corporate Purchasing and Finance
- Beverage Management
- Strategic Restaurant Planning
- Critical Issues in Leadership
- Innovation and Creativity
- Ethical and Legal Issues

Beyond completion of the courses outlined above, students must complete the following requirements prior to graduation:

- 8.0 semester credits of general education at the 300 or 400 level
- ServeSafe Sanitation Certification

Coursework to support completion of these requirements may be completed at New England Culinary Institute or may be completed externally with official documentation.

General education courses include foreign language, college level writing, math, science, social sciences, humanities, and other liberal studies topics. Students are required to submit official transcripts from an accredited post-secondary institution documenting completion of 8.0 semester credits of upper level (300 and 400 level) general education course work. Students must have a grade of "C" or better in order to transfer the course

C. Course Descriptions

Financial Management

HOBM3800 - 5 credits

The class prepares students to understand business management from the perspective of the financials. Using an income statement as the basis for the class, students explore ways to manage revenue and expenses, adding systems, methods and procedures to their foundation of knowledge. This class serves as a platform for students as they build financial models for potential businesses.

Marketing Theory and Research

HOBM3700 – 5 credits

This course provides students the opportunity to explore the world of marketing beyond the conventions of advertising and promotion. Students will understand the significance of a marketing plan and how market research can help define the various types of marketing strategies management can use, from new product awareness to market re-positioning. This course is an introduction to marketing concepts and their application, preparing students to evaluate and improve existing marketing practices to achieve higher profitability, customer satisfaction, and efficient use of resources.

Accounting and Financial Analysis

HOBM3100 – 5 credits

This course teaches students the essential steps of the accounting cycle, from journal entries to end-of-month account reconciliation. Students learn basic concepts of financial and managerial accounting geared to managers. Financial accounting topics include: income determination, asset valuation, liabilities, shareholders' equity, financial statement analysis, and cash flow analysis. Managerial accounting topics include fundamentals of cost accumulation and control, standard costing, incremental analysis, and budgeting. This course focuses on the details of sound fiscal performance in a hospitality context. Students will understand the essentials of effective budgeting practices and the impact poor performance has on short and long-term growth.

Operations Management

HOBM4800 – 5 credits

This course is designed to explore the day-to-day operations of a restaurant. Through class activities, guest lectures, and hands-on projects, the student will apply the insights and skills acquired to develop a comprehensive operations plan for a business plan. The overriding objective of the class is to create a forum for students to think critically about the information presented and then apply that information within the parameters of a business concept of their own.

Human Resources in the Food Industry

HOBM3500 – 5 credits

This course focuses on preparing students both personally and professionally for entering the business world as a manager. The focus is on developing personal, managerial and human resources management skills to prepare students for application of those skills to a career in the industry. The course introduces students to theories and skills, giving opportunities to begin practicing communication and leadership. The course also covers the key employment and labor laws which affect how supervisors manage and make decisions about issues involving discrimination, harassment, and disability policies and legislation.

Food Systems, Inventory Control, and Sanitation

HOAS3400 – 5 credits

This course examines two key challenges faced by managers in today's food service operations: sanitation and menu engineering. The course is divided into two sections accordingly. In the sanitation section, students focus on understanding and utilizing state regulations, training kitchen staff, conducting sanitation inspections, formulating applied solutions to identified issues, and presenting these results. In the menu engineering section, students develop an understanding of menu in the contexts of guest perception and the marketplace, cost/profit analysis, and logistical feasibility. Students use discussions, projects, and applied situations to strengthen their skills in problem-solving, developing workable solutions, professional interaction, and team building.

Corporate Purchasing and Finance

HOBM4100 – 5 credits

This course examines many facets of corporate management, including purchasing, accounting, and control. Students learn the essentials of corporate financial management. This course focuses on key business aspects of an organization. The course allows students to put into practice the necessary skills of effective cost management.

Beverage Management

HOBM4200– 5 credits

This course is designed to provide students with an increased understanding of the bar and beverage industry, with a focus on the wine business. Students learn about the unique history and production methods of wine, beer, and spirits. Students study common marketing concepts and promotional schemes employed by wineries, distributors, retailers, national promotion boards and the critical media. In addition, the course covers financial aspects of the wine business and considers progressive ideas for sales and wine list designs in retail environments. Product knowledge is developed through discussions and outside reading assignments about current trends. Students will develop a viable beverage program of their own.

Strategic Management

HOBM4300– 5 credits

The strategic “vision” allows the industry professional to contribute to, and maintain, an organization’s mission, long-term planning, and growth potential. Built into this strategy should be an approach that is built for long-term success. This project-based course is devoted to identifying problems and formulating solutions through a carefully formatted and guided process. It is designed to explore the day-to-day operations of a business venture. Students become auditors, working closely with instructors and industry professionals to discover more effective “best practices,” through the application of analytical thinking.

Critical Issues in Leadership

HOCT4100– 5 credits

This course is designed to focus students’ thinking on critical issues facing leaders today.

In today’s business environment, a manager must make crucial decisions regarding employees, the business and the surrounding community. Class discussions center on new leadership theory, foundations of management theory, organizational dynamics, and transformational leadership as they pertain to supervision, organizational policies, and operational issues.

Innovation and Creativity

HOCT4400 – 5 credits

This course offers students the opportunity to explore all aspects of entrepreneurship. The focus is on seeing entrepreneurship as a state of mind that can inform a leader’s decision-making processes as he or she relates to new ventures, and also within existing organizations. Students will begin to see “intrapreneurship,” as a state of mind, and learn to seek ways to affect change throughout their professional lives, by challenging existing norms in order to create more productive business environments. The goal is for students to fully understand the life-cycle of opportunity.

Ethical and Legal Decision Making

HOCT4600– 5 credits

A working understanding of ethical and legal concerns is fundamental to positive personal, professional and community-related behavior and decisions that follow the law. This class provides the opportunity to appreciate the western cultural roots and development of ethical and legal thought and the application of this knowledge to personal and professional behavior. This course discusses ethical dilemmas, current affairs, professional codes of conduct, a basic understanding of the law, and the ability to apply a manager’s legal duties and obligations to guests, serving food and beverages, safety and security, and employment management. By the end of the class, students understand that, based on knowledge, facts, and action, they are expected to assume responsibility for ethical legal decisions, and to train and support staff in ethical and legal awareness.

D. Program Graduation Requirements

In order to graduate from any NECI program, students must receive a grade of Complete (a complete is equivalent to a C or better) in all courses and meet all standards for that program.

E. Graduation after the Scheduled Graduation Date

Any student with academic "Incompletes" following the scheduled graduation date should contact the program department chair outlining the manner in which the "Incompletes" will be addressed. Fees for make-up work may be applied.

Students enrolled in any program must complete their studies within one-and-a-half times the length of the program (not including time withdrawn from the program or leave of absence). Students who do not complete their studies within this time frame will be withdrawn from the program, and will need to apply for reinstatement. Further information on reinstatement policies and fees is in this Handbook under Student Policies and Procedures, Reinstatement.

Students wishing to graduate after this date should be in contact with the program department chair, who will outline the plan for graduation. In some limited circumstances, students may have an opportunity to complete work through Assessment of Prior Learning. The Department of Academics can provide information on this program. A reinstatement fee will apply and administrative fees will be assessed for all work that must be evaluated.

TUITION AND STUDENT ACCOUNTS

A. Tuition Coverage

Annual tuition includes instructional support, and the use of school facilities. This does not include health insurance. Students are responsible for buying their own pens, paper, notebooks, books and other school supplies.

B. Tuition Increases

NECI reserves the right to increase tuition and incidental fees with 100 days notice before an Enrollment Agreement is signed. Since students sign the Enrollment Agreement for the second year of the program immediately prior to enrollment, costs for the second year may be higher than first year costs.

C. Student Accounts

Any student who fails to comply with the school's payment schedule or other written payment arrangements or other miscellaneous charges may be dismissed from the program or prohibited from graduating. Students with a balance of over \$500 will be placed on a financial hold and will not be permitted to enroll in the following courses until they have brought their student balance to under \$500.

D. Tuition

Tuition for the online Bachelor in Hospitality and Restaurant Management program is \$399 per credit hour. All courses are 5 credits each.

Upon signing the Enrollment Agreement, students are automatically registered. (Please see Enrollment Agreement for further information)

E. Payment Schedule

The enrollment deposit of \$150 is due within 7 days prior to course start date. The enrollment deposit secures the student's place in the program and guarantees enrollment once all fees are paid. The enrollment deposit of \$150 is non-refundable.

Tuition must be paid in full for each term the Friday prior to course start date.

F. Withdrawal and Refund Policy

New England Culinary Institute offers a refund to the student who withdraws from an online program, or to the sources from which the student's prepaid fees came, according to the schedule outlined below. This refund schedule is based on the tuition and required fees charged for the program.

Any student wishing to voluntarily withdraw may complete and sign a Notice to Withdraw form and deliver it to the Director of Academic Services. For all refund calculations, the effective termination date will be the last date of documented attendance.

The timing of the refund payment will be based on the effective determination date of the withdrawal. In the case of a student who has provided notice of withdraw to the school (whether in writing or otherwise), the timing of refund payment shall be based on the date actual notice is received by the school. For any student who is withdrawn without filing a completed Notice of Withdraw form or otherwise expressly notifying the school of said student's decision to withdraw, the timing of refund payment will be based on the determination date of the withdrawal by the school.

Students in online classes have the opportunity to withdraw without tuition charges within three days following the signing of the Enrollment Agreement.

The refund schedule is as follows:

- a. All monies paid will be refunded if requested within three days after signing an Enrollment Agreement and making an initial payment.
- b. Four days after signing an Enrollment Agreement, but before the initial class day, all monies paid minus the \$150 enrollment deposit will be refunded.
- c. After attending the 2nd class session there will be no refund (the 2nd class session being marked as the commencement of the second week for a 6-week class or the commencement of the third week of a 12-week class).
- d. In online courses, if no activity is logged within the first 5 days of each scheduled class, NECI reserves the right to withdraw the student for non-participation; monies

will be refunded according to the refund schedule outlined above.

- e. Federal Financial Aid follows refund policy listed above.

Students eligible for financial aid are responsible for paying their loans and the entire balances due on their NECI accounts after the school's refund policy has been applied as outlined in the Student Enrollment Agreement. Students considering withdrawing from NECI are strongly encouraged to contact the Student Financial Services Office first to determine the impact of their withdrawal on their student account and their financial aid.

- In the case of prolonged illness, accident, death in the family or other circumstances that make it impractical for a student to complete the program, New England Culinary Institute will make a settlement, which is reasonable and fair to both parties.
- Any monies due will be refunded to the payee within forty-five (45) days of the date of determination of the student's withdrawal.

G. Financial Aid

Financial aid for students pursuing an online bachelor's degree is available in the form of federal student loans, Federal Pell Grant and State Grant if applicable. If you are interested in applying for Financial Aid, please refer to the [Financial Aid Fact Book](#).

HOW TO SUCCEED IN LEARNING ONLINE

Throughout the online bachelor's degree program, you will be in a small class section. The students in your section will vary course by course to expose you to new thoughts and ideas as you move through the curriculum. Each section is assigned a facilitator who will not only grade recommendations to the instructor on your assignments but will also be your point of contact for the entire course. These facilitators will respond to your inquiries within 24 hours and will offer online office hours to allow you to chat with them and with your fellow online learners. The following are tips to succeeding in an online classroom:

1. Understand what is expected of you

The communication medium, of course, is your computer, with a modem. Make sure you are well connected before classes begin. There is nothing worse than trying to get consistent internet access once you have begun your online courses. If your internet provider is unreliable, switch before the courses start.

You will be provided with a syllabus for each course that contains all the information you will need to understand the expectations of your courses. Review this information carefully at the beginning of each class so that you will be able to fully meet and exceed course requirements.

2. Make sure you have the right space

You need your own space, where you can shut the door and give full attention to your coursework. Find a place that is comfortable and free from distractions. You should also consider setting aside quiet time every day to work on your assignments. Identify study times when you are fresh and attentive, and stick to those times every week.

3. Participate

It is important to be a known quantity. In a virtual classroom, you attend by sending messages, participating in online discussions and responding to classmates' questions and concerns. Your enjoyment of the online experience will be largely dependent on the

extent to which you feel connected with others.

4. Be realistic

Although you will not have to keep a class attendance schedule, you will need to do a certain amount of work each week to stay current with your classes. Try to pace yourself and avoid the temptation of leaving your coursework to be completed until the weekend or the very last hour. Develop a time management strategy and stick to it.

Remember, as an online learner – particularly if this is your first experience – you may very well need to spend time during the first few weeks adjusting to the technology of the your academic world. If at any time you feel overwhelmed, contact your facilitator or student advisor for guidance. Don't be afraid to ask questions, and don't allow yourself to drift away from the essential coursework that you should be learning

5. Set goals and deadlines, and stick to them

It will be important to keep a calendar that shows the number of weeks in each term and the level of work you need to accomplish each week. Mark in the days when you will need to submit assignments, take tests or contact your instructor. It also is important to remember that it is very likely you will have more to do near the end of the course than at the beginning.

6. Make the most of online discussions

A great deal of student interaction during your courses will occur through an online threaded discussion that allows you and your instructors to interact in asynchronous time. Make the most of that advantage. In your participation, be open-minded about sharing relevant information about your life, your work and your educational experience. Make certain your contributions are productive and supportive of the online environment.

7. Become a real advocate of distance learning

Discuss the merits of online learning with whoever will listen. In order to be successful in this new educational environment, you need to truly believe in its potential for providing you with an educational experience that is equal to, if not better than, the traditional face-to-face environment. When you discuss the merits of online learning with others, you will reinforce its merits for yourself.

8. Log on to your course every day

Once you get accustomed to the online conferencing system, you may find that you are eager to see who has commented on your postings and read the feedback of your instructor and your classmates. But get into the habit of logging in frequently right away. If you let days go by before logging in, email and announcements will back up and you could find it difficult to catch up.

9. Take lots of notes

In your online courses, assignments could involve a variety of media: print, videos, audios and the Internet. Remember that you are not merely a passive watcher or listener but an active participant. Take notes and imagine questions that will help you retain information that you have learned. This will be particularly useful when you are completing later course assignments or assessments.

10. Stay in contact

You should make it a practice to stay in contact with your facilitator regularly, particular when you have questions about the course content or assignments. If you are experiencing difficulty at any level (either with technology or with the course content), it is your responsibility to communicate this issue immediately. Your facilitator and instructors will only know that something is wrong if you tell them. There is nothing wrong with asking for help or pointing out areas that you think are particularly difficult or unclear.

Remember: your facilitator and student advisor are critical resources to your success in achieving your degree.

New England Culinary Institute
56 College Street, Montpelier, VT 05602
Phone: 802.223.NECI (6324) • Fax 802.225.3280 • NECI.edu
New England Culinary Institute is accredited by the
Accrediting Commission of Career Schools and Colleges (ACCSC)
©Copyright 2011 New England Culinary Institute. All rights reserved.