



LACKAWANNA

COLLEGE

Level Up
Student Handbook
2021-22

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Notice of Non-Discrimination

Lackawanna College is committed to providing a welcoming environment for all members of our community and to ensuring that all educational and employment decisions are based on individuals' abilities and qualifications. Lackawanna College does not discriminate in its educational programs, employment, admissions or any activities on the basis of race, color, religion or creed, national or ethnic origin, age, disability, pregnancy, sex/gender, gender identity and/or expression, sexual orientation, marital or family status, military or veteran status, genetic information, or any other protected category under applicable local, state, or federal law, including protections for those opposing discrimination or participating in any grievance process on campus, with the Equal Employment Opportunity Commission, or other human rights agencies.

Consistent with this principle, Lackawanna College will comply with state and federal laws such as the Pennsylvania Human Relations Act or other applicable state law, Title IX, Title VI and Title VII of the Civil Rights Act, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, the Ethnic Intimidation Act of 1982 (P.L. 537-154) and other laws that prohibit discrimination.

As a recipient of federal financial assistance for education activities, Lackawanna College complies with Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of the categories stated above, including in admissions and employment. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and this Policy.

This policy covers nondiscrimination in both employment and access to educational opportunities. Therefore, any member of the College community whose acts deny, deprive, or limit the educational or employment access, benefits and/or opportunities of any member of the College community, guest or visitor on the basis of that person's actual or perceived membership in the protected classes listed above is in violation of the College's policy on nondiscrimination.

The following persons have been designated to handle inquiries regarding the nondiscrimination policies:

Brian Costanzo

Title IX Coordinator/Vice President for College Advancement

Healey Hall, Main Floor

(570) 961-7841

Costanzob@lackawanna.edu

Abbey Judge, Ed.D.

Affirmative Action Officer/Level Up Program Director/Deputy Title IX Coordinator

Healey Hall

(570) 955-1516

judgea@lackawanna.edu

Gopu Kiron, Ed.D.

Associate Dean of eLearning and Information Literacy

Seeley Hall

(570) 504-7929

kirong@lackawanna.edu

Additional information regarding Title IX requirements and how to file a complaint with the Office of Civil Rights: Office of Civil Rights at www2.ed.gov/ocr, 1-800-421-3481. Philadelphia Office: Office for Civil Rights U.S. Department of Education, The Wanamaker Building, 100 Penn Square East, Suite 515, Philadelphia, PA 19107-3323. Telephone: 215-656-8541 or Email: OCR.Philadelphia@ed.gov.

Introduction

This *Level Up Student Handbook* has been compiled by the Level Up Program Director to provide information about the policies of the Level Up Program at Lackawanna College. The mission of Lackawanna College is to provide quality education to all persons who seek to improve their lives and better the communities in which they live. The College's vision is to be the nationally recognized, premier two-year college of choice.

Please note that students in the Level Up program must adhere to policies and procedures found in the full [Student Handbook](#) if not specifically listed in the Level Up Handbook. The following information can be found in the full Student Handbook: Schedules and Calendars; Academic Information; Academic Affairs Policies; Information Technology; Student Support; Public Safety Information; Student Services Information; and Student Conduct and College Policies.

Accreditation and Memberships

Lackawanna College is accredited by The Middle States Association of Colleges and Schools (Middle States Association or MSA).

Middle States Commission on Higher Education
3624 Market Street
Philadelphia, PA 19104
Phone: (267) 284-5000
Fax: (215) 662-5501

College Mission and Vision

Mission

Lackawanna College's mission is to provide quality education to all persons who seek to improve their lives and better the communities in which they live.

Vision

The College's vision is to be the nationally recognized, premier open-enrollment college of choice.

Core Values

- Remaining an affordable open-enrollment college offering associate and bachelor level degrees;
- Providing a rigorous, engaging, and transferable education that exceeds academic expectations for students at all learning levels;
- Ensuring excellent educational opportunities for students academically underprepared for college-level work;
- Nurturing students' sense of self-worth and capacity to make a difference;
- Cultivating and maintaining active partnerships with our regional community, including other educational institutions, businesses, and nonprofit agencies;
- Delivering high-quality degree and non-degree programs that prepare students to succeed in the workforce.

- Committing to the premise that access to quality, affordable higher education has the power to transform lives and communities.

College Goals

The individual learning goals that have emerged from this statement are as follows:

1. **Critical Thinking:** Critical thinking is the ability to apply recognized principles of logic from across the curricula to the analysis of judgments, values, or extended presentations. The critical thinker is able to subject personal work as well as publicized statements to rational analysis. This individual is also able to apply logical principles in ways that solve problems effectively through information-seeking and objective evaluation. Finally, this individual is able to develop and practice critical reading skills necessary for success by interpreting, evaluating, and applying what one reads to real-life situations.

2. **Communication Skills:** Communication skills are those capacities which enable a person to express ideas orally and in writing in a clear, correct, concise, and thoughtful style. These capacities include the ability to listen carefully, to read with confidence, and to comprehend the material. Communication skills will be delivered through a variety of media, including, but not limited to, websites, social networks, email, presentation, and written word.

3. **Diversity Awareness/Global Awareness:** Diversity/global awareness refers to one's sensitivity to the socio-economic, political, cultural, and ecological environment. Such awareness is extended to more global dimensions when taking into account the multitude of nations, races, traditions, belief systems, values, and lifestyles that constitute the worldwide community of humankind. Achieving this goal should enable one to live and work harmoniously with diverse populations.

4. **Ethics:** Respect for and acceptance of others' social and ethical beliefs are demonstrated by attitudes of openness, empathy, and good will toward all lifestyles and philosophies that do not infringe upon another person's freedom. Individuals will establish clear ethical directives for themselves and demonstrate a level of maturity and respect for others in thought, work, and action. Individuals will also be able to make informed decisions on moral questions, particularly those involving plagiarism, cheating, or lying. Finally, individuals will be able to recognize racism, discrimination, sexism, and other forms of intolerance as elements which negatively challenge open-mindedness, empathy, and mutual respect.

5. **Teamwork/Collaboration:** Teamwork/collaboration involves one's ability to work effectively with others in common activity. An effective team member commits talents and resources to the common project or goal and contributes fully to its joint achievement. Individuals are encouraged to commit to community involvement and establish leadership skills through this process.

6. **Life-long Learning:** A life-long learner is willing to update and upgrade skills periodically to develop abilities, to supplement knowledge long after a degree has been earned, and to add on to previously learned concepts and formulations to test and apply the continuing relevance throughout one's life.

7. **Knowledge Application:** Knowledge application refers to how a person translates theoretical or abstract concepts into practical applications. Such knowledge affects one's work, thinking, environment, social life, and family life daily.

8. Science/Technology Skills: Science and technology skills are those aptitudes and competencies which enable one to utilize contemporary science and technology, both in the workplace and in one's personal life, knowledgeably and effectively. These skills are not necessarily those of an expert, but they are consistent with the level of scientific and technical development manifested in one's personal and professional environment.

9. Information Literacy: Information literacy is the capability to determine what information is needed and to locate, evaluate, organize, and properly credit the information for a specific task or presentation. Familiarity with standard print, non-print, and electronic information resources and research techniques is an essential element in this skill set.

Level Up Program Mission

The mission of the Lackawanna College Level Up Program is to provide high school students with opportunity, value, and experience to help reach their post-secondary goals.

Level Up Program Goals

The goals of the Lackawanna College Level Up Program are:

1. To empower high school students to achieve their academic goals by reducing or removing barriers to higher education.
2. To provide relevant information and authentic college experience to high school students considering post-secondary education.
3. To reduce the financial burden of higher education for students seeking to improve their lives and the communities in which they live.

Program Description

The Level Up program at Lackawanna College was created in response to the national crisis related to the rising cost of higher education, the increased time that students spend in college before completing their degree, and the need for students to graduate from their secondary experience prepared to succeed in a major program of their choice.

By creating a new model that offers students concrete educational pathways during their high school experience, the College aims to reduce or eliminate barriers to enrollment in higher education, boost student retention and completion rates, and link early educational pipelines with family-sustaining careers for students of all socioeconomic backgrounds.

Level Up Student Policies

Admission

Prospective Level Up students will work with the Level Up Program Director to enroll in a Level Up pathway. Transcripts and other documents submitted will become the property of Lackawanna College and cannot be returned to the applicant. Admission standards and policies prohibit discrimination on the grounds of race, creed, color, religion, national origin, disability, age, or sex. Physical and/or instructional limitations of the College may compel restricted admission in certain curricula.

Students must meet the following eligibility requirements to enroll in the Level Up program:

- Must have a cumulative GPA of 3.0 or higher for certificate pathways and a cumulative GPA of 3.25 or higher for associate degree pathways.
- Must demonstrate college-readiness on a standardized test. A PSAT or SAT can be submitted for review. If a student does not have a PSAT or SAT score, an Accuplacer exam will be administered. Based on the score reports, students may require developmental coursework. This coursework is considered a prerequisite before any additional courses may be taken in the corresponding area. Academic Development courses receive institutional credit only. They may not be used in any of the College's curricula.
- Students who meet the first two criteria will be enrolled in COL 101 in Summer II subterm. Students must pass COL 101 to continue in the Level Up program.

New Level Up Student Orientation Policy

Every student who enrolls in the Level Up program is contacted by the Level Up Program Director via email regarding orientation information which includes information on technology as well as applicable policies/procedures, contact information, and support services for new students. New Level Up students are provided a copy of the Level Up Student Handbook for review and has the opportunity to contact the Level Up Program Director with any questions or concerns. At the present time, the Level Up Program Director is the advisor for all the Level Up students and reaches out to each student at least twice a semester. New Level Up students also can contact the Online Student Experience Coordinator and IT with any questions or concerns regarding computer access and the platform Canvas LMS.

New students will have the option to attend a Level Up Orientation before beginning classes. Students must have all required paperwork and testing complete and be registered for COL 101 in order to attend the orientation. New students will be able to register for orientation in the portal.

Good Academic Standing and Probation

To remain in good academic standing and progress through the program, Level Up students must continue to uphold a GPA of 2.5 each semester. However, if the Level Up student has less than a 2.5

GPA, the Level Up student will be allowed one semester of a probationary period. If a semester GPA of 2.5 is not achieved for the semester of probationary period, the student's continued enrollment in the program will be evaluated by the Level Up Program Director.

The first semester in which a Level Up student earns less than a 2.5, they will be placed on probation and referred to the LU Commit to Success Program. They will meet with the Level Up Program Director to identify their strengths/barriers to academic success and create an academic plan.

The LU Commit to Success is a support program designed to develop/improve academic skills to better the education of students with a Level Up probation status.

LU Commit to Success Policy:

- Students must attend (in-person or virtually) three meetings (two advising period meetings and an additional meeting) set by the Level Up Program Director throughout the semester; and, if appropriate, will meet with the Online Student Experience Coordinator.
- During these sessions, students will learn strategies and tools needed to be successful in and out of the classroom.
- Students can enroll in a maximum of 6 credits online or on-campus during the semester that they are on probation.
- Students are only eligible to register for the following semester upon completion of the LU Commit to Success program. If they student earns less than a 2.5 for a second consecutive semester the following will be enacted:
 - Students in an associate degree pathway will move to a certificate pathway.
 - Students in a certificate pathway will reduce the number of credits/semester or only take courses during summer term. This will be determined by the Level Up Program Director and the student.
- Upon completion of the program, students will receive a certificate of completion.
- Students are required to attend (in-person or virtually) one success workshop hosted by the Student Success Office throughout the semester.

High School Academic Standing

The Level Up program is supplemental to the student's secondary education and, therefore, requirements/policy for high school coursework, graduation, schedule, etc. take precedence over those of the Level Up program. The program director will work with school districts as much as possible to accommodate Level Up coursework and schedules, but, ultimately, the student must abide by school district policy first.

Students enrolled in the Level Up program have the obligation to maintain good academic standing in their high school program in order to meet high school graduation requirements. If a Level Up student is not in good academic standing in high school courses, continued enrollment in the Level Up program will be evaluated by the Level Up Program Director, student, and school official/representative. Students are strongly encouraged to give permission for communication between the College and the high school for this purpose, following FERPA regulations.

Level Up Pathways

The Level Up Program offers high school students the opportunity to begin earning credits within a Level Up Pathways. LU Pathways transition seamlessly into corresponding Lackawanna College degree programs. Level Up students can earn anywhere from 18 to 62 credits (completion of an associate degree) within a pathway of their choosing.

Students can change pathways during their enrollment in the program, keeping in mind that changes must be discussed and approved by the Level Up Program Director and changes can impact the final number of credits earned. Current pathways include:

Associate Degree Pathways

- Accounting
- Business Administration
- Criminal Justice
- Human Services
- Professional Studies
- Human Services
- Petroleum & Natural Gas
- Professional Studies

Certificate Pathways

- Accounting
- Business Administration
- Criminal Justice
- Cyber Security
- Health Sciences

SOAR/Credit Combination Pathways:

Certain Career Tech Centers or high schools may offer opportunities for students enrolled in a Career/Technical Education program as designated by the state to earn SOAR credits by completing the requirements outlined by Lackawanna's Programs of Study Office and credits through the Level Up program. These pathways allow students to enroll seamlessly into LC associate degree programs.

Graduation

Level Up students who are in an associate degree pathway are eligible to participate in Lackawanna College's spring commencement ceremony if they meet all the requirements listed below.

All Level Up students completing an associate degree will be conferred in August following their high school graduation. In order to graduate and/or participate in the commencement ceremony, Level Up students must complete and/or obtain the following:

- Fulfill all degree requirements as outlined in the curriculum guide by the spring commencement date. Students may participate if they are three credits short and scheduled to complete those credits in the summer term following commencement.
- Provide a third quarter or second trimester report card/transcript from the high school to determine good academic standing in any dual enrollment coursework that will fulfill degree requirements.
- Final dual enrollment grades must be submitted by the high school before conferral date in August.
- A final high school transcript with a graduation date must be submitted by the student.
- Successful completion of COL 201 in Spring semester and completion of a grad application and any other paperwork required by the Registrar's Office or other campus offices.
- Student must earn a final GPA of 2.0 or higher to receive an associate degree.
- No outstanding balance on the student's account.

Matriculation to Degree-Seeking

Level Up students can choose to enroll at Lackawanna College to complete either their associate or bachelor's degrees after completion of the Level Up program. Prior to graduating high school and completing the Level Up program, students must complete an application for admission and complete a Free Application for Federal Student Aid by May 1 prior to enrollment.

Students who completed an associate degree through the Level Up program can matriculate seamlessly into the corresponding bachelor's degree program. Students who completed a certificate through the Level Up program can continue fulfilling credits toward the selected associate degree program.

Health Science programs have additional requirements for admissions. Level Up students must complete all components of the application process as outlined by each Health Science program. Participation in the Level Up program does not guarantee admission to a Health Science program.

Tuition, Scholarships, and Payment

One of the primary goals of the Level Up program is to help students access a college education without accumulating excess debt. Families should be aware that there will still be a cost incurred for credits taken through the Level Up program, however, Level Up students are eligible for the College's discounted dual enrollment rate for high school students. Level Up students are not eligible to apply for financial aid via the FAFSA application because of their secondary school enrollment status. However, students should be aware that their academic record may impact financial aid in the future if the student does not meet satisfactory academic progress as outlined by federal regulations. Satisfactory academic progress is defined as successful completion 67% of credits attempted and a minimum GPA of 1.85 (attempted credits 31 or less) or 2.0 (attempted credits 31 or more).

While students and parents have the primary responsibility to provide a reasonable amount of financial assistance toward a student's college expenses, the College remains committed to promoting access and affordability for all students. Only a student and their parents can make the best financial decision for

their family. The College holds in strict confidence all family financial information and considers it to be a confidential matter between the College and the applicant.

Tuition

Level Up students receive the discounted high school tuition rate. Tuition rate is established in the agreement between Lackawanna College and individual school districts. Students are charged the same tuition rate for all classes, whether online, on-campus, or dual enrollment.

Level Up students will be billed semesterly based on course registration. Dual enrollment courses that are scheduled for the full school year will be registered and billed in the spring semester. Students must complete a separate dual enrollment registration form for those courses.

All fees except the Graduation Fee are waived for Level Up students. Students enrolled in Level Up are responsible for the cost of textbooks for online or on-campus courses in which they are enrolled.

Scholarships

Sordoni Level Up Scholarship

The Level Up program makes available a financial need-based scholarship provided by the Sordoni Foundation to incoming or current Level Up students. Students will receive the application during the enrollment process or by request once enrolled. Students must complete the application in its entirety by the listed application deadline.

The Level Up Director and administration at the College determine the scholarship recipients based on demonstrated financial need and response to the essay included in the application. The scholarship may cover a percentage or all of the tuition costs based on financial need.

The Level Up scholarship prioritizes payment for courses taken on-campus or online. In some cases, dual enrollment courses may be covered by the scholarship. Students will continue to receive the scholarship as long as they remain enrolled in the program and in good academic standing.

The scholarship will also cover any classes taken in summer term after high school graduation if students are finishing credits to earn an associate degree. Students not completing an associate degree may receive the scholarship for credits taken in summer term after high school graduation.

Some school districts are able to provide funding for dual enrollment courses. Please see your school counselor or administrator to see if your school district offers dual enrollment funding.

Level Up Incentive Scholarship

Lackawanna College offers graduating Level Up students an Incentive Scholarship should they choose to enroll as a degree-seeking student in the fall semester following high school graduation. This scholarship amount matches the total out-of-pocket cost paid by the student during their Level Up enrollment.

Conditions and Requirements to receive this scholarship are as follows:

- The student must complete a FAFSA by May 1 prior to enrollment, and each year after
- The student must enroll in a Lackawanna College program by the Spring semester following high school graduation to receive the scholarship
- The total amount of the award will be divided over four academic semesters (up to \$1550/semester), unless an alternate payment schedule is approved by the Level Up Director
- The student must have no outstanding balance of tuition or fees incurred during Level Up enrollment
- The scholarship will be applied in Fall and Spring semesters. The student is responsible for any tuition costs incurred during Summer terms or Intersession.
- The student must maintain a 2.0 GPA to remain eligible for the scholarship
- This award covers tuition costs only. Fees, books, and other costs are the responsibility of the student. The College will not make direct cash payments to the scholarship recipients.
- The amount of the scholarship may be limited to the amount of tuition, fees, and books not covered by grant aid or other scholarship funds

Payment

Students will be billed upon registration for the upcoming semester and are expected to promptly pay their bill before the start of each semester.

Please see the Lackawanna College Student Handbook or the [Financial Services website](#) for payment arrangement options. Payment arrangements can be set up in advance of the semester.

Tuition payments can be made through the student portal using the CASHnet system, over the phone, or by mailing a check to the Financial Services office.

For a parent/guardian to discuss financial matters or billing, they must be added as a payer. Please login to the student portal and follow the instructions to add a payer.

Please see the full [Student Handbook](#) or [the Student Financial Services website](#) for the College's refund policy.

Academic Policies

Academic Information

Schedule Changes

SCHEDULE ADJUSTMENTS (DROP / ADD)

Students may consider dropping or adding a class during the first week of each semester or the period designated for each Subterm/Summer/Winter Session. Dates are listed in the [Student Handbook](#) and

on the website and portal. A [drop/add form](#) is used to adjust a schedule with the equivalent number of credits or to add credits to the current semester load.

For Level Up students, the Level Up Director must approve drop/add requests. If schedule changes result in a decreased credit load, a withdrawal form must be completed (see withdrawal information in next section).

Withdrawal from Course or College/Exit from Level Up

Student withdrawals without academic penalty will be accepted up to and including the final date to withdraw as indicated on the Academic calendar. In order to officially withdraw from a course or from the College, a student must obtain the Withdrawal from Course/College/Exit from LC form from the Level Up Program Director. This form must be completed, signed by the LU Program Director and filed with the Registrar's Office before the last day to withdraw without academic penalty as indicated on the calendar.

Refund of tuition for properly filed withdrawal forms will be based on the refund policy (the refund policy is maintained on the portal under the Student Financial Services information page: [Financial > Financial Services-Student Accounts > Home](#))

Official withdrawals will result in a "W" grade on the student transcript, which is not calculated in the GPA. If a student stops attending a course for which he or she is registered after the published census date without having officially withdrawn from the course, the student will be assigned an ["AW" \(failure\)](#) for the class. **The importance of an official withdrawal cannot be over-emphasized.**

Students should consider the following before withdrawing from a class:

- When will the course again be offered, and is the course needed before taking an advanced course?
- Has tutorial assistance been sought, or has the professor been asked for help?
- What will happen if the course is not dropped?

Students need to be aware that withdrawing from classes will slow down progression toward completion of a chosen Level Up pathway.

It is required that students consult the Level Up Program Director before withdrawal from a course or from the College.

Refund of tuition for properly filed withdrawal forms will be based on the Refund Policy, which can also be accessed on the [Financial Services-Student Accounts page](#).

If a currently registered student decides not to continue in the Level Up program for the next semester, they should complete the "Exit from LC" section of the form. This should be completed ONLY if the student is not registered for classes for the next semester (a withdrawal form is then required). Current Level Up students are advised that they may break enrollment for one academic year (two full semesters) before needing to return to the College as an admissions reentrant.

Failure to Withdraw

If a student stops attending a course for which they are registered after the published census date (end of drop/add), without having officially withdrawn from the course, the student will be assigned an AW (penalty-grade failure) for the class. The student will be directed to officially withdraw from the class by the published date (last day to academically withdraw). If the student does not officially withdraw from the course by the designated date, the AW will remain on official transcripts. After Week 10 of the fall/spring semester, students will no longer be dropped from courses for lack of attendance and will instead receive the course grade earned, assuming zeros on all missed assignments, projects, tests, quizzes, participation, etc. Students should contact the Advising Center or their Center Advisor to process the official withdraw

Transcripts

Official Lackawanna College transcripts are requested online through the National Student Clearinghouse.

You can order a transcript by going to <https://www.studentclearinghouse.org/students/> or you can go to our website under [Registrar's Office](#) and simply follow the step-by-step instructions listed. Please have the correct recipient/receiver's email address available for the electronic order delivery.

A transcript is not issued to or for a student who is in debt to Lackawanna College.

NOTE: Transcript requests will not be processed if a financial and/or administrative hold is on record.

Academic Affairs Policies

Academic Integrity

Academic dishonesty, in any form, such as plagiarism and cheating, will not be tolerated. Sanctions will include an automatic F for plagiarism, but the severity or frequency of the violation may result in dismissal from the College as well. Please see the [Lackawanna College Student Handbook](#) for further clarification.

The following are among the forms of dishonesty for which penalties may be applied:

- Using books, notes, or other materials during an examination, unless expressly permitted.
- Using purchased essays, term papers, or preparatory research for such papers.
- Copying others' work or engaging in unauthorized cooperation during an assignment or examination.
- Allowing another student to copy from an examination or other assignment intended to be performed independently.
- Borrowing from published works, whether material is taken verbatim or with minor alterations, without proper and/or sufficient acknowledgment.

- Submitting as one’s own work originally done by someone else.
- Submitting the same written report in more than one course without prior approval from the instructor(s) involved.
- Stealing examinations or assignments.
- Supplying or selling examinations or assignments.
- Misrepresenting statements concerning work submitted.
- Falsifying or fabricating experimental data or results.
- Falsifying or fabricating the need for extensions on papers or make-up examinations
- Misrepresenting identity in an online course.

Attendance Policy

Class attendance and engagement are crucial to student success and are expected in all in-person and online courses. Students are responsible for all content, assignments, and announcements shared during class. Make- up work in any missed class is at the discretion of the instructor, per the instructor’s course policy located in the syllabus.

If a student does not attend class by the end of the drop/add period, he or she will be removed from the class as “never attended” and will not be allowed back into the class. If a student no longer wants to remain in a course, the student should contact the Student Success Center or Center Academic Advisor to discuss the policy for course withdrawals.

The standard attendance policy is as follows:

Course Maximum Number of Absences Allowed

DEV010, DEV020, DEV030	The equivalent of one week of class
100 and 200 level courses	The equivalent of two weeks of class
300 and 400 level courses	To be determined by instructor
Clinical Coursework and fieldwork in the Health Sciences	To be determined by the instructor

Students enrolled in credit-bearing courses at Lackawanna College will be administratively withdrawn (AW) from any course(s) in which they accumulate absences beyond the maximum number allowed. This will be recorded as an AW on the student’s transcript and will calculate as an F unless a student finalizes the withdrawal prior to the last day to withdraw from courses. Changes in credit hours due to AWs or withdrawals may impact financial aid/billing, so students should contact Student Financial Services prior to any changes in credit hours. Students wishing to withdraw or not be impacted by the AW, should contact their Advisor or the Student Success Center to officially withdraw from class (see Withdrawal from Course or College).

After week 10, students will no longer be dropped from courses for lack of attendance and will instead receive the course grade earned, assuming zeros on all missed assignments, projects, tests, quizzes, participation, etc. These norms will apply for traditional fall and spring semester schedules. Separate scales will be devised for intersession and summer sessions.

Students enrolled in online classes should refer to the Attendance Policy for Online Courses, which is included here and in each online course syllabus. The Office of Student Success or Center Advisor can provide additional guidance related to these situations.

If a student must quarantine or isolate due to COVID-19, the student will be excused from class during the quarantine or isolation period. The student must raise the appropriate concern in Starfish to begin the notification process. The Pandemic Safety Team will contact the student's instructor(s) via Starfish flag to communicate which days the student will be absent from class. Students who miss class for quarantine or isolation will be given a reasonable opportunity to make up missed coursework.

Program-specific attendance requirements may supersede general attendance requirements.

Attendance for in-person classes will be tracked in Starfish daily.

Attendance Policy Appeal

Appeals for perceived errors related to the attendance policy and its enforcement may be made in writing to the Dean of Curriculum and Faculty Affairs. The appeal must include documentation to substantiate the request. Appeals must be made in a timely manner, and all decisions of the Dean of Curriculum and Faculty Affairs are final.

Planned Absences

If a student expects to be absent for any of the following reasons, the student must inform his or her instructor as soon as possible in writing, prior to the missed course meeting. If a student or College designee reports that a student will be absent for one of the following reasons, the student may be excused for an additional absence. Instructors may require verification of planned absences. Students should be aware of each instructor's policy regarding missed assignments and alternative academic engagement.

- Travel considered part of the instructional program of the College or high school (e.g. school sponsored field trips)
- Travel as part of a team or organization that is representing the College or high school (e.g. club field trips, NJCAA competition, etc.)
- Jury duty or other official civil service such as National Guard (see also leave due to military service)
- Religious Holidays

Unforeseeable Absences

Students who cannot attend class for an extended period due to an unforeseen circumstance, such as house fire, accident, severe weather, funeral, etc. should contact all applicable instructors immediately to determine next steps. This communication must take place before the student exceeds the number of allowed absences in the course. The student should also inform the Student Success Department of the concern. A student can find the correct alert in Starfish to start the notification process.

If a student must miss class due to medical reasons or extended military leave, the student should refer to the Leave Due to Medical Exigency and Leave Due to Military Service policies.

Attendance Policy – Online Courses

Students enrolled in credit-bearing courses at Lackawanna College will be administratively withdrawn from any course(s) in which they accumulate absences beyond the maximum number allowed. This pertains to online courses as well.

Attendance is defined by participating in an academic activity within the online classroom, which includes making posts and replies in a course-related graded discussion forum or submitting a course-related written assignment.

Students that fail to participate in an academic activity in an online classroom as described above prior to the last day to drop/add, will automatically be dropped from the course.

- You are required to engage in discussion by making an initial post to your instructor's prompt by the assigned day of the week (Wednesday), and then submitting the required number of replies by the end of the week (Sunday). Please note that the initial post by Wednesday is separate from the three replies due by Sunday. Students are encouraged to responsibly manage their time, participate in the online course as early in the week as possible (while also being mindful of other obligations and responsibilities).
- Students who do not participate in any course-related discussions AND who do not submit any course-related assignments for any ONE week (prior to the last day to withdraw for the subterm) will be DROPPED from the course.
- Students who do not participate in any discussions AND who do not submit any assignments for any ONE week (after the last day to withdraw for the subterm) will receive zeros on all missed discussions/assignments. It is the responsibility of the student to formally withdraw from the course through the Advising Center or center advisor, or see withdrawal from course.

If a student anticipates missing class for an extended period of time, 3 days or longer, the student should reach out to the Student Success Center, prior to the absence, to discuss options regarding the Active Military Service Leave Policy or the Medical Exigency Policy.

If a student anticipates missing class for an extended period of time, one week or longer, the student should reach out to the Student Success Center, prior to the absence, to discuss options regarding the Active Military Service Leave Policy or the Medical Exigency Policy.

Students with Disabilities Policy

Lackawanna College is an equal employment and educational opportunity institution conforming to all applicable legislation, which prohibits discrimination. Whenever an applicant for admission demonstrates that they are a disabled individual within the meaning of applicable federal and state law, and is otherwise qualified for participation in a course or program, the College will make reasonable accommodation to the known physical or mental limitations of such otherwise eligible applicant. Such accommodation, however, must not impose an undue hardship on the College in the form of an undue financial or administrative burden.

Specifically, it would be an undue financial burden on the College if the cost of the accommodation requested or required by such applicant exceeded the amount of tuition that would be paid by or for such applicant to the College to attend such course or program.

In determining whether an applicant who is hearing impaired and relies on American Sign Language to communicate is otherwise qualified, such applicant will be required to demonstrate proficiency in standard written English as a prerequisite to admission. Some examples of accommodations provided by the College are the following:

- Extended time on exams
- Extended time on assignments
- Exams in a distraction-free environment
- Copies of an instructor's notes/outlines
- Alternative methods of demonstrating mastery of course objectives

Note-Taking Services

Students requesting accommodation must begin by inquiring or requesting information about accommodations from the Level Up Program Director. The student will be referred to the Director of Disability Services who will begin with a review of documentation. Such documentation consists of a report supplied by a certified or licensed professional based on an examination conducted within the last four years. The diagnostic report should include a diagnosis of your current disability, as well as supplementary information, such as the diagnosis date, how the diagnosis was reached, and the professional signature and credentials, information on the effect of disability to academic performance; and specific recommendations for accommodations, as well as an explanation as to why each accommodation is recommended. If the disability is physical, including hearing or vision impairment, or if it has any other medical implications, including psychiatric, the student should so indicate on the College Health Form.

A student seeking accommodations must meet with the Director of Disability Services, Academic Development, Suite 110, Angeli Hall, at the beginning of each semester. Students are responsible for securing appropriate documentation and completing the necessary paperwork to inform their instructor(s) if accommodations are required. A school plan, such as an individualized education plan (IEP) is insufficient documentation. Accommodations cannot be made for students who do not provide the necessary documentation. The final determination for providing appropriate and reasonable accommodations rests with the institution. Please note that disability services do not include exemption from participation requirements in courses considered part of the School of Distance Education, including online and hybrid courses. The final determination for providing appropriate and reasonable accommodations rests with the institution.

All services are arranged individually on an as-needed basis. The services may vary from course to course and semester to semester. Therefore, students may not automatically be granted each accommodation requested. Students should schedule an appointment well in advance of the need for services. For more information, or to schedule an appointment, please call the Director of Disability Services at (570) 504-8097.

Confidentiality Statement and Family Educational Rights and Privacy Act (FERPA)

Annually, Lackawanna College informs students of The Family Educational Rights and Privacy Act of 1974 (FERPA). This act, with which the institution complies fully, was designed to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. Students also have the right to file complaints with The Family Educational Rights and Privacy Act Office concerning alleged failures by the institution to comply with the act. A directory of educational records maintained on students in this institution is available at the Registrar's Office located on the first floor of Angeli Hall at the main campus.

Questions concerning The Family Educational Rights and Privacy Act may be referred to the Registrar.

Notification of Rights Under The Family Educational Rights and Privacy Act of 1974 as Amended

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. They are:

1. The right to inspect and review the student's educational records within 45 days of the day the College receives a request for the access. A student should submit to the Registrar, Academic Dean, Academic Division Chair, or other appropriate official a written request that identifies the record(s) they wish to inspect. The College official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the College 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.
2. The right to request the amendment of the student's educational records whenever the student believes they are inaccurate or misleading. Students may ask the College to amend the records that they believe are inaccurate or misleading. They should write the College official responsible for the record, clearly identifying the part of the record they want to change and specifying why it is inaccurate or misleading. If the College decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when they are notified of the right to a hearing.
3. The right to refuse disclosure 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 disclosure to school officials with legitimate educational interests. A school official is a person employed by the College 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 College has contracted (such as an attorney, auditor, 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 a school official in performing their tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill their professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Lackawanna College to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW.
Washington, D.C. 20202-4605

Directory Information

Lackawanna College hereby designates the following categories of student information as public or "Directory Information." The institution may disclose such information for any purpose at its discretion:

Category I: Name, address, telephone number, dates of attendance, class.

Category II: Previous institution(s) attended, major field of study, awards, honors, degree(s) conferred (including dates).

Currently enrolled students may withhold disclosure of any category of information under The Family Educational Rights and Privacy Act of 1974. To withhold disclosure, students must file written notification in the Registrar's Office. Forms requesting the withholding of Directory Information are available in the Registrar's Office.

Lackawanna College assumes that failure on the part of any student to specifically request the withholding of categories of Directory Information indicates approval for disclosure.

Lackawanna College students may be assured that even with their permission, Directory Information is disclosed only on rare occasions. The policy of Lackawanna College allows the disclosure of such information to non-institutional personnel only for serious reasons and at the discretion of the person responsible for the student record involved.

FERPA and Level Up Students

Level Up students are afforded the same privacy rights under FERPA as college students even if the Level Up student is under the age of 18. However, the College provides the student with an option to give permission to a third party, allowing the third party to review and/or communicate with the College regarding the student record. It is advisable but not required that Level Up students give permission to a parent/guardian and to an official at their high school. This is suggested to maintain communication regarding any academic or financial issues that may impact the student. However, the student is solely responsible for academic progress in coursework, communication with instructors regarding course grades and assignments, advising, course registration and other student processes.

Third party permission must be granted by the student. Third party permission forms can be found in the student portal under 'Student Services,' 'Registrar's Office.' Information on how to add a payer to a student account can be found in the portal under 'Student Account'

Student Supports and Services

Information Technology

Lackawanna College provides computing and internet services to students, faculty, and staff for educational and administrative use. Use of these computing facilities is a privilege. All users of Lackawanna College's computing services are responsible for maintaining the integrity of these resources by using the system in a responsible, ethical, and legal manner. Any attempt to violate the provisions of this policy may result in loss of computing privileges and can result in disciplinary action and/or legal sanctions under international, federal, state, and/or local law.

Room 210 in Angeli Hall is a dedicated student computer lab. All other computer labs are available when classes are not in session. For full information technology guidelines and policies, more information about the student portal, Falcons email, wifi, or lab hours, please visit the [Information Technology page](#).

Public Relations Policy

Photo/Videotaping Policy

The Lackawanna College administration reserves the right to authorize persons to photograph/videotape activities and events on campus, at satellite centers, and places where college functions take place, providing such photographing/taping is performed and utilized without malice to any individuals.

Individuals desiring to be omitted from such photos/taping should make this request known to the Office of Advancement in writing. By allowing inclusion of oneself in an authorized photograph/videotape, the individual consents without restriction to such use of the photo/videotape, as the College deems appropriate.

Bookstore

Lackawanna College has partnered with eCampus.com, an industry-leading provider of online course material solutions for colleges and universities, to provide bookstore services beginning in the 2018-19 academic year.

Bypassing the traditional brick and mortar store, eCampus.com's Virtual Bookstore solution will provide cost saving solutions to Lackawanna students as they take advantage of every purchasing option, including new, used, rental, eTextbooks, and an expansive network of third-party Marketplace sellers. Ecampus will also provide the College with on-campus branded iPad Kiosks, located in the Falcons Nest in Angeli Hall in Scranton, for students to place orders, check order status, and access customer support.

To visit the bookstore, go to <https://lackawanna.ecampus.com/>

Library Services

Lackawanna College Library at Albright

The Lackawanna College at Albright Library is located directly across from Angeli Hall, at 500 Vine Street in Scranton. Lackawanna College Library and Albright Memorial Library have partnered, granting access to a greater number of resources.

Lackawanna College Library at Albright provides:

- Books for research
- Electronic Databases
- Computers
- Academic Reserve
- Research Assistance
- Books for leisure reading
- DVDs
- eBooks
- Electronic Audio Books
- Free Movie Streaming Apps

Library Hours

Lackawanna College at Albright has day and evening hours. These hours also can be found on [the Library and Information Literacy page on our website](#) or by calling (570) 504-1590. The library is always open to accommodate the hours in which the College is open as well as evenings and weekends.

HOURS:

- Monday-Thursday: 9 a.m.-9 p.m.
- Friday: 9 a.m.-6 p.m.
- Saturday: 9 a.m.-5 p.m.
- Sunday: 1-5 p.m.

The Seeley Lab

The Seeley Lab is located on the ground floor of Seeley Hall, 406 North Washington Avenue. The Seeley Lab has 22 computers and printing services for all Lackawanna College students and faculty.

HOURS:

- Monday-Thursday: 7 a.m. -9 p.m.
- Friday: 7 a.m.-4 p.m.

- Saturday: Closed
- Sunday: 3-9 p.m. (during fall and spring semesters only)

Math Center

The Math Center welcomes all members of the Lackawanna College community to meet with one of our tutors for assistance with studying for their math classes. Its primary function is to provide students with the opportunity to receive personalized help from tutors ready and able to answer their math questions. The Math Center is located in Angeli Hall suite 110 and has appointments available Monday-Friday. To make an appointment, visit the Math Center page on [Starfish](#).

Writing Center

The Writing Center welcomes all members of the Lackawanna College Community to meet with a trained collaborator for assistance during any stage of the writing process and on any writing project. The Writing Center is located in Room 109 of Angeli Hall on the Scranton Campus. Students may arrange for individual or small-group collaboration either in-person or online at their convenience. To schedule an appointment with the writing center, follow the [Writing Center link](#) on the portal.

Public Safety Information

Emergency Notification and/or Timely Warning

Depending on the particular circumstances of an emergency and/or unusual event, especially in all situations that could pose an immediate threat to the Lackawanna College community and individuals, Public Safety, with the concurrence of the Associate Vice President of Student Engagement, may post a notice via email to every student, staff, and faculty member. The email is immediately accessible via computer by all students, staff, and faculty. In addition, a notice containing essential information will be forwarded to the College community via text messaging system.

Presently, Lackawanna College is offering this service [via the WENS system](#). Lackawanna College created this service to notify its students in the case of an emergency and/or unusual event. In the event of an emergency and/or unusual event, a text message will be sent to the mobile number and/or email of record outlining the nature of the emergency. This is a free service provided by the College, however normal text message fees may apply.

Student ID Cards

All students are issued a student ID card at orientation. This card is your official College identification and must be carried at all times. Report a lost, damaged, or stolen card immediately to Public Safety to prevent unauthorized use of the card. Replacement fees are charged on an escalating fee schedule as follows:

- First replacement: \$30
- Second replacement: \$40
- Third and subsequent replacements: \$60

Failure to present a student ID when requested by a College official will result in disciplinary action up to and including dismissal.

Student Motor Vehicle and Parking Policy

All motor vehicles parked on a Lackawanna College-owned or leased parking lot must display a valid parking permit. Parking permits are available in the Public Safety office at no cost to Lackawanna College students. Please refer to the College's portal to apply for a parking permit for new vehicles. Permits are issued for each semester.

All permits must be affixed to the mirror of the vehicle, facing forward, in order to be plainly visible for inspection. Handicapped permits must be displayed per state statute. No one will be permitted to utilize another handicapped individual's parking placard. The penalty for improper use of a handicapped placard will be revocation of parking privileges.

Any vehicle without a valid parking permit displayed on the rearview mirror will be subject to being towed or booted without notice. All illegally parked vehicles are subject to be towed or booted without notice. The driver/owner is solely responsible for all towing and storage fees incurred. Parking privileges in the campus lots will be revoked for repeated offenses.

Lackawanna College assumes no responsibility for vehicles parked on College property. Students, faculty, and staff are solely responsible for their vehicles (including parking citations and/or towing or booting charges) while the vehicles are located on College property.

Parking spaces are designated as faculty, staff, students, handicapped, visitor, and reserved. Please park in proper spaces only. Parking is allowed only in marked spaces, within the lines.

Vehicles parked inappropriately in spaces, unmarked areas, or causing any properly parked vehicle to be blocked from entering or exiting will be subject to fine and/or immediate towing or booting. There will be no notice given. Overnight parking in College lots is prohibited. Violators will be towed. Parking is prohibited in drives, driveways, walkways, and seeded areas.

All resident students' vehicles must be parked off campus. Commuter students are the only students allowed to park on College-owned and/or leased parking lots. Resident and commuter students can use on street parking or make arrangements with private vendors.

Vine Street (Entrance) Lot	Designated for staff, faculty, handicapped staff and faculty, visitors, and reserved VIP parking
North Washington Avenue (Entrance) Lot	Designated for students, handicapped students, and vendor parking
Wyoming Avenue/Vine Street	Designated for staff only
Wyoming Avenue	Designated for students only with valid parking permits

Please see the full Student Handbook located in the portal for more public safety information.

Title IX

Lackawanna College is committed to providing an educational and work environment that prohibits conduct that falls under the definitions outlined in the College's Equal Opportunity, Harassment, and Nondiscrimination Policy, and as governed by Title IX of the Education Amendments Act of 1972.

What is Title IX?

Title IX of the Education Amendment of 1972 is a federal civil rights law that prohibits discrimination on the basis of sex in federally-funded education programs and activities. Under Title IX, discrimination on the basis of sex can include sexual harassment or sexual violence, such as rape, sexual assault, sexual battery, sexual coercion and gender-based violence and harassment. This also includes discrimination against pregnant and parenting students.

Who is Covered by Title IX?

Title IX covers any educational institution receiving federal funding. Title IX applies to all members of the Lackawanna College community, including students, staff, faculty, administrators, contractors, visitors, third parties, and to all programs and activities that take place either on or off campus.

Where can I find the College's Title IX Policy and Procedures?

Lackawanna College provides a comprehensive summary of all related policy and procedures on our [Title IX Website](#).

The website provides contact information, a summary of staff trainings, and important documents, including the Equal Opportunity, Harassment, and Nondiscrimination Policy and the resolution processes associated with Title IX and Other Sexual Misconduct offenses.

Where do I File a Report?

Students are encouraged to directly report information regarding incidents of sexual harassment or sexual misconduct to titleix@lackawanna.edu or any of the following:

Brian Costanzo

Title IX Coordinator and Vice President for College Advancement
Advancement Department Location/Address: Healey Hall - Main Floor
(570) 961-7841
CostanzoB@lackawanna.edu

Abbey Judge, Ed.D

Level Up Program Director and Deputy Title IX Coordinator
Location/Address: Healey Hall, Office 223
(570) 955-1516
Email: JudgeA@lackawanna.edu

Please refer to the full [Student Handbook](#) or [Title IX Website](#) for the full Title IX policy and procedures.

Dining Commons and Falcon’s Nest Hours of Operation

The Dining Commons is located in the Culinary Center at 409 Adams Ave., Scranton. Dining services are available for Resident Students, as well as commuters. The Falcon’s Nest Coffee Shop is located in Angeli Hall on the ground floor as another option for commuter students. Due to the necessity to follow CDC and Department of Health guidelines, all information for dining services can be found at <https://www.metzlackawanna.com/>

Lackawanna College

Level Up Student Handbook Acknowledgment Form for the 2021-22 Academic Year

Dear Level Up Student,

Please read /review the *Level Up Student Handbook* and return this signed Handbook Acknowledgment Form to the Level Up Program Director within the first two (2) weeks of the Summer/Fall/Spring semester classes. Failure to do so will result in a meeting with the program director.

I acknowledge that by reviewing and reading this *Level Up Student Handbook*, I understand the vital information about Lackawanna College Level Up Program's policies and procedures. If there are any concerns or questions about the content of the *Level Up Student Handbook* or a question or concern not answered in the handbook, I understand that I should contact my course instructor(s) or faculty advisor.

The information and policies provided and described in the *Level Up Student Handbook* are subject to change if deemed by the Level Up Program Director as necessary, and therefore by signing this, you are acknowledging that revisions to the handbook may occur. Any such changes will be made through the proper channels of department procedures, as well as College procedures, and be communicated through official notices. I further understand that if any changes or revisions do occur, they will supersede or eliminate the previous existing policy. The most current edition of Lackawanna College's *Level Up Student Handbook* is located on the Lackawanna College [Level Up webpage](#).

I also acknowledge that the policies and procedures found in the *Level Up Student Handbook* specifically apply to or are relevant to the educational needs of Level Up students. Level Up students must still acknowledge and adhere to all College policies and procedures outlined in the full *Student Handbook* unless distinctions between policies for Level Up students were included in this Handbook.

I understand it is my responsibility to read, understand, and comply with the policies and procedures listed in this handbook and the full *Student Handbook*, along with any revisions made to it.

Student Signature: _____ **Date:** _____