



**Saint
Joseph's
College
of Maine**

Where community grows.

Online Student Handbook

2022-2023

278 Whites Bridge Road, Standish, ME 04084



The College reserves the right to change the course offerings, fees, calendar, rules, regulations governing admission and registration, and to change any other regulation concerning the student body. Although every effort has been made to ensure the accuracy of this handbook, its content is subject to change without prior to notice.

The College provides the information herein solely for the convenience of the reader and, to the extent permissible by law, expressly disclaims any liability that may otherwise be incurred.

TABLE OF CONTENTS

<u>Mission Statement, Vision & Core Values</u>	4
<u>Online Program Offerings</u>	6
<u>Enrollment & Course Information</u>	
<input type="checkbox"/> Term Structure	10
<input type="checkbox"/> Term Schedule	10
<input type="checkbox"/> Course Registration	11
<input type="checkbox"/> Course Load	11
<input type="checkbox"/> Assignment Submission & Course Progress	11
<u>Grading</u>	
<input type="checkbox"/> Grading	12
<input type="checkbox"/> Incomplete Course Grade	16
<input type="checkbox"/> Request for Review of Course Grade	16
<input type="checkbox"/> Repeat Course Policy	17
<input type="checkbox"/> Academic Probation	17
<input type="checkbox"/> Grievance Policy	18
<u>Academic & Student Resources</u>	
<input type="checkbox"/> ADA Accommodations	18
<input type="checkbox"/> Wellehan Library	18
<input type="checkbox"/> Textbooks	19
<input type="checkbox"/> Smarthinking Online Tutoring	19
<input type="checkbox"/> Additional Student Resources	20
<u>Graduation</u>	21
<u>Withdrawals</u>	
<input type="checkbox"/> Course Withdrawal	24
<input type="checkbox"/> Non-Attendance Withdrawal	24
<input type="checkbox"/> Program Withdrawal	25
<input type="checkbox"/> Inactivity Withdrawal	25
<input type="checkbox"/> Involuntary Withdrawal for Active Duty Students	25
<input type="checkbox"/> Leave of Absence Policy	25
<input type="checkbox"/> Program Reinstatement	26
<input type="checkbox"/> Program Transfer	26
<u>Tuition & Fees</u>	
<input type="checkbox"/> 2022-2023 Tuition & Fees	27
<input type="checkbox"/> Tuition Refunds	28
<u>Financial Aid & Deferment of Prior Loans</u>	29
<input type="checkbox"/> Maintaining Half-Time Status & Eligibility	29
<u>Academic Honesty Policy</u>	30
<u>Plagiarism</u>	31
<u>Educational Rights & Privacy Policy</u>	32
<u>Student Conduct Policy</u>	33
<u>Frequently Asked Questions (FAQs)</u>	34
<u>Important Contact Information</u>	36

Mission Statement

Saint Joseph's College of Maine, sponsored by the [Sisters of Mercy](#) and animated by the vision of Catherine McAuley, is a Catholic college in the liberal arts tradition distinguished by its welcoming community. We foster an ongoing dialogue between faith and reason so as to prepare our learners to live meaningful lives that improve the world around them.

Vision

In fulfillment of its mission, Saint Joseph's College of Maine will be a diverse, inclusive, and collaborative community that forms individuals who practice humility, justice, and compassion, as Jesus did, in solidarity with the marginalized.

Core Values

The values of the College, rooted in the teachings of Jesus Christ and in the heritage of the Sisters of Mercy, are the foundation for the College's educational mission. Taken to heart, these values exist at our very core; they are made visible in our daily interactions. Through a process of discernment based on dialogue and reflection, we designate the following as the Core Values for our College.

- **Faith**

Rooted in the teachings of Jesus Christ and the Catholic Church, nevertheless, we respect diverse religious traditions and honor each individual's religious beliefs. Through the curriculum, sacramental opportunities, and co-curricular activities, we invite all members of the College community to develop their faith as an essential dimension of their lives.

- **Excellence**

As a Catholic liberal arts college, we seek to combine faith with reason in the pursuit of academic excellence. We call all members of the College community to excel as individuals and as professionals within their specific roles.

- **Integrity**

Concerned for the common good as individuals and as a community, we commit ourselves to honesty in all relations with students, faculty, staff and administration. Through our integrity, we maintain the trust of the surrounding community and of public and governmental agencies.

- **Community**

Informed by the spirit of the Sisters of Mercy, we demonstrate our spirit of connectedness with one another through our expressions of hospitality, courtesy, inclusive relationships, shared values, and collaboration. We extend this value of community by reaching out to neighbors and to members of the broader civic and ecclesial communities.

- **Respect**

Mindful of the achievements of the past, we value and respect the contribution of each member of the Saint Joseph's College community to the advancement of our mission. We encourage and support each other as colleagues working together for the good of the whole institution.

- **Compassion**

Inspired by the example of Catherine McAuley, foundress of the Sisters of Mercy, we open our hearts to those among us in physical, psychological, or spiritual need. We consciously reach out beyond our college boundaries to serve the needs of others with compassion and mercy.

- **Justice**

Recognizing the dignity of all persons, we seek to address instances of injustice both within and outside our College community from a stance of informed advocacy. We hold ourselves accountable to each other and endeavor to practice responsible stewardship of the resources available to us.

Online Program Offerings ([Return to Table of Contents](#))

Undergraduate Online Programs

Business

- ☐ [Business Administration \(BSBA\)](#)
- ☐ [Business Administration \(BSBA\): Banking Major](#)
- ☐ [Business Administration \(BSBA\): Completion Program](#)
- ☐ [Fast Track to Leadership MBA](#)

Health Administration

Certificate Program

- ☐ [Health Administration Certificate Program](#)
- ☐ [Long-Term Care Administration Certificate Program](#)

Associates Program

- ☐ [Radiologic Science Administration \(ASRSA\)](#)

Bachelors Program

- ☐ [Fast Track to Master of Health Administration](#)
- ☐ [Health Administration Major](#)
- ☐ [Health Information Management Major](#)
- ☐ [Long-Term Care Administration Major](#)
- ☐ [Radiologic Science Administration \(BSRSA\)](#)

Interdisciplinary Studies

Certificate Program

- ☐ [Adult Education & Training Certificate Program](#)

Associates Program

- ☐ [Associate of Science, Interdisciplinary Studies \(AS, IDS\)](#)
- ☐ [Interdisciplinary Studies \(AS\): Adult Education & Training Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Business Administration Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Criminal Justice Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Health Administration Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Human Services Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Long Term Care Administration Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Psychology Minor](#)
- ☐ [Interdisciplinary Studies \(AS\): Theology Minor](#)

Bachelors Program

- ☐ [Bachelor of Science, Interdisciplinary Studies \(BS, IDS\)](#)
- ☐ [Interdisciplinary Studies \(BS\): Accounting Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Adult Education & Training Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Business Administration Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Criminal Justice Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Health Administration Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Human Services Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Long Term Care Administration Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Psychology Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Social Service Profession Minor](#)
- ☐ [Interdisciplinary Studies \(BS\): Theology Minor](#)

Nursing

Bachelors Program

- ☐ [Bachelor of Science in Nursing \(RN to BSN\)](#)

Social Work

Bachelors Program

- ☐ [Bachelor of Social Work](#)

Theology Studies

Bachelors Program

- ☐ [Bachelor of Arts in Theological Studies](#)
- ☐ [Fast Track to Master of Arts in Theology](#)

Certificate Program

- ☐ [Undergraduate Certificate in Catholic Theology](#)

For a list of undergraduate course offerings, please review the [Online College Catalog](#).

Business

Masters Program

- ☐ [Master of Accountancy](#)
- ☐ [Master of Business Administration](#)

Post-Masters

- ☐ [Post-Graduate Certificate in Compassionate Leadership & Sustainability](#)

Health Administration

Certificate Program

- ☐ [Certificate in Catholic Health Care Leadership](#)
- ☐ [Graduate Certificate in Long-Term Care Administration](#)

Masters Program

- ☐ [Master of Health Administration](#)
- ☐ [Master of Health Administration, Catholic Health Leadership](#)

Post-Masters

- ☐ [Post-Graduate Certificate in Health Administration](#)

Nursing (MSN)

Masters Program

- ☐ [Master of Science in Nursing](#)
- ☐ [Master of Science in Nursing & Leadership Master of Business Administration](#)
- ☐ [Master of Science in Nursing & Master of Health Administration](#)

Post-Masters

- ☐ [AGACNP, AGPCNP, & FNP Post-Masters Certificate Programs](#)

M.S. Education (MSEd.)

Certificate Program

- ☐ [Certificate in Catholic School Leadership](#)
- ☐ [Certificate in School Leadership](#)

Masters Program

- ☐ [Certificate of Advanced Graduate Study](#)
- ☐ [Master of Science in Education](#)
- ☐ [Master of Science in Education - Adult Education & Training](#)

- ☐ [Master of Science in Education - Catholic School Leadership Administration](#)
- ☐ [Master of Science in Education - Catholic School Leadership Concentration](#)
- ☐ [Master of Science in Education - Health Care Educator Core](#)
- ☐ [Master of Science in Education - Leadership Administration](#)
- ☐ [Master of Science in Education - School Educator Concentration](#)
- ☐ [Master of Science in Education - School Leadership](#)

Master of Arts Theology

Certificate Program

- ☐ [Graduate Certificate in Theology](#)
- ☐ [Graduate Certificate in Jewish-Christian Studies](#)
- ☐ [Graduate Certificate in Ministry to Latino Catholics](#)
- ☐

Masters Program

- ☐ [Master of Arts in Theology - Advanced Diaconal Studies](#)
- ☐ [Master of Arts in Theology - Pastoral Theology Specialization](#)
- ☐ [Master of Arts in Theology - Sacred Theology Specialization](#)
- ☐ [Master of Divinity](#)
- ☐ [Master of Divinity, Accelerated Track](#)

Post-Masters

- ☐ [Certificate of Advanced Graduate Study \(C.A.G.S.\)](#)



For a list of graduate course offerings, please review the [Online College Catalog](#).

Enrollment & Course Information [\(Return to Table of Contents\)](#)

Term Structure

Online programs follow a fixed term schedule (see Term Schedule below). Each course has its own assignment due dates and participation requirements based on the corresponding academic program. Please refer to the detailed [Academic Calendar](#) located in course catalog for registration periods, holidays, and specific term start and end dates.

Term Schedule

Students cannot enroll in overlapping terms, so a new course cannot be started until the previous term end date has passed. Students who choose not to enroll for a term during their program must speak with their Academic Advisor. Please refer to your Academic Advisor or [Academic Calendar](#) for your specific program's course enrollment and registration periods for each term.

10-Week Program Term Schedule

Refer to academic calendar for specific term start dates. Weeks run Wednesday – Tuesday.

<u>All Undergrad except Nursing</u>	
<u>All Graduate except Nursing & Theology</u>	
10-week	July Term
10-week	October Term
10-week	January Term
10-week	March Term
10-week	May Term

12-Week Program Term Schedule

Courses start on the first Monday of the month. Weeks run Monday – Sunday.

<u>Only Nursing & Graduate Theology</u>	
Online 12 Week Fall	October
Online 12 Week Winter	January
Online 12 Week Spring	April
Online 12 Week Summer	July

Course Registration

We advise that students enroll at least two weeks prior to the course start date. For more information regarding course starts dates and registration deadlines, please refer to the [term schedules](#) for all programs. Please contact your Academic Advisor to register or find self-registration instructions [here](#). Your course selections will be reviewed, and once payment has been confirmed, your course enrollment will be finalized by your Academic Advisor.

A student's financial account must be in good standing prior to course registration.

Course Load

New students may enroll in a maximum of two courses concurrently. After students successfully complete these first courses, they may exceed the two-course maximum with their Academic Advisor's and/or Program Director's approval, provided they maintains satisfactory academic progress. The following credit loads determine a student's enrollment status:

<u>Undergraduate</u>		<u>Graduate</u>	
Number of Credits	Status	Number of Credits	Status
1-5	Less than half time	1-2	Less than half time
6-8	Half time	3-5	Half time
9-11	$\frac{3}{4}$ time	6+	Full time
12+	Full time		

Assignment Submission and Course Progress

In order to maintain satisfactory progress in a course, students must maintain regular, active participation for the duration of their course(s) and are expected to submit assignments according to the due dates established within the course. Students receiving financial aid are encouraged to review applicable policies in the Tuition and Fees section.

Grading ([Return to Table of Contents](#))

Final course grades are posted within seven days after the official term end date. The following grading system is used by the College:

UNDERGRADUATE		
Letter Equivalent	Quality Grade	Numerical Points
A	4.0	93 – 100
A-	3.7	90 – 92
B+	3.3	88 – 89
B	3.0	83 – 87
B-	2.7	80 – 82
C+	2.3	78 – 79
C	2.0	73 – 77
C-	1.7	70 – 72
D+	1.3	68 – 69
D	1.0	63 – 67
D-	0.70	60 – 62
F	0.00	Below 60
P	0.00	73 or Above
GRADUATE		
Letter Equivalent	Quality Grade	Numerical Points
A	4.0	93 – 100
A-	3.7	90 – 92
B+	3.3	88 – 89
B	3.0	83 – 87
B-	2.7	80 – 82
C+	2.3	78 – 79
C	2.0	73 – 77
C-	1.7	70 – 72
F	0.00	Below 70
P	0.00	83 or Above

Grade	Denotation	Explanation
F	Failure	Assigned when earned, or when student fails to submit assignment/exam requirements outlined in the course syllabus. A final grade of "F" is calculated into the GPA.
I	Incomplete	Assigned in the event of an approved Incomplete due to extenuating circumstances, such as illness or emergency. This reflects an agreed upon course of action between the faculty member and student to complete the coursework within an established timeframe, not to exceed four weeks from the course end date.
W	Withdrawn	Reflects withdrawal from course <u>without</u> academic penalty. A grade of "W" is not calculated into the GPA. Please see Course Withdrawal policy for more information.
WF	Withdrawal/Fail	Reflects withdrawal from course <u>with</u> academic penalty. A grade of "WF" is calculated into the GPA. Please see Course Withdrawal policy for more information.

Criteria for Evaluating Student Assignments

The following guide should be used by students and faculty. It describes criteria for preparing and evaluating student assignments in distance education courses.

For students, the criteria for reading, reasoning, arguing, documenting, organizing, and writing comprise a guide for the most effective completion of a given assignment. The guide enables faculty to provide specific evaluation and focused feedback to each student. It also promotes a more consistent approach among faculty in their review of students' written work. In addition, the guide may facilitate student-faculty dialogue about the strengths and weaknesses of assignments.

The criteria are general and subject to interpretation. They provide latitude for the exercise of judgment by faculty and students. Each category includes the range of work that meets the criteria. An assignment that fits particularly well may qualify for a higher grade (e.g., the difference between a B and B+); work that fits less well may qualify for a lower grade (e.g., a B-).

These criteria are particularly useful for formal papers but also will apply to many other written assignments. Instructors are encouraged to use these criteria as appropriate. The relative value of each criterion may vary according to the nature of the assignment.

Graduate and undergraduate assignments should be evaluated within their respective academic levels.

A CATEGORY

An “A” assignment may be described as “excellent,” “superior,” or “outstanding.” “A” work fulfills the assignment with content that is specific, accurate, interesting, and relevant to that purpose. It demonstrates the following strengths:

I. Comprehension

A. Understanding:

Understanding directions, readings, and other instructional materials; course substance as reflected in critical analysis, synthesis of ideas, and intellectual depth; and the relevance of outside sources when applicable

B. Application:

Demonstrating ability to apply concepts, principles, or methods to real-life situations or to interpretations of other course materials; offering pertinent examples and a defensible conclusion

II. Presentation

A. Organization:

Developing the topic logically and coherently; arranging written work with introduction, paragraphs, topic sentences, and conclusion as warranted

B. Clarity of Expression:

Identifying the topic and expressing ideas clearly; using appropriate words

C. Research/Supporting Material:

Integrating a range of high-quality reference sources as appropriate

D. Mechanics:

Using proper spelling, grammar, and punctuation; using proper formats for explanatory notes, documentation, and bibliography

B CATEGORY

A “B” assignment may be described as “very good” for undergraduate work and “good” for graduate work. It achieves a high level of competence relative to most of the criteria described in relation to “A” work but falls short of the consistent excellence of “A” work. It may not be as carefully reasoned but shows no serious errors in logic. There may be minor weaknesses in presentation, but the content is effectively organized into coherent units. The assignment is well written and is largely free from errors in spelling, grammar, and punctuation.

C CATEGORY

A “C” assignment may be described as “satisfactory” for undergraduate work and “minimally satisfactory” for graduate work. It directly addresses the assignment but does so less completely than “B” work. It covers major points but may demonstrate weaker analysis or synthesis of ideas, less complete development of the topic, or less effective organization. It may contain occasional errors of logic or fact. The writing may demonstrate significant problems with spelling, grammar, and punctuation, but still may achieve general clarity.

D CATEGORY

A “D” assignment may be described as “minimally satisfactory” for undergraduate work. The grade is not applicable to graduate work. The assignment is seriously flawed. The topic may be poorly defined. Its development may be digressive or insufficiently focused. The work may demonstrate serious weaknesses in analysis or synthesis of ideas, faulty development of the topic, or poor organization. There may be pervasive errors in logic or fact. Problems with spelling, grammar, and punctuation may seriously undermine the clarity of the writing.

F CATEGORY

An “F” assignment may be described as “unacceptable.” Problems described in the “D” category are more severely in evidence.

I CATEGORY

An “I” or *Incomplete* assignment may be described as “unfinished.” The “I” grade indicates that portions of the assignment are missing or not completed. The *Incomplete* assignment is returned to the student through the regular assignment tracking process. Upon receipt of the returned assignment, the student has 14 days to complete the missing portion and resubmit the assignment for grading. After 14 days, the “I” becomes an “F” if no resubmission has occurred.

An “I” or *Incomplete* grade should not be given for an unsatisfactory assignment in order to allow the student an opportunity to rewrite it; the grade earned by the assignment should be given and, should the instructor choose to give the student an opportunity to rewrite the assignment, the unsatisfactory grade will remain until the rewrite has been graded.

NG CATEGORY

A “NG” or *Non-Graded* assignment may be described as an assignment that the instructor does not grade. The “NG” grade indicates that the assignment was part of an unauthorized multiple assignment submission. The faculty member should grade the first assignment but return the additional assignments with a non-grade of “NG.” All of the assignments are returned through the regular tracking process for documentation. The student may submit the next assignment only after receiving and reviewing the Assignment Evaluation of the previously completed unit assignment.

Incomplete Course Grades

In the event of extenuating circumstances, such as a death in the family, a prolonged illness or emergency, a student can request an incomplete course grade, at least one week prior to the end date of the course. To be eligible, a student must be up to date in their coursework. In addition, the student must be in financial good standing with the college. To do so, students must speak with their Academic Advisor and then complete the online Incomplete Grade Request Form. The instructor, in consult with the Program Director, will review and approve or deny the request, and provide a new due date (not to exceed four weeks from the original course end date) for completing the remaining coursework, if approved. A grade of "I" will be assigned and reflects an agreed upon course of action between the instructor and student to complete the course within the designated time frame. If remaining course work is not completed within the established time frame, a final adjusted grade will be assigned based on course grade calculations.

An Incomplete Course Grade may impact your financial aid eligibility and/or loan deferment status. Please contact Financial Aid at 800-752-1266 or finaid@sjcme.edu with any questions.

Note: Students needing an Incomplete Course Grade due to ADA accommodations should contact Holly Sanborn, Manager ADA Accommodations, at hsanborn@sjcme.edu or 207-893-7562.

Request for Review of Course Grade

When there is a discrepancy between the final grade students think they earned and the final grade received in a course, students are encouraged to seek an acceptable resolution through discussion with the faculty member of the course as soon as possible. Any change in grade is to be submitted by the faculty member in writing to the Registrar's Office.

If a satisfactory resolution is not reached, a student may initiate a formal grade appeal only if there is a valid basis or clear evidence for an appeal. Specifically, the student must demonstrate that the final grade was assigned as a result of:

1. A computational error,
2. Grading criteria were applied in a manner that treated the student differently than the others in the same course and section,
3. Unreasonable or unannounced changes made to the assignment, grading criteria or computational process,
4. A grading decision made on some basis other than the student's academic performance.

A student may initiate a formal appeal no later than 15 calendar days after the first official day of classes in the semester following the one in which the grade was received.

Steps in the formal Grade Appeal Process:

1. The student files an appeal using the Review of Final Course Grade Request form, available from their Academic Advisor, and supporting documentation to the appropriate Program Director within 30 days after the date recorded on the student's final grade.

Supporting documentation includes, but is not limited to, the course syllabus and all graded assignments.

2. The Program Director will render a judgment and inform the parties within 30 days.
3. If a satisfactory resolution is not reached, the student can inform the Program Director within 15 days that the decision is not accepted, a Request for Review and supporting documentation must be submitted to the Senior VP of Learning and Programs.
4. Within 15 days, the Senior VP of Learning and Programs will render a judgment that is final. The decision is filed and conveyed to the parties.

Repeat Course Policy

Students may repeat courses taken at Saint Joseph's College in the event the initial grade for a course is lower than a C- or fails to meet the minimum grade requirement by the student's academic program of study. In most cases, courses may be repeated once at SJC and once elsewhere (for three attempts). Nursing students will refer to the nursing student handbook for course repeat policy.

All course attempts and final grades earned at SJC appear on the student's academic transcript. Only the higher grade is used in calculating the cumulative grade point average. Pursuant to the College's transfer credit policy, courses repeated at other institutions do not calculate into a student's grade point average. Credit for a course toward graduation will be given only once, even if the course is passed more than once.

Students requesting to repeat a course to improve a grade must receive approval from their Academic Advisor.

Students who have graduated cannot file requests for retroactive grade replacements and cannot replace the grades in courses taken prior to graduation.

Repeating a course may affect financial aid. It is the student's responsibility to consult with the Office of Student Financial Services.

Academic Probation

Undergraduate

Students who do not maintain at least a 2.0 (2.0 = C) quality-point average incur academic probation, which is both a warning and an opportunity to improve. Students on probation are encouraged to work closely with their Academic Advisor to improve their academic standing. The probationary period will extend for the duration of one additional term, and the student's status will be re-evaluated upon its completion. If students still do not attain a cumulative quality-point average of 2.0 or shows no sign of improvement, they are subject to academic dismissal from the College.

Graduate

Students who do not maintain at least a 3.0 (3.0 = B) quality-point average incur academic probation, which is both a warning and an opportunity to improve. Students on probation are encouraged to work closely with their Academic Advisor to improve their academic standing.

The probationary period will extend for the duration of one additional term, and the student's status will be re-evaluated upon its completion. If the student still does not attain a cumulative quality-point average of 3.0 or shows no sign of improvement, student is subject to academic dismissal from the College.

Grievance Policy

Regarding an academic concern, the student is encouraged to seek counsel from the chair of the department in which the course resides. If students are still dissatisfied, they may present the grievance, in writing using the appropriate form, to the Senior Vice President of Learning and Programs within ten (10) working days of the incident or of the initial response.

Contact:

Senior Vice President of Learning & Programs
278 Whites Bridge Road
Standish, ME 04084
grievances@sjcme.edu

The Senior Vice President of Learning and Programs will conduct a review of the written grievance to resolve any factual disputes. The Senior Vice President may appoint a member of the college community to review the situation in greater detail. A response will be given to the student within ten (10) working days from the date the written grievance was received. If the disposition extends beyond the ten (10) working days, the Senior Vice President will inform the student of the delay and the expected response date.

Regardless of the situation, no member of the College community may harass or retaliate against a student who has filed a grievance under the College grievance procedure.

Academic Resources [\(Return to Table of Contents\)](#)

ADA Accommodations

Saint Joseph's College, in accordance with the Americans with Disabilities Act of 1990, provides accommodations to students with various types of disabilities. Students who have a documented disability and wish accommodation are responsible for submitting appropriate current documentation of disability and accommodation needs from a licensed professional to the College's Accommodations Manager as early as possible before their program of study begins. For information or to access accommodations or services related to disabilities, contact Holly Sanborn, ADA Accommodations Manager, at 207-893-7562 or hsanborn@sjcme.edu. For more information, please visit our [Student Resources Page](#).

Wellehan Library

The Wellehan Library staff looks forward to helping you find and access the information that you need for your coursework. For the most current information about library services available to online students, please visit the [Library](#) page on our website. To reach the library staff, please call 800-343-5498, Ext. 7725 or 207-893-7725 or email askalibrarian@sjcme.edu

For off-campus access to the Wellehan Library's databases, you will need to log into [mySJC](#), using your username and password.

Textbooks

Textbooks and materials are available from our textbook vendor, [MBS Direct](#). If you have any questions regarding your course materials, please contact your Academic Advisor and/or MBS Direct. For general questions, return policies, or general support, you may call MBS Direct at 800-325-3252.

SMARTHINKING: Free Online Tutoring

SMARTHINKING is an online tutoring service available to all online students. SMARTHINKING provides tutoring in a variety of subjects, some of which are available 24 hours a day, seven days a week.

Could you use some help getting started with your writing or math assignment? Maybe you just need some ideas, or maybe you have specific questions about grammar or organizing your paper. As a Saint Joseph's College student, you have access to a unique online service for your course work called SMARTHINKING. With this service, certified tutors—who are experts in their fields—will answer your questions online.

With SMARTHINKING you can:

- Connect with a tutor and interact live
- Submit your writing for any class to their Online Writing Lab

Getting Started with SMARTHINKING

Technology Requirements

1. Cookies/JavaScript should be enabled.
2. Your browser should allow cookies and pop-up windows.
3. Make sure that you have Java installed. If you need to install Java, go to [Java's website](#) and follow the instructions for the free download.

Accessing SMARTHINKING

1. Log in to your online course portal.
2. From the homepage, click on your course and the link to SMARTHINKING will appear under Student Resources.
3. If you need additional free tutoring hours, please contact askace@sjcme.edu or your Academic Advisor.

Need Help Using SMARTHINKING?

Once you log in, view the SMARTHINKING student handbook for all you need to know about navigating the website and using the service.

The SMARTHINKING Technical Support team is available to assist you. First, check the information in the [Customer Support](#) section of your SMARTHINKING home page to answer any questions about using the service. If you still need help, contact SMARTHINKING customer support at (888) 430-7429, ext. 1, Monday through Friday, 8 a.m. to 6 p.m. (EST), or support@SMARTHINKING.com.

If you need additional free tutoring hours, please contact askace@sjcme.edu or your Academic Advisor.

Additional Student Resources

All students have access to the following amenities and services on our campus in Standish, Maine:

- Free use of the Alfond Center, including the gym and fitness classes
- The abundant resources and study spaces in Wellehan Library
- Support and services from the [Career Studio and the Academic Center for Excellence \(ACE\)](#).

If you have questions about accessing any of these services, please contact your Academic Advisor.



[Graduation \(Return to Table of Contents\)](#)

All graduates are encouraged to participate in the commencement ceremony held on the Sebago Lake campus on the second Saturday in May. Upon successful completion of all degree requirements, students will receive details about obtaining their diploma, activities, and events. Degrees for most programs are conferred each May, September, and December. Please find additional information [here](#).

To be eligible, students must submit the graduation application and fee, complete all program requirements, pay all outstanding College account balances, and have a final enrollment term on or before the following deadlines:

Online Programs Graduation Deadlines & Conferral Dates			
Final Enrollment Term	Graduation Application Deadline	Conferral Date	Commencement
Online 10 Week August 2022	October 1, 2022	December 30, 2022	May 13, 2023
Online 10 Week Oct 2022	October 1, 2022	December 30, 2022	May 13, 2023
Online 10 Week January 2023	March 1, 2023	May 13, 2023	May 13, 2023
Online 10 Week March 2023	March 1, 2023	September 1, 2023*	May 13, 2023
Online 10 Week May 2023	March 1, 2023	September 1, 2023*	May 13, 2023
Online 12 Week Fall 2022	October 1, 2022	December 30, 2022	May 13, 2023
Online 12 Week Winter 2023	March 1, 2023	May 13, 2023	May 13, 2023
Online 12 Week Spring 2023	March 1, 2023	September 1, 2023*	May 13, 2023
Online 12 Week Summer 2023	October 1, 2023	December 30, 2023*	May 11, 2024

*** Students with a September 1 conferral are eligible to participate in the commencement ceremony in the May prior to their conferral, not the following May. Please see the application or contact your Academic Advisor for more information.**

Please note that certain internships and practicums may delay your conferral. Please speak with your Academic Advisor regarding the timeline of your degree completion.

Degrees for the Master of Science in Nursing – Family Nurse Practitioner and Adult Gerontology Acute Care Nursing programs are conferred four times per year: January, April, July, and October. To be eligible, students must submit the graduation application and fee, complete all program requirements, pay all outstanding College account balances, and have a final enrollment term on or before the following deadlines:

Online Graduate Family Nurse Practitioner Graduation Deadlines & Conferral Dates

Final Enrollment Term	Graduation Application Deadline	Conferral Date	Commencement
Online 12 Week Fall 2022	October 1, 2022	January 30, 2023	May 13, 2023
Online 12 Week Winter 2023	October 1, 2022	April 30, 2023	May 13, 2023
Online 12 Week Spring 2023	March 1, 2023	July 30, 2023*	May 13, 2023
Online 12 Week Summer 2023	March 1, 2023	October 30, 2023*	May 13, 2023

***Students with a July or October conferral are eligible to participate in the commencement ceremony in the May prior to their conferral, not the following May.**

Graduation Requirements

To be eligible for graduation, students must meet the following requirements:

- Successfully complete all degree program course requirements and credits, as outlined in the catalog, by the deadline dates listed above.
- Have an end date on or before the dates listed above.
- Complete and submit graduation application and fee by the dates listed above.
- Settle any outstanding financial obligation with the college.

Online Undergraduate GPA Requirement:

- Degree program cumulative minimum GPA of a 2.0 on a 4.0 scale.
 - RN-Bachelor of Science in Nursing students are required to obtain a minimum program cumulative GPA of 2.5 on a 4.0 scale.
- Degree major and/or minor cumulative minimum GPA of 2.0 on a 4.0 scale.
 - RN-Bachelor of Science in Nursing students are required to obtain a minimum letter grade of C+ (78) in all Nursing core requirements.

Online Graduate GPA Requirement:

- Degree program cumulative minimum GPA of 3.0 on a 4.0 scale.
- Satisfactorily complete all degree program requirements with a minimum letter grade of C in each course.
 - Master of Science in Nursing students must satisfactorily complete all degree program requirements with a minimum letter grade of B in each course.

Commencement Information

The Saint Joseph's College commencement ceremony is held annually each year on the second Saturday of May. The 2022/2023 ceremony will be held on May 13, 2023 on the campus of Saint Joseph's College. All students who meet the above requirements are eligible to attend the May 2023 commencement. Students are encouraged to attend the commencement exercises on campus in the spring, and will receive details about obtaining their diploma, activities, and events, upon successful completion of all degree requirements. Please visit the [Commencement section of our website](#) for more detailed information about commencement exercises.

Honors – Graduation with Distinction (undergraduate candidates only)

Graduating students are cited for graduation honors on their transcripts and diploma. Undergraduate degree students with at least 63 credit hours earned at Saint Joseph's College who have achieved a cumulative index of 3.90-4.0 graduate summa cum laude; those with a cumulative index of 3.70-3.89 graduate magna cum laude; and those with a cumulative index of 3.50-3.69 graduate cum laude. Undergraduate degree students who have earned between 54 and 62 credit hours at Saint Joseph's College and who have achieved a cumulative index of at least 3.50 graduate cum laude. The cumulative index for the purpose of graduation with distinction is based on the student's records at Saint Joseph's College.



Withdrawals ([Return to Table of Contents](#))

Course Withdrawal

To withdraw from a course, students must notify the College by contacting their Academic Advisor and completing a withdrawal form. Withdrawals without academic penalty will result in a grade of “W,” which is not computed into the student’s GPA. Withdrawals after the deadline to withdraw without academic penalty will result in a failing grade of “WF” on the student’s transcript, which is computed into the student’s GPA*. The date of withdrawal is determined by the date that the student last submitted gradable work**.

Ceasing to submit assignments does not constitute an official request for course withdrawal. A change in course load may have financial aid implications; please see the Tuition and Fees section for more information.

Please refer to the chart below for information on withdrawal deadlines.

Online Course Length	Withdrawal Date Deadline without Academic Penalty
12 Weeks	6 Weeks
10 Weeks	5 Weeks

*Please review [Academic Calendar](#) for specific dates or contact your Academic Advisor to review your situation

**Students within the Nursing Program should refer to the Nursing Handbook for specifics regarding grading policy.

Non-Attendance Withdrawal

Students are required to complete a Read & Understood Agreement for each course in which they are enrolled, in order to acknowledge enrollment and financial responsibility for the course. If not completed within the first five days of the course, the student will be administratively withdrawn from the course.

Students who fail to maintain regular, active participation for the duration of their course(s) may be administratively withdrawn from the course(s). Applicable academic and refund policies will apply.

The implications for administrative course withdrawals for non-participation are as follows:

- Students may have a change in enrollment status. Please see full-time and part-time enrollment status information under “Course Load” (p. 11).
- Students receiving Financial Aid, Tuition Assistance, Veterans Educational Benefits or Tuition Reimbursement should consult with Student Financial Services regarding financial implications of the course withdrawal.

Students are strongly encouraged to speak with their Academic Advisor for additional details regarding an administrative withdrawal, including implications for remaining active in their degree program.

Program Withdrawal

Students requesting to withdraw from their program must speak with their Academic Advisor and complete the Withdrawal Form for approval. If currently enrolled in a course at the time of the program withdrawal request, please refer to the Course Withdrawal policy to determine any applicable academic penalty.

Inactivity Withdrawal

Students may elect not to enroll in courses for one term, following completion of their current term. Students who do not register for the subsequent term after this break will be administratively withdrawn from their program, effective the end date of their last term. Students have up to one year from the end date of their last completed course, or acceptance date if no courses were completed, to return to their program of study within the catalog year under which they were admitted. After one year, students must reapply through Admissions and are subject to the current admissions and program requirements. Students should consult with their Academic Advisor for details.

Note: Nursing program students are not eligible to return to their program of study after withdrawal of any kind. Withdrawn Nursing students must reapply through Admissions and are subject to the current admissions and program requirements.

Involuntary Withdrawal Policy for Active-Duty Students

Involuntary withdrawal requests by students who are called to active duty into the armed services must be substantiated with copies of military orders that show proof of date of entry. The student's commanding officer or another appropriate official must sign the orders. The College will consider a *retroactive refund* of tuition and fees on a case-by-case basis.

Leave of Absence

A leave of absence (LOA) is a temporary interruption in a student's program due to extenuating circumstances. Extenuating circumstances include, but are not limited to: documented medical issues, death of an immediate family member, military deployment, natural disasters and other unforeseen temporary events. Students must be in good academic, disciplinary, and financial standing to be considered for a leave of absence.

Matriculated online students may request a leave of absence not to exceed two terms from the end date of their current (or last, if not currently enrolled) term. Students will not be granted a leave of absence from a course.

Students must complete the required Request for Leave of Absence form obtained through their Academic Advisor. Students are required to complete the following information on the form:

- Reason for request
- Date of request
- Expected date of return

Requests for a leave of absence are reviewed by the Senior Associate Director of Online Advising & Engagement and/or the student's Program Director. If approved, the effective start date of the LOA is the end date of the student's current (or last, if not currently enrolled) term. Students who are approved a leave of absence will be assigned a reasonable leave end date. Failure to enroll for the next term following the leave end date will result in a withdrawal from the program, effective on the end date of the student's last term. Carrying with it the intention of returning to Saint Joseph's College, a leave of absence guarantees readmission to the College.

Discontinued class participation and unit submission does not constitute an official leave of absence. Students are still subject to the College's withdrawal, academic, and attendance policies within the catalog.

Students are required to consult with the Offices of Student Accounts and Financial Aid to discuss any potential impacts on Title IV funding and student account charges. Students who have educational loans are encouraged to contact their lenders directly to learn about options and requirements for in-school deferment eligibility.

Note: Students active in the military who are subject to deployment should contact their Academic Advisor to discuss incomplete grade and leave of absence options.

Program Reinstatement

Students have up to one year from the end date of their last completed course, or acceptance date if no courses were completed, to return to their program of study within the catalog year under which they were admitted. After one year, students must reapply through Online Admissions and are subject to the current admissions and program requirements. Students should consult with their Academic Advisor for details.

Note: Nursing program students are not eligible for reinstatement into their program of study after withdrawal of any kind. Withdrawn Nursing students must reapply through Online Admissions and are subject to the current admissions and program requirements.

All student financial balances must be resolved with the Office of Student Accounts before enrollment in subsequent courses can occur.

Program Transfer

Students may request evaluation for a possible program change at any time. Requests must be made in writing to the student's Academic Advisor. With certain program changes, the student may be required to submit a new application through admissions and submit additional application materials. If the student's program change is approved, they would enter the new program under the most recent curriculum requirements and policies.

2022-2023 Tuition & Fees [\(Return to Table of Contents\)](#)

Online Program	Tuition Per Credit Hour
All Undergraduate Programs	\$378
Graduate Business & Accounting (MBA, MAcc)	\$591
Graduate Education	\$449
Graduate Health Administration	\$591
Graduate Nursing	\$683
Graduate Theology	\$398
Dual Degree (MSN/MBA and MSN/MHA)	\$637
Certificate of Advanced Graduate Study (CAGS)	\$449

Supplemental Program Fees	
MSN: FNP Clinical Fee (per course, selected courses)	\$750
MSN: Non-FNP Clinical Fee (NU 610, NU 647)	\$225
MSEd: Distance Internship, per course	\$320
MSEd: Student teaching, per course	\$640

Other Fees (Non-Refundable)	
Tuition Installment Plan fee	\$55
Graduation fee	\$75
Service charge for unpaid check or credit card return	\$50
Transcript of record request	\$8

Tuition Adjustments & Refunds

The College anticipates that students will complete the courses in which they are enrolled. Should it be necessary to withdraw from an online course, students must seek approval from their Academic Advisor and submit the Withdrawal Form. The Student Accounts Office will determine the amount of any applicable refund according to the following schedule based on the number and type of courses the student was enrolled in. Special fees, room and board, and non-refundable fees will not be included in tuition adjustments or refunds.

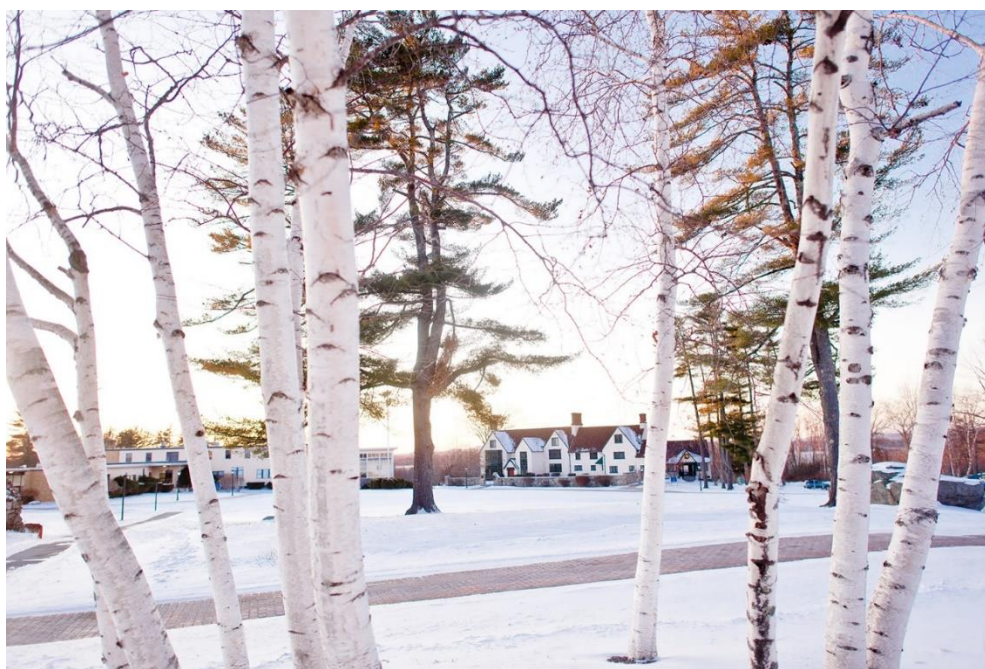
Once the Read & Understood Agreement has been completed, online students will be held to the following schedule:

- Withdrawal prior to course start date - No tuition charged or 100% refund if paid in full
- Withdrawal on days 1-3 of course - No tuition charged or 100% refund if paid in full
- Withdrawal on days 4-9 of course - 50% tuition charged or 50% refund if paid in full
- Withdrawal on days 10-15 of course - 75% tuition charged or 25% refund if paid in full
- Withdrawal on/after day 16 of course - 100% tuition charged or no refund if paid in full

Financial aid recipients who choose to or must withdraw from the College are subject to federal refund regulations as well as the tuition refund policy. A student is generally able to keep aid that has been earned based on the length of time the student has been enrolled during the period of education. The refund calculation is performed within 30 days of the official withdrawal date. For more information, contact the Office of Financial Aid at 800-752-1266 or 207-893-6612.

Any student dismissed from the College for infraction of College regulations will be responsible for applicable tuition and ineligible for tuition adjustments or refunds.

Note: All fees are non-refundable.



Financial Aid and Deferment of Prior Loans [\(Return to Table of Contents\)](#)

The College offers federal financial aid for students who are enrolled at least half-time in an online degree program. Federal aid is awarded for the cost of tuition and books.

To apply for financial aid, a student must submit the Free Application for Federal Student Aid. If other documents are needed, the student will receive notification from the Office of Financial Aid. Please find links to the FAFSA form and other useful documents [here](#).

Many students choose to pay for coursework through means other than financial aid but are still interested in deferring student loans borrowed previously. A student must be enrolled half time in order to be eligible for most deferments. The College reports enrollment information through the Clearinghouse, a national student loan database, on a monthly basis. If your servicer does not use the Clearinghouse, you must contact the servicer for a deferment form for each term in which you are enrolled. This form (including the Servicer name and address) should be sent to the Office of the Registrar for completion.

Saint Joseph's College Office of Registrar
278 Whites Bridge Rd
Standish ME 08084-5263

Email Office of Online Registrar: onlineregistrar@sjcme.edu

Email Office of Financial Aid: finaid@sjcme.edu

For more information, please visit the [Financial Aid page](#) on our website.

Maintaining Half-Time Status & Eligibility for Financial Aid and Loan Deferment

To maintain eligibility for financial aid and loan deferment, students must be enrolled at least half-time. An undergraduate student will be considered half-time if enrolled in 6 credits. The courses must be completed within the 12-week enrollment period. A graduate student will be considered half-time if enrolled in at least 3 credits during the 10- or 12-week enrollment period. Students must also maintain satisfactory academic progress, which requires at least a 2.0 cumulative grade point average and completion of at least 70% of all credits attempted including those that have been transferred to Saint Joseph's. Course extensions and/or incompletes are not applicable to financial aid or deferment eligibility.

	Half-time Enrollment	Full-Time Enrollment
Undergraduate Programs	6 credits	12 credits
Graduate Programs	3 credits	6 credits

***Note: A change of a course's official start date will adversely affect a student's financial aid and loan deferment eligibility.**

Academic Honesty Policy [\(Return to Table of Contents\)](#)

All members of the Saint Joseph's College community are expected to adhere to the principles of academic honesty central to the College's mission. Plagiarism, collusion, falsifying the results of one's research, cheating on examinations and any form of misrepresenting one's own work, or collaborating in the misrepresentation of another's work, are contrary to the traditions and goals of the institution. Instances of academic dishonesty are subject to disciplinary action and/or academic sanctions.

There are a number of ways academic dishonesty can occur. An example of academic dishonesty is when a student sells or uploads their work to be sold/used to other students. Selling or uploading assignment work are actions that may violate SJC's core values of respect and integrity. This includes distributing course information in open warehouse sites, such as CourseHero, Oppapers, MedLibrary, etc. In addition, a student must not reuse one's own work that has been previously submitted in other academic courses without permission from the instructor and proper citations, as these actions are considered self-plagiarism. This includes copying and pasting portions of previously submitted material or submitting duplicate assignment material, such as essays, discussion posts, audio/video submissions, problems/solutions, and/or any other assignment work. Plagiarism, self-plagiarism, and academic dishonesty are serious issues which can lead to disciplinary action, including dismissal from the college.

Students are expected to cite any sources upon which your work is based through the use of bibliographical lists, footnotes, end-notes, and the like. All uses made of the content, style conceptualization, organization methods, and factual materials of others, or of other work students may have produced must also be documented.

As an educational institution, our primary goals regarding plagiarism are to help students understand the ethics of information in today's world and to give them the tools and knowledge they need to remain academically honest. Faculty may use plagiarism detection services, such as [Turnitin.com](#), to help identify potential plagiarism in students' written work.

Procedure in Cases of Academic Dishonesty

When a breach of the Academic Honesty Policy is suspected (or determined), the Instructor must contact the Program Director to discuss the concern. In collaboration, the Program Director and Instructor will decide what action should be taken, including failing the assignment, the course, or even dismissal from the College, depending on the number of violations or degree of dishonesty.

The student also will be provided information for learning more about correct citation of sources. [SJC's Wellehan library can be accessed for assistance with avoiding plagiarism, as well as understanding APA, MLA, etc. formatting and citations.](#)

Actions may include:

1. Discuss the concern with the student and decide to take no further action
2. Discuss the concern with the student and require that the student's work be resubmitted with appropriate changes
3. Assign a failing grade for the work submitted

4. Assign a failing grade for the course
5. Dismiss the student from the program or the college.

Regardless of the action taken, the Program Director will notify the Operations Department of the Online College and may notify the Office of Academic Affairs and a warning letter from that office will be sent to the student. The Operations Department will track all reported offenses. The Program Director will notify the student's Academic Advisor that a letter is being sent.

Students accused of academic dishonesty may appeal their case in writing to the Office of Academic Affairs and the appropriate Dean will then convene the Academic Review Panel. The role of this Panel is to evaluate the accusation in light of the circumstances bearing upon the case, and then advise the Dean. The decision of the Dean shall be final.

Plagiarism ([Return to Table of Contents](#))

Plagiarism occurs when a person uses the words, ideas, opinions, research, or creative expressions of another as if they were her or his own.

Plagiarism can take many forms. One common type of plagiarism occurs when a person uses another's words without adding quotation marks around the words and clearly stating the source. The words of another may be used only when both of these conditions are present (quotation marks and clear citation of the source). Not using quotation marks implies that the words are created by the student.

Another common example of plagiarism is when an individual uses another person's ideas or opinions and expresses them in his or her own words (called paraphrasing) but fails to cite the source. Although in this case, the words may be the student's, the ideas have been borrowed from another, and that borrowing must be acknowledged.

Plagiarism can involve unacknowledged borrowing from any number of places, including published articles, a classmate's paper, graphs, charts, the Internet or a video production. To take anything owned by another without proper acknowledgment is theft, and plagiarism is intellectual theft. Plagiarism occurs in research papers through failures of documentation, but it also can happen in class reports, essays, tests, and in any other situation in which a student may use the words or ideas of another.

Plagiarism is a serious violation of academic integrity; it always involves deceit, whether that deceit is intended or not. Ignorance and carelessness sometimes lead to plagiarism, but they are not acceptable excuses. Each individual student has the responsibility to understand and avoid plagiarism. Opportunities to learn about proper use of documentation include English Composition I, II courses and any number of college handbooks or research paper style guides.

The [Wellehan Library's](#) home page, maintains a Ready-Reference page of useful links, including resources for reference citation formats.

Educational Rights and Privacy Policy [\(Return to Table of Contents\)](#)

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

1. The right to inspect and review the student's education records within 45 days of the day the College receives a request for access. Students should submit to the Registrar written requests that identify the record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected.
2. The right to request the amendment of the student's education records that the student believes is inaccurate. Students may ask the College to amend a record that they believe is inaccurate. They should write the Registrar and clearly identify the part of the record they want changed, and specify why it is inaccurate. 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 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.
3. 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 disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or 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 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.

The College may disclose appropriately designated directory information without written consent, unless you have advised the Registrar of your request not to have directory information released without your consent. This is accomplished by submitting an "Access to Student Records" form to the Registrar. The following data has been designated as Directory Information at the College:

- the student's name, address, telephone listing and e-mail address
- date and place of birth
- major field of study
- participation in officially recognized activities and sports
- the weight and height of members of athletic teams
- dates of attendance
- degrees and awards received
- the most recent previous educational institution attended

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the 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, DC 20202-4605

Student Conduct Policy [\(Return to Table of Contents\)](#)

All forms of communications, written, email, telephone, and face-to-face, within Saint Joseph's College Online shall be conducted with a mutual level of respect. Adherence to the generally accepted norms for human communications, especially avoiding communications that are false or are likely to be considered as discourteous, malicious, unwanted, or causing unjustified loss of prestige is asked of all students, faculty, and staff.

Disruptive classroom conduct negatively affects classroom environments as well as the educational experience for all of the students enrolled in the course. Saint Joseph's College Online defines disruptive classroom behavior as "any behavior that a reasonable person would view as substantially or repeatedly interfering with the conduct of a class." Disruptive classroom behavior will not be allowed. Faculty members have the ability to ask a student to leave a classroom for disruptive behavior; that student will be marked absent for the entire class time.

Students who exhibit disruptive conduct of any type may be put on notice and may be dismissed from the program.

SJC Online Student Frequently Asked Questions ([Return to Table of Contents](#))

****This is an incomplete list. Please contact your Academic Advisor for inquiries not referenced below****

What is [MySJC](#)? This is a resource every student should become familiar with right away! This is a “dashboard” that includes links to all the important information and resources online students need. You can find it at the top of every page of our website, just be sure to select Online. Links to your online classroom (Brightspace), student email, course catalog, textbook ordering, library information, policies, Microsoft Office access and much more.

<https://my.sjcme.edu/online/>

How do I check my SJC email? [MonkSuite.sjcme.edu](#) . It is expected that all students review all college related emails in a timely manner, especially those sent by instructors, program director, Academic Advisor, the Online Advising team, and the Billing department. Email cannot be checked or accessed via Brightspace. If receiving financial aid, the email address entered on the FAFSA form may be contacted in addition to or in place of SJC email. Please contact us with any questions.

What is a “Read and Understood” quiz? The “Read and Understood” agreement is an ungraded quiz that acknowledges course enrollment, participation, and financial commitment. The quiz will only become available on the start date and will be located on the course homepage, under the Content or Quizzes sections. Students must complete the quiz *in each course* to gain full access. To get a good start on your coursework, we request that you complete this step in each course on your start date. *Failure to complete the Read & Understood Agreement within the first five days of the course will result in administrative withdrawal from the course for non-attendance.*

How do I find out about academic policies? Your Academic Advisor is the best resource for questions specific to your situation, but students can always review Policies & Procedures in the Online Course Catalog for the current academic year linked in [MySJC](#).

Who do I contact with questions about my billing statement? The Student Accounts office can be reached at the information below. If you are unable to reach someone by phone, please leave a detailed message with return contact information:

[800-343-5498](tel:800-343-5498) or [207-893-7732](tel:207-893-7732)
billing@sjcme.edu

Who do I contact with questions about my financial aid award or student loan deferment? If you have questions about your eligibility, required documentation, loan deferment, or your award letter, please reach the Financial Aid office at [800-752-1266](tel:800-752-1266) or finaid@sjcme.edu.

Where can I find what books I will need for my courses? A list of required texts is available in the course syllabi and in our online bookstore, [MBS Direct](#). If you choose to order your books through a vendor other than MBS, please be sure to use the correct ISBN numbers to ensure that you receive the correct edition for the course(s). SJC is not responsible for any issues related to books that are not ordered through MBS. Please pay special attention to delivery estimates, as you will need your books to get started in your coursework right away. Please let your instructor and Academic Advisor know of any delays right away.

Where can I see what courses are required for my program? In Campus Cafe, students have access to a “Degree Audit,” which outlines all required courses in the program and which ones have already been completed or transferred into the program. Your Academic Advisor would be happy to go over any questions that arise as you review your Degree Audit.

How do I register for my next course? You must register through Campus Café, following these instructions: <https://www.sjcme.edu/mysjc/online/course-registration-instructions/>.

What if I have a question about an assignment, required text, or grades? Students are encouraged to contact their instructor at any time with course or grade specific questions. As you would raise your hand in a physical classroom, students in the online classroom are encouraged to email or call their instructor with questions or concerns. For all other inquiries, your Academic Advisor is your main resource and point of contact at the college.

How do I request a transcript? All transcript requests must be made here: <https://www.sjcme.edu/academics/transcript-request/>. This is also available via [MySJC](#). You cannot obtain a transcript by calling or emailing the Registrar's Office.

How do I request an enrollment verification letter or in-school loan deferment?

Send an email to onlineregistrar@sjcme.edu providing the following three items:

- Your name, Employer/Lender name(s), Employer/Lender's fax # or address(es)

***Note:** Enrollment verification letters are sent on the start date of the term.

What if I need more support? Saint Joseph's College is committed to providing equal education opportunity and full participation for persons with disabilities. It is the College's policy that no qualified person be excluded from participating in any College program or activity, be denied the benefits of any College program or activity, or otherwise be subject to discrimination with regard to any college program or activity. Toward this end, and in conjunction with the Americans with Disabilities Act and Section 504, the College both accepts, and provides reasonable accommodations for, qualified students with various types of disabilities.

While Saint Joseph's College is ready to provide reasonable accommodations, the students must make an effort to advocate for and avail themselves of all services and agreed upon modifications.

All documentation is confidential and should be submitted to: Holly Sanborn, ADA Accommodations Manager, at 207-893-7562 or hsanborn@sjcme.edu.

I am a veteran. How do I use my VA Educational Benefits? Saint Joseph's College Online requires students to provide a copy of their Certificate of Eligibility (COE) to their Academic Advisor if they intend to use their VA Educational Benefits. COEs may be mailed or emailed. Saint Joseph's College certifies VA Educational Benefits under the following chapters:

- **CH 30 – Montgomery GI Bill®**, **CH 33 – Post 9/11 GI Bill®**, **CH 1606 – VEAP**, **CH 1607 – REAP**
- **CH 35 – Survivor/Dependents** need to also submit the **appropriate file number** and **payee number** with the COE.
- ***CH 31- Vocational Rehabilitation** students need to have a completed a 28-1905 form sent to their Academic Advisor, including their VA educational representative's email address.

***Note:** Saint Joseph's College Online will certify your enrollment through VAONCE on the start date of the term. Once verified, you must notify the college if you do not plan to use your VA Educational Benefits for a term or indefinitely.

Important Contact Information [\(Return to Table of Contents\)](#)

Who?	For what?	How to contact?
Online Advising	Help with anything and everything related to your studies. Your Academic Advisor is your primary point of contact at SJC.	<ul style="list-style-type: none"> • https://my.sjcme.edu/academic/academic-advisor/ • onlineadvising@sjcme.edu • 800-343-5498, option 1
Wellehan Library & Brightspace Support	Materials available 24/7. Staffed evenings & weekends. Help with research, citations, library access, Microsoft Office & Brightspace.	<ul style="list-style-type: none"> • https://www.sjcme.edu/academics/library/ • askalibrarian@sjcme.edu • 800-343-5498, option 4
Campus Café Support	“Administrative portal” for course registration, billing statement, degree audit, enrollment history and more.	<ul style="list-style-type: none"> • iteam@sjcme.edu • 207-893-7851
Technology Services	Help with software installation, SJC portal access and email or password issues.	<ul style="list-style-type: none"> • iteam@sjcme.edu • 207-893-7851 • Quick Tip: Enroll in self-service password reset here (you must know your current unexpired password. When enrolled, you won’t need IT assistance with password retrieval)
Smarthinking Online Tutoring	Expert tutors accessible online 24/7. Free for Online SJC students, also ask your Academic Advisor for details.	<ul style="list-style-type: none"> • https://my.sjcme.edu/academic/smarthinking/ • Smarthinking link is on Brightspace “Course Home” • support@smarthinking.com • Contactaskace@sjcme.edu for additional free hours
MBS Direct	Listings of required textbooks for all courses.	<ul style="list-style-type: none"> • https://my.sjcme.edu/online/ then • Click on Order Your Textbooks • 24/7 support at 800-325-3252
Student Accounts	Billing statements, tuition policies, payments, etc.	<ul style="list-style-type: none"> • billing@sjcme.edu • 800-343-5498, option 2
Financial Aid	Eligibility, required documents, award letters and deferment.	<ul style="list-style-type: none"> • finaid@sjcme.edu • 800-752-1266 or 800-343-5498, option 3

