



Holy Family
UNIVERSITY

Extended Learning

Graduate Student Handbook POLICY MANUAL

September 2020

CONTACT INFORMATION

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Note to the reader: An electronic version of this handbook and all related forms and documents is available online. Visit the Extended Learning webpage at: <https://www.holyfamily.edu/current-students/student-resources/extended-learning-student-resources> for the online version of the handbook.

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1 General Information

1.1 About the University

As a fully accredited, private, coeducational university, Holy Family University offers liberal arts and professional programs for more than 2,200 undergraduate and graduate students through day, evening and summer programs.

Founded by the Sisters of the Holy Family of Nazareth in 1954, the establishment of the University marked the culmination of an evolutionary cycle begun in 1934 with the opening of the Holy Family Teacher Training School. In 1961 Holy Family received full accreditation by the Middle States Association of Colleges and Schools, which status it continues to hold. In December 2002, Holy Family was granted university status by the Pennsylvania Department of Education.

The University now has three distinct locations: the Philadelphia Campus, which occupies over forty-seven acres adjacent to the intersection of Grant and Frankford Avenues, and was originally part of the Torresdale-Andalusia land grant given to an ancestor of the Drexel-Biddle Family in the era of William Penn; a seventy-nine acre site in Newtown, Bucks County, purchased in 1995; and a four and a half acre site, housing a twenty seven thousand square foot building in Bensalem, Bucks County. This newest edition, at the intersection of Bristol Pike, Woodhaven Road and I-95, opened in August 2003 with the primary purpose of serving as the center for the adult accelerated degree programs offered through Extended Learning.

1.2 University Mission

Holy Family University envisions learning as a dynamic and fruitful exchange between traditional sources of wisdom and contemporary developments in knowledge. Viewing education as a life-long process, the University encourages the development of each person's talents and abilities through six core values:

FAMILY- Holy Family promotes an atmosphere of mutual concern and attention to the spiritual, intellectual, social, emotional, and physical needs of all those whom it serves.

RESPECT- The University seeks to instill appreciation of and respect for differences so that its graduates can function successfully in multicultural contexts.

INTEGRITY- Holy Family advocates free and conscientious pursuit of truth and the responsible use of knowledge.

SERVICE AND RESPONSIBILITY- Reflecting the University motto, *teneor votis*, I am bound by my responsibilities, educational experiences at Holy Family apply theory to practice and course content to serving human needs.

LEARNING- Holy Family promotes values-based education, creative scholarship, informed and imaginative use of research and technology, and practical learning opportunities.

VISION- Holy Family offers an education grounded in a Judeo-Christian worldview that serves as a foundation upon which to address contemporary problems and to build a vision for the future.

1.3 The University Seal

At the center of the seal of Holy Family University is a shield over which hovers a dove, representing the Holy Spirit. On the shield are three discs with crosses which honor both the Trinity and the Lord Jesus. The tower stands for Mary, the mother of God, the Tower of David, the Woman Clothed in Light. On another level, the tower accentuates the role of Holy Family University students and alumni as that of a tower of light and strength to others. The carpenter's square in the form of a chevron behind the tower represents St. Joseph the Worker. Taken together, the chevron, the tower, and the three discs symbolize the Holy Family of Jesus, Mary and Joseph, the exemplar of all families.

1.4 Extended Learning

Extended Learning at Holy Family University includes corporate training, non-credit programs, and the accelerated degree programs. Undergraduate accelerated business courses began in September 2002, and promote the University mission through a unique delivery system designed for the working professional. In October 2003, approval was received to begin offering an accelerated Master of Business Administration. In 2013, the School of Business Administration became responsible for all Extended Learning programs and the new School of Business Administration and Extended Learning (SBAEL) was formed.

The Holy Family University Accelerated Degree program believes that learning is different from imitating. Courses in these programs are not simply reproductions of existing pedagogical methods and practices, but sites of innovation and opportunity. The program architecture, including flexible scheduling and various course formats, allows the student to balance a return to school with existing responsibilities, while the educational philosophy acknowledges the adult students' work and life experiences as contributions they bring to the classroom. It requires students to become actively engaged in the learning process through critical reflection, oral and written communication, and a rigorous curiosity.

The programs also see learning as a collaboration between the student and the University. Extended Learning facilitators and staff remain committed to helping students achieve academic success, seeing theory into practice, and realizing education as a transformative practice. The policies and general information in this handbook are the foundation for this collaboration, serving as a guide and contract on the support systems, academic integrity, and specific opportunities and responsibilities within the Accelerated Degree programs.

1.4.1 Extended Learning Mission Statement

Consistent with the University mission to educate students to assume life-long responsibilities to God, society and self, the mission of Extended Learning is to offer rigorous academic opportunities which promote the integration of academic theory and practical application for non-traditional learners.

1.4.1.1 Extended Learning Graduate Program Outcomes

The Goals of the Graduate Program

The Graduate programs affirm the mission of the college. They further support the mission through their specific goals:

- To foster the development of professionals, scholars, and lifelong learners who can translate advanced study into effective problem solving skills;
- To facilitate the development of critical thinkers who can use their personal, professional, spiritual, and academic experiences in the analysis of current issues;
- To produce informed users of research capable of making significant contributions in their chosen fields; and
- To support and encourage scholarship, intellectual inquiry, and professional responsibility that nurtures the growth and development of others.

Managerial competence and proficiency in a competitive environment is the goal of the educational efforts in Extended Learning at Holy Family University. The MBA program in particular integrates areas of expertise to produce leaders in the field of business, both profit and non-profit and to provide the opportunity for a transformative experience.

These goals incorporate the following outcomes:

- 1 **Skill with handling of numbers.** The graduate is comfortable with mathematical modeling, manipulation of financial data, and measurement and prediction techniques requiring numbers and quantitative abilities.
- 2 **Communication.** The graduate is adept at researching, organizing and presenting information in oral and/or written form that is clear, original and decisive. The graduate must be able to write and speak well to facilitate decision making.
- 3 **Knowledge of ethical/legal issues.** The graduate has a grasp of the ethical and legal issues. Sensitivity to gender, diversity and cultural issues is a must. Essential to the business enterprise is the integrity of the business person which facilitates relationships in environments based on trust.
- 4 **Global Perspective.** The graduate has a broad view which enables him/her to initiate and manage business beyond local borders. A transnational perspective is required.
- 5 **Creativity & Innovation.** The graduate is skilled in creative problem-solving so that she/he can deliver inventive business solutions and recommendations and can maintain an innovative environment which adds value to process, products and services.

1.5 Nondiscriminatory Policy

Extended Learning will follow procedures/policies outlined in the [Graduate Catalog](#).

2 GENERAL POLICIES

Please refer to the Student Handbook regarding general policies and procedures that apply to all students at: <https://www.holyfamily.edu/current-students/student-resources/student-handbook>.

3 ACADEMIC POLICIES

These policies are in effect as of March 2020. All policies are subject to change.

3.1 Admissions Requirements

1. Bachelor's degree from an accredited four-year institution
2. Official transcripts from all institutions attended
3. A statement of professional goals
4. A current resume
5. A personal interview (Online Program - telephone/skype interview may be required)
6. Completed application form and nonrefundable application fee, made payable to 'Holy Family University'
7. Students must show competency at the undergraduate level through standardized tests or through work experience in:
 - Accounting
 - Business Ethics
 - Business Finance
 - Business Integration and Strategic Management
 - Business Leadership
 - Global Dimensions of Business
 - Human Resources Management
 - Information Management Systems
 - Legal environment of Business
 - Macroeconomics
 - Microeconomics
 - Operations/Production Management
 - Organizational Behavior
 - Quantitative Research Techniques and Statistics

Students lacking such competency may be required to take prerequisite business courses.

3.1.1 Admissions Requirements for International Applicants

International applicants seeking to study at Holy Family University must present the credentials and admission forms required of all applicants.

International applicants and applicants whose first language is other than English must submit scores of the Test of English as a Foreign Language (TOEFL). Minimum scores of 550 on the paper-based test or a score of 213 on the new computer-based tests are required.

Applicants whose bachelor's degree was obtained outside the United States must submit all academic credentials to World Education Services (www.wes.org) for a document-by-document review which includes a course-by-course evaluation.

3.1.2 Readmission to the University

Students who have not taken a class in one year must meet with an academic advisor and complete a readmission form. All transcripts from institutions attended during the interim must be submitted to the Office of Academic Advising for review. Returning students will be accepted into the current academic catalog requirements.

3.2 Degree Requirements

The Master of Business Administration (MBA) program will prepare today's managers to become tomorrow's leaders. Our curriculum is designed to help those with a minimum of three years of managerial experience reach their highest potential in the corporate environment.

The MBA program consists of 10 three-credit courses, totaling 30 credits. There are two formats for the MBA program: Blended and Online. Students must choose one and commit to it. Blended courses are offered in eight-week sessions. Each course meets once, every other week for four hours throughout the session. Online courses run in the same temporal format asynchronously. The New Professionals MBA program includes 12 three-credit courses, totaling 36 credits in both formats.

Students should take MGT 541, MGT 511, and BUS 502 as their first courses. MGT 500 and MGT 591 must be the last classes taken.

Due to the accelerated format of this program, students should expect to spend a minimum of 20 hours outside of class preparing for each class meeting. In addition, students come to the first class having already prepared the first assignment.

3.3 Transfer of Graduate Credits

Upon application to a graduate program, a student may present an official transcript of graduate credits completed elsewhere within the last three years for transfer evaluation. Acceptance of such credits will depend upon whether or not the courses are directly related to the program, that the student has obtained a grade of B or better in the course(s), and whether or not the college giving credit for the course(s) would consider the course as acceptable for application to its degree program. No transfer credit will be awarded for credits which have been previously counted toward completion of another graduate or undergraduate degree. Transfer of credits are not posted on a student's record until the student successfully earns six graduate credits at Holy Family University and the official transcript documenting the completion of transfer credits has been received by the Director of Extended Learning.

After admission, all courses taken at other institutions for transfer credit require prior approval from the Director of Extended Learning. Maximum allowable transfer is six graduate credits.

3.4 Enrollment Classification

All degree seeking students are classified as part-time.

3.5 Timeline for Degree Completion

A maximum period of three years is allowed for degree completion.

3.6 Academic Advising

Individualized advising is available to all Accelerated program students by phone, email or personal appointments. Assistance will be provided in:

1. transfer of previous university credit
2. transfer of non-collegiate, ACE sponsored credit
3. course prerequisites
4. registration procedures
5. declaration of concentration
6. official degree audit
7. independent study plan
8. portfolio process
9. CLEP/DSST testing
10. international study opportunities
11. graduation requirements including a Graduation Application.

3.6.1 Academic Calendar

Courses are offered in eight-week sessions. Six regular sessions will be offered during the course of a year. Additional opportunities to earn credits may be presented through participation in periodic intensive sessions and other innovative nontraditional formats.

3.6.2 Cancellation of Courses

The division reserves the right to change or cancel, without notice or obligation, any course offering and/or location because of insufficient enrollment or any other reason. Cancellation can occur up to and including the first week of class.

3.6.3 Course Numbering System

All graduate courses in Extended Learning are 500 level.

3.6.4 Modules

The accelerated programs at Holy Family University use a module for each course. Modules will be made available to students two weeks prior to the class start date and can be found within Canvas, the Learning Management System.

All students must obtain the course module in advance of each session start date, through Canvas, the Learning Management System. The first assignment must be completed prior to the first class meeting. Information on textbooks or other course materials will be contained within the module.

3.6.5 Course Schedule

To view the most updated course schedule, access the Holy Family University website at

<https://www.holyfamily.edu/current-students/student-resources/extended-learning-student-resources>

3.7 Registration

3.7.1 Registration Procedures

All students are required to communicate with an academic advisor prior to registration. Academic advisors approve all registrations. Students register for classes in Self-Service.

3.7.2 Course Load

Graduate students in the Blended program may enroll in one course per session. Students in the Online program may enroll in two courses per session.

3.7.3 Class Attendance

Students are expected to attend all scheduled class meetings. Facilitators have full authority and discretion to evaluate punctuality and attendance and reflect this in course grades. Students should be certain to understand the attendance policy for each course. Students should avoid scheduling courses if they know they will not be able to attend all course sessions. If absence or lateness is unavoidable, the student should contact the course facilitator in advance of the scheduled course meeting time and expect extra work. Typically, students who miss two classes can earn a maximum grade of C+ for the course. Generally, students can miss no more than two classes in any given eight-week session.

3.7.4 Enrollment Adjustments

Registration for a course means that a student is financially and academically responsible for that course. If a student registers for a course in the same week the course begins, payment will be required upon registration. No student will be permitted to register for a class later than 48 hours after the start of the class. All drop and withdrawal requests must be emailed to the Registrar at registrar@holysfamily.edu, by the student by the appropriate deadline. If a student neither drops nor withdraws from a course, but simply does not attend, an F grade will be assigned. In this case, the student is responsible for the tuition for that course. The accelerated degree tuition refund policy is as follows:

	Charge	Refund
Within the 1 st week of class:	0%	100%
After the 1 st weeks of class	100%	0%

F	Below 77	(0 points)	failure to demonstrate competence in the course (credit can be earned only by repeating the course – requires special permission from the instructor and the program coordinator)
I			Work not completed within the eight week session with approval to complete later (see related policy on incomplete grades)
M			Temporary grade assigned when no grade submitted by course facilitator
W			Authorized withdrawal from course

The full refund policy can be found at:

https://www.holyfamily.edu/images/choosing/Academics/6982_UndergradCatalog_WebFinal.pdf#page=15

3.7.5 Withdrawal from the University

Students may withdraw from the University. Requests should be submitted to the Director of Extended Learning. Officially withdrawn students who return to the University at a later date must reapply under the catalog that is current at the time of readmission.

3.8		Grading	
A	94-100	(4 points)	superior performance satisfactory
B+	90-93	(3.5 points)	performance competence below that
B	86-89	(3 points)	expected for graduate wcredit will not
C+	81-85	(2.5 points)	count towards graduation course
C	77-80	(2 points)	must be repeated for credit

3.8 Grading

3.8.1 Incomplete (I) Grades

When the required work for a course is incomplete due to extraordinary circumstances, a grade of I may be determined by the course facilitator. The student must request, in writing, from the facilitator, that an I grade be assigned; a copy of this request should be sent to academic advising. If the course work is not completed within eight weeks of the end of the session, the I grade will automatically become an F.

3.8.2 Grade Point Average

A student's academic standing is measured by the grade point average (GPA). The final step in ascertaining this average is to multiply the number of credit hours attempted by the grade point value of each letter grade received. The sum of these equals the total grade points the student has earned. The GPA is obtained by dividing the total grade points by the total number of credit hours.

3.8.3 Grade Reports

Final grades are issued to students via WebAdvisor and are part of the student's permanent official record. Official grade reports may be requested through the Registrar's Office.

3.8.4 Repeating Grades

The second grade of a repeated course will replace the first in the cumulative GPA but will not remove the original grade from the transcript or from the previous semester calculation. Only courses in which a grade of C or below is earned may be repeated. Courses may be repeated only once.

3.9 Transcripts

Extended Learning will follow procedures/policies outlined in the [Graduate Catalog](#).

3.10 Academic Standing, Retention, and Dismissal

Grades represent student achievement as evaluated by the instructor. All students are expected to maintain a GPA of B (3.0) to remain in good academic standing. A student may graduate from a program with one grade of C+. A second grade of less than a B earned in any course must be repeated the next time the course is offered. If a third grade less than a B is earned in any course, the student will be dismissed from a program.

3.11 Grade Disputes

Students may appeal grades given for written work only by requesting a re-grade of that work. Students wishing to appeal a grade may do so by contacting the Director of Extended Learning in Extended Learning for the appropriate re-grade request forms within two weeks of receiving the final course grade.

The Director of Extended Learning will select another facilitator in the same area of expertise to read and grade the written work. This grade will then be used to recalculate the final grade

for the course. No changes will be made to grades related to the following: oral presentations, group projects, class absences, lateness or early departures, class participation and online discussion boards. These are the sole responsibility of the course facilitator.

After the written work has been read and graded by another facilitator, the comments and recommended grade change, if any, will be sent to the original course facilitator for his/her approval. *Please note:* only the original course facilitator may actually change a final course grade.

A student appealing a course grade must realize that the grade may go up, remain the same, or be lowered in this process. The grade resulting from the appeal process is final and binding; there is no further appeal.

3.12 Graduation Requirements

In order to graduate from Holy Family University all graduate students in Extended Learning must complete at least 30 credits in total, with the proper course distribution for each concentration.

Degree candidates must submit a Graduation Application. All course work needs to be completed by the end of spring 2 for the May ceremony.

The Academic Affairs office will send out a graduation fact sheet with information specific to each graduation; however, students should keep in mind the following:

1. While the number of tickets a student receives varies depending on the number of students graduating, students typically receive six tickets for the ceremony. There are no guarantees for extra tickets. Students should consult the graduation fact sheet, the Holy Family Website, or contact the Academic Affairs Office regarding how, when and where tickets can be picked up.
2. Student attire is obtained from the University Bookstore located in the Campus Center. For specific information on pick-up, delivery, and sizes, students should consult the graduation fact sheet, the Holy Family website, or contact the Bookstore directly.
3. Holy Family University provides each graduating student with one original diploma.

All graduating students are charged the graduation fee. These bills are sent directly from the Business Office.

3.13 Academic Honesty Policy

Holy Family University, true to its motto (Teneor Votis: I am bound by my responsibilities), educates men and women both intellectually and morally to assume their responsibilities toward God, themselves, and society. The University expects from its students the highest standards of honor and integrity in meeting their academic responsibilities.

In addition, academic honesty is essential for effective evaluation of student scholarship and growth. Anything less than complete integrity undermines the basic educational process.

Hence, academic dishonesty in any form is regarded as a breach of honor and integrity, an evasion of personal responsibility, and an attempt to misrepresent progress. Violations of standards cannot be tolerated at Holy Family University and will result in sanctions, including possible dismissal from the University. Violations include, but are not limited to, copying tests,

laboratory reports, etc., purchasing work to present as one's own, obtaining tests or test questions illegally, either verbally or otherwise, using notes during testing, or collaborating with another to obtain test information.

Plagiarism is another form of cheating. This is defined as using the ideas or words of another in a written or oral assignment or projects without acknowledging the source. When one repeats, without quotes, the ideas or words of an author, paraphrases an author's ideas, or presents an author's line of thought without acknowledging that author, the user is guilty of plagiarism, a serious breach of academic honesty.

Similarly, the use of computers to obtain and/or disseminate information for dishonest purposes, as well as misrepresentations concerning the source, development, or application of computer software, constitutes a serious violation of academic integrity.

Anyone who willfully assists another in the breach of integrity is held equally responsible and is subject to the same penalties.

The University ascribes to a policy of progressive disciplinary action in dealing with proven incidents of academic dishonesty. In accord with this policy, sanctions may range from failure of a given course assignment (first incident) or failure of the course and ineligibility for all honors recognition (second incident) to dismissal from the University (third incident). The level of sanction imposed may be modified at the discretion of the academic administration in accord with circumstances prevailing in a given incident. Students will be notified in writing by the School Dean in which dishonesty has been alleged and will have an opportunity to respond to this notification prior to the imposition of any sanction. All disciplinary action related to charges of academic dishonesty may be appealed to a board composed of University administrators, faculty, and students.

3.14 Grievance Procedures

3.14.1 Academic

(Unrelated to grading and academic integrity)

A student with an academic grievance that is unrelated to grade challenges and/or academic integrity should pursue the following procedure to have the grievance heard.

1. Discuss the matter with the faculty member involved within five (5) business days from the date of the incident. The faculty member will respond within three (3) business days. Mediation, defined here as discussion with the immediate persons involved with no legal representation, is optional but not required for complaints to be fully processed.
2. If dissatisfied with the outcome of this first discussion, the student may submit within three (3) business days a written statement that includes the facts of the case and the proposed solution to the school program designee (Chair, Coordinator, or Director). Within fourteen (14) days, the school program designee will conduct the investigation.
3. All aspects of the student's complaint and investigation will be kept confidential to the extent possible with regard to complaint filing, investigation and disposition. The investigation will be conducted in an impartial manner and will include an impartial decision-maker. If the school program designee cannot remain impartial, they will remove themselves from the proceedings and assign the matter to the appropriate Dean, who will start the timeframe from the date the complaint was received.

4. Following an investigation from either the school program designee or the appropriate Dean, the student will receive a written determination within ten (10) business days, upon completion of the investigation. This written notice shall contain the outcome of the complaint and the basis for the decision.
5. The student may appeal the findings in writing to the Vice President for Academic Affairs, or their designee, within five (5) business days. The written appeal will be reviewed in an impartial manner by a panel representing a balanced cross section of the campus community. The decision of this panel will be final and will be provided within ten (10) business days from the date the written appeal was received.
6. Retaliatory conduct against any individual who has filed a complaint, who is the subject of the harassment, who has provided information as a witness, or who has submitted an appeal will not be tolerated and will be grounds for discipline up to and including expulsion. Further, complainants will be disciplined for filing false testimony during an investigation.

3.14.2 Non-Academic

Non-academic grievance processes and procedures specifically refer to grievances of a student or students towards another student or students. At any time, should a student feel they need to discuss a concern with University administration, the procedures outlined below shall be utilized. Examples of non-academic grievances that may fall under these procedures include, but are not limited to:

1. Bullying
2. General disruptive, intimidating, or threatening behaviors
3. Wellness concerns

Refer to 'Non-Academic Grievance Procedures: General' for related processes.

Any grievance that is based upon discriminatory or harassing behaviors shall follow similar procedures. Refer to 'Non-Academic Grievance Procedures: Discrimination and Harassment' for related processes. Examples of non-academic grievances that may fall under these procedures include, but are not limited to:

1. Discrimination based upon one or more protected classes
2. Harassment, to include a pattern of bullying or harassing behaviors
3. Pattern of discriminatory behaviors

Should a student wish to discuss a concern or file a grievance toward a University faculty or staff member, students are instructed to visit the Title IX Coordinator, located in the Title IX office at the Campus Center on the Northeast Campus, to discuss allegations, talk about your rights as a student, and determine next steps. Should a student wish to file a formal grievance towards a University faculty or staff member, the Title IX Coordinator will make the appropriate report and referral to Human Resources.

Non-Academic Grievance Procedures: General

1. Discuss the matter with the immediate staff member with whom the grievance is directed within five (5) business days from the date of the incident; the immediate staff member will respond in writing within three (3) business days.
2. If dissatisfied with the outcome of this first discussion, the student may submit within three (3) business days, a written statement that includes the facts of the incident and a proposed solution. The student may present witnesses and other evidence relevant to the complaint. The written statement should be submitted to the Dean of Students. The Dean of Students will respond to the written grievance within three (3) days as to whether further investigation is warranted. If it is determined that no further investigation is warranted, the grievance will be closed, and no appeal will be offered. If further investigation is required, the Dean of Students will conduct an investigation within fourteen (14) days, and a notification letter will be issued to all parties involved within ten (10) business days after completion of the investigation. This written notice shall contain the outcome of the complaint and the basis for the decision.
3. All aspects of the student's complaint and investigation will be kept confidential to the extent possible with regard to complaint filing, investigation, and disposition. The investigation will be conducted in an impartial manner and will include an impartial decision-maker. If the Dean of Students cannot remain impartial, they will remove themselves from the proceedings and assign the matter to a designee, who will start the timeframe from the date the grievance was received.
4. The student may appeal the findings in writing to the Vice President for Student Affairs, or their designee, within five (5) business days. The written appeal will be reviewed in an impartial manner by a trained, three-person Appellate Board. The decision of this Appellate Board will be final and will be provided within ten (10) business days from the date the written appeal was received.
5. Retaliatory conduct against any individual who has filed a grievance, who is the subject of the grievance, who has provided information as a witness, or submitted an appeal will not be tolerated and will be grounds for discipline up to and including employment termination or expulsion. Further, complainants and witnesses will be disciplined for filing false complaints or providing false information during an investigation.

Non-Academic Grievance Procedures: Discrimination or Harassment

If a student has experienced harassment, has been the target of discriminatory behaviors, or has established a pattern of bullying, a student may pursue the processes and procedures as outlined below:

1. Discuss the matter with the Title IX Coordinator in person.
2. Following the meeting with the Title IX Coordinator, a written statement that includes the facts of the incident, or incidents, will be required to be submitted. The student may present witnesses and other evidence relevant to the complaint. The written statement should be submitted to the Title IX Coordinator. The Title IX Coordinator will respond to the written grievance within three (3) days as to whether further investigation is warranted.

3. If it is determined that no further investigation is warranted, the specific grievance will be closed. If further investigation is required, the Title IX Coordinator, or their designee, will conduct an investigation within fourteen (14) days. All aspects of the student's complaint and investigation will be kept confidential to the extent possible with regard to complaint filing, investigation, and disposition. The investigation will be conducted in an impartial manner and will include an impartial decision-maker. If the Title IX Coordinator cannot remain impartial, they will remove themselves from the proceedings and assign the matter to a designee, who will start the timeframe from the date the grievance complaint was received.
4. Following an investigation, the student will receive a written determination within ten (10) business days, upon the completion of the investigation. This written notice shall contain the outcome of the complaint and the basis for the decision.
5. The student may appeal the findings in writing to the Dean of Students, or their designee, within five (5) business days. The written appeal will be reviewed in an impartial manner by a trained, three-person Appellate Board. The decision of this Board panel will be final and will be provided within ten (10) business days from the date the written appeal was received.
6. Retaliatory conduct against any individual who has filed a grievance, who is the subject of the grievance, has provided information as a witness, or submitted an appeal will not be tolerated and will be grounds for discipline up to and including expulsion. Further, complainants and witnesses will be disciplined for filing false complaints or providing false information during an investigation.

Section 504/ADA Grievance Procedures

Holy Family University prohibits discrimination on the basis of disability for faculty, staff, students, and visitors. Holy Family University has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints by any member of the Holy Family University community alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (§29 U.S.C. 794) of the U.S. Department of Education regulations implementing the Act, and the Americans with Disabilities Act, 1990 Title II & III (§42 U.S.C. 126). Section 504 and the ADA, Sections Title II & Title III prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Law and Regulations may be examined in the office of Marianne Price, Title IX Coordinator, Section 504/ADA Coordinator, located in the Campus Center at the Philadelphia Main Campus, who has been designated to coordinate the efforts of Holy Family University to comply with Section 504 and the ADA.

Any participants, beneficiaries, applicants, or employees, including students, staff, faculty, and visitors who believes they have been subjected to discrimination on the basis of disability, or is unsatisfied with accommodations provided by the Office of disAbility Services, may file a grievance under this procedure. It is against the law for Holy Family University to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. The Section 504/ADA Coordinator should be notified immediately if anyone associated with the grievance procedure is subjected to retaliation as a result of that person's participation in the grievance process.

Holy Family University has both informal and formal mechanisms in place to resolve concerns about disability discrimination, denial of access to services, accommodations required by law, or an auxiliary aid they believe they should have received ("disability-related issues"), such as:

1. Disagreements regarding a requested service, accommodation, modification of a University practice or requirement, or denial of a request
2. Inaccessibility of a program or activity
3. Violation of privacy in the context of a disability

Informal Process

Holy Family University encourages anyone with concerns about a disability-related issue to first discuss the matter with Keely Milbourne, Associate Director of the Office of disAbility Services, who will attempt to facilitate a resolution. Individuals are not required to pursue the informal process first and may engage the formal grievance process as their first step if preferred.

[Office of disAbility Services](#)

Philadelphia Campus, Campus Center, Second Floor

Keely Milbourn, Associate Director

267-341-3231, kmilbourne@holymfamily.edu

The Office of disAbility Services will move forward in its best efforts to identify a resolution within ten working days from the date the disability-related issue is raised. The Office of disAbility Services may refer the matter to the Section 504/ADA Coordinator if deemed necessary, or if formal processes are required.

Should the complaint need to be made against the Office of disAbility Services itself, a formal grievance may be filed as described below.

The purpose of the informal process is to make a good faith effort to resolve the issue quickly and efficiently; however, the individual may ask to implement the formal process at any time during the informal resolution or instead of the formal resolution.

Formal Grievance

A formal grievance must be filed with the Section 504/ADA Coordinator within 21 working days of the date of the Informal decision, if applicable, or within 30 calendar days of the occurrence of the disability-related issue.

[Office of the Title IX Coordinator](#)

Philadelphia Campus, Campus Center, Second Floor

Marianne Price, Section 504/ADA Coordinator, Title IX Coordinator

267-341-3204, mprice@holymfamily.edu

.The grievance must be in writing and include the following:

1. The grievant name, address, email address and phone number
2. The grievant university ID number
3. A full description of the situation
4. A description of the efforts which have been made to resolve the issue informally, if any
5. Any evidentiary items available
6. A statement of the requested remedy, e.g. requested accommodation

If the grievance involves confidential medical information, the Section 504/ADA Coordinator will maintain the confidentiality of that information and will not release that information without the individual's permission, except as allowed by law.

Process

The Section 504/ADA Coordinator will review the grievance for timeliness and appropriateness under this grievance procedure and notify the grievant if the grievance has been accepted.

The Section 504/ADA Coordinator may commence an investigation. Should it be necessary, the Section 504/ADA Coordinator will select a trained investigator who will promptly initiate an investigation. The investigator will be an individual who is trained on disability or civil rights issues. In undertaking the investigation, the Section 504/ADA Coordinator or investigator may interview, consult with and/or request a written response to the issues raised in the grievance from any individual the investigator believes to have relevant information, including but not limited to faculty, staff, students, and visitors to Holy Family University. All parties will have an opportunity to provide the investigator with information or evidence that the party believes is relevant to his or her grievance. All parties involved will receive a fair and equitable process and be treated with care and respect. The investigator will respect the privacy of all parties.

The investigation will be completed within thirty (30) calendar days of the filing of the written complaint. At the request of the grievant, the Section 504/ADA Coordinator will determine whether the formal grievance process can and should be expedited.

Findings and Notification

Within five working days of the completion of the investigation, the investigator will make a recommendation regarding appropriate actions to be taken. The investigator will summarize the evidence that supports the recommendation, and the grievant will be advised in writing of the outcome of the investigation.

Appeal

Within five (5) calendar days of receiving the determination from the Section 504/ADA Coordinator, the grievant or the party against whom the grievance is directed, if any, may appeal the determination. To appeal, the party must file a written request for review with the Section 504/ADA Coordinator. The written request for appeal must be based on the grounds of improper procedure, or new evidence that was unavailable at the time of the investigation. The Section 504/ADA Coordinator will refer this appeal to the Associate Vice President for Student Life, or their designee, if the individual appealing the decision establishes standing for the appeal consideration.

The Dean of Students, or their designee, will provide the person appealing with a copy of the appeal written decision within five calendar days of the filing of the appeal. The appeal decision will be the final determination of Holy Family University.

The individual also may file a complaint with the U.S. Department of Education, Office of Civil Rights, at any time before, during or after the University's Section 504/ADA grievance process.

3.15 Library

The Library serves the research and information needs of the University community through online research databases, periodicals, books and audiovisual materials, and a curriculum library. These resources are supplemented by intercampus and interlibrary loan services. In addition, the Library offers wireless network access and a computer lab for the use of students and teaching librarians. Several study rooms are also available for small student groups.

The newly-renovated Philadelphia Campus Library works in tandem with the Newtown Learning Resource Center (LRC). Materials at either location may be borrowed by any student and may be returned to either library.

The Library's online catalog, online research databases, and information pertaining to additional offerings are available via the library website at www.holyfamily.edu/library.

Call the Library at 267-341-3316 or the LRC at 267-341-4010 if you have any questions about library resources or services. You can also email us at reference@holyfamily.edu.