CompleteDegree@Simmons Handbook

Updated: December 7, 2022

Preface

This handbook is published by CompleteDegree@Simmons faculty and staff. It will be updated annually on May 1st (and throughout the year if the need arises). The handbook provides current information on University policies, degree requirements, and expectations. Major-specific requirements will be outlined and maintained by the major department. When a new version is available, it will be uploaded to the Orientation Course site and will be emailed to you. You are responsible for familiarizing yourself with all changes that are made to the handbook.

While the handbook is formally revised on an annual basis, the CompleteDegree@Simmons program reserves the right to change any policy, process, or procedure at any time. You will be notified of any changes via email and the new handbook will be uploaded to the Orientation course.

This handbook has been designed to familiarize you with the policies and procedures that shape CompleteDegree@Simmons University. This handbook is intended to provide you with the information you need to make informed decisions about your studies. It will also acquaint you with the policies and procedures you will be expected to follow. Where the handbook seems incomplete for your purposes and/or when you have questions related to necessary forms, you are encouraged to reach out to the Student Success team at undergradstudentsuccess@online.simmons.edu or your academic advisor. We trust that your experience in the CompleteDegree program will be stimulating and positive and that this handbook will be helpful in that regard. We look forward to your contributions to the Simmons University Community!

You are responsible for knowing the policies and procedures outlined in this document, as well as in any and all linked guides to Simmons' University standards. You should use this handbook to understand various policies and processes while in the CompleteDegree program. We encourage you to review this handbook in its entirety when you enroll in the program. You should also use this handbook when you encounter questions related to policy and procedures. Individual program policies will be outlined by each department.

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CompleteDegree@Simmons University Handbook 2022-2023

MISSION STATEMENT

For more than 100 years, Simmons has put the needs of our students first. Through an education that combines intellectual leadership with professional preparation, we help students lead meaningful lives and build successful careers for the 21st Century.

Since our founding more than a century ago as a small liberal arts college in Boston, we have been empowering women to become leaders — in their lives, careers, and communities. Building on our commitment to social justice and equity, our CompleteDegree@Simmons online undergraduate programs support the intellectual exploration and professional growth of driven women all over the country.

CORE VALUES

We are at our best when students are first.
We prepare students for life's work.
We cross boundaries to create opportunities.
We make a collective investment in the community.

STUDENT POLICIES

CompleteDegree@Simmons online undergraduate students will be held accountable to the same policies as our traditional undergraduate students, including the following:

Student Code of Conduct

The Simmons community culture is founded on the values of respect, integrity, inclusion, honesty and trust. You are expected to conduct yourself in a way that is consistent with University policies and in a manner appropriate with the University's mission as an educational institution. The Student Code of Conduct is our guide to expectations of behaviors by our students and by student organizations. When violations of the Code of Conduct occur, Simmons has policies and procedures in place to inform our responses. Behavior that is not consistent with the Code of Conduct is typically addressed through an educational conduct process designed to help develop critical thinking, sound judgment, good citizenship, and to promote overall well-being. If you need to file a Student Conduct Incident Report, such as non-academic violations, worrisome behaviors, and more, please do so here.

Academic Integrity

A commitment to Academic Integrity requires commitment to six fundamental values: honesty, trust, fairness, respect, responsibility and courage (International Center of Academic Integrity). Therefore, all students at Simmons University are expected to be honest and forthright in their academic pursuits. The Academic Integrity Policy and Academic Integrity Appeals Process are resources that students should be familiar with. If you have questions, please reach out to the

Director of Academic Integrity at academicintegrity@simmons.edu.

Attendance Policy

You are expected to attend all classes and are responsible for the work associated with all class meetings. At the beginning of each semester, instructors are encouraged to provide students with written guidelines on their attendance policy and possible grading penalties for failure to attend class or for late arrival to class. It is the expectation of you that you will give as much advance notice of an absence to your instructors as possible.

STUDENT RIGHTS

FERPA

Simmons is committed to protecting the information collected from you by following the provisions of the Family Educational Rights and Privacy Act (FERPA). Additional details regarding the privacy of student records is available on the Registrar's page. Further information about FERPA can be found in the Community Standards section of the Student Affairs website.

Discrimination/Harassment

Simmons is first and foremost an academic community whose goals include preparing you and other members of the Simmons community to be well informed, open-minded, and respectful of the values and diversity of others.

Further information regarding the university's commitment to inclusivity is available online.

Additional information about harassment and non-retaliation policies are also available online.

Title IX

Simmons takes allegations of sexual harassment seriously and is committed to preventing and addressing this conduct, as it violates our community standards and is inconsistent with mutual respect, dignity, and personal integrity.

The university's Sexual Harassment Policy governs all community members, including undergraduate and graduate students, faculty, staff, those employed by others but working on the Simmons campus, and visitors to Simmons.

Title IX Coordinators and Team Members
Filing a Complaint of Sexual Harassment
University and Community Resources

The Office of the Violence Prevention & Educational Outreach (VPEO) works to educate and spread awareness around sexual harassment, prevent violence from occurring and negatively impacting our community, and to support and advocate for student survivors of violence.

Newly enrolled students will complete mandatory online compliance trainings via Get Inclusive, including sexual harassment prevention and awareness. You will be notified via email when these training sessions are available.

For information about additional compliance policies, please visit the General Counsel page.

ACCOUNTS AND TECHNOLOGY

Workday

Workday is the central administrative source at Simmons University. Workday will act as an online administrative building, where you will register for your classes and access your final grades, financial aid information, directories, and various online services. An overview of how to access Workday, as well as links to a student user guide, can be found online.

Workday is the system you will use to register for your courses. Your Academic Advisor will host a session before registration opening to walk you through the Workday registration process. Workday help guides will also be made available at that time.

Starfish

Starfish is a tool created to promote student success through building community and improving communication between students, instructors, advisors and campus support offices. Students will use Starfish to book appointments with their academic advisor. Starfish is utilized by Simmons University and managed by the Office of Undergraduate Advising. An overview of how to access Starfish, as well as links to a student user guide, can be found online.

University Email Account

All official university communication will be sent to this email address, so please check it daily.

This how-to article from the Technology Support team walks you through setting up your Simmons email account. This process will create both your Workday and your Starfish accounts. If you are unsure of your student ID, please contact your Academic Advisor or Student Success Specialist.

You have the option to set up your Simmons email on your mobile device. Click on the device type below for instructions:

- iPhone/iPad
- Android phone
- Windows phone

For any technical issues related to your Simmons supported technology (email, Workday, network connectivity, etc.) please contact Technology Support via their service desk. You can also contact Simmons IT at servicedesk@simmons.edu or 617-521-2222. Additional information regarding the university's technology policies can be found here.

Learning Management System (Digital Campus)

The Digital Campus will be the main portal used for your online courses. You will find all of your course materials, content, and assignments, as well as links to attend your synchronous live sessions via Zoom.

You will receive your Digital Campus login credentials after matriculation into the University;

this can take up to 7-10 business days. In addition to live training sessions, a walkthrough of navigating the Digital Campus will be included as part of your orientation course.

As part of the Digital Campus, you will be using Zoom for your live synchronous sessions. Your Digital Campus Zoom account will be created automatically. Your professors will then provide the links to your live sessions in the course pages within the Digital Campus.

Microsoft Office 365

All Simmons students are licensed to download and install Microsoft Office directly from the Office 365 portal. Instructions can be found here for downloading and installing Microsoft Office.

Google Suite

The Google Suite of products (Gmail, Docs, Sheets, Slides, and more) is available to every student through their Simmons account, and it is often used in various classes. The G Suite Learning Center will help you to learn how to use the different tools available to you.

Technology Requirements

Outlined below are the technical requirements to achieve the best results when using the Digital Campus. However, please keep in mind that specific software required by your program may require higher standards:

- Plan to use either a laptop or desktop computer.
- For Mac users, you will need OS 10.8 or higher; for PC users, you will want Windows 10 or higher.
- While a mobile application is available and some functions can be supported through it, using a laptop for the majority of your work is the recommended best practice. Please note that Chromebooks and tablets are not supported.
- It is best to use an internal or external webcam, along with a headset or earbuds that have a built-in microphone for your Zoom class sessions.
- A reliable internet connection is important, given that the Digital Campus and Zoom can require a lot of bandwidth. We recommend that you are hardwired into the internet as often as possible to minimize dropped connections. If wifi is your only option, you can use a speed test to check that your wifi signal and connection are both strong. Students can perform a speed test using www.speedtest.net. This resource will assess your upload and download speeds.
- The Digital Campus is most compatible with Google Chrome and Mozilla Firefox, so we advise having both browsers downloaded and updated.
- You are responsible for testing your technology prior to your first class. If you would like to set up a walkthrough to make sure your technology is set up correctly, please connect with your Student Success Specialist.

For any issues with the Digital Campus, please reach out to the Technical Support Team using the live chat feature in the Digital Campus, emailing TechSupport@DC.2u.com, or calling

833-321-1261. The team is available 24/7.

Should you encounter any technical difficulties that might prevent you from submitting work or attending live sessions, please let your professor know immediately.

Technology Discounts

Simmons University students are eligible for [discounts on technology](#) such as computers and software through various vendors. Please note that all software purchases using these discounts should be installed on your personal computer.

ONLINE STUDENT RESOURCES

Simmons University is dedicated to supporting you in many ways. Your support team is made up of the following people:

- Your **Academic Advisor** will help to design, review, and approve your plan of study. They will also help you readjust your plan should any changes be necessary. Your Academic Advisor will help with course registration, declaring or changing your major, completing your graduation requirements, navigating a grade appeal, and many other academic-related policies. It is expected that you will meet with your Academic Advisor prior to the start of your first term in order to register for your classes.

    - Additional information about [academic advising can be found online](#).

- Your **Student Success Specialist** is here to support you however possible throughout your entire time in the program which includes new student onboarding, ongoing coaching sessions, success planning, assisting with registration, reminding you of upcoming dates and deadlines, and assisting with any Digital Campus issues. Your Student Success Specialist will be your first line of support for any struggles you may encounter. They can connect you with the correct departments at Simmons, as well as to services outside of Simmons for additional support. During your first term, your Student Success Specialist will connect with you on a bi-weekly basis as you get acclimated to the program. Regular communication will be determined between you and your SS Specialist for future terms.

- **Program Directors** are responsible for programmatic decisions and are a point of escalation for student concerns. They can answer questions related to the major, job industry, internships, and placement components, including Service Learning opportunities. Program Directors will also hold optional office hours for students in the major to engage and ask questions.

- Your **Professors** are who you can go to with any questions specific to the course, such as course syllabi, due dates, grades, attendance, extenuating circumstances, and any concerns regarding course content.

- If you are enrolled in a program that will require a field placement as part of your degree requirements, you will work with a dedicated **Placement Specialist** to help secure your placement site. Further details regarding placement for the Social Work program can be found in the [Field Education Manual](#).

For additional assistance, there are numerous [resources available for CompleteDegree students](#):

[Uwill](#)

Uwill is a leading teletherapy platform that enables college students nationwide to receive real-time counseling online from a network of licensed mental health professionals. You

(enrolled or on leave of absence) can access up to six sessions (180 credits) per year with a licensed clinician at no cost to you.

211

For additional support with issues such as paying bills, housing insecurity, finding food, etc., please use 211 to connect with local resources in your area.

Virtual Career Center (VCC)

The VCC is a centralized resource to assist you in moving forward with your career search. You can connect with career coaches, have your professional materials reviewed, search job postings through the Career Engagement Network, and use many other resources to enhance your career opportunities.

Tutoring Center

The Tutoring Center is available to help you become successful learners. You can schedule an appointment with the Tutoring Center here.

Writing Center

If you are in need of writing support, the Writing Center provides resources designed to strengthen various writing skills. You can schedule an appointment with the Writing Center here.

The Office of Accessibility Services (OAS)

The Office of Accessibility Services (OAS) provides accommodations and support to students with a disability or diagnosis. To register with OAS, please submit documentation and testimony of your disability to receive accommodations. Accommodations are determined based on documentation, student testimony and/or an intake meeting, and program of study. Please complete the Documentation Submission and Accommodation Request Form to request academic accommodations. If appropriate, please attach a neuropsychological or psychoeducational evaluation to the form. If documentation is from your provider, please have them complete the Practitioner's Verification of Diagnosis Form. You can attach the documentation to your Form or ask the provider to send the documentation via the OAS secure file transfer portal.

You can contact the OAS by email at access@simmons.edu or phone at 617-521-2658 for the following assistance:

Library Services

All of your library service needs (course reserves, interlibrary loans, etc.) can be found at the CompleteDegree library page here.

[Handshake](#)

Handshake is available to you to view job, internship and career event opportunities.

[Alumni Network](#)

The Simmons Alumni Network can be a useful resource for you both during your time at the university and following your graduation. Alumni Networks can provide dynamic mentorship opportunities, help you build and nurture strong personal and professional connections, and serve as a place to stay engaged with the University community beyond your time as a student.

Simmons Campus Card

This is your official university ID and each student is required to have one. Instructions for [obtaining your card via the mail can be found here](#).

As an online student, you can submit your photo and copy of your government ID online to obtain your Simmons ID card. Further information about acceptable forms of ID and photo requirements [can be found here](#) in the "Online Students" section.

Personal Information Updates

Keeping your personal information updated with the University is important, so if any changes are necessary (names, addresses, pronouns, etc.) please refer to the [Registrar page for instructions](#). These instructions can also be followed for any name changes that you need to process with the University.

BILLING AND FINANCIAL AID

Student Financial Services is committed to ensuring that all students are aware of their financial obligation to the University.

Billing statements are posted online to your Workday account each month during the semester.

Please visit our website for more information on **billing due dates**. A $100 late fee will be incurred if the balance is not paid by the due date on the billing statement, and another $100 will be incurred if the balance is not paid in full by the first day of classes. More information about late fees and penalties can be found online.

There are several different **payment methods** available to you - e-check, credit card (2.85% convenience fee will apply), checks, money orders, payment plans, wire transfers, and college savings plans (529 Plans). Authorized users can also be added to an account to make payments on behalf of a student. Additional details about each payment method is available via the Billing and Payment page.

The CompleteDegree@Simmons online undergraduate programs were designed to be accessible and are offered at a lower cost than traditional college credits. Although Simmons does not offer institutional scholarships for online undergraduate programs, there are other options available for funding your online education:

Federal grants and loans available for students who meet federal financial aid eligibility requirements, such as Federal Pell Grants and both subsidized and unsubsidized loans. You will need to complete the Free Application for Federal Student Aid (FAFSA) in order to see what type of assistance you might be eligible for.

There are a number of **outside scholarships** that you can apply for to help reduce costs, many of which can be found on the following sites:

- Career One Stop
- The College Board
- Fastweb
- FinAid
- Health Resources and Services Administration (HRSA)
- Pathways to Science
- Scholarships.com

Massachusetts residents may also qualify for the **Mass Grant**.

The **American Opportunity Tax Credit** can be claimed by families of undergraduate students as well as independent undergraduate students.

Payment plans are often available to students. There may be a small fee to set this plan up, but it would help to spread your tuition payments out over the term.

If you are a working student then it is a good idea to talk with your HR office to see if there are any employee **tuition reimbursement** plans available from your employer.

Military and veteran's benefits might be an option for those students who have served in the armed forces. The first step would be determining which benefits you are eligible for, which you can do on the U.S. Department of Veterans Affairs website. Our Office of Military & Veteran Services will provide you with an estimate of costs once you know which benefit you are eligible to use. You can reach out with any questions by calling 617-521-2885.

Students will automatically receive a **refund** for any excess funds (credit balance) on their student account each semester. For further information, please refer to the university's refund policy.

For any additional information or questions, please check the Financial Aid FAQ.

LEAVE OF ABSENCE, WITHDRAWAL, AND DEFERMENT

Leave of Absence

You may apply for a Leave of Absence (LOA) at any time after enrolling at the University. To request a Leave of Absence please contact your Student Success Specialist and Academic Advisor to initiate the process. Your Student Success Specialist and Academic Advisor will then work together to secure your Leave of Absence.

The LOA may extend for a total period of four ungraded semesters. Anyone wishing to extend their leave longer will need to request special approval from the Administrative Board.

You may return to the University for any term within or immediately after the Leave of Absence by emailing registrar@simmons.edu. If you do not return on the approved date, do not seek an extension, and do not register for courses, you will be withdrawn from the University three weeks after the start of the semester.

For all LOAs, the statement "Leave of Absence" and the effective dates will be recorded on the student's transcript.

More information about voluntary and involuntary leaves of absence is available here. Questions about undergraduate Leaves of Absence should be directed to your Student Success Specialist.

You should also contact Student Financial Services and your Academic Adviser with questions pertaining to financial aid and impact to graduation.

Withdrawal

Withdrawing from the University is typically permanent, as opposed to a Leave of Absence, at the end of which a student plans to return. To request a Withdrawal please contact your Student Success Specialist and Academic Advisor to initiate the process. Your Student Success Specialist will work with you to secure your Withdrawal.

If an undergraduate student on a Leave of Absence does not return by the approved date, does not seek an extension, and does not register for courses, the student will be withdrawn from the University three weeks after the start of the semester. You may also be withdrawn from the University due to academic performance.

For all withdrawals, the statement "Withdrawn" and the effective date will be recorded on the student's transcript. For readmission after an undergraduate student has been withdrawn, a student must submit the application for readmission.

Approval to return must be granted by Student Financial Services, the Department of Interest/Major, and the Office of Student Affairs (and the Administrative Board if you left with an academic sanction). This process should be completed at least one month prior to the beginning of the academic term of intended return. Students may return the forms by email, fax, or mail. If approved, the student will be responsible for all University and program (major,

minor) requirements in place at the time of readmission. You should consult with your advisers and Student Financial Services as appropriate.

Questions about undergraduate withdrawing should be directed to your Student Success Specialist.

Deferment

A student who is accepted to the program but decides to defer acceptance to a future cohort start term must communicate their intent to defer to their Admissions Counselor or Student Success Specialist. The $250.00 non-refundable tuition deposit is required in order to defer. Admitted students may be eligible to defer to a cohort up to one year out from the original start date before having to reapply to the program. If a second deferment is needed, additional approval may be required.

Once a student communicates their intent to defer, they will be sent an email documenting the deferral process and additional steps to be taken.

Important Considerations to note regarding deferrals:

- Admission decisions may be reconsidered based on information we receive during the deferral period.

- If the student does not enroll at Simmons after the deferral period their deposit will not be refunded.

IMPORTANT DATES

Academic calendars can be found here. Please check back regularly for updates. Complete Degree students follow the same dates and holidays that the on-ground undergraduate students follow.

Ensure that you are ready to register on time by checking to see that your Registration Start & End Time has been assigned in Workday before course registration opens. Ensure that you do not have any onboarding, financial, or other holds reflected in your Workday account. If you do have a financial hold on your account, you can reach out to our Student Financial Services office with any questions.

Further information on registration and add/drop guidelines and dates for Simmons Online are available on the Registrar's page.

Additional information for adding and dropping courses is available via the course catalog.

ACADEMIC INFORMATION

[Academic planning sheets](#) for each major and minor offered in the CD program are available so that you can review the curriculum requirements. Questions about your individual academic planning sheet should be directed to your academic advisor.

Transfer Credits

As a student in one of our online bachelor programs, you will build off the progress you've already made towards your degree. We require 17 prior college credits and accept up to 96 transfer credits, which can include prior college credits earned from regionally accredited institutions and credit for life experience.

Approved transfer credits will appear on your Simmons transcript as credit, however no grades will transfer in. Some transfer credit may count as a Simmons course equivalent, while some may only be counted as general credit. All CompleteDegree students must complete their final 32 credits with Simmons. For more information on transferring credit, please visit the [Registrar's web page](#).

Credit for Prior Learning

Credit for Prior Learning (CPL) is awarded for college-level learning gained through work or life experience. CompleteDegree students studying fully online may earn up to 24 credits. For more information please contact your Academic Advisor, [Christine Henningson](#). A one-time portfolio review fee of $1,500 must be paid at the time the portfolio is submitted for review. If the student is awarded fewer credits than the equivalent of $1,500 in tuition, the remaining portfolio fee is applied as a credit (tuition waiver) towards the student's remaining coursework in the CompleteDegree program. Refunds are not granted for unused tuition waiver credit.

Add/Drop

An undergraduate student may drop one or more courses after registration and classes begin by completing the [add/drop form](#) available in the Office of the Registrar and having the form signed by their advisor. More information about the [add/drop policy and process](#) can be found on the Course Catalog page.

Satisfactory Academic Progress (SAP)

To be eligible and continue to receive federal and/or state aid, you must make satisfactory academic progress toward achieving and completing your program of study through measurement of qualitative (GPA) and quantitative (completed credits) standards. Students enrolled in an undergraduate degree program must maintain a minimum cumulative GPA of 2.0. Further information about these policies can be [found here](#).

Grading Scale

Every student must obtain a minimum grade point average (GPA) of 2.00–to be calculated from all courses taken at Simmons using the letter grade system in order to be eligible for their degree. The grading system is based upon the following categories:

A = 4.00 A- = 3.67

B+ = 3.33 B = 3.00 B- = 2.67

C+ = 2.33 C = 2.00 C- = 1.67

D+ = 1.33 D = 1.00 D- =.67

F (Fail) = 0 P (Pass)*

AU (formal audit)*

W (Approved Withdrawal)*

*not included in GPA

Please always refer to your syllabus for further grading information specific to that course. If you have any questions, please contact your instructor.

Declaration of Major and Minor

Undergraduate students may declare their intended major once they have earned **at least 32 credits**. The Declaration of Major and Declaration of Minor (if applicable) forms must be completed prior to earning 80 credits.

Students who transfer into CompleteDegree@Simmons with 32 or more previously earned credits will be directed to complete the form(s) and declaration process during their first semester.

PLAN (General Education) Requirements

PLAN (Purpose Leadership ActioN) is the Simmons undergraduate general education program. Some PLAN requirements can be fulfilled with courses required for this major, as indicated below. Additional PLAN requirements may be fulfilled through electives. **PLAN requirements, with the exception of the capstone, are waived for students who have an associate's degree from an accredited instruction.** We highly recommend that you work closely with your advisor(s) to choose all of your courses. Here you can find the full **Simmons PLAN requirements**.

Repeating a course

The course repeat policy allows students to repeat up to two courses for credit on a limited basis in order to enhance their understanding of the subject or to improve their overall grade point

average. For the full list of policies, please review here and connect with your Academic Advisor for further questions.

Grade appeal process

Grade appeals can occur for the following three reasons: computational error, arbitrary-ness or capriciousness; and/or unlawful discrimination. If you believe you have the basis to appeal to a final grade, you should follow the grade appeal procedures and deadlines outlined here.

A grade appeal must be initiated within ten instructional days of the semester following the term of the grade under appeal. A student cannot appeal for a grade after they have graduated.

Readmission Petition

For withdrawn undergraduate students who wish to return to Simmons, the Application for Readmission will allow you to request approval for readmission.

Class standing (credit hours associated with each standing)

Class standing is determined by the number of credits a student has which includes both those transferred in prior to attending Simmons and completed courses at Simmons.

- Fewer than 32 credits: First-year student
- 32-63 credits: Sophomore
- 64-95 credits: Junior
- 96 credits: Senior

Dean's List

The Dean's List was established to recognize undergraduate students' academic excellence. To be included on the dean's list, compiled each semester, a student must have obtained a semester GPA of at least 3.50, have earned at least 12 credits using the letter grade system, and not have been found guilty of violating the Honor Code of Responsibility during that semester. For more information, contact the Dean of the Undergraduate Program.

Pass/Fail

There are options for a regularly enrolled Simmons student to take at most one for-credit course pass/fail in any given semester.

There are requirements that may not be taken pass/fail for certain major, minor, and PLAN courses. For more information, please refer here.

Math placement

Students must satisfy the math competency requirement during their first semester at Simmons. Students who do not pass the math competency exam, or who do not meet the math competency

requirement through placement exam or transfer credit, must take MATH-101 in the first semester it is offered. Your academic advisor will reach out if you must take the math placement exam.

Incomplete policy

Required coursework must ordinarily be completed by the last day of final examinations. In extenuating circumstances, undergraduate students may request an "incomplete" by filing a petition with Simmons University's Administrative Board. For detailed information, please review here.

Satisfactory Academic Progress and Financial Aid

Students are advised that all institutional, federal, and state-administered financial aid, including federal and state loan programs, will be discontinued to a student who is excluded from the University, who is removed from degree candidacy, who is on probation for more than two semesters in a row, or who fail to accumulate the prescribed number of credits toward the completion of their degrees. Financial aid recipients who are experiencing academic difficulty are urged to consult with a financial aid office staff member and to read carefully the Office of Student Financial Services statement on policy and procedure relative to student academic progress.

The federal government requires institutions to monitor recipients of federal financial aid to ensure that they are meeting Satisfactory Academic Progress (SAP) standards. In order to meet SAP, students must satisfy each of the following requirements:

- Meet the minimum, cumulative GPA, 2.0

- Complete the minimum required percentage of credits attempted, 67%

- Attempt no more than maximum allowed number of credits, 150% of the credits required to complete their program

STUDENT EXPECTATIONS

Communication expectations of a student

The support offered to students by the various faculty and staff and Simmons University is there to benefit you. You are expected to maintain communication with the Advising staff, instructors, and the Student Success team.

Open communication is not only there to support your academic success, but also to provide you with additional support you may need due to life circumstances. We encourage you to communicate any barriers to your success to your support team as soon as possible. Our goal is to find ways to support your journey towards graduation.

A high-quality online education includes both engaged, face-to-face time in class and opportunities to explore course topics independently, all under the guidance of expert faculty.

The Simmons online student experience will consist of live online class sessions, interactive coursework, and faculty office hours. It is expected that students will attend each live session. Each course syllabus will outline the course-specific attendance policies.

Asynchronous vs Synchronous

The courses in your online program will be made up of both asynchronous and synchronous work. Asynchronous content is the self-driven components of the course within the Digital Campus such as videos or prompts. You will complete these course components on your own and prior to your live session.

Synchronous sessions are the live, face-to-face sessions where you'll come together via Zoom as a class to learn and engage in discussions. The synchronous components include your "in-class" experience. The frequency of these sessions will be determined by your professors.

Asynchronous Coursework Policy

The asynchronous coursework is an essential component of student acquisition of knowledge, values and skills related to course content and professional development.

Asynchronous course work includes responding to all prompts requiring either a written or video recorded response, as well as assignments that are to be completed and brought to live sessions or within the timeline requested by the instructor. While readings and videos are not graded, all students are expected to have read and viewed all readings and videos before attending each live session. A student who submits asynchronous course work late, submits incomplete work, or does not submit asynchronous course work for the week has effectively been absent from class.

Failure to abide by the asynchronous coursework policy could impact final course grades which are determined by your instructor. Any questions about participation and coursework should be directed to your instructor.

Time Commitment Expectations

On average, students can expect the weekly time commitment per class outlined below:

- 1 (90-120 minutes) Live session (Synchronous)

- 6-8 hours Pre/Post work (Asynchronous)

Twenty hours a week is a good AVERAGE estimated time commitment for two courses, but make room for more time for unfamiliar content, especially in the first few weeks of class. Students are expected to complete the asynchronous assignments and actively participate in the weekly live sessions.

Live Session Guidelines for Simmons University Complete Degree Students

Many CompleteDegree@Simmons courses include live sessions. Your attendance is required.

The live session class time is intended to deepen your understanding of course materials. It also offers a time to discuss, demonstrate, analyze, and build skills and knowledge.

Students should arrive on time for each live session, demonstrate appropriate behavior, and respect the live session classroom. This includes dressing appropriately and minimizing distractions for you and your classmates. **Present yourself in the live session space as if you were in an on-ground classroom.**

Students are expected to be engaged and fully present during the entire live session. Talking with others or completing side work irrelevant to the live session interferes with the ability to fully participate in the learning experience. Driving or being a passenger during the live session, for example, not only poses a safety hazard but severely impedes engagement with faculty and peers. **Under no circumstances are you allowed to join the live session, even by phone, if you are operating a vehicle**.

Live Session Expectations:

Be On Time

- Log into the session early enough to have your audio and camera setup (2-3 minutes before class or meeting time). All students must have their audio and camera active (i.e. your face is visible to your classmates and instructor) to be considered present. Be ready to work when the class begins.

- Communicate with your instructor if you are unable to attend or need to leave your live session for any reason. Make sure you understand the instructor's attendance policy.

- **All classes are scheduled on Eastern Standard time.**

Respect the Classroom

- Dress: Be appropriately dressed—comfortable clothing is fine, but you should not attend

class in your pajamas or beachwear.

- Setting: Make sure that you are in a setting where people, pets, and other distractions will not interrupt your learning or the learning of your classmates.

- Lighting: Best practice is to be lit from in front of you; too much back light, such as a bright light or window behind you, will make it difficult to see your face.

- When appropriate, mute yourself unless you are speaking, limit the frequency with which you pause your video, and make sure you are muted *and* your video is paused when you step away from the camera. **Please connect with your instructor if you have any questions regarding classroom etiquette.**

- Respect the privacy and confidentiality of your peers, clients, and agencies.

- Refrain from disclosing sensitive private information about yourself that might not be appropriate in a classroom.

Be Prepared

- Prepare for each live session prior to class. Refer to your syllabus or the Coursework section of your online class module to know what tasks need to be completed.

Be Engaged

- You are expected to be ready to work during your live session. Live sessions require your full presence and commitment to learning. Be prepared to listen to your classmates, offer feedback, and engage in class discussions, group work, and breakout sessions.

- Live sessions should be used to ask your instructor questions about assignments and any issues you may be experiencing within the course.

- If you have any urgent questions, reach out to your faculty member via email.

Important Notes:

Failure to abide by the live session protocol could constitute a violation of the Student Code of Conduct and may result in disciplinary action.

Copying, sharing, or posting recordings of live class sessions is a violation of the Student Code of Conduct and will result in disciplinary action.

GRADUATION

Process for [senior audit](#)

Please remember to send a copy of your Senior Audit to your Academic Advisor.

Participation in Commencement

Undergraduate students who are within eight semester hours of completing their baccalaureate degree and are registered for the remaining eight credits may petition to participate in the May Commencement ceremony. The following rules apply:

- Students must be within two courses of degree completion and registered for those courses.

- Students who wish to participate in Commencement must complete a Petition to Participate in Commencement, available from the Office of the Registrar.

- Students who complete their work at institutions other than Simmons must complete the official transfer of credit petition, obtain the necessary signatures, and make certain that their official transcript reaches the Simmons University Registrar before their official conferral date. Degree conferral dates (subject to change) are the third Friday of August, third Friday of October, third Friday of January and the third Friday in May.

- Degrees completed over the summer will be awarded in August or October.

- Students who do not complete their work over the summer months must apply for a leave of absence no later than September 15.

Students can review more detailed information regarding graduation [here](#) as well as specific commencement events [here](#).

Diplomas and Official Transcripts

The Office of the Registrar keeps students' official records and mails diplomas following degree conferral. They are also able to provide both official and unofficial transcripts. More information about obtaining these documents can be [found on their website](#).

The Office of the Registrar maintains the permanent academic records for all students enrolled in Undergraduate and Graduate courses and programs at Simmons University. Due to the nature of the files and the laws stated in FERPA, transcripts must be requested by students themselves. No copies of transcripts, unofficial or official, will be released if there are outstanding obligations to the University or financial holds on a student's account. No records pertaining to the student account will be released until these obligations and holds are fulfilled and lifted. All requests must be submitted in writing. No phone call requests will be accepted. Complete information on [transcripts and diplomas](#) can be found on the Registrar's page.

IMPORTANT LINKS AND CONTACT INFORMATION

Student Success	**Student Success General Email**	undergradstudentsuccess@online.simmons.edu
	Student Success General Phone Number	833-715-0599
	The Student Success team works Monday - Friday, 9am EST - 8pm EST. Your specific Student Success Specialist will be available one late night a week.	
Academic Advising	**Academic Advisor**	Christine Henningson christine.henningson@simmons.edu
Academic Links	**Digital Campus Workday Starfish**	
Writing Center	**Writing Center**	Schedule a writing session here
Tutoring Center	**Tutoring Center**	Schedule a tutoring session here simtutor@simmons.edu
Student Financial Services	**Financial Aid**	sfs@simmons.edu 617-521-2001
Student Services	**Uwill: Mental Health Counseling**	Your account can be set up via the Uwill link in the Digital Campus
	Office of Accessibility	access@simmons.edu 617-521-2658
	Registrar's Office	registrar@simmons.edu 617-521-3144
	Simmons Library Services	CompleteDegree Library Guide library@simmons.edu 617-521-2780
Technical Assistance	**Digital Campus Technical Assistance**	**Available 24/7** 833-321-1261 TechSupport@DC.2u.com
	Simmons IT Helpdesk	servicedesk@simmons.edu 617-521-2222

USEFUL RESOURCES

- **[Time Management and Organization](#)**
- **Google Suite**
    - YouTube - [Basic Introduction to G Suite (describes all apps)](#)
    - LinkedIn Learning - [Google Doc Essential Training](#)
        - YouTube - [How to Use Google Docs](#)
    - LinkedIn Learning - [Google Sheets Essential Training](#)
        - YouTube - [How to Use Google Sheets](#)
    - LinkedIn Learning - [Gmail Quick Tips](#)
        - YouTube - [Gmail Tutorial for Beginners](#)
    - YouTube - [Beginner's Guide to Google Slides](#)
- **Microsoft Word, Excel, Powerpoint**
    - LinkedIn Learning - [Mastering Microsoft Word](#)
    - LinkedIn Learning - [Essential Excel Training](#)
    - LinkedIn Learning - [Essential PowerPoint Training](#)
- **Saving PDFs to edit**
    - YouTube - [How to Edit PDF in Word](#)
    - [4 Ways to Edit a PDF File](#)
- **Creating PDFs**
    - [Creating PDFs and other PDF Resources](#)
    - [How to Create a PDF from Scratch](#)
- **Writing and Editing**
    - [Google Docs for Collaborative Writing](#)
    - [Editing Tools](#)
    - [Grammerly - Free Online Writing Assistant](#)
    - [Khan Academy - Writing Tips and Techniques](#)