



**Crandall**  
University

**STUDENT POLICY HANDBOOK  
AND  
RESIDENCE LIFE GUIDE**

**Effective July 1, 2010**

*Revised to April 28, 2010*

## **PREFACE**

This handbook was reviewed and adopted by the President's Cabinet on April 20, 2010, submitted to the Board of Governors on June 17, 2010, and is effective as of July 1, 2010.

**Crandall University  
Student Policy Handbook and  
Residence Life Guide  
2010-2011**

(Revised on April 20, 2010)

*Welcome to CRANDALL UNIVERSITY!*

*Whether beginning your university studies or returning for another year of academics and campus life, we hope that the Lord's presence will be a constant source of strength and blessing to you.*

*The student policy handbook is a resource of guidelines intended to assist you in being an active member of a community that is both Christian and academic in its focus. Please read and refer to it often.*

*It is our prayer that this year of intellectual challenge and interactive experiences will help you grow in Christian leadership and service to the glory and honour of Christ.*

*Serving you as we serve Him,  
**Your Student Development Team***

**Mission Statement**

Crandall University is a Christ-centered university committed to providing a high quality educational experience grounded in the preeminence of Jesus Christ. The University provides liberal arts education leading to undergraduate degrees, diplomas and certifications and is receptive to the addition of specialized professional programs that complement general education.

The University is committed to the growth of the whole person: spiritual, intellectual, personal/social and growth in physical well being. This is done in an environment in which the Christian faith is integrated with further study, life-long learning, leadership and service.

***"Quality University Education firmly rooted in the Christian Faith"***

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## **General Guidelines & Policies**

At Crandall University, the hope is for each student to feel connected to the whole Crandall University community. To encourage growth and stability, policies and procedures are in place to maintain order and function. Students are expected to conduct themselves in a manner consistent with published student policies and to uphold moral standards consistent with the Christian faith. We encourage students to make responsible choices that honour God, serve others and enhance community.

### Abuse and harassment

Abuse or harassment of any kind is not tolerated at Crandall University. If a student experiences mental, spiritual, physical or sexual abuse by a student, staff or faculty member, please seek help. Students are encouraged to talk with someone in the Student Development Department or someone in Administration with whom the student feels comfortable. If you experience sexual harassment at the University, please speak to the Harassment Advisor. Please refer to the appendix *Harassment Policy* in this handbook to view the Sexual Harassment Policy and Procedure of Crandall University.

### Alcohol and Drugs

The use or possession of alcohol, alcohol beverage containers, illicit and non-prescribed drugs are not permitted on campus. Intoxication on campus is unacceptable behavior for Crandall University students and their guests. Violation of this policy will be a matter for discipline as exercised by the Director of Student Development.

Use of alcohol or illicit and non-prescription drugs is not permitted during off-campus activities of Crandall University student groups that represent either the University or Student Association (i.e. music teams, student clubs, Student Association committees/banquets, sports teams, etc.) nor is the use of these substances by informal groups of Crandall University students meeting off-campus condoned in any way.

Reports of such activity will be investigated and, based on fact, may result in consequences consistent with Crandall University's mission and lifestyle statements which are mindful of the effect of individual behavior on the entire University community and its reputation.

### Dress Code

A student is expected to be neat, modest, and non-offensive to others in their appearance, and to dress in keeping with Christian norms for decency.

### Fire Alarm Procedures

Students are expected to read and to be familiar with the fire alarm procedures posted in the hallways and common areas. When an alarm sounds all persons must evacuate the building immediately by the nearest exit. Please gather at a location at a safe distance away from the building and do not return until designated authorities give the approval.

### Hazing

Hazing is defined as, "to subject another to pranks and humiliating horseplay". Such activities are not conducive to the well being of our Christian community and therefore anyone initiating or participating in such pranks will be subject to disciplinary action. If you have been the victim of a "hazing" incident or aware of an

incident, please report it to the Director of Student Development. Please be assured confidentiality will be maintained.

#### Lockers:

- Students pay a non-refundable fee of \$15.00 at the financial office.
- Students who withdraw from the University will not receive a refund for their locker.
- Students are responsible to supply their own lock.
- Crandall University is not responsible for losses of personal property left in lockers.
- All lockers need to be cleaned out by the last day of exams for the winter semester, after which Crandall University reserves the right to remove the lock and discard items left in locker.

#### Mailbox Keys:

- All students who are registered for three or more courses will be required to pay a one-time mailbox key deposit of \$50.00.
- Students registered for two or less courses have the option to obtain a mailbox on a "first come, first served" basis, and in doing so, will be required to pay a one-time mailbox key deposit of \$50.00.
- Students who are graduating or not returning to Crandall University must return mailbox keys to Student Development by May 15th to be eligible for a refund of \$50.00.
- No refunds will be made after May 15 in any academic year.

#### Pornography

Believing as we do at Crandall University that men and women are created in the image of God and are not sexual objects for consumer satisfaction, pornographic material of any kind including posters and magazines are not permitted. Crandall University has the right to remove (from lockers, etc) decorations or posters deemed inappropriate or offensive to the Christian ethos of our campus. Disciplinary action, including expulsion will be exercised with those students who choose to ignore university standards in this area.

#### Pranks

Even though intended for fun, pranks can easily become injurious to an individual's property, person, or pride. Please respect one another as well as Crandall University property. Violation of this policy will be a matter for discipline as exercised by the Director of Student Development.

#### Smoking

Smoking is prohibited in all campus buildings. A designated smoking area is located behind the gymnasium on the basketball tarmac. Students who use this area are responsible for using the disposal container and keeping the area clean. Smoking outside the designated area will not be tolerated and will result in a \$20.00 fine. If you desire to quit smoking and would like help, please visit the Student Development Office for support and assistance.

#### Theft

Anyone involved in theft of money or possessions has violated the trust of the institution in regard to standards for community living. Disciplinary action including full restitution, apology, fines, and suspension may be exercised with a student who is guilty of stealing from others on campus.

### University Name, Logo, Colours

The name and logo of the university is protected by copyright and policy has been established regarding usage. Student clubs and organizations at Crandall University proposing to use the University name or logo need to follow policy and process as stated below:

When communicating with an off-campus audience, the official Crandall University logo must be used or the phrase "A Student Organization of Crandall University" must appear in conjunction with the group's approved logo or watermark.  
(IA-G-6.5.5 – Student-funded Clubs and Organizations)

All student clubs and organizations at Crandall University choosing to design a personalized group logo must submit copies of the design to the Student Executive of the Student Association. The Student Executive will then forward the approved design to the Director of Student Development who will consult with the Advancement Office. The University colours are blue and gold.

### Weapons or Firearms

Students may not possess or store firearms or weapons on campus. Any item that Student Development deems as potentially harmful or threatening may be confiscated and disciplinary action may occur.

### Disciplinary Policy

Crandall University regrets every incidence where it becomes necessary to initiate disciplinary procedures. Efforts are meant to be as redemptive as possible while addressing the issues that require action. Response to various individuals can vary depending on the nature and seriousness of the offence, and may include one or more of the described sanctions.

1. A verbal and/or written warning
2. A fine ranging from \$10 to \$100 depending on the severity and/or frequency of the incident(s) may be given. Fines are levied at the discretion of any Department Heads for their Departmental policies.
3. Censure: This action implies that the student's behavior was inappropriate and not to be condoned. The action is not noted on the student's transcript and does not become part of his/her permanent record. Censure may mean loss of privileges or any other action taken at the discretion of the judicial body or official concerned.
4. Disciplinary Probation: Such probation implies that the offence was of a more serious nature, and is noted on the student's transcript and permanent record.
5. Restitution: Persons who break or destroy University property will be required to make full reimbursement. Restitution may be combined with other disciplinary sanctions.
6. Suspension: A student's enrollment at Crandall University may be suspended for a period of time lasting from part of a year to a full year. Suspension will usually follow a period of probation. If the suspension lasts a full term or over the end of a term, the student must reapply for admission to the University. Faculty is not obligated to make allowances for incomplete work or missed deadlines of a student on suspension.
7. Expulsion: One's status as a student is terminated with little likelihood of re-admission.

## Disciplinary Procedure

1. The Director of Student Development handles all policy infractions unless otherwise stated in the Student Policy handbook.
2. A student may appeal the decision of the Director of Student Development in writing within 48 hours of the decision to the Faculty-Student Judiciary Committee. This committee will be comprised of three faculty members designated by the VP of Academics, and three students elected by the Student Association, two of which must be returning students. The Director of Student Development will be an ex-officio member. (A quorum shall be a minimum of two faculty members and two students.) The Judiciary committee may also be used if the Director of Student Development deems a policy infraction to be a "serious offense" against a student or the University community.
3. If more extensive action is required, it will be referred to the President's Cabinet, chaired by the President of the University.

### Appeals

Disciplinary action levied by any aforementioned University agent or committee may be appealed by the disciplined individual to the next higher University agent or committee and must be submitted in writing within 48 hours.

## **Academic Information**

### Registration

Students must register during the pre-registration or registration dates indicated in the calendar of events of the current academic year. Please contact the Registrar's Office for details at [registrar@crandallu.ca](mailto:registrar@crandallu.ca). Late registrants will be subject to an additional fee of \$25.00 per course.

### Attendance

It is the student's responsibility to attend all classes in which s/he is registered. An instructor may bar a student from writing the final examination in any course where the student has been absent, without permission or legitimate cause, for more than one-quarter of the classes. Individual professors may indicate further attendance expectations within their course syllabi.

### Course Changes and Withdrawals

All course changes and withdrawals made following the completion of registration must be finalized through the Registrar's Office, although the student's faculty advisor may be involved in filling out the appropriate forms. Students are reminded that any course withdrawal following the deadline date for course changes, typically two weeks after the start of classes for each term (see Calendar of Events page for specific dates), the course will remain on their academic transcript with a "W" (withdrew) grade. Courses dropped prior to the above mentioned deadline of each term will not be shown on the student's transcript. No withdrawals will be permitted following the date stated in the Academic Calendar of Events of the current calendar. All first-time students attending Crandall University are required to register in at least one required Religious Studies course, within their first semester, for at least two weeks of each semester.

### Withdrawal From University

Students wanting to withdraw from the University after registration must do so through the Registrar's Office. If a student withdraws prior to the last date for course additions no official record of his/her attendance in these courses will be maintained. Students withdrawing after the last date for course additions, and prior to the last date for withdrawals, will receive a 'W' grade on all courses in which the student was registered.

The Administration of the University may request a student to withdraw from the University at any time for unsatisfactory conduct or for failure to abide by University regulations or achieve university academic standards.

\*Residence students: Refer to the *Residence Commitment for the Academic Year* in the Residence Guide section of the Student Policy Handbook.

### Change of Major

Students changing from one major to another should discuss the situation with their faculty advisor and fill out a "Change of Major" form which can be obtained from the Registrar's Office. The decision to change needs to be approved by the student's faculty advisor and the Registrar. The student must also realize that any such change may extend the time frame for completion of their program.

### Incomplete Work

All course requirements, except for final exams, must be completed and passed in by the last day of classes within the semester. Only the University's Academic Standards and Appeals Committee is authorized to grant extensions beyond the last day of classes for any incomplete course work. Appeals should be made in writing by 4:30p.m. on the last day of classes and directed to the Registrar. The Registrar will then present any appeals to the Academic Standards and Appeals Committee. Extended time is merited primarily in cases of end of term illness or personal emergency. In certain extreme circumstances, when the student is unable to finish the semester, a grade may be awarded without the completion of the remaining requirements. This would need to be agreeable to the professor of record and approved by the Academic Standards and Appeals Sub-Committee. In such cases a simple pass may be recorded or a grade assessed upon that portion of the work completed.

### Grading Standards

Students will be assessed according to the grading requirements indicated in the courses' syllabi. Each professor is expected to abide by the Guidelines for Grading and Reporting Grades stated below.

### Guidelines for Grading and Reporting Grades

Grading policies for courses are stated within individual syllabi. They should attempt to ensure that all students are assessed fairly in relation to other students in the same class, students in other sections of the same course and students in other courses at the University.

The grading standard is based on the student's demonstrated ability in such matters as: understanding, critical evaluation, analysis and synthesis, organization, application, and appropriate writing form and style.

When questions about marks given on individual course assignments occur during the academic year, the student should deal with the professor directly. If this action does not result in any satisfactory conclusion, the student may choose to discuss the matter with his/her faculty advisor or the Registrar and/or make a formal written appeal to the Academic Standards and Appeals Committee.

In instances where the student believes a professor is specifically singling him/her out and not treating him/her consistently with the other students in the class the V.P. for Academic Affairs should be contacted.

Should the student have any questions about the accuracy of his/her final marks, the Registrar's Office needs to be contacted immediately. If any error in calculating or recording the mark is discovered, the correction will be made automatically and a new transcript of marks will be issued to the student. Should no error be detected resulting in continued dissatisfaction on the part of the student s/he may appeal to the Academic Standards and Appeals Committee. This appeal must be made in writing and should contain all pertinent information and concerns regarding the situation. The Academic Standards and Appeals Committee is not required to search out information if the student has not offered sufficient details in his/her appeal. Whenever possible students need to substantiate claims made within their appeal letter.

#### Grading Scale and Symbols

Standard alpha symbols are used as the official means to indicate course results. Grade points and percentages equivalents are stated below. (Percentage equivalents are offered below as a point of general comparison but they have no official status in the reporting of grades.)

A+ =	4.33	(94-100%)
A =	4.00	(87-93%)
A- =	3.67	(80-86%)
B+ =	3.33	(77-79%)
B =	3.00	(74-76%)
B- =	2.67	(70-73%)
C+ =	2.33	(67-69%)
C =	2.00	(64-66%)
C- =	1.67	(60-63%)
D+ =	1.33	(57-59%)
D =	1.00	(54-56%)
D- =	0.67	(50-53%)
F+ =	0.33	(40-49%)
F =	0.00	(below 40%)

In addition to the above grading symbols, four other designations are possible:

**P - Pass** Usually awarded for non-credit program requirements. It may also be used as a general mid-term assessment of a course not yet completed. It is not calculated into the GPA.

**W - Withdrew** Assigned when a student withdraws from a course after the second week of classes and prior to the last day to withdraw as indicated in the schedule of events.

**IP – In Progress** Assigned to an active transcript when the student is actually in the process of completing the course or program; also assigned in extenuating circumstances when the student has been unable to complete the course requirements in the normal time period. Usually this delay would not exceed more than six weeks. The Academic Council must approve this extension.

**I - Incomplete** Assigned temporarily, at the request of the professor, when a student in a non-credit course has work not completed.

#### Education Internship Grading System

P(Dis)	=	Pass, Distinguished
P(Pro)	=	Pass, Proficient
P(Bas)	=	Pass, Basic
F	=	Fail

#### Grade Point Average (GPA)

The Grade Point Average (GPA) is an indication of the student's academic performance based on a scale ranging from 0.00 to 4.33 (see grade scale earlier). The GPA is calculated by changing each letter grade to its grade point equivalent and multiplying this number by the number of credit hours attributed to the course. These points are then totalled and divided by the total credit hours attempted by the student. The student's transcript will reflect both the sessional GPA as well as a cumulative GPA for all the courses taken to that point.

#### Dean's Honours List

Any student taking four or more semester courses and registered in the Bachelor of Arts, Bachelor of Science, or Bachelor of Business Administration Degrees, or equivalent, will be considered a Dean's List student if s/he maintains an overall term GPA of 3.50 or more.

#### Academic Dishonesty

The members of the academic community are expected to conduct their work responsibly and with integrity. The faculty assumes that all written and oral work in any course is original or credited to the proper source. The University will not tolerate the following forms of academic dishonesty:

1. Cheating on tests, quizzes, examinations, projects, reports, or any other assignment designed to evaluate the student.
2. Impeding the academic progress of another student.
3. Submitting the same work for credit in two courses without permission to do so.
4. Having someone do one's academic work or doing someone else's work for him or her.
5. Involvement in acts of plagiarism, which is the presentation of another's ideas or words as one's own without proper documentation. Material that must be documented includes summaries, paraphrases, public broadcasts, lectures, and quotations.

#### Penalties for Academic Dishonesty

Penalties for academic dishonesty include one or more of the following:

- (1) reprimand and rewrite
- (2) reduction of grade on the assignment (maximum penalty of "F")
- (3) grade of "F" on the course
- (4) suspension
- (5) dismissal

When encountering any form of academic dishonesty professors have some discretion in determining the seriousness of the offense. This discretion needs to be tempered by an awareness that his/her course is part of a larger educational context at Crandall University and there have been general guidelines and practices established by the University's Academic Council in an effort to minimize the presence of academic dishonesty at Crandall University. The objective is to create a balance between allowing flexibility from one professor to another, but also establishing a range of consistent and appropriate treatments for all Crandall students.

Plagiarism specifically represents a controversial and difficult form of academic dishonesty within any university and so the following guidelines have been approved by the Academic Council as the consistent and appropriate measure for faculty to follow at Crandall.

- When a student in his or her first year at Crandall University commits plagiarism the professor may allow the student to rewrite the assignment with a reduction in grade, but depending on the severity of the offense, the professor may assign instead an 'F' on the assignment or even an 'F' on the entire course. Should this occur he/she must also clearly state, for the student, the specific reasons for this decision. Students questioning the decision of the professor in such cases must submit their appeal in written form to the V.P. for Academic Affairs as Chair of the Academic Council.
- In cases of plagiarism by a student in his or her second or subsequent years at Crandall University, the professor must give the assignment or paper an 'F', submit the student's name and provide evidence of the offense to the Academic Council. In making his/her submission to the Academic Council the professor may recommend, with reasons, that the 'F' grade be raised or that an 'F' be assigned for the entire course.
- In cases when a student's name is submitted to the Academic Council of the University by a professor, the members will make a decision regarding the penalty to be imposed and will notify both the student and the professor of the outcome and the reasons why. (The Academic Council may choose to interview the student and/or faculty member involved should further clarification be needed.) A copy of the letter that is sent to the student will also be placed in his/her file.
- The penalty for a second offense of plagiarism, which occurs after a student has been penalized for a first offense by the Academic Council, is either suspension or dismissal.
- Plagiarism that is determined after the assignment has been returned or after the student has completed the course or degree program will be reported by the professor to the Academic Council which will implement the penalty retroactively.

Since final examinations are administered by the Registrar's Office, incidents of academic dishonesty during the writing of final examinations will be addressed by

the Registrar in consultation with the Academic Council and the professor of record for the course in which the offense has been committed.

Academic dishonesty involving the collaboration of two or more students may result in penalties for all involved. Students accused of academic dishonesty are encouraged to discuss the matter directly with the professor. If no satisfactory conclusion is reached, the student has the right to appeal the decision of the professor in writing to the Academic Council and the decision of the Academic Council to the Senate. All appeals to the Academic Council must be made within two weeks of being notified of the offense.

#### Academic Probation/Dismissal

The Academic Council may dismiss a student from the University at any time for failure to meet academic requirements.

Any B.A., B.Sc. and B.B.A. student who have received a GPA lower than 1.33 in any semester will be considered on Academic Probation. Should the student's GPA remain below 1.33 over two consecutive semesters s/he will be subject to Academic Dismissal.

Any B.A., B.Sc., or B.B.A. student having attempted at least 60 credit hours of work and not able to achieve a minimum cumulative GPA of 1.50 must be assessed by the Academic Council and may be placed on probation or academically dismissed as a result of this assessment. Should the Academic Council conclude the dismissal is the appropriate action the student will be informed immediately and provided with an explanation of the decision.

Students completing courses from other universities or colleges while on Academic Dismissal from Crandall University may not transfer these courses as credit toward their degree at Crandall University.

With few exceptions, new students entering the university on probation normally are given one semester to improve their probationary status. Obtaining a term GPA of at least 1.33 would generally achieve this. Failure to meet this GPA standard may result in Academic Dismissal.

Any academically dismissed student receiving permission from the Academic Council to return to Crandall University will be required to achieve at least a 1.50 GPA in his/her first term in order to have their probationary status removed.

Academic probation and dismissal regarding Education and ALPS students are presented in separate guideline documents developed by these respective departments. Inquiries should be made to the program Director regarding ALPS and to the Assistant Registrar for Professional Studies regarding Education.

#### Examination Procedure

Each semester, the Registrar's Office will notify students of the examination schedule for that semester. Should any conflicts be created between examinations, individual students will receive opportunity to adjust their schedule by appealing to the Academic Standards and Appeals Committee. This appeal should occur at least two weeks prior to the start of the examinations. Personal scheduling conflicts will not

normally lead to approval of the student's appeal. If in limited cases the student's appeal is granted, he/she will still be subject to a \$50.00 fee per examination.

Should an examination be missed, for any reason, including illness, the Registrar must be notified as soon as possible and no later than 24 hours from the time the examination was missed.

A student absent from a final examination without an acceptable excuse will be assigned a grade of F for that examination.

Absence due to illness from a final examination must be supported by a medical certificate indicating the nature of the illness.

#### Release of Final Grades

Final grades will not be released by the Registrar's Office prior to grades being officially mailed to students. No individual requests for receipt of grades will be accepted. Special requests for transcripts to other universities and organizations will be dealt with as soon as grades are available. No marks will be released until a student's account has been paid in full.

#### Convocation Requirements and Guidelines

A student in a degree program is eligible to convocate if s/he has achieved a cumulative GPA of 1.67 or a GPA of 2.00 over the last 60 credit hours of his/her course work.

Certificates are awarded only if the student has achieved a minimum GPA of 1.67 on the required courses for his/her program.

Bachelor of Arts, Bachelor of Science and Bachelor of Business Administration students having completed at least 75 credit hours from Crandall University and achieving a minimal cumulative GPA of 3.50 upon completion of their program will receive a 'with distinction' designation on their degree. Those students completing fewer than 75 credit hours from Crandall University and achieving a minimal cumulative GPA of 3.67 upon completion of their program will receive a 'with distinction' designation on their degree.

Students who expect to complete all of their degree requirements at the end of a particular semester must submit an "Application to Graduate" along with their \$100.00 graduation fee six months prior to their anticipated Spring Convocation and two months prior to their anticipated Fall Convocation. Failure to meet this deadline may result in a student being ineligible to graduate on the expected date. Potential Graduates will normally convocate at the earliest available ceremony. "Application to Graduate" forms are available from the Registrar's Office.

#### Community Practicum

Students are required to fulfill some form of practical service commitment in the church or community. Assignments are equivalent to two hours of service per week and are part of the required curriculum. One semester of commitment is required for every year of full-time study.

The assignments vary in nature and may include: social service, youth activity, Sunday School teaching, serving as a public school aide, music ministry,

volunteering for any number of non-profit agencies and designated university service.

Mature students may qualify to have their Community Practicum requirements waived based on past involvement. Portfolios validating extensive community service may be submitted to the Community Practicum coordinator in the Registrar's Office and s/he will schedule an assessment meeting with each applicant regarding the requirement.

Community Practicum records are maintained by the Registrar's Office. This information is a part of the student's official record and successful completion of the service requirement is necessary for graduation from all traditional academic programs.

### Second Degree Requirements

In order to receive a second degree from Crandall University all requirements of the second degree must be fulfilled including a minimal addition of 36 credit hours to the 120 credit hours of the first degree.

### Directed Studies

A Directed Study is a 3000 or 4000 level reading course offered in special circumstances to upper level students on an individual basis. Directed Studies are available only on a limited basis due to the additional responsibility they place upon the faculty and they require approval of the Vice President for Academic Affairs.

Students interested in requesting a Directed Study course should follow the following procedures:

- Talk to the potential professor(s) and to the Registrar and seek their advice first.
- Obtain a Directed Study request form from the Registrar.
- Directed Studies request forms must be submitted within the first two weeks of the semester in which the course is to be done.
- Submit the Directed Studies request form, signed by the student and professor, to the Registrar. This form will be reviewed and submitted to the V.P. for Academic Affairs.

### Alternatively-Delivered Courses

Certain courses in the regular Crandall University curriculum may, from time to time, be offered in non-traditional formats.

Typically these alternatively delivered courses are first or second year level required courses which:

1. will not be offered in the regular course offerings in time for the student to graduate on schedule; or
2. are part of a timetable conflict which would cause a student to be unable to graduate on schedule. Only a limited number of courses are available in this format at this time.

Students requiring such options must follow the same procedures as noted in the "Directed Studies" section.

### Transcript Requests

The Registrar's Office will send, to other institutions, transcript requests that are made through completing and signing the "Transcript of Academic Record Request" form. Please note at peak times this process could take approximately two weeks. A fee of \$10.00, per destination, is charged for a transcript.

### Updating Degrees

Crandall University will exchange degrees for graduates of Crandall University who subsequently complete the requirements for a second major at a later date. These students will not participate in the Convocation ceremony again, but acknowledgement of the change will be included in the program. They will be subject to the program regulations in place at the time of their return to the University.

Crandall University will exchange degrees for graduates of Crandall University who subsequently complete the requirements for an Honours Degree at a later date. They will not participate in the Convocation ceremony again, but acknowledgement of the change will be included in the program. They will be subject to the regulations in place at the time of their return.

There is a \$30.00 fee to reprint a new degree parchment.

## **Chapel Attendance Policy**

### Why Chapel?

Chapel is considered an important part of Crandall University life as it helps identify the University as a community of believers seeking to follow Christ in all aspects of life.

### When is Chapel held?

Chapel is held daily and full-time Crandall University students are required to include at least two chapels into their weekly university schedule. The timetable for the academic year will note chapel times.

### Who plans Chapel?

Chapels are under the direction of the Christian Life Committee, which has equal representation of faculty/staff and student members. Meaningful experiences and a variety of worship opportunities are planned. You are invited to share your ideas with any member of the Committee. Students will receive updated information on chapels and spiritual growth opportunities at the start of each semester.

### How many chapels do I need to attend?

The policy on exemptions from the normal requirement of two chapels per week is noted below and will be explained during the first week of each semester. Only those qualifying in accordance with the exemption policy will be waived from this requirement.

Full-time students are required to attend an average of two chapels per week (24 chapels each semester, 48 in total for the year.) Besides the regularly scheduled chapel services (Monday to Friday 11:30 am to 12 noon), several bonus chapel events may be announced each semester that can be counted toward a student's

total. All such events will be announced in advance (and may include events such as the Concert of Prayer, Murray Lecture, Foliage Day, and Sunday evening worship events.) **Academic projects and meetings do not count as chapel credits.**

#### How do I track my attendance?

Students are responsible for keeping track of their own attendance to avoid being deficit in number. Students can visit the Crandall University Intranet <https://www.crandallu.ca/cu/intranet/index.html> to view their record of chapel attendance. Go to Student Life, Spiritual Life, Chapel. Locate your student identification number to find your attendance total. The site will be updated periodically throughout the semester noting the date it was last updated. The Student Development Office is not required to continuously advise students of their accumulating total.

#### What if I don't attend 48 chapels per academic year?

Students who end the academic year with a deficiency in chapel attendance will be required to pay a fee of \$5 per missed chapel added on to their student account. All fees and fines must be paid in the Finance Office before the Registrar's office can release marks or forward transcripts to another institution.

Questions regarding the current academic year's chapel attendance and/or chapel fines must be addressed to the Director of Student Development by April 30 of the same year. e.g. Questions regarding chapel attendance and/or chapel fines for the 2010 - 2011 academic year must be addressed by April 29, 2011.

### **Exemption Policy**

The Exemption Policy is only applicable to off campus students. A Chapel Exemption Request Form (a green form) can be picked up and returned to the Reception Desk in the main office and are to be completed and returned **no later than September 22, 2010 for the fall semester and January 19, 2011 for the winter semester.** It is important to note that exemptions must be requested each semester. An exemption is approved for one semester only and should never be presumed to extend to a second semester. Students are strongly encouraged to attend the required number of chapels per week until exemptions are finalized.

**AUTOMATIC EXEMPTIONS:** The following groups of students are automatically exempt from chapel and DO NOT need to APPLY for an exemption:

- Part-time students,
- ALPS students,
- Students enrolled in Education 5115 (the one semester only).

#### Who Might Qualify for a Chapel Exemption?

Listed below are the primary reasons for requesting an exemption.

Class Schedule: If a student has a class directly before or directly after chapel two or more times per week, he/she does not qualify for an exemption.

Employment: If a student is regularly employed off-campus, he/she may qualify for an exemption if required to work directly before, during, or immediately following chapel, and his/her class schedule does not require being on campus on days he/she

does not work. A statement from the employer that the student does not have other work schedule options may be requested.

Child Care: If a student is the parent of preschool children and has arranged childcare only during class time, he/she may qualify for an exemption.

Unique Circumstances: A student can submit a request based on unique or unusual circumstances that create "undue difficulty" for the student, and such an exemption request will be considered. Documentation that supports the circumstances may be requested. Such circumstances must relate to health, family or employment responsibilities, commuting distance/time, dependency on others for travel, etc., or a combination of the above, in order to be considered.

*Disagreements with the chapel attendance policy, styles of worship, or content of the chapel services, or the fact that one is a mature student do not qualify for consideration.*

What if I miss chapel because of an emergency?

Extenuating Circumstances:

When a student does not qualify for an exemption from the Chapel policy, but is faced with circumstances beyond their control that may cause them to be in violation of the policy by missing a chapel, he/she should obtain a **Chapel Exception: Absence due to Illness or Emergency** (a yellow form) in the Main Office or in Student Development and complete and return it to the same desk clearly marked to "The Attention of the Director of Student Development."

Do I automatically get credit for the days I missed chapel?

To be considered, this form must be submitted within **one week** of missing the Chapel for which an exception is being requested. The Director of Student Development or his/her designate can approve an exception so that a miss is not counted against the student. This may prevent a letter of warning or fine. Please note that two days credit will be the maximum granted in one week and a limit of 4 per semester. If more than 4 are needed, they must be accompanied by a doctor's note or other suitable documentation.

Can I submit this form several times per semester?

If a student requests more than two such exceptions per semester, proof of circumstances (such as a doctor's confirmation) may be required to support the request. Requests made at the end of a semester because a student did not realize he/she had not attended the required number of chapels will not be considered.

### **Computer Systems Policy**

Students shall comply with the Crandall University Computer Systems Policies, Procedures and Guidelines that is posted on the Intranet at

<https://www.crandallu.ca/cu/intranet/index.html>

Students shall be advised of updates and/or changes to the Computer Systems Policies, Procedures and Guidelines as approved.

## ***Facility Policy***

### Booking rooms

#### **Student Association/CRANDALL ENDORSED EVENTS**

Students who desire to reserve University space (Brinton Auditorium, Great Hall, classroom, etc.) for a student activity/event are required to email [audio.visual@crandallu.ca](mailto:audio.visual@crandallu.ca) at least 2 days in advance of the date needed.

**Please see Computer Use Policy for procedures for students wishing to utilize Audio Visual Equipment.**

#### **Non Student Association/CRANDALL ENDORSED EVENTS**

Bookings for events which will include inviting outside visitors or which include charging a door fee or receiving free-will giving may be subject to normal rental rates and obligations. In such cases the sponsoring individual or group will sign a standard contract. Contact the Conference Services office, located in the bookstore, for more information.

The use of Crandall University facilities by any group, other than an official Crandall University committee or group, does not imply any endorsement of the event by Crandall University. Any advertising of the event must clearly identify who is sponsoring the event, must only refer to Crandall University as the location, and cannot include the University logo.

Crandall University can refuse or cancel bookings without explanation.

### Gymnasium and Workout Facility

Access to the gymnasium and workout facility is granted to those who have a current Student identification card. Students are limited to one guest while using the facilities and are responsible for the behavior of their guest. (Guest membership fee may apply after a limited number of visits). Student identification cards must be presented to gym attendants in order to use athletic equipment. Student identification cards will be released upon return of athletic equipment.

### Catering Services

The University provides Food Services on the University campus. Student groups requiring or desiring food for special events should consult with the Director of Student Development.

### Facility and Property

All registered students, staff, faculty, and those on official university business are welcome to enjoy the university building and property. Visitors are welcome to tour the facility during normal business hours and receive information as needed. Special events will be held periodically to which the public will be invited. At all other times visitors and guests should be on site by invitation only and respectful of the primary purpose of the University and its security concerns.

### Graffiti

Graffiti of any kind or nature is not allowed on Crandall University property. Desks, chairs, tables, lockers, walls, etc. are off limits to any "artistic touches or signatures." Please remember that all furniture and equipment is being maintained for the comfort and use of current and future Crandall University students and their guests.

### Parking

All students are to park on the north side of the University in the paved parking lot. The loop in front of the main university building and in front of the residence is meant for drop-offs and pick-ups only. Please be reminded that visitor parking is for University guests only. Violators of this ordinance are at risk of having their vehicle towed at owner's expense.

**NOTE: Crandall University does not assume responsibility for damage to any vehicle on University property, whether parked in authorized areas or in violation of University policy or the law.**

### Personal Property

Students are responsible for the safekeeping of their property on campus. **The University is not responsible for any damage, loss, or theft of personal property.** Students bringing valuable items on campus should ensure that their or their parents' household insurance policy covers such items. Commuter students can rent a locker from the university to store their belongings while on campus.

### ***Financial Policy***

#### Payment of Fees

All fees for the term are due, in full, the first day of classes each semester. Payments or arrangements can be made at the Financial Office between 8:30 and 4:30 daily, Monday to Friday. To avoid a long wait, it is recommended that students make their arrangements before registration week and the start of classes. Please note that registration is incomplete until payments or arrangements have been made at the financial office. **Further, you will not be allowed to move into residence until full payment has been received.** The payment policy for the 2010-11 year is as follows:

Payments **in full** are due the first day of classes each semester. Students may pay with cheque, money order, cash, debit, online banking or student loans. Payment by credit card is not accepted for tuition and fees. Interest is charged the first of each month at a rate of 1% per month (12% per annum) on any balance outstanding. NSF cheques will be charged a fee of \$20. If paying with debit, please ensure to check your daily withdrawal limit and increase it accordingly.

#### Student Loans:

Students who require student loans should apply in **May** to have loans approved and ready for September. It is too late to start the loan application in September if a student does not have other resources for paying their first semester. Student loans are required to be signed by September 30, 2010 and January 30, 2011 to be considered paid. Students who have not received their students loans or signed their papers by these dates will be responsible to pay for their tuition and fees by other means. The student loan program will then reimburse the student upon completion of the appropriate paperwork. A student's account will be considered paid in full once the student loan is signed. Failure to provide proof will result in immediate suspension from classes and residence until proof is provided.

Students with outstanding account balances will not be eligible for transcripts (official or unofficial) or diplomas.

## **Refunds**

Refunds may be available from the University as follows:

Tuition only:

Sep 13-17/10 and Jan 10-14/11:	90%
Sep 20-24/10 and Jan 17-21/11:	70%
Sep 27-Oct 1/10 and Jan 24-28/11:	60%
Oct 4-8/10 and Jan 31-Feb 4/11:	40%
After Oct 8/10 and Feb 4/11:	0%

This policy will be strictly enforced. No other refunds for tuition will be available. Students must visit the Registrar's office to withdraw and sign an official notice of withdrawal. The date of withdrawal will be the date the student informs the Registrar of their intention to withdraw and signs the official notice of withdrawal and all refunds will be calculated from that date (not the date student stopped attending classes). The withdrawal form must be signed by the Registrar's Office, Business Office, and Student Development Office to be complete. ALL OUTSTANDING ACCOUNTS WITHIN THE UNIVERSITY MUST BE SETTLED BEFORE A TUITION REFUND WILL BE CONSIDERED. No refund is available for other fees charged (comprehensive, student fee, mailbox service).

Residence Refunds: See Residence Handbook

## **Library Policy**

### **George A. Rawlyk Library**

The George A. Rawlyk Library, located on the east end of the main gallery, is in many ways, the intellectual and academic center of university life. Using its resources and services is a vital part of every student's academic experience. The library is open Monday – Thursday 8:30 a.m. – 10:00 p.m., Friday 8:30 a.m. – 5:00 p.m. and Saturday 9:00 a.m. – 5:00 p.m. It is not open on Sunday. Journals, reference works, meeting rooms and library staff offices are located on the first floor and book collections and primary study space is located on the second floor. A full description of all library collections and services can be found on the university website and is continuously available at the circulation desk. The library catalogue is also accessible through the university website. Library privileges are also available to Crandall University students at The Universite de Moncton and the Albert-Westmorland–Kent Libraries in Moncton.

As the library is a place of serious research and study and must benefit all patrons, excessive noise or disrespect of library policies, materials, and other users are not tolerated.

### **Photocopying**

The library provides photocopiers for student use. Students are not permitted to use photocopiers in the administrative or faculty areas. Copy cards for use in the machines are sold at the circulation desk. It is imperative that students respect copyright law in any copying they do. CANCOPY policies are posted by the photocopiers and copies of the policy are readily available in the library.

# Residence Life Guide

## Goals

**Crandall University seeks to provide a quality residence environment for its students, enabling them through the residence life program to succeed spiritually, academically, and socially.**

## Residence Team

Residence Assistants (RA) are returning students who have been selected to give leadership in the residence. There is one RA for each wing in the residence. RAs are available to support, encourage, and mentor fellow students, especially during these times when they may be struggling academically, spiritually, socially, or emotionally. RAs are also responsible for enforcing the stated policies in the residence life section of this handbook. The RAs are supervised by and are directly responsible to the Student Life Director.

Residence Life Team (RLT) is a student lead team that is co-chaired by the On-Campus Representative of the Student Association and another student(s) chosen by the Student Life Director. The Residence Life Team works to enhance residence life by organizing social events and spiritual growth opportunities. This includes overseeing open dorm in residence in conjunction with the Student Life Director. Any students desiring to be part of this team should contact a co-chair of the team or the Student Life Director in September.

Student Life Director (SLD) oversees the Residence Life program. The SLD supervises the Residence Assistants and the Residence Life Team. If you have questions or concerns about residence life, please feel free to contact the SLD, Jonathan Grimes, at extension #141.

Director of Student Development (DSD) supervises the Student Development Department and staff and has overall responsibility for the residence. The Director will receive updates on residence life through the Student Life Director and may participate in social events throughout the academic year and be part of the residence infraction discipline.

## Safety & Security

### Residence Fire Safety

Residence students are required to sign-out if they are not planning to return for the night. Upon return, students must sign-in. Sign-in/out sheets are located on the RAs door. Guests in residence during the same time period or for the night are also required to sign in. Failure to comply with this policy could jeopardize the safety of students and/or emergency personnel. Students caught ignoring this policy will be subject to an immediate fine (\$10.00/occurrence). Students who ignore this policy repeatedly will be subject to further discipline.

*As part of the fire safety plan, students are not permitted to leave anything lying in the hallways, or in front of doors. This includes running wires along the floor for computer networks which can pose a potential fire hazard.*

## **FIRE SAFETY PLAN**

1. Sound the fire alarm system
2. Call 911
3. Evacuate the building immediately, closing doors behind you.
4. Gather on the soccer field (designated area).
5. Do not return to the building until proper authorities give approval.

### Residence Security

Students are to enter and exit the residence freely through the main entrance only. East and west doors are alarmed and are emergency exits only. Propping open any door (pod, wing, or main door) will result in an immediate fine (\$50/occurrence). Please consider the safety and security of all residents by keeping doors closed and locked. Window screens are to remain on windows (removal of screens is a \$50.00 fine). Students are advised to lock their room and keep their room key with them at all times. Store valuables in a safe place in your room. **Please Note: Crandall University is not responsible for lost or stolen items on campus, including the residence.** Any resident concerned about an unfamiliar person without apparent purpose on campus, please contact a Residence Assistant.

### Personal Safety

For students who enjoy walking in the Gorge Road area, it is recommended to do so during daylight hours. Students who choose to walk at night, should have a companion and wear light/reflective clothing.

## **Residence Accommodation Policies**

### Residence Commitment for the Academic Year

Due to increasing demand for residence and the need to be efficient with placement and room consolidation, students applying for residence will be viewed as contracting a room for the full academic year (students attending the 2<sup>nd</sup> semester Oxford program are exempt from this policy). **An application to withdraw with refund of any fees or release from financial obligation for second semester will only be considered in cases of extraordinary circumstance.** Third party evidence to support the student's submission may be requested at the discretion of the Student Life Director. Withdrawal applications will be available in the Student Development Office and must be completed and returned to the Student Life Director no later than November 9<sup>th</sup>. Submission of an application to withdraw does not imply that approval will be granted nor is it considered to be notice on the part of the student to withdraw from the residence.

**Please note:** Applications to withdraw from residence will not be accepted after the November 9<sup>th</sup> deadline. *Students withdrawing from residence without prior approval will be required to pay residence fees (room & meal plan) for the full academic year which will be charged to their student account.* The university accepts no financial or other obligation for off-campus arrangements made by any student.

Appeals: The decision made by the Student Life Director may be appealed by the student in writing to the Director of Student Development and must be submitted within 48 hours.

### Check-In

**Check-In Day for the 2010 - 2011 academic year is Monday, September 6, 2010 from 10:00 AM – 3:00 PM.**

The residence will not be open for students to move in until this date. *Before students are permitted to move into the residence, all room and meal plan fees are*

*to be paid for the semester.* Upon arrival, occupants of each room will receive a Check-In form to be completed and signed by the RA and the occupant. This form will document the condition of the room at check-in. By signing the Check-In form, the student is agreeing with the condition of the room as documented on the Check-In form. This signed Check-In Form then becomes the documented point of comparison for the RA during regular room inspection and year-end check-out. Please note: In case of any discrepancy between the student's report and the signed documentation, collection of the damage deposit will be based on the signed documentation.

### Check-Out

When a room change occurs during the academic year, the residence student must make an appointment with the Facilities Manager to return keys and complete a checkout inspection. If a proper Check-Out form is not signed by the vacating student, a \$50 deduction will be made. If a student decides to move off campus during the semester, it is understood that the student's residence room will be vacated and cleaned by the weekend following their notice.

At year end, following a student's departure from residence, the room will be inspected by the Facilities Department for compliance with the Check-In information. Any damages or repairs beyond wear and tear will be deducted from the damage deposit or charged to the student's account. Furthermore, each Pod member will be held responsible for the general state of his or her pod at checkout. In this respect, any issue of cleanliness, damage or repair beyond wear and tear to the Pod will be deducted from the damage deposit or charged equally to each Pod member's student account. *Please review Appendix B: Residence Damage Deposit Assessments for a comprehensive list of damage related fees and policy infraction fines.* For questions regarding the check-out procedure, damage assessments, or to request to be present during the check-out procedure, please contact the Facilities Manager at extension 144.

Students are required to vacate residence by noon of the day following the last exam of the second semester. Permission can be received to stay up until noon of the day following convocation if a written request is presented to the Student Life Director. This request must be received by the commencement of exams. Students who are graduating are exempt from requesting to stay following their last exam.

### Residence Agreement

Each student living in residence will be required to sign a Crandall University Residence Agreement. The agreement is to ensure that all residence students have received, read and are willing to live by the guidelines stated in the Residence Life Guide (See example: Appendix C). All Residence Agreements are kept on file in the Student Development Office

### Chapel Attendance Requirement

Students are required to attend an average of two chapels per week for a total of 48 chapels per year. Students living within Colburne House are not normally eligible to apply for a chapel exemption.

### Room Assignments

Rooms are assigned based on a first-come, first-served basis from information provided by each student on the Campus Housing application form. Placement occurs when the following three criteria are met:

- 1) Submission of Housing Application
- 2) Residence Deposit received
- 3) Formal acceptance to the University

Crandall University reserves the right to change room assignments, re-assign roommates, or consolidate vacancies as required during the academic year. If a student changes to part-time status, the student will be required to move off residence within two weeks.

### Single Rooms

Single rooms are available on a first-come, first-served basis, with priority given to students with medical needs and returning students. Any student who is declined a single room can have their name placed on a waiting list by informing the Student Life Director.

### Wheelchair Accessible Rooms

Colburne House has a limited number of wheelchair-accessible rooms. These are single-occupancy rooms with a private bathroom. Please contact the Student Life Director if you require one of these rooms. A written request must be submitted to the SLD no later than July 15<sup>th</sup>. Inquiring after this date is subject to availability.

### Request for Room/Roommate Change

Residence students who wish to make a room/roommate change for either the first or second semester must submit their request to the Student Life Director by September 25<sup>th</sup> (first semester) and November 20<sup>th</sup> (second semester). No applications will be accepted once the deadline has passed. Please note: *submission of an application does not imply that approval will be automatically granted.*

### Roommate Mediation

Room changes can be requested and will normally be accommodated once the persons involved have attempted to resolve interpersonal differences and it is deemed by the RA to be in each person's best interest to relocate. Students must complete a Roommate Mediation Checklist (available from your RA) that details the steps a student must undertake to resolve any outstanding issue prior to securing a room change or consolidation. The steps include:

Step 1: Attempt to personally resolve issues with roommate/pod mate

Step 2: RA will mediate a second attempt at resolving issues with the roommate/pod mate

Step 3: Student Life Director reserves the right to require a meeting with the RA and the students involved in the request for a room change/consolidation.

Once the Roommate Mediation Checklist is complete, the student must provide and attach the Checklist to a Room Change/Consolidation Request form, available in the Student Development Department. *Please note: Room changes will not be considered until after the second full week of classes of every semester in order to allow new roommates the time necessary to become familiar and comfortable with each other.*

## Guests

*Institutional Guests* – Conferences and events on campus sometime require guests of the university to stay in the Guest Suite on 3 West. During the academic year, the University organizes an event called CRANDALL LIVE. This is an opportunity for prospective students to come to the campus for two days to inquire about the University. It is appreciated when residence students voluntarily open their Crandall University home and host guests in their room for the night.

*Personal Guests* – Residence students are responsible for their guest(s) (friends or relatives) and their behaviour. Please respond to visitors personally by presenting yourself at the front door and escorting your guests to your room or lounge. If a guest violates any residence policy, the resident host will be held responsible. **Off-campus students, friends, or relatives** are welcome in the **2nd floor lounge** any day after 1:00pm until 10:00pm, providing they are the guest of a resident student, with that resident student, and accepting of the residence rules. Such visitors, however, should not spend excessive time in the 2nd floor lounge, as there are appropriate gathering places in the main building. All guests are to vacate the residence building by curfew. If a guest is caught leaving after curfew, the resident host will be fined.

*Overnight guests* of the same gender as their host may stay in the resident's room, with a roommate's permission, for a maximum of 3 consecutive nights or 6 nights total per semester. A visitor must register with the host student's RA by 11:00pm of each night they are staying in residence.

## Christmas and Winter Breaks

The residence facility will be closed and secured for the duration of the Christmas Break (**Dec. 18- Noon – Jan. 3 – 1pm**). Students will not be granted permission to remain in residence during the Christmas Break.

The residence will remain open during the Winter Break – **Mar. 5 – Mar. 13, 2011**. Students intending to remain in residence during the Winter Break must inform their RA.

**Please note:** Meal service will be available during the Winter Break but not during Christmas Break when the residence is closed.

## Refunds

### Room Refund

- Accommodations are charged on a semester basis. Voluntary or disciplinary removal from the residence does not qualify a student for a refund.
- No fees will be refunded for room charges once a student is in residence except in special circumstances (i.e. Medical reasons)

### Meal Plan

- No refunds will be given on meal plans.

### Room Keys/Security Deposit

- All resident students are required to pay a one-time security deposit of \$300. The deposit is divided into a \$250 damage deposit and a \$50 key deposit.
- Only \$25.00 of the key deposit is refundable if both keys are returned.

- Students that are returning to residence for the following academic year will pay for any deductions stated on the Check-Out form when they return in September.
- Students who are not returning to residence will be refunded their security deposit (minus any deductions) and key deposit when both the furniture and room keys are returned.

## **Residence Provisions**

### Appliances

Each wing in residence has a wing lounge equipped with a mini-fridge and microwave. These appliances are available for use by residents of that particular Wing, and in turn, it is expected that every resident will not misuse or leave appliances dirty or in disrepair. Students are permitted to have mini-fridges or microwaves for personal use in their own rooms. Hot plates are not permitted in the residence. Toaster ovens and toasters are allowed in the wing lounges ONLY and must be unplugged when not in use. Toasters or toaster ovens found in resident rooms or hot plates found anywhere in the residence will result in immediate confiscation and offending students fined a minimum \$50.00.

### Cleaning

In consideration of other students living in residence, all students have a responsibility to assist in maintaining the overall cleanliness of the residence. Custodial services are established to maintain a standard of cleanliness within the common areas and bathrooms, as well as attend to regular maintenance, repair work and removal of garbage from common areas. Students are responsible to clean their room, the wing lounge, to remove garbage within their pod, and to assist in maintaining cleanliness in the bathrooms. Students are expected to take their bags of garbage to the dumpster located outside of the residence building.

### Computers

Wireless access is provided throughout the residence for internet access at no additional charge to students. In addition, in each residence room, there is a phone jack that can be set up for dedicated high-speed internet access through a local Internet service provider (ISP). The cost of this service is the responsibility of the student. Information on arranging service with a provider as well as current student rates is available from the Student Development Office. Students are responsible for self-monitoring their use of the Internet including any infringement of copyright laws and upholding the Crandall University standards of conduct (see the Computer Policies in the Student Life Handbook).

### Food Services

All residence students are required to purchase a meal plan. Students requiring special dietary considerations should submit these needs in writing to the Student Life Director and the Supervisor of Kitchen Services (SKS). Upon arrival on campus, students should arrange a meeting with the SLD and SKS to discuss any dietary restrictions.

The following guidelines benefit all students by helping to control costs and maintain good service:

- Help keep waste minimal. Students are to take what they like and eat what they take.

- All food is to be consumed in the dining room. Dishes and cutlery are not to be removed from the dining room unless signed out with the approval of cafeteria staff.
- Trays are to be returned to the cart rack before leaving the dining room.

The Supervisor of Kitchen Services welcomes suggestions and comments.

### Facility Care

The residence is the resident's home away from home. Students are expected to treat the facility and its furniture with respect and care for the benefit of fellow students as well as the University.

### Furniture

Each room is equipped with a bed, wardrobe, and desk for each student. Furniture must not be moved from fixed locations during the academic year.

### Furniture Policy Exemption Form

For the first full week of every semester, a student may move furniture with the assistance of an RA. Failure to comply with guidelines will result in an immediate fine of \$25/piece of moved furniture. Any damage incurred while moving the furniture is the student's responsibility. Damage to walls, floors, and furniture, as a result of moves in the past, has made this rule necessary.

### Keys/Card

A proximity card (which opens the main entrance door and wing doors), a room key, and a furniture key will be issued to each resident as he/she checks in. Lost/stolen cards/keys should be reported immediately to the Student Life Director. Keys can be replaced for \$10 each. A prox card replacement costs \$15. Replacement key/card forms are available at the main office.

### Kitchens

Each wing has a small kitchen and lounge for the use of students living on the wing. Please keep this area clean and respect the property (i.e. food, dishes) of others. The RA has the right to request your participation in a cleaning roster even if you do not use the space. If a wing lounge remains in a dirty or unattended state, the RA reserves the right to lock the wing lounge until members of the wing have agreed to clean it. *Dirty dishes that are left in the lounges will be disposed.*

### Laundry Rooms

A small laundry room on each wing contains a coin operated washer and dryer. A load of wash is \$0.75 and a 25-minute dry is \$0.50.

Please remember:

- Read instructions for use on the machines.
- Use appropriate amounts of detergent.
- Do not overload the machine.
- Remember to clean the lint tray after each dryer cycle.

Your cooperation in keeping the laundry rooms clean will be appreciated. Please report machine operational problems to your RA immediately. **Please note:** Out of consideration for those students whose rooms are adjacent to the laundry room, students are asked not to do laundry between the hours of 11pm and 8am.

### Lobby

The main floor lobby and visitors lounge is primarily a place to meet visitors and hold brief hellos and good-byes. Furniture from this area, as well as the lounge and Study Room, is not to be relocated to other rooms. If such is found in a student's room a fine of \$25/piece of furniture will be issued.

### Lounge & Kitchen (2<sup>nd</sup> Floor)

The second floor lounge is a common area designated primarily for the enjoyment of resident students. The lounge is available to residents from 8:00am to 1:00am Sunday to Thursday and 10:00am to 2:00am on Friday and Saturday.

The 2<sup>nd</sup> floor lounge is equipped with a stove that is available for use by residence students. It is the responsibility of the students who use the kitchen to ensure that it is cleaned immediately after use. Guidelines for use of the kitchen are located in the lounge area as well as with the RAs. The SLD reserves the right to lock the 2<sup>nd</sup> floor lounge and kitchen at any time.

### Lounge (3<sup>rd</sup> Floor)

The lounge on the third floor is designated as a quiet lounge. Students may play movies, bearing in mind that the volume should not be disruptive to students who live in adjacent rooms. Following 11pm, the 3<sup>rd</sup> Floor Lounge is used as a study room. The SLD reserves the right to lock the 3<sup>rd</sup> floor lounge at any time.

### Study Rooms

The study rooms on the 3rd floor are available to resident students only. Normally this room will be open from 8:00am to midnight, however, later hours can be arranged with the RA on 3 West. Students wishing to use the 3rd floor Study Rooms beyond the normal hours must complete a reservation form. Please allow two days for processing the completed 3rd Floor Study Room Reservation Form. Only those students who are listed on the reservation form may stay in the Study Room past the usual lock-up time. Furthermore, out of consideration for students whose rooms are adjacent to the Study Room, it is expected that students will conduct themselves quietly. If noise levels increase to the point that an RA must intervene, the room will be vacated and locked for the night.

### Parking

A small parking area is located in front of and behind the Residence building. Parking is available on a first-come, first-served basis. Once the parking area is full, all remaining vehicles are to park in the large parking area beside the main building. There are no plugs available for car batteries. **Any cars parked in the fire lanes will be towed at owner's expense. (Fire lanes include ALL paved areas including the roadway to and in front of the residence building).**

### Parking Permits

Every student living in residence who has a vehicle is required to have a parking permit in order to park in the residence parking lot. Permits can be obtained free of charge from the Student Development Office by filling out a *Colburne House Parking Application*. Visitors to residence are required to register their vehicle at the security desk in Colburne House. **Any vehicle parked in the residence parking lot without a proper permit displayed may be towed at the owners' expense.**

### Residence Maintenance

Students requiring maintenance repairs to their room or pod must complete a maintenance request form available from their RA or the main office. A completed form is to be returned to the administrative front desk to be submitted to the Facilities Manager. In the event of an emergency, maintenance personnel may be required to enter a room without prior permission.

### Storage

There is minimal storage space in the residence rooms. Bikes, suitcases, etc. may be stored in the residence storage shed if space is available. A bike rack is available for students living in residence. Students are responsible for supplying their own lock.

**Please note:** Crandall University is not responsible for lost or stolen items on campus.

### Telephones

Crandall University **does not** provide telephones in the residence facility. Various communication options are available for students through **BellAliant** and the cost is the responsibility of the student. For more information, please refer to the Crandall University Intranet ([https://www.crandallu.ca/cu/intranet/students/res\\_pho.htm](https://www.crandallu.ca/cu/intranet/students/res_pho.htm)).

### **Community Considerations**

**The University reserves the right to enter and search the room of any student without notice if there is reasonable cause to believe that a life is in danger or if federal or provincial laws or university regulations are being violated.**

### Air Soft Guns

To avoid damage or injury to students, their belongings, and the residence, students are not to possess or use Air Soft guns in residence. Air soft guns will be confiscated, and any damage incurred from the use will be the responsibility of the student using the gun.

### Alcohol and Drugs

The use or possession of alcohol, alcohol beverage containers, illicit and non-prescribed drugs are not permitted on campus (main building, residence, Crandall University property). Intoxication on campus is unacceptable behavior for Crandall students and their guests. Violation of this policy will be a matter for discipline as exercised by the Director of Student Development. Consequences will be consistent with Crandall University's mission and lifestyle statements which are mindful of the effect of individual behavior on the entire University community and its reputation.

Use of alcohol/drugs is not permitted during off-campus activities of Crandall University student groups that represent either the University or Student Association (i.e. music teams, student clubs, Student Association committees/banquets, sports teams, etc.) nor is the use of alcohol/drugs by informal groups of Crandall University students meeting off-campus condoned in any way. Reports of any alcohol/drug activity within the residence will be investigated and, if verified, will result in disciplinary action which may include dismissal from the residence.

\*For more information, please refer to the *Disciplinary Policy and Procedure*.

### Audio Equipment & Noise

To cultivate peace and harmony in a residence community, students must be mindful of what is considered to be disruptive behavior. Please respect the rights of other students to fulfill their academic pursuits. All music should be played for personal enjoyment or that of a roommate, but not for the entertainment of the living unit or floor. **Designated Quiet Hours exist from 11pm until 8 am every day, however, Considerate Hours exist at all times.** Students, who fail to respect others and are inappropriately loud, will be fined (minimum \$10/occurrence).

Musical instruments or amps are not to be played or used in the residence. Acoustical guitars are acceptable if the volume is confined. Similarly, activities such as aerobics are to be limited to designated areas in the main building unless otherwise approved by the Director of Student Development.

The Student Development Department reserves the right to introduce *23 Hour Quiet* prior to midterms and exams in order to provide a quiet study environment.

### Wing Meetings

Wing Meetings are an important means of fostering a caring community. They provide mutual support and a sense of belonging. Wing Meetings usually meet weekly, either for Bible study, discussion of issues, sharing of concerns, prayer, or social activities. Participation in Wing Meetings is open to all students and strongly encouraged. Wing Meetings are organized at the beginning of each year by the RAs and SLD.

### Candles and Incense

Due to Fire regulations for the University residence, burning candles and incense is NOT PERMITTED in the residence. Therefore, candles and incense in any form are forbidden in the residence. Failure to comply with this policy will result in an immediate fine of \$20.00/occurrence and confiscation.

### Curfew

Residence students are required to be in the residence facility by 1:00 am Sunday through Thursday and 2:00 am on Friday and Saturday nights. If a situation arises that a student is unable to make curfew, the student is to contact his/her RA (or any RA) to inform the RA of their late return. If a student is late without a valid excuse they will be subject to a minimum \$25.00 fine.

### Dress Code

A student is expected to be neat, modest, and non-offensive to others in their appearance, and to dress in keeping with Christian norms for decency.

### Inappropriate Sexual Behaviour

Crandall University acknowledges human sexuality as a gift from God, and encourages the development of healthy relationships in both dating and marriage. Sexual intimacy is recognized as a normal part of human sexuality within marriage. Sexual intimacy in any non-marital relationship is considered inappropriate and a violation of Christian standards of conduct. Known violation of this standard may result in students being referred for counseling and/or be subject to disciplinary action. \*For more information, please refer to the *Disciplinary Policy and Procedure*.

### Open Dorm

Resident students of the same gender may visit freely between rooms and wings between 8:00am and 1:00am, always being considerate of roommates.

Open Dorm means visiting can take place in the rooms of the opposite gender during the scheduled weekly times. The RLT will inform students of the hours each year.

The following guidelines apply and will be enforced by the RA and Residence Life Team members:

- Residence Life Team members must be available to monitor.
- All regular residence rules apply.
- Both the host student and the visitor are subject to fines (minimum \$25.00) and other action if residence or open dorm policies are violated.
- Open wing hours fall between 1:00-10:00pm.
- When visits occur in rooms of the opposite gender, obvious discretion must be demonstrated.
- When a student hosts a guest of the opposite gender, the room door must be kept wide open.
- Consideration of roommates and others who live near you must be given priority when entertaining a guest in your room.
- Students are not to shower during the assigned open dorm hours.
- Residents who do not wish to receive visitors during these times may inform an RLT member who will ensure all visitors know which students do not wish to be disturbed.
- The SLD reserves the right to cancel or reduce open dorm hours at any time.

### Pets

Pets are NOT permitted in the residence except for fish that are to be kept in an appropriate aquarium or fish bowl. Failure to comply with this policy will result in an immediate fine of \$50/occurrence.

### Public Displays of Affection

Behavior in a public place between couples should be such that the couple always appears approachable rather than exclusive. It is at the discretion of the RA and SLD whether a couple's behavior is appropriate and non-offensive.

### Residence Meetings

Throughout the year, residence students may be called to meet together. These are required meetings. If a student is absent from an announced meeting it is his/her responsibility to contact their RA to be informed of the meeting's purpose.

### Room Decoration and Personalization

Students are encouraged to personalize their rooms as they create a new home for themselves at Crandall University. However, the following guidelines must be followed:

1. Each mark or hole in residence walls will result in a \$25.00 deduction. Please note that the use of the following items may result in holes or marks: nails, tacks, duct tape, packing tape, masking tape or sticky tack.
2. DO NOT hang or affix any personal items from the ceilings (\$25.00 deduction).
3. Prohibited personal items include items that present, display or represent:
  - a) alcoholic beverages and/or containers
  - b) crude, or offensive language or pornographic materials

c) stolen property, including road signs

#### Room Inspection

Monthly health, safety and policy infraction inspections will be conducted by the RAs. For the 2010-2011 academic year, room inspections will take place on:

Friday, September 24	Friday, January 28
Friday, October 29	Friday, February 25
Friday, November 26	Friday, April 1

Reminder notices of these inspections will be announced 24 hours prior to the inspection. When an area is deemed "hazardous to a healthy life" (i.e. extremely dirty, an electrical extension cord laying on a baseboard heater, etc.) the student or students will be given another 24 hours to clean it up, after which a fine will be assessed each day until such clean-up is complete.

#### Smoking

Smoking is prohibited in the residence. A designated smoking area is located behind the gymnasium on the basketball tarmac. Students who use this area are responsible for using the disposal container and keeping the area clean. Smoking outside the designated area will be subject to a \$20.00 fine. If you desire to quit smoking and would like help, please visit the Student Development Office for support and assistance.

#### Theft

Anyone involved in theft of money or possessions has violated the trust of the institution in regard to standards for community living. Disciplinary action including full restitution, apology, fines, and suspension may be exercised with a student who is guilty of stealing from others on campus.

### **Disciplinary Policy and Procedure**

#### General Policy

Crandall University regrets every incidence where it becomes necessary to initiate disciplinary procedures. Efforts are meant to be as redemptive as possible while addressing the issues that require action. Response to various individuals can vary depending on the nature and seriousness of the offence, and may include one or more of the described sanctions.

1. A verbal and/or written warning.
2. A fine ranging from \$10 to \$100 depending on the severity and/or frequency of the incident(s) may be given **or** a period of "Community Service." This service may replace a fine, and is arranged in conjunction with the Student Life Director and the Facilities Manager. Fines are levied at the discretion of any Department Heads for their Departmental policies.
3. Censure: This action implies that the student's behavior was inappropriate and not to be condoned. The action is not noted on the student's transcript and does not become part of his/her permanent record. Censure may mean loss of privileges or any other action taken at the discretion of the judicial body or official concerned.
4. Disciplinary Probation: Such probation implies that the offence was of a more serious nature, and is noted on the student's transcript and permanent record.
5. Restitution: Persons who break or destroy University property will be required to make full reimbursement. Restitution may be combined with other disciplinary sanctions.

6. Suspension: A student's enrollment and/or on campus housing at Crandall University may be suspended for a period of time lasting from part of a year to a full year. Suspension will usually follow a period of probation. If the suspension lasts a full term or over the end of a term, the student must reapply for admission to the University. Faculty is not obligated to make allowances for incomplete work or missed deadlines of a student on suspension.\*
7. Expulsion: One's status as a student is terminated with little likelihood of re-admission.

\* In the case of suspension or dismissal, the student does not qualify for a refund. (tuition, food and housing).

#### Alcohol & Drug Use - Sexual Behaviour Policy

As a Christian university, we are concerned about the choices that students may make while at Crandall University. We believe that the body is not to be misused, whether by abusing alcohol and drugs, or through premarital sexual activity. We have established the following policy for these infractions:

1. In a first offense\*, a student will be subject to a fine of \$50, and a meeting with their respective RA and the SLD.
2. A second offense will lead to the student attending an accountability group set up by the SLD, involvement with an appropriate community organization as outlined by the SLD, as well as an additional fine of \$50.
3. Incidents following this will involve the judicial body, and will follow the sequence of events as outlined above.

\*Offenses may range from possession to consumption on site for alcohol and drug use, and involving all forms of sexual activity. The above procedure serves as a minimal guide, and various situations may be handled with more severity.

#### Disciplinary Appeal Process

1. The Director of Student Development handles all policy infractions unless otherwise stated in the Student Policy handbook.
2. A student may appeal the decision of the Director of Student Development in writing within 24 hours of the decision to the chair of the Faculty-Student Judiciary Committee. This committee will be comprised of three faculty members designated by the VP of Academics, and three students elected by the Student Association, two of which must be returning students. The students are selected for their maturity and support to the mission of the University. The students are appointed in September by the: the President of the Student Association, the Director of Student Development and the Vice President of Academic Affairs. The Director of Student Development will be an ex-officio member. (A quorum shall be a minimum of two faculty members and two students.) The Judiciary committee may also be used if the Director of Student Development deems a policy infraction to be a "serious offense" against a student or the University community.
3. If more extensive action is required, it will be referred to the President's Cabinet, chaired by the President of the University.

**CRANDALL UNIVERSITY**  
**WORKPLACE HARASSMENT**  
**POLICY AND PROCEDURE**

(To be included in the Faculty, Staff and Student Handbooks)

Appendix A

**Approved by the Board of Governors**

**November 7, 2006**

(Edited to July 9, 2008)

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# ***Crandall University Workplace Harassment Policy and Procedure***

## **1.0 Crandall University Commitment and Philosophy**

**1.1** Crandall University recognizes its moral and legal responsibilities to provide an environment free of harassment. Biblical principles, such as are found in Ephesians 5:3-4 (NIV), are to be the guiding standards for everyone:

*“But among you there must not be even a hint of sexual immorality, or of any kind of impurity, or of greed, because these are improper for God’s holy people. Nor should there be obscenity, foolish talk or coarse joking, which are out of place.”*

**1.2** Crandall University recognizes that harassment, whether based on race, creed, colour, sex (gender), marital status, nationality, ancestry, place of origin, age, disability, family status, political beliefs, criminal conviction where a pardon has been granted, or religion is discrimination.

**1.3** Crandall University is committed to providing a work environment where there is respect amongst co-workers, and to providing a conflict resolution system through the intervention of the Harassment Advisor and President whereby effective solutions to workplace conflicts are offered.

**1.4** An incident of harassment occurring during university related activities may properly be considered a violation of this policy, whether occurring on or off campus during normal working hours or at other times. Crandall University does not tolerate any form of harassment and will take immediate action to remedy infractions of this policy. These remedies may range from, but are not limited to, a formal apology, written or verbal reprimand, termination of employment or contract with Crandall University.

**1.5** This Harassment Policy and Procedure is not intended to restrict the authority of Supervisors and Managers in the performance of their duties in terms of annual performance reviews, scheduled work reviews, job counseling or other appropriate interactions between employees and their supervisors or managers.

**1.6** All faculty, staff and students have a right to be free from retaliation or threats as a result of filing a complaint or being a party to the investigation of a complaint. Any employee or representative of Crandall University found to be engaging in such conduct against a complainant shall be subject to disciplinary action.

## **2.0 Application of this Policy and Procedure**

- 2.1 This policy and procedure applies to every faculty, staff, student, volunteer, contract employee and board member of Crandall University. Crandall University will ensure that all of the above parties are informed of this policy and procedure.
- 2.2 This policy and procedure applies in all Crandall University workplaces.
- 2.3 Crandall University policy and procedure on harassment does not preclude the right of complainants and respondents to seek alternative personal remedial action such as private legal counsel or the courts. In such cases Crandall University will not be responsible for the provision of funding for these legal pursuits.

## **3.0 Harassment Education and Training**

- 3.1 Crandall University will make every effort to provide harassment education and training to all faculty, staff and students.
- 3.2 All new employees and contract personnel will be provided with harassment awareness training during the orientation process, or as soon as feasible thereafter.
- 3.3 Employees promoted to a supervisory role, as a condition of their promotion, shall be required to renew their harassment training awareness with special emphasis upon their responsibilities as a supervisor.

## **4.0 Definitions**

- 4.1 **Harassment:** Harassment means any improper behaviour by a person that is directed at, and is offensive to, any other employee of Crandall University and which that person knew or ought reasonably to have known that such behaviour would be unwelcome.  
Harassment includes a poisoned environment where offensive conduct or comments not necessarily directed at anyone in particular, are pervasive, and have a negative effect on morale; for example, the encouragement of repeated jokes related to women or race. Harassment also includes the exclusion of an individual or individuals based on race, gender or any of the listed grounds of harassment.
- 4.2 **Workplace:** A workplace is any location where business of Crandall University is being conducted such as recreation areas internal and external to Crandall University, cafeteria, offices, board room, library, class rooms, study areas and dormitories; and other locations and situations such as during business and public relations travel, work related social gatherings or other locations where the unwelcome behaviour may have subsequent impact on the work relationship, environment or performance in the normal workplace environment on campus.

**4.3 Sexual Harassment:** Sexual harassment means any conduct, comment, gesture, or contact of a sexual nature, whether on a one-time basis or in a continuous series of incidents that:

- a) Might reasonably be expected to cause offence or humiliation to any person or
- b) Might reasonably be perceived by an individual as placing a condition of a sexual nature on employment, grades, favour or on an opportunity for promotion.

Examples of sexual harassment include but are not limited to:

- i) unwelcome sexual advances or propositions
- ii) direct or implied requests or expectations of sexual activity under threat, or in exchange for favours or promises of preferential treatment
- iii) verbal abuse of a sexual nature
- iv) staring, leering, patting, pinching, touching, sexually suggestive references to physical appearance, unnecessary familiarity or physical contact
- v) displays of erotic or sexually explicit posters, pictures, graffiti or other materials or computer screen savers
- vi) sexual jokes, comments or innuendoes
- vii) sexually suggestive behaviour, offensive telephone calls or obscene gestures
- viii) intrusive inquiries into a co-worker's private life or sexuality
- ix) public displays of nudity (flashing)
- x) pervasive animosity or extreme rudeness directed at a single sex

**4.4 Racism:** Racism is defined as meaning attitudes, practices and other factors that disadvantage people because of their race, color or ethnicity. Racism can be directed against any race, color or ethnicity in a single incident or a series of incidents that:

- (a) Might reasonably be expected to cause offence or humiliation to any person, or
- (b) Might reasonably be perceived by an individual as creating an advantage/disadvantage regarding employment, promotion, grades, and/or favor.

Examples of racism include, but are not limited to:

- i) racial and ethnic slurs and "jokes"
- ii) stereotyping individuals based on dominant physical features of their race or ethnicity
- iii) name calling
- iv) graffiti
- v) intimidation

- vi) discriminatory language: the use of language which has offensive overtones including adjectives such as "black, yellow, red" to convey negative values and "white" for positive values.
- 4.5 **Abuse of Authority:** Abuse of authority means an individual's use of power and authority inherent in the position held in a manner which serves no legitimate work purpose and which ought reasonably to be known to be inappropriate. It includes misuses of power, which are intimidating, coercive or demeaning. The legitimate and proper exercise of the employer's right to supervise or manage (for example, performance reviews, work evaluations and disciplinary measures taken for any valid reason) does not constitute harassment under this policy.
- 4.6 **Complaint:** A complaint is a verbal or formal allegation against an individual(s), group(s) or organization(s) that contravenes this policy.
- 4.7 **Mediation:** Mediation is a managed process with a neutral third party (mediator) who provides a positive, controlled environment and helps both parties see opportunities for understanding, problem solving and resolution. It is a confidential process where a settlement agreement is signed by both parties. The mediation process can reduce future litigation as well as create a more healthy work environment by understanding the problems and working together in a more compatible manner.
- 4.8 **President's Cabinet:** The President's Cabinet consists of the President, Vice-President for Academic Affairs, Vice-President for Advancement, Vice-President for Administration and Finance, Director of Student Development, Director of Computer Services, and Executive Assistant to the President who acts as Recording Secretary. The President's Cabinet meets at the call of the President. The purpose is to advise the President on various issues and to share information for coordination purposes. The President can invite guests to attend Cabinet meetings at his/her discretion. The President's Cabinet reviews harassment reports as submitted by the Harassment Advisor.
- 4.9 **Crandall University Board of Governors:** Crandall University, as a corporation, is governed by a Board elected annually by the Convention of Atlantic Baptist Churches. The Board of Governors may review harassment complaints as presented by the President's Cabinet and may render decisions on complaint resolution.
- 5.0 **Responsibilities of Managers and Supervisors**
- 5.1 Crandall University administrators, faculty, staff and students acting in an official capacity must take prompt action to put an end to known instances or allegations of harassment, whether or not there are formal complaints. Individuals in authority must report incidents to the Harassment Advisor without delay.

- 5.2 Crandall University managers and supervisors are responsible for taking steps to provide a work environment that is free from harassment and for communicating this policy to all employees under their supervision.
- 5.3 Managers and supervisors to whom complaints have been made will advise the complainant of the procedures for making complaints. The Crandall University Harassment Advisor will be immediately advised of the complaint. Nothing in this policy and procedure diminishes the responsibility of supervisors and managers to address inappropriate conduct in the workplace, regardless of whether a complaint has been made.
- 5.4 During an investigation where the complainant and respondent are in a subordinate-supervisor relationship with each other, if deemed by the President of Crandall University to be in the best interest of all parties, the complainant and respondent may be physically removed from each other on a temporary basis and/or may have their reporting relationship altered for a period of time.
- 6.0 **Responsibility of Faculty, Staff, Students, Contract Employees, Volunteers**
- 6.1 All faculty, staff, students, contract employees, and volunteers have a responsibility to comply with this policy and procedure and avoid conduct that is offensive and may constitute harassment. Non-compliance will result in remedial action being taken by the President, and/or President's Cabinet, and/or Board of Governors.
- 7.0 **Responsibilities of the Crandall University Harassment Advisor**
- 7.1 The Harassment Advisor must be free of any conflict of interest or bias with the Complainant or Respondent.
- 7.2 The Harassment Advisor will receive complaints, whether verbal or written, from all complainants, supervisors or managers.
- 7.3 The Harassment Advisor must immediately advise the President of Crandall University of all harassment complaints and must open a complaint file regarding all complaints whether the complaints are verbal or written.
- 7.4 The Harassment Advisor must advise the complainant's immediate supervisor that a complaint has been received if in the judgment of the Harassment Advisor some form of accommodation may be needed. This is to ensure the alleged harassment cannot occur again during the period of investigation and case resolution, and/or to allow for special workplace adjustment to help reduce stress for the complainant.
- 7.5 The Harassment Advisor will advise the complainant and respondent of the Crandall University Harassment Policy and Procedure by providing each of them

- with a copy of the document. The Harassment Advisor will document the date and time that the complainant and respondent have received the harassment policy and procedure.
- 7.6 The Harassment Advisor will advise the complainant and respondent of possible avenues of resolution available under this policy and procedure – e.g. mediation.
  - 7.7 The Harassment Advisor will conduct an investigation into the complaint and maintain a diary of all interviews and discussions held with the complainant, respondent and all witnesses.
  - 7.8 The Harassment Advisor will submit a detailed report of the complaint to the President in a timely manner. The Harassment Advisor only reports the facts of the case and does not submit any recommendations concerning the complaint allegations.
  - 7.9 The Harassment Advisor will provide harassment training and education to faculty, staff, students and contract staff.
  - 7.10 The Harassment Advisor will continually advise the complainant and respondent as to the progress of the complaint investigation.
  - 7.11 The Harassment Advisor will immediately advise the President if violence or sexual assault has occurred in a complaint situation. A complaint of this nature will be referred to the proper law enforcement agency.
  - 7.12 The Harassment Advisor will provide further clarification if requested by the complainant or respondent regarding his/her rights, responsibilities and options.
- 8.0 Responsibilities of the President’s Cabinet**
- 8.1 The President’s Cabinet will make the Harassment Policy and Procedures readily available to employees and will encourage a work environment free of harassment.
  - 8.2 The President’s Cabinet will receive harassment complaint investigation reports from the Harassment Advisor and will seek clarification of the report if it deems necessary.
  - 8.3 The President’s Cabinet will ensure the timely resolution of complaints.
  - 8.4 The President’s Cabinet will assist the President in evaluating the potential financial and legal implications for the University of any complaint so that the President, at his/her own discretion, may advise the Board of Governors of such harassment complaints and of cases where criminal activity is suspected or investigated.

**8.5** The President and/or the President's Cabinet may assign the investigation of a complaint to an outside individual(s) if a conflict of interest exists with the Harassment Advisor regarding a complaint, or if deemed to be in the best interests of the university.

**8.6** The President's Cabinet will determine the appropriate remedial action of the investigated complaint and ensure the implementation of a course of action based on the findings of the report. The main focus is to ensure that all substantiated harassment cases cease.

**9.0 Rights and Responsibilities of the Complainant**

Under this policy and procedure the following options are available to an individual who feels that he or she has been harassed.

**9.1** The complainant has the right to be treated fairly with respect, dignity, and without fear of embarrassment, reprisal or breach of confidentiality. The complainant has the right to be protected and the right to be heard.

**9.2** The complainant has the right, if the circumstances permit and if the complainant feels comfortable in doing so, to advise the respondent(s) either in person, by letter or through the Harassment Advisor what behaviour is offensive to the complainant and to request that the behaviour cease. The respondent may not have been aware that his or her behaviour is offensive and the action on informing may prevent recurrence.

**9.3** The complainant has the right to be assured that a complaint will be held in confidence except as necessary for the purposes of conducting a full investigation of the complaint or taking disciplinary action in relation to the complaint. The complaint, whether written or verbal, will be shared with the respondent.

**9.4** The complainant has the right to submit a formal complaint which must be made in writing to the Harassment Advisor, which may include remedial action as suggested by the complainant.

**9.5** The complainant has the right to bring individuals of his/her choosing along with him/her for support when complaints are made to the Harassment Advisor and during all interviews related to the investigation.

**9.6** The complainant has the right to provide names of all witnesses to the incident(s) to the Harassment Advisor.

- 9.7 The complainant has the right to have a copy of the Harassment Policy and Procedure provided to him or her by the Harassment Advisor.
- 9.8 The complainant has the right to voluntarily suggest or offer a reasonable solution at any time during the course of the complaint.
- 9.9 The complainant has the right to be kept informed of the progress of the complaint investigation by the Harassment Advisor until the case has been resolved.
- 9.10 The complainant has the right to assurance that the complaint will not be kept in the personal file of the complainant.
- 9.11 The complainant has the right at any time to take his/her complaint to legal counsel, a law enforcement agency or to the Human Rights Commission instead of or in addition to the Harassment Advisor. Crandall University will not be responsible for any costs associated with such action undertaken by the complainant.
- 9.12 The complainant has the right to be the first person to be advised of the decision by the President's Cabinet in resolving a complaint. The respondent will be immediately advised after the complainant.
- 9.13 The complainant has the responsibility to make his or her complaint regarding offensive or unwanted behaviour known to his or her supervisor or Harassment Advisor in a reasonable time frame. Immediate reporting of such incidents will defuse many situations and facilitate rectifying unwanted behaviour.
- 9.14 The complainant has the responsibility to express and report the complaint honestly and maintain confidentiality during the investigation process.
- 9.15 The complainant has the responsibility to fully cooperate with the Harassment Advisor during the course of interviews and investigation.
- 9.16 The complainant is solely responsible for seeking further clarification or explanation concerning this policy and procedure, his/her rights, responsibilities and options from the Harassment Advisor or President.

## 10.0 **Confidentiality**

A complaint of harassment against another employee is a very serious allegation with far reaching repercussions. It is of extreme importance that confidentiality be exercised throughout the process in order to protect employee rights and to reduce the rumors and innuendos that may circulate throughout the workplace.

**10.1** All parties involved in a complaint which includes, but is not limited to, the complainant, respondent, witnesses and Harassment Advisor must exercise confidentiality regarding the complaint and demonstrate fairness, dignity and respect to all concerned.

**11.0 Rights and Responsibilities of the Respondent**

Under this policy and procedure, a person against whom a complaint has been made has the following rights and responsibilities:

**11.1** The respondent has the right to be immediately informed of the complaint, to have a copy of the complaint and to be given the opportunity to respond to the complaint.

**11.2** The respondent has the right to have a copy of the Harassment Policy and Procedure provided to him or her by the Harassment Advisor and to seek clarification and explanation of the policy.

**11.3** The respondent has the right to be accompanied by another person of his/her choosing for support during all proceedings related to the complaint.

**11.4** The respondent has the right to be treated fairly, honestly and with dignity and respect.

**11.5** The respondent has the right to decline to respond to the complaint, or to participate in the investigation. In such cases the respondent shall be informed that the investigation will continue.

**11.6** The respondent has the right to provide names of witnesses regarding the complaint to the Harassment Advisor.

**11.7** The respondent has the right to offer, at any time, a voluntary solution to the complaint, i.e. an apology.

**11.8** The respondent has the responsibility to keep his or her involvement and the complaint confidential.

**11.9** The respondent has the responsibility not to impede the investigation process or interfere with witnesses regarding the complaint.

**12.0 Options available for the Complainant to resolve the complaint:**

**12.1** The diverse nature of the work environment makes respectful and honest communication between co-workers critical to the functioning of an effective workplace. Whenever possible, employees should attempt to discuss offensive

behaviours with the other party when they occur with the aim of finding a mutually agreeable solution before the situation becomes unworkable.

**12.2** Employees are expected to discuss behaviour they find offensive with the other party only if it is reasonable in the circumstances to do so.

**12.3** In circumstances where discussions between individual employees are unsuccessful or not feasible, the complainant may discuss options with the Harassment Advisor, including whether or not a formal complaint should be considered.

### **13.0 Laying of Formal Complaint**

**13.1** A formal complaint shall be in writing and shall be signed by the complainant, and shall normally include suggested remedial action. It shall be submitted to the Harassment Advisor in a timely fashion.

**13.2** The Harassment Advisor will meet with the complainant and person(s) of support for the complainant. The Harassment Advisor will ensure that the complaint is understood and properly formulated. The Harassment Advisor will take notes of the meeting and advise the President of the proceedings.

**13.3** It is understood that each case will have its own set of facts and circumstances. Clarification of unclear facts may be necessary or the situation may require elaboration. The Harassment Advisor will be cognizant of these situations and guide the investigation accordingly.

**13.4** The Harassment Advisor or President may be able to suggest possible resolutions to the complainant within the jurisdiction of this policy and procedure.

**13.5** Confidentiality will be discussed by the Harassment Advisor, noting specifically that the complainant has an obligation to maintain confidentiality with respect to his or her complaint.

**13.6** The complainant will be advised that the complaint will be discussed with the respondent and that the respondent will receive a copy of the complaint. Also the complainant will be advised that if a full-scale investigation takes place, witnesses may be identified and interviewed.

### **14.0 Refusal to Process Complaint**

Potentially, there are situations and circumstances when a complaint will not be pursued by the Harassment Advisor or the University. Examples are as follows:

- i) The allegation may not be within the jurisdiction of this policy. For example a disgruntled employee who receives a poor work performance

assessment or does not meet work objectives or is subject to legitimate supervisory disciplinary actions.

- ii) A reasonable resolution of the problem is readily available.
- iii) Sufficient evidence or information to clearly identify the problem has not been provided.
- iv) An extensive or unreasonable delay in laying the complaint, such as more than a semester, has occurred.
- v) The complaint was made anonymously.

The Harassment Advisor may, at his or her own discretion, consult with the President as to whether or not a complaint should be pursued.

### **15.0 Criminal Complaint Allegations**

**15.1** Complaints that involve violence or sexual assault will be immediately referred to the President. In such cases the appropriate police agency will be called to investigate.

**15.2** In all cases where physical or psychological trauma has been experienced by the complainant, appropriate care and counseling will be recommended by the university. It is imperative that the physical and mental care of the complainant be immediately addressed.

### **16.0 Third Party and Anonymous Allegations**

**16.1** Complaints may be investigated which have been initiated by an employee who is not being directly harassed but where there is a direct and personal impact in the workplace as a result of harassment involving others.

**16.2** Only complaints in which the complainant's identity is disclosed can logically be investigated.

### **17.0 Mediation**

It is the University's philosophy and desire to encourage a process of mediation as the first option to be considered by complainants and respondents when addressing a complaint. This encouragement is rooted in the general belief that a process of mediation allows a complaint to be addressed in a quicker timeframe to the greater benefit of all involved.

**17.1** A mediated solution to the dispute may be attempted where it has been determined to be feasible and where both parties concur during the complaint or investigation process.

**17.2** The university will appoint a skilled mediator who is mutually acceptable to both the complainant and respondent.

17.3 Both parties will have the opportunity to have a person accompany them for support in the mediation process.

17.4 Mediation may be attempted at any point in the process in dealing with a complaint where it is considered to have a reasonable chance of solving the complaint.

**18.0 Decision of Formal Complaint**

18.1 The President's Cabinet will render a decision on an investigated complaint as to whether or not it has been substantiated.

18.2 Corrective action will be taken by the President's Cabinet to rectify a situation wherein a complaint of harassment has been substantiated.

**19.0 Redress Process**

19.1 The complainant and respondent have the right to pursue their individual situation and circumstance with an appropriate police agency, within a court of law, or with a Canadian Human Rights Commission. Crandall University will not assume any costs associated with such action by the complainant or respondent. It is the desire and objective of Crandall University to resolve complaint issues, except of a violent or sexual assault nature, within the university work environment as much as possible.

19.2 It is the desire and objective of Crandall University to have a harassment free work place where the respect, rights and dignity of every member of faculty and staff, every student, volunteer, contract employee and board member of Crandall University are evidenced and enjoyed.

**20.0 Appointed Harassment Advisor**

The current Harassment Advisor as appointed by the President is Ms. Kimberley Cook, ALPS Program Administrator (Office 270 – Phone 858-8970 Ext. 143)

## **Appendix B**

### **Residence Damage Deposit and Fine Assessment**

#### **Furniture Damage:**

Deep or significant scratches	\$75
Broken or lost desk handles	\$25
Cracked or broken mirror	\$50
Mattress, cut or ripped	\$200
Mattress, dirty	\$100
Chair, cut or rip in upholstery	\$60
Chair, broken legs or support rungs	\$50
Furniture, (inc. drawers), dirty	\$20
Furniture (moved from original location)	\$25 per item
Mattress Pad	\$60

#### **Room Condition**

##### **Walls**

Marks (scotch tape, colored sticky tack, paint chips, etc.)	\$10 each
Dents, holes (nail, door handle, etc.)	\$25 each
Dirty	\$40

##### **Floors**

Significant scratches	\$30
Dirty	\$25

##### **Door**

Marks	\$25
Missing hardware	\$40

##### **Window**

Broken	\$100
Dirty	\$15
Removed/Missing/Broken Screen	\$75

##### **Blinds**

Missing	\$100
Pull chain broken	\$25

##### **Valance**

Missing	\$50
Torn, Dirty	\$50

##### **Ceiling**

Holes, affixed items	\$25 each
Marks	\$10 each

#### **Pod Condition**

##### **Walls**

Marks, holes or deep scratches	\$10 per pod member
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##### **Floors**

Floor dirty or badly marked/scratched	\$10 per pod member
Doors	
Marks	\$10 per pod member
Missing Hardware	\$10 per pod member
Pod Shower Room	
Shower/sink/mirror dirty	\$10 per pod member
Mirror cracked/broken	\$10 per pod member
Pod Toilet Room	
Toilet/Sink/Mirror dirty	\$10 per pod member
Pod Hot Water Room*	
Not cleaned	\$10 per pod member
Not emptied of all belongings or garbage	\$10 per pod member
*Use of room for storage is strictly prohibited. Those found using it will also be subject to a minimum \$50 fine per occurrence.	

### Fines

Breaking curfew (or visitors after curfew)	\$25 per occurrence
Candles or incense	\$20 per occurrence
Christmas Lights used in residence	\$25 per occurrence
Failure to remove all belongings and garbage when vacating a room	\$25
Failure to sign in/out (including guests)	\$10 per occurrence
Failure to sign Check-out form	\$25
Hot plate in residence	\$50
Noise infractions	\$10 per occurrence
Open dorm infractions	\$25
Personal items/decoration hanging from the ceiling	\$20
Pets, other than fish	\$50 per occurrence
Propping doors (main, wing or pod)	\$50 per occurrence
Removing a screen	\$50
Removing furniture from a designated room	\$25 per piece
Replacement of keys (inc. mailbox)	\$10 per key
Smoking outside of the designated Smoking area	\$20 per occurrence
Toaster or toaster oven in room	\$50 per appliance

### **Residence Fine Procedure:**

- Students in violation with stated residence policies will be verbally notified by an RA or the Student Life Director that a fine will be issued.
- An RA will complete a fine form to have it dated and signed by the Student Life Director.
- Fines will be placed in students' mailboxes.
- Students have 48 hours from the date on the fine form to appeal the fine by submitting a letter of appeal to the Student Life Director.
- Students have 7 days from the date on the fine form to pay the Financial Office, otherwise the fine amount will be credited to the students' account.

**Appendix C**

**RESIDENCE AGREEMENT**

As a resident at Crandall University, I understand that I am expected to:

- **Take an active role in the safety of residents**
- Take responsibility for the care of the facilities
- Strive to be a positive influence in the resident community
- Uphold the policies and guidelines stated in the Crandall University Student Policy Handbook and Residence Life Guide
- Attend all mandatory Residence meetings

As a resident at Crandall University, I understand that I am encouraged to:

- Attend and participate in dorm activities
- Host guests during Crandall Live

As a resident at Crandall University, I understand, for the safety and security of those in residence, security cameras are located in each of the wing hallways as well as the main entrance and stairwells. Students will be notified regarding the location of additional cameras as they are added in accordance with upgraded security needs.

I, \_\_\_\_\_, have read and agree to abide by the guidelines and policies stated in the Crandall University Residence Life Handbook.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

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