

Continuing to Educate *the Working Professional*



Crandall
University

Professional Studies

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Degree Completion Program
BACHELOR OF ARTS IN ORGANIZATIONAL MANAGEMENT
Student Handbook

2017-19



EDUCATION AT THE SPEED OF LIFE.

Professional Studies Division

Preface

This Handbook is for Degree Completion Program students in the Professional Studies Division at Crandall University (Crandall). This Handbook serves to introduce the program, provide information about curriculum, professors, policies and procedures, student life, and money matters relating to the program. To obtain further information, please contact the Director or the Program Administrator of the Degree Completion Program and/or consult the Crandall calendar.

Copies of the Handbook are provided to each student, who is then responsible for knowing the information and observing the policies contained therein. This Handbook, as are Crandall policies, is subject to change in updated versions.

Office Location and Information

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Office Hours

Office hours are Monday through Friday, from 8:30 a.m. to 4:30 p.m. When the office is closed – during or outside of these hours – e-mails and voice mails are still accessible; therefore, please leave messages.

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Welcome to Crandall University

We welcome you to Crandall's Degree Completion Program where your goal of completing your *Bachelor of Arts Degree in Organizational Management* can be accomplished.

Mission and Purpose of the University

At Crandall, our mission is the provision of:

Quality university education firmly rooted in the Christian faith.

This mission is accomplished through:

1. The teaching of the liberal arts, sciences and professional studies.
2. A student-centered approach that focuses on learning rather than just the delivery of information.
3. A commitment to the growth of the whole person: spiritual, intellectual, personal/social and in physical well-being.
4. The teamwork of outstanding and dedicated staff, faculty, administrators and Board members.
5. The development of a unified and caring community where its participants are sensitive to the needs of each other, encourage one another in character formation, leadership skills and the integration of faith and learning, and are prepared for positions of influence and leadership in the service of God's Kingdom.
6. An openness to persons of any race, colour and creed who chose to study at, and become part of, the community of Crandall.

Accreditation

In 1983, the New Brunswick Legislature passed a charter granting Crandall the right to offer baccalaureate degrees. In addition to its own individual standards, Crandall has strong relations with sibling institutions and professional associations within Canada and the United States, thus a broad field of acceptance within the academic community.

In Canada, there is no formal organization that accredits universities and colleges; however, the concept of accreditation is practiced, based on the acceptance of post-secondary studies by Canadian Universities and Colleges. Work completed meets criteria of faculty competence, standards of instruction, and the standards of student achievement, practiced by the major universities in Canada. Based on these standards, Crandall graduates consistently achieve a high level.

Crandall is an affiliate member of the Council of Christian Colleges and Universities, an association of over 100 Christ-centered colleges and universities of the liberal arts and sciences, with member schools in Canada and the United States. The Council is committed to cultivating communities of educational excellence in which the Lordship of Jesus Christ is central.

Member colleges are committed to maintaining the highest academic standards in an environment that fosters spiritual growth. Over thirty denominations are represented in the Council, a fact that we celebrate. Working together, Council member colleges and universities accomplish things they could not do alone.

Degree Completion Program

What is Degree Completion Program?

The Degree Completion Program is a non-traditional program serving working professionals who have already completed some post-secondary education, and who now would like to complete their Bachelor's Degree. Degree Completion Program students typically are employed full-time during the day; thus the program is offered in the evening. Students meet one night per week over a 24-month period in the program, complete their course requirements on their own schedule, and earn 60 credit hours. Classes are facilitated in a manner that is conducive to learning for adults. An atmosphere of shared family, career, and age interests develop among the students.

Students complete an Applied Research Project (ARP) that involves the identification of a research problem either at the student's place of employment or at a community organization where the student has personal participation. This research problem becomes the study topic and will be thoroughly researched and a specific plan of action will be developed, implemented, and evaluated. A Written Report, consisting of a minimum of 40 pages, and an Oral Presentation will be the major reporting components of the ARP.

While in the Degree Completion Program, students are expected to spend 16-18 hours in preparation for each weekly class meeting. Students who succeed are self-directed and goal-oriented individuals.

This accelerated Degree Completion Program enables students to develop:

- interpersonal skills
- written and oral communication skills
- problem-solving and decision-making skills
- understanding of research techniques and applications
- self-reliance and leadership skills

Academic Schedule

The Degree Completion Program operates on a year-round basis with approximately two groups (called "cohorts") of 15 students beginning each year in September and January. Each cohort takes two years to complete the program, and is provided with four, two week breaks over this time. Each cohort is given a firm schedule at the outset that indicates on which dates the cohort will meet over the whole period of enrolment.

Admissions

Admission Criteria

Pre-requisites for admission include the completion of 30 to 60 credit hours from one or more recognized post-secondary institutions. However, students transferring in less than 30 credit hours are *conditionally admitted* until successful completion of their first three courses. When less than 60 credit hours are transferred into Crandall, the additional credits will – at some time prior to graduation – still need to be made up to the total of 120 credit hours necessary for a Bachelor of Arts Degree in Organizational Management.

There are particular content requirements that an Arts Degree program presumes are complete prior to admission. If these are not transferred from previous post-secondary education, they can be taken during or after participation in the Degree Completion Program, but prior to graduation. These courses are outlined later in the section entitled “Degree Requirements”.

In addition to the transfer of previous credit hours, applicants should be:

- be aged 21 or older
- be employed full-time

Application Procedure

An applicant who has become familiar with the program and has decided to apply should take the following steps:

1. Complete and submit the Degree Completion Program Application for Admission form including the non-refundable \$35 application fee.
2. Contact your previous post-secondary educational institutions (i.e. college and or university) to request your official transcript(s) be forwarded directly to the attention of the Director or Program Administrator of the Degree Completion Program.
3. Provide a detailed resume of previous, and current, post-secondary education and employment experience.
4. Schedule a meeting with the Director or Program Administrator to outline a tentative degree plan.
 - a. After official transcripts have been received, the Registrar’s Office will determine the number of credit hours that are transferable, and what others need to be earned in order to complete the degree. This will be documented on an Audit Report.
 - b. The Director or Program Administrator will then respond in writing to the applicant with the Audit Report attached. If the applicant is successful, an offer of acceptance letter will also be attached.
5. Pay the \$250 non-refundable registration deposit to reserve a seat in the cohort for which the application was made, usually the next cohort according to the set schedule. Seats are secured on a first come first serve basis.

Money Matters

Tuition and Fees

The \$35 application fee is paid at the time of application. Aimed at simplifying processes for students, a “tuition” payment includes tuition and student fees plus costs related to courses i.e. textbooks, materials. Tuition is payable *at the beginning of each semester* (according to each cohort’s course schedule). Students have the option of making their tuition payments in 4 instalments. Note tuition is subject to change at July 1st each year.

Application Fee	\$35.00 – non-refundable, with application
Registration (non-refundable deposit)	\$250.00 – at the time of registration. This non-refundable registration deposit secures a seat in a particular cohort. Registrations are accepted until a cohort size of 18 has been reached. The non-refundable registration deposit is applied to/deducted from the first semester tuition due by the first course.
Tuition (This lump-sum includes course tuition, books, materials, student fees)	Tuition is \$5370.00 for each of the four semesters. The tuition is charged at the beginning of each semester. Students have the option of paying in 4 monthly instalments – the first is due by the first class in the semester while the remaining three instalments are due on the last day of the following three months. This process is repeated for each semester.
Mailbox Key Deposit (refundable deposit)	\$50.00 – at time of Orientation, to be returned when key is returned (normally when the students complete the 2-year program).
Graduation Fee	\$50.00 – at beginning of the fourth semester
Change of Cohort or Program Withdrawal Fee	\$150.00 – note, this fee is charged in the event of change or withdrawal for any reason.

Tuition Payment Schedule

The First Semester tuition is due by the first class session. If paying by 4 instalments, the first payment is due at the start of the first course in the semester and the remaining three payments will be made the last day of the following three months. This is repeated for each semester. .

In the case where the employer will cover full, or partial, tuition costs, the expectation is that students pay their tuition on or before the first day of classes (according to the schedule). In this case, the student is responsible for processing the funds that will be available from the employer. In situations where the employer will pay directly, a signed letter of intent will be required, verifying the level of employer tuition assistance available.

Credit cards, cash, debit card, cheques, money order, online banking, or student loans are all accepted methods of payment for tuition and fees.

Student Account Statements will be posted to the Student Portals and may also be printed on a monthly basis while invoices will be issued at the beginning of each semester.

Financial Aid

Students are advised to consider the option of a Student Line of Credit with their bank or credit union; a letter confirming enrolment by the Registrar's Office may be required. Students may also consult the Canada and New Brunswick Student Aid Programs if they wish to be considered for loan and grant assistance. Applications for scholarship and bursary assistance for all full-time students are available through the Crandall Money Matters website; deadline is March 1st each year.

Refunds

Students register on a semester basis. When a student withdraws during a semester for any reason, the portion of the tuition considered earned by the University shall include that *of the current semester* (as textbooks and materials are pre-purchased for the students at the outset). If a student withdraws from final course at the end of a semester, they will be responsible for the costs *of the first course of the following semester only* (calculated on a pro-rated basis). The date of withdrawal shall be the date on which the student completes and turns in the appropriate *Application for Withdrawal* form (see Program Administrator). Please note that there is \$150.00 program withdrawal fee, for any reason, which only contributes minimally to the financial cost already incurred with the pre-purchase of textbooks.

If a student fails a course, s/he shall be assessed the tuition again for repeating the course with a subsequent cohort.

Students changing cohorts will be charged the \$150 Change of Cohort fee, but regarding tuition; will only need to pay for those courses not yet paid for.

Degree Requirements

Organizational Management

To earn the Bachelor of Arts degree in Organizational Management, each student must achieve the following:

- Complete the coursework, including the Applied Research Project course, in the *Organizational Management* major.
- Pay all fees and tuition charges.
- Accumulate 120 credit hours that are officially accepted by Crandall.
- Have a cumulative grade point average of 2.0 (4.33 scale) or above in the 60 credits comprising the Degree Completion Program.
- Meet all content area requirements, which may consist of completion of an English Writing Proficiency Test, and will consist of the following courses, or equivalent, approved by the Director:

Content Area	Credit Hours Required*
English Literature or History	3
Natural Science or Math	3
Intercultural Management	6
Religious Studies	3
Accounting	3
Total	18 credit hours

*To receive assure credit, pre course approval of Registrar's Office is advised

Courses in the Organizational Management curriculum are:

- Adult Development & Life Assessment (3) **
- Social Problems & Their Impact on the Workplace (3)
- Organizational Communication (3)
- Group & Organizational Dynamics (3)
- Western Ideas in Literature (3)
- Applied Research Project (4)
- A Systems Approach to Organizational Change (3)
- Research Methods for Management (4)
- Business Law (4)
- Biblical Themes (3)
- Issues in Management (3)
- Managerial Accounting (3)
- Managerial Marketing (3)
- Managerial Finance (3)
- Human Resource Management (3)
- Basic Christian Thought (3)
- Worldview Perspectives (3)
- Strategic Planning (3)
- Personal Values & Ethics (3)

**credit hours in brackets

Academic Policies

Academic Credits

EVALUATION OF TRANSFER CREDITS

Students who have completed courses in other post-secondary institutions may receive up to 60 credit hours in transfers. The amount of credit, the courses to be accepted, and the method of evaluation will be determined on an individual basis by the nature of the courses and the type of institution. An applicant who has attended any college or university after graduation from high school must submit an official transcript from each institution. The Registrar's Office will do all official evaluations and will prepare an Audit Sheet for students which show all credit hours earned /required for degree completion.

Course Attendance

Due to the concentrated scheduling, accelerated delivery, and the emphasis upon participatory learning, **students need to be in attendance every week.** An absence due to illness or other emergency situations must be made up through extra work required by the professor of the course. If more than one class session is missed in a course, the student must repeat the course unless special arrangements are made with the professor. Any possible exceptions will be reviewed at the discretion of the professor and Director. General guidelines for make-up work are:

- In general, students should endeavour to have all assignments completed and turned in by their respective due dates, regardless of absences.
- There may be make-up assignments for absences (determined by the professor).
- For make-up in any course, students will discuss the missed class with the professor. It is expected that make-up arrangements will be equivalent to four hours of class time.
- Any requests for extensions to due dates as a result of absences (or other reasons) must be pre-arranged with the course professor; extensions may not be granted beyond two weeks without the prior approval of the Director.
- For further information regarding potential penalties applied to late or incomplete assignments, please refer to the section "Incomplete or Failed Grades".

If long term medical, family or employment concerns develop, the student needs to immediately contact the Director or Program Administrator to arrange alternate plans. The Director or Program Administrator will assist the student in addressing matters related to the Degree Completion Program both academically and financially.

Academic Load

The Degree Completion Program operates within a four-semester format with all students following the same sequence of courses (including the individually-designed Applied Research Project). The first semester of any Degree Completion Program will start at least twice a year –

last week of September and last week of January. The second, third and fourth semesters will follow then first semester immediately thereafter. The student load of four to five courses per semester qualifies the individual for full-time status. The Degree Completion Program runs 12 months a year with two-week breaks in the summer and over Christmas/ New Year’s each year.

It is advised that students openly discuss this program and its demands both with their family and employer, as this is a two-year commitment with significant pressure on time and energy. The academic workload contained in such an accelerated Degree Completion Program ensures the academic integrity and rigor similar to that of the traditional degree programs. Most students, however, will also be employed on a full-time basis and are often balancing educational and employment demands with those of family, community/church as well. One of the major advantages in this format is that the design allows students to bring prior learning, experience and maturity into the program, and gives the students the flexibility of working on their courses at night – in accordance with what suits the student’s schedule best – attending classes with each other only one evening per week.

Orientation night

The Degree Completion Program orientation is normally held about a week before the first class. Orientation activities include: curriculum materials for the first course, as well as assignments for the first week of class, are provided at this time; students in the cohort become acquainted with one another; the first tuition payment must be paid by this night (see section entitled “Money Matters”); and typically, student/library photo I.D. cards are prepared this evening, as well.

Grades

Letter grades are given for all coursework in the Degree Completion Program and can be accessed on the student portal. Grade points and percentage equivalents are stated below.

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%)			

Grading policies for courses are stated within the individual course guides; professors reserve the rights to adjust the course evaluations and communicate these adjustments with the students. When questions about marks given on course assignments occur, the student should deal with the professor directly. If this action does not result in a satisfactory conclusion, the student may choose to discuss the matter with the Assistant Registrar and/or Director and make a formal written appeal to the Academic Standards and Appeals Committee (again, forwarded via either the Registrar or Director).

Incomplete or failed grades

Assignments for all courses must be completed by the due dates specified in each course. Any requests for extensions on due dates must be justified and approved by the professor in question. *Professors may not approve extensions beyond two weeks*, unless prior approval of the Director is obtained for extenuating circumstances, as this interferes with the subsequent course and the overall design of the program. *Penalties may be applied for tardiness.*

Incomplete work, for all courses, must be completed or an “I” (Incomplete) grade is assigned. Final assignments are normally due one week following the end date of the given course; if specific permission has been obtained from the professor and Director for an extension, the absolute maximum extension period of 90 days beyond the original due date shall apply; otherwise, the student’s ability to continue in the program may be jeopardized. An “I” grade not cleared in 90 days is changed to an “F” grade for a given course.

Academic Probation

Any student who has received at least two grades of D+ or lower in a semester will be considered on Academic Probation.

Academic Dismissal

Any student who has received at least two grades of D+ or lower in any two semesters will be subject to Academic Dismissal.

Transcripts

Once students have received grade reports for all courses in a given semester, an unofficial transcript (including those grades and all previous Crandall courses and grades) is provided. All requests for official transcripts to be sent to other institutions should be addressed to the Registrar’s Office. Please allow two working days plus the additional time required for normal postal service. A fee of \$10, per request, is charged for an official transcript.

Class Representatives

Early in the program, a class representative may be selected in each cohort. This person carries out liaison responsibilities between the class and the Program Administrator and or the Director. This may include general representation, administrating the *student rating of teacher effectiveness* evaluation process at the end of each course, and representing the class in policy reviews conducted by the Director’s office.

Withdrawal from a Course

To withdraw from a course, the student must notify the Director and Program Administrator 14 days before the start of the course in question to complete and submit the *Application for Withdrawal from a Course*. The student is allowed no more than one withdrawal per year, with a maximum of two withdrawals for the duration of the program.

Given the unique timeframe of the Applied Research Project course, no withdrawals will be permitted for this course after the student has been enrolled for one half of this course.

When a student chooses to withdraw from a course, the books and materials have already been purchased for the course in question. The student has thirty days from the start date of the course in question to pick up books and/or materials. When the course is picked up at a later date, it is the responsibility of the student to assume any necessary costs resulting from the earlier decision to withdraw.

Course Pick-up

To pick up a course, the student must notify the Program Administrator and complete the *Application to pick up a Course*. This application must be submitted no later than one month prior to the start date of the course in question. In some cases the books and/or materials of the course in question may have changed. It is the responsibility of the student to make the appropriate arrangements with the Program Administrator.

Change of Cohort/Fee

To change cohorts, the student must notify the Director and complete the *Application for Program Withdrawal or Change of Cohort*. This application, along with a withdrawal fee of \$150.00, must be received no later than the last day of the third semester in the program.

Program Withdrawal/Fee

To withdraw from the program, the student must notify the Director and Program Administrator and complete the *Application for Program Withdrawal or Change of Cohort*. This application, along with a withdrawal fee of \$150.00 must be received at this time. Students will receive credit for courses completed, and will receive transcripts only when the student's financial status is in good standing. When the Program Administrator is asked to verify full-time enrolment for any student, the last date in class will be identified as the last day of attendance.

It is noted that the Degree Completion Program is to serve as the *completion* of a degree and not the *beginning*. Also, in accordance with the cohort design and delivery, students enrolled in the Degree Completion Program are expected to complete the program. Withdrawal should be a last resort after considering all alternate plans of action in discussion with the Director.

Re-Admission to the Degree Completion Program/Fee

Students who have dropped out of their cohort, but wish to return to a new cohort must:

1. Notify the Director and Program Administrator of their desire to return.
2. Provide evidence that:
 - a new registration form with courses for the remainder of the program has been submitted
 - the required “Change of Cohort” fee of \$150 has been paid
3. The student can return to class when the application has been approved and signed by the Director.

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. In short, any information obtained from a source requires documentation unless it is common knowledge. Handing in a paper, project, report, or any other assignment that is written by someone other than the student is also plagiarism.

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

Professors have some discretion in determining the seriousness of the offence and in responding appropriately to the student.

- When a student in his or her first year at Crandall commits plagiarism, the professor may allow the student to rewrite the assignment with a reduction of the grade.
- In cases of plagiarism by a student in his or her second or subsequent years at Crandall, the professor must give the assignment an “F”, submit the student’s name and provide

evidence of the offence to the Academic Standards and Appeals Committee, and may recommend that an “F” be assigned for the entire course.

- The Academic Standards and Appeals Committee will review the circumstances surrounding the offence and may interview the student if further clarification is needed. The Academic Standards and Appeals Committee will make a decision regarding the penalty to be imposed, and will notify both the student and the professor of the outcome in writing.
- The penalty for a second offence of plagiarism (which occurs after a student has been penalized for a first offence by the Academic Standards and Appeals Committee) 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 Standards and Appeals Committee, which will implement the penalty retroactively.

Academic dishonesty involving the collaboration of two or more students may result in penalties for all involved. The student accused of academic dishonesty is 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 Standards and Appeals Committee. All appeals must be made within two weeks of being notified in writing of the offence.

Graduation Requirements and Participation in Convocation

Graduating students will be welcomed to participate in the convocation ceremony on campus that most directly follows the students’ completion of degree requirements. If unable to attend the ceremonies, students will graduate “in absentia.” In this circumstance, parchments will be mailed to the students. Students who expect to complete all their degree requirements must submit an “application to graduate” form to the Registrar’s Office. Failure to submit this form may result in a student being ineligible for their scheduled convocation. “Application to graduate” forms are available from the Registrar’s Office.

For further information on graduation requirements, please refer to the “Degree Requirements” section of this handbook and the Crandall academic calendar.

Academic Honours

DISTINGUISHED STATUS

Students having completed at least 75 credit hours from Crandall and achieving a minimal cumulative GPA of 3.50 upon completion of their Degree Completion Program will receive a ‘with distinction’ designation on their degree. Those students completing fewer than 75 credit hours from Crandall and achieving a minimal cumulative GPA of 3.67 upon completion of their Degree Completion Program will also receive a ‘with distinction’ designation on their degree.

HONOURS SOCIETY AWARDS

A student is selected from each Degree Completion Program cohort to receive the Honours Society Award. Selection criteria for awards are: scholarship, leadership, teamwork, a positive attitude, and service. Candidates are chosen by votes from faculty, the Director, the Program Administrator, and students from the cohort group. Input from the VP-Academic Affairs may also be included in this selection process. The award is presented at the Convocation ceremony.

DEAN'S HONOURS LIST

Any student in the Degree Completion Program (i.e. registered in the Bachelor of Arts Degree in Organizational Management) taking four or more courses per semester, will be considered for the Dean's List (First Class Honours) if s/he achieves an overall GPA of 3.7 or more.

General Information

Library

The Library Staff, in cooperation with the professors in the Degree Completion Program, will provide instruction on basic information gathering, including learning the basics of database searching and critical thinking skills. These life-long learning skills are essential preparation to effectively function in this "information society." The Degree Completion Program students are encouraged to use the services and resources of the Library. Hours are posted.

Computer Services

Upon enrolment students will have access to the university's computer labs, computer services, and receive a Crandall e-mail address.

Textbooks

Textbooks will be made available one week prior to the start date of each course. It is the responsibility of the student to make sure all textbooks and course materials are picked up.

CRANDALL Information Line

For information about class cancellations and delays due to snowstorms etc., please call 506-863-6440

*Note: This Handbook addresses the primary guidelines and procedures pertaining to the Degree Completion Program (Professional Studies Division). **For further information on Crandall academic policies and guidelines, please consult the University Academic Calendar.** This handbook is subject to change in accordance with overall Crandall University Policy.*