



# Graduate Student Handbook

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## Graduate School Office Staff Directory (Academic year 2019-2020)

Yuko Aoyama, Dean of Research and Graduate Studies  
Graduate School Administrator - TBD

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## Welcome

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This handbook contains information on graduate student enrollment, student status and employment as well as resources related to student life. It describes important rules and regulations for graduate study. Links are provided throughout to insure the information is kept up-to-date. It covers information related directly to graduate students that is not covered in the general Student Handbook [available here](#).

**\*Students in the following programs must obtain the signature of the Dean of Research and Graduate Studies on forms referenced in the guide.**

All PhD programs

English Masters Program

Education – Master of Arts in Teaching

Masters students in Biology, Chemistry, Geography, History, Physics, Psychology

**\*\*Students in IDCE, GSOM and SPS must obtain the signature of the Director or Dean in their department for forms referenced in this guide.**

## Enrollment

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### *Registration*

All students register online using their Clark accounts in November for the following spring semester, and in April for the following fall semester (new students register for the fall semester several days before classes). Specific dates and times are announced and instructions provided by the Registrar via email a few weeks before the registration period begins. Billing takes place in early July for the fall semester and in late November for the spring semester.

Students may also continue to register online for classes during the add/drop period at the beginning of each semester. Full-time resident graduate students may register during the add/drop period to audit one graduate or undergraduate course each fall and/or spring semester (with instructor's permission) at no additional charge. If registration is not completed by the end of the add/drop period, a \$100.00 late registration fee is charged to the student's account. (See Adding/Withdrawing from Courses below).

Students who do not register for classes or as nonresidents (except for students granted a leave of absence) by the end of each semester's add/drop period may be withdrawn from the University and must reapply to the Dean of Research and Graduate Students for reinstatement. (Students in IDCE, GSOM or SPS reapply through their respective departments)

### *Directed Study*

In addition to regularly scheduled courses, resident graduate students may register for directed study courses. Students should consult with their faculty advisor in deciding the number of units (1.00 to 3.00) to be assigned to a directed study course, generally based on the amount of time spent on the activity. Students engaging in directed study courses should complete a specified scope of work, preferably detailed in writing along with any other expected outcomes, and should meet regularly with their faculty supervisors. Directed study courses are graded the same as regularly scheduled courses.

### *Adding/Withdrawing from Courses*

Students who wish to add or withdraw from a course after the add/drop period at the beginning of the semester has ended must fill out a [Course Selection and Add/Drop Form](#), obtain the signature of the instructor (if adding a course) bring it to the Graduate School Office. (Students in IDCE, GSOM or SPS must go to their department) and then submit the signed form to the Registrar's Office. Students who add a course after the add/drop period has ended pay a \$100 late fee.

### *Courses for Graduate Credit*

Students must register for graduate-level courses to receive graduate credit and to count toward graduate degree requirements. Graduate School courses are 300-level; GSOM and other graduate units have different numbers to denote graduate-level courses.

### *Auditing Courses*

Full-time resident graduate students (that is, registered for at least 3 units of credit) may audit one undergraduate- or graduate-level course each fall and/or spring semester. At the beginning of the semester, use a [Course Selection and Add/Drop Form](#) to list the CRN, the department, and the course number. Write “audit” in the Section column and obtain the faculty member’s signature in the Permission column. Bring the signed form to the Registrar’s Office before the end of the add/drop period. There is no fee assessed for course auditing prior to the end of the add/drop period.

### *The Grading System*

All courses appear on a student’s transcript with grades assigned either by the course instructor or by the Registrar’s Office.

### *Graduate Grading*

Valid letter grades are A+, A, A-, B+, B, B-, C+, C, C-, F. The faculty has determined that the grade of “A” indicates work of distinction (exceptional quality), and the grade of “B” indicates good work, but not of distinction. The grades of A and B (with “+” and “-“) are acceptable for graduate credit; anything lower than a B- is not acceptable. While grades of C+, C, and C- are recorded as is, they are not accepted for academic credit toward a graduate degree. P/F (Pass/Fail; P=B- or better): May be used in lieu of letter grades at the instructor’s discretion. This option should be uniform for all graduate students in that course. IN (incomplete): Instructors may assign incomplete grades to graduate students at their discretion. Incompletes that remain unchanged will be converted to F grades by the Registrar’s Office. IP (In progress): Instructors may enter In Progress (IP) grades only for master’s thesis or dissertation courses. W (Withdraw): The grade of W is recorded by the Registrar’s Office upon receipt of a [Course Withdrawal Form](#) from the student or approval from the Dean of the Research and Graduate Studies (or Dean/Director of IDCE, GSOM or SPS). WR (Withdraw with Reason): The grade of WR is recorded by the Registrar’s Office upon approval from the Dean/Director above. End-of-course grades may only be changed with the permission of the Dean of Research and Graduate Studies (or Dean/Director of IDCE, GSOM or SPS) when a professor has made a computational error or has reevaluated work submitted before the grading period ends. Unless an incomplete has been previously authorized, grades may not be changed on the basis of work submitted after the grade period or rewritten papers turned in after the grades are due.

### *Appealing a Grade*

A student who wishes to appeal a grade must first discuss the grade in question with the professor. If the student feels that the issue is not resolved at this level, the second step in the appeals process requires a review by the department chair or director of the academic programs. A final appeal may be brought to the Dean of Research and Graduate Studies after a review by the department chair or director of the graduate programs. The decision of the dean will be the final action taken. (In IDCE, GSOM or SPS the decision of the Dean/Director of the department is the final action.)

### *Academic Good Standing*

Academic Good Standing is subject to regulations regarding minimum levels of achievement set by the Graduate Board. Departments determine their own regulations for good standing. Failure of two graduate courses will, in all cases, result in required withdrawal from the graduate program. Students who do not maintain good academic standing are required to withdraw from the graduate program. Departments determine their own minimum standards for number of courses passed, grade point averages, timely passing of preliminary or qualifying examinations, written theses or dissertations, and oral defenses. It is the department's responsibility to act as judge of standards of performance. Departments shall develop regulations for the number of times a student may attempt the various qualifying examinations, but this shall not normally exceed two attempts. Failure to achieve satisfactory progress will result in required withdrawal from the program. Appeals against the department's decision should be addressed to the Dean of Research and Graduate Studies, clearly stating the grounds for appeal. The Dean may choose to convene a subcommittee of the Graduate Board to consider the appeal. Minimum standards for retention of graduate appointments (i.e. Scholar, Teaching Assistant and Research Assistant) are set by the individual departments with the approval of the Dean of Research and Graduate Studies. (In IDCE, GSOM or SPS the decision of the Dean/Director of the department is the final action)

### *The Family Educational Rights and Privacy Act*

Students at Clark are protected by the Family Educational Rights and Privacy Act of 1974 (FERPA). A description of the Act and Clark's FERPA policy can be viewed [online](#).

### *Leaves of Absence*

Leaves of absence may be granted by the Dean of Research and Graduate Studies (or the Dean/Director of GSOM, IDCE or SPS) for a designated period. A student may apply for a voluntary leave of absence for a period up to 180 days (typically one semester at a time) during periods of enrollment, most often Fall and Spring. Summer is not considered part of the leave of absence period if it is not required for the student's specific program. At the end of the requested leave of absence, the student may re-enroll; file a request for an extension of their leave of absence; or withdrawal from the university. One extension

Period beyond the initial leave of absence is permitted, after which time the student will be withdrawn from the university. Likewise, if a student fails to re-enroll or file for an extension, the student will also be withdrawn from the university.

A student may apply for a medical leave, based on the leave of absence policy and medical documentation that supports the medical necessity for the student to be away. Medical documentation will also be required when the student returns to Clark to support the student's readiness to return to Clark.

Whether a leave is voluntary or medical, the student is considered a degree seeking student who has temporarily separated from the University and is expected to return at the end of the leave period to resume their studies. While on the leave, the student is not considered an enrolled student because no registration exists; benefits available to enrolled students are not available to students who are on a leave.

Note: International graduate students seeking a leave of absence must contact the International Student and Scholars Office, 142 Woodland Street, second floor (508-793-7362) in addition to their department chair/director/dean of academic programs before contacting the Dean of Research and Graduate Studies.

#### *Graduate Student Parental Reassignment of Duty policy*

The Policy has four components and applies to all full-time, matriculated graduate students on Research or Teaching Assistantship Stipend anticipating a birth or adoption as described below.

The Clark graduate student Parental Reassignment of Duty Policy is designed to assist a full-time graduate student on a paid Teaching/Research Assistantship at Clark, immediately following the birth or adoption of a child for whom the student is the primary caregiver. (Primary caregiver is defined as the sole caretaker of his/her newborn or newly adopted child at least 30 hours per week, from Monday through Friday between the hours of 9:00 am and 5:00 pm). This policy is designed to make it possible to maintain the student's full-time, registered student status, and to facilitate return to full participation in class work and, where applicable, research and teaching in a seamless manner. Medical complications are not covered by this policy. Such situations are more appropriately covered with the University's formal Leave Policy for graduate students.

A full-time stipend-supported graduate student is eligible for six weeks reassignment of duties from his/her graduate program. TA/RA responsibilities for the six weeks will be reassigned. Course work will be deferred as negotiated with individual faculty—specific tasks and due dates must be defined and jointly agreed to by the relevant faculty and student, with consultation as needed with the Department Chair and/or Dean of Research and Graduate Studies. In the event that both parents are full-time Clark graduate students, only one may take parental leave (or they may split a total of six weeks leave, upon consultation with their supervisors and Department Chairs, with notification to the Dean of Research and Graduate Studies).



During this period of leave, the graduate student will continue to be enrolled (i.e. tuition will be paid) and will receive his/her full level of stipend support and health benefits. In addition, the student's Progress-to-Degree clock will be extended by one-academic semester.

Full-time graduate students who are not stipend-supported may also request parental leave. In these cases, the student's Progress-to-Degree clock will be extended by one-academic semester.

This policy is predicated on timely communication with a student's supervisor and department chair, and subsequently with the Dean of Research and Graduate Studies (or Dean/Director of IDCE, GSOM or SPS) must go to their department, before the start of the semester in which the leave will be required. Such communication will ensure that the leave can be effectively planned for and implemented.

Note: This policy does not replace the formal leave policy in the Graduate Student Handbook. Students wishing to take more time than six weeks should use the formal leave policy.

### *Voluntary Withdrawal*

Students who voluntarily withdraw from the University should notify the chair of the department, in writing, of their decision to discontinue their graduate studies. Refunds of tuition (if appropriate) will be made based on the University's refund policy according to the date of the receipt of the withdrawal notice. Students who voluntarily withdraw from the University are eligible for reinstatement.

Note: International graduate students who voluntarily withdraw from the University must contact International Students and Scholars Office in addition to their department chair/director/dean before contacting the Dean of Research and Graduate Studies (or Dean/Director of IDCE, GSOM or SPS).

### *Required Withdrawal*

Students may be required to withdraw from the University due to failure to maintain satisfactory academic progress, for financial reasons, or for failure to adhere to University rules and regulations. Students who are required to withdraw from the University may not be eligible for reinstatement, and in some cases may not be eligible for a refund.

### *Transfer of Credit*

A maximum of two full units (equivalent to 8 credit semester hours) of graduate course work at another institution may be approved by the Dean of Research and Graduate Studies (or Dean/Director of IDCE, GSOM or SPS) on the recommendation of the department for candidates in a graduate program. Students must request that an official transcript be sent to the graduate program at Clark for evaluation.

After evaluation, approved courses for transfer are posted on the transcript; however, grades for course work completed at another institution are NOT posted on the student's Clark transcript or calculated into a student's Clark GPA.

## Student Status

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Graduate students must have either resident or nonresident status until completion of all degree requirements. This status is decided on a semester-by-semester basis after consultation between the student and the department chair or the student's designee. Students who do not register for classes or as nonresidents (except for students granted a leave of absence) by the end of each semester's add/drop period may be withdrawn from the University and must reapply by emailing their department chair stating their request to be reinstated to their program.

### *Resident Students*

Resident status is for students who are registered for one or more courses at Clark during a semester, including directed study courses, required to complete their degree programs.

### *Nonresident Students*

Nonresident status is for students who have completed all of their required course work but must still fulfill a graduation-related requirement (e.g., dissertation, thesis, fieldwork). Thus, it is unlikely that a nonresident student will register for courses again, although this is possible with the approval of the student's advisor and the Dean of Research and Graduate Studies (or the Dean/Director of GSOM, IDCE or SPS). A student must apply for nonresident status through his/her department.

Although students with non-resident status are not eligible to participate in or register for regular classes, they must register each semester as a non-resident student and pay the required \$200 non-resident fee. The Registrar emails information to all non-residents via their Clark email accounts each semester with information regarding registration. Students who fail to register and pay the fee will be withdrawn from the University and must request to be readmitted through their department.

All full-time non-residents may defer their federal loans and must carry health insurance that meets the Massachusetts state law requirements. Note that part-time nonresident students are not eligible for loan deferments. Non-resident status is limited to three years or 1 year for students in an Accelerated Masters Degree Program.

### *Status Options*

At Clark, academic credit is expressed in terms of course units. Most Clark courses are awarded one unit which is equivalent to four semester credit hours or 180 hours of engaged academic time.

Enrollment status is determined on a semester-by-semester basis based on actual registration. A student is considered to be enrolled as of the first day of classes of that particular semester.

Registration enrollment statuses and criteria are defined as follows:

Enrollment Status	Unit Criteria
Full-Time	3.00 and up
Three-Quarter Time	1.75 to 2.75
Half-Time	1.50
Less than Half-Time	0.25 to 1.25

Enrollment status is used to determine financial aid eligibility, loan deferment, FICA exemption, health insurance, and for international students, immigration status. After each term begins, enrollment status is reported to the National Student Clearinghouse several times in the semester to ensure that loan agencies have accurate and up-to-date enrollment information, as is required by federal regulations.

Note: Part-time resident students are not eligible for deferment of state or federal loans. Only full-time students in residence are awarded Teaching Assistantships.

\*\*Special note about international students:

Immigration regulations mandate that all international students who hold F-1 or J-1 visa status must be enrolled full-time every fall and spring semester until degree completion or until they leave the United States. Exceptions to this rule may be granted in extenuating circumstances by the Director of the International Students and Scholars Office on an individual basis.

*International Students and Scholars Office*

Director: Patricia Doherty  
 142 Woodland Street, 2nd Floor  
 508-793-7362  
 Email: [instud@clarku.edu](mailto:instud@clarku.edu)  
<https://www.clarku.edu/offices/isso/>

**Fees**

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*Graduate Enrollment Fee*

Students in all graduate programs pay a one-time \$100 administrative fee at the beginning of their first year of graduate study.

*Graduate Student Activity Fee*

Each graduate student is assessed an activity fee at the beginning of fall and spring semesters. The fee varies for GSOM and IDCE. Students in departments with a PhD program and the English and Education master’s programs pay a \$20 per semester activity fee. The fee is used to fund Graduate Student Council projects that benefit the graduate community at Clark. Students in GSOM and IDCE should contact their program assistant for information on the activity fee.

### *Late Registration Fee*

Students who fail to complete their registration by the end of the add/drop period will be charged a late fee of \$100.

### *Nonresident Fee*

Nonresident students must register each semester and pay a fee of \$200 per semester to remain in good academic standing. If degree requirements have not been completed by the end of the add/drop period in either the fall or spring semester, students are required to register and pay the nonresident fee for that semester. Non-resident status is limited to 3 years or 1 year for students in an Accelerated Masters Degree Program.

### *Accelerated Degree Program Fee*

All Accelerated Degree Program (ADP) students who receive 100% tuition remission are charged a \$1,000 Program Fee that appears on their bill in their first semester of graduate study. The program fee is used to defray the costs that the university incurs by having the ADP students on campus for another year. The fee represents a small fraction of the costs of student services provided by the University including library services, escort services, mental health services, the gym, computer labs and graduate administrative services. Students in the GIS master's program pay an additional \$1000 (\$500/semester lab fee) to cover the cost of GIS software and hardware.

### *Health Insurance*

The premium for the Student Health Insurance Plan covers students from August 15 to August 14 of the following year. See page 16 of this handbook for details.

## **On-Campus Employment**

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A limited number of on-campus employment is available for graduate students. Open positions are advertised in [Jobs Directory](#), the University's online job posting tool.

*Course Assistants (CA)* - A small number of course assistants are available from the Graduate School budget. Faculty must apply to the Graduate School to receive course assistants, and priority is given to courses with high enrollment (50 or above) taught by a tenured or tenure-track faculty. The course assistants can be identified by the faculty; alternatively, the Graduate School can assist in finding graduate students with appropriate skills. Most course assistants are typically expected to work 10 hours/week, although some assignments go up to 17.5 hours/week. The hourly rate is set in accordance with the minimum wage of the Commonwealth of Massachusetts.

**Graduate Assistants (GA)** - A small number of graduate assistants are available from the Graduate School of Management (GSOM), and other administrative offices on campus. Each Graduate Assistant has unique job description and hours/pay arrangements, and the duties vary from teaching support/grading, research, to administrative duties (including office support, computer lab support, and career services).

**Teaching Assistants (TA)** are available for doctoral students only, and provided by the Office of Academic Affairs to departments with doctoral programs. Each department determines the eligibility of TAs among their doctoral students. The rates and numbers of TAs available to departments are set annually by the Dean of Research and Graduate Studies in January for the next academic year. Teaching Assistants are expected to work 17.5 hours/week. Teaching assistantships are awarded on a semester-by-semester basis by each department. Nonresident students are not eligible for teaching assistantships. Continuation or renewal of teaching assistantships is contingent on satisfactory academic performance and teaching. Every semester, students in each course will have an opportunity to provide an anonymous, written evaluation of the teaching assistant for their course. The University has a procedure in place to provide this information to teaching assistants while preserving the confidentiality of the students filling out the evaluation. The faculty member responsible for the course shall also provide a written evaluation of each teaching assistant. Teaching assistants assigned nonteaching duties shall be evaluated by the department each semester in some appropriate manner. Interdisciplinary Ph.D. students are not eligible for a TAship; when exceptions are made, they are paid the Graduate School course assistant rate.

**Research Assistants (RA)** - Opportunities for research assistants are available on an ad-hoc basis. Research Assistantships are supported by the department/faculty funds, and the rate varies by department and by position. Some RAships are designed to match the departmental TAship stipend rate for doctoral students, while others are determined by the hours and fund availability. Duties for RAships vary; some are exclusively research, while others may include support for courses taught by faculty. The faculty member and student should work together to agree upon the job description at the beginning of the RAship.

**Required Training** - Graduate students with teaching duties are required to attend the TA Workshop offered by the Graduate School during the Orientation period at the beginning of the fall semester. Since many course assistantships include classroom responsibilities, students planning to apply for course assistant positions are strongly encouraged to attend the TA workshop.

**Maximum Hours** - We recognize that Assistantships serve both as financial support as well as important training opportunities for graduate students. As such, students are normally assigned no more than the total of 20 hours/week for on-campus employment. The university is also interested in spreading these opportunities across the broadest number of students, as long as students are appropriately matched with specific skill requirements of these positions. Teaching/Research Assistants are not permitted to take other forms of University employment during the semester except with the written permission of their departments for specific tasks and for a specific, limited period. Such employment must be temporary, of no more than a few hours a week, and directly related to the student's program of studies and future career.

Consistent with the U.S. immigration law, international students are limited to on-campus employment and cannot work more than 20 hours/week.

### *Scholarships/Fellowships*

Unless otherwise specified, scholarships and fellowships cover tuition remission only; cash awards are separately indicated when applicable.

### *Massachusetts Taxes*

Unless you request that state taxes be removed from your stipend check, only federal taxes will be deducted. If your income is primarily the stipend plus a summer job, you may owe state taxes at the end of the year.

## **Graduation Requirements**

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### *Master's Degree*

Each student must complete all required courses as determined by the department in their program of study. Students must complete at least eight semester courses. A maximum of two units from another institution may be approved by the Dean of Research and Graduate Studies (or the Dean/Director of GSOM, IDCE or SPS). The minimum grade point average required for graduation from the University for master's candidates is 3.00.

### *Ph.D. Degree*

Each student must complete all required courses as determined by the department in their program of study. Students must complete at least eight semester courses. A maximum of two units from another institution may be approved by the Dean of Research and Graduate Studies on the recommendation of the department. Courses taught at another institution in the Higher Education Consortium of Central Massachusetts (or HECCMA) may be included as Clark courses when the program has an ongoing relationship with that institution. Such courses must be approved by the credit in the Graduate School.

The University's minimum requirement is one year of full-time study (six units of coursework) beyond the Master's. Individual departments may have higher requirements. The minimum grade point average required for graduation from the University for doctoral candidates is 3.00.

### *Dissertations and Theses*

Graduate Students who complete a dissertation or thesis must submit their final manuscript electronically in pdf form to the Graduate School through the ProQuest ETD Administrator tool. The Graduate School Office posts information on the format of dissertations and theses on the University

website at <https://www.clarku.edu/student-resources> as well as detailed instructions for submitting the manuscript.

A student who completes all degree requirements and deposits the thesis or dissertation online to the Graduate School through the ETD Administrator and has completed all other degree requirements is no longer charged tuition or nonresident fees, and is no longer eligible for any graduate fellowship or graduate stipend. Any student loans will go into repayment. However, a student may, at the department's discretion, complete teaching or other required duties for the remainder of the semester and continue receiving a stipend associated with such duties for an additional period not exceeding six weeks. Dissertations and theses must be submitted to the Graduate School Office **within one year of the defense**.

### *Other Requirements for Graduate Degrees*

Requirements for graduate degrees are listed in the [University's catalog](#) and are determined by the department subject to University regulations governing minimum requirements.

### *Graduation*

Master's and Ph.D. degrees are awarded three times during the academic year; at the end of August, the end of December and on the day of University's Commencement. All students who are awarded their degrees in August and December are invited to participate in the Commencement ceremony the following May.

Theses and dissertations must be submitted to the Graduate School Office one month before the meeting at which the degree is to be conferred. Deadline dates are listed at the formatting link of the Graduate School website <https://www.clarku.edu/student-resources>. Go to Dissertation and Thesis Formatting Guides. (Students in IDCE, GSOM or SPS should check with their department for deadlines to complete degree requirements)

## Graduate Student Life

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### Graduate Student Association

The goal of the Graduate Student Association (GSA) is to enhance the professional and personal lives of all graduate students at Clark University. The GSA provides graduate student representation on university-wide committees e.g., the Academic Affairs and Student Affairs Committees of the Board of Trustees, the Graduate Board and the Faculty Steering Committee, that make decisions affecting graduate students; promotes an active and interactive graduate student community; and functions as a unified voice for graduate student concerns at Clark. Within the GSA subcommittees deal with specific graduate student concerns.

The GSA is committed to the professional enrichment of graduate students at Clark. To this end, it organizes workshops on teaching, career development and information technology as well as a Graduate Multidisciplinary Research Conference held every 1-2 years.

The day-to-day activities of the GSA are managed by the Graduate Student Council (GSC), which consists of five elected officers: two co-presidents, a treasurer, a communications officer, and an events officer. Additionally, each department or program in the Graduate School selects two representatives to the GSC. The GSC meets roughly bi-monthly to discuss issues affecting the graduate community. Students in the Graduate School are encouraged to attend all GSA meetings and sponsored events.

If you are interested in serving on the GSC, speak with one of the council coordinators ([gsc@clarku.edu](mailto:gsc@clarku.edu)) or your department's representative.

### Health Care

#### *Health Services*

501 Park Avenue, 508-793-7467

Hours (by appointment only) -- 9am-5pm Monday through Friday except University vacations. They are closed during the summer.

Healthcare is available to graduate students on a fee-for-service basis.

#### *Health Insurance - Clark University Student Health Insurance Plan (SHIP)*

The Commonwealth of Massachusetts mandates that each public or independent institution of higher education in Massachusetts require all full-time and qualifying part-time students enrolled in the institution to participate in a student health insurance program or in a health insurance program with comparable coverage. Graduate students who hold a J visa must enroll in the University's health insurance plan. An outside agency administers the plan on the University's behalf. Information is posted on the [university's website](#). Graduate students must either enroll in the plan or waive the health insurance at the online site by July 25<sup>th</sup> to avoid unwanted charges.



### *Immunization Policy*

According to Massachusetts state law, all new full-time and part-time college students must submit an immunization form prior to the start of their FIRST semester at Clark University. Students who fail to submit a completed immunization form 30 days from the first day of their first semester are not allowed to attend classes until proof of all immunizations are received. See [Clark University's Immunization Policy](#).

### **Human Resources and Affirmative Action**

508-793-7294

Schaich Family Alumni and Student Engagement Center, 4th Floor

The Human Resources/Affirmative Action Office (HR/AA) is responsible for non-student employment processes and University-wide issues of affirmative action, including harassment and discrimination. It is the policy of Clark University that all students, faculty, and staff should enjoy an environment free of discrimination and harassment, and shall have equal opportunity in the education, employment, and services of the University. This policy refers to, but is not limited to, harassment and/or discrimination in the following areas: age, race, color, national origin, religion, gender, sexual orientation, marital status, handicap, and veteran status.

Students who have concerns regarding harassment or discrimination involving a faculty or staff member are urged to contact the Director of HR/AA, who also serves at the University Affirmative Action Officer/Grievance Counselor. Students may elect to have student-to-student concerns addressed by the Dean of Graduate Studies who will consult with the Director of HR/AA as appropriate. Copies of policies and procedures on sexual harassment and discrimination may be obtained at the HR/AA Office.

### **Housing**

#### [Residential Life and Housing](#)

Higgins University Center, 3rd Floor

508-793-7453

[www.clarku.edu/offices/housing](http://www.clarku.edu/offices/housing)

The University makes available a small number of apartments for graduate students in Clark-owned housing near campus. Most of these apartments are allocated by early June; so students are advised to begin searching for housing as soon as possible.

#### *Off Campus Housing*

Clark University partners with [Jump Off-Campus](#) to help students find off-campus housing.  
<https://clarku.edu.jumpoffcampus.com>

Contact the Central Massachusetts Housing Alliance housing counseling line 508-757-2150 or the Mass Justice Project, 508-831-9888 if you have off-campus housing issues.

## Other Campus Services

### *Campus Mail*

Mail for graduate students should be addressed to Clark University. Graduate students pick up their mail at the Student Mailroom window on the 2nd floor of Higgins University Center.

STUDENT NAME  
STUDENT MAILBOX NUMBER  
CLARK UNIVERSITY  
950 MAIN STREET  
WORCESTER, MA 01610

### *Communication/Email*

Current members of the Clark community are provided an email address (mailbox) in Clark's Office 365 service. Clark University sends all electronic communications using this account. You have the option to forward your Clark email to other services, but we cannot guarantee the delivery of email that is forwarded to a non-Clark email address. Visit the [ITS website](#) for further details.

### *Escort Service*

The Clark University Student Safety Escort Service (SSES) is a safety service intended to provide transportation to and from the Clark campus area by helping students explore the neighborhoods surrounding Clark in a safe and convenient manner. They work closely with University Police to ensure a safe ride for all!

Clark's Safety Escort Service runs four vans from 4pm-4am, 7 days/week during the academic year and it is staffed by over 50 Clark University students. We run over 50,000 calls per year for the entire Clark Community, including staff and faculty. <http://www2.clarku.edu/offices/police/services/escort.cfm>

### *Financial Assistance, Office of*

508-793-7478 ([finaid@clarku.edu](mailto:finaid@clarku.edu))  
Schaich Alumni & Student Engagement (ASEC) 3rd floor

Graduate students at Clark can apply for two categories of assistance: merit scholarships and student loans. Graduate students attending at least half-time can also enroll in the University’s payment plan. See <https://www.clarku.edu/offices/financial-aid/graduate-students/>

*Information Technology*

Resources for Information Technology can be found at [www.clarku.edu/its](http://www.clarku.edu/its).

*Clark OneCard*

All Clark students are issued an identification card – Clark OneCard. The Business Office oversees the issuance of new and replacement cards ID cards for all students and employees.

The [Clark OneCard](#) is used to:

- Access Web for Students for viewing academic and billing information
- Initially establish an e-mail account
- Borrow books from the Goddard Library
- Gain access to University events and entry into the Kneller Athletic Center
- Use the computer labs
- Cash checks in the Cashier’s office
- Participate in the student meal plan

*Meal Plans*

Graduate students may enroll in one of the [optional meal plans](#) offered by the University. Students should contact their Student Account Counselor to sign up for a meal plan.

*Student Accounts/Cashier’s Office*

Alumni and Student Engagement Center (ASEC), 3<sup>rd</sup> Floor

Direct billing questions to the appropriate student accounts counselor:

Last Name	Counselor	Email	Phone
A-G	Laura Maloney	<a href="mailto:lmaloney@clarku.edu">lmaloney@clarku.edu</a>	508-793-7721
H-O	Ashlynn Allain	<a href="mailto:aallain@clarku.edu">aallain@clarku.edu</a>	508-793-7483
P-Z	Diane Lefler (interim)	<a href="mailto:dlefler@clarku.edu">dlefler@clarku.edu</a>	508-793-7491

Clark University accepts payment by cash, check, wire transfer (see instructions below), and online ACH (electronic payment from bank account) or credit card.

Cash payments can be made at the Cashier's Office located at 939 Main St., 3rd Floor, Room 318.

Check payments by mail may be sent to Clark University, Cashier's Office, 950 Main St., Worcester, MA 01610. The Cashier's Office also cashes personal checks for students (\$50 limit). For further information visit [Student Accounts](#).

### *University Police*

Bullock Hall, Ground Level  
508-793-7575

The University Police Department's highly trained officers provide 24-hour, 365 days per year protection of life and property. In addition to police functions, the following student support services are provided: dispatch, student buildings and grounds patrol, escort services (x7777), parking and traffic programs, and emergency medical services. Officers are Massachusetts State Special Police Officer certified and police academy trained, as well as armed and empowered to make arrests; they enforce all federal, state and local laws, ordinances and University policies within the jurisdictional areas allowed by the law.

### *Motor Vehicle and Parking Information*

Students wishing to use University parking areas must purchase parking decals at the Campus Police Office, located in the ground level of Bullock Hall. Daytime and limited overnight spots are available. Fill out the [Parking Decal Application Form](#) and bring it to Campus Police.

Massachusetts law requires that all students whose vehicles are registered in another state fill out an [Out of State Registration Form](#). Students failing to comply with this law are subject to a \$50 fine.