We are pleased to welcome you to the Framingham State University (FSU) community as a member of our Continuing Education (CE) faculty. Your commitment to teaching and learning constitutes an important contribution to the academic excellence at FSU. As a CE faculty member, we hope that your involvement will extend beyond your course and that you will take advantage of opportunities available at the university. This handbook has been written to help you in your work - to make you aware of resources and services, and to clarify your instructional role and obligations. If you have any questions, concerns, or suggestions, please contact Scott Greenberg, Associate Vice President for Academic Affairs and Dean of Continuing Education, at sgreenberg@framingham.edu or 508-626-4557. Most importantly, we know that any handbook cannot substitute for the day-to-day interaction among colleagues that is so crucial to our campus climate and success. We hope that you enjoy the special collegiate environment that we take pride in at FSU.

A Brief History

Framingham State was founded by Horace Mann in 1839 as the first state-supported school in the United States for the training of teachers. Our tradition of teacher education is combined with a broad spectrum of undergraduate and graduate programs. In Fall 2016, 4,337 undergraduate and 1,640 graduate students enrolled at FSU. In addition, over 5,000 people participate annually in our professional development and community education programs.

The Office of Continuing Education provides opportunities for adults to further their educational and career goals through baccalaureate and certificate programs, as well as professional development programs for licensure and career advancement. We also offer non-credit programs in lifelong learning, English as a Second Language, and workforce education. Currently, 9 undergraduate majors and 10 undergraduate certificates programs are available during the evenings and/or online. The CE Office also oversees the summer sessions and winter intersession.

The University is accredited through the New England Association of Schools and Colleges, Inc. (NEASC), the American Dietetic Association Commission on Accreditation/Approval for Dietetics Education, the Council for the Accreditation of Educator Preparation (CAEP), the National Association of Schools of Art and Design (NASAD), and the National League for Nursing Accrediting Commission.

Located on Normal Hill, all university buildings on the 73-acre campus are within walking distance of each other. A map of the campus can be found here.
Getting Started

Human Resources

The Office of Human Resources is located in Dwight Hall, Room 207. Office hours are Monday through Friday 9 a.m. to 5 p.m. (Note: hours may change during summer months.)

- **New CE Faculty** must acknowledge (see below) their contracts and complete the following forms at the time of hire: the W-4 (federal tax withholding), M-4 (state tax withholding), SSA Policy1945 (Social Security), personal data form, direct deposit form, HIRD form, OBRA form, policy receipt form and Form I-9. These forms can all be found on [myFramingham](#) under the FSU Work link. The Form I-9, with supporting documentation, certifies eligibility for employment and must be completed within three business days of the date of hire. Photocopies and expired documents will not be accepted for the I-9. A list of acceptable documents is found on the backside of the I-9 form. Please call the Human Resources Office at (508) 626- 4530 if you have any questions.

*Note: FSU requires all new faculty to complete a CORI/SORI background check. The check must be completed prior to a contract being provided.*

**Contract Acknowledgement Instructions:** You will receive an email notifying you that your contract is ready. Please follow the procedures below to acknowledge acceptance of your contract.

- Login to myFramingham
- Click on Faculty Dashboard (found in the red horizontal box)
- Look in the Faculty Console Section (right hand side)
- Choose “Compensation and Acknowledgement”
- Enter the term
- Renew the contract
- At the top click the box next to “Faculty Acknowledgement”
- At the bottom click “Acknowledge Selected Positions”
- Acknowledgement Date should appear if you have completed all your steps

- **Rehires:** State regulations require FSU to collect rehire paperwork on an annual basis. FSU uses the fiscal year, which begins July 1, to determine the need for rehire paperwork. For all part-time faculty paid after June 30, new rehire paperwork must be submitted and a contract acknowledged (see instructions above) in order for a salary payment to be released. Rehire paperwork can be found on [myFramingham](#) under the FSU Work tab using the Human Resources Online Forms module. Once there, choose “Adjunct Paperwork (Rehire)” and follow instructions from there. The paperwork currently needed includes: Policy Receipt Ack All hires, SSA Policy 1945 Statement, Conflict of Interest Policy Ack All hires, and the HIRD form. No updated I-9 is required unless the break in service is longer than one semester. Forms can be mailed or dropped off to the Office of Institutional Effectiveness, Dwight Hall Room 113.
Note: FSU requires all returning faculty (with a break in service of one semester or longer) to complete a new CORI/SORI background check.

- All Continuing Education Faculty, except State retirees, are required to participate in the Commonwealth of Massachusetts Alternative Retirement Plan (OBRA) in lieu of participation in the FICA portion of Social Security. New employees will complete a participation agreement form when they complete their initial paperwork. Please note that direct deposit and participation in OBRA are conditions of employment.

Under the University's Affirmative Action/Equal Opportunity Plan, the Human Resources Office administers requests for reasonable accommodations for faculty and staff. If you need either a workplace or a parking accommodation, please call the Human Resources Office at 508-626-4951.

If you have additional questions regarding Human Resources or Payroll, please call the Human Resources Office for assistance.

Salary Administration and Payroll Practices

All CE faculty salaries are administered according to the provisions of the MTA/DGCE Collective Bargaining Agreement. During the fall and spring semesters, payment for CE faculty is typically spread evenly over seven biweekly pay periods. The first payment is made in the second pay period of the semester, and the final payment is made on the last pay date within the semester.

Please note that there is a specific schedule for payroll, and if all paperwork is not turned in prior to the deadline that is set, your paycheck will be delayed accordingly. The University requires that paychecks be deposited directly in your bank account, so you must provide the Payroll Office with the routing and account numbers for the account into which you wish your paycheck to be deposited.

Email and other Communication Accounts

All part-time faculty members are automatically provided accounts for e-mail, network, Blackboard, and the myFramingham (portal) after they have been entered into the University's faculty database (Note: this is upon completion of a CORI/SORI check). Each individual must agree to the University's "Acceptable Use Policy" before accessing the campus computing network. All faculty are expected to use their University email for all communication with students and FSU offices.

Note: Your FSU faculty contract can only be sent to your Framingham.edu e-mail account; no personal accounts can be used for this.
Framingham State University ID Card

FSU Identification Cards are required by all Faculty, Staff, and Contractors. ID Cards are the property of the University, are non-transferable, and must be returned to the Office of Human Resources upon departure from the University. All ID cards are produced at the FSU Police Department’s ID Office, located on the ground floor of the McCarthy Center, Room 100A. Your ID is necessary to access many services at the University, including use of the fitness center at the Athletic and Recreation Center.

To obtain an ID, you must fill out an ID request form, which is available at the Campus Police website. The form should be returned to the ID office during business hours.

Parking

To receive a parking decal, you will need to fill out the Faculty-Staff Parking Decal Request Form (both the online submission and the PDF form located at this site) and submit it to the Campus Police Office.

Once your application is on file, unless any pertinent information changes such as name, vehicle, and/or address, you will not have to complete another application card until your decal expires. If there are changes, you must contact Campus Police so that records can be updated. Normally, CE faculty members are assigned to an open access parking facility. However, if you are assigned to a gated lot (e.g., Bement House and Normal Hill), your faculty ID card functions as the access card.

For additional information regarding parking on campus (e.g., requesting Visitor Parking, rules), please refer to: http://www.framingham.edu/campus-police/parking-on-campus/index.html.

Offices

Generally, offices are not available for CE faculty. If you are having a book sent to you at the university, you may have it mailed to you at Framingham State University, Office of Continuing Education, Dwight Hall 204, 100 State Street, PO Box 9101, Framingham, MA 01701-9101. When the book arrives, you will be contacted through your Framingham email account.

Union Membership

CE Faculty become members of the collective bargaining unit immediately upon employment. The Agreement between the Board of Higher Education and the Massachusetts Teachers Association/NEA Massachusetts State College Association Division of Graduate and Continuing Education is available online.

All unit members are contractually required to pay either membership dues or the agency fee. The fiscal year for dues runs from the beginning of the summer session until the end of the following spring semester. CE faculty who are eligible for unit membership are billed in the first semester that they teach. This payment of membership dues or agency fees covers you for the
year, so you are not likely to be billed again until the next fiscal year. You may be billed a second time if your teaching load increases. The union dues/agency fee bill includes payments to NEA, MTA, and MSCA, and the local chapter dues.

Note: Failure to pay union dues or the agency fee is a violation of your contract. If you fail to pay your dues, the MSCA/Framingham Chapter will contact FSU regarding the violation. To remedy this matter, you may pay online at www.mscunion.org or e-mail Melissa Beatty at M1beatty@bridgew.edu.

Order your Text(s)

Book orders are due each semester prior to the beginning of the class registration period for that semester, which takes place during the preceding semester (i.e., fall orders are due the previous spring semester prior to spring registration for fall classes). It is a federal requirement that we publish information on required books and other materials before students register for their courses. The FSU Bookstore sends out email notifications as to when book orders are due. While ordering books online is an option, many faculty have found that placing orders with the FSU Bookstore via email is a more reliable option. Orders may be sent to bookstore@framingham.edu and should include course number, section, and title; number of students expected to enroll; book title, author, edition or year of publication, and ISBN number if available. It is important that book orders be placed with the FSU Bookstore even if the materials are available from another source, as students may use their financial aid to purchase books only from the FSU Bookstore.

The FSU Bookstore is operated by Follett and is located in the Athletic and Recreation Center. Before the beginning of the semester, you should check to be sure your order has arrived. For that and any other textbook related questions, contact Keith Jacques, Textbook Manager, at 508-626-4595.

Prepare your Syllabus

The University expects that every instructor will provide a syllabus to students at the beginning of the semester. The syllabus is used to communicate in writing to your students your expectations and all essential information for the course, including policies, requirements, and grading. Thus, a syllabus should minimally include the following information:

1. Faculty name, campus e-mail address, and other contact information;
2. Home or cell phone (optional);
3. Procedures to contact;
4. Required/recommended readings, other materials;
5. Course description (from the College Catalog) and course objectives;
6. Outline of course content/assignments;
7. Course requirements and grading system; and
8. Significant course policies, especially regarding attendance, make-ups, submission of late assignments, academic dishonesty and plagiarism.
Guidelines for preparing your course syllabus are available here.

You should feel comfortable in asking other faculty for copies of their syllabi, especially for a course you are teaching for the first time. This will help you to think through your own approach to the course and to various teaching and student evaluation strategies, as well as serving as a guide for the amount of material to cover.

A copy of your syllabus must be given to the Contract Coordinator, Erin Garfield (egarfield@framingham.edu), in the Office of Institutional Effectiveness, before the semester starts. Erin will also send copies of syllabi to your Program Coordinator and Scott Greenberg or Yaser Najjar.

Copies of the syllabus should be distributed to all students before the end of the initial class meeting.

**Copy Center**

Many faculty members find it easier and more environmentally friendly to distribute syllabi and other course materials electronically through Blackboard. (Note: Faculty teaching online courses are encouraged to put their syllabus on Blackboard at least one week prior to the first class meeting.)

However, if posting to Blackboard isn’t feasible, large-volume copying projects (e.g., syllabi and exams for a class) should be done in the FSU Copy Center and Print Services, located in the Whittemore Library. Instructors should allow three days in order to complete the project. While the turnaround time is often less, this is rarely the case at the start of the semester, when everyone else is also trying to get her/his copying done.

**Requesting a Specific Classroom**

Classrooms are assigned by the Registrar’s Office. If you would like to request a specific classroom, please notify your Program Coordinator at the time you are assigned the course. You should also email your room request to the Registrar’s Office to check for availability (registrarsoffice@framingham.edu).

**Academic Calendar**

The Fall 2017 Graduate Studies and Continuing Education Academic Calendar provides a list of important dates. It is essential that you check the calendar before creating your syllabus. Please note that Graduate Studies and CE Monday classes meet as scheduled on Monday holidays during fall and spring semesters.

**Faculty Resources**

The Henry Whittemore Library provides a variety of excellent resources for FSU faculty and students, including an array of online databases. You can find much useful information on the
Library website, including how to place books on reserve and e-reserve for your students, a form to request books through interlibrary loan, and library staff contact information. Librarians also are available to provide library instruction sessions for your classes. Additional information about the library is available on the FSU website, or you may email a librarian with a question, or call 508-626-4651.

**The Center for Excellence in Learning, Teaching, Scholarship & Service (CELTSS)** supports faculty teaching with ongoing professional development workshops. CELTSS also provides faculty funding for such things as travel, research, innovation in teaching, and other small grants. CE faculty may be eligible for these monies. To learn more about CELTSS and its various programs and opportunities please visit the website.

**The Information Technology’s Office of Education Technology and Interactive Media**, located in Hemenway Hall G05 and G09, provides consultative services, professional development workshops, blended and online learning support, and leads technology innovation and web projects. The office is open Monday through Friday from 8:30 am to 5:00 pm. Contact the office to schedule a consultation, attend a hands-on workshop, design a hybrid or an online course, update your department web page or receive assistance for the university’s Learning Management System, Blackboard Learn. To contact ETO staff, call 508 626-4927 or email eto@framingham.edu.

**Blackboard Learn** is used at FSU to enhance student learning. Faculty and students connect in online, blended and web-enhanced classes anywhere, anytime there is an internet connection. Blackboard Learn delivers enhanced collaboration tools, social learning and teaching tools and is accessible from a mobile device.

**Blackboard support is available 24-7, 365 days a year. Call 1.866.361.8970** to speak with a technician. TTY (Teletypewriter) access is also available by calling 703.464.0515. ETO is also available to answer questions during the day time classroom schedule.

The University maintains **82 technology-enhanced classrooms**. These are classified based on the technology available in the room, which may include LCD projection, laptop connection, wireless access, VCR, DVD player, speaker system, document camera, and interactive rear projection. The Office of the Registrar handles the scheduling of these rooms as well. In addition, mobile audio-visual carts, which have an LCD projector, document camera, powered speaker, VCR/DVD player, and audio cassette player, are located in each academic building. Faculty wishing to teach in one of these classrooms should contact the Registrar's Office via email at registraroffice@framingham.edu to check for availability.

Students have access to computers and printers at numerous locations across campus. The main computer lab in Hemenway Hall G20 is open seven days a week, with hours extending into the evening on most nights. A 24 hour general computer lab is open in the commuter lounge in the McCarthy Center. There are also 11 computer classrooms and/or academic labs on campus.

**Sodexo Dining Services** offers a wide variety of choices at FSU. The Faculty Staff Dining Room, located on the third floor of the McCarthy Center, is open Monday through Friday,
11:30am-1:30pm, during the Fall and Spring Semester. The Dining Room is a popular place for faculty and staff to gather for lunch and conversation. Cash, Credit or RAM CASH is accepted at all locations.

**The Athletic and Recreation Center** provides excellent facilities for men and women athletes and exercise and fitness equipment for all students and members of the FSU community. The athletic facilities include two basketball courts, a volleyball court and seating for one thousand spectators. There are also rooms for weight training and cardiovascular machines, and areas that can be used for multiple purposes, from wrestling to aerobics. The Center is available for use by all members of the university community with a valid FSU ID, for intercollegiate and intramural athletics and also for all health and fitness activities. It is an important addition to campus life, providing not only state-of-the-art athletic facilities but also a site for exercise and healthy recreation for all. Locker rooms are available for faculty use.

**Classroom Policies and Procedures**

**Class Lists**

Your class list(s) is available before courses begin though the [myFramingham](#) portal. Changes due to drop/add are also available through the portal.

**Add/Drop**

Students have the opportunity to change their class schedules by adding or dropping courses. By logging onto myFramingham, students may add or drop a course, including changing a section of a course, until the second class meeting of a CE course that meets once each week. Overloads cannot be done by the student online, as the decision to accept an overload is made by the instructor. You should seek the guidance of your Program Coordinator on whether to allow an overload in your course and, if so, what priority rules to use. If the course is full, or if prerequisites are required, a student may submit a completed override form, bearing your signature granting permission to enroll, to the Office of CE.

**Withdrawal from Courses**

Students who withdraw between the third and ninth week of a regular semester will incur no academic penalty in the grade point average but will have a notation of “W” on their permanent records. Students must submit a completed Course Withdrawal form to the Registrar’s Office Education no later than the designated Course Withdrawal period deadline (see academic calendar). Students are not officially withdrawn from courses until the appropriate forms have been submitted and validated by the Office of the Registrar. No student may withdraw from a course during a regular semester after the ninth week unless there are extraordinary circumstances, such as documented hospitalization or sickness. In such cases, with the concurrence of both the Dean of Students or designee and the course instructor, a “W” grade may be authorized.
Voluntary Withdrawal from the University

Students may withdraw from the University at any time before the end of the Course Withdrawal period (prior to the ninth week of a semester) by submitting a completed "Withdrawal from the University" form to the Office of the Registrar. The student is withdrawn from all courses with a designation of "WX" noted on his or her academic record. If a student chooses to withdraw from the University after the ninth week of the semester, s/he will receive a final grade in all courses. Students with extraordinary circumstances (such as documented hospitalization or sickness) should consult with the Dean of Students.

Attendance Policy

Although students are expected to attend class regularly, the attendance policy for each class is determined by the professor and should be clearly stated in your course syllabus. The policy should include the circumstances under which you as the instructor will approve an excused absence and the procedure for completing any make-up work.

Absence Due to Religious Beliefs

(Massachusetts General Laws Chapter 151C, 2B) “Any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of her/his religious beliefs, to attend classes or to participate in any examination study or work requirement on a particular day shall be excused from such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study, or work requirement which he/she may have missed because of such absence on any particular day; provided, however, that such makeup examination or work shall not create an unreasonable burden upon such school. No fees of any kind shall be charged by the institution for making available to said student such an opportunity. No adverse or prejudicial effects shall result to any student because of his/her availing him/herself to the provisions of this section.”

Standards for Oral and Written Performance

Proper use of English is expected of students in all courses requiring oral and/or written work. Instructors may evaluate students’ oral and written work on the basis of the proper use of English as well as content. Instructors will specify their policies for evaluating the proper use of English in course assignments. Instructors may refer students showing major deficiencies in the use of English to the Center for Academic Success and Achievement (CASA).

Examinations

All examinations are to be given within the structure of the University policy regarding academic honesty. With the exception of final examinations, exams and tests may be scheduled at the discretion of the instructor. It is the responsibility of the student to follow whatever procedures are established and presented in the syllabus. Final examinations are required in all courses except those that have different requirements as determined by the departments offering the
courses. For Graduate Studies and CE classes, final exams are given during the last scheduled course meeting.

**Academic Honesty**

Integrity is essential to academic life. Consequently, students who enroll at Framingham State University agree to maintain high standards of academic honesty and scholarly practice, becoming familiar with the published policies and procedures regarding academic honesty. Faculty members may, at their discretion, include in the course syllabus additional statements relating the definition of academic honesty to the requirements of their particular courses. Academic honesty infractions include, but are not limited to: plagiarism; cheating on exams, tests, quizzes, assignments, and papers; unauthorized collaboration with other individuals in the preparation of course assignments; submitting without authorization the same assignment for credit in more than one course; use of dishonest procedures in computer, laboratory, studio, or field work. For further clarification on dealing with academic dishonesty, please click here.

**Class Cancellations**

CE faculty who will be absent must notify Maureen Flaherty, Administrative Assistant for CE, at (508) 626-4603 (mflaherty1@framingham.edu) as early as possible in the day and indicate the reason. CE faculty are responsible for contacting all students in their classroom about the cancellation. You may email students through Blackboard or post an Announcement on the course site. (Click on “all student users” in the email section of the course site.) You should alert students at the beginning of the semester to check their email or Announcements on the Blackboard course site for class cancellations. They should also check their personal information on Blackboard to make sure the best email address for contacting them is listed there. All missed CE classes must be made up. The make-up date should be arranged with your class and sent to Scott Greenberg (sgreenberg@framingham.edu) within two weeks of the cancellation.

The Vice President for Administration and Finance, in consultation with the other vice presidents, is charged with the responsibility of closing the University and/or canceling classes due to adverse weather conditions. Individual faculty members are not authorized to initiate such class cancellations. If CE classes are canceled because of adverse weather conditions or other emergency circumstances, an announcement will be put on the FSU Weather Line at (508) 626-4898 and the University webpage. Courses cancelled due to inclement weather do need to be made up. The make-up date should be arranged with your class and sent to Scott Greenberg (sgreenberg@framingham.edu) within two weeks of the cancellation.

**Grading the Students**

**Warnings**

At midterm, instructors who teach undergraduates are asked to report on students receiving D’s or F’s in their classes. This can be done through the myFramingham portal by clicking on the Academic Resources tab and going to the Grades section on the right hand side of that page. It is important to have given students adequate evaluation to determine if they are succeeding or not.
Students who are not doing well then have the opportunity to get assistance from the Center for Academic Success and Achievement (CASA) or withdraw from the class in a timely manner.

Final grades are due 72 hours after the completion of the final exam. Faculty may submit grades online through the myFramingham portal by clicking on the Academic Resources tab and going to the Grades section on the left hand side of that page, or by email from your framingham.edu email address. The preferred means is through the myFramingham portal. However, for any grade changes after grades have been rolled to the student's history in the myFramingham gradebook, you should email the grades to registrarsoffice@framingham.edu from your FSU email account. **Under no circumstances will a grade change be accepted if it is emailed from a private account.** Your email MUST include the CRN & Subject/Course Number/Section, the student's ID number and full name, and the changed grade you wish to record. You should also include a very brief explanation for the grade change. Grade changes for a previous semester are accepted until the end of the fourth week of the following semester.

Grades should not be posted publicly nor should student exams or other materials be placed in unsecured public places for pickup.

Faculty may choose to give students a grade other than a letter grade, such as an incomplete. A detailed explanation of other grade options can be found in the **University catalog.**

**Absence from Final Examination**

Faculty may report a grade of "N" if a student misses the final exam for justifiable reasons. The Assistant Dean of Academic Affairs, located at CASA, will administer a make-up exam, to be taken within two weeks of the last day of the final exam period. If not taken in that time period, the grade becomes an “F”, unless an extension is granted by the faculty member when circumstances warrant. For assistance and specific dates and times please call CASA at (508) 626-4540.

**Incomplete**

When the instructor is satisfied that circumstances beyond the student’s control other than absence from the final examination prevented the student from completing the required work for the course, a temporary grade of "IC" may be given. Student indifference resulting in inability to get work in on time is not a reason for giving an “IC”. The “IC” will be changed to any other appropriate grade by the instructor if the course requirements have been fully completed by the end of the first four weeks of the next semester. If the work is not completed within the given time, the “IC” will be changed to “F”, unless an extension is granted by the instructor and Dean when circumstances warrant.

**Grade Appeal Policy**

The University recognizes that the instructor has the right to determine course student evaluation policies that are consistent with departmental and University policies. The instructor’s policy should be designated in the course syllabus distributed at the beginning of the semester. It is the
instructor’s responsibility to grade student work in a manner consistent with those procedures published in the syllabus. A student may appeal a final grade based on a mechanical error in calculation or if there is reason to believe that the grade was calculated in a manner inconsistent with the policies of the instructor, the department, and the University. For a complete description of the grade appeal policy, see the Grade Appeal Policy in the Undergraduate Catalog.

Course Evaluations

The performance of each unit employee is evaluated at the intervals and in the manner specified in the collective bargaining agreement.

You are entitled to review your performance evaluation form before it is placed in your personnel file. The employee may also respond in writing to the evaluation, and the response will also be included in the personnel file.

Student Evaluations

Student evaluations are conducted online at the end of all courses taught by visiting lecturers. Consult the MSCA Contract for copies of the evaluation form and an explanation of the use of student evaluations in personnel actions.

Class Visitation and Evaluation by Chair

For CE classes the Program Coordinator or designee will carry out an evaluation during the first semester of teaching and thereafter during the sixth subsequent course. The Coordinator or designee will first consult with you about when to visit your class.

Student Support Services

Center for Academic Success and Achievement (CASA)

CASA addresses the diverse academic needs and interests of the University community with programs, services, and facilities designed to promote academic achievement. All students at the University are encouraged to make use of the tutorial services, seminars and workshops, resources, and individual study accommodations offered at CASA. In addition, CASA provides academic support for persons with physical and/or learning disabilities.

Students who are experiencing academic difficulty or who are seeking to further strengthen their academic skills can take advantage of CASA’s numerous offerings which include: professional tutoring in math and writing; peer tutoring in subject matter; diagnostic reading evaluation; academic advising; and on-site networked computer lab and printing. These resources and services are available to all students.

CASA is located in Peirce Hall. During the academic year, CASA offers tutoring services Monday – Wednesday 9 a.m. to 9 p.m., Thursday 9 a.m. to 5 p.m., Friday 9 a.m. to 1 p.m., and Sunday 5 p.m. to 9 p.m. A full range of services is available to students Monday through
Thursday 9 a.m. to 5 p.m., and Friday, 9 a.m. to 1 p.m. CASA is closed on Saturdays. For more information on services for students, visit the CASA website or call 508-626-4509.

**Disability Services**

Framingham State University, in accordance with the mandates of Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, offers equal opportunities to all students, including those with disabilities. No qualified person shall, on the basis of his or her disability, be denied the benefit of or otherwise be subject to discrimination under any of Framingham State University’s educational programs, activities, and employment opportunities.

The University is committed to making such reasonable accommodations as are necessary to ensure that its programs and activities do not discriminate, or have the effect of discriminating, on the basis of disability. Not less than two weeks prior to matriculation, students with disabilities are encouraged to contact the Director of Academic Support at CASA to schedule a meeting. Students who have documentation to support their request for academic and co-curricular support services -- extended time for tests, note takers, sign language interpreters, computer transcribers, and textbooks on tape -- are required to submit their documentation for review by the Director of Academic Support. Faculty will receive Documentation Confirmation letters for each student who qualifies for academic accommodations. Academic Support and Disability Services is located in CASA. More information on services, visit the [CASA website](#).

**Counseling Center**

The Counseling Center offers crisis intervention, individual and group counseling, and psychiatry services to Framingham State University students. These services are provided by licensed mental health practitioners and are available to students at no cost. The Counseling Center assists students with concerns in the areas of personal adjustment and growth, family problems, sexuality, alcohol and drug abuse, anxiety, depression, loss, trauma, interpersonal relationships, and other issues in day-to-day living.

All records and discussions between counselor and student are kept confidential and are protected to the full extent of the law. Appointments are made by calling 508-626-4640 or by visiting the Center on the second floor of the FSU Health and Wellness Center at Foster Hall.

**Health Center**

Health Services at Framingham State University is designed to assist students in attaining and maintaining their optimal level of health through education, consultation, assessment, and treatment. The Center’s staff maintains total confidentiality of all private communication. Services are available to all resident and commuter students who have submitted the required health form. State mandated immunization and health insurance laws are managed through Health Services. Compliance questions may be directed to this department. The office is staffed by Nurse Practitioners, and Registered Nurses and physicians see patients by appointment. For more information on these services, please feel free to stop by Foster Hall, first floor, or call 508-
626-4900 between the hours of 8 a.m. and 5 p.m.

University Police

The Framingham State University Campus Police department provides services to members of the campus community ranging from helping with keys locked in cars, to escort service, to responding to emergency or threatening situations. Campus police may respond to calls by providing information and guidance, dispatching an officer to the scene, documenting an incident, and/or investigation.

Faculty members should contact the campus police at 508-626-4911 in any of the following situations:

- A student requests an escort to a parking lot in the evening.
- A student or faculty member experiences a medical emergency.
- A student exhibits aberrant behavior, whether disruptive or not.
- A faculty member or student is threatened or harassed, verbally or by E-mail.
- A student submits work that makes reference to wanting to do harm to self or others.
- A faculty member is uncomfortable meeting with a student on a one-to-one basis.

Important Phone Numbers

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<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Campus Police</td>
<td>508-626-4911</td>
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<tr>
<td>Office of Continuing Education</td>
<td>508-626-4603</td>
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<tr>
<td>Office of Graduate Studies</td>
<td>508-626-4014</td>
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<tr>
<td>Disability Services</td>
<td>508-626-4906</td>
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<td>Human Resources</td>
<td>508-626-4530</td>
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<td>IT Help Desk</td>
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<td>Main Number</td>
<td>508-620-1220</td>
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