

Office of Student Life

Student Handbook 2023-2024

UMass Chan Medical School

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Land Acknowledgement

UMass Chan Medical School acknowledges that its campus is located on lands that were once part of the original homeland of the Nipmuc people. We denounce the violence that stripped these original stewards of lands that were their ancestral home and denied their descendants the opportunity for an authentic connection to it. In making this acknowledgement, we announce our intention to listen to and follow the lead of our Indigenous neighbors and work together to create new legacies of equity and respect.

Non-Discrimination Statement

We are making diversity, equity, inclusion and belonging essential components of the missions of UMass Chan Medical School and UMass Memorial Health to advance the health and wellness of our diverse communities throughout Massachusetts and across the world by leading and innovating in education, research, health care delivery and public service.

An important part of preparing tomorrow's physicians, nurses and scientists to provide care, cure diseases and, indeed, change the world is to help them learn and grow as active members of a multicultural society. We do this in part by strengthening the cultural competence and empathy of our faculty, staff, students and caregivers; by committing to an inclusive and welcoming campus where all may thrive; and by fostering an environment where everything we do is strengthened by the richness of understanding that comes from a truly diverse and inclusive environment.

Campus Offices and Resources

Academic Resources

Center for Academic Achievement

The Center for Academic Achievement aims to provide all learners with comprehensive and meaningful services to be academically successful at UMass Chan.

[Center for Academic Achievement Website](#)

The Coaching Program for Academic Success and Student Well-Being

The Coaching Program provides the framework, resources, and safe space for reflection on academic and personal performance through interprofessional collaboration across the medical, nursing, and biomedical graduate schools.

[Coaching Program for Academic Success and Student Well-Being Website](#)

Lamar Soutter Library

The Lamar Soutter Library provides students with access to the information they need to be academically successful at UMass Chan.

[Lamar Soutter Library Website](#)

Bursar's Office

The Bursar's Office is responsible for assisting students with all student financial functions, including billing, payment collecting, financial aid posting, and refund processing. They also verify proof of students having health insurance.

[Bursar's Website](#)
[Student Refund Policy](#)

Child Care

UMass Chan Child Care provides care for infants, toddlers and preschool children in a safe, nurturing environment that promotes physical, social, emotional and cognitive development. Bright Horizons Family Solutions is located in the Shaw Building on 419 Belmont Street in Worcester. There are also numerous resources for students who are parents or are interested in adopting.

[UMass Chan Child Care Website](#)
[UMass Chan Parenting Website](#)

City of Worcester

Students are encouraged to become active citizens in the Worcester community. UMass Chan urges all students to review information about voter registration, parking bans, pet licenses, paying city taxes and bills, trash and recycling, city parks, volunteering opportunities, and municipal meetings. Note: students must be cautious not to give the appearance of acting as an agent of UMass Chan when participating in city activities.

[City of Worcester Website](#)

Department of Public Safety

The UMass Chan Public Safety Department is responsible for all routine and emergency police and security matters at the University of Massachusetts Memorial Medical Center and University Campus. The UMass Chan Public Safety Department is committed to providing a safe and secure environment in which students, faculty, staff, patients, and visitors can conduct their activities. The Department uses a community-oriented philosophy, and officers patrol the University and adjacent roads 24 hours a day, seven days per week in cruisers, on foot, and on bikes. All police officers are sworn under Massachusetts General Law Chapter 75. Section 32A, have the same law enforcement authority as municipal police, and are trained at Municipal Police Academies.

[Public Safety Website](#)

Dining

Students have a couple of options for dining. One is the NexDine Sherman Center Café, located on the first floor of the Albert Sherman Center. The other is the visitor dining options at the UMass Memorial University Campus location, which has the cafeteria and Pavilion café, both located on the hospital's first floor.

[NexDine Sherman Center Cafe Website](#)
[UMass Memorial Medical Center Visitor Dining Website](#)

Diversity and Inclusion Office (DIO)

DIO leads and fosters university-wide efforts to embrace the diversity of the UMass Chan community and maintain an environment in which students can learn and thrive. Students are welcome to participate in DIO events and activities. These activities build a strong UMass Chan community through collaboration, service, and fun. The office also works to maintain a learning environment that is safe, civil, and free of all forms of harassment and discrimination.

[DIO Website](#)

Employee Assistance Program (EAP)

The EAP provides services to our UMass Chan community, including students, in the areas of personal concerns (family, financial, legal, etc.), mental health concerns, workplace concerns, and wellness and work-life balance.

[Employee Assistance website](#)

Financial Aid Office

The Financial Aid Office administers federal and institutional student loans and gift aid. They also provide limited financial counseling for students experiencing financial difficulties.

[Financial Aid Office Website](#)

Fitness Center

UMass Chan hosts a fitness center at the Albert Sherman Center on the University Campus in Worcester. All matriculated students enjoy free membership. Employees and non-matriculated students are eligible to join for a \$29 sign-up fee and \$25 per month (no time commitment).

In addition to a wide range of cardiovascular equipment, free weights and LifeFitness machines, the center offers group classes including yoga, Zumba, Pilates, group-cycle, metabolic style training and high intensity interval training.

[Fitness Center website](#)

Growing Green: Campus Sustainability

UMass Chan is committed to making a difference by reducing its carbon footprint and having a positive impact on climate change.

[Campus Sustainability Website](#)

Housing

UMass Chan does not offer student housing. Students may get information about housing in the local community from online search engines or currently enrolled students. UMass Chan cannot verify or guarantee the veracity of the information obtained from these resources.

Immigration Services

Immigration Services is your resource for immigration matters and the University's liaison with U.S. federal agencies that are concerned with issues related to international students and employees who are working or studying here. We provide support and advising services to UMass Chan's international student and scholar community, as well as to the academic and research departments who host them.

[Immigration Services Website](#)

Information Technology

The Information Technology (IT) department at UMass Chan Medical School is composed of six main sub-departments – Academic Technology, Research Technology, Customer Services, Operations Infrastructure Services and IT Security. Although each of the sub-departments have their own projects and focuses, they all work together in order to accomplish the ultimate goal of serving the customers and partners in the most proficient, efficient and innovative way. Students can also submit a ticket through the self-service portal to have any IT-related issues addressed.

[Information Technology Website](#)

[Self-Service Portal](#)

Mental Health Emergencies

If a mental health emergency arises during business hours, please first try to call Student Counseling Services at 508-856-3220. In the event of an emergency at any time, call Emergency Mental Health (EMH) at 508-856-3562, your local ER, or 911.

Office of Communications

The Office of Communications is the official source of news and information at UMass Chan Medical School. It is staffed by an experienced team of communication professionals who are committed to telling the stories of UMass Chan. This office also manages the UMass Chan brand and style and offers students, faculty, and staff numerous logos, templates, and graphics as part of their UMass Chan brand toolkit.

[Office of Communications Website](#)

[UMass Chan Brand Toolkit](#)

Office of Well-Being (OWB)

The Office of Well-Being empowers the community by promoting optimal well-being in six dimensions: emotional, physical, occupational, intellectual, social, and spiritual.

[Office of Well-Being Website](#)

Parking and Access Control Office

The Parking and Access Control Office is responsible for all parking and ID badge access at UMass Chan.

[Parking and Access Control Website](#)

Peace Room

The UMass Chan Peace Room can be found on the 7th floor of the Medical School Building, in room S7-109A. This space is open to all students, and furnished with meditation materials like yoga mats, cushions, coloring books, and a calming water fountain.

[Peace Room Website](#)

Registrar

All educational records at the University of Massachusetts Chan Medical School concerning enrolled students and graduates are maintained by the Office of the Registrar. The Registrar maintains an academic file on each student which contains a copy of each evaluation received, official transcript release forms filed by the student, copies of letters written as official recommendations from the school and disclosure of released information concerning the student. Letters received in support of extracurricular or other activities may also be included in this file. The office also maintains student biographic and demographic information. Permanent address and name changes must be processed through the Registrar's office. The Registrar is also the point of contact for questions regarding the usage of veterans' benefits.

[Registrar's Website](#)

Reporting Information to UMass Chan

Students can report information they believe UMass Chan administrators should know. Students can report concerns related to mistreatment, professionalism, hazing, student organization concerns, or discrimination or bias incidents.

[Reporting Website](#)

Student Affairs Offices

Students can contact their respective school's student affairs staff with any issues related to their student experience.

T.H. Chan School of Medicine

[T.H. Chan School of Medicine Student Affairs Website](#)

Tan Chingfen Graduate School of Nursing

[Tan Chingfen Graduate School of Nursing Student Life Website](#)

Morningside Graduate School of Biomedical Sciences

[Morningside Graduate School of Biomedical Sciences Student Community Website](#)

Student Counseling Services

Student Counseling Services provides free, confidential mental health support to all students.

[Student Counseling Services Website](#)

Student Government Alliance

The UMass Chan Student Government Alliance (SGA) is the overarching student governance body. The SGA consists of the two elected officials from each school's student governance group and the student trustee. The SGA promotes student communication and collaboration across the three schools and serves as a resource for communicating and working with campus administration. SGA provides representation for students across the three schools on Faculty Council and Executive Council and other campus-wide governing bodies and committees.

[SGA Website](#)

Student Health Services

Student Health Services supports all students with any medical needs they may encounter while pursuing their academic endeavors.

[Student Health Services Website](#)

[Health Insurance Website](#)

Student Lounge

The student lounge is located on the First Floor of the Medical School's Student Wing, S1-111. The lounge is a large area designated as a home base for UMass Chan students and residents. It is a place to gather for meals, to socialize, to watch some television or to simply take a break. The lounge is equipped with comfortable furniture, wide screen TV's, DVD player, stereo, ping pong tables, pool table and foosball table.

The student lounge also has a kitchen area equipped with a sink, large refrigerator, microwave ovens, and toasters. In addition, there are vending machines for a quick snack or drink. The student lounge is open and available to UMass Chan students and residents 24/7 and is accessible via ID badge.

[Student Lounge Website](#)

Student Organizations

UMass Chan has numerous organizations in which students can participate. A complete listing of all UMass Chan student groups/organizations can be found on the Student Life website.

[Student Activities Website](#)

[Student Organization Catalogue](#)

University Holidays

UMass Chan recognizes holidays as identified by the Commonwealth of Massachusetts and the federal government. On these dates, the university is closed. Additionally, each school recognizes a spring break where no classes are held. Note: clinical or lab requirements may result in students needing to complete academic activities on these dates. Students should refer to their specific school's academic calendar for additional information regarding academic attendance expectations.

[Recognized UMass Chan Holidays](#)

Policies

Acceptable Use Policy

UMass Chan expects all members of the community to use computing, data, and information technology resources in a responsible manner, respecting the public trust through which these resources have been provided, the rights and privacy of others, the integrity of facilities and controls, state and federal laws, and UMass Chan policies and standards.

[Acceptable Use Policy](#)

Accommodations for Disabilities

UMass Chan, through the Office of Management, is firmly committed to providing full access to individuals with disabilities. In so doing, UMass Chan intends to fully comply with the Americans with Disabilities Act (ADA) of 1990 as amended 2008, Diversity and Equal Opportunity Office guidelines, and Human Resources policies. Policies and procedures are in place to ensure that disabled applicants, students, staff, faculty, visitors, volunteers, and vendors do not experience discrimination in any way.

According to The Americans with Disabilities Act Amendments Act ("ADA" – 42 USCA 1211 and following), an "individual with a disability" is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not name all "impairments" that are covered under the Act. UMass Chan intends to fully comply with the ADA as well as all other applicable federal and state laws, codes and regulations, including but not limited to Massachusetts General Laws, Chapter 151C.

[ADA/Disability Management Center Website](#)

[Student/Learner Accommodations Website](#)

Appropriate Treatment of Learners

UMass Chan is committed to providing a supportive and respectful learning environment that fosters mutual trust and understanding between learners and the educational community. Accordingly, UMass Chan has developed an Appropriate Treatment of Learners policy to address concerns regarding the inappropriate treatment of learners by a member of the educational community. When the policy's standards are upheld, the educational environment supports optimal teaching, learning and professional development of learners. For more information, including the full policy, visit the [Appropriate Treatment of Learners Website](#) and if needed, submit a report [online](#).

Alcohol Policy

All members of UMass Chan shall abide by the laws of the Federal Government, the Commonwealth of Massachusetts, the regulations of the Alcohol Beverages Control Commission and local ordinances and regulations relative to the possession, consumption, distribution, transportation, manufacture and sale of alcoholic beverages or products, on land or premises owned or occupied by UMass Chan. Students must also be in compliance with Alcoholic Beverages on Campus. Alcohol can be consumed on the campus only by students of legal drinking age at university-sponsored student events in designated areas.

[Alcoholic Beverages on Campus Policy](#)

Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal law that requires colleges and universities to annually disclose information about campus crime. Each year the campus files a report with the United States Department of Education tabulating incidents of crime on campus.

[Campus Safety Report](#)

Consensual Amorous Relationships

In any work or academic setting, consensual amorous relationships may develop. There are certain potential risks inherent in an academic-setting or workplace relationship between individuals who may be in unequal positions within the institution. Relationships between members of the UMass Chan community should adhere to the highest standards of ethical and legal conduct. This policy provides guidance to all UMass Chan employees and students where a consensual amorous relationship may either already exist or develops.

[Consensual Amorous Relationships Guidelines](#)

Drug Free Schools and Communities Act

The Drug Free Schools and Communities Act is a federal law that requires colleges and universities receiving federal funds to prevent the use of illegal drugs and the abuse of alcohol by students.

[Drug Free Schools and Communities Website](#)

Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law which protects the privacy of student records. This law grants all students certain rights as it pertains to their record at UMass Chan, who has access to those records, and under which conditions those records can be released with or without the student's consent. For more information, including filing a FERPA complaint, visit the FERPA website.

[FERPA Website](#)

Hazing

UMass Chan does not tolerate any form of hazing. Massachusetts law defines hazing as “any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any such student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.” Anyone can report hazing at [this website](#).

Leave of Absence Policy

Each school has a policy for when a student believes they need a temporary leave of absence from UMass Chan. Students are encouraged to contact their school’s student affairs staff for further information about their respective policy.

Smoke Free Policy

UMass Chan promotes a smoke and tobacco free environment across our campuses in order to model and encourage healthy behaviors which are consistent with the UMass Chan mission and purpose; an institution dedicated to the education and training of health care professionals. Accordingly, everyone is prohibited from smoking or using tobacco products in any UMass Chan vehicle, building, facility, site, garage, grounds, or adjacent grounds that are owned, leased, controlled or operated by UMass Chan. [Smoke Free Policy](#)

Students Accounts Receivable Policy

The purpose of this policy is to provide guidelines for the consistent billing, collection, administration, and oversight of student accounts receivable across the various programs at the T.H. Chan School of Medicine, the Morningside Graduate School of Biomedical Sciences, and the Tan Chingfen Graduate School of Nursing.

[Student Accounts Receivable Policy](#)

Student Refund Policy

The purpose of this policy is to identify the circumstances under which a student would be eligible for a refund if they are no longer enrolled at UMass Chan.

[Student Refund Policy](#)

Title IX

UMass Chan is committed to providing a safe and welcoming environment free of intimidation, harassment and sexual misconduct, which includes relationship violence, stalking, and sexual harassment. Such conduct is prohibited by federal law (Title IX) and by UMass Chan.

UMass Chan is committed to working with all UMass Chan students and employees to proactively address concerns of sexual and gender-based harassment through prompt addressing of concerns and complaints, remedial actions and prevention efforts.

Faculty, staff, and student employees who know of or receive complaints of sexual misconduct should report these concerns or file a complaint with the UMass Chan's Title IX coordinator.

[Title IX Policy](#)

[Title IX Grievance Procedure](#)

Written Information Security Program (WISP)

All students are expected to ensure the security and confidentiality of all hardware and software used while as a student. If there is a suspected breach of security or information, students are expected to report the potential breach to Information Technology as soon as possible.

[Written Information Security Program Policy](#)