

Queens University of Charlotte

2011-2012 Student Handbook

NOTE: Much of the information in this handbook applies only to students in the Traditional Undergraduate Program

About Using this PDF Student Handbook:

The navigation panel of Bookmarks on the left side of the screen functions as an interactive table of contents which allows the user to quickly locate sections of interest. Expand and collapse the bookmarks by clicking on the +/- symbols.

If the Bookmarks Panel is not visible, click on the Bookmarks icon on the left to turn it on.

Queens University of Charlotte is committed to the principles and practices of diversity throughout the University community. Women, members of minority groups and individuals with disabilities are encouraged to apply for admission. Queens does not discriminate on the basis of race, color, creed, gender, age, sexual orientation, national and ethnic origin or disability status in the administration of its educational and admissions policies, employment policies, scholarship and loan programs, athletic programs or other University-administered programs.

This handbook was prepared and published by the Department of Student Life in December 2010 and revised August 2011. Its purpose is to provide a companion tool for the Honor Code in order that Queens' traditional undergraduates may access the academic and community policies and procedures. In addition, this Student Handbook is designed to be a resource to reference out of classroom experiences and opportunities sponsored by the Department of Student Life, in addition to residential experiences, and time honored Queens' traditions.

The publisher has attempted to present information that, at the time of preparation for printing, most accurately describes the offerings and policies pertaining to Student Life, academic policies and procedures, accommodations for disabled students, and resources available at Queens University of Charlotte, and within the Charlotte Community.

The University reserves the right to alter or change any statement contained herein without prior notice, and while the publisher has made every reasonable effort to attain factual accuracy herein, no responsibility is assumed for editorial, clerical or printing errors or errors occasioned by mistakes.

campus directory

Campus Contacts

The University's Switchboard: 704 337-2200 or 800 849-0202

Address: 1900 Selwyn Avenue, Charlotte, North Carolina 28274-0001

Web Site: www.queens.edu

- 704 337-2324 Academic Affairs
- 704 337-2212 Admission-Undergraduate
- 704 337-2276 Admission-ASN Program
- 704 337-2256 Alumni Services
- 704 337-2509 Athletics
- 704 337-2306 Campus Police
- 704 337-2372 Campus Services
- 704 337-2209 Center for Academic Success
- 704-337-2227 Center for Active Citizenship
- 704 337-2577 Center for Ethics and Religion
- 704 337-2535 Center for Excellence in Teaching and Learning
- 704 337-2291 Chaplain
- 704 337-2227 Dean of Students
- 704 337-2508 Disability Services
- 704 337-7117 Everett Library
- 704 337-2309 Executive Leadership Institute
- 704 337-2560 Facilities Rentals
- 704 337-2225 Financial Aid
- 704 337-2390 Fitness Center
- 704 337-2220 Health & Wellness Center
- 704 337-2385 Human Resources
- 704 337-2337 Internship & Career Programs
- 704 337-2533 John Belk International Program

704 337-2262 Media Services
704 337-2429 NC Teaching Fellows Program
704 337-2320 Office of Diversity and Inclusion
704 337-2216 President's Office
704 337-2428 Professional Golf Management Program
704 337-2373 Public Education Research Institute at Queens
704 337-2242 Registrar
704 337-2293 Residence Life
704 337-2311 Service Center (mail)
704 337-2809 Sports Information
704 337-2263 Student Activities
704 337-2225 Student Financial Services
704 337-2323 Technology Helpdesk

Colleges and Schools

704 337-2276 Blair College of Health
704 337-2580 Cato School of Education
704 337-2463 College of Arts & Sciences
704 337-2397 School of Communication
704 337-2525 McColl School of Business
704 337-2276 Presbyterian School of Nursing

about queens

History of Queens

Queens University of Charlotte is a co-educational comprehensive university that has served Charlotte and the Southeast for over 150 years. The University prides itself on a strong foundation including a Presbyterian heritage, outstanding faculty, innovative curricula, and creative programs.

Founded in 1857 as the Charlotte Female Institute, the University was originally located at College and 9th Streets near the center of the city. From 1891-1896, it was called the Seminary for Girls. Then in 1896, the Seminary merged with the Presbyterian Female College chartered by Concord and Mecklenburg Presbyteries. 1912 unveiled the title of Queens College and celebrated the current day location in Myers Park beginning in 1914.

The cherished motto that is still at the forefront of all we do at Queens, *non ministrari sed ministrare* - "Not to be served, but to serve," was adopted in 1930 when Queens College became related to the Presbyterian Synod of South Carolina. Queens College merged with Chicora College in Columbia, South Carolina, and as a result, adopted their motto.

In the aftermath of World War II, Queens College admitted its first male students in a non-residential status. Later in 1948, a coeducational evening college was established to provide instruction for adults, and was named New College in 1979. New College set the foundation for today's school known as the Hayworth College, undergraduate program for adult learners. In 1987, Queens College became an official coeducational institute and began admitting men into residence.

Queens has been providing graduate education since 1980 when the inaugural graduate program, the Master of Business Administration, admitted its first class. The Master of Education was added in 1983, the Master of Arts in Teaching in 1992, the Master of Science in Nursing in 1998, the Master of Arts in Organizational and Strategic Communication in 1999, the Master of Fine Arts in Creative Writing in 2001, the Master of Science in Organization Development in 2008, and the Master of School Administration in 2009.

Queens commitment to grow graduate education programs led to its reclassification by the Carnegie Foundation as a "Masters Level University." Queens College achievements earned it the honor of renaming to Queens University of Charlotte on June 1, 2002 with the unanimous approval of the Board of Trustees.

Schools of distinction were added to the original College of Arts and Sciences to provide more specialized training and merit. Beginning in 1993, the McColl School of Business was introduced. The Presbyterian School of Nursing followed in 2004 as a result of a merger between Queens' nursing program and the Presbyterian Hospital's school. At this time, the Associates of Science in Nursing program was added. These additions allowed Queens' campus to expand to include the nursing facility on 5th Street near Presbyterian Hospital.

Ready to educate and equip teachers, the Board of Trustees approved the creation of the Wayland H. Cato, Jr. School of Education in 2007 and added the School of Communication in 2008.

In 2010, the Andrew Blair College of Health was created to expand the University's offerings in the growing field of health care. Currently housing the Presbyterian School of Nursing, the College looks to add programs which will impact the health care industry.

Queens University of Charlotte is dedicated to providing a transforming educational experience to students from all walks of life for more than a century. This tradition of excellence in education is a

commitment that will continue to promote Queens as a leading University in the Southeast while maintaining the commitment to service in the Charlotte community and the world at large.

Queens Today

Queens' main campus is noted for its beauty as it is nestled among the signature oak trees of historic Myers Park of Charlotte, North Carolina. Georgian buildings warm the campus, of which five were constructed in 1914 when the University moved to its current site. All original structures have undergone extensive renovation and new buildings have been added to compliment the landscape. The central location of Queens provides the University's 2600 undergraduate and graduate students with plentiful access to Charlotte's dynamic cultural, social, and entertainment offerings.

Queens University of Charlotte is no longer limited to the main campus. Queens' presence is visible throughout Charlotte with the addition of the state of the art Sports Complex and Conference Center at Marion Diehl Park and the Presbyterian School of Nursing located on the grounds of the Presbyterian Hospital in the historic Elizabeth community of Charlotte.

As Queens enters its 152nd year of educating students from all over the globe, the University continues to prepare its students for a lifetime of personal and professional achievements, as well as a heart to impact the community and global society through acts of service.

queens honor code

AS A MEMBER OF THE QUEENS COMMUNITY,
I WILL ENDEAVOR TO CREATE A SPIRIT OF INTEGRITY
AND HONOR FOR ITS OWN SAKE AT
QUEENS UNIVERSITY OF CHARLOTTE.
ACADEMIC PLEDGE: I PLEDGE TRUTHFULNESS AND
ABSOLUTE HONESTY IN THE PERFORMANCE ON ALL
ACADEMIC WORK.

COMMUNITY PLEDGE: I PLEDGE TO BE TRUTHFUL AT ALL
TIMES, TO TREAT OTHERS WITH RESPECT, TO RESPECT
THE PROPERTY OF OTHERS AND TO ADHERE
TO UNIVERSITY POLICIES.

ACCEPTING BOTH THE PRIVILEGES AND REPONSIBILITIES
OF LIVING BY THIS CODE OF HONOR, I RESOLVE TO
UPHOLD THIS CODE AND NOT TO TOLERATE ANY
VIOLATIONS OF ITS SPIRIT OR PRINCIPLES.

Queens University of Charlotte is firmly committed to principles of honor and prides itself on the spirit of trust that exists among all of its members. At the very heart of Queens University of Charlotte is the Honor Code.

The Honor Code at Queens University of Charlotte is the keystone of the University's belief that its students should act honorably and responsibly in all aspects of life, both on and off campus. The Honor Code incorporates the high principles of honor and integrity in both personal conduct and academic work. The purpose of the Honor Code is to assist in the development of mature women and men who act responsibly at all times and to promote a community based on the principles of responsible citizenship, mutual trust and respect. The Honor Code is binding on all members of the University community and applies to all phases of life at the University.

An effective Honor Code depends upon each student adhering to the spirit and letter of its principles. It demands accountability on the part of each student for his or her actions. Queens' students are responsible for their personal conduct at all times and shall be subject to review, including possible suspension, for behavior that discredits themselves or the University.

As a commitment to this system of honor, students are asked to sign the Honor Code as part of their application for admission. The Honor Code incorporates two different pledges of student conduct: the academic pledge and the community pledge. In addition, it embodies the individual's commitment to developing a community of honor, including taking action against those who violate the Code.

Violations of the Honor Code

While violations include the following, they are not limited to cheating, lying, theft, unprofessional or inappropriate behavior, and academic dishonesty. Two examples of the latter are plagiarism, the use of another's words or ideas without giving credit to the source, and computer misuse, including accessing, transferring, or altering information without authorization.

Judicial Process

Suspected violations of the Honor Code by an undergraduate in the Traditional Undergraduate Program are adjudicated by a student Honor Council or Judicial Board. Full information on the process is available in the Student Handbook.

Suspected violations of the Honor Code by an undergraduate in the Hayworth College program should be reported to the Dean of Hayworth College, and will be heard by a Hayworth College Hearing Board. A description of the Hayworth Judicial Process is available through the Hayworth College dean.

Suspected violations of the Honor Code by a student in the Associate of Science in Nursing program (ASN) should be reported to the Dean of the Presbyterian School of Nursing and will be dealt with by the ASN Hearing Board. A description of the ASN judicial process is available through the Presbyterian School of Nursing.

Click to download a complete copy of [Queens Honor Code Handbook](#).

campus resources

Athletics

Telephone: 704 337-2509

Website: www.queensathletics.com/

As an NCAA Division II affiliate, Queens University of Charlotte seeks highly skilled and competitive student-athletes and offers athletic opportunities in 19 varsity sports. The women's teams compete in basketball, cheerleading, cross-country, golf, lacrosse, soccer, softball, swimming, tennis, track and field, volleyball. The men field teams in basketball, cross-country, golf, lacrosse, soccer, swimming, tennis, and track and field. Queens' student athletes compete in the Conference Carolinas, a 12-member NCAA Division II league.

Ovens Athletic Center is the home of the Queens Royals. The indoor facility includes a gym, dance studio, heated swimming pool, athletic training room and locker rooms.

Queens Sports Complex at Marion Diehl Park

The Royals Soccer and Lacrosse teams play at the Queens Sports Complex at Marion Diehl Park, a partnership between Queens and Mecklenburg County which is designed to expand and develop the existing 65 acres. Currently, the complex is equipped with a state of the field house, Conference Center, and soccer and lacrosse fields. Further improvements will deliver fields and facilities for track, softball, tennis and baseball, walking trails, and a wheelchair-accessible field.

Students are encouraged to support the Royals teams. Admission to all home athletic events are free with a current Queens Student Identification Card.

Campus Police

Telephone: 704 337-2306

Hours: Monday - Sunday 24/7

Emergencies: 704 337-2306

Website: <http://www.queens.edu/Life-on-Campus/Campus-Safety-and-Security.html>

Refer to the Campus Safety and Security section found in this handbook for a complete description of services and safety protocol.

Campus Services

Telephone: 704 337-2201

Hours: Monday - Friday: 7:00 a.m. - 4:00 p.m.

Emergencies: 7:00 a.m. - 4:00 p.m. - Call Campus Services at extension 2201

After Hours: Call Campus Police at extension 2306

Campus Services is responsible for on-campus maintenance and repairs, housekeeping, landscaping, and telecommunications. A detailed listing of services and repair procedures is available under the section entitled "Residence Life."

The Center for Academic Success

Location: Dana Hall 014, lower level

Telephone: 704 337-2201

Hours: Monday - Friday: 7:00 a.m. - 4:00 p.m.

Website: www.queens.edu/Academics-and-Schools/Student-Success/The-Center-for-Academic-Success.html

The Center for Academic Success (The Center) exists to support students' academic studies and helps them to achieve academic goals by providing important academic support programs and learning assistance. The Center's services include: [Academic Workshops and Success Strategies](#), [Learning Style Assessments](#), Individual Peer Tutoring, Review Sessions, a [Writing Center](#), and referrals to the office of [Student Disability Services](#). All services offered at The Center are free for all students and reportedly enhance the college experience as students are equipped to strive for excellence. (Please refer to the section entitled "Student Disability Services" for a complete description and detail of service and processes for accommodation.)

The Center for Active Citizenship

Location: Morrison Hall 204, second floor

Telephone: 704 337-2596

Website: www.queens.edu/About-Queens/Community-Service/Center-for-Active-Citizenship.html

Dining Services – Chartwells

Location: Trexler Student Center, lower level

Telephone: 704 688-2824

Website: www.dineoncampus.com/queens/

Striving to provide great quality food with taste and variety to meet the needs of our busy students, Chartwells, a division of the Compass Group, provides all dining and catering services on campus. Three dining venues with different atmospheres are provided:

Young Dining Hall located in the Trexler Student Center

- Made-to-order entrées
- All-you-care-to-eat
- Healthy choice cuisines
- Fresh baked desserts

The Lion's Den in Morrison, lower level

- Campus grill with large screened television and games

- Burgers & sandwiches piled high
- Appetizers and salads

The Coffee House – Starbucks located in the Everett Library

- Starbucks espresso and Fair Trade certified coffee beverages
- Premium Tazo teas and blended cold drinks
- Fresh pastries and salads

A full description of meal plan options is available on the [Chartwell website](#).

Emergency Student Loans

Location: Morrison Hall 214, Student Life

Telephone: 704 337- 2226

Students in need of emergency funds may visit the Department of Student Life to apply for an interest free loan not to exceed \$250. A director of a Student Life Department may approve or deny the loan based on need and previous repayment history, if applicable.

The signed Emergency Student Loan Agreement serves as a contractual promissory note to repay the loan by a mutually agreed upon due date. Failure to repay by the due date renders a student ineligible to receive another loan until repayment has been made in full. In addition, the student account will be billed through the Business Office and permanent record will reflect the failure to pay. Non-fulfillment of loan obligation by the contracted due date will prevent future loan requests for one year from the date of repayment.

Fitness Center

Location: Belk Residence Hall, lower level

Telephone: 704 337-2390

Hours: Please refer to the website page for the most up to date operating schedule.

Website: www.queens.edu/Life-on-Campus/Health-and-Wellness/Fitness-Center.html

The Queens Fitness Center, under the direction of Student Activities, is dedicated to helping students achieve and maintain fitness goals. The facility houses free weights, nautilus equipment, cardio machines, and elliptical trainers. Aerobics (yoga, kick boxing, aerobic, Zumba, etc.) will be offered at an alternate location while we await the arrival of the new [Levine Center for Wellness and Recreation](#). Please see the website for complete details. Most classes are offered at no cost to students!

Membership Policies & Rules of Conduct

Member agrees:

- To be subject to authority and guidance of the Fitness Center staff while in the facility and follow staff instructions
- To be respectful of others while in the facility

- To abide by all rules and guidelines of the facility and understands that his/her membership may be revoked if the member fails to abide by any such rules and guidelines

Any students, faculty, staff or guests who utilize the Fitness Center will do so with the following considerations:

- Membership and physical activity are voluntary
- Individual physical activity is not individually supervised
- Risks are associated with physical activity
- Participant consents to first aid and resuscitative measures by appropriate staff when deemed necessary
- Queens University of Charlotte and its agents are released and held harmless from liability

Health and Wellness Center

Location: Wellesley Avenue next to Barnhardt Hall

Telephone: 704 337-2220

Hours: Monday - Friday 9:00 a.m. - 5:00 p.m. Holiday, break and summer schedules may vary.

Website: www.queens.edu/Life-on-Campus/Health-and-Wellness/Health-and-Wellness-Center.html

Information Technology Services

Location: Walker Science, lower level

Telephone: 704 337-2323

Hours: Monday - Friday: 8:30 a.m. - 5:00 p.m.

Information Technology Services for both academic and administrative users is coordinated by the staff of the Queens IT Services Department. IT Services manages hardware, software and network services to support the academic and administrative mission of the University. Among these services are:

Email

All enrolled Queens students receive Queens email accounts. Email is web-based and includes a personal calendar. Student email, also referred to as RexMail, is the official form of electronic communication to Queens' students. The login credentials used to access RexMail are also used by students to login to campus computing lab workstations and other electronic resources.

RexMail is accessible at <http://login.rexmail.queens.edu>.

MyQueens Online Portal

The University's web portal is known as myQueens. By logging on at <http://myqueens.queens.edu>, students can access all types of helpful information about current university events, administrative offices, student life, and academics. There are links to enable students to:

- Access Student Schedule and Academic Calendar Information
- Perform Online Registration

- Request an Unofficial Transcript
- Review Course History
- Access a Grade Report and GPA Projection
- Account Balance Inquiries
- Make Payments Against an Account Balance
- Online Learning Portal Powered by MOODLE

Wireless Access

Secure wireless access is available in most areas of campus including residence halls, Everett Library and the Coffee Shop, Young Dining Hall, the Trexler Courtyard and Student Center, and many other areas. Students may gain access to Queens' WiFi by logging in to a web portal using the same username and password they use for QMail and other online services. For a complete listing of University WiFi coverage and information on how to connect, refer to the WiFi information posted on the IT Services site at <http://myqueens.queens.edu>.

Residence Halls Technology

In addition to secure WiFi, all residence hall rooms are equipped so that each occupant may have access to their own physical data port. Off-campus residential apartments at North Hall are also wired for data access. To make use of the physical data port for Internet access, an Ethernet ready PC is required.

Print Management

A print management system called PCounter is in place to help manage and track printing and photocopying in student labs and classrooms. This system was implemented as part of Queens' Green Initiative to encourage the responsible use of resources. Each semester students are granted a free quota for printing and photocopying. To print beyond the allotted free quota, students are required to add funds to their "print balance." Students use their ID cards to release their print jobs at the printing devices. Further details are available at: <http://myqueens.queens.edu/depts/itspublic/Pages/PrintManagement.aspx>.

Classroom and Lab Computing

Computer equipped labs and classrooms are available in several locations throughout campus. Among these are:

- ***Dickson Computing Lab***
Located in the Walker Science building, this lab is available during extended hours with the use of a card access key.
- ***Curriculum Resource Center***
Located in the Everett Library, the CRC computers are designated for student research activities. Workstations have access to the Internet and print capabilities in addition to other curriculum specific applications. Access to the library card catalog service and online database resources are available in the CRC. CRC hours correspond to Everett Library hours of operation.
- ***Other Library Computing Resources***
Everett Library contains other open use lab areas designated for student research activities. Several open use workstations are also available in the Coffee Shop on the

first floor of the Library. Wired and wireless Internet capability is available throughout the library for student use. Hours correspond to Everett Library hours of operation.

- **Presbyterian School of Nursing Lab (5th Street Campus)**
Located on the second floor of the 5th Street campus, this lab is available to nursing students. Hours correspond to those maintained by the School of Nursing at the 5th Street campus.
- **Mac Teaching Labs**

The Mac Lab in Everett Library contains Apple computers running the latest Mac OS. A network printer is available in the lab. The Dana 110 teaching classroom also contains iMacs. Both labs offer Mac OS/ Windows dual boot capability.

SafeConnect Internet Gateway

Virus and malware outbreaks can dramatically slow network performance. By informing our users of security vulnerabilities and enforcing safe computing we can improve the performance of our network for all users. Toward that end, an Internet Gateway is in place for the Queens Residential Network (ResNet). The Internet Gateway verifies antivirus software and security patch status on computers connecting to ResNet. The first time a resident network user connects to the network they are prompted to read and accept the university's Acceptable Use Policy and to install a software 'policy key' on to their workstation. Users who do not accept the terms of the AUP and install the software 'policy key' will **not** have Internet access on the Queens Residential Network. Once installed the policy key runs in the background to monitor antivirus and security patch status. Users who do not meet the University requirements for up-to-date antivirus, Windows security patches etc. are shown a web page describing the necessary steps to correct the problem. Failure to correct the problem within a specified period of time may result in the computer being denied access to the Internet until the problem is resolved.

Education Discounts

Students are eligible for educational discounts on computer hardware and software several different vendors including Dell, Software Express, CDWG and others.

Support Requests

Support is available for Queens managed computers and systems and for connectivity issues for the wired and wireless network. Students must have their own support for their personally owned computer equipment. For support requests on University computing systems please contact the Technology Helpdesk at 704 337-2323.

Responsibilities

Students must abide by the terms of the Queens Acceptable Use Policy (AUP) for Information Technology Systems and the University Copyright Compliance Guidelines and all other university technology policies. For more information please review the Policies section of the IT Services site at: <http://myqueens.queens.edu>. The approval of the IT Services department is required prior to a student setting up their own switches, network printers or wireless access points within the Residence Halls. All computers connecting to the Queens network must run up-to-date antivirus software. Windows users are required to have automatic Windows Update configured. These requirements have been established for the protection of the network and its connecting users and are enforced by IT Services.

For more information about the topics above and others, please visit the IT Services site at:

<http://myqueens.queens.edu> or contact the University Technology Helpdesk at 704 337-2323.

Internships and Career Office

Location: The Blair House in the Residential Quad
Telephone: 704 337-2337
Hours: Monday - Thursday 8:30 a.m. - 5:30 p.m.
Friday 8:30 a.m. - 12 noon (By appointment only after 12 noon on Friday)
Website: www.queens.edu/Academics-and-Schools/Internship-and-Career-Center.html

Library – Everett Library

Location: The Residential Quad
Telephone: 704 337-2401
Hours: Monday – Thursday: 7:30 a.m. - midnight
Friday: 7:30 a.m. - 6:00 p.m.
Saturday: 10:00 a.m. - 5:00 p.m.
Sunday: 1:00 p.m. - midnight
Website: www.queens.edu/Everett-Library.html

Dedicated in 1960, Everett Library serves a community of faculty, students, staff and Friends of Everett Library with more than 100,000 books and bound periodicals designed to support all programs of the University. There is open access to 60+ databases for academic research as well as over 300 periodicals and newspapers. 70+ computer workstations are available in house for research and study.

Mail / Copy Center

Location: Trexler Student Center, lower level
Telephone: 704 337-2401
Hours: Monday - Friday: 8:30 a.m. - 6:00 p.m.
Saturday: 9:00 a.m. - 12:00 noon

The Mail / Copy Center is a satellite post office which provides daily mail service to Queens students, faculty and staff and express delivery via UPS and the US Postal Service. Students may purchase stamps, color / black and white copies, or send/receive facsimiles. Each residential student is provided with a campus mailbox and mail should be addressed as follows:

Queens University of Charlotte
1900 Selwyn Avenue
MSC # _____
Charlotte, NC 28274

In addition, Queens Student Identification Cards can be obtained through the Mail / Copy Center.

Office of Diversity and Inclusion

Location: Morrison Hall 211, second floor
Telephone: 704 337-2320
Website: <http://www.queens.edu/About-Queens/Office-of-Diversity-and-Inclusion.html>

Queens Telephone System

Telephone: 704 337-2201
Hours: Monday – 8:30 a.m. - 6:00 p.m.
Saturday: 9:00 a.m. - 12:00 noon

Dial extension 2201 to report any on-campus telephone problems. All campus phones are accessible by dialing the last four digits of the 10-digit phone number. External calls are placed by dialing 9 + the 10-digit telephone number. Most campus employees have an individual extension with voicemail. Extensions may be found on myQueens Portal at <http://campus.queens.edu/directories/printable1a.asp>.

Registrar's Office

Location: Jernigan Hall 101
Telephone: 704 337-2242
Hours: Monday – Thursday 8:30 a.m.- 6:00 p.m.
Friday: 8:30 a.m.- 3:00 p.m.
Website: www.queens.edu/registrar

ACADEMIC CALENDAR: The Academic Calendar provides the annual schedule of academic dates and deadlines, in addition to holidays and breaks.

ACADEMIC CATALOG

COURSE & EXAM SCHEDULES, ROTATIONS & TOPIC DESCRIPTIONS are set in advance to help students plan their academic career.

GRADUATION INFORMATION: The Office of the Registrar is responsible for conducting graduation audits and also presents students with their diploma at the commencement ceremony. For a complete list of services and other office functions, please visit the website.

REGISTRATION & DROP / ADD: The Registrar, in conjunction with the appointed academic advisor, is a student's primary resource for registering for classes. Questions regarding the registration process can be answered by the Registrar as it is their desire to help students achieve academic goals.

The Office of the Registrar maintains grades which are available for online viewing at the end of each semester using the myQueens Portal.

TRANSCRIPT REQUESTS: Academic transcripts are maintained by the Registrar and may be requested online through the Registrar's Office website or by visiting the office in person. Also, enrollment verifications, documents often requested by insurance companies and potential employers, are available as well.

Students are encouraged to provide a current and accurate mailing address to the Registrar and check Qmail accounts regularly as official communication is often sent in one of these two vehicles.

Residence Life

Location: Morrison Hall 220, second floor

Telephone: 704 337-2464

Website: www.queens.edu/Life-on-Campus/Living-On-Campus.html

Spiritual Life

Location: Morrison Hall 204, second floor

Telephone: 704 337- 2760 or 704 337-2291

Website: www.queens.edu/Life-on-Campus/Spiritual-Life.html

Student Activities

Location: Morrison Hall 217, second floor

Telephone: 704 337-2263

Website: www.queens.edu/Life-on-Campus/Student-Activities-and-Organizations.html

Student Bookstore

Location: Trexler Student Center

Telephone: 704 337-2413

Hours: Monday - Thursday: 9:00 a.m.- 6:00 p.m.

Friday: 9:00 a.m.- 4:00 p.m.

Saturday: closed

Sunday: closed

Note: Hours may vary when classes are not in session.

Website: <http://www.bkstr.com/webapp/wcs/stores/servlet/StoreCatalogDisplay?catalogId=10001&langId=-1&demoKey=d&storeId=128405>

The Student Bookstore is a Queens' student's best source for textbooks, school supplies, Queens apparel, novelties, and gift items. The Bookstore stocks required textbooks and class materials (in new or used condition), plus offers a textbook buy back system various times throughout the year. For students' convenience, the bookstore has an active online ordering system (www.queensuniveristycharlotte.bkstr.com) which contains expanded selections of books and merchandise.

Student Cashier

Location: Jernigan Hall

Telephone: 704 337-2322

Hours: Monday - Friday: 9:30 a.m. -1:00 p.m. and 3:00 p.m.-5:00 p.m.
(Note: Hours are subject to change with each semester and break schedules.)

Located on the first floor of Jernigan Hall, the cashier is able to cash checks up to \$75. Queens is within walking distance to three Charlotte banks, therefore students are encouraged to open an account for fund management and easy access. For immediate cash needs, there is an ATM located on the first floor of the Trexler Student Center.

Although the Student Cashier is able to accept cash and check payments to student account payments, all are encouraged to make payments online via myQueens using checks, credit, or debit, as the process is available 24-hours a day and accurately reflects balances.

Student Disability Services

Location: Dana, lower level 014 in The Center for Academic Success

Telephone: 704 337-2508

Fax: 704 337-2521

Hours: Monday - Friday 8:30 a.m. - 5:00 p.m.

Website: www.queens.edu/Life-on-Campus/Student-Disability-Services.html

Student Financial Services

Location: Jernigan Hall

Telephone: 704 337-2225

Hours: Monday, Wednesday, Friday: 8:30 a.m.- 5:00 p.m.

Tuesday and Thursday 8:30 a.m.- 6:00 p.m.

Counselors are available daily from 10:00 a.m. to noon and 2:00 p.m. to 4:00 p.m. or by appointment.

Website: www.queens.edu/Admissions-and-Financial-Aid/Scholarships-and-Financial-Aid.html

Student Financial Services seeks to help students and families afford an education at Queens by optimizing funding from federal, state and institutional resources. Students are assigned a counselor according to their last name. All are encouraged to adhere to submission deadlines for financial aid in order to optimize the award amount and possibility of work study opportunities.

Students are encouraged to save all student financial aid receipts, especially paperwork that confirms registration, scholarships, loans, payments, and changes to financial or academic records.

Student Life

Location: Morrison Hall, second floor

Telephone: 704 337-2226

Website: www.queens.edu/Life-on-Campus/Dean-of-Students.html

Student Support Team

Telephone: 704 337-2556

Website: www.queens.edu/Life-on-Campus/Student-Support-Team.html

A small group of faculty and staff members work together in a confidential manner to formulate a plan to assist students through challenging times. The team meets twice a month to voice concerns regarding students and develop a plan of action to assist and support to them. Support Team implements the plan and continues to follow-up with the student with the intent fostering success at Queens.

The University community is encouraged to inform any Support Team member of a student who is in need of support. Referrals can be made by completing the online form found on the website; direct contact with any team member; or by calling the counselor at the Health and Wellness Center at 704 337-2556.

The Writing Center

Location: Dana Hall 014, lower level

Telephone: 704 688-2765

Hours: Monday - Friday: 7:00 a.m. - 4:00 p.m.

Website: www.queens.edu/Academics-and-Schools/Student-Success/The-Center-for-Academic-Success/Writing-Center.html

The Writing Center, housed in The Center for Academic Success, is an invaluable resource for all students whether an accomplished writer in need of proofreading, or one in need of support and techniques to become a better writer.

The Writing Center is staffed with peer tutors and a faculty member to help students discover how to write and communicate more clearly and effectively in a number of formats such as: essay, research report, cover letter, resume, personal statement or presentation. In addition, The Writing Center is a resource to provide feedback during any stage of the writing process. Scheduling a one-on-one session provides individualized attention from idea generation to presentation so that students can achieve their academic goals.

traditions & events

Traditions

Over a hundred and fifty years of traditions bring vitality and delight to current students as they connect us with those who walked before. Familiarity of Queens' traditions allows one to fully appreciate and participate in campus wide celebrations which tend to bring students, faculty and staff together.

Queens Motto

Non ministrari sed ministrare – “Not to be served, but to serve.”

Queens Alma Mater

Composed in 1956 by the class led by Miss Laura Tillet, the hymn is sung to the Moravian hymn, ‘Praise the Lord, Ye Heavens Adore Him.’

Guardian bright, our Alma Mater,
Molder of our hearts and minds,
Light high visions in thy children
And a loyalty that binds.

Living truth is ever ringing
Tune our ears to hear that chime.
Lasting wisdom peace is bringing
Lead us in the way sublime.

Gladly do we lift our voices
Pledging thee our faith and love.
Teach our minds and hearts to follow
God who leads us from above.

Queens, to thee we pledge our spirits.
Ever thine, a loyal band.
Queens, they praises we are singing,
Grateful for thy guiding hand.

Queens Colors Navy and Gold

Events and Celebrations

Baccalaureate

Faculty, staff and families gather for a church service to honor Queens graduating seniors. It is a time for a time of reflection, words of wisdom for the future, and prayer for their journey which lies ahead.

Boar's Head Banquet and Yule Log Ceremony

Boar's Head is a 78-year old tradition at Queens! Medieval songs, festivities, and food are shared in celebration of the commencement of the Christmas season. The Queens community gathers to feast and to be entertained by the Queens University Dance Ensemble, Chamber Singers, and appearances from staff and faculty donned in medieval attire. All carol as the Yule Log is carried to the bonfire in sheer festivity!

Casino Night

Arguably the most popular event of the year! Casino Night is a formal attire event with music, dancing and casino tables galore! The theme changes yearly, but the tradition does not!

Chapel

All members of the Queens community are invited to attend this simple worship service that often features the Gospel Choir, student musicians, speakers from off-campus, and a sharing of joys and concerns. Weekly worship service is celebrated Thursdays from 11:15 a.m. - 11:45 a.m. in the Belk Chapel.

Connection Week

Every fall there is a week-long display of information and fairs to help students 'get connected' at Queens. Representatives from student organizations, Greek Life, the Health & Wellness Center, the Center for Academic Excellence, and Spiritual Life gather to discuss opportunities on campus and answer questions.

Convocation

The Queens community gathers in Dana Auditorium three times a year. The first two convocations mark the beginning of each term, and the final convocation at the end of a school year recognizes achievement and excellence.

- **Fall Convocation** marks the traditional beginning of the school year as seniors and faculty members, dressed in full regalia, open the ceremony with a procession into the student and staff filled auditorium. The winner of the Hunter Hamilton Love of Teaching Award at the end of the prior year delivers the keynote address.
- **Spring Convocation** is held at the beginning of the spring term.
- **Awards Convocation** is held in April to highlight student achievements. Honors and awards are presented to students for excellence in academics and service. Both the Lee and Grier faculty award and the Staff Award are presented at this convocation.

Exam Break Breakfast

The night before exams begin, this late night fueling delivers bacon, eggs, grits, pastries, and pancakes cooked and served by professors and staff members. It is a grand time in Young Dining Hall that turns out games, prizes, and possibly a guest appearance or two!

Family Weekend

Parents and families are invited to enjoy time with their student as they visit the Queens campus, meet faculty and staff, and get to know other families. Weekend activities include sporting events, information sessions, and special on-campus programming.

Homecoming Week

Students and alumni gather for a weeklong celebration of Queens planned by Student Government and Campus Union Board. The week is filled with events, activities, and Royals Basketball! An after-game party with a DJ or local band concludes the celebration!

Martin Luther King, Jr. Day

Faculty, staff and students combine efforts and reach out to the community in service and education to honor the legacy of Martin Luther King, Jr. It is traditionally referred to as, “a day on, not a day off” to affirm Queens’ commitment to serve.

Midnight on Ice

It is a late night private party on ice! As the clock strikes twelve, Queens students head out for an evening of all night skating that leads into Reading Day, a day designated to read and study prior to exams.

Moravian Love Feast & Tree Lighting Ceremony

The Belk Chapel glows with the tradition of Moravian Fellowship Service to mark the beginning of the holiday season. Students, faculty and staff share in the traditional Moravian fare, a candle lighting ceremony, and carols.

Room in the Inn

Queens students and staff minister to the homeless one night per week January through March. Groups of six are brought to campus to have a clean bed, warm cooked meal, and a night filled with games and community. Breakfast is prepared for them in the morning prior to their departure.

Spring Carnival

Spring is unleashed when the Residential Quad bursts with excitement as students gather to play carnival games, participate in wacky Olympic style activities, and listen to a live band.

College Hour

College Hour is time set aside on Tuesdays and Thursdays from eleven o’clock to twelve noon that is free of classes to allow students to meet for community gatherings, special programs, or Thursday Chapel.

student life

Mission

The Department of Student Life, comprised of the Center for Active Citizenship, Health & Wellness, Multicultural Affairs, Residence Life, and Student Activities, develops policies, programs and services to complement the academic journey and support the educational, social and civic experiences of students.

The Department of Student Life is committed to student learning and development as all departments support and promote the mission of Queens University of Charlotte to “transform lives.” Taking a step beyond the classroom walls, Student Life strives to engage, support and encourage students in developing and reaching their undergraduate goals. The five departments of Student Life support students in a variety of settings such as residential, health and wellness, outreach, and extra-curricular activities and interest. Student Life extends an invitation to all traditional undergraduate students to explore the available resources, as well as activities, organizations and opportunities to serve. Queens is a vibrant and amazing place to call 'home.'

Student Life is led by the Dean of Students who oversees the well being of Queens' students by upholding and enforcing the community standards as set forth by the Queens Honor Code. Protecting the integrity of the University, the Dean provides leadership to the Student Government Association and Campus Judicial Board, responds to the concerns of students, faculty, staff, parents, and the surrounding community, and develops student affairs and policies to benefit the community as a whole. A highly visible and friendly figure on campus, the Dean of Students serves as a resource for all Traditional Undergraduate Students. The Dean welcomes students to Morrison second floor, the Student Life suite where staff is ready to offer service and guidance. The Dean of Students, John P. Downey, Ph.D., can be reached at 704.337.2227 or by emailing downeyj@queens.edu.

Student Complaints of a non-academic nature are to be directed to the Dean of Students. The Student Complaint Policy can be viewed in its entirety in this handbook on pages 80-81.

student activities

Mission

The Office of Student Activities creates transforming leadership and civic experiences while cultivating physical and social development.

Queens University of Charlotte realizes that, as important as academic activities are, much of a student's education occurs outside of the classroom. Day-to-day living experiences and campus-wide activities are valuable components of a well-rounded education. Student Activities partners with faculty, staff, and students to provide activities that promote group participation and interaction so that students come to know themselves as individuals, realize their potential, and develop the skills needed to become creative and active members of the Queens community. Students are encouraged take initiative and exert responsibility through Student Government Association, the Queens Honor Code system, and participation in a wide array of Clubs and Organizations. Ultimately, Student Activities wants the learning that takes place to extend throughout your personal and professional journey.

Focusing on the "total student," Student Activities works with students to provide educational, recreational, spiritual, social, and cultural special events and programs throughout the year. Students are encouraged and supported in brainstorming ideas, promoting activities, and recruitment of local and regional entertainers.

Event Communication...Get in the Know!

Facebook

Check out the [Queens – Get in the Know](#) group on Facebook for all the latest Information. Student Activities sends updates and invitations to the latest campus happenings.

Rextext Weekly Edition

Campus happenings, announcements, and news is delivered every Monday directly to your RexMail account. If you would like to submit an announcement or event that affects the Queens' community of students, follow the submission prompt on the latest edition of RexText or email rextext@queens.edu.

Rextext Weekend Edition

Weekends are not boring in Charlotte. The weekend edition, delivered on Friday, covers Friday through Sunday events that take place on campus and in and around Charlotte. You will find a spattering of athletic events, cultural, spiritual, and social events from which you can choose to attend. If you would like to submit an announcement or event that affects the Queens community of students, follow the submission prompt on the latest edition of RexText or email rextext@queens.edu.

Student Groups

Student Government Association (SGA)

Student Government Association is the governing body of all Clubs and Organizations on campus. Each student enrolled as a Traditional Undergraduate Student is a member of SGA and pays dues in the form of an 'activities fee' which is incorporated into the tuition. Annually, each class elects representatives to

serve on the governing board. The elected governing board allocates funds to support the needs and goals of registered clubs and organizations.

"We, the students of Queens University of Charlotte, in order to create a spirit of Unity within the college community, establish high standards of Integrity and Honor, insure the guardianship of Student Rights, afford students the instruments of Self-Governance, promote a sense of Individual Responsibility, secure Cooperation and Communication between students and administrators, and provide channels for the growth of Leadership and development of Legislation, Justice, and Activities among the students of the College of Arts and Sciences."

— from the Student Government Association Constitution

Selected SGA Budget Policies

The budget policies were established to serve as a guide for the appropriate use and disbursement of Student Government Association funds. No one owns these funds as they belong to the student body. SGA, elected by the student body, distributes the funds to student organizations on the student body's behalf for the purpose of enhancing the out of class experience. Concerns or questions regarding the SGA policies or procedures can be addressed by setting a time to meet with Student Government officials by visiting Morrison 213.

Budget Requests

SGA Funds are most often used to plan, implement, and promote activities on campus that **enhance the experience of students**. Budget preparations must purposefully consider how funds used for a club activity will further the goal of promoting a positive campus environment for students. Activities proposed that are unable to make this connection, will most likely **not** be eligible to receive SGA funds.

Budgets are requested using a **Budget Request Form** provided by SGA. Forms are located on the myQueens Portal under Student Activities' shared documents, outside the SGA office door in Morrison 213, or through the SGA Treasurer.

Budget requests are accepted by SGA on a rolling basis, although late spring semester is when most requests are made for the following academic year. Most frequently, SGA requests to meet with the organization's president and treasurer, but this meeting is not required for simplistic requests.

Event Codes are provided for all approved events. The event code is critical for SGA and the Department of Student Life to keep track of approved funds and to be accountable to the student body from which the funds originated. Students may **not** hold an event or use funds without prior approval and assignment of a corresponding event code.

Following the review of the proposed budget (usually within a week of submission), a letter and an approval form will be sent to the e-mail account of the treasurer and/or president. If a response is not received within 3 business days of its review, contact should be made with the SGA Treasurer and/or the SGA President. **The process should not take more than 72 hours upon the review.**

Appeals regarding budgetary decisions of the SGA Executive Branch may be made directly to the full body of the SGA Senate. Contact the SGA President to be placed on the agenda.

Conferences

The **full body of the SGA Senate** is the only body permitted to approve SGA funds to be used for conferences, retreats, or any other type of off-campus activity in which the members of the student organizations will receive training and/or information regarding their club. As a general rule, SGA funds are not used for off-campus conferences. However, SGA will occasionally consider requests for attendance at a conferences providing the following criteria are met:

- The conference specifically relates to a student organization and little doubt exists that the conference's **primary benefit is to the student body** and the secondary benefit is for individual students and/or club members.
- The conference **must not be an academic conference** related to a student's major, minor, or field of study. Students are encouraged to seek funds for this purpose from their academic departments or Academic Affairs.
- The conference is **not** to be used for the primary purpose of **professional networking** in a chosen professional field.
- Approved conferences provide for a limited number of students to attend and utilize SGA funds. Upon return, the conference attendees must provide the SGA Senate with evidence that supports the conference's usefulness and benefits to the student body.

All decisions of the SGA Senate are final.

Shirt Policy

As a general rule **SGA funds are not used for clothing** for individual members of student organizations. Once again, SGA funds should be used primarily to offer activities for the student body from which the funds originated. *Exceptions* to this policy may be made by the full body of the **SGA Senate**.

Food Policy

Food may be purchased for a student organization meeting **once per semester**. There must be prior approval via the budget request process. The purpose of food at meetings is to celebrate or reward, not to gain membership in the organization. Thus, most requests for food are approved for the beginning of the semester or end of a semester (although other times of the year are clearly acceptable so long as it is once per semester).

Exceptions to this policy may be made by SGA Executive Branch so long as the amount does not exceed \$250. If the request is for above \$250 it must be approved by the full body of the SGA Senate.

Credit Card Policy

The SGA Credit Card was **created to expedite the process of accessing of the approved funds**. It is the responsibility of SGA and the Department of Student Life to ensure the funds are used appropriately and the card is accounted for at all times.

The SGA credit card is a "**Group Account**" card, meaning any losses suffered from lost or stolen cards are the responsibility of the group (as opposed to the protection provided as an individual card holder). SGA is responsible for paying any and all expenses on the card, regardless of the circumstances. For these reasons we are very protective of this card. Usage of the card is a privilege, not a right. Therefore, should the procedures for usage be violated, privilege of students and student organizations needing the card may be revoked by Queens controlling card member, the Vice President for Finance. It is imperative that the procedures are adhered to in order to protect the money of the student body.

Check Requests and Reimbursements

Check request forms are available from SGA (Morrison 2nd floor) or online on the myQueens Portal. Most frequently, check requests are used to obtain reimbursement or to pay for an invoice due the time of service. Check Requests requiring **payment at the time of service** are required to be submitted at least two weeks prior to the event to ensure time for processing. The signed Check Request must be accompanied by an invoice that clearly labels the service providers name and address (not a P.O. Box). **Reimbursements require** that the receipt(s) be attached to

the Check Request form in addition to corresponding **event code(s) to be printed** on the receipt or Check Request form. Check Requests must be signed by the student and the Dean of Students or the Director of Student Activities to receive approval. All check requests above **\$500** must also be approved by the SGA Treasurer. Signed check requests are delivered to the Business Office located in Burwell, first floor. Checks are cut Tuesdays and Thursdays.

IMPORTANT RELATED NOTE: Do not enter into a contract or agree to pay for the services of another person without the explicit approval of both SGA and the Director of Student Activities or the Dean of Students. Students are not authorized to act as agents of the University without prior approval. Failure to obtain approval could leave the violating individual personally liable for the costs associated with the contract or promise-to-pay agreement.

Under the Umbrella of Student Government Association

Senate

The Senate is comprised of elected officers and handles the legislative concerns and interests of the student body.

Honor Council

The Honor Council is responsible for investigating and acting on any alleged violations of the Honor Code's academic or community pledge. Evidence is presented and weighed against the Honor Code policies and sanction recommendations are made to the Dean of Students. The student body elects the Honor Council members annually during campus elections. Each class selects two representatives. Additional information regarding this process, please refer to the Student Judicial Process & Student Rights section of this handbook.

Campus Judicial Board (CJB)

CJB is responsible for investigating and acting on any alleged violations of the Honor Code's community pledge. For more information regarding this process, please refer to the Student Judicial Process & Student Rights section of this handbook.

Campus Union Board (CUB)

Campus Union Board enriches students' collegiate experience by planning, promoting, and implementing activities that provide social entertainment and diversity, as well as educational and physical awareness.

Members who serve on CUB are selected from an interview process on an annual basis. Selected members serve on one of the following CUB Committees: Connection, Cultural, Executive, Homecoming, Recreation, Service, Social, Special, or Spiritual.

Ways to Get Involved:

- Clubs and Organizations including Honor Societies & Opportunities of Merit
- Greek Life
- Intramurals
- Leadership
- Outdoor Education
- Senior Year Experience

Clubs and Organizations

With more than 40 clubs and organizations on the campus of Queens, there is something for everyone outside of the classroom! Students are encouraged to get involved on campus to make the most of the Queens experience. Browse the categories below and if by chance your particular interest does not exist, visit Student Activities on the second floor of Morrison to learn how to start a new club or organization!

Clubs and Organizations are classified in the following categories:

Academic Clubs and Orgs enhance academic studies and pre-professional programs. Many of the offerings are nationally recognized affiliates.

The Arts share in the creation and expression of art forms through music, dance, photography, and applied art; while **Cultural** joins to celebrate diversity by promoting cultural awareness and appreciation.

Campus Organizations directly impact life on campus as they house student government, the judicial boards, and social out of classroom experiences which are designed to deliver social, educational and athletic events.

Media promotes campus news as well as literary and artistic talents in a publicized manner.

Recreational gathers for the “fun of it” – indoors and out! There are traditional recreational opportunities as well as “non-traditional” offerings!

Service exists for those who have a passion to serve and lead locally, nationally, and internationally.

Special Interest explores, educates, discusses and sometimes debates topics surrounding politics, women’s issues, and LGBT.

Spiritual provides offerings for fellowship, music, tradition for a number of religions and practices.

Honor Societies & Recognitions promote and acknowledge academic interests and achievements through meetings, programs, and leadership opportunities.

Greek Organizations offer participation at various levels: governing body, academic and leadership recognitions, and fraternal and sorority membership.

Greek Life

Fraternities on Queens’ Campus

- [Pi Kappa Phi](#)
- [Phi Kappa Sigma](#)

Sororities on Queens’ Campus

- [Alpha Delta Pi](#)
- [Alpha Kappa Alpha Sorority, Incorporated](#)
- [Chi Omega](#)
- [Kappa Delta](#)
- [Phi Mu](#)

General Recruitment Information

Two sorority classifications exist at Queens. National Panhellenic Conference (NPC) sororities hold Formal Recruitment in the fall and National Pan-Hellenic Council, Incorporated (NHPC) holds its Membership Intake Process in the spring.

NPC Sorority Formal Recruitment Process

In order to join an NPC sorority, ladies will participate in the Formal Recruitment in the fall semester. Recruitment is a mutual selection process by which sororities recruit new members and introduce them to the responsibilities and opportunities involved with being a Greek woman. This three day process gives potential new members time with each of the chapters to discover what is uniquely important and characteristic about each. As the women progress through the week, they will continue to learn more about the chapters and their members. At the end of the week, the women will find their new sorority home.

NPHC Sorority Membership Intake Process

Alpha Kappa Alpha Sorority, Inc. will hold its membership intake process during the spring semester. The process for undergraduate membership begins with Rush. The date, location, and time of Rush will be posted at least 2 weeks prior to the event. Students must attend the Rush event to be eligible to be considered for membership.

Fraternity Recruitment

Fraternity Recruitment is a three day process in the fall semester. Participating in this process allows the men going through the process to find out more about the chapters and their members. It is a fun experience and is a time to meet new friends.

[Recruitment Schedule and Dates](#)

[Greek Life Standards of Excellence](#)

The Greek members at Queens strive to reach beyond the stereotypes of Greek Life and to build a system to exceed expectations by focusing on service, academics, leadership, and brotherhood/sisterhood. Take a moment to read the standards set before all who choose to "Go Greek."

[Common Questions and Statistics About Queens Greeks](#)... cost, hazing, achievement and grades.

Clubs & Organizations Policies and Responsibilities

Process to Start a New Student Club & Organization

1. **Refine the proposed organization's idea** to clearly convey its purpose, intent, and activities.
2. **Visit the Student Activities office** to set a time with a Student Activities staff member to discuss the organization's ideas and get answers to any outstanding questions.
3. **Advertise the organization** to invite students to participate via: posting an announcement in RexText Weekly Edition, post on-campus fliers, schedule and reserve tables in Trexler to hold sign-ups, and word of mouth.
4. **Meet with potential members** to hold an informational session about the new organization. Take names, phone numbers, and email addresses from interested students.

5. **Identify an advisor** from a Queens University of Charlotte faculty or staff member. Get their consent and ensure he or she completes the Advisor Agreement Statement to be included with the New Student Organization Registration form.
6. **Create a constitution** using the sample constitution provided in the registration packet. Discuss the constitution with the organization's advisor and organization members. A copy of the constitution must be included with the registration form.
7. **Elect officers** as according to the process noted in the organization's constitution.
8. **Register the organization** by completing the New Student Organization Registration form. Attach the roster of members, the constitution, and advisor letter. Providing all forms are complete and attached, and no question remains, the organization will be officially recognized as a Queens University of Charlotte Student Organization.

Eligibility for Registration as a Recognized Club & Organization at Queens

Registration is required on an annual basis for all Clubs & Organizations to maintain eligibility.

The following are required to maintain eligibility:

- **Be composed of students** with a minimum of six currently enrolled Queens students (enrolled for at least 1 credit hour)
- **Be controlled and directed by students**
- **Abide by all state and federal laws**
- **Abide by the rules and regulations** of Queens University of Charlotte as stated in the Student Handbook
- **Non-discrimination to all.** Membership and all privileges must be extended to all students without regard to gender, age, ethnic group, disability, color, national origin, race, religion, sexual orientation, or veteran status
- **Be advised** by a full-time faculty or staff member at Queens

If at any time your organization no longer meets eligibility, you will no longer be entitled to the privileges granted to registered student organizations at Queens University of Charlotte.

Privileges Extended to Registered Student Clubs & Organizations

- Use of the University's name in association with the name of the organization
- Use of University facilities in accordance with established policies
- Solicitation of membership on campus under the organization's name in accordance with established policies
- Solicitation of funds on campus under the organization's name, subject to the approval of the organization's advisor and the Office of Student Activities
- Listing of the organization in official publications
- Use of University bulletin boards

- Ability to petition the Student Government Association for an allocation of funds to be used for activities
- The right to promote the goals, purposes, identity, programs and activities of the organization on and off campus (active promotion includes the wearing of clothing or accessories with the name, symbols or logo of the organization, distribution of written publicity or display of signs advertising an event)

Responsibilities of Registered Student Organizations

Each chartered organization is subject to the rules and regulations of Queens University of Charlotte and to the review and decisions of the University. An organization found in violation of any of the provisions of its constitution or by-laws or regulations and policies of the University may be disciplined and/or subject to the revocation of its charter. The charter of any organization may be revoked by an administrative hearing. Revocation may result in the loss of all rights and privileges.

Upon being awarded with recognition by Student Activities, the following responsibilities must be adhered to:

- Register annually with the Office of Student Activities and provide immediate notification should there be a change in officers
- Abstain from any discriminatory practices in membership selection and organizational programming
- Adhere to the procedures and regulations affecting student organizations specified in this handbook
- Register all organization events with the Office of Student Activities regardless if they are held on or off campus
- Educate all members of the organization about the individual responsibility to favorably represent the organization and the University through appropriate activities and behavior
- Take organizational action against an individual member when that individual fails to adhere to the standards of the organization or the University. The organization may be held responsible for an individual's behavior when that member's actions are demonstrably related to the organization's life and draw attention to the organization.
- Make provisions for adequate security for campus events when appropriate
- Promote the goals and purposes of the University

Posting Policy

Queens University of Charlotte affiliated groups (student clubs, Greek organizations, offices, departments, individual faculty/ staff and individual students) have the privilege to attach and display posters in public areas including the residence halls, the Trexler Student Center, and academic buildings. The Office of Student Activities will make exceptions to the guidelines below. The following guidelines must be followed unless otherwise approved:

1. Include name of the individual / organization / department sponsoring the event or product being advertised.
2. Post only on surfaces that are designed for such purposes: bulletin boards, walls, and display panels.

3. Posting on glass doors or windows is prohibited in all buildings on campus. Display of any posters or other materials on the exterior of any building, light poles, windows, doors, landscape features, including trees or other surfaces not specifically designated as a poster display area is prohibited unless approved by the Office of Student Activities.
4. The Diana Fountain can be used for posting on a first come, first serve basis and all materials on the fountain must be in good taste and consistent with University policies. Writing on Diana Fountain is prohibited. All materials used on Diana Fountain must be removed within 24 hours of the event. All materials used may not be removed by another organization until after the event has been held.
5. Use only mounting materials that allow removal without surface defacement. Duct tape and double sided tape are prohibited. Stickers are not to be affixed with their adhesive backing.
6. Greek letter organizations are required to maintain their respective boards and the surrounding area in the lower level of the Trexler Center. Postings adhering to policy requirements are permitted on the wall directly around their respective boards.
7. Unattached materials, handouts and handbills are prohibited except those materials distributed in the Student Government Elections, information distributed by Residence Life, and by individuals / organizations that have secured permission from the Office of Student Activities.
8. Individuals/ organizations are permitted to advertise in MSC boxes when the materials are related directly to the individual who will receive the information. When advertising in the MSC boxes, you should provide the Mail Center staff with the box numbers of the students with whom the mailing should go to and ask that it be distributed.

Intramural Sports

Alive and active at Queens, Intramural Sports located within Student Activities, offers a variety of sports and recreational activities, both competitive and non-competitive, throughout the year. The events and offerings are structured to meet the variety of needs, interests, and ability levels within the student population at Queens.

Students participate in games such as:

- Basketball
- Ultimate Frisbee
- Soccer
- Volleyball
- Dodgeball

Seasonal formats and commitment levels vary as they may include seasons of 3-5 weeks, one day tournaments, and recreational games (corn hole, ladder ball, etc.). The variety affords students the opportunity to participate in a familiar sport, try something new, or offer ideas for brand-new activities.

Information is available through the Assistant Director of Campus Recreation and Engagement at extension 2455.

Leadership Opportunities

Orientation Leaders (OLs) assist Student Activities during fall orientation. The Orientation Leaders arrive before new students to participate in training and activities in preparation for orientation. OLs ease the transition to college. Participation is dependent on an application-interview process.

Royal Tour Guides lead daily campus tour for prospective students and their families. The Admissions Office interviews and coordinates the tours with students who display a passion for sharing Queens with others.

Queens Ambassadors strive to be the ultimate representation of a Queens' student through professionalism, honesty, and integrity.

[Q Leaders](#) is designed to bring out the leader in you! Members explore leadership styles and implement them in on-campus clubs and organizations and within the community.

Outdoor Education

[Outdoor Education](#), a part of Student Activities, challenges students to explore and engage in outdoor experiences. Students are provided with educational opportunities to increase personal awareness and develop leadership and teamwork skills in the outdoor environment. Students are encouraged to develop a passion for lifelong leisure activities through exposure to hiking, indoor rock climbing, skiing, and whitewater rafting.

Information and event dates are available through the Assistant Director of Campus Recreation and Engagement at extension 2455.

Senior Year Experience (SYE)

Queens celebrates our seniors and their years of dedication and hard work by creating events just for seniors! SYE events provide seniors with time to reflect on the meaning of the college experience and their transition to the "real world." Through SYE, seniors are provided with important graduation information, educational programs concerning transition and career development, and celebratory activities throughout the senior year. A current listing of [SYE Events](#) can be found online.

the center for active citizenship

Mission

The Center for Active Citizenship (CAC) invites members of the Queens' community, students (Traditional Undergraduates and Adult Students), faculty, staff and alumni to be authentically engaged citizens on campus, off campus, and throughout the world. The CAC will bridge the academic and civic missions of Queens University of Charlotte as it lives out its motto: Non ministrari sed ministrare – "Not to be served, but to serve" by:

- Developing and modeling genuine partnerships with local communities, and community organizations with a specific emphasis on; access, inclusion, equity and trust.
- Providing a resource center that educates and trains the campus community, tracks volunteer hours and provides a capacity-building program in the area of civic engagement, community-building, systemic change and reflection.
- Sponsoring and supporting a wide variety of civic engagement opportunities for students, faculty and staff including volunteerism, internships, community-based learning, activism, and organizing for social change.
- Encouraging collaborative and sustainable relationships between faculty, students, staff and the community.

Avenues to Serve

[The Core Program](#)

[Spiritual Life Outreach](#)

[Athletes in Service](#)

[Community Service](#)

[Greek Life & Philanthropy](#)

[Log Service Hours](#)

Students are encouraged to log their service hours on the Queens portal so that Queens as a whole can account for outreach efforts.

health & wellness center

Mission

The Health and Wellness Center (HWC) provides wellness, medical, and mental health services to all full-time Traditional Undergraduate Students enrolled in the University. The Health and Wellness Center, in conjunction with Student Life, provides, promotes and supports programs and services consistent with the mission of the University, integrating the physical, emotional, and intellectual health and wellness of each student and the Queens community at large. We strive to empower students to identify and manage their health and wellness needs by providing evidence-informed education.

Medical Services

In addition to general medical care for acutely ill or injured students, available services include:

- Routine physical or gynecological examinations (fee for service)
- Contraception services
- Free pregnancy testing
- Confidential STD and HIV testing
- Routine immunizations (fee for service)
- International travel consultation and immunizations
- Laboratory testing on-site or through Carolinas Medical Center (CMC) laboratories
- Referral to a network of physicians and treatment facilities in the Charlotte area
- Educational programming and outreach

Mental Health Services

The HWC offers individual counseling, group counseling, and referral to a network of specialists, including psychiatrists and treatment facilities in the Charlotte area. Counselors also provide educational programming and outreach to the Queens community. Counselors are licensed in the state of North Carolina and are capable of addressing the general mental health concerns that may present while in college. These concerns may include the following:

- Adjustment to College
- Stress and Anxiety
- Body Image / Self-esteem
- Depression
- Family Conflict
- Relationship Concerns

- Sexual Concerns / Rape
- Abuse
- Sleep or Appetite Disturbance
- Suicidal Thinking
- Grief
- Learning how to support family and friends in crisis
- Alcohol / Drug abuse

Health and Wellness Procedures

Eligibility for Services

Health and Wellness Center (HWC) services are available to all full-time Traditional Undergraduate Students (TUGS) currently enrolled At Queens University of Charlotte.

Right to Privacy

The HWC staff is committed to protecting your medical information. We maintain separate medical and counseling records of the care you receive. These records allow us to provide you quality care and to comply with legal requirements.

Integrated Treatment Model

HWC staff works as an integrated treatment team to provide quality care. While medical and counseling information is confidential the staff may at times discuss aspects of your care with other members of the treatment team in order to provide the highest quality of services. In emergency situation, the HWC staff may refer you to another clinician or hospital; vital information may be shared with these health care providers.

Release of Information

Identifying personal health information will not be given to parents, friends, outside medical doctors, partners, roommates, University faculty or staff and employers unless:

- Written permission and/or a release to disclose health information has been signed by you.
- When there is serious and foreseeable harm to you or others.
- You indicate that there is reasonable cause to believe that a child or a dependent adult has been abused.
- A court orders HWC staff to disclose confidential information about you. If this happens, HWC staff will first ask that the court drop their order. If they refuse to drop their order, HWC staff will disclose only the minimum amount of information we deem necessary to satisfy the court's order.
- You waive the privilege by bringing charges against HWC staff.

As Required by Law. We will disclose health information about you when required to do so by federal, state, or local law.

Right to Inspect and Copy. You have the right to inspect and copy health information. Usually, this includes medical and billing records, but does not include counselor's clinical progress notes. To inspect and copy health information you must submit your request in writing to the HWC. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed.

Adult client medical and counseling records are disposed of seven years after last appointment.

Right to provide suggestions, complaints. Please direct comments to: Jill Perry, RN, MSN, Director of Student Health and Wellness Services at (704) 337-2387.

If you have any questions concerning your rights and/or ethical treatment by your counselor, or if you wish to file a complaint, please contact the following: National Board of Licensed Professional Counselors at www.ncblpc.org or (919) 661-0820

Financial Responsibility

Health and Wellness services are available regardless of health insurance status or insurance carrier. While most services are free, charges incurred for services performed at the Health and Wellness Center must be paid at the time of service. Fees can be paid by cash, check, or by billing your student tuition account.

For counseling, a brief model is utilized and a limited number of free counseling sessions can be offered (10 sessions per year) to each TUG. Counselors have the discretion to increase number of sessions if clinically necessary.

Appointment Responsibility

To receive medical care, appointments are encouraged and walk-in visits are accommodated when possible. The physician is on campus one day a week and appointments are required. Appointments are necessary for counseling sessions. Appointments can be made by calling the HWC at (704) 337-2220.

Please remember to cancel and reschedule appointments 24 hours before your appointment. A pattern of missed appointments may lead to termination of services.

Participation

You are encouraged to fully participate in your health/counseling treatment. Counseling sessions typically last 50 minutes. During the intake appointment, the counselor will address your concerns and discuss options with you. The number and frequency of sessions will be determined by both the client and counselor.

Counseling is a voluntary act, and you have the right to choose a counselor that best suits your needs. We will do our best to accommodate your needs within our scope of practice, but if long-term or specialized therapy is indicated, we will make every reasonable effort to find a referral source in the community. If a counselor determines that a student is not making progress with a counselor at the HWC, or is non-compliant with counseling recommendations/referrals, the counselor may refer that student to an off-campus mental health provider.

After Hours Care

For students requiring medical or mental health care when the HWC is not open, resources are available on and off campus. Campus Police are on duty 24/7 and can be reached at emergency extension 2911 or

(704) 337-2306. In addition, there is a Queens First Responders Team that Campus Police or a resident advisor (RA) can contact in the event a treatment decision needs to be made.

After Hours Care Options: Medical and Mental Health

Urgent Care

Morrocroft Urgent Care, 4525 Cameron Valley Parkway, Charlotte, NC 704 512-6240

Concentra Urgent Care, 1614 South Boulevard, Charlotte, NC 704 338-1268

Presbyterian Urgent Care, 1918 Randolph Road, Charlotte, NC 704 316-1050

OrthoCarolina Orthopedic Urgent Care, 1915 Randolph Road, Charlotte, NC 704 323-2682

Emergency (ER)

CMC Mercy Emergency Department, 2001 Vail Avenue, Charlotte, NC 704 304-5000

Carolinas Medical Center (CMC) Emergency Department, 1000 Blythe Boulevard, Charlotte, NC 704 355-2167

Presbyterian Hospital Emergency Room, 200 Hawthorne Lane, Charlotte, NC 704 384-4000

Mental Health Emergencies

Carolinas HealthCare System Behavioral Health Centers, 501 Billingsley Road, Charlotte, NC 704 444-2400 or 800-418-2065

Presbyterian Healthcare Behavioral Health Services, 200 Hawthorne Lane, Charlotte, NC 704 384-4255 or 800-786-1585

Mobile Crisis Team 704 566-3410

United Family Services Rape Crisis Hotline 704 375-9900

24-Hour National Crisis Hotlines

National Suicide Prevention Lifeline 1-800-273-8255

Hopeline Network 1-800-784-2433

Health Requirements for University Admission

- Students are required to submit a complete medical history, recent physical, and documentation of state required immunizations to the HWC. Requirements and forms can be downloaded from <http://www.queens.edu/Documents/Campus%20Life/Student-Medical-Form.pdf>
- Failure to comply with this requirement will result in removal from all classes within 30 days of the beginning of classes. No tuition refunds will be granted.
- All records must be on file to receive medical treatment at the HWC.

Queens Student Health Insurance

Queens University of Charlotte requires all full time Traditional Undergraduate Students and Presbyterian School of Nursing (PSN) students to carry individual health and accident insurance. Queens is pleased to offer an affordable and comprehensive plan.

Both of these groups will be automatically enrolled under the *Queens Plan*, which is provided by United Healthcare and billing will take place each semester for this coverage. If a student has comparable coverage and wishes to waive coverage under the Queens Plan, they must submit an Online Waiver form by the deadline posted on the Health and Wellness Center website (<http://queens.edu/Life-on-Campus/Health-and-Wellness/Student-Insurance.html>). Upon receipt of a completed Online Waiver, health insurance charges will be removed from the tuition bill.

To complete the Online Waiver, visit <https://studentcenter.uhcsr.com/> and enter the school name 'Queens University of Charlotte.' It is important to remember that the Online Waiver **must** be re-submitted each year. The form will be available during the dates posted on the HWC website.

An overview of the Traditional Undergraduate/PSN Queens Plan is available online or at the Queens Student Health and Wellness Center.

Navigating the health care system can be intimidating. Traditional Undergraduate Students/PSN are invited to contact the Health and Wellness Center with any questions or concerns at 704 337-2220.

residence life

Mission

Residence Life, a unit within the Department of Student Life, fosters welcoming and inclusive communities, builds one-on-one relationships with residents to encourage and support student success, and offers safe, comfortable, and convenient campus housing.

At Queens University of Charlotte, we believe the collegiate experience should extend beyond attending classes and earning a diploma. There is much to glean from living and learning in the same environment as students are exposed to different cultures, beliefs, programs and activities. The Residence Life Staff understands the importance of assisting and encouraging students while each learns, develops, and explores the many options of personal and professional choices. We invite students to create a community where each will excel.

Campus Housing

Advantages to Living on Queens' Campus

Living on campus has tremendous advantages academically, socially, and developmentally. Students are provided with an environment where they can have immediate access to academic resources; explore new interests through extra-curricular activities while building a community of relationships and friendships.

Living in the residence halls at Queen provides students with the following:

- A community that encourages academic achievement by providing ready access to academic resources such as Everett Library, computer labs, late night study groups, and living environments that support quiet study hours
- Endless opportunities for involvement with on-campus athletic events, movies, theatrical and musical performances, guest speakers, educational seminars, trips, intramural sports, holiday celebrations, and impromptu gatherings – just to name a few.
- Set fees for housing and dining absent of “ambiguous costs” such as utility and unallocated meals
- Community and leadership building opportunities
- Convenience to class, dining, and campus events that cuts the adding travel and parking component

Who Qualifies for Campus Housing?

Only full time (12 credits or more) matriculated Traditional Undergraduate Students (TUGS) seeking bachelor degrees qualify for campus housing. In addition, only those with student accounts in good standing with Student Financial Services are permitted to live in campus housing. If a student's enrolled credit hours for a particular semester drop below full-time status, or if a student withdraws from the University, the student will be asked to move out of the residence halls. Additionally, a student who changes student status from a TUG to an Associate or Master's degree seeking student, they are not permitted to remain in residence.

Residency Requirements

Students who fulfill the criteria listed above, and are in their first or second year of college (first four semesters) are required to live in campus housing unless they are living with a parent or appointed guardian and are commuting from their permanent address, or are over the age of 24, married, or have children living with them.

All new students to the University who enter in the fall 2011 and thereafter, are required to live in campus housing until they reach senior standing with the University (unless they are living with a parent or guardian and are commuting from their permanent address, or are over the age of 24, married, or have children living with them).

Housing & Contract

Campus housing at Queens University of Charlotte is offered on a contractual basis for the full academic year, excluding break periods as defined in the academic calendar. The student and parent or guardians are therefore urged to read the contents of the Housing Contract carefully. When the Housing Contract is signed and returned to Queens, it becomes a binding agreement between the student (or parent or guardian) and the University. Please note that occupancy of a residence hall room is considered usage of University facilities. This usage does not give the same latitude as does a lessee-lessor rental agreement.

Resident students are required to sign a Housing Agreement when they select or are assigned a room. Failure to comply with the policies and procedures of residence hall living can result in the revocation of housing privileges and/or disciplinary action. All students are given a copy of the Housing Agreement upon signing the agreement. An additional copy is available through the Office of Residence Life. If you have questions about the Housing Agreement, contact the Office of Residence Life at 704.337.2464.

New students are required to download and read the Housing Contract, then sign, date and return the contract along with a completed on-line Roommate Matching Survey in order to be eligible to receive a room assignment.

- [Housing Contract](#) (MS Word)
- [Roommate Matching Survey](#)

Housing contracts can be mailed or faxed to:

Office of Residence Life
1900 Selwyn Avenue
MSC# 1403
Charlotte, NC 28274
Fax: 704 337-2312

Housing Contract Cancellation

Current dates and cancellation procedures can be found on the [Queens website](#).

Room Damage Deposit

A **\$150** Room Damage Deposit will be billed to each residential student's account by the Queens University of Charlotte Business Office, the first semester they live on campus. This deposit is only charged if there is not a deposit on file, and may occur after the first semester of occupancy if it is discovered no deposit is on file. The University will hold the Room Damage Deposit until the student separates from University housing.

For any room damage, full payment will be required and charges will be billed to the student's account. The resident is responsible for the condition and proper care of the accommodations assigned

and shall reimburse the University for any and all damage incurred. The resident's responsibility includes, but is not limited to, damaged or missing room furnishings and damage caused from either inside the room or outside the room to doors, windows, and screens. Residents are not permitted to paint or wallpaper any residence hall room, bathroom or common area. Residents are subject to pro-rated charges for damage to public areas in the assigned hall as well as for community fines. The balance of the Room Damage Deposit will be refunded by the Business Office within six weeks of moving out of University housing, less any room damage costs incurred in the student's final semester.

Housing Rates

Housing rates change from year to year. Please see the current rates on the [Queens website](#).

Room Assignments

New Student Assignments

When submitting a [Housing Contract](#), new students should also complete a [Roommate Matching Survey](#). While not scientific, the Roommate Matching Survey is used to pair students together for their housing assignments based on lifestyle preferences and habits.

Returning Students

Returning Student Room Selection Process (RSRS) occurs each spring. All students returning to campus housing must submit a Housing Contract and participate in RSRS in order to select their rooms for the following year. RSRS is a lottery system based on class standing that give priority for room selection to rising seniors, followed by rising juniors, and last is sophomores. Students who fail to participate in RSRS, but are required to live in campus housing due to Queens' Residency Requirement, will be randomly assigned a room in campus housing.

Students with Disabilities-Requesting Accommodations

Queens University of Charlotte provides accessible housing and access to participate in all the benefits of university life in accordance with Section 504 of the Rehabilitation Act of 1973 and ADA legislation. Students who require housing and/or meal plan accommodations must self identify and request accommodations through the Office of Student Disability Services. The Office of Student Disability Services and Residence Life will work together to grant reasonable accommodations. Students with mobility, visual, hearing, medical or psychological disabilities necessitating accommodations including (but not limited to) rooms with ADA accessible bathrooms, ADA accessible rooms with automated doors, first floor or elevator accessible rooms, single room, strobe lights, etc. should contact the Office of Student Disability Services at 704 337-2508.

Guidelines to Creating a Positive Roommate Situation

A roommate can be one with whom opinions, interests and good times are shared. However, sharing a room can sometimes result in problems. Moving away from home and sharing space with another person can be stressful for both roommates. Experience shows that roommates that get along together usually work at getting along well. Even those roommates that don't become lifelong friends can live in mutual respect and relative harmony, making their residential experience mutually beneficial.

Tips to Being a Good Roommate

Communicate habits, preferences, moods and values at the beginning of the semester. Even "best-friend" roommates may be surprised about how many things they don't know about the other. It is wise not to let conflict build and frustration linger. Some examples of "hot buttons" include different study

habits, different tastes in music, and different ideas about what "clean" means. Talking about concerns can lead to mutual understanding.

Establish house rules regarding the use of each other's belongings, quiet hours, guests, and late night studying. Asking first and discussing before going ahead with an action can result in greater trust and respect.

Know when to talk and when not to. Sharing ideas and discussing situations is an integral part of residence life. Individuals should be aware that excessive interruption in studies can sometimes result in irritation and frustration.

Establish a written roommate agreement based on the sharing of preferences, concerns, and habits surrounding housekeeping, studying, and visitors. Post the agreement to refer to in times of disagreement so both can review the agreed upon house rules.

Resident Assistant (RA) Mediation

In some situations, roommates need assistance in navigating the conflicts that exist in their relationship. In those cases, students should see the RA assigned to their residence hall for assistance. RAs are trained in conflict mediation and can often help students resolve difficult situations and to create a more comfortable environment for all.

Room Change Process

There are times when a room change is necessary. Residents requiring a room change should work with their Residence Coordinator and/or the central Residence Life Office to identify available spaces in campus housing. Room changes should be the last resort and should not be looked at as the first line of defense in dealing with a roommate conflict.

Residence Hall Amenities

Telephone Services

Each resident student is issued a direct dial telephone extension with free local telephone service; however, students must provide their own telephone equipment. Roommates share one telephone line which is programmed to receive incoming phone calls for the unique telephone numbers of both residents. Additional features of the residential phone system include voicemail, call waiting and caller-ID.

Residential Computing Services

In addition to secure WiFi, all residence hall rooms are equipped so that each resident has access to an individual physical data port. To make use of the physical data port for Internet access, an Ethernet ready PC is required.

All students are required to adhere by the policies established by Information Technology Services as noted in the Resource Directory section of this handbook.

QUick Connect Information

- SSID: QU-WIFI
- WPA Pre-Shared Key: quroyals (all lower case)

Laundry Services

Washers and dryers are located in each residence hall, with unlimited access for residential students. The cost for using the laundry machines is included in the cost of room and board.

Cable Television Services

Cable hook-ups are standard in each residence hall room and basic service is included in the cost of room and board.

Service Requests for Residential Amenities

General Maintenance Repair Requests – Call 704-377-2201

The Office of Campus Services manages all on-campus maintenance. Requests for service are made by submitting a work order request by phoning the Service Request Line at extension 2201. Upon review, the request will be assigned. Minor carpentry, glass and carpet repairs, as well as moving furniture and supplies, are handled by Campus Services. Major repairs such as plumbing, heating, electrical, steam and structural systems are often contracted out.

Contact Campus Services at 704 337-2201 and leave a message including name, phone number, room number and nature and location of the problem for the following:

- Electrical or Plumbing Repairs
- Microfridge
- Pests / Insects
- Telephone

In-Room Repairs

Campus Services is not always able to contact a resident before entering that student's room. By simply requesting a repair, permission is granted for Campus Services to complete such work without the student's presence. At no time should housekeeping staff ever have reason to enter a student's room. Only Campus Services Maintenance Staff has authority to enter. A door hanger or comment card will be left in the room after they have entered to make requested repairs. A comment card will describe the work completed; any problems found, and request feedback as to the level of satisfaction.

Laundry Machine-Service Requests

Residential washer or dryer in need of service, should be reported to Mac-Gray at 1 800-MACGRAY (622-4729).

IT Services-Service Requests

Contact the Quest Team at 704 337-2323.

Housekeeping Services

The Campus Services Housekeeping Staff is responsible for the proper cleanliness and appearance of residence hall public areas, such as lounges, hallways, bathrooms and stairwells. Housekeeping will include vacuum, sweep, mop and finish floors, care for carpet and furniture, clean all community bathroom fixtures, change light bulbs and stock supplies such as toilet paper and paper towels in

community bathrooms. Students, however, are responsible for picking up after themselves and maintaining clean living conditions in rooms and bathrooms.

Policies and Procedures for Residential Students

A comprehensive list of Queens' policies can be found in the [Honor Code Booklet](#).

Drug Enforcement Policy for Residential Life

The possession of drugs and drug paraphernalia and the use of recreational drugs (including, but not limited to marijuana, cocaine, ecstasy and such items as pipes and bongs) is illegal and a violation of Queens University of Charlotte policies. Any student found in possession or using recreational drugs will be charged with a violation of the Honor Code and follow the typical judicial process as outlined in the Honor Code booklet. The student may also be charged criminally, at the discretion of the Chief of Campus Police and the Dean of Students.

If the Dean of Students believes enough evidence exists that a student was in possession of drug paraphernalia and/or used recreational drugs, the student will immediately be administratively removed from the residence halls. The student will not be permitted to return to the halls without the escort of a professional staff member and will lose their visitation privileges. Thus, the student must find alternative living arrangements pending the outcome of their hearing.

Students removed from residence pending the outcome of their hearing are responsible for securing their own living accommodations. An emergency loan may be secured from the Department of Student Life should a student need funds to secure short-term accommodations. Students without suitable automobile transportation will need to secure living accommodations along the CATS (Charlotte Area Transportation System) bus route.

Parental Notification Regarding Alcohol, Drugs, Self-injurious Behavior

It is always the desire and intent of the Dean of Student's Office to work directly with students to support their developing individual responsibility, maturity, and independence. However, there are times when a student's behavior becomes so disruptive, or is a risk to themselves or others, that the University elects to remove the student from residence and/or contacts parents or designated guardian to seek assistance on the student's behalf.

The following is a list, although not comprehensive, of times when a student can expect to be removed from residence and/or have the parent or designated guardian contacted by the Dean of Students:

- **Alcohol**
In addition to the Alcohol Policy cited in the Honor Code, repeated violations of the Alcohol Policy could result in a parental notification and possible removal from residence. Similarly, if a student becomes **dangerously intoxicated**, especially if this level of intoxication warrants medical attention, parents will be contacted at the discretion of the Dean of Students.
- **Drugs**
In addition to Drug Policy cited in the Honor Code, students found in possession of recreational drugs and/or drug paraphernalia will be **immediately removed from the residence halls on the first violation**. The student will not be permitted to return to the halls unless escorted by a professional staff member and will lose visitation privileges. The **student will be required to secure alternative living arrangements immediately**. Parents will be notified on the first drug offense.
- **Self-injurious Behavior**
Any student believed to be at risk to him- or herself will receive the full attention and support of

the Dean of Students and Student Life staff members. It is always our goal to help students through difficult times and support them in their decision making. Should a student engage in behavior that is **self-injurious (i.e. cutting, suicide attempt, etc.)**, the student will be required to seek immediate medical and psychiatric attention. No student will be permitted to return to the residence halls without **clearance from a medical professional substantiating the student is not at risk of harming themselves or others**. Parents will be contacted by the Dean of Students or his designee.

- **Danger to Others**

Any student engaging in behavior considered dangerous to other students (i.e. violence, threats, etc.) may be removed from residence hall immediately. Parent or assigned guardian will be contacted at the discretion of the Dean of Students.

Lock-out Policy

Students who are locked out of their room should go to Campus Police and complete the necessary paperwork to obtain a loaner key. The cost for this service is \$25. While typically waived the first time a student is locked out, they should expect to pay \$25 each time they are locked out of their room.

Break Housing

Students are allowed to stay in their rooms during university breaks. University breaks are defined as periods when classes are not in session. These breaks include Thanksgiving Break, Winter Break, and Spring Break.

In addition to the standard rules and regulations outlined in the [Honor Code Book](#), all students residing in residence halls during break period must adhere to the following:

- The campus is considered 'dry' (meaning no student, regardless of age, is allowed to possess or consume alcohol on campus during the break period).
- Students are not allowed to host non-Queens students as guests.

Health & Safety Inspections

In effort to keep all residents safe in the residence halls, the Office of Residence Life conducts Health and Safety Inspections at least once each semester. Notice, including flyers and posters in the halls, will be given before building-wide inspections are held. On rare occasions, an individual Health and Safety inspection will occur when there is enough concern that a safety issue exists in a specific room.

While not all inclusive, the following is a list of things that are **not allowed** in the Residence Halls and would result in a student failing a Health and Safety Inspection:

- Refrigerator or Microwave (apart from Microfridge unit in each room)
- Large appliances
- Appliances with exposed heating coils
- Hotplates
- Toasters
- Toaster ovens
- Sun lamp
- Halogen lamp
- Candles
- Extension cords
- Pets other than fish
- Extra furniture
- Weapons
- Fireworks

- Drugs and/or drug paraphernalia
- Alcohol (if under 21, or living in a freshman building)

Personal Safety for Residential Students

The Queens community is picturesque, friendly, and traditionally noted as being a “safe” community in which to play, learn and live. Unfortunately, crime occurs everywhere and Queens is not exempt. Living away from home places the responsibility for protecting belongings and attending to safety measures in the hands of each student.

Top safety tips for living on campus:

1. **Lock your room!** An unlocked room is an invitation to theft. Don’t compromise your safety.
2. **Do not let people “piggy back” into the building.** Holding the doors for others allows unescorted visitors undermine resident’s safety.
3. **Report lost keys or key cards immediately to Campus Police.**
4. **Plan for safety.** Plan to travel in pairs and determine how you will get home *before* you go out. Let others know your plans.
5. **Identify and record valuables.** Purchase renter’s insurance, engrave valuables with the engraver from Campus Police. Record serial numbers and store in a safe place.
6. **Park in a well lit area and do not leave valuables in your car.**
7. **Do not walk alone after sundown.** If you find yourself alone, call Campus Police at 704 337-2306 for an escort.
8. **Trust your instincts.** Report suspicious activity to Campus Police at 704 337-2306.
9. **Call 911 if there is an emergency or use an Emergency Blue Box located on campus for direct connection to Campus Police.**
10. **Report security hazards to Campus Services at extension 2201.** Broken locks, windows, and lighting are an invitation to theft.

Residence Life Staff

The Director of Residence Life, along with the Associate Director of Residence Life and Residence Coordinators, manage the residential program with the assistance of student Resident Assistants. The professional staff lives on-campus in the residence halls to and shares responsibility for the well being of all residents. Each residence hall is managed by a Resident Coordinator.

The professional and paraprofessional staff is available to provide peer counseling, resource referrals, information, and programming for resident students. All have been trained to handle emergencies, protect individual and institutional rights through the enforcement of University policies and to assume the administrative responsibilities of the residence halls. The staff’s goal is to develop living environments that promote interpersonal relationships, individual growth and learning, and a strong sense of community marked with responsibility and identity. A current staff listing may be found on the [Queens website](#).

Resident Assistant Selection

Resident Assistants are an important part of the leadership team as they build community and provide a network of support on campus to residential students. The ideal RA applicant would possess exemplary skill in leadership, crisis management, communication, and problem solving. This positive role model

serves as a dependable team player who possesses maturity and integrity to interpret and enforce University policies.

Applications for Resident Assistant positions are accepted on an annual basis in January. Residence Life is responsible for the selection and oversight of RAs.

Residence Hall Options

All residence halls at Queens are coed to varying degrees (by floor, hall, or alternating room). Seven residence halls offer corridor style living and suite style living with the exception of North Hall which is reserved for upper classmen and offers apartment style living. Each residence hall has a Resident Assistant (RA) and housekeeping service to maintain common areas and each has ample laundry facilities with free usage, and a furnished lobby with cable television. All rooms are furnished with a mattress, desk, chair, closet, chest of drawers and micro-fridge unit and are provided with basic cable, phone line, and internet access.

A list of the individual residence halls along with their history, description, and amenities is available on the [Queens website](#).

- [Albright Residence Hall](#)
- [Barnhardt Residence Hall](#)
- [Belk Residence Hall](#)
- [Hayes Residence Hall](#)
- [North Residence Hall](#)
- [West Residence Hall](#)
- [Wireman Residence Hall](#)

student rights and responsibilities

Academic Programs and Policies

University Catalog

The Catalog for Queens University of Charlotte contains all degree requirements for undergraduate and graduate programs, as well as specific academic policies. Current and prior Catalogs are available on the [Queens website](#) for the Registrar.

The 2011-2012 Catalog may be found at:

<http://www.queens.edu/Documents/About%20Queens/Honor%20Code%20Book.pdf>

Each student is responsible for knowledge of the academic requirements and policies in the Catalog. An academic advisor is assigned to help the student plan a program of study and answer questions.

Class Behavior Policy

In order to foster a positive learning environment, students are expected to behave and participate in class in a civil and respectful manner. A faculty member has the right and responsibility to remove any student from his or her class who, by the student's disruptive, demeaning, or discourteous behavior, impedes the class.

When a student is removed from class, the faculty member will communicate the length of time of removal to that student.

A student removed for one calendar week or less may not appeal the removal.

A student removed for a period of time beyond one calendar week, including up to the balance of the semester, may appeal in writing to the Dean of the class involved within seven calendar days after being removed from class. Should the Dean deem it appropriate, he or she may seek an informal resolution to the matter. Should the Dean not seek an informal resolution, or should such informal resolution fail, the matter will be formally considered by a committee appointed by the Vice President of Academic Affairs consisting of two faculty members and the Dean.

The committee will give a written recommendation to the Vice President for Academic Affairs, who will make the final decision.

A student may be subject to appropriate grade sanctions for work missed and absences during the time of removal from class. A student removed from class for the remainder of the semester because of his or her behavior will receive a failing grade for the course. A student removed from more than one class because of his or her behavior may also be suspended or expelled from Queens University of Charlotte.

Tuition, Financial Aid and Financial Policies

The Catalog also contains information and policies on tuition, financial aid and withdrawal policies. Additional information may be found on the web site under **Scholarships and Financial Aid**.

<http://www.queens.edu/Admissions-and-Financial-Aid/Scholarships-and-Financial-Aid.html>

Intellectual Property Policy

from the 2010-2011 Catalog

I. Purpose of the Policy

Queens University of Charlotte encourages the production of creative and scholarly works known broadly as intellectual property. These works may create rights and interests on behalf of the creator, Queens University of Charlotte, and others. The purpose of this policy is to support research and scholarship and to help administer intellectual property matters and the rights and responsibilities of all involved.

II. Application of the Policy

This policy applies to works created by all classifications of faculty, staff, and students of the university and to non-employees such as consultants and independent contractors who create works on behalf of the university, unless a written agreement exists to the contrary.

Queens does not assert a property interest in materials that result from the creator's pursuit of traditional teaching, research, creative, and scholarly activities. However, in those cases where substantial institutional resources are provided to support the faculty project or teaching, Queens may assert ownership or other property interests; these situations should be addressed through specific agreements with the producers of the works. Queens desires its employees to have ownership in their works to the greatest extent possible without detriment to the university.

III. Definitions

A. Intellectual property includes, but is not limited to, the following, whether or not patentable or registrable under statute:

- (1) Copyrightable material produced from creative and scholarly activity, such as texts (manuscripts, manuals, books, articles); videos and motion pictures; music (sound recordings, lyrics, scores); images (print, photographs, electronic); art (painting, sculpture, theatrical work, literary work); and computer or electronic software (programs, databases, web pages, courseware); and
- (2) Patentable works such as processes, machines, manufactures, compositions of matter, devices, formula, inventions, designs, and software excluded from copyright; and
- (3) Trademarked materials, such as words, names, symbols or logos, domain names, trade dress, and slogans or any combination of words, including those adopted by the university to identify itself and to distinguish itself and its sponsorship from others; and
- (4) Trade secrets.

B. Faculty refers to full-time and part-time faculty, including adjunct faculty. Staff refers to classified employees, administrative staff, and students who are hired for or assigned specific creative work by the university. Students may be staff members for some purposes and not for others. If they are paid as student assistants, for example, or given grants to do specific research, they are staff. Students receiving general scholarship or stipend funds would not normally be considered staff.

C. Assigned Duty refers to a task or project undertaken as a result of a specific request or direction or as part of expected job responsibilities. Such a task would in most cases include specific instructions, approval of work product, and general oversight. A faculty member's general obligation to teach a class, research a topic, or produce scholarly writing on a subject would not fall into this category. Work produced as an assigned duty of a staff member is considered a work for hire and will be owned by the university. If copyrightable work-for-hire materials are marketed, a staff member will not ordinarily share in the royalties from sales of the work. Faculty may be engaged in work for hire by special agreement.

D. Teaching materials, including online and distance learning materials, created by faculty without substantial use of university resources or special agreement remain the property of the faculty member. If the development of the course materials has made substantial use of university resources and absent a provision in the special agreement, the university and the faculty member will co-own the property rights and both will retain a non-exclusive license to use these materials in educational settings, even if the faculty member leaves the university. Should there be any commercial potential for the materials developed with substantial use of university resources, the faculty member and university shall share in any revenues.

E. Intellectual Property Committee refers to the committee composed of two faculty representatives appointed by Faculty Council and one representative appointed by the Office of Academic Affairs or Office of the President, charged with administering this policy and with resolving disputes over the ownership of intellectual property.

IV. Ownership and Use

In keeping with the view that one of the university's primary benefits to society is the production of original works by its faculty, staff, and students, and in order to best encourage such activity, it is the general policy of Queens that intellectual property shall be the property of the author or creator. Except as set forth below, the creator of intellectual property shall retain his/her rights, and the university shall not assert ownership rights. For students and others who develop creative works collaboratively, ownership will be joint unless the parties have a prior written agreement.

The university may assert ownership rights to intellectual property under the following circumstances:

- Development was funded as part of an externally sponsored research program under an agreement that allocates rights to the university.
- A faculty member or student was assigned, directed, or specifically funded by the university to develop the material, and the university has negotiated an agreement with the creator providing funds, release time, or other agreed-upon consideration.
- Material was developed by staff members in the course of employment duties and constitutes work for hire under U.S. law.
- Development required substantial use of university resources (e.g., facilities, equipment, funding) or more than ordinary use of university resources for that discipline. "Substantial resources" requires use of resources of a degree or nature not routinely made available to all faculty or faculty in that discipline.
- The intellectual property created is more integral to, and reflects more directly on, the identity of Queens University of Charlotte than on the identity of the individual who created it. Examples of this kind of material are alumni bulletins, newsletters, fundraising materials, and any material that prominently uses the trademarks or logos of the university. Queens owns or has a proprietary interest in any trademark, service mark, design, or logo, registered or unregistered, that represents or identifies Queens, its programs, or services. Unauthorized use is strictly prohibited. All authorized use inures solely to the benefit of Queens University of Charlotte.

V. Applicability of the Policy

This policy applies to all faculty, staff, students, visiting faculty and researchers, and employees and visitors covered by sponsored program agreements or other contractual agreements. This policy sets forth the rights and obligations of Queens with respect to all intellectual property, including intellectual property created prior to the effectiveness of this policy.

The overriding principle underlying this Intellectual Property Policy is to encourage creativity and inventiveness, so Queens reserves the right to allow some flexibility in applying this policy on a case-by-

case basis. Ownership and use of materials developed pursuant to a special agreement between the university and the creator will be governed by the provisions of that agreement.

VI. Administration of the Policy

The administration of this policy shall reside with the Intellectual Property Committee.

VII. Dispute Resolution

Questions about application of this policy may be referred to the Intellectual Property Committee. Should any disputes arise as to the ownership of intellectual property, the parties shall be entitled to appear before the Intellectual Property Committee and to present evidence with respect to the disputed ownership. The committee's written determination shall contain the basis for its decision and recommendation. The university president, on his/her own motion or at the request of any interested party, may review the committee's determination. The president may affirm, modify, or reject any determination of the committee. The decision of the president is final.

Adopted: 2009-2010

Revised: January 2011

Judicial Processes

Judicial processes are described in the Honor Code handbook.

Personal Welfare Policy

Queens University of Charlotte expects each student to behave in a manner that protects and preserves his/her health, safety, property, and/or physical well-being, as well as that of the entire campus community. Students are expected to take appropriate measures, including seeking professional assistance, when there is evidence to suggest that they may be unable to adhere to this standard, thus jeopardizing their success and the success of others at the University. Students are also expected to report any behavior of their fellow students that does not adhere to this standard.

A student shall take no action which threatens or endangers his/her own or another person's safety, health, life, or property, nor shall a student make a verbal or written threat of such actions. This includes, but is not limited to, behaviors such as suicide threats or attempts; verbal or written threats to other persons or their property; and/or refusing treatment for life-threatening illness or conditions (e.g. eating disorders, diabetes) that may impact the educational process. Any report of a violation of this standard requires the completion of a Student in Crisis Report (SCR) and following of one of the procedures below.

A student shall not engage in any harmful act to another or an act of self-injury even if the intent is not suicidal, if that act is disruptive to others on campus (this includes cutting and other types of self-mutilation). The creation of a credible Student in Crisis Report that a student has behaved in a way that threatens his/her own or someone else's health, threatened or attempted suicide, or engaged in substantial suicidal ideation, will be considered a breach of this standard.

Student in Crisis Report forms are available from the Health & Wellness Center, Dean of Students Office, Center for Academic Success, Chaplain's Office, and on line at www.queens.edu/studentlife/health. The form must be turned into the Dean of Students Office (Morrison 214) for official action to be taken.

Follow-up procedures where the student may be a danger to self:

The Dean of Students or one of his representatives, in consultation with the University's Health and Wellness Counselor and Student Support Team, shall review the situation, meet with the student and take the following measures as necessary:

1. The student may be required, at the discretion of the Dean of Students, to have a professional assessment by a medical doctor or psychiatrist.
2. The student may be required to abide by the requirements set by the Dean of Students and other key University personnel.
3. The first professional treatment session with the licensed mental health professional shall occur within 48 hours of the incident or release from a medical facility.
4. If the student was released from a medical facility or Behavioral Health Center the discharge paperwork MUST be turned in to the Dean of Students prior to the student resuming classes or returning to the residence hall. Failure to comply with the requirement could result in removal from the residence hall or campus.
5. A "Release of Information" form must be completed by the student allowing the Dean of Students and/or Student Support Team to be informed of the "after-care" plan of the licensed mental health professional. The student MUST follow the requirements set by the mental health professional. Failure to adhere to this procedure will result in disciplinary action that may include removal from residence, suspension or expulsion.
6. In the event of a serious situation, the Dean of Students may take other steps, including contacting the student's parents, guardians, and/or significant others, or requiring additional mental health sessions.
7. A student may appeal the actions of the Dean of Students Office to the Vice President for Enrollment Management. However, the student must immediately comply with these requirements pending a decision to the contrary by the Vice President.

Follow-up procedure where there may be a danger to others or to property:

The Dean of Students or one of his representatives, in consultation with the University's Health and Wellness Counselor and Student Support Team, shall review the situation, meet with the student (if appropriate), and take the following measures, as necessary:

1. The student will be required to meet with the Dean of Students and/or the Chief or Captain of Campus Police within 48 hours of the incident. This timeline may be shortened if necessary, but should not exceed 48 hours. A student's failure to comply shall result in disciplinary action that may include removal from residence, suspension or expulsion.
2. In the event of a serious situation, the Dean of Students, in consultation with the Chief or Captain of Campus Police, may take other steps, including contacting the student's parents, guardians, significant others, or law enforcement officials.
3. The student may be required, at the direction of the Dean of Students, to seek professional help or attend mandatory educational sessions deemed appropriate by the Dean of Students.
4. The student may have disciplinary charges filed as a result of their actions.
5. A student may appeal the actions of the Dean of Students to the Vice President for Enrollment Management. However, the student must immediately comply with these requirements pending a decision to the contrary by the Vice President.

Special Note on "Imminent Danger" to Self or Others:

It is the responsibility of the Dean of Students Office to ensure the health and safety of all students at all times. On occasion, it may be necessary for the Dean of Students Office to act swiftly to protect the

health and safety of the Queens community and to ensure the educational process on campus is not disrupted.

To that end, on rare occasions the Dean of Students may determine a student to be an "imminent danger" to themselves or others and that student may immediately, through administrative action, be removed from residence and/or temporarily expelled from the University. Imminent danger is defined as "more likely than not" to result in harm to self or others. Some examples include, but are not limited to: threats of harm to others, using/possessing illegal drugs on campus, self injurious behavior, etc. Decisions about any administrative action can be appealed to the Vice President of Enrollment Management, who retains final authority on such appeals.

Administrative removal from the residence halls or expulsion does not presume responsibility on the part of the accused student and will only be used when there is enough evidence to proceed with a judicial hearing before the appropriate hearing board. A judicial hearing will be held as soon as possible following any administrative removal or expulsion. In nearly all cases, the student will be allowed on campus to attend their hearing. However, in situations where the Dean of Students believes there continues to be an immediate and on-going risk to the community s/he reserves the right to have the accused student's input at their hearing occur by phone. If the accused student is found not responsible by the appropriate hearing board, any administrative action taken against the student will be immediately reversed. If the accused student is found responsible, any sanctions for the student will be determined by the hearing board.

Student Complaint Policy

- from the 2010-2011 Catalog:

Queens University of Charlotte is committed to providing an educational climate that is conducive to the personal and professional development of each individual. In order to ensure that commitment, the University has developed procedures for students to pursue grievances within the university community, should such action become necessary. A student who has an unresolved disagreement or dissatisfaction with a faculty or staff member, another student, student group or administrator has the right to file a written complaint without prejudicing his or her status with the University.

Definition

A complaint involves a concern, problem or issue other than a disciplinary measure. (The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is an appeal, not a complaint. Appeals are made through established university procedures.) Complaints may be academic or nonacademic.

An academic complaint may be brought by a student regarding the University's provision of education and academic services affecting his/her role as a student. Academic grievances can include but are not limited to the following types of allegations: discriminatory action toward students within the classroom by a faculty member, e.g., by singling out specific students for either preferential or adverse treatment; failure of a faculty member to follow university policies in the conduct of classes or examinations; or capricious or unreasonable arbitrary actions by a faculty member that adversely affects student performance. The student must have first attempted to resolve the issue by approaching the faculty member, and then the faculty member's dean, before filing a written complaint. A nonacademic complaint may be brought by a student regarding a disagreement or unresolved dissatisfaction with a faculty or staff member, another student, student group or administrator. Nonacademic grievances can include but are not limited to the following types of allegations: issues regarding sexual harassment, discrimination or an alleged infringement upon the rights or sensibilities of an individual by a university employee, student or student organization. The student must first have attempted to resolve the issue by approaching the person(s) involved, and then the appropriate dean or supervisor, before filing a written complaint.

Disability Discrimination

Any student who believes that a University employee has discriminated against him/her due to a disability should file a grievance with the Manager of Student Disability Services within ten days from the date of

the alleged incident. For the complete process and policy information visit the Student Disability Services section of this handbook.

Process

The student is encouraged to attempt and resolve all grievances at the lowest possible level. The student first discusses the problem or complaint with the person whose decision or action is being contested and then the person's dean or supervisor. If the grievance cannot be resolved at that level, the student can submit a formal complaint in writing. A complaint must be based on a claimed violation of a university rule or policy that has not resolved through ordinary processes.

Any student who brings a complaint has the burden of proof and must provide documentation and evidence to support the allegation. A complaint should normally be filed within 10 working days of the incident or incidents. (Note: This policy does not limit the University's right to change rules, policies or practices.) The student should put his or her grievance in writing according to the following guidelines: What is the grievance? Identify it. What are the grounds for the grievance? Explain the basic justification for it based on a claimed violation of a university rule or policy. How would you like to see it resolved? What do you want done?

- Academic Grievances (other than disability issues) - the student will submit the complaint in writing to the Vice President for Academic Affairs. The Vice President for Academic Affairs will ensure that the complaint receives a timely response. The student may appeal the response in writing to the President of the University within 10 days. The results of complaints appealed to this level are final and may not be further appealed. The Vice President for Academic Affairs will keep on file a record of each complaint, its nature and resolution.
- Non-academic Grievances (other than disability issues) - the student will submit the complaints in writing to the Dean of Students. The Dean of Students will ensure that the complaint receives a timely response. A record of each complaint, its nature, and resolution, will be forwarded to the Academic Affairs office. Students in the traditional undergraduate program should refer to the Student Handbook.

Other Policies on Student Rights and Responsibilities

See Also Appeal and Formal Grievance Procedure for Students with Disabilities

See Also Acceptable Use Policy for Information Technology, University Copyright Compliance Guidelines, and all other university technology policies (<http://myqueens.queens.edu>).

See Also Policies and Procedures for Residential Students

See Also The Honor Code

john belk international program

Mission

To help the university meet its mission, the John Belk International Program offers students various opportunities to develop a broadened perspective and a heightened appreciation of a culture other than their own. Through these programs and the related prep courses, we give as many students as possible a positive international experience that will—to varying degrees according to the chosen program—endow students with a deeper understanding of the history, culture and artistic patrimony of another country or region. The John Belk International Program coordinates all aspects of Study Tours, Language and Cultural Immersion programs and other international study abroad programs approved by the university. The Belk office is responsible for helping faculty create the courses and the Study Tours offered and for providing the necessary resources and support to do so.

[Study Abroad with John Belk International Program \(JBIP\)](#)

At Queens, we believe understanding the world is a critical part of a complete education. The John Belk International Program (JBIP) allows more than 90 percent of our traditional undergraduates to study abroad while being immersed in a foreign culture. In visiting some of the most exciting places on earth, students learn to value others' perspectives, learn cultural differences, appreciate great art and architecture, and understand how to place current events into historical perspective.

Three options are available for study abroad. Faculty-led study tours last two to three weeks. Month-long language-immersion programs are available in German, French or Spanish. Finally, semester- and year-long programs Northern Ireland, Australia and Hong Kong allow extended immersion.

[Locations by Region](#)

Study abroad options vary each year based on student interest and availability. Queens is always looking to add new expanded options to help connect our students to our global society. Students travel to Asia & Middle East, Australia & South Pacific, Central & South America, Europe, and Africa. Specific location information is available on the website!

Eligibility

Full-time undergraduate students in good standing, with a minimum grade point average of 2.00, and third-year status are eligible to participate. Part-time students are eligible to participate on a space-available basis by paying the full price of the program.

Scheduling of a Trip

Each spring, rising juniors select the study tour program that best fits their interests and academic needs, or if they're opting for another type of program, they begin the application process. Most Queens students will participate in a study tour following the spring semester of their junior year.

Cost

Most faculty-led study tours and special program major expenses (air and ground transportation, accommodations with breakfast, and admission to museums and historic sites) are covered by tuition. Students pay for most lunches and dinners and all personal expenses. There are moderate supplements for the more extensive study tours and for the language immersion programs. Semesters in Australia, Hong Kong and Northern Ireland cost about the same as an equivalent semester at Queens, with

scholarships and loans still in effect. For more details, call the John Belk International Program at 704 337-2533.

Scholarships

Several scholarships are for tailored study abroad programs. These scholarships are awarded to high achieving students with exemplary academic records.

Queens awards the following scholarships annually to a select few students:

Exchange programs - The most adventurous of Queens students go abroad for a year or semester of study. The John Belk International Program has exchange programs in Hong Kong, Northern Ireland and at the University of the Sunshine Coast in Australia. Applicants must have a minimum grade point average of 3.25; full-time status; a minimum of 52 earned credit hours; four semesters at Queens and be in good standing at the university. Queens pays for the selected students' tuition, room and board, and transportation.

The John Belk Study Abroad Scholarships - Scholarships of up to \$2,500 each go to qualified juniors who want to spend a semester or year abroad in lieu of other programs offered through the JBIP exchange programs. Applicants must have a minimum grade point average of 3.00; full-time status; a minimum of 52 earned credit hours; four semesters at Queens and be in good standing at the university. Students choosing this option work closely with the Belk Office to find and set up the program that best fits their needs.

The John Belk International Internship Scholarships - Scholarships of up to \$2,500 each are available to qualified juniors who want to go overseas to complete their internships. Students arrange their own internships in collaboration with the Internships and Career Programs Office, and receive support for other arrangements through the John Belk International Program. Applicants must have a minimum grade point average of 3.00; full-time status; a minimum of 52 earned hours; four semesters at Queens and be in good standing at the University.

Class of 1958 International Scholarship Awards - Two \$500 scholarships are awarded each year to students participating in John Belk International Program study tours. Students nominated by the faculty teaching their JBIP Prep course compose an essay discussing their preparation for the international experience and what they hope to learn from it. A committee selects the two students deemed to have done the most preparation for their international experience and who will best represent Queens overseas.

Jo Dewitt International Adventure Fund - Two \$500 scholarships are awarded each year to students participating in language-immersion or study-abroad programs. This fund rewards those who have actively created a unique international experience for themselves by extending their travels, undertaking service projects or by getting intimately in touch with the local culture.

internships & career programs

Mission

The Internships and Career Programs (ICP) office, provides an academic forum to help students and alumni translate their education into productive careers and noble lives. We challenge individuals to combine their unique gifts, academic preparation and diverse experiences into a life work plan. Through the process of academic course work, experiential learning and career development services, the ICP staff provides a comprehensive career development education program for Queens students.

Resources for Queens Undergraduates

Queens Alumni Mentoring Program

The Alumni Mentoring Program provides allows undergraduates to connect with Queens graduates who work in the student's field of study. Alumni mentors are able to provide knowledge, values, perspectives, networking and resource information to help students achieve their career goals.

Individual Career Development Coaching

Students work with the Blair House Staff to develop a life-work plan, locate internships, develop resumes and cover letters, learn interviewing techniques, conduct job offer and salary negotiations, and coping with the transition from college to the "real world." This service is offered on an individual appointment basis.

Computerized Assessments

Two computerized assessments (Career Liftoff and MAPP) provide insight to career pathways. Assessment results are reviewed with a counseling session with a Blair House staff member to help better understand the results and utilize them in a life-work plan.

Resume/Cover Letter/Thank You Letter Guidance

Learn how to construct a resume from scratch, with advice and tips on how to properly reach the intended audience and market oneself for the next job. All resumes will be different depending on individual strengths and weaknesses. Learn the value and function of well-written cover letters and Thank You notes.

Mock Interviews

In addition to individualized interview preparation with an ICP counselor, you are able to practice your interview skills online using Optimal Interview. Interviews can be conducted via webcam and you can request feedback from an ICP counselor.

Dale Halton Career Resource Library - Print and Electronic

Hardcover manuals and online data base help students explore careers, education requirements, and salary information.

Education on Job Search Techniques

Resources are available to help with job search and salary negotiations.

Company/Industry Research, Trends, and Job Market/Labor Statistics

In order to equip job seekers with information, the Blair House staff assists with company and industry research resources, labor market trends, and the impact of economic, political and cultural issues and the influence they exert on the job search.

Graduate School Information and Application Assistance

The Blair House maintains information needed (programs, costs, scholarships) on Graduate Schools both electronically and in print. Graduate school admission test information is available for the GRE, GMAT, LSAT, MCAT, and other admission tests.

The Job List

Sign-up for a free weekly listing of part-time positions, internships and professional jobs for current students, recent graduates, and experienced alumni. Email internships@queens.edu for details, or to subscribe to the list, include your name, email, and student ID number.

On-Campus Recruitment

Students, particularly graduating seniors, may interview with employers through the ICP office. Visit the ICP office to view the list of companies scheduled to visit the campus and to sign up for interviews for which you may qualify.

Networking

Networking is the #1 way to find a job. ICP teaches students and alumni how to begin developing a professional network, how to maintain one, and the values and benefits of reciprocity in job searching.

Salary Research and Negotiation Tips

Students are taught how to research salary information from various resources to position themselves for a salary negotiation. The Blair House staff assists with tips, advice and role-playing.

Queens University of Charlotte Internship/Career Database

College Central Network is an electronic database to research as many as 1000 local Charlotte companies that have previously worked with a Queens student.

Student Internships

As an integral part of the academic experience, the entire freshmen class is required to complete an internship as part of their graduation requirements. This unique program has gained national recognition as it better prepares students for the working world or graduate school programs once they leave Queens.

Queens students will first prepare for their internship experience by completing the introductory course INTE 297: The World of Work. This required two credit class guides students to develop important resume writing, interviewing, job search, career research, presentation, and networking skills. Upon completion, students will use what they have learned to obtain an internship. Queens students can

complete internships in corporate, nonprofit or service organizations in the Charlotte metro area, nationally, or internationally.

International Internships

In addition to domestic internships for academic credit, Queens University of Charlotte allows students the opportunity to gain real-world work experiences abroad. A partnership with World Endeavors provides student with the opportunity to live and work abroad as they are immersed in the country's culture.

World Endeavors focus on educational, service, social justice, business, economic development and sustainability internship projects in foreign countries, including developing countries is a perfect fit for the Queens mission of "preparing students for noble lives and productive careers."

Noted for their personalized service to students, World Endeavors provides a full array of services to ensure a signature internship experience for the student. Services include student interviews for placement at internships sites; on-ground cultural and language orientation; housing placement and assistance and home-stay opportunities; advice on visas; international cell phones, international accident insurance; and an advisor in the host country.

[International Internship Locations](#)

Internship locations and options may change year to year based on availability and student interest. Visit the website for the most up to date information!

office of diversity and inclusion

Mission

The Office of Diversity and Inclusion provides educational and cultural programs which celebrate diversity throughout the campus community. Additionally, OMA seeks to develop and sustain an inclusive learning community for Queens' students, faculty, staff and community partners.

[Educational & Cultural Programs](#)

Diversity Lecture Series

Intergroup Dialogue

Shades of Blue: A Celebration of Cultures

L.E.A.D. Program - Lead, Educate, Act & Diversify

Dr. Martin Luther King, Jr. Week of Reflection

Cultural and Heritage Celebrations

student disability services office

Mission

The Office of Student Disability Services at Queens University of Charlotte seeks to provide equal opportunity to students with disabilities to ensure equal access to higher education, programs, services, benefits and a welcoming campus environment for those requiring protection. Support services and accommodations are provided through the Office of Student Disability Services, which also advocates for students with disabilities and seeks to empower students to become their own and best advocates.

Services for Students with Disabilities

ADA Compliance, Documentation, Accommodations

The Office of Student Disability Services serves qualified students with disabilities of all varieties: learning disabilities; ADHD; psychiatric/emotional disabilities and physical disabilities including vision impairment, hearing impairment, mobility issues and medical disabilities. The Office of Student Disability Services at Queens University of Charlotte seeks to provide equal opportunity to students with disabilities to ensure equal access to higher education, programs, services, benefits and a welcoming campus environment for those requiring protection. Support services and accommodations are provided through the Office of Student Disability Services, which also advocates for students with disabilities and seeks to empower students to become their own and best advocates.

It is the responsibility of the student to self-identify as having a disability and request reasonable accommodations. In order to access the rights provided through the ADA and Section 504 of the Rehabilitation Act of 1973, a student must register through Queens University of Charlotte Student Disability Services and provide current documentation verifying a disability. A student cannot receive accommodations until this is completed. It is also the responsibility of the student to supply his/her professors with the "Letter of Accommodation," provided through Student Disability Services and to arrange for the accommodations. Students requiring auxiliary services (interpreter, alternative text format) need to request these well in advance, so that arrangements can be made for timely delivery of these accommodations.

Eligibility

Queens University of Charlotte is committed to the principles and practices of diversity throughout the University community. Women, members of minority groups and individuals with disability are encouraged to apply for admission. Queens does not discriminate on the basis of race, color, creed, gender, age, sexual orientation, national and ethnic origin or disability status in the administration of its educational and admissions policies, employment policies, scholarship and loan programs, athletic programs or other University-administered programs. All staff, faculty and students at Queens University of Charlotte share in the responsibility to adhere to this philosophy of equal access and opportunity.

Disability legislation protects individuals with disabilities against discrimination, as well as mandates the provision of reasonable accommodations and auxiliary services. Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and most recently, the Americans with Disabilities Act Amendment Act of 2008 are the legal underpinnings of the Queens University of Charlotte Student Disability Services Policies.

Eligibility for Student Disability Services is determined by the Manager of Student Disability Services and based on review of documentation and assessment of individual student need. Students seeking

accommodations and/or protection by anti-discrimination laws are encouraged to register through the Office of Student Disability Services. Qualified students with disabilities must meet the legal definition of a person with a disability and submit documentation for verification from a qualified professional. Assignment of accommodations is made on a case-by-case basis.

Definitions

The 504/ADA defined many of the terms which are frequently referred to in college and university informational sources.

An individual with a **disability** is defined by the 504/ADA as a person:

1. with a physical or mental impairment that substantially limits one or more major life activities (including, but not limited to caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking standing, lifting, bending, speaking, breathing , learning, reading, communicating, and working, and added in the ADAAA, concentrating and thinking)
2. with a history or record of such an impairment, or
3. perceived by others as having such an impairment

A **qualified student with a disability** meets the same admissions criteria and technical standards for admissions to Queens University of Charlotte, with or without reasonable accommodations, as students without disabilities. Qualified students with disabilities continue to meet the course requirements and grade point average to remain at Queens, just like students without disabilities. The degree conferred at graduation implies the same standards are met for students with disabilities as those without, so expectations must remain equal for all students.

In higher education **reasonable accommodations** refer to changes or adjustments in the manner of offering, presentation, response, that allow students with disability full access to all programs, services, and benefits at Queens University of Charlotte. Generally, accommodations are needed only for those included under the first prong of the definition. Reasonable accommodations are determined on a case-by-case basis.

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 states that, "No otherwise qualified handicapped individual shall, solely by reason of his [her] handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Section 504 of the Rehabilitation Act of 1973 laid the foundation for the rights of individuals with disabilities to have the same access and freedoms as individuals without disabilities. It mandates that auxiliary aids and reasonable accommodations must be provided to individuals with disabilities. Section 504 applies to all entities that accept federal funds, which includes virtually all institutions of post-secondary and higher education, public and private. This law speaks directly to access to which individuals with disabilities are entitled. The access to which this refers includes not just access to facilities, but also access to information via a method that is meaningful (e.g. Braille, alternative text, interpreter) and a means by which the student can relay his/her learning, as well as programs, and extra-curricular activities.

Americans with Disabilities Act of 1990

The Americans with Disabilities Act of 1990 was enacted to provide a clear, comprehensive, national mandate to end discrimination for those with disabilities as well as standards for addressing discrimination. It broadened the scope served to include entities beyond those receiving federal funds and opened the possibility for litigation around failure to provide reasonable accommodations. Furthermore, the ADA increased awareness of disability rights which resulted in an increase of those served, particularly previously underserved populations: those with "invisible" disabilities. The ADA is comprised

of 5 titles that specifically address employment, public services, public accommodations and services operated by private entities, telecommunications and miscellaneous provisions. Titles II and III have the most bearing on institutions of higher education.

Americans with Disabilities Act Amendment Act of 2008

As a result of years of judicial decisions related to the ADA, the focus drifted from protecting individuals against discrimination and resulted in a narrowed definition of disability. Not only were fewer individuals protected because of the focused scope of "major life activities," but the standard for proving how the condition "substantially limits" was high. The Americans with Disabilities Act Amendment Act of 2008 "reset" the definition of disability, restoring it to its original and intended meaning. While the legal definition of "disability" has not changed, the interpretation of it has. In effect the ADAAA has broadened the definition to include more "major life activities," while simultaneously lowering the burden of proof of how the condition "substantially limits" the major life activity. Essentially, the ADAAA has made it easier for more individuals to 1) show that they have a condition and 2) receive protection under the law.

Rights and Responsibilities

Queens University of Charlotte provides the same rights and privileges all students, regardless of disability status. However, in order to access these rights and privileges, students with disabilities must comply with certain the policies and procedures. The following is a list of rights and responsibilities as they relate to students with disabilities.

Qualified students with disabilities at Queens University of Charlotte have the right to:

- on-discrimination
- an accessible post-secondary education
- participation in education, programs, services and all benefits associated with the school of his/her choice
- appropriate and reasonable accommodations
- privacy with regard to the nature of his/her disability
- file a grievance if they believe they have been subject to discrimination

Qualified students with disabilities have the responsibility to:

- self-identify as having a disability by submitting the "Voluntary Disability Disclosure" form to the Office of Student Disability Services
- provide current and complete documentation to the Office of Student Disability Services
- formally request accommodations, including the need for auxiliary services, in a timely manner
- inform the Office of Student Disability Services of any changes or needs regarding accommodations
- inform their professors of the need for accommodations by distributing a "Letter of Accommodation" each semester
- advocate for their needs
- meet qualifications and essential requirements of the course and curriculum for graduation

- follow procedures for obtaining reasonable accommodations as outlined by the Office of Disability Services
- adhere to the class behavior policy

Queens University of Charlotte, through its faculty and staff, has the right to:

- identify and establish essential functions, skills, knowledge and standards for courses and programs of study
- request documentation verifying a disability (to be submitted to the Office of Student Disability Services only)
- deny requests for accommodations if they are not appropriate or are unreasonable, or are an "undue burden" as indicated under federal law.
- assign accommodations through the Office of Student Disability Services from an array of appropriate and reasonable accommodations (which may or may not be the student's preferred option)

Queens University of Charlotte, through institutional policy has assigned responsibility to its faculty and staff to:

- treat all students with respect
- provide equal access to education and all the benefits of a university education
- provide or arrange reasonable accommodations, auxiliary services, information in accessible format in a timely manner to students with disabilities
- include a statement on all syllabi regarding reasonable accommodations refer students to the Office of Student Disability Services if students seek accommodations without a "Letter of Accommodation"
- provide privacy regarding the nature of the disability and accommodations
- notify the Office of Student Disability Services if professors/instructors believe accommodations fundamentally alter the requirements of a course or curriculum
- maintain confidential records of the students it serves

Confidentiality and Release of Information

Queens University of Charlotte recognizes the highly sensitive and confidential nature of disability-related documentation and is committed to ensuring that all information and communication pertaining to a student's disability is maintained as confidential as required or permitted by law. The following guidelines about the treatment of such information have been adopted by the Office of Student Disability Services (SDS) and will be shared with students. These guidelines incorporate relevant state and federal regulations. The Office of Student Disability Services will collect and maintain disability-related material provided directly by a student, or forwarded from any other party. Any information regarding a disability is considered confidential and will be shared with others within the university only when they have a legitimate educational interest.

1. The information provided through the documentation is protected by the Family Educational Rights and Privacy Act (FERPA). The Health Insurance Portability and Accountability Act of 1996 (HIPAA) laws **do not** apply to disability documentation when submitted to the Office of Student Disability Services as only records related to "treatment" (which is outside the purview of SDS)

are protected by HIPAA laws. Separate records for students receiving treatment for disability related conditions would be maintained in the Health and Wellness Center and fall under the protection of HIPAA. Sensitive information in SDS student files will not be released except in accordance with federal and state laws.

2. A student's file may be released pursuant to a court order and subpoena.
3. If a student wishes to have information about his/her disability shared with others outside the institution, the student must provide written authorization to the Manager of Student Disability Services to release the information. Before giving such authorization, the student should understand the purpose of the release and to whom the information is being released. There may also be occasions when, within the University, the Manager will share information regarding a student's disability at his/her discretion if circumstances necessitate such sharing and the Manager has determined that there is an appropriate and legitimate educational interest involved.
4. A student has the right to review his/her own SDS file with reasonable notification.

Requesting Accommodations

Students seeking accommodations and/or consideration under disability legislation should initiate this process by registering through the Office of Student Disability Services, as follows:

1. A student disclosing disability status to others on campus will not be officially recognized without contacting the SDS. A student may identify him/herself as a person with a disability by completing and submitting the VOLUNTARY DISABILITY DISCLOSURE form to the Office of Student Disability Services available in Dana 014, or on the SDS website. This initial step is a one-time occurrence. If students are uncertain about their disability status, or believe they may have a disability (but have no supporting documentation), they are encouraged to contact SDS to discuss their concerns. Students are also encouraged to register with the Office of Student Disability Services even if they are not seeking accommodations in order to expedite the process in the event that accommodations or other consideration are needed at a later date.
2. The initial request for accommodations can be made at the same time the VOLUNTARY DISABILITY DISCLOSURE form is completed by filling out the REQUEST FOR ACCOMMODATIONS form. The REQUEST FOR ACCOMMODATIONS form needs to be completed at the beginning of each of each subsequent semester. These forms can be found online or in the SDS office.
3. The student must provide appropriate documentation that verifies the disability and specifies recommendations for accommodations (See Documentation Requirements) as reasonable accommodations cannot be granted until after the required documentation is reviewed by the Manager of Student Disability Services and the student is deemed a "qualified student with a disability." Accommodations are not retroactive.
4. An intake interview must be completed with the Manager of Student Disability Services to determine appropriate and reasonable accommodations. The intake interview is a one-time occurrence.
5. The Office of Student Disability Services will provide the student with a LETTER OF ACCOMMODATION issued to individual faculty members/staff for the student to distribute. Each semester the qualified student with a disability must request accommodations by completing the REQUEST FOR ACCOMMODATIONS form before LETTERS OF ACCOMMODATION (LOA) can be issued. This process also allows the student to request accommodations for specific classes.
6. Students may request accommodations at any time during the semester; however, they should be aware that there can be a lag between the time LOAs are issued and the implementation of

the accommodation, depending on the type of request. Students are strongly encouraged to request accommodations early (especially those seeking auxiliary services and books in alternative format) so that there is adequate time to arrange for these accommodations. While every effort will be made by the SDS to provide services in a timely manner, students should bear equal responsibility in the satisfactory delivery of accommodations by providing sufficient time to have them arranged.

7. The Office of Student Disability Services is located in the Center for Academic Success in Dana 014. Sandy Rogelberg is the Manager of Student Disability Services and can be contacted at 704-337-2508 or rogelbes@queens.edu.

Documentation Requirements for Verify a Disability

Section 504 of the Rehabilitation Act of 1973 and The Americans with Disabilities Act (amended 2008) guarantee certain protections and rights, and equal access to programs and services to persons with disabilities. In order to access these rights, an individual must provide documentation verifying that the disability substantially limits some major life activity (seeing, hearing, speaking, walking, breathing, performing manual tasks, learning, caring for oneself, and working, etc.). The purpose of this documentation is twofold: 1) to verify that a disabling condition exists, and thus provide protections against discrimination, and 2) to illustrate how the condition substantially limits some major life activity in order to determine appropriate and reasonable accommodations. Accommodations are determined on an individual, case-by-case basis.

Student Disability Services at Queens University of Charlotte has adopted the **Association on Higher Education and Disability (AHEAD)** standards and best practices on documentation requirements. For more information about AHEAD, please go to: <http://www.ahead.org/index.htm>

AHEAD Best Practices

Disability Documentation in Higher Education

Preferred profiles for disability-specific guidelines are more helpful when they request information that describe the condition, validate the need for accommodation AND include information to support educational planning. They also should anticipate accommodation needs in new contexts and facilitate referrals to outside services and agencies.

Seven Essential Elements of Quality Disability Documentation

1. **The credentials of the evaluator(s)**
The best quality documentation is provided by a licensed or otherwise properly credentialed professional who has undergone appropriate and comprehensive training, has relevant experience, and has no personal relationship with the individual being evaluated. A good match between the credentials of the individual making the diagnosis and the condition being reported is expected (e.g., an orthopedic limitation might be documented by a physician, but not a licensed psychologist).
2. **A diagnostic statement identifying the disability**
Quality documentation includes a clear diagnostic statement that describes how the condition was diagnosed, provides information on the functional impact, and details the typical progression or prognosis of the condition. While diagnostic codes from the Diagnostic Statistical Manual of the American Psychiatric Association (DSM) or the International Classification of Functioning, Disability and Health (ICF) of the World Health Organization are helpful in providing this information, a full clinical description will also convey the necessary information.
3. **A description of the diagnostic methodology used**
Quality documentation includes a description of the diagnostic criteria, evaluation methods, procedures, tests and dates of administration, as well as a clinical narrative, observation, and

specific results. Where appropriate to the nature of the disability, having both summary data and specific test scores (with the norming population identified) within the report is recommended.

Diagnostic methods that are congruent with the particular disability and current professional practices in the field are recommended. Methods may include formal instruments, medical examinations, structured interview protocols, performance observations and unstructured interviews. If results from informal, non-standardized or less common methods of evaluation are reported, an explanation of their role and significance in the diagnostic process will strengthen their value in providing useful information.

4. A description of the current functional limitations

Information on how the disabling condition(s) currently impacts the individual provides useful information for both establishing a disability and identifying possible accommodations. A combination of the results of formal evaluation procedures, clinical narrative, and the individual's self report is the most comprehensive approach to fully documenting impact. The best quality documentation is thorough enough to demonstrate whether and how a major life activity is substantially limited by providing a clear sense of the severity, frequency and pervasiveness of the condition(s).

While relatively recent documentation is recommended in most circumstances, common sense and discretion in accepting older documentation of conditions that are permanent or non-varying is recommended. Likewise, changing conditions and/or changes in how the condition impacts the individual brought on by growth and development may warrant more frequent updates in order to provide an accurate picture. It is important to remember that documentation is not time-bound; the need for recent documentation depends on the facts and circumstances of the individual's condition.

5. A description of the expected progression or stability of the disability

It is helpful when documentation provides information on expected changes in the functional impact of the disability over time and context. Information on the cyclical or episodic nature of the disability and known or suspected environmental triggers to episodes provides opportunities to anticipate and plan for varying functional impacts. If the condition is not stable, information on interventions (including the individual's own strategies) for exacerbations and recommended timelines for re-evaluation are most helpful.

6. A description of current and past accommodations, services and/or medications

The most comprehensive documentation will include a description of both current and past medications, auxiliary aids, assistive devices, support services, and accommodations, including their effectiveness in ameliorating functional impacts of the disability. A discussion of any significant side effects from current medications or services that may impact physical, perceptual, behavioral or cognitive performance is helpful when included in the report. While accommodations provided in another setting are not binding on the current institution, they may provide insight in making current decisions.

7. Recommendations for accommodations, adaptive devices, assistive services, compensatory strategies, and/or collateral support services

Recommendations from professionals with a history of working with the individual provide valuable information for review and the planning process. It is most helpful when recommended accommodations and strategies are logically related to functional limitations; if connections are not obvious, a clear explanation of their relationship can be useful in decision-making. While the post-secondary institution has no obligation to provide or adopt recommendations made by outside entities, those that are congruent with the programs, services, and benefits offered by the college or program may be appropriate. When recommendations go beyond equitable and inclusive services and benefits, they may still be useful in suggesting alternative accommodations and/or services.

Grievance Procedure

Appeal and Formal Grievance Procedure for Students with Disabilities

Queens University of Charlotte strives to maintain the highest standards of integrity of upholding the rights of persons with disabilities provided by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (amended 2008). Queens University of Charlotte has adopted an internal appeal and grievance procedure to provide an expeditious and equitable resolution of complaints to students who disagree with provision of accommodations or students/applicants who believe they have been subject to discrimination. Students may file a complaint as described herein. Faculty and/or staff who disagree with accommodations as specified in the LETTER OF ACCOMMODATION may also follow this procedure.

Queens University of Charlotte faculty members who wish to challenge accommodations or have questions regarding assigned accommodations per the LETTER OF ACCOMMODATION are directed to address their concerns directly with the Manager of Student Disability Services. Faculty and staff should *not* discuss their objections to assigned accommodations with students.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a 504/ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies, although it is strongly suggested that this procedure be used first.

Appeal Procedure

Individuals who disagree with assigned accommodations provided through the Office of Student Disability Services but do not necessarily feel subject to discrimination may seek reconsideration of an accommodation from a second party. The assigned accommodation will remain as stated on the LETTER OF ACCOMMODATION until a final decision has been rendered. Individuals seeking an appeal should follow this procedure:

1. The complainant/grievant must submit the completed APPEAL FORM electronically to the Vice President of Academic Affairs (VPAA).
2. The VPAA will conduct an investigation consisting of a review of documentation, discussion with the complainant, discussion with the Manager of Student Disability Services, and consultation with other relevant parties.
3. The information presented will be reconsidered and a decision will be rendered within 15 business days of the date the document was submitted.
4. The complainant will be notified in writing of the decision. The decision of the VPAA is final. If the outcome of the appeal is not satisfactory and the complainant feels that he/she has been denied accommodation inappropriately, he/she may file a Formal Grievance.

Formal Grievance Procedure

The Formal Grievance Procedure is intended for rare circumstances in which, after other measures to correct the situation have been taken, the individual feels subject to discrimination due to a disability. The formal grievance procedure is as follows:

1. The complainant/grievant must submit the completed GRIEVANCE FORM (electronically for enrolled students via Queens Email account **only**) to the Office of Student Disability Services, Dana 014 (rogelbes@queens.edu). Should the complaint be against the Office/Manager of Student Disability Services, the form may be submitted (electronically for enrolled students via Queens Qmail account **only**) to the Vice President of Academic Affairs (VPAA).
2. A complaint must be submitted within 30 days of the alleged violation.

3. An investigation conducted by the Manager of Student Disability Services, or other designee as may be appropriate, shall follow the filing of a complaint. The investigation shall be informal, but thorough, and it should afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the findings of the investigation of the complainant and the description of the resolution, if any, shall be forwarded to the Disability Services Advisory Committee who shall review the information and confer via email. A determination will be released to the VPAA for final support, or recommendations. The VPAA will release the decision to the student in no later than 15 (business) days after the initial filing.
5. If the decision of the Disability Services Advisory Committee is unacceptable to the complainant, he/she may request a formal hearing with the Disability Services Advisory Committee, who will convene with the Dean of the College in which the student is housed within 15 business days of the receipt of the determination of the VPAA. A meeting will include the complainant and, at a separate time, any other party involved for review of the incident.
6. If the grievance is substantiated and the University is found to be in violation of disability mandates, a copy of the decision letter will be forwarded to the Office of the Vice President of Academic Affairs. The VPAA will assemble a committee of appropriate parties to explore options for a fair and expeditious remedy to the violation.
7. All decisions of the Office of Student Disability Services stand until such time as the grievance process is completed. The Manager of Student Disability Services shall maintain the files and records relating to the complaints for a period of 3 years.

commuter students

Commuting to Queens and having a vibrant undergraduate experience is possible at Queens; however, it takes some initiative on the commuter student's part to get involved in campus life. The easiest way for the commuting student to make connections outside of the classroom is to join a club or organization and to attend Student Life sponsored events. Student Life is waiting to assist any student with making connections.

Commuter students can obtain a locker by visiting the Student Life main office in Morrison 214.

campus safety and security

Queens Campus Police are on duty 24/7 every day of the year to provide a safe and peaceful atmosphere. All are sworn officers granted with the rights and powers of North Carolina law enforcement officers. Campus Police provide security to the campus and its events, and restore order when necessary. In addition, Campus Police oversee Queens' parking system and provide escort service.

Queens is a safe place, however, Campus Police reminds students to be aware of their surroundings and take measures to ensure personal safety as well as security of belongings. Students should remember to lock their residence hall doors and take their keys with them; never travel alone at sundown; report suspicious persons to Campus Police; and never leave personal possessions unattended or unsecured.

Queens does not assume responsibility for personal property. We encourage students to engrave items (bicycles, electronics, etc.) and record item and account number in a safe place. Campus Police has an engraver should any student wish to mark their belongings. Students should check to see if the parents' homeowners' policy provides coverage for college belongings.

Theft occurrences should be reported immediately to Campus Police at extension 2306.

On Campus Response Systems

Blue Light Emergency Phones

Students should familiarize themselves with the campus emergency phones installed around campus in the event immediate assistance is needed for a crisis situation. The phones are activated by the push of a button and the caller has immediate communication with on-duty Campus Police.

Q Alert

All students are asked to register for Q Alert, the on-campus system designed to inform students of emergency situations, inclement weather, or class cancellation. Voicemail, email, or text messaging delivers status and details of a situation. Sign up for Q Alert at www.qalert.queens.edu.

ID Card Access

Residence halls, computer labs, IT offices, and the Marion Diehl Sports Complex and Conference Center are secured and accessible by card access control, which also serves as the student identification card. Residence hall doors are locked at all times. Students should not prop doors or allow others to enter by "piggy backing" of each other as this compromises the safety of all. Emergency exit doors are alarmed and monitored by Campus Police.

Mass Notification System

Similar to a loud-speaker system, Queens University of Charlotte houses a mass notification system on the main campus to deliver announcements in time of emergency situations.

Evacuation and Lockdown Drills

Throughout the year, the university reviews polices and trains for evacuation and lockdown drills on the main campus. Campus Police continually monitor Charlotte-Mecklenburg Police Bands and are in

constant communication with the Charlotte-Mecklenburg Police Department during any situation that affect the university or nearby areas.

Incidence Response

The University has implemented an incident response plan to define what constitutes a security incident and outline incident response phases. The plan documents how information is passed to the appropriate personnel, assessment of the incident, response strategies, documentation, preservation of evidence, and communication.

Student Parking & Transportation

Parking Permits

All vehicles parked on Queens University of Charlotte's main campus must be registered and have a valid parking permit. To receive a parking permit, visit the [Queens Vehicle Registration site](#).

Registration requires the following:

- License plate number and state of registration
- Name of the registered owner
- Relationship of the driver to the registered owner
- Address under which the vehicle is registered

Print a copy of the completed online registration form. Take the form and original vehicle registration card to Campus Police to receive a parking permit to affix to the rear auto window.

Parking permits are valid from August 15 through August 15 of the following year.

Parking Locations on Campus

All residential students must park in the parking deck located behind Wireman Residence Hall, the Clock Tower parking circle or the Hayes parking lot. Parking in the deck requires a residential parking permit and an access card.

All commuters are permitted to park in any open lot or space on the main campus, except for those clearly marked as reserved for guests, faculty or resident students. Commuter students are also permitted to park in the Third Street lot after 5:30 p.m. each week night.

Shuttle service

Queens provides shuttle service running in circuits from the Evans Clock Tower (off Radcliffe Avenue on the main campus) to the Third Street parking lot, the Fifth Street Campus and the Queens Sports Complex at Marion Diehl Park on Tyvola Road. Shuttle schedules are fluid and subject to change. Notification is provided through RexText.

spiritual life

College is a time of growth and discovery. The spiritual domain is no different. Queens is committed providing students with a climate conducive to the growth and nourishment of a person's lasting religious and moral values. Although affiliated with the Presbyterian Church, USA, Queens welcomes students of different faiths and those seeking to define their spirituality.

Spiritual Life activities are designed to foster exploration and strengthening of each student's spiritual and ethical values. Spiritual Life supports programs such as Campus Crusade for Christ, Hillel, the Guatemala Mission Trip, Bible study, and fellowship opportunities surrounding outreach and service.

Spiritual Life organizes on-campus service in order to reach the immediate community. The most prominent being "Room in the Inn," a combined effort of the Chapel and Urban Ministry, that ministers to the homeless during the cold winter months by providing a safe, warm place to sleep, a hot meal, and a sense of community filled with camaraderie and sharing.

Weekly Chapel services are celebrated in Belk Chapel for Queens' students, faculty and staff, and the surrounding community. Daytime services take place every Thursday from 11:15 -11:45 a.m. and offer a message of encouragement, song, and a sharing of prayer requests and praise. An informal contemporary Tuesday evening service is shared at 9:00 p.m. This intimate gathering is a student led worship service marked with song and prayer.

Reverend Dr. Diane Mowrey, the University Chaplain, is always available for discussions and counseling. She may be reached at 704.337.2291.

charlotte resources

Banks

Bank of America

751 Providence Road
Charlotte, North Carolina 28207
704.386.8251

BB&T

108 Providence Road / Suite 100
Charlotte, North Carolina
704.954.2005

Fifth Third Bank

1051 East Morehead Street / Suite 290
Charlotte, North Carolina
704.554.2520

Scottish Bank

1351 East Morehead Street / Suite 101
Charlotte, NC 28204
704.373.2289

State Employees Credit Union

1130 East 3rd Street
Charlotte, North Carolina
704.376.9133

Wells Fargo (Wachovia)

1065 Providence Road
Charlotte, North Carolina
704.333.8585

Local Attractions

[Carowinds](#) (an amusement and water park)

14523 Carowinds Boulevard
Charlotte, North Carolina
800.888.4386

[Charlotte Bobcats](#) (professional basketball)

333 East Trade Street
Charlotte, North Carolina
704.424.4860

[Carolina Panthers](#) (professional football)

800 South Mint Street
Charlotte, North Carolina
704.358.7800

[Charlotte Checkers](#) (professional hockey)

333 East Trade Street
Charlotte, North Carolina
704.688.9000

[Charlotte Knights](#) (minor league baseball)

2280 Deerfield Drive
Fort Mill, South Carolina 29715
704.357.8071

Movie Theaters

[AMC Carolina Pavilions 22](#)

9541 South Boulevard
Charlotte, North Carolina 28273

[Epicentre Theater 5](#)

210 East Trade Street
Charlotte, North Carolina 28202

[Regal Manor Twin](#)

607 Providence Road
Charlotte, NC 28207

[Regal Park Terrace Stadium 6](#)

4289 Park Road
Charlotte, North Carolina 28209

[Regal Phillips Place Stadium 10](#)

6911 Phillips Place Court
Charlotte, North Carolina 28210

Museums

[The Bechtler Museum of Modern Art](#)

420 South Tryon Street
Charlotte, North Carolina 28202
704.353.9200

[Mint Museum Uptown](#)

500 South Trade Street
Charlotte, North Carolina 28202
704.337.2000

[The Levine Museum of the New South](#)

200 East 7th Street
Charlotte, North Carolina 28202
704.333.1887

[Nascar Hall of Fame](#)

400 East Martin Luther King Boulevard
Charlotte, North Carolina 28202
704.654.4400

[Mint Museum Randolph Road](#)

2730 Randolph Road
Charlotte, North Carolina
704.337.2000

Theaters of Local Colleges and Universities

[Central Piedmont Community College](#)

1206 Elizabeth Lane
Charlotte, North Carolina 28204
704.330.6534 (Box Office)

[Davidson College](#)

Davidson College
209 Ridge Road
Davidson, North Carolina 28035
704.894.2361

[UNCC Charlotte](#)

Robinson Hall for the Performing Arts
UNCC Main Campus
9201 University City Boulevard
Charlotte, North Carolina 28223-0001
704.687.UNCC (8622) www.unccboxoffice.com

Theaters for the Performing Arts

[The Actor's Theatre of Charlotte](#)

650 East Stonewall Street
Charlotte, North Carolina 28202
704.342.2251

[Blumenthal Performing Arts Center](#)

130 North Tryon Street
Charlotte, North Carolina
704.333.4686 (business)
704.372.1000 (box office)

[Carolina Actor's Studio Theatre](#)

1118 Clement Avenue
Charlotte, North Carolina 28205
704.455.8542

[Matthew's Playhouse](#)

100 McDowell Street
Matthews, North Carolina 28105
704.846.8343

[Theatre Charlotte](#)

501 Queens Road
Charlotte, North Carolina 28207
704.376.3777

Places of Worship

Ascension Lutheran Church (LCMS)

1225 East Morehead Street
Charlotte, North Carolina
704.372.7317

Avondale Presbyterian Church

2821 Park Road
Charlotte, North Carolina
704.333.6194

Calvary Church (Non-denominational)

1412 Providence Road
Charlotte, North Carolina
704.543.1200

Christ Church (Episcopal)

1412 Providence Road
Charlotte, North Carolina
704.333.0378

Christian Science

1437 East Morehead Street
Charlotte, North Carolina
704.332.2845

Church of Christ

4338 North Sharon Amity
Charlotte, North Carolina
704.563.2365

Church of the Holy Comforter (Episcopal)

2701 Park Road
Charlotte, North Carolina
704.332.4171

Covenant Presbyterian

1000 East Morehead Street
Charlotte, North Carolina
704.344.0578

First United Pentecostal Church

4929 North Sharon Amity
Charlotte, North Carolina
704.535.1000

Greek Orthodox Cathedral

600 East Boulevard
Charlotte, North Carolina
704.334.4771

Holy Trinity Greek Orthodox Cathedral

600 East Boulevard
Charlotte, North Carolina
704.334.4771

Islamic Center of Charlotte

1700 Progress Lane
Charlotte, North Carolina
704.537.9399

Little Church on the Lane (Moravian)

528 Moravian Lane
Charlotte, North Carolina
704.334.1381

Little Rock AME Zion

401 North McDowell Street
Charlotte, North Carolina
704.334.3782

Myers Park Baptist
1931 Selwyn Avenue
Charlotte, North Carolina
704.334.7232

Myers Park Presbyterian (USA)
2501 Oxford Place
Charlotte, North Carolina
704.376.3695

Myers Park United Methodist
1020 Providence Road
Charlotte, North Carolina
704.376.8584

St. Ann's (Roman Catholic)
3635 Park Road
Charlotte, North Carolina
704.523.4641

St. Gabriel (Roman Catholic)
3016 Providence Road
Charlotte, North Carolina
704.364.5431

St. John's Baptist Church
300 Hawthorne Lane
Charlotte, North Carolina
704.333.5428

St. Mark's Lutheran (ELCA)
1001 Queens Road
Charlotte, North Carolina
704.375.9185

St. Patrick's Cathedral (Catholic)
1621 Dilworth Road
Charlotte, North Carolina
704.334.2283

Seigle Avenue Presbyterian Church
600 Seigle Avenue
Charlotte, North Carolina
704.338.1914

Selwyn Avenue Presbyterian Church
2929 Selwyn Avenue
Charlotte, North Carolina
704.372.6836

Temple Beth El V'Shalom (Reformed)
919 Jefferson Drive
Charlotte, North Carolina
704.366.1948

Temple Israel (Orthodox)
4901 Providence Road
Charlotte, North Carolina
704.362.2796

Unitarian Universalist Church of Charlotte
234 North Sharon Amity
Charlotte, North Carolina
704.366.8623

University Park Baptist Church
2348 Keller Avenue
Charlotte, North Carolina
704.392.1681

FM Radio Stations

WFAE 90.7FM	Charlotte's NPR News Source	Public Radio
WNKS 95.1FM	Kiss 95.1 The #1 Hit Music Station	Top-40
WXRC 95.7FM	The Ride	Classic Rock
WIBT 96.1FM	96.1 Charlotte's Beat	Hip Hop
WKKT 96.9FM	The Kat – Charlotte's Best Country	Country
WPEG 97.9FM	#1 Blazin' Hip-Hop and R&B	Hip Hop
WRFX 99.7FM	The Fox-Charlotte's Best Classic Rock	Classic Rock
WBAV 101.9FM	Charlotte's Best Variety of Hits & Oldies	Urban Contemporary
WLYT 102.9FM	Lite 102.9 Continuous Lite Favorites	Adult Contemporary
WSOC 103.7FM	Charlotte's #1 Country	Country
WKRQ 104.7FM	Cool Music-Always Music, Always Cool	Adult Contemporary
WEND 106.5FM	New Rock 106.5-The End	Alternative Rock
WLNK 107.9FM	The LINK	Hot AC