



Student Orientation Packet





Mission

Pacific College improves lives by educating and inspiring compassionate, skilled leaders of traditional medicine and integrative health sciences.

Core Values

All members of the Pacific College community embody the intention of improving lives exponentially by supporting health and wellbeing through our daily actions.

We lead by example and by practicing the values of:

Integrity

Mindfulness

Compassion

Critical Thinking

Collaboration

Education

Vision

Pacific College is the recognized leader in delivering traditional medicine and integrative health science education to practitioners and the public.

Pacific College is a catalyst for the adoption and expansion of traditional medicine and integrative health science principles, practices, and research, empowering individuals to gain and maintain health and enjoy life.

Pacific College is contributing to the transformation of the structure and economics of healthcare by bringing education and integrative health science to where people live, learn, and play.

Table of Contents

CAMPUS INFORMATION

Campus Directory	4
------------------------	---

RESOURCES

Personal and Emotional Support	11
Tutoring.....	11
Student Council	11
Bookstore	12
Library	12
Clinic	14
Financial Aid	5
Equity, Diversity, Inclusion (EDI) Committee	16

POLICIES

Add/Drop	17
Withdrawals	17
Tuition and Payment Plans	17
Attendance	18
Religious Observance	20
Disability Services	20
Chosen Name Change	20
Non-Discrimination	21
Sexual Harassment	22
Campus Security Report.....	23
Social Media Guidelines.....	23

INFORMATION TECHNOLOGY (IT)

Connecting to the Wireless Network	25
StudentHub & Announcements.....	26
CampusVue Portal: Grades, Tuition, Course Registration	26
Blackboard/eLearning: Online Learning Management System	26
CourseKey: Attendance System.....	27
Pacific College Email	27
Printing.....	27
Campus Door System - Kisi.....	28
Support Tickets	28

Lines of Communication	29
------------------------------	----

Ten Tips to be Successful	30
---------------------------------	----

CAMPUS INFORMATION

Campus Directory

Campus Contact Information

110 William Street, 19th Floor, New York, NY 10038

College Reception Phone: 212-982-3456

Clinic Reception Phone: 212-982-4600

Building Security Phone: 212-938-6664

Website: www.pacificcollege.edu

1st Floor

Pacific College Main Clinic

19th Floor

Administrative Offices:

- Academics

- Admissions

- Alumni, Outreach & Career Services

- Bursar & Accounts Payable

- Campus Director

- Financial Aid

- Information Technology

- President/Chief Operating Officer

- Registrar

- Student Services

Bookstore & Main College Reception Desk

Classrooms 1-17

Clinic Extension Rooms

Clinical Skills Lab

Library

Student Lounge

Faculty Lounge (full-time faculty offices, TAs, and general faculty space)

Academic Calendar

The academic calendar can be found at <http://www.pacificcollege.edu/news/calendar>.

Catalog

The college's catalog contains information on Pacific College including admissions process, model curriculum charts, course descriptions, tuition and fees, and policies and procedures.

Students are responsible for knowing the information contained within the Catalog. It is available on the college's website at <https://www.pacificcollege.edu/current/college-catalog>.

CAMPUS INFORMATION

Academics

The **Academics Department** is responsible for curriculum development, faculty recruitment and management, student academic support, and the implementation of policies and procedures to ensure the highest standards of education. From fostering a dynamic learning environment to monitoring academic integrity, the Academics Department plays a pivotal role in shaping the intellectual and personal growth of students. Through collaboration with various departments, it strives to create an inclusive and vibrant academic community that prepares students for success in their chosen fields and fosters a lifelong love for learning.



Patrick Robinson, PhD, RN,
ACRN, CNE, ANEF, FAAN
VP, Nursing Education
212-982-3456
probinson@pacificcollege.edu



Chrisy Hennessey, DNP, MBA, RN
Dean of Nursing
619-564-5527
chennessey@pacificcollege.edu



Genevieve Feliú, PhD
Dean of Arts and Sciences
gfelu@pacificcollege.edu



Kamila Barnes
Associate Dean of Entry into Nursing
Practice
(212) 982-3456
Kamila.barnes@pacificcollege.edu



Nafeeza Uddin-Schmidt,
Ed.D., MPA
Director of Student Success
619-564-3271
nschmidt@pacificcollege.edu

Advising/Student Services

The **Student Services Department** provides: academic advisement, course planning and progress monitoring, change of program requests, referrals for study skills, counseling and other resources, transfer credit evaluations, assistance for students on probation to return to good academic standing, approval for excused absences from class/exams due to extenuating circumstances, accommodations for students with documented disabilities, approval for leaves of absence and withdrawal requests, and acts as a liaison between students and other members of the administration. You can reach the department by emailing NursingAdvising@pacificcollege.edu or making an appointment through our [online booking app](#).

CAMPUS INFORMATION



Ashley Kowal, Ed.D.
VP of Student Services
Title IX Coordinator
212-982-3456
akowal@pacificcollege.edu



Kiran Usmani
Student Success Specialist
kiran.usmani@pacificcollege.edu
(347) 212-0598



Winnie Zhong
Nursing Student Advisor
619-535-8327
wzhong@pacificcollege.edu



Lester Finley
Academic Advisor
lfinley@pacificcollege.edu
(347) 305-4955

Admissions

The **Admissions Department** is the first point of entry for all students matriculating at Pacific College. Admissions staff handles all aspects of the application process for applicants. If you need to hand in any remaining admissions information, please contact your Admissions Representative or the Admissions Coordinator at Admissions-Nursing@pacificcollege.edu.



Kayla Noonan
Executive Director of Admissions
929-562-1142
knoonan@pacificcollege.edu



Aschleiry Guerrero
Nursing Admissions
929-373-3205
aschleiryguerrero@pacificcollege.edu



Sana Khawar
Nursing Admissions
929-242-7567
sanakhawar@pacificcollege.edu



Marvin Orange
Nursing Admissions Representative
771-212-0212
morange@pacificcollege.edu



Keanna Jones
Nursing Admissions Representative
858-290-5055
keannajones@pacificcollege.edu



Kennedy Gayle
Nursing Admissions Representative
(212) 516-8542
kgayle@pacificcollege.edu

Bookstore

The **Bookstore** is located behind the 19th floor reception desk. It sells all required textbooks listed on course syllabi. The bookstore also sells a small selection of needles, sharps containers, herb kits, massage oils, and apparel. Please see the reception desk for access.

CAMPUS INFORMATION

Bursar

The **Bursar Department** oversees student financial accounts, payment plans, and tuition payments. They can also answer questions regarding financial credit, student refunds, miscellaneous charges, account payments, and other information about student accounts.



Isabel Rios
Bursar
929-358-7871
Bursar@pacificcollege.edu



Melissa Bendana
Financial Analyst
Bursar@pacificcollege.edu

Campus Director

The **Campus Director** manages all departments on campus and plays a leadership role for faculty, staff, and students at the campus. They also handle and respond to all concern and complaint submissions.



Kellie Knight, BA
NY Campus Director
929-373-3212
kknight@pacificcollege.edu

Career/Alumni Services, Outreach & Continuing Education

Career and Alumni Services are provided to current students as well as graduates. These services include outreach events, continuing education opportunities, career meetings with students who want to begin developing ideas or practices while in school, and referrals for students and community members to our graduates and practitioners with particular areas of expertise throughout the U.S. Post graduate services include job placement assistance (including alumni job postings), Pacific College Alumni Network (PCAN), practice-building assistance, and networking opportunities.

Continuing Education consists of extracurricular educational events that are sponsored by Pacific College, including both Continuing Education (with alumni discounts) and free seminars for licensed practitioners and students.

Outreach consists of organized activities and events for students and graduates in the community for the purposes of public education, student experience, and community service.

CAMPUS INFORMATION



Cynthia Neipris, L.Ac., DACM
VP of Alumni Services, Director of Outreach & Community/Continuing Edu
929-373-3208
cneipris@pacificcollege.edu

Chief Executive Officer/President

The **President and CEO** provides leadership for all faculty, staff, and students at the college.



Malcolm Youngren
College President and Chief Executive Officer
212-982-3456
myoungren@pacificcollege.edu

Clinic

The **Clinic** provides low-cost acupuncture and massage treatments to the public and student population at Pacific College. We offer appointments with acupuncture and massage student interns who are close to graduation or with licensed acupuncturists working with a small team of students. Standard clinic hours are Monday-Thursday 9am-9pm and Friday 9am-5pm. The clinic phone number is 212-982-4600. You can also find more information on the clinic website: <https://www.pacificcollege.edu/patients>.

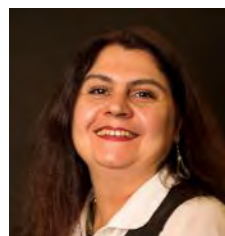
Robert Johnson, JD, MSAC, LAc
Director of Clinical Services

Financial Aid

The **Financial Aid (FA) Department** provides up-to-date financial information to current and prospective students, to facilitate the process of students receiving federal aid, loans, and grants. The FA office notifies students of missing documents, available scholarships, and opportunities to apply for federal work-study. You can reach the office by calling 619-535-8267, emailing financialaid@pacificcollege.edu or visiting <https://studenthub.pacificcollege.edu/financial-aid/>.



Danielle Pompa
Financial Aid Manager
619-732-3878
dpompa@pacificcollege.edu



Tanya Novakova-Kondeva
Financial Aid Officer
872-810-3680
tnovakova@pacificcollege.edu

CAMPUS INFORMATION

Information Technology

The **Information Technology (IT) Department** manages and provides support for students and staff working with PCHS information systems. IT can facilitate access to your school email, student portal, eLearning/Moodle, and the StudentHub sites. To submit a support ticket for technical support, please go to the StudentHub at <https://hub.pacificcollege.edu/>.



Christian Collado
IT Support Technician
ccollado@pacificcollege.edu

Library

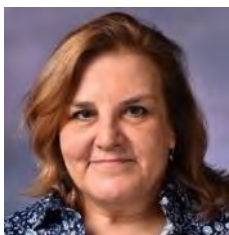
The **Library** is located on the 19th floor. It is a comfortable facility with expansive windows, and an environment conducive to studying and learning. The library is open Monday through Wednesday 9 am – 9 pm, Thursday from 9 am – 5 pm, and Friday 10 am – 5 pm. The electronic library databases are available 24/7 at <https://p94022.eos-intl.net/P94022/OPAC/Index.aspx>.



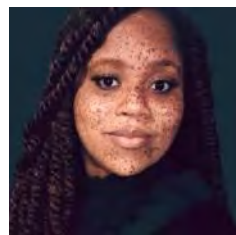
Raquel Fereres, MS
Institutional Director of Library Services
212-388-9287
rfereres@pacificcollege.edu

Registrar

The **Registrar Department** is responsible for a student's academic history, registration, enrollment verification, classroom scheduling, grading and academic records maintenance, degree audits, degree awarding, FERPA compliance, and transcript services. The department's general email address is registrar-ny@pacificcollege.edu.



Patricia Krolewski
Registrar
773-477-4822
pkrolewski@pacificcollege.edu



Monisola Fakiyesi
Registrar
212-982-3456
Registrar-NY@pacificcollege.edu



Sheldeane Husbands
Assistant Registrar
212-982-3456
shusband@pacificcollege.edu

CAMPUS INFORMATION

Reception

Reception staff at the 19th floor reception desk can assist students with a variety of requests and re-direct queries to the appropriate department or staff members. Reception staff book appointments for students with all members of the administration and grant access to the bookstore.



Craig Isaac
Receptionist
212-982-3456
cisaac@pacificcollege.edu



Alejandra Zavala
Virtual Receptionist
212-982-3456
Alejandra.zavala@pacificcollege.edu

RESOURCES

Personal and Emotional Support

Pacific College partners with WellConnect to provide students and their immediate family members with 24 hours a day, 7 days a week, confidential support services to help them work through any personal challenges that may be interfering with their academic success.

Support services include:

- immediate access to master's degree level counselors
- a nationwide network of licensed providers for one-on-one counseling
- online self-help tools
- individualized assistance identifying up-to-date community-based agencies and organizations to facilitate access to childcare, transportation, and other daily living needs

Common reasons why students reach out to WellConnect by Student Resource Services include, but are not limited to:

- feelings of stress related to school, family, or work
- struggles with depression or anxiety
- relationship issues
- drug or alcohol problems
- childcare concerns
- financial troubles
- health care resources

A specialist can be reached by telephone at any time of day, including weekends and holidays, so that students have access to round-the-clock support, whether at school or at home. To access WellConnect, call **1-866-640-4777** or visit them online at: <http://wellconnectforyou.com> (access code: M662).

Tutoring

The study of nursing and holistic health can provide unique challenges to students irrespective of previous academic experience. Tutoring can be an excellent way to master course content and learn effective study strategies.

Pacific College partnered with Tutor.com to provide 24/7, on-demand writing support and tutoring in both general education and nursing courses. The average tutoring session is 15-20 minutes. Students can reach out to the Director of Student Success Nafeeza Uddin-Schmidt at nschmidt@pacificcollege.edu for more information.

Student Council

Student Council helps to cultivate a community of support and inclusion for the student body. They create and fund student clubs; serve as the liaison between students and staff; manage the student lounge; plan social events; host practice labs; and much more. It can also be a great way for students to develop their leadership and professional skills. To contact your Student Council Representatives, e-mail studentcouncil-ny@pacificcollege.edu. You can also find more information on their website, <https://www.pacificcollege.edu/student-councils>.

RESOURCES

Bookstore



Bookstore Hours of operation:

Monday – Friday Please see receptionist
Saturday – Sunday Closed

The bookstore is located on the 19th floor, behind reception. It is not a browsing bookstore so please ask the receptionist for bookstore help and someone will assist you. Methods of payment are credit or debit card (Visa, Mastercard, American Express only). We do not accept cash. We carry all required texts for your classes. We also carry apparel, clinic lab coats, needles, massage oil, sharps containers, moxa, and other materials used in classes.

Library

Library Hours of operation:

Monday – Wednesday 9 am – 9 pm
Thursday 9 am – 5 pm
Friday 10 am – 5 pm



The physical library is located on the 19th floor and the electronic library databases are available 24/7 at <https://p94022.eos-intl.net/P94022/OPAC/Index.aspx>. Our library has much to offer our community:

- 14 internet-ready computers and a printer
- Over 4,000 holdings in the Library catalog, focused on massage therapy, acupuncture, herbs, and nursing.
- Completely automated catalog: books, journals, and audio/visual resources can be located by searching the on-line catalog in the library, as well as through the Pacific College general website.
- Electronic proprietary and free databases that can be used for research.
- A private room that can be used for watching video materials, quiet study, and license exam preparation.
- TCMPro software to learn acupuncture points, meridians, foods, herbs, formulas, and more.
- Auriculo PC software to learn auricular acupuncture.
- Jaws, software for visually impaired patrons.
- Herb samples, anatomy, acupuncture points, and herb flash cards.

Library Policies

- Student must show their student ID card and be registered with the library system to take advantage of library services

RESOURCES

- Reference books cannot be borrowed and are for library use only. They have yellow tape on the binding.
- There is no drinking or eating in the library for any reason.
- No calls are to be made once inside; all cell phones must be placed on vibrate in the library.

Students may check out:

- General collection items (books, CDs, DVDs) for two weeks with one, two-week renewal.
- Contact librarian to renew items at rfereres@pacificcollege.edu
- Reference and reserve materials can be used only in the study room with student ID.
- Library materials for use over term breaks with a term-break application.
- A maximum of six items at any given time.

If a student:

- does not return library materials in a reasonable time frame, the librarian will place a hold on school registration or graduation.
- loses or damages an item, they are responsible for its replacement either by providing a new copy of the item or by paying the current cost of the item.

Students will accrue fines for overdue items until they return the items. You will not be allowed to register for the following semester or graduate unless both the book is returned and the fine is paid.

RESOURCES

Clinic



The Pacific College Clinic is located on the ground and 19th floors. The clinic phone number is 212-982-4600. You can find more information on the clinic website: <https://www.pacificcollege.edu/patients>. Our clinic is one of the busiest Acupuncture Clinics in the Northeast, treating up to 150 patients a day. The clinic is excellent for building your skills for your future practice.

Hours of Operation:

- Monday – Thursday 9 am – 9 pm
- Friday 9 am – 5 pm

Student Appointments:

- Massage: scheduled- \$20; walk-in- \$5
- Acupuncture: scheduled- \$15 (intern), \$20 (practitioner); walk-in- \$5
- Facial Rejuvenation treatment: \$90

Pacific College student walk-ins are not guaranteed and are subject to availability and demand. Appointments must be made in person at the clinic reception.

Student Benefits:

- 10% off all herbs
- Discounted treatments
- Specialized shifts (ex: pediatric shift, weight loss shift)
- Herbal consultations
- Friends & Family List: You can choose two people for your friends and family list who will receive discounted treatments in the clinic. Acupuncture treatments are discounted to \$26 with an intern and \$45 with a practitioner. Massage treatments are discounted to \$30. You must have an appointment and be seen in the clinic first before you can create your list. You must notify the clinic of the names, and they must be entered into the system, to be eligible for a discount. Your friends/family must inform clinic staff at the time of check-out that they are on your friends/family list.

RESOURCES

Financial Aid

The Financial Aid Department is here to help you in financing your education. Your financial aid is processed centrally at the San Diego campus. We are available via email at FinancialAid@pacificcollege.edu and toll free at 1-800-729-0941. We communicate with you via e-mail. Make sure to check your Pacific College email as well as your email address listed on your FAFSA regularly to receive important financial aid information.

To apply for Financial Aid go to: www.pacificcollege.edu, click on financial aid, and then on "Applying for FA". For eligibility and more information refer to the Financial Aid Bulletin on the website.

Federal financial aid is available to qualified students at all three campuses, and all consumer information that is required to be disclosed to students pursuant to the financial aid programs available can be found in the Financial Aid Policy at <http://www.pacificcollege.edu>. It is important to note that if a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus loan fees and accrued interest less the amount of any refund. You must repay a student loan after you exit/graduate or withdraw from your program even if your financial circumstances become difficult. Federal Direct Student Loans can't be canceled because you didn't get the education or job you expected, and they can't be canceled because you didn't complete your education.

If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from the federal student financial aid program funds. If the student has received federal student financial aid funds, and the student does not complete their period of eligibility, and withdraws from the college, the student may be entitled to a refund or return of those financial aid funds (not received). A refund, if due, must be calculated based on federal student aid requirements.

If you receive tuition assistance from the VA or Voc. Rehab., please meet with a representative regarding these funding options. You can reach them at va@pacificcollege.edu.

Financial Aid Disbursement Checks

Your financial aid will be applied against your outstanding tuition with the difference being disbursed to you in a check or by direct deposit. PCHS has partnered with BankMobile Disbursements, a technology solution powered by BMTX, Inc. to deliver direct deposit refunds. Visit this link for more information: <https://bankmobiledisbursements.com/refundchoices/>.

Undergraduate Programs

Federal Student Aid Program	Type of Aid	Award Limits
Pell Grant Eligibility determined by income.	Need/Enrollment Based Aid – Not to be repaid	\$593 - \$6,095 annually (\$297 - \$3,048 term)
FSEOG (must be Pell eligible to be considered – aid is limited)	Need/Enrollment Based Aid – Not to be repaid	\$100 - \$4,000 Annually
Federal Work-Study	Aid is earned by on-campus employment.	Up to \$2,000 earned per term.
Subsidized Stafford Loan	Loan aid – must be repaid. Interest is paid by the federal government while in school.	Up to \$5,500 Per award period (\$2,750 per term)
Unsubsidized Stafford Loan	Loan aid – must be repaid. Fixed interest accrues from time of disbursement.	Up to \$7,000 Per award period (\$3,500 per term)
New York TAP Grant – must be NY resident	Need/Enrollment Based Aid – Not to be repaid	\$500 - \$5,165 Annually

RESOURCES

Equity, Diversity, Inclusion (EDI) Committee

The **Equity Diversity and Inclusion (EDI) Committee** is a diverse group of students, faculty, staff, and alumni from across our campuses, each bringing unique cultural experiences and a shared passion for addressing the needs of our Pacific College community. We are committed to integrity, positive change, celebration, inclusivity, equitable treatment, and cultural recognition for all who are part of Pacific College.

Our goal is to create a safe space where every individual is valued, regardless of sex, age, race, gender identity, gender expression, sexual orientation, ability, national origin, culture, or religious affiliation. We work to launch initiatives and share resources that support the evolving needs of our community, advancing awareness, education, compassion, and the celebration of diversity.

Learn more about our work on the [EDI Committee Webpage](#).



Dana Moore
EDI Committee Chair
Faculty
edi@pacificcollege.edu

Any Pacific College student is welcome to join the EDI Committee! To join or ask questions, please email our Chair, Dana M. Moore at edi@pacificcollege.edu. The committee typically meets online every two weeks for an hour. Together, we can share diverse perspectives and play an active role in shaping the culture across the organization

Definition of Terms

- **Equality:** Ensuring every individual or group has the same resources or opportunities.
- **Equity:** Recognizing that each person has different circumstances and providing the exact resources and opportunities needed to achieve equal outcomes.
- **Diversity:** A measure of the similarities and differences within a group of people.
- **Inclusion:** A commitment to intentionally engaging every person in the group, ensuring they feel respected and that their viewpoints are valued.

POLICIES

Add/Drop

Students may add or drop courses online through the CampusVue Student Portal with no tuition charges or fees by the eighth day of the term (the "Add/Drop Period"). Students enrolled in classes that start the second week of the term have until the end of the second week to drop the course and receive a full refund.

For classes starting after the second week of the term, the student has three business days from the start of the class to drop the course with no fees or tuition charges, except courses that meet for only one or two classes. Tuition for these courses is non-refundable after the start of class.

Courses dropped after the drop/add period or as stated above are subject to the college's refund policy.

Courses may not be added after the drop/add period except by written permission of a Student Advisor or Registrar, unless the class begins later in the term.

Withdrawals

The symbol "W" indicates that the student was permitted to drop a course after the add/drop period and before 60% of instruction was completed. Prorated tuition charges apply according to the refund policy. The administrative symbol "W" for withdrawal may not be assigned by a faculty member.

Students who drop a course after 60% of the course has been presented or exceed the number of absences permitted in a course will earn a grade of "WF" (Withdrawal -Failure). A "WF" grade counts as an "F" (0.0) when calculating grade point averages and other academic requirements. There is no refund for the course, and it must be repeated at normal tuition costs.

Tuition and Payment Plans

Tuition bills are available to view on the CampusVue Student Portal after the Add/Drop period. Pacific College does not send bills by mail unless by special request to the Bursar. Students can contact the Bursar at bursar@pacificcollege.edu to discuss their accounts. Tuition and fees are generally due in full on the third Wednesday of the term. The college also offers students the option of a payment plan which divides their tuition in four equal monthly payments over the course of the term. Payment plans have a finance handling charge of \$25 for the term. Choosing this option does not obligate the student to use this method of payment in subsequent terms. Please see the Academic Calendar for payment due dates.

If a student is late in making payments, they are charged a late fee when the payment due date is missed, plus an additional late fee 14 days after the payment due date is missed. This fee continues each month a student owes the college a payment, until the end of the term. These fees are non-refundable.

Late fees and tuition payments are waived for a student who submits a complete financial aid application and whose financial aid file is certified as complete by the Financial Aid department by the priority processing deadline (30 days prior to the beginning of the term). Any time after this deadline, if a complete financial aid application is submitted, any further late fees will be waived.

Students with outstanding balances will have a hold placed on their student account which may prevent the student from registering for classes, obtaining official transcripts, and/or obtaining a certificate or diploma.

POLICIES

A student's previous account balance must be cleared prior to attending classes in a subsequent term. Account balances remaining after a term ends may be subject to a 9% annual interest rate. Students who drop out of the institution with an outstanding balance are reported to a credit reporting agency after an attempt has been made to contact the student for repayment.

Attendance

Mastery of acupuncture, nursing, and massage requires a tremendous acquisition of theoretical knowledge and practical skills. Because of this, classroom and clinical attendance is critical. The college must also be able to verify minimum attendance for some state licensure requirements. Attendance requirements are based on the number of academic hours for a given course and state regulations. Attendance requirements are communicated through the course syllabus. Ultimately it is a student's responsibility to be aware of the attendance policies for any course in which they are enrolled. Absences, regardless of the reason, do not excuse students from their academic obligations.

Students must review the course syllabus at the start of the term and ensure they can meet the course attendance requirements for each course they are enrolled in during the term. A faculty member can request that the registrar drop a student with a WF who has exceeded allowable absences. Students are advised to review or speak with their instructor to understand the absence policy of a particular course. Students who exceed the total allowable absences as noted in the course syllabus are subject to academic penalty up to and including a withdrawal failing (WF) grade.

Students' academic success is dependent on attending regularly, arriving on time, and staying for the entire class. Students who are found to have not participated in any academic activity for 14 consecutive days without written notification to Pacific College administrators, will be assumed to have withdrawn from the school; a WF will be assigned for all courses, and they will be withdrawn from the program. Students who fail to begin attendance in the first 2 weeks of a course will be dropped with a WF.

Students dropped for non-attendance or failure to notify can petition for reinstatement in some or all courses by providing documented extenuating circumstances. Reinstatement requires faculty approval and is not guaranteed.

Absence Notification

Students who are found to have not shown academic activity in courses, and they have not communicated with course faculty their intention to continue in the course (absence notification), will be withdrawn from the program.

Academic Activity

Academic activity can be measured by participating in class and being marked present during attendance for ground courses. Academic activity for asynchronous online courses is outlined on the course syllabus.

Attendance for Asynchronous Classes

A student is considered present for an asynchronous class when they have logged in and completed the academic activity prescribed by the instructor.

Attendance for Classes Held Online/Synchronous

The general expectation in all online synchronous class meetings is that students will have their cameras on during the class session each week for the duration of the term. If a student cannot, in a particular class session, meet the general expectations as outlined above, they must communicate the reason why to the instructor via the private chat while in class, or in an email prior to class.

POLICIES

Attendance for Bachelor of Science in Nursing (prelicensure option) Labs and Clinicals

Credit hours are allotted to clinical practicum and clinical learning/simulation in multiple courses. 100% attendance is required for all clinical and lab hours. Clinical and laboratory hours must be made up when an extenuating circumstance existed for the missed time. Clinical time make-up, especially direct patient care experiences, is not guaranteed due to the availability of additional clinical agency and faculty availability. There is also a limit as to the amount of clinical and lab time that can be missed. When a student misses a second lab or clinical session, they will be referred to the Dean of Nursing for eligibility to continue in the course.

Recording of Attendance

Attendance is recorded through Course Key by the student or in the faculty portal by the faculty of record. Attendance records are maintained in Anthology Student, the student information system.

Attendance Under Emergency Conditions

Pacific College of Health and Science is committed to quality education and the health of its students, faculty, and staff. In the case of an emergency situation, attendance requirement policies may be suspended. Such suspension will only occur after explicit notification to institutional members. If you have any doubt about whether classes and/or clinical training is being conducted, contact your campus director or official information site.

Tardiness Policy

Students arriving 15 minutes late to class or leaving 15 minutes before the faculty member dismisses the class may be marked as tardy for the class. Three tardies are counted as one full absence. Students who arrive more than 30 minutes late or who leave 30 minutes early will be marked as absent for the entire class.

Missed Exams

Approval for making up a missed exam is at the discretion of the faculty member or academic dean. Faculty members are not obligated to excuse a student from an exam and may assign a failing grade for a missed exam. Frequent use of the make-up exam policy may require a meeting with the academic dean or student advisor.

Students should notify the faculty member as early as possible if they will miss an exam and provide the reason. If approved, make-up exams should be completed within one week of the original exam date. Students may receive an alternative exam from the original. Students are responsible for coordinating make-up exams directly with the faculty, who may seek administrative support for administering these exams.

For nursing course exams, remote, faculty, or staff proctoring may be used. For Bachelor of Science in Nursing (Prelicensure Option), practical laboratory competency assessments must be made up within one week and evaluated by a member of the faculty.

Failed Examinations

Students are not permitted to retake any failed exam in academic courses without the permission of the faculty member and the academic dean. Such permission is granted only in the case of extenuating circumstances.

POLICIES

Religious & Cultural Observance

Due to the comprehensive nature and length of the program of study, classes may be held on secular, religious, and cultural holidays. While recognizing the importance of religious and cultural observation, Pacific College cannot promise students that scheduled classes will not conflict with personal obligations.

Students who are members of religious organizations that require observance must furnish the college with a list of dates of religious holiday observance. This letter must come from an authorized representative of the religious institution and include confirmation of the student's membership and requirement for absence. This documentation must be sent to the Student Services Department at StudentServices@pacificcollege.edu at the beginning of each calendar year or term.

Students observing holidays must still adhere to the attendance requirement set by the instructor/school for any class. Clinical courses and some specified academic courses require 100% attendance. The full minimum attendance requirement policy is outlined in the college catalog. Additionally, you may speak with your instructors or student advisor who can review and clarify the attendance requirements for you.

Disability Services

Pacific College of Health and Science is committed to providing students with reasonable accommodation(s) as required by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

Accommodations are intended to provide students with disabilities equal access to the education program. Pacific College will work with students to provide their approved accommodation(s).

Students interested in requesting learning more about the accommodations process should email the Student Services Coordinator at StudentServices@pacificcollege.edu.

Pets of any kind, aside from documented service animals, are not permitted anywhere on campus. Please follow the student accommodation steps above for service animal approval.

Chosen Name Change

Pacific College of Health and Science is committed to fostering an environment of inclusiveness and supporting students' preferred form of self-identification. We recognize that a person's legal name and identity may not align and therefore respect an individual's decision to be identified by their chosen (or "preferred") name and pronouns. As long as the use of this different name is not for the purposes of *misrepresentation or a legal name is required by college business, policy or legal need*, the College acknowledges that a chosen name will be used wherever possible. The College reserves the right to not accept a preferred name if it is deemed inappropriate, including a preferred name that is vulgar, offensive, fanciful, or creates confusion with another person. For some other records, including financial aid purposes, the College is legally required to use a student's legal name. However, whenever reasonably possible, a student's chosen name will be used.

Legal name: The first and last name which appears on a social security card or other government issued document (e.g., court order) on which a legal name change is recorded.

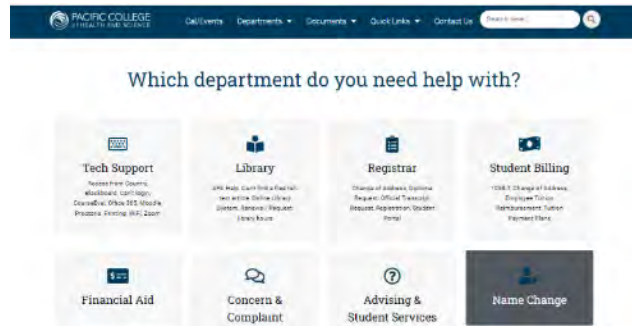
POLICIES

Chosen name: The name by which the individual wishes to be known, however, only the first and/or middle name(s) may be designated as the preferred name.

Examples:

- A different first name than the legal first name may be used (ex: David Moore to Christy Moore)
- A shortened version of the full legal name may be used (ex: Catherine Jones to Cat Jones)
- Initials may be used (ex: Jason C. Wang to J.C. Wang)
- Middle names may be used (ex: Juanita Maria Sanchez to Maria Sanchez)

To request a chosen name, please submit a support ticket <https://hub.pacificcollege.edu/>. Select the “Name Change” option at the bottom of the webpage. The student’s preferred name will then be updated on various College contexts, including Office 365, Zoom, Moodle, and Student ID Cards (optional).



Non-Discrimination

Pacific College has created a policy to foster equitable treatment of all members of the college community and to create an environment conducive to learning.

- Students should feel safe and comfortable at their school. It is first and foremost a supportive place for learning and growing.
- Staff and faculty members should also expect to have a safe work environment where all may function effectively.

The college prohibits discrimination of one person by another for any reason including, but not limited to: veteran status, race, color, religion, sex, national origin, ancestry, age, physical or mental disability, medical condition including genetic characteristics, pregnancy status, marital status, sexual orientation, and gender identity.

While it is not easy to define precisely all instances that may be discriminatory, they include: slurs, epithets, threats, derogatory comments, visual depictions, unwelcome jokes, and teasing.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward individuals because of their veteran status, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, physical or mental disability, marital status, citizenship, medical condition including genetic characteristics, pregnancy status, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work or school environment, b) has the purpose or effect of unreasonably interfering with an individual’s work or study performance, or c) otherwise adversely affects an individual’s employment or education opportunities.

POLICIES

Sexual Harassment

The college is strongly opposed to sexual harassment and such behavior is prohibited both by law and by Pacific College policy. It is Pacific's intention to take whatever action may be needed to prevent, correct, and if necessary, discipline behavior that violates this policy. Pacific College is committed to provide awareness of the complaint procedure, to ensure immediate and appropriate action, and to do its best so that each student/staff member is comfortable bringing any issue to the school's attention.

While it is not easy to define precisely what sexual harassment is, it includes: unwelcome sexual advances, requests for sexual favors and/or verbal or physical conduct of a sexual nature including, but not limited to: sexually related drawings, pictures, jokes, teasing, uninvited touching, or other sexually related comments. In addition to creation of a hostile environment, sexual harassment can also occur as quid pro quo.

Affirmative consent is a knowing, voluntary, and mutual decision among all participants to engage in sexual activity. Consent can be given by words or actions, as long as those words or actions create clear permission regarding willingness to engage in the sexual activity. Silence or lack of resistance, in and of itself, does not demonstrate consent. The definition of consent does not vary based upon a participant's sex, sexual orientation, gender identity, or gender expression.

Any student, staff member, faculty member, or other person who believes he or she has been unlawfully harassed or discriminated against should immediately report it to a responsible school official. These include the Title IX Coordinator, Campus Director, Academic Dean, or Director of Clinical Services, or in the case of an employee, his or her immediate supervisor.

In addition to the college's internal complaint procedure, the U.S. Equal Employment Opportunity Commission (EEOC), the Office for Civil Rights, and U.S. Department of Education investigate and prosecute complaints of sexual harassment.

Prohibited Romantic and Sexual Relationships with Students

Pacific College of Health and Science is committed to maintaining a safe, positive, and respectful environment in which students can study and learn without conflicts of interest, exploitation, and favoritism. The integrity of the faculty-student relationship is essential and incredibly important to PCHS. Students look to their faculty, clinic supervisors, and other faculty mentors such as teaching assistants for guidance and depend upon them for advice, assessment, and advancement. Faculty-student romantic or sexual consensual relationships create the potential for abuse of authority and conflict of interest that can be actual, potential, and apparent. Faculty-student romantic or sexual relationships are problematic under any circumstance. The inherent power differential between faculty and students undermines the possibility of meaningful consent. Such relationships introduce dynamics that detract from the educational mission of Pacific College of Health and Science.

Pacific College of Health and Science prohibits all sexual or amorous relationships between students and faculty, clinic supervisors, or teaching assistants. Faculty, clinic supervisors, and teaching assistants are restricted from teaching, evaluating, coaching, mentoring, counseling, advising, employing, or supervising a student with whom they may have or previously had a sexual or amorous relationship.

The Title IX Coordinator is Ashley Kowal, VP of Student Services, and can be reached at akowal@pacificcollege.edu or 929-373-3223. For complete information see the college's Sexual Misconduct Policy on the website: <https://www.pacificcollege.edu/enough-is-enough>.

POLICIES

Campus Security Report

In compliance with the *Higher Education Act of 1965 (HEA)*, also referred to as the *Clery Act*, available to you is Pacific College of Health and Sciences' Campus Safety & Security Report. This annual security report contains security policies and procedures and campus crime statistics covering the last three calendar years. Pacific College New York's report, along with Chicago and San Diego campuses, can also be found on the Pacific College website at (<http://www.pacificcollege.edu/about/consumer-information>). Additionally, a paper copy of the annual security report is available upon request.

Social Media Guidelines

Social networks and the internet allow opportunities for rapid knowledge exchange and information dissemination among many people. This exchange does not come without risk and may be subject to discipline. Students are obligated to be aware of the benefits and potential consequences of engaging in the use of all types of social networking.

The following guidelines are designed to help Pacific College of Health and Science (PCHS or College) students use social media responsibly and professionally. They apply to any medium used in content and communication exchange including but not limited to blogs, photo sharing, online comments and posts, instant messages, videos, podcasts, microblogs, social networks, online communities and wikis. Examples of social media applications include but are not limited to Facebook, Snapchat, Twitter, TikTok, Craigslist, YouTube, LinkedIn, BlogSpot, Instagram, Upcoming, Flickr and Wikipedia.

General Conduct

1. Professionalism: Always conduct yourself in a professional tone and demeanor in all social media interactions.
2. Confidentiality: Do not post any confidential or sensitive information about patients, faculty, or fellow students. This includes but is not limited to pictures, medical records, personal identifiers, and private conversations.
3. Respect and Courtesy: Show respect for others' opinions and avoid engaging in arguments or confrontations. Be courteous in your interactions.

Patient Privacy

1. HIPAA Compliance: Adhere strictly to the Health Insurance Portability and Accountability Act (HIPAA) regulations. Do not share any information that could identify a patient or reveal details about their treatment.
2. Photographs and Videos: Do not take or share photographs or videos of patients without their explicit written consent and prior approval from the Director of Clinical Services, even if their identity is not disclosed.

Academic Integrity

1. Plagiarism: Do not share or post content that you do not own or have permission to use. Always credit sources accurately.
2. Examinations and Assignments: Do not share details about exams, assignments, or other academic assessments that could give others an unfair advantage.

Representation of the College

1. Personal Views: Make it clear when you are expressing your personal views and not those of the college. Use disclaimers where necessary.

POLICIES

2. College Affiliation: If you identify yourself as a student of the College, ensure your content aligns with the College's values and standards.

Professional Networking

1. Networking Etiquette: Use social media platforms like LinkedIn to build professional connections. Be mindful of how you present yourself to potential employers and colleagues.
2. Endorsements and Testimonials: Do not solicit or provide endorsements or testimonials from patients, faculty, or fellow students that could be considered unprofessional or unduly biased.

Content and Engagement

1. Quality Content: Share content that is informative, accurate, and beneficial to your audience. Avoid spreading misinformation.
2. Engagement: Engage with your audience in a meaningful way. Respond to comments and messages in a timely and professional manner.

Disciplinary Actions

1. Violations: Violations of these guidelines may result in disciplinary action, including but not limited to warnings, suspension, or expulsion from the College.
2. Reporting: Pacific College of Health and Science is committed to creating a safe and inclusive space for all demographics on social media. We maintain a zero-tolerance policy for any language that makes anyone feel unwelcome. If you encounter any inappropriate behavior, please report it to us immediately.

Conclusion

These guidelines are in place to help you navigate social media use responsibly, respectfully, and professionally. Remember that your online presence reflects not only on you but also on PCHS and the broader community of integrative medicine.

INFORMATION TECHNOLOGY

Information Technology (IT)

Pacific College Information Technology (IT) department provides support for a wide range of IT services. This includes building access cards, username/passwords, Wi-Fi, printing, and more.

Once registered with the college, you will receive an email to set-up your college email, username, and password. You will use your college account information to sign into the different online college platforms.

If you experience any problems or need the email resent, please create a support ticket for technical support at <https://hub.pacificcollege.edu/>.

Connecting to the Wireless Network

Before you are able to access the wireless network at the college, you must set up your IT account. Please follow the directions emailed to you after you enrolled to set up your college account. Once completed, your new password will be used to access college systems, including Wi-Fi.

Step 1: Locate the network connection icon. For MacOS, this will be on the top right of your screen (Menu Bar). For Windows, this will be on the bottom right of your screen (Task Bar). (Important Note: You can find it near the time display)

Step 2: select the “Pacific College Wireless Network” from the list of Wi-Fi networks.

Step 3: After you’ve connected a splash screen will appear and prompt you to log in with your **Pacific College Username and password** along with this screen is a link to our network terms of use. Log in by clicking “I agree” for the terms of use. For Windows users, this splash screen will appear in your default browser instead of its own screen.

The image shows a login splash screen for the Pacific College Wireless Network. At the top, it says "Welcome to Pacific College Wireless Network". Below that, it states "By logging into this network you agree to the [terms of use](#)". There are two input fields: "Username:" with a placeholder "Your PCOM username" and "Password:". To the right of the password field is a blue button that says "I AGREE". At the bottom left is the Pacific College logo, which consists of a stylized circular emblem. To the right of the logo, it says "PACIFIC COLLEGE of HEALTH AND SCIENCE". At the very bottom, in small text, it says "Need help? Please submit a ticket at hub.pacificcollege.edu".

Step 4: You should now be able to access the internet. You will be greeted with a Pacific College network welcome screen from the Pacific College home website.

INFORMATION TECHNOLOGY

StudentHub & Announcements

StudentHub is Pacific College's virtual campus and information gateway. Through StudentHub you can download forms, access your school email, view important campus announcements, view term schedules and course syllabi, access the eLearning system for all your courses, and much more. It is also where students can access all the college's online services in one convenient interface.

General college announcements are posted on the StudentHub each week. Students should check each week for the latest updates. A history of announcements can be searched there as well.

You can access the StudentHub by going to <http://hub.pacificcollege.edu/>.



CampusVue Portal: Grades, Tuition, Course Registration

Students can view their registered courses, attendance, grades, and tuition invoices, as well as pay their tuition balances and register for classes online through their CampusVue student portal.

You can access the CampusVue portal from the [StudentHub](#) or directly at <http://portal.pacificcollege.edu>. You will log in using the same credentials you created before.

Blackboard/eLearning: Online Learning Management System

Pacific College eLearning is the name of the college's online learning management system (LMS). It is also referred to as Blackboard. All your classes will use Blackboard. It is essential that you understand how to navigate the system.

You should access all your courses online before the start of the term, and each week before your next class. It is extremely important to ensure that every course in which you are enrolled is reflected in eLearning.

You can access the eLearning site from the [StudentHub](#) or directly at <https://learn.pacificcollege.edu/>.

INFORMATION TECHNOLOGY

CourseKey: Attendance System

Accurate attendance tracking is a critical requirement for complying with federal financial aid standards and ensuring we meet academic reporting obligations. By implementing CourseKey, a mobile app that's free to download, we're not only meeting these requirements but also streamlining the attendance tracking process to make it more reliable and efficient for everyone.

CourseKey is designed to be simple and intuitive, making it easy for students to check-in and track attendance records. Students will have instant access to attendance records through the mobile app, so you're always informed and in control wherever you go. Instructors will also be tracking attendance through CourseKey, ensuring accuracy across all courses and clinics. For online classes, GPS is not used. Instead, a teaching faculty member displays a unique QR code that students can scan using the CourseKey app improving recordkeeping.

Pacific College Email

Email is the primary mode of communication at Pacific College. All official correspondence will be done using your Pacific College email address (not your personal). Students are expected to use their school email immediately and check it often. Students also have the option to forward their Pacific College emails to their personal email account (highly recommended). Directions to set up forwarding are included in the IT account information email.

Whether or not students choose to forward their Pacific College emails, they are still responsible for checking their school emails and are assumed to have received any information sent to their school email. Administrative staff and faculty will only email students using their official Pacific College email.

You can access Pacific College email from the [StudentHub](#) or directly at <http://webmail.pacificcollege.edu>. Pacific College uses Microsoft Office 365.

Printing

Printing using the college printers and copiers is done using an RFID key fob linked to your student account. This system allows for flexibility in retrieving your print jobs from any copier on campus. In addition, enhanced security features prevent sensitive information from being printed before you make it to the printer. The system requires you to scan your unique RFID device at the copier to retrieve your job.

Printing and copying services for students are available in the Library. Printing and copying costs \$0.11 cents per page. Students use a unique RFID key fob linked to their student account. If you need a replacement key fob, there is a \$15 replacement fee. Instructions for adding money to your account are available online: <https://studenthub.pacificcollege.edu/knowledgebase/how-to-add-money-to-your-papercut-account-for-printing/>.

INFORMATION TECHNOLOGY

Campus Door System - Kisi

To help with campus safety and security, the main campus doors will be closed and locked when the front reception desk is closed; Monday-Friday 6 pm – 9 pm and Saturday 9 am – 5 pm. In order to gain access to the campus during these hours, you must download the Kisi mobile app, available for Android and iOS devices. Once you obtain the Kisi app, please sign in using the SSO/Organization “[pacifcollegeedu](#)” and then sign in with your Pacific College email credentials. For detailed instructions and troubleshooting information are available online: <https://studenthub.pacificcollege.edu/knowledgebase/kisi-door-system-info-help/>.

Support Tickets

If you experience any IT related issues, please contact Tech Support at <http://hub.pacificcollege.edu/>. Tech support is available via email, live chat, text message, or phone call.

Students also have access to **Knowledge Base** articles by using the search function in the top menu of the StudentHub. These articles can help students resolve many common issues.

TIPS

Lines of Communication

Pacific College has systems in place to ensure that all students have access to important college information and administrative staff and faculty.

College Announcements from all administrative departments are posted on the [StudentHub](#) each week. Students should check there every week for important updates.

E-Mail is the official means of communication for the college. All email addresses are readily available through the official email system, Microsoft 365. Pacific College recommends email correspondence whenever possible so that students can keep a record of their communication with staff and faculty.

Appointments with administrative staff members can be scheduled through our online booking system at <https://studenthub.pacificcollege.edu/new-york-team/>. You can also make an appointment by calling 212-982-3456 or visiting the main reception desk. Same day appointments may not be available.

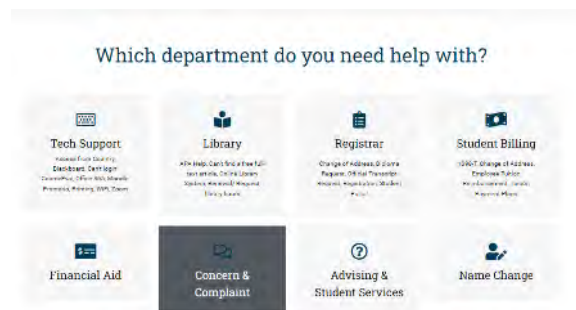
The Student Success Committee (SSC), which meets on a weekly basis throughout the year, discusses student issues such as academic progress, curriculum exception requests (courses out of sequence), disciplinary actions, and other student requests. Members of the Student Success Committee include members of the Academics Department, the Campus Director, the Registrar, Clinic staff, and faculty. To submit a request to the SSC, email your student advisor.

Bulletin boards are located in each classroom, the hallways, and the student lounge. Please check these boards often for important announcements. If you would like to post information on the bulletin boards, please submit the item to Cynthia Nepris, Director of Outreach. Once your item is approved, it will be posted on the appropriate board.

The Curriculum Advisory Committee (CAC) is comprised of Departmental Chairs, the Academic Dean, and several faculty representatives. Its main purpose is to review current curricula and to recommend changes to the college administration as part of the institutional effort to improve the educational programs.

School closure information due to bad weather can be found via voicemail by dialing 212-982-3456. You can also check the website at www.PacificCollege.edu.

Concern/Complaint Form is available on the [StudentHub](#). Any member of the Pacific College community can submit a concern/complaint at any time through the website. The concern/complaint form goes to the respective campus director. The college recognizes that confidentiality is important. The college will make every effort to respect the confidentiality and privacy of all parties involved. When looking into the matter, particularly when a grievance is filed, the school will pay attention to any due process or other rights the accused might have.



TIPS

Ten Tips to be Successful

1. Check StudentHub Announcements & your student email

The Announcements section on the StudentHub includes all important college updates. Stay informed of deadlines, opportunities, and important dates. It is a student's responsibility to be aware of any information posted there or sent to their Pacific College email address. The college is not responsible for sending email to personal email addresses. However, you can forward your school email to your personal.

2. Communicate with your instructors and advisors.

Let instructors and academic advisors know what's going on with you as early as possible so they can assist you (regarding absences from class, concerns, special requests, or having academic or personal difficulties that affect performance in class).

3. Read the catalog.

Become familiar with college policies outlined in Part 2 of the catalog. Familiarity with college policies and protocol allows you to accomplish your goals most efficiently and effectively.

4. Attend class.

You never know when you might need to miss class for unexpected reasons. You have limited absences before failing a course, so save your absences for when you need them most.

5. Take care of yourself.

Get enough sleep and get regular acupuncture and/or massage treatments. Take advantage of our fabulous student clinic!

6. Get acquainted with forms.

Most forms are available online through [StudentHub](#) or through your student advisor.

7. If you need help, ask.

We want to see you succeed! There are support systems in place to help you during your time here. If you are having a problem, speak up sooner rather than later!

8. Follow your program's model curriculum chart.

This is a valuable tool for a successful student experience. All prerequisites and required courses are listed on this chart.

9. Make copies of everything.

This includes all forms you submit or mail to the school or outside organizations, copies of registrations, invoices, financial aid notices, etc. It is also wise to save syllabi and other course materials for future reference. With all the electronic resources now, it's easier than ever. Become an organized person!

10. Treat everyone with respect.

Your career has already begun, and your future colleagues surround you. You are expected to display the highest level of professionalism and ethics. Speak gently to your classmates, instructors, and members of the administration. Act with integrity, and it will benefit you.