Academic Support Services

Academic Support

Writing — A major goal of Cambridge College is to produce graduates who think critically and communicate clearly. Writing is a complex process that takes a lot of time and practice. All students are encouraged to improve their communication and literacy skills to get the most from their course work and write their final projects.

Writing faculty guide students through the thinking/writing process, beginning with articulating a main idea for a paper. They help students research the topic (online); critically read and evaluate their findings; document their sources; develop, organize, and clearly express their thoughts about the topic; and proofread and edit the final draft.

Math — Get help with math and quantitative thinking in a relaxed, comfortable environment. You can get acclimated back into math after years out of school, and get help to do quantitative projects, spreadsheets, complete assignments involving research data in your field, master mathematical concepts and assignments.

Workshops are offered by the School of Education for our students preparing for teacher tests.

Academic support services are available at Cambridge College's regional centers. For more information, see regional centers in this catalog and each center's web page.

Disability Support — Cambridge College is committed to providing equal access to all educational opportunities to students with physical, psychological, or learning disabilities. See Student Affairs.

Learning Assessment

The Student Affairs Office and individual regional centers provide assessment of key academic skills. Entering undergraduates complete writing and math assessments. The results help Cambridge College students recognize their learning strengths and specific skill needs. Academic advisors and program coordinators suggest appropriate courses and learning support activities, that enable students to achieve their academic goals. Accuplacer, a nationally standardized series of placement tests, is used to assess new undergraduate students' skills and to direct them to appropriate writing and math course work.

Portfolios are an option for Cambridge College undergraduate students to demonstrate college-equivalent learning and gain college credit for it. For details, go to Student Services on the Cambridge College website.

Textbooks

Textbooks are listed on course syllabi. Cambridge College does not have an official bookstore at any location.

Alternatives to Purchase — The faculty and administration are committed to providing students with alternatives to obtaining textbooks. Students should always consult with course instructors, check MyCC, or reference course syllabi before purchasing textbooks. Before renting or purchasing textbooks, try to find the books in the Cambridge College Online Library at www.cambridgecollege.edu/library (login required).

Library Services

www.cambridgecollege.edu/library

Cambridge College Online Library (CCOL)

All registered students, current faculty and staff can use the Cambridge College Online Library, a full-featured online library. It is easily accessed from any internet-enabled computer through the Cambridge College MyCC portal. Information and instructional handouts are available at http://www.cambridgecollege.edu/library.

Cambridge College Online Library services include:

- *Ask a Librarian* provides 24/7 live reference librarian service for individual research assistance using online chat.
- *Databases* provide hundreds of thousands of full-text scholarly articles and documents appropriate for academic research in the fields of education, counseling, psychology, management, health, and other academic areas. Our collection includes EBSCOhost Academic Search Premier, Omnifile Full Text Select, PsycArticles, PsycInfo, Education Research Complete, MEDLINE with Full-text, EBSCOHost Business Source Premier and much more. Citation-only results link conveniently to the WorldCat database for location of local libraries which have print versions. Cambridge College is not responsible for the content of these sites or of any sites to which they may link.
- *Ebrary* Electronic Books collection provides more than 70,000 recent, academic full-text books in all subject areas.
- *To see our complete current holdings*, go to http://www.cambridgecollege.edu/library/instructions.cfm and click "All About Cambridge College Library Services and Resources."
- *Research by Subject Area Help* links tell what is in Cambridge College Online Library and elsewhere online for each program area at Cambridge College. See http://www.cambridgecollege.edu/library/ccol_research.cfm.
- *Writing and Reading Help, Research Skills Help, and EFL Help* provide additional resources starting at http://www.cambridgecollege.edu/library/index.cfm.
- *Live Technical Support* is available.

Affiliated Library

Cambridge College has a formal affiliation which provides full services and borrowing privileges at Gutman Library of Harvard Graduate School of Education in Cambridge, MA.

Students are responsible for all materials borrowed from Gutman Library. Outstanding fines must be paid and overdue books returned before graduation clearance is given.

Gutman Library at the Graduate School of Education at Harvard University is available to Cambridge College students doing research in education and counseling. When in Gutman Library, almost all Harvard databases in all subject areas are available for downloading of articles.

Be sure to let the Gutman librarians know that you are a Cambridge College student, because you are eligible for services including individual consultations with education reference librarians, which can be made by calling in advance to 617-495-3421.

You do not need a special card to use Gutman Library during open hours including evenings and weekends, but you must present your Cambridge College ID card to gain entry. If you want to borrow books, you will need a "Special Borrower's" card. For an application, please see http://www.cambridgecollege.edu/library/traditional_libraries.cfm.

Gutman Library is in Harvard Square, a short walk from Cambridge College and two blocks from the Harvard Square subway station.

Other Libraries

Cambridge College regional centers and international — For recommended academic and other research libraries open for public use, see http://www.cambridgecollege.edu/library/traditional_libraries.cfm.

NITE and other summer residency programs

- During summer residency programs, our host library provides library accommodations. Students are responsible for all materials borrowed from host libraries. Outstanding fines must be paid and overdue books returned before graduation clearance is given.
- Summer residency students may also use Gutman Library at the Harvard Graduate School of Education (see Cambridge information above.)
- For further information for NITE students, please see http://www.cambridgecollege.edu/library/ccol_nite.cfm.

Computer Use and Policies

IT Help Desk ● 617-873-0159 ● See also related policies at https://mycc.cambridgecollege.edu/ics/Resources

Information Technology Resources, Services, & Policy Highlights — Computer and network technology has become a critical component in education, in the workplaces and in everyday life. Technology in these areas contributes heavily to the success of our students, our faculty and our staff. The College depends on our technical resources to provide a rich environment to those individuals who learn, teach and work at the College. Technology can also enable dynamic conversations and personal interactions in our adult classroom experience.

The Information Technology department strives to make its resources as reliable and as robust as possible. We ask that you recognize and respect that these resources are limited. Please treat them in a way that will guarantee that others can share in their use. The following few pages describe various policies that are in place to make technology enabled education possible. We ask that you read through the material and by all means, ask questions of our staff if you need further information.

Computer Requirements

While a student at Cambridge College you will use a computer to access the College's web-portal (MyCC), the on-line library, e-mail (GO-Email) and other software applications related to the classroom experience. **All** students are required to be able to access and use a computer while a student at the College. Computers should meet the following minimum requirements.

Hardware and Software Minimum

MICROSOFT WINDOWS or	MACINTOSH OS

● Windows XP (or higher)
● Microsoft Internet Explorer 7.0 or higher
  OR FireFox 1.3-1.7 or higher.
	● Mac OS 10
	● Apple Safari 1.2 or higher
	  OR FireFox 1.3-1.7 or higher

● 512 MB RAM (1024 MB or greater highly recommended). ● DSL, broadband cable-modem or other high speed internet access ● Wireless capability for use while in class or at breaks ● Sound card and speakers ● Anti-virus software protection required (Norton, McAfee and AVG are common products) ● Software — Microsoft Office required (Office 2007 or higher recommended)	

In-class computer use is required for MM, EdD, and NITE.

If you don't have access to a personal computer or don't have a high-speed Internet connection you can gain access at a Cambridge College computer lab. Other ways include:
● Local public libraries.
● Public Internet hot spots.
● Purchase.

Purchasing a Computer

● We recommend that you wait until you receive your financial aid award notice before you purchase a computer.
● You may refer to the Cambridge College website, http://www.cambridgecollege.edu/it for information about resources available to enrolled students.

Technical Support

The HELPDESK is available to assist with IT related questions such as:
● MyCC, the Cambridge College web portal.
● Cambridge College e-mail.
● Cambridge College website.
● Connection to the Cambridge College network.
● College web applications.

Please note: The College cannot assist students with questions regarding personal hardware and software issues. Please contact the manufacturer for questions regarding the use and maintenance of your computer or software.

To contact the IT HELPDESK
- http://helpdesk.cambridgecollege.edu — for currently registered students with a username and password.
- **617-873-0159** — for all students, newly enrolled and registered without proper login credentials.

- Monday-Thursday 9am-10pm EST ● Friday 9am-9pm EST.
- Saturday 9am-5pm EST ● Sunday 12noon-5pm EST.

Information Technology Website

http://www.cambridgecollege.edu/it.

This Cambridge College website provides current information about the College's IT resources and services for students and faculty, including a technology orientation package and unabridged IT policies.

MyCC Web Portal

MyCC is available for students and faculty to access information about the following areas:
- Academic calendar.
- Course search and online registration.
- Offered degree programs.
- Grades.
- Account log-in information is created upon enrollment and sent by the Registrar's Office via post mail and e-mail.
- Address: http://mycc.cambridgecollege.edu.
See also Web Portal Accounts Policies and Procedures at https://mycc.cambridgecollege.edu/ics/Resources.

Electronic Communication

Cambridge College provides access to e-mail for all students. E-mail is an official method of communication at Cambridge College. Students are held strictly responsible for the consequences of not reading and responding to e-mails sent by the College to their college-provided e-mail account.

E-Mail Address — New students and returning students are provided a College-branded G-mail account upon registration, called GO E-mail.
- Students, senior and adjunct faculty have an e-mail address as follows: username@go.cambridgecollege.edu.
- Core faculty may use the College's Exchange e-mail, which will appear as username@cambridgecollege.edu.
- All staff use Exchange e-mail in their conversations with students.
- E-mail: www.cambridgecollege.edu/email.
- E-mail instructions: www.cambridgecollege.edu/google.

Use and Responsibility — Faculty may expect or require that students access MyCC and read notices sent to their official Cambridge College e-mail address. Please read Electronic Communication (email) Policy at https://mycc.cambridgecollege.edu/ics/Resources/. Please read the policy to better understand the responsible use of e-mail and the types of e-mail and behaviors that are prohibited.

Information Technology Responsible Use Policy

Cambridge College provides access to information technology resources to students, faculty and staff to support the College's mission and to conduct the business of the College. Every authorized user of information technology resources at Cambridge College is responsible for utilizing these resources in an efficient, ethical and legal manner and in ways consistent for overall College policy. Please refer to the Information Technology Responsible Use Policy at https://mycc.cambridgecollege.edu/ics/Resources.

The Information Technology Responsible Use Policy also covers the following points:
- Privacy.
- Passwords and user IDs.
- Personal use.
- Security.
- Copyright, trademark and domain names.
- Compliance and enforcement.
- Violations and disciplinary actions.

Computer Labs

Computer labs are available at the Cambridge campus and at our regional centers. Students may use these resources to conduct research and complete assignments and projects. Users can access the Internet, do word processing, create spreadsheets, and design presentations, as well as use course specific software that may be available through our labs. Some of our labs have trained staff on duty to assist in the use of our hardware. Limited software assistance can be provided. Lab users must comply with all information technology requirements and policy.

Lab Rules

- Lab computers and printers are for registered Cambridge College students only.
- Children are not allowed in the labs.
- Lab assistants can only provide technical support for Cambridge College software applications.
- Cambridge College technicians are not responsible for tutoring.
- Food and beverages, with the exception of covered water bottles, are not allowed in any computer lab.
- Cell phone conversations are not permitted in the lab.
- Downloading, installing and running software is strictly prohibited on any lab computer.
- Playing computer games on a lab computer is prohibited.
- Illegally downloading music, videos or any other copyrighted content is a crime and may result in disciplinary action.
- Please do not shut down computer lab machines. If the computer you are using is not working see a lab assistant for help, or contact the HelpDesk (617-873-0159) or http://helpdesk.cambridgecollege.edu/.
- The College is not responsible for valuables left unattended.
- Navigating to offensive, harassing or sexually explicit sites is not permitted and may result in disciplinary action.

- No chat or other form of instant messaging is permitted other than through the facilities provided by the College's MyCC portal.

Print-outs

- *Printing: $0.10/page.* Go green; please think before you print.
  — A pop-up will appear when the print button is selected.
  — Enter your user name and password from your Cambridge College network account.
  — Students at all centers will be charged $.10/page.
  — Print charges will appear on your student account at the end of each term.

Students who violate these policies will be asked to leave the Computer Lab and will be reported to the Dean of Student Affairs Office. Re-entry will be at the discretion of the Dean of Student Affairs who will work with the Director of Information Technology to determine the severity of the infraction.

For information on our IT policies, please refer to the Information Technology web page at http://www.cambridgecollege.edu/it.

Other

Peer-to-Peer File Sharing Application Policy

Cambridge College does not allow Peer-to-Peer (P2P) software usage on its wired or wireless network. Examples of P2P applications include Morpheus, LimeWire, BitTorrent, eMule, eDonkey, AIM for file sharing and others in this category. Anyone using P2P applications on the Cambridge College network will be blocked from the network without prior notification. Please review Cambridge College's Digital Millennium Copyright Act Policy at https://mycc.cambridgecollege.edu/ics/Resources. Be aware that the action of downloading or sharing copyrighted materials by any means is illegal, and violators may be subject to criminal or civil prosecution.

Intellectual Property Policy

This policy defines the rights of Cambridge College, its faculty, staff and students with regard to the intellectual property rights and copyright ownership of works that they may create while carrying out their responsibilities to the College, or in class activities and assignments.

Cambridge College faculty, staff, and students shall retain the intellectual property rights and/or copyright to any works they produce, except works covered by a contract with the College or produced as part of job responsibilities. Accordingly, all intellectual property rights to such works vest with Cambridge College.

Cambridge College remains legally responsible for all information stored on computers owned or leased by the College in compliance with FERPA and other notification requirements where applicable and will honor all subpoenas or court orders for the College to release information stored on any computer owned or leased by the College, to an individual, agency, court or agent stipulated by the subpoena or court order.

The Intellectual Property Policy can be found at http://www.cambridgecollege.edu/it.

Classroom Technology Services

Classroom technology services typically include wireless labs and audiovisual equipment. Requests for these services can only be made by Cambridge College faculty and staff.

For assistance with classroom equipment, contact the IT Helpdesk at http://helpdesk.cambridgecollege.edu or 617-873-0159.