



# **Online Student Handbook**

## **Academic Year 2018-2019**

(last revised December 4, 2018)

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# Welcome to Eastern International College

## INSTITUTIONAL MISSION

Eastern International College (EIC) is a student-centered and career-orientated institution of higher education dedicated to the professional development of its diverse student body. Through innovative curricula, leading-edge technology, experiential (“hands-on”) learning and caring and responsive student services, EIC will provide:

- Challenging health sciences curricula and environments that maximize student success by equipping and engaging students to critically appraise and apply knowledge and skills necessary to succeed in their chosen profession, in the service of others, and in their communities.
- Scholarly faculty and dedicated staff who encourage and support diversity and promote excellence in teaching, learning and service as the college’s primary focus.
- Academic programs that foster ethical and critical thinking informed and enriched by nationally recognized general education standards and professionally accredited career competencies to ensure a quality collegiate experience.
- Leadership with innovative and responsive health science programs designed to anticipate and respond to healthcare market needs and provide the foundation for lifelong learning skilled in, and adaptable to, new information technologies.

## Accreditation at Eastern International College

Accreditation is a status granted to an educational institution, or program within the institution, that has been found to meet or exceed stated criteria of educational quality and student achievement. At EIC, our mission is to attain and sustain both forms of accreditation to help ensure a quality collegiate experience. In August 2016, our College’s Associate Degree in Dental Hygiene Program earned the status of being professionally accredited through the [Commission on Dental Accreditation \(CODA\)](#). CODA is a specialized accrediting body recognized by the United States Department of Education. Our institution, as a whole, was granted full accreditation through the [Accrediting Commission of Career Schools and Colleges \(ACCSC\)](#) in 1995. In addition, in November 2017, EIC was granted the status of “Candidate for Accreditation” from the Middle States Commission on Higher Education (MSCHE) and is in the process of Self-Study with the goal of achieving regional accreditation by the fall 2020. For a complete listing of EIC’s institutional and programmatic accreditations, please click [here](#).

## **INTRODUCTION: BACHELOR OF SCIENCE DENTAL HYGIENE COMPLETION (BSDH)**

The Online Bachelor of Science (BS) in Dental Hygiene Program is a degree completion program that provides associate degree registered dental hygienists (RDH) with advanced educational opportunities to successfully fulfill new and exciting roles within the profession of Dental Hygiene.

Offered entirely online, the Bachelor of Science in Dental Hygiene (BSDH) degree completion program available through Eastern International College provides registered dental hygienists (RDH) who hold an associate's degree with high-quality education that could pave the way for a wide range of exciting career opportunities.

### **About the Dental Hygiene BS Degree Completion Program at EIC**

Encompassing a total of 60 semester credits, the BS degree completion program in Dental Hygiene at Eastern International College comprises 27 general education credits and 33 core credits in the program's major courses. Our dental hygiene curriculum is designed to help current registered dental hygienists learn the skills and diverse treatment plans needed to provide quality preventative oral healthcare.

Through in-depth, highly specialized, instruction students who successfully complete the BSDH program will be prepared to compete for beyond-entry-level positions in the dental hygiene field. Coursework covers a number of topics essential to dental hygiene-related careers through such courses as Educational Methodology for Dental Hygiene, Management of Oral Healthcare Delivery and Leadership Roles for the Dental Hygiene Professional.

## GETTING STARTED

### How to be a successful online learner

- Log into your classes regularly, at least three times a week.
- An online class is not the same as a face-to-face class; however this does not make it “easier.” Ensure you review the syllabus, course learning objectives and know what is due when to ensure your success.
- Know how to contact your Professor if you are experiencing any difficulties with your coursework.
- Know how to contact IT Support if you having technical difficulties.
- Know how to use technology properly. A prerequisite to online learning is familiarity to using the Internet, email, downloading and uploading files.
- Most of the communication for online classes are through written communication. You should be comfortable expressing yourself appropriately through electronic communication.
- Ensure you have the appropriate equipment to ensure your success. [EIC has put together a helpful checklist for technology requirements.](#)

### Are you ready to take an online course?

Want to make sure you have everything you need to take an online course through the Eastern International College? [Visit our eLearning page](#) to learn more about how online courses work, view additional tips on how to be successful in your online course, and [take our self assessment technology survey](#) to check your online readiness and review our technology requirements to make sure your computer and Internet connection are robust enough to ensure a quality online course experience.

## GETTING HELP

### IT Support

Please contact the IT department for technology concerns by emailing [support@eicollege.edu](mailto:support@eicollege.edu). Email is the most efficient way of reaching us and to ensure a quick resolution of your issue. You may also contact us by phone at: 201.216.9901 ext 110 in Jersey City and 973.751.9051 ext 208 in Belleville.



If your issue is an error message within Canvas, EIC's Learning Management System, the most effective way to resolve your issue is to reach out to Canvas directly. There is a help icon to the left on your Canvas dashboard and a live chat option. In addition, EIC students have a dedicated help number: 877.875.6340.

### Academic Assistance

Various academic resources, including course catalog information, accessing grades, and registering for courses, are available through EIC's student portal. Please see the [EIC portal section](#) of this document for details on how to access these resources.

If you have questions about course materials, course policies, or grades in a specific course, please direct them to the instructor of your course. You can contact your instructor directly by email, set up a meeting time during their office hours or request an appointment.

[See EIC's e-Learning page for more information](#)

# NETIQUETTE

Netiquette is important to you as an online student.

**Proper conduct in an online class is just as important as in a face-to-face classroom with similar potential repercussions for failing to maintain decorum. Remember that in an online class it is common for a very substantial portion of your grade to be a function of how well you perform in online discussion areas and other “classroom participation” activities. Your ability to clearly and properly communicate in an online class can be every bit as important to your success as how you perform on multiple choice tests and written assignments.**

## General Guidelines

When communicating online, you should always:

- Treat your instructor(s) and fellow classmates with respect, in email, online discussions or in any other online communication.
- Always use your professors’ proper title: Dr. or Prof., or if you in doubt use Mr. or Ms.
- Unless specifically invited, don’t refer to them by their first name. Some will be OK called “Bob” and others will expect to be “Dr. Smith”.
- Use clear and concise language. Be respectful of readers’ time and attention.
- Remember that all college level communication should have correct spelling and grammar.
- Avoid slang terms such as “wassup?” and texting abbreviations such as “u” instead of “you”.
- Use standard fonts that are optimized for online reading (e.g., sans serif) along with a consistent and readable size (12 or 14 pt.)
- Avoid using the caps lock feature AS IT CAN BE INTERPRETED AS YELLING.
- Limit and possibly avoid the use of emoticons. Not everyone interprets them in the same way.
- Always be respectful of others’ opinions even when they differ from your own. When you disagree with someone, you should express your differing opinion in a respectful, non-critical way. (Do not make personal or insulting remarks.)
- Be cautious when using humor or sarcasm as your tone is sometimes lost in an email or discussion post and your message might be taken literally or offensively.
- Be careful sharing personal information online (both yours and others).
- If you are in a healthcare course follow HIPPA guidelines including not sending confidential patient information via e-mail or posting online.

# TECHNOLOGY SUPPORT & REQUIREMENTS: RESOURCES FOR DISTANCE STUDENTS

Online students are required to meet technology prerequisites.

As the essence of an online delivery program is the ability to participate virtually, there are certain technological requirements that are prerequisites for students' participation in online coursework. Students need to confirm their ability to have access to specific **hardware**, **software**, and **network requirements** to enroll in online classes. Students not able to fulfill these requirements will not be able to succeed in an online format. Requirements include:

- Desktop or laptop computer (Surface, iPads and other tablets are not acceptable)
- Broadband Internet access (above 5 Mbps required)
- Up-to-date virus protection software
- Webcam (most laptops have built-in webcams)
- Headset with microphone

**Important Note:** Students must have full administrator access to their computer. This means that students may not be able to use a company provided computer as they often restrict some aspect of the computer system necessary for online operations.

In addition to the above requirements, it is strongly recommended to follow the guidelines below:

## Minimum Hardware Recommendations

- Intel processor i5 or higher or similar
- 14.1" Widescreen Display
- Memory - 8.0GB RAM
- 1 GB Video
- 160GB+ Hard Drive
- 802.11a/g/- Wireless

## Minimum Software Recommendations

- Operating system - Windows 7 or higher – (English Language Version)
- Fully Functioning Anti-Virus program
- MS Office
- Google Suite (course dependent)

## EIC Portal

The EIC portal allows university faculty, staff, and students to access information and password-protected resources quickly and easily in one place.

***Important: Before you can access the portal, you need to be a fully packaged, registered student and have received your eicollege.edu email. You will also need your student ID card (sent by mail).***

### Accessing the Portal

The portal is available to current students and linked to [EIC's webpage](#).

*To access the portal, you need to create an account.*

1. Click on the Campus Portal that you attend (online students, choose online) and navigate to Student Login.
2. If this is your first time logging in, click register. You will need to input the following information to set up your account:
  - User Name (use your EIC email)
  - Create a Password
  - Use the Student ID found on your ID card.
  - *Date of Birth*
  - *Secret Question/ Answer*
3. After setting up your account, enter your User Name and Password in the Student Login Space.

### Checking Your Grades

You can access your grades via the EIC Portal. Please note that in your first semester this area will be blank until the end of term. Grades viewed in Canvas are not final. Only grades viewed via the Student Portal are final.

## ASSESSING YOUR EMAIL

Eastern International College uses Google as their email provider and EIC students have access to GSuite tools (including Drive, Calendar, Hangouts). Email access is available at: <https://mail.google.com/a/eicollege.edu>

EIC uses single sign on authentication (SSO) for students with Canvas and Google accounts. This means students use their EIC log in and the same password for both applications.

### New User:

Your e-mail address will be [firstname.lastname@eicollege.edu](mailto:firstname.lastname@eicollege.edu)

We recommend you use Chrome as your web browser to access GSuite.

### Forgot My password

If you have forgotten your password and connect reset with GSuite's reset password link, contact [support@eicollege.edu](mailto:support@eicollege.edu) We recommend you add a recovery email to your GSuite account, this will allow you to use Google's recover password option.

***All Eastern International College students are asked to communicate with their EIC email and are required to contact Faculty and Administration using their EIC email address only.***

## ACCESSING CANVAS

Students can access Eastern International College's online eLearning platform, Canvas, for their courses at: <https://eicollege.instructure.com/login/canvas>.

A login button is directly available from EIC's website at:  
<https://www.eicollege.edu/elearning/>



Your Full Username should be in the format

[Firstname.Lastname@eicollege.edu](mailto:Firstname.Lastname@eicollege.edu)

Your password will be the same as your EIC Email.

For student support, please contact [support@eicollege.edu](mailto:support@eicollege.edu)

### **Learning Management System (LMS): Canvas**

Eastern International College students have access to Canvas' Learning Management System. All enrolled students will be provided a username and password to log into Canvas (class availability as an online offering can be confirmed with the Registrar). EIC has Tier 1 support from Canvas to ensure that any students experiencing log-in difficulties will be quickly helped (resolution time is typically under ten minutes).

Students can access Eastern International College's online eLearning platform, Canvas, for their courses that have an eLearning component.

Online access: <https://eicollege.instructure.com/>

The Student Username is your EIC email: [Firstname.Lastname@eicollege.edu](mailto:Firstname.Lastname@eicollege.edu)

For Canvas support, please contact [support@eicollege.edu](mailto:support@eicollege.edu) or click on the question mark icon in the Canvas environment. Students can also use the chat function in Canvas or call the dedicated phone line 24 hours at 877.875.6340 for all Canvas related issues. EIC has Tier 1 support from Canvas to ensure any students experiencing log-in difficulties will be quickly helped (resolution time is typically under ten minutes).

**Reference: Tier 1 support definition: <https://www.canvaslms.com/policies/support-terms>**

## Student Responsibilities

Similar to courses delivered face-to-face, online courses can vary widely in terms of the way that students interact with the professor, communicate with classmates, access the course materials, take exams, etc. To ensure student success, each module instructor will provide critical details about specific class requirements, such as:

- **Assessment Details** – specifying how tests and other assessments will be administered.
- **Accessibility Plan** – specifying the alternative access options for those with disabilities.
- **Communication Plan** – outlining the expectations for communication with the instructor and classmates both within Canvas and through other media formats..
- **Help Plan** – Describing the places you can get help with any/all aspects of the class, including technology, academics, accessibility, etc.

EIC will conduct all their communication via the official @eicollege.edu email (including Canvas notification push). It is the student's responsibility to regularly check their email and engage with their coursework via Canvas.

Any exceptional assessment exceptions (like a snow storm or hurricane), will be communicated to all students by Canvas and email based on the Registrar's decision regarding college operations.

***EIC's online courses mirror face-to-face classes in start dates and duration (15 weeks). Weeks will unlock on Monday at 00:00 EST and weekly assignments are due by Sunday 23:59. Discussion board first posts are due by Wednesday 23:59 and subsequent posts by Sunday.***

## Mandatory Training for Students

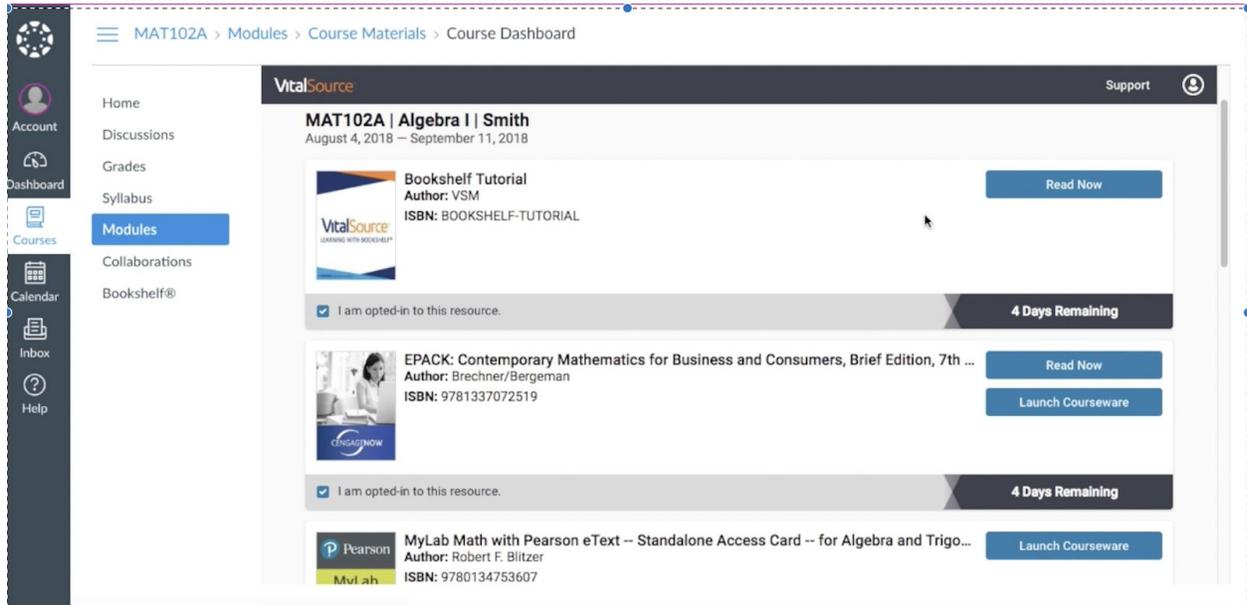
Online students have a compulsory online orientation to take prior to classes starting, this includes how to access the course work from home, offers an interactive learning introduction. This will cover how to use Canvas as well as an overview of Student services, including the library.

The syllabi will be covered in orientation so that all students are aware of the course objectives, participation and attendance requirements. Extra emphasis will be given to schedule requirements, lectures, assignment due dates and exam dates so that students know where to go to find that information. Students will also learn how to access support information for Canvas.

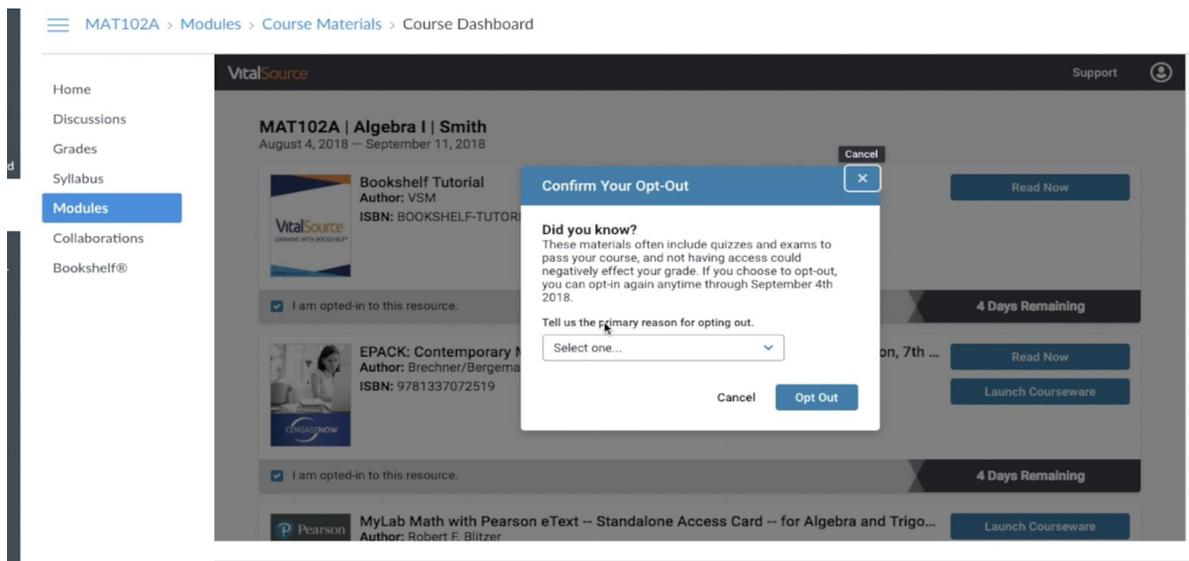
# ACADEMIC SUPPORT SERVICES

## EBOOKS

There are many different ways you can order books for your online courses. Every course will clearly indicate the required readings.



E books are embedded within the courses with instructors leveraging relevant exercises and activities within the learning platform. Students will have the option to purchase the ebooks via VitalSources (click through link that will allow purchase, see screenshot below). Students have the option to opt out and obtain the required reading elsewhere online or hard copy (when available).



## Tutoring

For courses that provide a tutoring component, information will be available within Canvas on how students can sign up with faculty to take advantage of these additional support services. Tutoring will be facilitated with video conferencing and can be 1:1 or in small groups.

## Faculty Advising

Between weeks 10-11 students will see within their LMS an optional, non graded discussion board that will give space to discuss course selection process for the next semester.

*The discussion board contains the following prompts as a guide:*

- *What is your next course? Is it required for your degree, or an elective?*
- *Have you read the course description in the student catalog or spoken with your Head of Department or Dean about the course?*
- *Are you already registered for your next course?*
- *Are you looking forward to the course? Why or why not?*
- *Do you have concerns or questions? If yes, please contact your Dean.*

In addition to this, students are encouraged to reach out to the Department Head, [Dr. Mohsen](#), or Dean of Education, [Dean](#), with any specific questions or concerns they have regarding their own progression.

The Online Dental Hygiene Completion course is run as a cohort over four semester, following the format in [Appendix B](#).

## LIBRARY SUPPORT SERVICES

Eastern International College Libraries (located in Jersey City and Belleville) maintain a circulating collection of materials for students, alumni, faculty and staff affiliated with the College. Materials not designated as Reference – and thus, non-circulating – are loaned for periods dependent on patron designation.

Eastern International College libraries have a physical holding of approximately 7,000 books between both the Belleville and Jersey City campuses. Both libraries are lending libraries so students are able to borrow most print sources for two weeks and textbooks for class.

- Current EIC Students
  - Non-Reference Circulating Materials: 14 days
  - Reference Materials: In Library use; 3 hour class loans
  - Renewals via email, phone or in-person; dependent on whether materials have a wait-list

### *Renewals*

Most loan periods are 14 days. However, students, alumni, faculty and staff are able to renew currently loaned materials provided there is not a current waitlist on the material. In order to renew, they can email, telephone or make an in-person visit to the libraries. Renewal periods are also in 14 day increments.

### *Overdue Materials*

Any materials held over their period of loan – without being renewed – are considered overdue. Overdue materials may incur a fine of up to \$0.25 per day up to the value of the materials borrowed.

All patrons in possession of excessively overdue materials will be referred to the College Registrar.

### [Eastern International College Library Guides](#)

The Library Guides have been developed to assist EIC students in their areas of study. They are excellent resources with links to relevant materials.

[Dental Hygiene](#)- resources specific to the field of Dental Hygiene.

## Library World

The print collection consists of textbooks, general education books, journals, CD-roms and DVDs and is cataloged utilizing Library of Congress Call Numbers. Records are stored in an online database, LibraryWorld, which can be accessed remotely.

[Online/ Web Browser](#)

[Android](#)

[iPhone](#)

[iPad](#)

## Electronic Resources

[Ebook Central](#) is an online library of e-books accessible from the library computer terminals and on mobile devices via individual created accounts. EIC subscribes to **Ebook Central's** library, which offers 120,000 books in subjects ranging from Nursing and Allied Health to History and Computing. Content is added by Ebook Central every quarter and MARC (cataloging) records are downloaded every month to our library catalog. Simple and advanced searches can be conducted by keyword, full-text, publisher, author and other access points. Results can be viewed by book or chapter. Customer support and live web-based training programs are available. Books can be bookmarked by individual account.

[ProQuest](#) covers the medical sciences including dentistry, nursing, allied health, alternative and complementary medicine. ProQuest provides abstracting and indexing for more than 1,200 titles, with over 1,050 titles in full-text, plus more than 15,700 full text dissertations representing the most rigorous scholarship in dentistry and related fields.

[Google Scholar](#) provides a simple way to broadly search for scholarly literature. From one place, you can search across many disciplines and sources: articles, theses, books, abstracts and court opinions, from academic publishers, professional societies, online

repositories, universities and other web sites. Google Scholar helps you find relevant work across the world of scholarly research.

[PubMed Central](#) is a free full-text archive of biomedical and life sciences journal literature at the U.S. National Institutes of Health's National Library of Medicine.

## **Additional Resources**

### **[JerseyClicks](#)**

Accessible in the Belleville and Jersey City Libraries without NJ municipal library card.

In order to access JerseyClicks outside of the Eastern International College campuses, students need to have a NJ municipal library card or apply for one from the [Jersey City Public Library](#) (Five Corners Branch is located at 678 Newark Avenue, Jersey City). Students from the Belleville campus can apply for a library card at the [Belleville Public Library and Information Center](#) located at 221 Washington Avenue, Belleville.

Students simply need to show their EI College ID, another piece of ID (driver's license) and a bill mailed to their home address, fill out an application and a library card is issued for free for one year.

## **Interlibrary Loan**

[JerseyCat](#) is New Jersey's statewide virtual catalog and interlibrary loan system. It is provided to all libraries within the State of New Jersey by the New Jersey State Library and the Regional Library Cooperatives. Eastern International College is a member of JerseyCat. There is no charge for the service. It provides all New Jersey residents and library staff with real-time searching capabilities for New Jersey's Z39.50 compliant library catalogs. It also includes a union catalog of holdings from the small to medium libraries that are under 100,000 volumes. Periodical titles can be searched for in the NJ Union List of Serials. It also provides New Jersey residents and library staff with an interlibrary loan system that they can use from their home, school, or office via the internet.

### **[METRO](#) (Metropolitan New York Library Council)**

Eastern International College is also a member of METRO – the Metropolitan New York Library Council. Membership in the Council allows all students and faculty of EIC access

to books in 271 member libraries (including academic, hospital, nonprofit, special and public libraries) in the New York Metropolitan area through interlibrary loan.

Participating institutions include:

- New York University
- Rutgers University
- New York Academy of Medicine

Membership also allows for the following:

- Digitization and electronic resources
- Professional development opportunities and networking events
- Grant funding
- Delivery services (of interlibrary loan materials)
- Job bank and career development opportunities
- Discounts on services and resources

### [LibraryLinkNJ](#) (The Eastern New Jersey Library Cooperative)

The New Jersey Library Cooperative has over 1100 voting representatives from over 2,000 public and private school, public, academic, institutional, corporate, health sciences and special libraries and library-related agencies. A member-elected Executive Board meets regularly to oversee the programs and services of the organization.

LibraryLinkNJ and its services are funded by the New Jersey State Library, which is responsible for the coordination, promotion and funding of the New Jersey Library Network.

### [National Library of Medicine/National Network of Libraries of Medicine](#)

The Regional Medical Library, Middle Atlantic Region, is housed at the Frederick L. Ehrman Medical Library at New York University. It allows for reciprocal borrowing among network affiliated libraries.

## **TurnItIn**

TurnItIn is embedded within Canvas and allows students to run their assessments through a plagiarism check before submitting their work. This allows students formative feedback to iteratively improve their writing and ensure proper citation. TurnItIn offers a comprehensive solution for preventing multiple forms of plagiarism. Directions and best practice offered during the student orientation and additional resources [here](#).

## STUDENT SUPPORT SERVICES

EIC offers a number of services to support students during their time at the College. Below are the most common ones with additional information on how to leverage the service. If you are in need of support on a topic not listed below, please reach out to your Dean, [Dean](#), 201.216.9901.

### ADVISING INFORMATION

Eastern International College students are advised by faculty members, as well as program directors, when needed. A student is advised to speak to their instructor in the first instance for any course specific question. Degree program questions should be addressed to the program director, [Dr. Alaa Mohsen](#), for dental hygiene. In some special circumstances, the Vice-President of Academic Affairs, [Dr. Mustafa Mustafa](#), may also advise students.

### REGISTERING FOR COURSES

The Dental Hygiene Online Completion program has a set pathway for the duration of the program and students progress through as a cohort. Each semester, before the semester ends, the student will be requested to have a meeting with the Department Head, [Dr. Alaa Mohsen](#), via video conferencing, to review their progress and their schedule for the semester ahead. To ensure proper registration, the student will then need to attend to any outstanding obligations with the registrar and ensure their financial aid (if applicable) is up to date. To complete registration, the student has a registration form to complete (every semester) that indicates your schedule, credit hours and course fees. Students can view their current semester schedule via Diamond SIS. See [paying for tuition fees for payment options](#).

### DROPPING COURSES

See Academic Calendar for semester dates to add/ drop courses in [Appendix A](#).

### Withdrawal from Degree Program

Students who officially withdraw from the program may be eligible for a refund of tuition charges. In order to officially withdraw from the program, students must submit their withdrawal request in writing to [Dean](#). Please use the [Withdrawal Form](#).

## Course Withdrawal

A student who officially withdraws from a course after the drop period will earn a “W” grade. This “W” grade will not be computed into the student’s GPA but will be counted towards attempted credits which will directly affect the student’s Satisfactory Academic Progress (SAP) for credits completed. A student may withdraw from the same course only once. After the second withdrawal, the student will be terminated from the program and must successfully appeal this decision to the Academic Appeal Committee (AAC) for reinstatement. Any course withdrawal **will not** result in a change in Financial Aid received by the student, and the student will be responsible for the full fee of the course(s). [See Appendix A](#) for the add/drop/withdrawal period dates.

Official withdrawal from all registered courses for the semester may affect the student’s financial aid status (e.g. student loan grace period, Return to Title IV funds calculation, enrollment-based academic benefits, etc.). Please contact [Financial Aid](#) for questions and/or clarifications.

## 100% REFUND PERIOD/DROP

### Refunds

Eastern International College participates in the Federal Student Aid program, an office of the United States Department of Education and is required to comply with the Higher Education Amendments of 2005. The legislation requires the College to offer a refund policy that provides the most beneficial refund to students. A refund is the difference between the amount the student paid to the school (including financial aid) and the amount the College can retain as prescribed by the appropriate refund policy. Refund calculations are made in accordance with the following policies:

The Return of Title IV Funds Policy and/or the Tuition Refund Policy for State Aid (TAG) and Cash Students listed below.

- If the College permanently closes and no longer offers instruction after a student enrolled, the student shall be entitled to a pro-rata refund of tuition.
- If a program is canceled subsequent to a student’s enrollment, the College shall opt to:
  - Provide a full refund of money paid; or
  - Provide for the completion of the program.
- If there is a delay in starting dates 14 days or less based on under-enrollment or facilities issues, it will not affect the refund policies. However, if the delay is more than 14 days, the student may cancel this Agreement within three (3) days of being notified of the delay and request a refund of all money paid.

Effective February 1, 2006, a student's enrollment will be terminated when:

- the student gives notification of his/her intent to withdraw, or
- the student has fourteen (14) consecutive absences without establishing an approved leave of absence.

Students who drop individual classes but are otherwise enrolled at the College will not receive a refund or adjustment if they drop the class(es) after the last day of the drop and add period for the specific term, as stated on the academic calendar. However, refunds are available to students who withdraw or are withdrawn from the College prior to the completion of their program based on the Return of Title IV Funds Policy and/or the Tuition Refund Policy for State Aid (TAG) and Cash Students described below.

Refunds are based on the total charge incurred by the Student at the time of withdrawal, not the amount the Student has actually paid. Tuition and fees attributable to any term beyond the term of withdrawal will be refunded in full. However, any books, equipment, and/or uniforms that have been issued are usually nonrefundable. When a Student withdraws from the institution, he/she must complete a student withdrawal form with the College. The College will process and post refunds within forty-five (45) days from the determination date—the date on which the College determines that the student's enrollment should be terminated. The student's withdrawal date—the date on which enrollment is deemed to have ended—will be the same as the determination date in those cases where the student gives notice. When the student does not give notice, the withdrawal date will be the first class day following the student's fourteenth (14th) consecutive absence. Students who withdraw from all classes in a semester will be considered "Withdrawn" from the College and the cost of attendance will be adjusted to reflect the Return to Title IV Calculation.

## **WITHDRAWAL FROM THE COLLEGE**

Students who officially withdraw from the program may be eligible for a refund of tuition charges. In order to officially withdraw from the program, students must submit their withdrawal request in writing to [Dean](#).

### **Course Withdrawal**

A student who officially withdraws from a course after the drop period will earn a "W" grade. This "W" grade will not be computed into the student's GPA but will be counted towards attempted credits which will directly affect the student's Satisfactory Academic Progress (SAP) for credits completed. A student may withdraw from the same course only once. After the second withdrawal, the student will be terminated from the program and must successfully appeal this decision to the Academic Appeal Committee (AAC) for reinstatement. Any course withdrawal will

not result in a change in Financial Aid received by the student, and the student will be responsible for the full fee of the course(s). Please see the school calendar in Appendix A.

Official withdrawal from all registered courses for the semester may affect the student's financial aid status (e.g. student loan grace period, return to Title IV funds calculation, enrollment-based academic benefits). Please contact [Financial Aid](#) for questions.

## **FINANCIAL AID**

Financial Aid is available for online students who have been accepted to EIC. [Details](#) on how and when to apply for Financial Aid and [other loans and grants](#) are available. Please contact [Financial Aid](#) for questions.

The cost of Attendance (tuition and fees for one semester) is \$4,900 per semester. Part Time options are also available. Registration fee is \$50.00. Technology Fee is \$50.00

### **Alumni Bachelor's Degree Scholarship**

The Alumni Bachelor's Degree Scholarship is open to all diploma graduates of Eastern International College or Micro Tech Training Center accepted into the BS in Dental Hygiene Completion program.

- Student's must be enrolled full-time for the initial semester.
- For subsequent semesters of the program, the student must maintain a cumulative GPA of 3.50 or greater
- Amount of the award is \$250.00 per semester
- Students must be enrolled full time during the earning semester, and awards will be disbursed during the subsequent (awarding) semester. Students must be enrolled full time to receive the funds during the awarding semester.
- The definition of full time student is a minimum of 12 credits per semester.
- For the Alumni Scholarship, a cumulative GPA is determined for semesters and courses taken at EIC after enrollment in the bachelors program. No transfer credits or prior credits will be used to calculate a cumulative GPA.
- Students will receive an initial award letter upon registration. A revised award letter will be issued if a student qualifies for the scholarship. Students will be notified via their College email account.
- Students are eligible for only one institutional scholarship per semester. Awards will be determined after all final grades are submitted and the semester GPA is calculated.
- Scholarships may impact the student's other grants, scholarships, and loans. The campus financial aid office will review the details on an individual basis.
- Any documented behavioral probation or suspension disqualifies the student.
- Failure to meet Satisfactory Academic Progress (SAP) and complete coursework within the allotted time frame will count the student as ineligible.

- Attempted credits must be completed during the semester. A student who withdraws with a “W” from a class will be considered ineligible.

### **Specific Details and Definitions**

***Summer non-enrollment will not affect the subsequent Fall semester's award.***

## **PAYING FOR TUITION/FEEES (BILLING)**

Online students are able to make tuition payment fees [online](#).

## COUNSELING

EIC offers registered students *confidential* counseling services provided by a master's-level counselor who is experienced in working with college-aged and adult students. Individual counseling, support groups and informational seminars are available to address students' unique concerns. Students are encouraged to visit the EIC counselor to discuss concerns related to family, friends, general anxiety, depression, low self-esteem, identity issues, etc. as we at EIC are dedicated to helping students enhance their psychological, social and academic development.

Contact [Maria](#) to set up an appointment by phone or video conference.

### Counseling FAQs

1. How do I go about getting services?

Services can be scheduled by emailing [maria.billings@eicollege.edu](mailto:maria.billings@eicollege.edu).

2. Can a friend/relative come with me to the sessions?

Yes but you must be a currently registered EIC student to receive counseling services.

3. Will my professors/administrators know that I am coming to counseling or what I am discussing?

Information you reveal to the counselor will remain *confidential* within the limits of the American Counselling Association's ethical standards and the law. In general, the counselor cannot discuss your situation with anyone unless you have given written permission to release information. However, there are certain situations in which confidentiality must be broken and information must be reported to the appropriate person or agency. These situations are as follows: if what you share indicates you are imminently in danger of harming yourself or others; if what you share reveals evidence of child or elder abuse or neglect; or if we receive a court order or subpoena.

# **ACADEMIC POLICIES**

## **FREEDOM OF LEARNING POLICIES**

Under University policy, student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact their Dean who could undertake the initiative to review the evaluation.

Eastern International College is committed to the principles of academic freedom. The College acknowledges that this freedom is essential for the growth and maintenance of a strong faculty and for achieving student learning outcomes. A faculty member, while recognizing a special responsibility to the College as a member of the academic community, is free to use creative teaching methods and discuss relevant topics that will enhance student learning, is encouraged to promote freedom of inquiry in peers and students, and is free to do professional research and publish results.

Teaching decisions of faculty members will reflect the objectives and content of the approved course syllabus in particular and the curriculum in general and meet the standards of the College's policies and those of accrediting agencies and other regulatory bodies.

While abiding by and supporting the policies, mission, standards, and procedures of the College, a faculty member is free and encouraged to participate in the discussion and revision of institutional policies and the improvement of the curriculum and instructional practice.

While enjoying academic freedom, a faculty member shares responsibility with the administration for the preservation of this freedom. Students and faculty are expected to adhere to academic integrity, the highest ethical standards, and professional conduct in all processes and practices. A faculty member, therefore, enjoys academic freedom as a shared responsibility not only with colleagues and students, but also with society and its basic mores and morals.

## **DISABILITY SERVICES**

### **Americans with Disabilities Act**

The Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act, require Eastern International College to provide appropriate academic and employment

accommodations to employees and students with disabilities unless doing so would create an undue hardship, compromise the health and safety of members of the College community, or fundamentally alter the nature of the College's employment or academic mission.

Eastern International College is committed to providing reasonable accommodations for qualified individuals with disabilities, including chronic illness in a fair and equitable manner, and in accordance with applicable federal and state law. All personnel who are responsible for the implementation of the College's mission are charged to support this policy.

The Office for Civil Rights (OCR) enforces Section 504 of the *Rehabilitation Act of 1973* (Section 504) and Title II of the *Americans with Disabilities Act* of 1990 (Title II) which prohibit discrimination on the basis of disability. The ADA ensures equal access and opportunity and protects individuals with disabilities from discrimination.

Eastern International College is committed to providing equal access to educational opportunities and prohibits any form of discrimination on the basis of race, color, religion, national origin, age, disability, sex, gender, sexual orientation, marital status, genetic information, and military/veteran status in the recruitment and admission of students and in the operation of all of its programs, activities, and services.

Information in this page were either lifted directly or based on literature from the U.S. Department of Education provided by the Office for Civil Rights (OCR).

## **The Disability Coordinator**

The designated Disability Coordinator (DC) is the College Dean. The responsibilities of the DC include the following: makes sure the policies and procedures for academic adjustments or any disability-related requests for accommodations are appropriately followed, answers questions of students regarding academic adjustments and other disability-related accommodations, receives letters of request for academic adjustments and reviews completeness of required documentations, coordinates with the Disability Committee, communicates with students who request for academic adjustments and provide specific faculty members completed Academic Adjustment Forms for students whose requests for academic adjustments have been approved.

The Disability Coordinator does *not directly provide educational services, tutoring or counseling, or help students plan or manage their time or schedules. Students with disabilities are, in general, expected to be responsible for their own academic programs and progress in the same ways that nondisabled students are responsible for them* (U.S. Department of Education, Office of Civil Rights, 2011).

## **Standardized Entrance Exams, Testing Accommodations and Conditions, and Admission Decisions**

Eastern International College (EIC) utilizes standardized exams/placement exams as partial criteria for course selection and/or acceptance into specific degree programs offered in the college (refer to the catalog for specific admission requirements). These exams measure the achievement, knowledge, or aptitude of the student. A student who will need testing accommodation will be referred to the Dean of the College, who is also the Disability Coordinator. Testing accommodation and/or change in testing condition should not fundamentally alter the examination or create undue financial or administrative burdens (U.S. Department of Education, Office of Civil Rights, 2011) to the College. Requests for testing accommodations and/or change in testing conditions should be done in writing and submitted to the Disability Coordinator within a reasonable amount of time, or four (4) weeks before the actual administration of the exam.

The EIC Policy and Procedure for Academic Adjustment applies to any testing accommodation and/or change in testing condition request. The decision on a request is decided by a committee tasked by the College to review and approved disability requests. Admission decisions are made solely on admission criteria set by the College for each specific degree program. No student will be denied admission due to his/her disability. EIC has set essential technical and/or academic standards for admission to, or participation in, the College and its programs. Some EIC degree programs may require inquiry about a student's ability to meet essential program requirements but such inquiry is not designed to reveal disability status.

## **Identification and Disclosure of Students with Disabilities**

EIC does not have a duty to identify students with disabilities. Students are responsible for notifying designated institutional staff (College Dean/Disability Coordinator) of their disability should they need academic adjustment. The disclosure of one's disability is voluntary. A student has no obligation to inform the College that he/she has a disability; however, if a student wants EIC to provide an academic adjustment, or wants other disability-related services, the student must identify himself/herself as having a disability.

## **Request for Academic Adjustment**

A student who requests for academic adjustment must follow EIC's Policy and Procedure for Academic Adjustment. All requests are done in writing. The same procedure should be followed for all other disability-related accommodation requests. Questions and inquiries may be directed to the College Dean who is also the Disability Coordinator (DC).

### **Academic Adjustments, Auxiliary Aids and Services**

The U.S. Department of Education, Office of Civil Rights (2011) defines academic adjustments, auxiliary aids and services as:

*Academic adjustments are defined in the Section 504 regulations as: Such modifications to the academic requirements are necessary to ensure that such requirements do not discriminate or have the effect of discriminating on the basis of disability against a qualified applicant or student with a disability. Academic requirements that the recipient can demonstrate are essential to the instruction being pursued by such student or to any directly related licensing requirement will not be regarded as discriminatory within the meaning of this section. Modifications may include changes in the length of time permitted for the completion of degree requirements, substitution of specific courses required for the completion of degree requirements, and adaptation of the manner in which specific courses are conducted. Academic adjustments also may include a reduced course load, extended time on tests and the provision of auxiliary aids and services. Auxiliary aids and services are defined in the Section 504 regulations and Title II regulations. They include note-takers, readers, recording devices, sign language interpreters, screen-readers, voice recognition and other adaptive software or hardware for computers, and other devices designed to ensure the participation of students with impaired sensory, manual or speaking skills in an institution's programs and activities. Institutions are not required to provide personal devices and services such as attendants, individually prescribed devices, such as eyeglasses, readers for personal use or study, or other services of a personal nature, such as tutoring. If institutions offer tutoring to the general student population, however, they must ensure that tutoring services also are available to students with disabilities. In some instances, a state VR agency may provide auxiliary aids and services to support an individual's postsecondary education and training once that individual has been determined eligible to receive services under the VR program.*

EIC has designated a committee to review and make decisions on all requests for academic adjustments and other disability-related accommodations. An academic adjustment or disability related accommodation should not alter or waive essential academic requirements. It should not also fundamentally alter the nature of a service, program or activity or result in undue financial or administrative burdens considering the College's resources as a whole (U.S. Department of Education, Office of Civil Rights, 2011).

A student who wants to request for academic adjustment should notify in writing the Disability Coordinator (DC) as early as possible to ensure that the College has enough time to review his/her request and provide the appropriate academic adjustment.

If the academic adjustments provided are not meeting the student's needs, it is the responsibility of the student to notify in writing the Disability Coordinator as soon as possible.

EIC does not provide specialized tutors or individual assistants for students.

### **The Individualized Education Program (IEP)/ 504 Plan**

The IEP/ 504 plan, no matter how recent, is not a sufficient documentation to support the existence of a current disability and need for an academic adjustment although an IEP plan may help identify services that have been used by the student in the past (U.S. Department of Education, Office of Civil Rights, 2011). It is therefore important for a student to understand that an IEP (or 504 Plan) does not suffice as adequate documentation for a request for academic adjustment. Students requesting for academic adjustment must provide the required documentations stipulated in EIC's Policy and Procedure for Academic Adjustment.

Reference U.S. Department of Education, Office of Civil Rights. (2011). Students with disabilities preparing for postsecondary education: Know your rights and responsibilities (rev. ed.). Retrieved from <http://www2.ed.gov/about/offices/list/ocr/transition.html>

# INTEGRITY

## Academic Integrity and Plagiarism Policy

Eastern International College considers academic integrity to be essential to its core values of educating students to be ethical and skilled persons dedicated to success in their careers. By enrolling at EIC, students agree to adhere to high standards of academic integrity. Failure to comply with these standards may result in academic and disciplinary action, up to and including expulsion from Eastern International College. Some examples of academic dishonesty include, but are not limited to:

1. The use of another person's ideas, work, or information without appropriate citations and references.
2. Cutting and pasting text or data from the Internet or other sources without citing the source of the information.
3. Cheating on a test, quiz, or examination.
4. Unauthorized use of notes, calculators, books, phones, tablets, computers, or other electronic devices during an examination or quiz.
5. Submission of an assignment completed by someone else, including commercial essay or term paper companies.
6. Altering or falsifying academic records
7. Submission of the same work for different assignments or for more than one class without advance permission of the instructor.
8. Assisting other students in any breach of academic integrity, including allowing other students to copy answers to any exam or assignment, or providing work to someone else to submit as their own.
9. If a student is uncertain or unclear about an issue of academic integrity, he or she should speak with the faculty member to resolve questions or concerns prior to the submission of the assignment.

Online students are expected to make use of TurnItIn and ensure it is used for written assessments (see your course specific syllabus for details).

## **GRIEVANCE / Complaint Protocol**

The administration, faculty and staff of Eastern International College maintain an open-door policy for students to voice their concerns or complaints. Any student, who has a grievance or complaint, should follow the grievance protocol, as outlined below:

**Level 1:** The student attempts to handle the grievance with the applicable official in a calm, professional manner.

**Level 2:** If the grievance cannot be settled at this level, the student may request intervention from the Department Chair.

**Level 3:** The Dean and Vice President for Academic Affairs convene a committee to review the grievance. The student who filed the grievance will be asked to submit all supporting documents and may be asked to appear in person if the committee decides it is necessary. The Vice President for Academic Affairs informs the student of the committee's decision.

**Level 4:** If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the President if it was not resolved by the academic committee.

**Level 5:** If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission.

### **Student Complaint Procedure**

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint, as well as the final resolution by the Commission.

Please direct all inquiries to: Accrediting Commission of Career Schools & Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201, 703-247-4212 [www.accsc.org](http://www.accsc.org)

A copy of the ACCSC Complaint Form is available and can be obtained at Eastern International College, and may be obtained by contacting [Dr. Mustafa A. Mustafa](#), the Vice President for Academic Affairs. In addition, you can find the complaint form online at: [www.accsc.org](http://www.accsc.org).

Complaints addressed to the ACCSC are meant to address issues with Eastern International College's compliance with ACCSC standards and requirements. ACCSC does not generally investigate complaints relating to disciplinary action, dismissal, or review decisions unless the context reasonably suggests that Eastern International College may not be in compliance with ACCSC standards and requirements.

Any person who has good reason to believe that Eastern International College is not in compliance with the standards set forth by the ACCSC may file a complaint. Those who can file a complaint include, but are not limited to, students, former students, prospective students, governmental agencies, members of the public, and other accredited schools.

In order to file a complaint, it must be sent to the commission in writing, and include the following:

- The basis of the allegation and all relevant names and dates,
- A brief description of the actions forming the basis of the complaint. Copies of any supporting material and documentation,
- A release from the complainant which authorizes the Commission to forward a copy of the complaint, including the identification of the complainant, to the school.

### **Mediation and Arbitration**

If any dispute should arise with Eastern International College ("College"), the student will attempt to resolve it by using the Grievance/Complaint Protocol outlined in the school catalog. If the dispute is not resolved, the parties agree that any dispute arising out of or relating in any manner to the Student's recruitment, enrollment, attendance, education, financial aid, or career services assistance at the College, or any individual claim, no matter how the Student or the College might describe, plead or style the dispute, including a dispute involving unpaid tuition, a dispute involving statutory rights (e.g., a claim under the New Jersey Consumer Fraud Act), or the Student's relationship with the College, or any affiliates or employees thereof ("Dispute"), both the Student and the College agree that, if they cannot resolve the Dispute through their own negotiations, they shall first make a good faith effort to resolve the Dispute by participating in a confidential mediation process. The mediation shall be conducted by a neutral mediator selected from a list of approved mediators maintained by a court or bar association situated in the same community (the "Local Community") as the campus of the College which the Student is attending and the College shall pay the mediator's fees. If the Dispute is not resolved during the confidential mediation process, it shall then be resolved by confidential, binding arbitration before a single, neutral arbitrator under the Federal Arbitration Act ("FAA") and conducted by the American Arbitration Association ("AAA") under its Commercial Rules, and applicable Supplementary Consumer Rules available at [www.adr.org](http://www.adr.org), as specified below:

- a) If arbitration occurs, it shall be conducted at a convenient location within the Local Community.
- b) The FAA (including all procedural and substantive provisions) and related federal decisional law shall govern this arbitration agreement to the fullest extent possible. However, the internal substantive laws of New Jersey shall govern any Dispute.
- c) Neither party shall file an action in any court against the other, however, if a party does, any such action shall be stayed in favor of arbitration. The parties recognize that the breach of this arbitration agreement will cause the other party damage including, but not limited to, attorneys' fees and costs, for which the other party will be liable.

- d) The Student shall be responsible for paying a portion of the AAA filing fee at the time the Claim is filed in an amount equal to \$200 or the applicable filing fee for a lawsuit in the state court situated within the Local Community, whichever fee is less. The College will be responsible for paying the remaining AAA filing fee, the arbitrator's compensation, and other applicable AAA hearing fees. The parties shall bear their own costs and expenses associated with their attorneys, experts and witnesses, unless the arbitrator determines otherwise. However, the arbitrator's compensation and any fees and expenses incurred in arbitration, including attorney's fees, shall be paid by a party whose claim(s) is determined to be frivolous or filed for the purpose of harassment. The arbitrator has the power to award prevailing party attorney's fees and costs if a successful claim is based on a statute providing such fees to any party.
- e) Except as specifically required by law, the fact and all aspects of an arbitration and the underlying Dispute shall remain strictly confidential by the parties, their representatives and counsel, and the AAA.
- f) All determinations as to the scope, enforceability, validity and effect of this arbitration agreement shall be made by the arbitrator and not by a court. However, any issue concerning the validity of the below class action/consolidation waiver must be decided by a court, and an arbitrator does not have authority to consider the validity of the waiver. If for any reason the class action/consolidation waiver is found to be unenforceable, any putative class action may only be heard in court on a non-jury basis and may not be arbitrated.
- g) In order to promote the speedy resolution of the Dispute, Student agrees not to combine or consolidate any claims with any other person's claims, such as in a class or mass action, or for the claims of more than one person to be arbitrated or litigated jointly or consolidated with another person's claims
- h) If any part(s) of this arbitration agreement are found to be invalid or unenforceable, then such specific part(s) shall be of no force and effect and shall be severed, but the remainder of the arbitration agreement shall continue in full force and effect.
- i) This arbitration agreement will survive the termination of Student's relationship with the School.
- j) The arbitrator's award shall be final and binding on both parties, and the award may be filed for enforcement by either the Student or the College in any court having jurisdiction.

# SATISFACTORY ACADEMIC PROGRESS POLICY

Eastern International College makes every effort to provide our students with ample opportunity to successfully meet the academic requirements for graduation and to ensure that each student is given sufficient preparation to meet all scholastic conditions necessary for making satisfactory academic progress, and to receive financial aid should they qualify.

At the end of each semester, a student's academic record is reviewed to determine whether or not the student has met SAP requirements. Satisfactory Academic Progress comprises a quantitative and qualitative component as required to ensure timely completion; students must also complete the program within the 150% time period of the program length.

The *qualitative* component of satisfactory academic progress is measured by cumulative grade point average (GPA) from the beginning of the program enrollment at Eastern International College and will be monitored at the end of each semester. To satisfy the qualitative standard, you must maintain a cumulative GPA as dependent on your semester of study.

## SAP Qualitative Requirements Table

<b>EIC Attempted Credits</b>	<b>ADN &amp; DH Programs only</b>	<b>All Other Programs</b>
1-12 credits	2.00 Cumulative GPA	1.50 Cumulative GPA
13+ credits	2.50 Cumulative GPA	2.00 Cumulative GPA

*Quantitative* satisfactory academic progress is defined as the completion of at least 67% of the cumulative credit hours on which the payment of financial aid was based (pace of completion). Quantitative satisfactory academic progress will be monitored at the end of each term by reviewing students' grade reports.

Completed Credits are all courses for which credit was earned.

Attempted Credits are all courses that were scheduled for credit; these include all courses as cumulatively scheduled regardless of grade received. Courses in which a student earned an F, W, WF, WP, or I are counted towards attempted credits.

Credits transferred to the College from another institution are counted towards the student's program completion and are counted towards both Completed and Attempted credits; these courses are not calculated as part of the qualitative GPA standard.

## SAP Quantitative Requirements Formula

$$\frac{\text{Completed Credits (including Transfer Credits)}}{\text{Attempted Credits (including W grade)}} \times 100\% = \text{Pace of Completion}$$

**Maximum Timeframe:** Students must complete their program of study within a maximum frame of no more than 150% of the required length of the program credits.

Completed Credits		
DH Completion Program	60 total credits	90 credits max

### Failure to Meet Satisfactory Academic Progress

If a student fails to meet any of the requirements to meet Satisfactory Academic Progress, he/she will be in jeopardy of losing current and future financial aid funds as anticipated. Eastern International College elects to review student records for SAP requirements each payment period to allot students every opportunity to maintain standards as necessary for timely program completion. As such, students will be afforded a chance to be placed on a conditional Warning Status prior to loss of funding; students may also appeal for reinstatement of funding.

**SAP Warning:** Failure to meet SAP requirements will result in SAP Warning Status. During this semester, the student will be eligible for financial aid funding. The student must meet SAP requirements at the end of the Warning semester to retain financial aid funding for subsequent semesters.

**SAP Probation:** A student who has not satisfied SAP requirements after the Warning semester will be asked to appeal in writing to the Academic Appeals Committee. If the appeal is successful, the student may be eligible for financial aid funding, however he/she must meet SAP requirements at the end of the Probation semester to retain future funding. Failure to meet SAP requirements at the end of the Probation semester cannot be appealed.

**SAP Suspension:** A student has failed to meet one or more SAP requirements following Financial Aid Warning or Probation. The student unsuccessfully or did not appeal decision (if Warning) and is ineligible for funds. Student must meet SAP criteria for reinstatement.

Following the loss of funds, a student must attend the following semester without Title IV eligibility and meet SAP requirements to be eligible for reinstatement. The student must meet SAP quantitative, qualitative, and maximum timeframe standards as well as all terms as set in the student's Academic Plan. Should a student be placed on SAP Suspension, he/she may

appeal this decision to the Academic Appeals Committee (AAC) within ten (10) business days of notification. Conditions for an appeal include mitigating circumstances such as a death in the family, illness, involuntary military leave, or other special circumstances. Should a student appeal his/her status of SAP Suspension to the Academic Appeals Committee and have the appeal approved, conditions regarding academic expectations could be imposed as necessary in order to meet the provisions of the appeal.

## **Appeals Process**

A student in circumstances that lead to failure to maintain Satisfactory Academic Progress (SAP) may make a written request for an appeal to review his/her history. The Academic Appeal Committee (AAC) will conduct the review. Should the appeal be granted, the student has the opportunity to achieve satisfactory academic progress (SAP) within one semester following the granting of the appeal. Any decision resulting from the review is final and cannot be appealed.

### **Academic Appeals Committee (AAC)**

The committee is tasked with considering written appeals for any of the following:

1. College or program dismissals due to poor academic performance
2. Grade Appeal
3. Other Academic Concerns

The committee, which is chaired by the Vice President for Academic Affairs, may consist of the Academic Dean, Chairpersons and/or faculty, and Financial Aid Officer (depending on nature of appeal).

### **The Appeal Process**

#### **I. College or Program Dismissal Due To Poor Academic Performance**

Any student who believes that he/she was dismissed according to Eastern International College policies but has mitigating circumstances should submit a written appeal to the Academic Appeals Committee (AAC) c/o the Vice President for Academic Affairs. The letter should include the following:

Student's full name, address, program, and College ID

A full explanation of the circumstances surrounding the appeal.

Supporting documents (e.g. letter from a physician) when necessary must be attached with the letter. Submission by email is acceptable.

An appeal must be made within three (3) business days from the date the final grade was posted and/or released. The decision of the committee to approve or deny the appeal must be done in writing (an email is acceptable) within seven (7) business days of receipt of the letter. The decision of the AAC is final and not subject to further appeal.

Note: Dental Hygiene students may only exercise their appeal option once during their career at EIC.

## II. The Grade Appeal

An appeal must be made within three (3) business days from the date the final grade was posted and/or released. When a student brings forth issues of unfair evaluation of his/her work, the following procedure will be followed:

### 1. Level One: Faculty

The student shall request a review by the faculty. Every effort should be made to resolve the matter at this level. A grade appeal must be initiated with a request in writing (email is acceptable) to the faculty involved to review the grade in question. The faculty must notify the student in writing (email is acceptable) of the decision of the review regardless of the outcome within three (3) business days.

### 2. Level Two: Department Chairperson

A student who is not satisfied with the decision rendered by the faculty member may write a request (email is acceptable) or further review to the Department Chairperson. All supporting documents must be included in the letter. The Department Chairperson must inform the student and faculty member in writing (email is acceptable) of the decision within three (3) business days after receipt of the appeal letter.

### 3. Level Three: Academic Appeals Committee

A student who is not satisfied with the decision rendered by the Department Chairperson may write a request (email is acceptable) for further review to the Academic Appeals Committee (AAC) c/o the Vice President for Academic Affairs. All supporting documents must be included in the letter. The AAC must inform the student, faculty, and Chairperson of the decision (email is acceptable) within five (5) business days after receipt of the appeal letter. The decision of the AAC is final and not subject to further appeal.

The Academic Appeals Committee reserves the right to amend this time frame if the circumstances warrant a more extensive review.

## **Other Academic Concerns**

Any academic appeals, other than the ones mentioned above, must be discussed with the Department Chairperson. The Department Chair determines if the appeal would need to be coursed through the Academic Appeals Committee (AAC) or not. If the appeal has to go through the AAC, the Chair advises the student to write a formal letter of appeal to the Academic Appeals Committee c/o the VP for Academic Affairs. The appeal must be done three (3) business days after the student and Department Chair consultation.

The letter must include the following:

Student's full name, address, program, and College ID

A full explanation of the circumstances surrounding the appeal.

Supporting documents when necessary must be attached with the letter.

Submission by email is acceptable.

The decision of the AAC to approve or deny the appeal must be made within 5 business days after the receipt of the letter. The decision of the AAC is final and not subject to further appeal.

## **PRIVACY POLICY- Canvas**

### **DATA COLLECTED VIA TECHNOLOGY**

To make Canvas' Site, Apps, and Services more useful to you, their servers (which may be hosted by a third party service provider) collect information from you, including browser type, operating system, Internet Protocol (IP) address (a number that is automatically assigned to your computer when you use the Internet, which may vary from session to session), domain name, and/or a date/time stamp for your visit. They also use cookies and web beacons and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and which you viewed. Like most Internet services, they automatically gather this data and store it in log files each time you visit their Site, use their Apps, or access your account on their network. They may link this automatically-collected data to personally identifiable information.

### **USE OF YOUR DATA**

In general, personal information you submit to Canvas is used either to respond to requests that you make, or to aid them in serving you better. Canvas/Instructure uses your personal information in the following ways: to create and maintain your account; to identify you as a user in their system; to operate, maintain, and improve Site, Apps, and Services; to personalize and improve your experience; to send you administrative email; to respond to your comments or inquiries; to protect, investigate, and deter against fraudulent, unauthorized, or illegal activity; and to make telephone calls to you, from time to time, as a part of secondary fraud protection or to solicit your feedback with your permission.

### **DISCLOSURE OF YOUR PERSONAL INFORMATION**

Canvas will share your personal information with third parties only in the ways that are described in this privacy policy or with your consent.

**AFFILIATES.** Although we currently do not have a parent company, any subsidiaries, joint ventures, or other companies under a common control (collectively, "AFFILIATES"), we may in the future. We may share some or all of your information with these Affiliates, in which case we will require our Affiliates to honor this Privacy Policy.

**THIRD PARTY SERVICE PROVIDERS.** We may share your personal information with third party service providers for the sole purpose of providing you with the Services that

Canvas offers you through our Site. For example, Canvas may share data with service providers who host our websites or provide email services on our behalf.

**OTHER DISCLOSURES.** Canvas/ Instructure may disclose information about you if it believes such disclosure is necessary to (a) comply with laws or to respond to lawful requests and legal process; or (b) protect or defend the rights, safety, or property of Instructure, users of the Services, or any person including to enforce our agreements, policies, and terms of use or (c) in an emergency to protect the personal safety of any person.

They may also share information about you in connection with or during negotiation of any merger, financing, acquisition, bankruptcy, dissolution, transaction or proceeding involving sale, transfer, divestiture or disclosure of all or a portion of their business or assets to another company. In the event that information is shared in this manner, notice will be posted on our Site. We may also share de-identified and/or aggregated data with others for their own uses. For more information: <https://www.instructure.com/policies/privacy/>

## **FERPA- Family Educational Rights and Privacy Act**

The Family Educational Rights and Privacy Act (FERPA) requires that Eastern International College, with certain exceptions, obtain your written consent prior to the disclosure of personally, identifiable information from your education records. FERPA rights belong to students who attend postsecondary institutions in person, through correspondence, or through electronic “distance learning”. They are:

1. The right to inspect and review the student’s education records within 45 days of the date the College receives a request for access.
2. The right to request the amendment of a student’s education record that the student believes is inaccurate or misleading.
3. The right to consent to disclosures of personally identifiable information contained in the student’s education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the US Department of Education concerning alleged failures by the College to comply with the requirements of FERPA. The College reserves the right to make public, without the student’s consent, “directory information,” in particular, the student’s name, address, age, sex, dates of registration, major, and degree. Students who wish not to have directory information released must notify the Registrar’s Office in writing each year.

## **Frequently Asked Questions (FAQs)**

### ***About Distance Education***

#### **Are distance education courses easier than taking face to face classes?**

Students have different opinions about the difficulty of distance learning classes. The course content and objectives are the same as in face to face courses. The reading requirements can be intensive. All agree that online classes require a lot of self discipline. You must be your own motivator.

#### **Do distance education courses take less time to complete than face to face classes?**

No, in fact research shows distance education courses often take more time to complete.

#### **Can I work at my own pace or do I have to follow a weekly schedule when I take a distance education course?**

Distance education courses vary in terms of flexibility they afford students. Most courses have some restrictions on how far ahead students may work, imposing weekly deadlines on assignments and other activities. Check your course syllabus before the course begins to ensure you meet deadlines and plan your schedule accordingly.

#### **How do I add/ drop a distance learning course?**

Fill out the [add/ drop form](#) and submit to the [Dean](#) for signature.

#### **Am I ever required to come to campus for a distance education course?**

No, all course requirements are able to met online via the Canvas platform.

### ***About Canvas***

#### **What do I do if one of my courses is not appearing in Canvas?**

Log in to the Student Portal and ensure that the course is appearing in your schedule. If it is not, contact the [Registrar](#). If it is in your schedule, then contact the [Office of ITEL](#).

#### **Is there an orientation to familiarize me with Canvas?**

Yes, student orientation is occurring the week before classes start (Classes start January 14, 2019 so orientation is available online as of January 7, 2019). Packaged students will receive their EIC email which will provide them with details for Canvas log in. When the student logs into Canvas, they will see a course call Student Orientation that will walk them through how to use Canvas and provide them with details about the college. If you have difficulty receiving this information, contact [Support](#).

**Who is responsible for initial contact the student or the instructor?**

The student should access the course in Canvas by logging in on the first day of classes.

**Will I get any help from the instructor during the semester or am I on my own?**

All distance education faculty will have their office hours posted within the course, during that time you can connect with them via videoconferencing. You can also reach out via phone or email. In any course, the level of one-on-one interaction between faculty member and student varies. In a distance course, however, there is an added factor that should not be overlooked: receiving help depends on the extent the student seeks that help. Please ask questions in discussion boards and reach out to the instructor directly when you are unclear on an assignment or having difficulty with the course.

**Are there other students in my distance education course and will I be aware of them (will I know their names and will I be able to communicate with them)?**

Yes, you will see other students in your course. You will have weekly discussion boards where you exchange ideas and comments on each others posts. In student orientation as well as the first week of each course, you will have a discussion board focused on introductions, allowing a more personal exchange.

## Staff and Administration Contact Details

Eastern International College President	<a href="mailto:drew.ziner@eicollege.edu">drew.ziner@eicollege.edu</a>
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Loans Repayment	<a href="mailto:evelyn.pimentel@eicollege.edu">evelyn.pimentel@eicollege.edu</a>
Registrar/ Bursar	<a href="mailto:shaline.sookdeo@eicollge.edu">shaline.sookdeo@eicollge.edu</a>
Social Media Coordinator	<a href="mailto:stephanie.bassanini@eicollege.edu">stephanie.bassanini@eicollege.edu</a>
Student Services Director	<a href="mailto:jennifer.gonzalez@eicollege.edu">jennifer.gonzalez@eicollege.edu</a>

## Appendix A: Academic Calendar

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### Spring 2019

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January 7, 2019	Faculty Orientation
January 9, 2019	Orientation I (Jersey City)
January 10, 2019	Orientation II (Belleville)
January 7-11, 2019	Orientation III (Online)
January 14, 2019	First Day of classes
January 21, 2019	MLK Jr. Day- College Closed
January 25, 2019	Last day to Add/Drop
February 18, 2019	President's Day – College Closed
March 15, 2019	Last day to withdraw from classes
April 27, 2019	Last day of semester

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**Summer 2019**

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April 29, 2019

Faculty Orientation

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May 1, 2019

Orientation I (Jersey City)

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May 2, 2019

Orientation II (Belleville)

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May 6, 2019

First day of classes

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May 17, 2019

Last day to add/drop

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May 27, 2019

Memorial Day- College Closed

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July 4, 2019

Independence Day- college closed

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July 5, 2019

Last day to withdraw from classes

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August 16, 2019

Last day of semester

## Appendix B: Dental Hygiene Completion Program Curriculum

The BSDH completion program has a total of 60 semester credits, with 27 credits in general education and 33 credits in the program's major courses. Each semester will build on the student's knowledge of the art and science of dental hygiene, therefore all courses in each semester must be successfully completed before the student can move onto the next semester.

### General Education Coursework

Course #	Course Title	Credits
ENG301	Early American Literature	3
ENG303	Research Design and Writing	3
MAT300	Basic Statistics with Microsoft Excel Applications	3
REL302	World Religions	3
SOC301	Cultural Diversity	3
ART302	Art and Popular Culture	3
PHI401	Bioethics	3
HEA402	Global Health	3
HEA403	Women and Health	3
	General Education Coursework (total)	27

### Program Major Courses

Course #	Course Title	Credits
DH300	Educational Methodology for Dental Hygiene	3
DH301	Cultural Competency and Dental Hygiene Care for Target Population	3
DH302	Grant Writing	3
DH303	Statistical and Methodological Aspects of Oral Health Research	3
DH304	Dental Practice Management with Oral Health Promotion	3
DH305	Management of Oral Healthcare Delivery	3

DH400	Educational Concepts in Dental Hygiene	3
DH401	Leadership Roles for the Dental Hygiene Professional	3
DH402	Dental Hygiene Care for Culturally Diverse and Special Needs Populations	3
DH404	Internship Dental Hygiene Program	3
DH405	Epidemiology of Oral Diseases	3
	Core Dental Hygiene Coursework (total)	33

Total Program Credits: 60

## Appendix C: EIC's GRADING SYSTEM

<b>Grade</b>	<b>Percent Equivalent</b>	<b>Grade Point</b>
A	95-100	4.0
A-	90-94	3.75
B+	85-89	3.50
B	80-84	3.00
C+	75-79	2.50
C	70-74	2.00
D+	65-69	1.50
D	60-64	1.00
F	59 and below	0.00
I	Incomplete	N/A
IF	Incomplete, converted to failing	0.00
WF	Withdrawal Failing	0.00
AU	Audit, No Credit	N/A
W	Withdrawal	N/A
TR	Transfer	N/A