



2026 — 2027 Student Handbook



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4/2/2026



WELCOME TO WALNUT HILL COLLEGE

You are about to embark on what will certainly be one of the most fascinating and important experiences in your life. Walnut Hill College faculty and staff are dedicated professionals who are eager to support you in your career pursuit. This handbook will answer many of the questions you may have as you begin your degree program.

We encourage you to read this book carefully. Walnut Hill College offers many services to assist you in reaching your potential; however, you are the most important element to your success. In order to reach your goals and make your dreams come true, you may want to focus on some of the following:

- Having an overall professional attitude
- Working towards perfect attendance
- Using our faculty members as important resources by asking questions and seeking individual advice
- Developing a caring, hard-working, energetic, and upbeat work ethic
- Joining professional associations
- Expanding your “classroom” by participating in student activities, practicing at home, visiting restaurants, hotels, and other hospitality businesses
- Reading—cookbooks, management texts, and magazines on food, wine and travel
- Developing a “network” of supportive classmates, family members and friends who will encourage you to meet your potential
- Forming or joining a study group
- Making graduating with honors your academic goal

This year will be filled with wonder, fun, challenges and hard work. You will taste new foods, explore new concepts, meet new people and develop new ideas of your own. Your education will take place in kitchens, hotels, lecture halls, dining rooms, and all the way to France or the Bahamas. Here’s to those on their way to the top!

Best wishes from Walnut Hill College.

WALNUT HILL COLLEGE

MISSION STATEMENT

Walnut Hill College is dedicated to providing a distinctive educational experience that inspires students towards Professionalism, Citizenship, and Lifelong Learning for success in their chosen career field.

CORE VALUES

1. Hospitality is at the heart of all we do.
2. Service is at the core of the operations.
3. We have pride in Product Excellence.
4. We value Interpersonal Regard and strive to create a Sense of Community and belonging that nurtures and supports all members.
5. We promote Personal Growth and Citizenship.

ACADEMIC CALENDAR

Walnut Hill College schedules student events throughout the year. The Academic Calendar highlights important dates as it relates to the college and our students. These dates are subject to change at any time and without notice. The handbook is available on the college website at www.walnuthillcollege.edu. It is important to note that Walnut Hill College does not observe all federal or religious holidays. Be sure to consult the college's policies on holidays and attendance for more information.

ACCREDITATIONS

Walnut Hill College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Inquiries regarding the accreditation status by the Accrediting Commission of Career Schools and Colleges should be directed to the college's administrative staff. Individuals may also contact:

Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
(703) 247-4212
(703) 247-4533 (fax)
www.accsc.org

NON-DISCRIMINATION POLICY STATEMENT

It is the policy of Walnut Hill College to provide equal opportunities to all prospective and current members of the student body, faculty, and staff on the basis of individual qualifications and merit without regard to race, color, sex, gender, gender identity, expression, age, physical challenges, disabilities, or national origin.

This non-discrimination policy also applies to all programs and activities. Walnut Hill College ensures equality of opportunity and treatment in all areas related to student admissions, instruction, employment, financial assistance programs, and other services.

Walnut Hill College neither affiliates with, nor grants recognition to any individual, group, or organization having policies that discriminate on the basis of race, color, sex, age, physical challenges, disabilities, national origin, or sexual orientation.

THE COLLEGE/STUDENT AGREEMENT

By attending Walnut Hill College, you have agreed to conform to the policies and procedures outlined in this publication. Additionally, you have agreed to the rules and regulations outlined in the Catalog, Residential Learning Agreement, Occupancy Agreement(s), and all future amendments.

As a student of Walnut Hill College you are a committed professional in the hospitality industry. As a part of your commitment to professionalism, you must demonstrate acceptance of your responsibilities as a member of the college. It is expected that you will conduct yourself in a professional and courteous manner both in and out of the classroom and kitchens.

Please take the time to familiarize yourself with the contents of this handbook. You are required to abide by all the policies and procedures established by the college. These rules apply to all students and must be followed within and outside of college facilities and common areas. Ignorance of any college policy or procedure will not excuse you from infractions and will not limit sanctions.

This handbook is meant to be a guide for you as you complete your college education at Walnut Hill College. We encourage you to use it to answer any questions you may have during your time at the college. Should you have any questions regarding its contents, feel free to contact your department head or dean.

AMENDMENTS TO THE STUDENT HANDBOOK

Walnut Hill College reserves the right to amend this handbook, as well as update, modify, change, or delete any policy or procedure at any time. Additionally, the college may add new rules, policies, or procedures at any time and without prior notice. The student handbook and its amendments can be viewed online at www.walnuthillcollege.edu.

CAMPUS AND FACILITIES

ACCESS

During business hours, the College will be open to students, parents, employees, contractors, guests, and invitees. During non-business hours access to all College facilities is by key, security alarm code and Walnut Hill College ID cards. Residence halls are secured with staff during business hours and during non-business hours by key and Walnut Hill College ID. Over extended breaks, the locks on the doors of the halls will be changed. Residents are not permitted in the residents halls during breaks. Security Cameras have been installed to include all public areas of the campus and residents halls and can be viewed off site.

Emergencies may necessitate changes or alterations to any posted schedules. Areas that become problematic will be evaluated by the college administration and security. Additionally during the year, the Director of Facilities, Residential Life Coordinators, Director of Campus Development and the President meet to discuss issues of pressing concern.

Walnut Hill College security guards and staff have the authority to ask persons for identification and determine whether individuals have lawful business at Walnut Hill College. The security guards and staff have the authority to issue violations that may be billed to the financial accounts of the parties concerned. Security guards do not possess arrest power. Criminal incidents are referred to the local police who have jurisdiction on the campus. Walnut Hill College security guards and Directors maintain a highly professional working relationship with the University of Pennsylvania Police and University City District Police. All crime victims and witnesses are strongly encouraged to immediately report the crime to security, designated staff or local police. Prompt reporting will assure timely warning notices on-campus and timely disclosure of crime statistics.

All reports will be investigated. The college does not have procedures for voluntary, confidential reporting of crime statistics. Violations of the law will be referred to law enforcement agencies and when appropriate, to the Colleges Vice Presidents and President for review. When a potentially dangerous threat to the college community arises, timely reports or warnings will be issued through e-mail announcements, the posting of flyers, in-class announcements, or other appropriate means.

LOCATION

Allison Mansion (The Mansion), located at 4207 Walnut Street, Philadelphia PA is a three-story building which houses the college reception areas and many of the college administrative offices. Additionally located at Allison Mansion are the college Library and Resource Center, computer labs, student dining, The Pastry Shop, and our open-to-the-public student run restaurants.

The **Culinary Building** found in the rear of the Allison Mansion, houses six commercial participation kitchens, purchasing and receiving areas, a store room and issuing center, as well as Dining Around the World (DAW), our student dining center.

The **Center for Hospitality Studies**, located at 4100 Walnut Street, houses four classrooms, including two large demonstration classrooms. Also found at the Center for Hospitality Studies is the College Store, our academic faculty offices, and Student Success Advisor offices, as well as meeting areas for study groups and tutoring.

Students are expected to use college equipment and facilities in an orderly and professional manner. Any infractions will result in dismissal from the college. Additional notes about the use of college kitchens, classrooms, and facilities:

1. Stools are available and can be provided in the kitchens.
2. Sitting on worktables and equipment is not permitted.
3. Tablet-arm chairs are provided in demonstration/lecture rooms. Students may not put their feet on chairs and absolutely may not sit on the tablet-arm.
4. The rear of the Culinary Building must be kept clear of any items; i.e. bicycles, motorcycles, etc.
5. Bicycle racks have been provided alongside the Culinary Building close to the purchasing and receiving area.
6. Bicycles, bicycle parts, scooters, motorized scooters, etc. are not permitted inside the buildings.
7. Motorized scooters utilize Lithium batteries which are subject to fire, therefore, motorized scooters and other personal mobility devices with Lithium batteries may not be secured, nor placed in, or near buildings.
8. The lounge on the second floor of The Mansion is available for students during operating hours, however the college does use this space for events and classes during which the lounge is closed to students.
9. The college and other students expect other's consideration in keeping all areas clean and orderly.
10. Students are not permitted to lounge on the staircases in any of the buildings.

WEATHER AND EMERGENCY HOTLINE

To find out the latest information on college closings due to weather or other emergencies check your messages in Populi. All announcements posted through Populi are also delivered to students WHC email address. A hotline is also available by call the college's main telephone number: 215-222-4200 and dialing extension 3333 when prompted.

BUILDING DIRECTORY

Allison Mansion (The Mansion)

4207 Walnut Street, Philadelphia PA, 19104

Administrative offices, Classrooms, Computer Labs, DAW (Student Dining), Library and Resource Center, Pastry Shop, Restaurants, Office of Admissions

Center for Hospitality Studies

4100 Walnut Street, Philadelphia PA, 19104

College Store, Demonstration and Lecture Classrooms, Faculty Offices, Deans Offices, Student Success Advisors

RESIDENTS HALLS

Bachler Hall

4220 Walnut Street, Philadelphia PA, 19104

Dormitories

The College House

4235 Walnut Street, Philadelphia PA, 19104

Dormitories

McManus Hall

4222 Walnut Street, Philadelphia PA, 19104

Dormitories

Hunter Hall

4231 Walnut Street, Philadelphia PA, 19104

Dormitories

Perrier Hall

4233 Walnut Street, Philadelphia PA, 19104

Dormitories

4207 Sansom Street

4207 Sansom Street, Philadelphia, PA 19104

Dormitories

CONTACTING FACULTY AND STAFF

Students are encouraged to contact any faculty or staff member are best contacted via Populi or e-mail. Full-time staff members may be reached by telephone. The best time to schedule appointments with faculty or staff is during the Student Success Hour, 11:00 – 12:00 daily. Check your Course Success Guide (CSG), or syllabus, for additional information on your instructor's availability and preferred method of communication.

When arriving for scheduled meetings, students should check in with the receptionist who will announce him/her to the faculty or staff member. Students are asked to wait in the reception area until they have been announced.

ON-CAMPUS RESOURCES FOR STUDENTS

All offices can be contacted by dialing the college's main number, 215-222-4200, and entering the appropriate phone extension.

Admissions Office

Allison Mansion (The Mansion)
Extension 3011

Bursar's Office

Perrier Hall
Extension 3015

Career Development Office

Center for Hospitality Studies
Extension 3006

College Store

Center for Hospitality Studies
Extension 3039

Executive Chef of Operations

College House
Extension 3079

Student Activities Coordinator

Perrier Hall
Extension 3076

Residential Learning Coordinators

Security Pavilion
Extension 3026
RLC Phone: 215-783-0709
Security Phone: 215-776-7479

Financial Aid

Allison Mansion (The Mansion)
Extension 3008

Library, Computer Labs, and Resource Center

Allison Mansion, 3rd Floor
Extension 3051 or 3029

Pastry Shop

Allison Mansion, 1st Floor
Extension 3004

Purchasing Center

Allison Mansion, Ground Floor
Extension 3018

Restaurants

Allison Mansion, 1st Floor
Extension 4014

Student Success Offices

Center for Hospitality Studies
Extension 3010

Executive Vice President

Allison Mansion, 1st Floor
Extension 3057

OFF-CAMPUS RESOURCES FOR STUDENTS

Clinics and Medical Services

Walnut Hill College does not offer on-campus medical services. Should you need immediate emergency medical care call 911. Non-emergency medical services are located throughout the city and include clinics and local hospitals. Academic Advising has Referral Guides for students.

The closest hospital offering emergency and non-emergency medical care is:

Penn Presbyterian Medical Center

51 N. 39th Street

Philadelphia, PA 19104

215-662-8000

Police, Safety, and Security

Walnut Hill College takes the safety and security of our students very seriously and does have regular security patrols; however, if you have an emergency that requires immediate attention, please call 911. There are additionally several local police options that may be contacted including:

University City District Philadelphia Police Substation – (215) 243-0667

University of Pennsylvania Police – (215) 573-3333

Public Transportation

Walnut Hill College does not offer transportation within or outside of the city; however, all buildings are located close to subway and bus lines. These forms of public transportation are operated by the Southeastern Public Transportation Authority (SEPTA). Information regarding public transportation schedules is available on their website at <http://www.septa.org/>.

SEPTA can be contacted by phone at:

(215) 580-7800 or (215) 580-7853 (TDD/TYY).

6:00 a.m. - 8:00 p.m. | Monday through Friday

8:00 a.m. - 6:00 p.m. | Saturday and Sunday

Septa.org

Taxi cabs are also readily available to be hailed outside most college buildings. There are several local cab companies that can be called in advance to secure transportation. Some options include:

PHL Taxi – (215) 232-2000

Liberty Cab – (215) 389-8000

Olde City Taxi – (215) 247-7678

Uber and Lift – downloadable app for your mobile device for transportation at the push of a button.

Other Local Resources

Walnut Hill College is located in the heart of the University City District in Philadelphia, PA. There are a wide variety of activities and events that take place throughout the University City District. For more information about the University City District, visit their website at <http://www.universitycity.org/>. The University City District offers an exhaustive list of resources that include emergency and other important numbers at http://www.universitycity.org/resource_links.

SAFETY AND SECURITY

Emergency Response and Evacuation Procedures

The objective of this plan is to reduce the possibility of harm to the students, staff and visitors of Walnut Hill College in the event of an emergency. The following should provide guidance for any emergency level. It will also show key staff members, plan ahead for safe building evacuations, effective emergency communications and for resuming normal functions after emergency conditions subside.

Emergency Preparedness

Each building on campus is assigned an Emergency Coordinator that is familiar with the physical facilities of that building, fire safety and emergency exits. All alarm systems and fire safety equipment is inspected annually. Each Emergency Coordinator has access to emergency contacts and supplies as they deem necessary for their assigned building. The emergency hotline (extension 3333) will be updated with any announcements or instructions along with the college website and Populi.

A building evacuation is mandatory whenever a fire alarm sounds, and all building occupants will exit immediately. In some events (such as extended power outages), evacuations may not be necessary unless the incident has generated a hazardous situation.

The following tips can prevent emergencies from happening:

- Know the location of alarm stations and extinguishers and know how to use them.
- Leave fire doors closed at all times.
- Clear obstructed hallways and room exits.
- Use only grounded electrical plugs.
- Limit use of extension cords and multiple outlets.
- Do not overload power strips.
- Do not use mechanical rooms or fire towers for storage.
- No smoking in any of the buildings.
- Know how and where to take cover during an earthquake.
- Do not stack furniture.
- Keep tall furniture away from exits.
- Store heavy items at floor level.
- Back up data or sensitive information should be stored off-site.

The designated Emergency Assembly Point (EAP) in a campus wide evacuation is the southwest corner of 42nd and Walnut Streets.

Emergency Response

Everyone in a college facility; students, staff and visitors, must take appropriate and deliberate action when an emergency strikes a building, a portion of the campus, or the entire campus community. Immediately evacuate the building upon hearing an alarm, e-mail blast, voicemail broadcast or notification by an Emergency Coordinator, administrator or security.

Call and report the emergency immediately or as soon as it is safe to do so. If you do not have the number for security or one of the Vice Presidents, dial 911. Communicate clearly and succinctly. "We have a _____ emergency. Evacuate the building." Keep calm and help others. Use communication tools that are appropriate such as alarms, phone, and voicemail broadcast.

When you call to report an emergency to 911, tell the operator the type of emergency, if there are victims, the locations of the emergency, your name, location and phone number. Stay on the phone until the operator ends the call. If necessary, proceed to the EAP.

Emergency Recovery

After a major emergency or disaster, many people in our community will be distressed by personal and professional difficulties. It is likely that affected students and staff may need some scheduling flexibility or other temporary help in order to return to their customary activities. Be sure to check the hotline and the website for updates. The college community will be notified of a safe return through the administration and college-wide e-mail.

Walnut Hill College conducts annual emergency evacuations and documents the outcomes. Walnut Hill College will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless the notification will, in the professional judgment of responsible authorities, compromise efforts to assist victims or to contain, respond to, or other mitigate an emergency.

The responsible authorities are:

- President
- Vice Presidents
- Director of Facilities

Fire and Safety Drills

For the purposes of fire safety reports, a fire is, "Any instance of open flame or other burning in a place not intended to contain the burning or in an uncontrolled manner". For the safety of the college's resident students, the college has each room hard wired with smoke detectors which are monitored. Fire extinguishers are readily available on every floor and in the common areas. The college prohibits any portable electrical appliances, candles, open flames or smoking in the Resident Halls.

The college community and Residence Halls participate in two fire drills each year. Students and staff are encouraged exit in an orderly manner to prevent confusion and minimize panic or injury. No one should push their way out an exit. Single file lines are best in controlling traffic to the exits. Remember, once you are outside, stay outside. Don't go back in until the proper authorities say it is okay.

Should you see or suspect a fire, calmly leave the area and contact the residential learning coordinator, security or a staff member. Should it be a serious emergency contact 911. The college will continue to evaluate its fire safety procedures and institute improvements as deemed necessary.

Jeanne Clery Disclosure of Campus Security and Campus Crime Statistic Act (Clery Act)

To be in compliance with the Clery Act, federal regulations require schools to complete an annual report of campus crime and security measures.

The purpose of this report is twofold. First, it allows applicants to the school to be duly aware of the crime statistics for the school as well as what preventative measures are in place to manage security. Second, it allows staff and current students to review the report on an annual basis and become aware of not only the statistics but also how the school community can work together towards creating a safe and pleasant environment.

Walnut Hill College prepares this report to comply with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act. The full text of the report can be located with a link on our website at www.walnuthillcollege.edu. The report is prepared with the request of statistics from local law enforcement agencies surrounding our main campus, residence halls and Center for Hospitality Studies.

Campus crime, arrest and referral statistics include those reported to designated college officials (including but not limited to directors, deans, Student Success Advisors, residential learning coordinators and security). Beginning with the 2007 information, a link to access the report will be placed on the college website. Copies of the report may be obtained through any department director or vice president.

Reporting a Crime

Contact a staff Security Guard or the Vice President of Administrative Services in Perrier Hall, 267-295-2315. For emergencies dial 9-1-1. In addition, you may report a crime to the following areas:

Vice President of Administrative Services	267-295-2315 Perrier Hall
Executive Vice President	267-295-2357 The Mansion, First Floor
Student Success Office	267-295-2310 Center for Hospitality Studies

Director of Facilities	267-295-2345 The Mansion, Maintenance
Residential Learning Coordinator	215-783-0709
Security Guard	215-776-7479

Sexual Harassment Policy

Title IX of the Education Amendments of 1972 prohibits discrimination on the basis of sex, including sexual harassment. An individual may use the grievance procedure outlined in this document to file a complaint alleging a violation of sexual harassment. This grievance procedure would apply to students and employees.

I. Policy Statement

All employees and students of Walnut Hill College are entitled to an environment free of sexual harassment. Sexual harassment has been shown to have a devastating impact on victims and the College is committed to preventing and eliminating such misconduct in the workplace. To accomplish these goals, the College's policy against sexual harassment shall be clearly and regularly communicated to the College community. In addition, this policy shall be implemented through the complaint investigation procedures set forth below.

All complaints of sexual harassment or retaliation shall be promptly and thoroughly investigated. Particular care shall be taken in the course of investigations to protect the confidentiality of all involved. Should it be determined that a student or employee has committed sexual harassment, immediate and appropriate corrective and/or disciplinary action shall be taken. This may include discharge and/or other forms of discipline.

II. Policy Purpose - Statement of Prohibited Conduct

Harassment and discrimination based on sex are illegal under Federal and state law and shall not be tolerated. Maintenance of a discriminatory work environment is also prohibited. Every working person has a duty to observe the law and shall be subject to disciplinary action up to and including termination for failing to do so.

The following definition of sexual harassment is intended to describe the conduct prohibited by this policy:

Sexual Harassment

Harassment on the basis of sex constitutes unlawful sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal and/or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or receipt of services;
- submission to or rejection of such conduct by an individual is used as the basis for employment or services decisions affecting such individual, or

- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, receipt of services, or creating an intimidating, hostile or offensive working or learning environment.

Any supervisor who threatens or suggests, either explicitly or implicitly, that an employee's refusal to submit to sexual advances or other conduct of a sexual nature will adversely affect her/his employment, evaluation, wages, advancement, duties, shifts, or other terms or conditions of employment has committed sexual harassment. As well, any instructor who threatens or suggests, either explicitly or implicitly, that a student's refusal to submit to sexual advances or other conduct of a sexual nature will adversely affect her/his education has committed sexual harassment.

Other sexually harassing conduct, whether committed by supervisory or non-supervisory personnel, or instructor is also prohibited. Such conduct includes, but is not limited to: verbal abuse of a sexual nature; offensive sexual behavior; graphic verbal comments about an individual's body; sexually degrading words to describe an individual; brushing, touching, patting, or pinching an individual's body; sexually explicit gestures; the display on the College campus of sexually suggestive, sexually demeaning, or pornographic objects, pictures, posters, or cartoons; inquiring or commenting about sexual conduct or sexual orientation or preferences; verbal abuse consistently targeted at only one sex, even if the content of the abuse is not sexual.

In order to rise to the level of actionable sexual harassment, conduct creating a hostile work environment must be severe or pervasive. However, it is the intent of the State to prevent conduct from escalating to the point that a hostile environment exists. To that end, the conduct described above is considered inappropriate and is prohibited at the College regardless of whether it rises to the level of being severe or pervasive.

Sexual harassment is unlawful and hurts. When such misconduct creates or contributes to a discriminatory atmosphere in the College community, it harms not only the direct victim, but all others in the community. Accordingly, anyone who engages in sexual harassment shall be subject to disciplinary action up to and including termination.

III. Rights & Responsibilities - What To Do

If you are aware of behavior that may constitute sexual harassment or retaliation, either by hearing of such behavior or witnessing it, you must take immediate and appropriate action to stop the behavior and secure a safe environment. Anyone: If you witness or are subjected to behaviors that may constitute sexual harassment or retaliation you may:

- Ask the offender to stop;
- Contact your or any other Director, Instructor or Vice President to report it;
- Call the Title IX Compliance Officer, Ms. Peggy Liberatoscioli, 267-295-2315, pl@walnuthillcollege.edu.

All complaints reported will be referred to the Title IX Compliance Officer who shall then assign investigators in accordance with the State policy. No person shall be required to file a complaint with a staff member who is hostile to that person and/or who engages in conduct or has been alleged to have engaged in conduct which could be considered sexual harassment. If the complaint involves sexual assault, rape or conduct of a criminal nature, the Philadelphia Police Department shall be contacted and a report of the incident made.

Anyone who has observed sexual harassment or retaliation against a person who has reported sexual harassment should report it to the investigator or the Title IX Compliance Officer.

IV. Investigation

All complaints shall be investigated expeditiously by the investigator. All interested persons shall be afforded an opportunity to submit information relevant to a complaint. Investigations shall be conducted with particular care to preserve the confidentiality of all persons involved. Only those who have an immediate need to know, including, but not limited to, the investigator, the complainant and the alleged harasser or retaliator shall be provided with the identity of the complainant and the allegations. All parties contacted in the course of an investigation shall be advised of the necessity of confidentiality and that any breach of confidentiality shall be treated as misconduct subject to disciplinary action.

Investigation shall be completed and a written report issued within thirty (30) days of the receipt of the complaint, unless precluded by extenuating circumstances. The reason for each delay, and the anticipated completion date, will be documented immediately in the investigation file. The investigator's report shall be disclosed to the complainant and the alleged harasser. If the investigator makes a determination that the complaint was proven by a preponderance of the evidence, the investigator shall include in the report a recommendation for corrective action and/or disciplinary action. The recommendation shall be based on the severity of the offense which shall be determined according to the totality of the circumstances. The intensity, frequency and duration of the prohibited conduct shall be considered by the investigator. Within 15 days of receiving the report and recommendations (if any), the College may choose to follow the recommendation for any action.

The complainant may either accept the proposed recommendation(s)/resolution or decide whether or not to pursue other avenues available. If the complainant accepts the resolution and the recommendation(s) are implemented, the complaint will be considered resolved. The investigator will follow up with the complainant to ensure that no retaliation has occurred.

The complainant may also, or instead, file a complaint with the PA Human Relations Commission, the Office for Civil Rights and/or the Equal Employment Opportunity Commission in Philadelphia at the following addresses:

Pennsylvania Human Relations Commission Philadelphia Regional Office
110 North 8th Street, Suite 501
Philadelphia, PA 19107
(215) 560-2496
(215) 560-3599 TTY users only

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

In accordance with the Office for Personnel Management's and CDC's guidelines on COVID 19, HHS personnel are teleworking. OCR is committed to handling your complaint as quickly as possible. However, for faster processing, we strongly encourage you to use the [OCR online portal](#) to file complaints rather than filing via mail, as our personnel on site is limited.

Equal Employment Opportunity Commission
801 Market Street, Suite 1300
Philadelphia, PA 19107
215-440-2606

V. Retaliation Complaints

Retaliation, of any kind against anyone who is involved in an allegation brought to the attention of the College under this policy is strictly prohibited and may result in disciplinary action, including termination. A complaint of retaliation will be handled by the process described under the Investigation Section of this policy.

VI. Education and Training

As part of general orientation, employees and students shall be provided a copy of this policy. In addition, supervisory staff who have attended a training seminar on sexual harassment, shall meet with their staff to advise them of the state's commitment to eliminate sexual harassment, the penalties for engaging in sexual harassment, and the procedures for reporting incidents of sexual harassment.

Sexual Offenses

The college educates the student community about sexual assaults and date rape through a session in the first term of the freshman year. Literature on date rape education and risk reduction can be found in the Center for Hospitality Studies. If you are a victim of sexual assault that this institution, your first priority should be to get to a place of safety. You should then

obtain necessary medical treatment. The college strongly advocates that a victim of sexual assault report the incident in a timely manner. This is a critical factor for evidence collections and preservation. An assault should be reported directly to a college Vice President or Residential Learning Coordinator. Filing a report will:

- Ensure that a victim of sexual assault receives the necessary medical treatment and tests
- Provide the opportunity for collection of evidence helpful in prosecution, which cannot be obtained later
- Assure the victim will have access to local police

College disciplinary actions will be decided on a case by case basis and both accuser and the accused will be informed of the outcome. Information regarding registered sex offenders may be obtained through the Megan's Law website or the United States Department of Justice.

Timely Warning

In the event that a situation arises, either on or off campus, that, in the judgment of the President or one of the Vice Presidents, constitutes an ongoing or continuing threat, a campus wide "timely warning" will be issued. Depending on the particular circumstances of the crime, the President or Vice Presidents may post a "timely warning" in the residence halls only.

Campus wide warnings will be issued through the college e-mail system to students, faculty and staff. Anyone with information they believe would result in the issuing of a "timely warning" should report the circumstances to the President, Vice President or any Department Director.

Title IX

Title IX of the Education Amendments of 1972 protects people from discrimination based on sex in education programs or activities which receive Federal financial assistance. Title IX states that:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Please proceed with the following procedures if you wish to file a complaint alleging a violation of Title IX.

An individual may file a grievance with the Title IX Coordinator if the complainant believes there was discrimination. The complaint should be filed as soon as possible and preferably immediately after the alleged unlawful discriminatory practice. To file the complaint, the individual may make a verbal statement to the Title IX Coordinator or make a written statement, detailing the violation of the law. Please note that you may file the complaint with any staff/faculty member, however, they will report to the Title IX Coordinator. It is important that the complainant explain what he or she would like to result from the resolution of the complaint.

The complaint can be filed with Ms. Peggy Liberatoscioli, Vice President of Administrative Services and designated Title IX Coordinator, located in Perrier Hall. Phone number is 267-295-2315 E-mail: pl@walnuthillcollege.edu

If the complaint involves an allegation of employee sexual harassment, the sexual harassment policy and procedures will be followed.

The Title IX Coordinator or designee will meet and interview the complainant within 48 hours of the Coordinator receiving the complaint. The complainant may provide the Coordinator with the names of witnesses or other relevant information that will be included in the investigation. The Title IX Coordinator or designee will then interview the individual accused of discrimination. The accused individual will have the opportunity to provide witnesses or other relevant information for the investigation.

The Title IX Coordinator or designee will strive to ensure the confidentiality of both parties to the degree possible and will stress that all people interviewed in the course of the investigation must maintain the confidentiality of the parties.

The Title IX Coordinator or designee will attempt to resolve the situation if it is within his or her authority to do so. Depending on the severity of the allegation, the Coordinator may take such action(s) prior to the conclusion of the investigation to ensure the safety and well-being of the complaining party and any other persons that might be similarly situated.

The Title IX Coordinator or designee will complete a written report within 30 days of the submission of the complaint. The complainant will receive a copy of the report. The report will detail the facts and allegations made by the complainant. The report shall not be placed in the employee's personnel file.

The Title IX Coordinator or designee will make a recommendation that a violation of Title IX has or has not occurred based on the evidence gathered in the investigation along with a recommendation for any, if warranted, corrective action and/or disciplinary action. The recommendation shall be based on the severity of the offense which shall be determined according to the totality of the circumstances. The intensity, frequency, and duration of the prohibited conduct shall be considered by the investigator. Other factors may include the extent to which the misconduct, however minor, may serve to isolate, limit, intimidate or otherwise increase the difficulties of performance or atmosphere.

Retaliation of any kind against anyone who is involved in the investigation of or in making an allegation of discrimination is prohibited and may result in disciplinary action.

Appeal Process - If the complaint is not resolved satisfactorily following the procedures identified above, either the complainant or the party alleged to have discriminated may request, in writing, a reopening of the investigation. The written request shall state the reasons

for requesting a reopening and shall be delivered to the Title IX Coordinator within seven business days of receiving the written decision.

ACADEMIC INFORMATION

ACADEMIC AWARDS AND HONORS

Levels of academic honors are awarded to recognize levels of achievement based upon a student's GPA. The following ranges apply for honors status at the completion of each term:

<u>GPA RANGE</u>	<u>TERM HONORS</u>
3.75 – 4.00	President's List
3.50 – 3.74	Dean's List/Gold Toggle Awarded

The following ranges apply for honors status at graduation:

<u>GPA RANGE</u>	<u>GRADUATION HONORS</u>
3.75 – 4.00	Summa Cum Laude
3.50 – 3.74	Magna Cum Laude
3.25 – 3.49	Cum Laude

Cumulative GPA is utilized when determining graduation honors for each degree independently. In addition, a student who graduates with honors will have met the following criteria:

1. No academic, attendance or behavior probation
2. Name has never been on any suspension list
3. Student has met all graduation requirements including:
 - a. Completion of Student Life and Learning Program
 - b. Meeting all tuition and financial aid requirements
 - c. Completion of all assessments, courses, and internship hours successfully

ACADEMIC DEGREES AWARDED

Walnut Hill College offers the following degrees:

Associate of Science Degrees:

- Associate of Science degree in Culinary Arts
- Associate of Science degree in Pastry Arts
- Associate of Science degree in Hospitality Management

Bachelor of Science Degrees:

- Bachelor of Science degree in Culinary Arts
- Bachelor of Science degree in Pastry Arts
- Bachelor of Science degree in Restaurant Management
- Bachelor of Science degree in Hotel Management

DUAL ENROLLMENT

Students may choose to complete two associate degree programs while in pursuit of a bachelor degree. Students choosing the Dual Enrollment option must commit to and enroll in a bachelor's degree program. Students considering this as an option must meet with a Student Success Advisor and Financial Aid officer to be considered.

Students may begin a dual enrollment any time after their 2nd full term at the college and complete an additional enrollment agreement for the second major. Dual enrollment students must select a primary major on which all billing will be based, and academic progression and satisfactory academic progress will be measured.

Students completing a dual degree program will be eligible for an internal 'Degree Completion Scholarship which is utilized to bill students for additional terms that may be required to complete both degrees. The scholarship will cover the cost of the additional term(s). Additional fees may still apply to students in a dual enrollment program.

BACHELOR DEGREE ADMISSIONS

Students seeking admission into one of the College's Bachelor degree programs must have an earned associate degree in the related program of study from Walnut Hill College or another accredited institution. Applications for admissions to a Bachelor Degree program are available on the College's website (www.walnuthillcollege.edu) under the Admissions and Financial Aid section

Students currently enrolled in the second academic year of an Associate's Degree Program at Walnut Hill College may be allowed to begin coursework for a Bachelor Degree Program prior to formal completion of an Associates Degree. To be considered, students must have no more than three (3) remaining courses and/or 10 institutional credits. All remaining coursework and institutional credits in the student Associates Degree Program must be successfully completed within two terms of enrollment in the Bachelor Degree Program.

ACADEMIC YEAR - DEFINITION

A full-time academic year consists of three 10-week terms. Walnut Hill College awards credits in compliance with ACCSC's quarter credit hour computations.

- Associate of Science degree length is 2 Academic Years
- Bachelor of Science degree length is 4 Academic Years

DEFINITION OF A CREDIT HOUR

Use this information to see how many actual clock hours are in a credit hour:

- For classroom activities, 1 clock hour in a didactic learning environment = 2 units
- For laboratory activities, 2 clock hours = 1.5 units
- For internship activities, 1 hour = 1 unit

ARTICULATION AGREEMENTS

Walnut Hill College has established articulation agreements with several area vocational high schools. Students having questions regarding the acceptance of their vocational high school credits should meet with a Student Success Advisor prior to his or her start date. A list of articulated schools may be viewed in the Office of Admissions located in The Mansion.

COURSES

Walnut Hill College offers a wide range of general education and major specific courses. Students will not need to register for individual courses. It is important that students attend all classes and adhere to the college's attendance policy as it is outlined in this handbook.

Failure of a Course

Students must earn a minimum of a 60% average in order to pass a course. Students who fail a course will be short the number of credits needed to successfully graduate and receive his/her degree. Students are cautioned that the failure of a course could have significant financial implications. Students may lose their financial aid should they fall below the required number of credit hours or fail to maintain Satisfactory Academic Progress as outlined in the College Catalog.

For specifics on failing a Study Tour Course, please review the Tour Experiences section of this handbook carefully.

Retaking a Course

A student who fails any course by not achieving a 60% average or above, or who is withdrawn for exceeding the Maximum Number of Allowable Absences for the course, or for any other reason, will fall short of the required credits and therefore will not be eligible to graduate or receive a degree. A student must meet with a Student Success Advisor to arrange to retake a course. Students are only permitted 3 attempts at passing a course. Following three failed attempts, the student will be terminated from the college.

Retake Fees

Students are strongly encouraged to review all policies related to attendance and academic success in their coursework. Students must successfully pass all courses for which they are scheduled in order to graduate. In unfortunate situations when a student fails or is withdrawn from a course, the following course retake fees will apply.

- Didactic (lecture style): \$500.00 per course
- Supervised Lab (hands on style): \$750.00 per course
- Experiential (production, operations, and travel style):
 - Course that meet 1 day a week: \$500.00
 - Courses that meet 2 days a week: \$750.00
 - Study Tour Courses: \$900.00
 - Study Tour Courses that are retaken due to failure to travel, withdrawal,

or course failure do not include a travel component.

Retake fees are not included in student billing nor financial aid packaging. Retake fees must be paid separately and prior to enrollment in a retake course. Students will not be allowed into class until the retake has been formally approved and paid for in full.

For specifics on retaking the Tour of France, the Management Florida Resort Tours, or the Hospitality Tour of England, please review the section outlined in the student handbook for these courses carefully. Course retakes for Study Tour Courses are completed on ground and do not include a travel component.

Course and Program Withdrawal due to Non-Attendance

Students are withdrawn from any course in which they exceed the Maximum Allowable Absences as described in the College's Attendance Policy.

Maximum Number of Allowable Absences: Students who exceed two (2) absences in courses that meet once per week, or, who exceed three (3) absences in courses that meet twice per week are withdrawn from the course in which the excessive absences occurred.

Course attendance records are reviewed and verified weekly utilizing the college's Student Information System (SIS) by the Student Success Office. Students who are approaching or have been deemed to have excessive absences in any courses are notified in writing.

Students are informed that failure to meet attendance requirements will result in withdrawal from the course(s). The Student Success office recommends the student schedule a meeting to discuss circumstances leading to absences as well as contacting instructors to reconfirm accuracy of attendance records.

At any point during a single term, should it be determined that a student has exceeded the maximum number of allowable absences in a specific course(s), the student is notified in writing that they have been withdrawn from that course.

At any point during a single term, should it be determined that a student has exceeded the maximum number of allowable absences in **ALL** scheduled courses in any single term, the student is notified in writing that they have been withdrawn from the college. In cases where a student is withdrawn from the college due to excessive absences in all courses, 28 days from the students LDA will be utilized as the date of determination of withdrawal.

Any student who is withdrawn from WHC due to excessive absences in all their courses during a single term will then be listed on an internal Flash Report. This document identifies students who have withdrawn from WHC for any reason, not just those related to attendance. The report includes data relating to withdrawn students that includes, LDA, their reason for

withdrawal and their date of withdrawal. The Flash Report is distributed electronically to all necessary departments on campus.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Students may inspect and review their educational records upon request. A student desiring to review his/her records must submit a written request which specifically identifies the record(s) to be reviewed. A copy of the College's FERPA policy is available for review in the student success office.

The college will not release any non-directory information about a student to outside parties without written consent from the student. Release of non-directory without consent is guided by state or federal laws. The release of directory information is not considered a violation of your rights of privacy under FERPA. The College is permitted to release this information unless the student specifically requests otherwise. Directory information is considered to be the student's name, address, telephone number, date and place of birth, program of study, participation in recognized activities, dates of attendance, certificates or degrees obtained, and the institution attended.

GRADUATION ELIGIBILITY

Each course at Walnut Hill College is an integral part of the whole program. Students must complete all courses successfully and receive a grade point average (GPA) of 2.0 to graduate.

In addition to passing all courses, among other requirements, students must have completed all required projects and proficiencies, required hours for internships and student life and learning points. Students must have fully settled all financial obligations, must participate in financial aid exit interviews, and have all financial aid paperwork properly completed.

If these requirements have not been fulfilled, the student will be ineligible to graduate and will not be permitted to participate in the commencement ceremonies.

Classifying and Verifying Employment of Graduates

All graduates are required to complete a Graduation Application upon graduation from their degree program. As a part of that application, students are required to complete the college's Employment Verification Form (EVF) and submit it to the Career Services Coordinator for verification. This form collects information from the graduate related to their current employment situation. The form must be completed in full and signed by the graduate in order to be eligible for graduation.

Employment Classifications

Graduates may be classified as:

Unemployed – To be classified as 'Unemployed' the graduate must indicate their unemployed status on the EVF and should indicate their current status as it relates to seeking employment.

Employed Outside the Field of Study - To be classified as 'Employed Outside the Field of Study' the graduate must indicate their status of employed outside the field of study on the EVF. Career Services Coordinator should meet with graduates who indicate they are unemployed or employed outside of their field of study to determine the student's aspirations as it relates to being employed within their field of study so that appropriate steps can be taken to support graduate employment.

Continuing Education – To be classified as 'Continuing Education', the graduate must indicate on the EVF:

- Their graduation date from Walnut Hill College;
- The program from which they are graduating;
- Name of institution at which the graduate will be continuing their education
 - The institution in question must be an accredited postsecondary institution and documentation must be provided showing attendance / enrollment on at least a half time basis;
- Program of student in which the graduate will be continuing their education;
- Scheduled start date of continuing education.

Continuing Education will be verified through a number of methods including securing verifiable enrollment data, copies of college transcripts from institution, or a copy of a verifiable active schedule.

Employed within the Field of Study

Graduates may be categorized as 'Employed within the Field of Study' in one of three ways.

Self-Employment

Graduates who are self-employed must indicate so on the EVF. Graduates claiming to be self-employed must sign and date the attestation stating that the self-employment is aligned with the graduates employment goals, is vocational, and is based on and related to the education and training received. Additionally the graduate must provide an attestation that they are earning income that is related to the self-employment and consistent training provided.

Self-employment is verified by securing the graduates signature, date, and income attestation on the EVF.

Graduates who indicate they are employed within the field of study must fully complete page two of the EVF, the details from which will allow the Career Services Coordinator to appropriately classify the graduate's employment status.

Regular Employment

Graduates who indicate their employment began *prior to* their graduation date are classified as regular employment within the field of study *if the position was the student internship site and they have been hired as a full-time employee*. This is verified by the graduate indicating 'yes' to this statement on page two of the EVF and fully completing

and signing/dating the EVF. Since employment was earned prior to graduation, WHC will verify that the graduate continues to be employed for a reasonable period of time beyond the graduation date.

Graduates who indicate their employment began **after** their graduation date may be classified as regular employment within the field of study if they indicate their employment is directly related to the program from which they graduated and aligns with their education and training objectives of the degree program. This is verified by the graduate indicating 'yes' to this statement on page two of the EVF and fully completing and signing/dating the EVF.

Career Advancement:

Graduates who indicate their employment began **prior to** their graduation date may be classified as regular employment within the field of study if the graduate or employer indicates that the training provided by the college allowed them to maintain their current position or has allowed them to be eligible or qualified for advancement due to the training provided by the school. Career Advancement is verified by the graduate or employer indicating 'yes' to this statement on page two of the EVF and fully completing and signing/dating the EVF.

Additional information on graduation requirements can be obtained from the Student Success Offices.

HOLIDAYS

Walnut Hill College does not observe all federal, religious, and/or ceremonial holidays. It is important for students to understand that there are no excused absences for any course/class. In order for a student to ensure they are able to observe any holidays which are of significance to them, the student should consult the Academic Calendar available on the college website and plan accordingly.

INTERNSHIP

Walnut Hill College offers students every opportunity to learn experientially. One of the primary methods in which this is accomplished is through the college's student run kitchens and dining rooms. Another method through which the college supports "real world" learning opportunities is the college internship program.

The Internship Experience

Internships are experiences that can be a crucial part to your success for a number of reasons. Internships:

- Give you an opportunity to take the material that you are learning in the classroom and put it into practice in the world of work.
- Allow you to hone your skills.
- Provide you with input about your field and about your own work-style preferences.

- Develop a professional network of contacts that can connect you to possible job openings in the future.
- Help you to build your resume.
- Result in a professional contact that can potentially serve as a reference and offer you a letter of recommendation.

During your internship work experience, you will be working with on-site professionals and performing duties that are related to your chosen career field. In most cases, as long as you are continuing to gain new experiences, you have the option of working at the same internship site during all scheduled internship semesters. It is important to note that not all internships are paid experiences. Specific details related to your internship experience are available on the college website at www.walnuthillcollege.edu under the Careers and Alumni tab.

All questions and assistance with this process may be directed to a Student Success Advisor or Career Success Coordinator.

LEAVE OF ABSENCE

Walnut Hill College permits students to apply for a leave of absence and interrupt their studies when appropriate. If granted, a leave of absence allows a student to continue their program of study under the requirements in effect when they were initially admitted. Students should be aware that if they do not follow the leave of absence policy, they will be considered a withdrawn student and must follow the college's readmit procedures.

Taking a leave of absence can trigger student loan repayment and require the return of unearned financial aid. Students on an approved leave of absence may request any agreed upon payment plan be suspended while on leave. The student is still responsible for all unpaid balances. A student may request a refund of any prepayment for the period the student is on leave pursuant to the college's refund policy.

Acceptable reasons for a college leave of absence generally include but are not limited to medical or mental health conditions, personal challenges, family emergencies, financial hardship, and career-related opportunities, or military service. The College reserves the right to deny an application for a leave of absence request.

To apply for a leave of absence, a Leave of Absence form must be completed and submitted to a Student Success Advisor for approval. Any leave request must include reasons for the leave as well as the length of the requested leave. A leave may not begin until student has submitted, and school has approved, a written request for a leave of absence.

Leaves of absence are granted on a term-by-term basis. Leaves must be requested no later than the last day of the add/drop period. Leaves are not granted in the middle of a term. Students who need to leave following last day of the add/drop period must follow the college's withdrawal policies. In these cases, the college will follow its refund policies.

A maximum of two (2) cumulative terms of leave may be permitted per program enrollment. Leave periods do not count towards quantitative or qualitative calculations for Satisfactory Academic Progress. An approved request must accompany each leave of absence. Leaves may not exceed 180 days within any 12-month period. Once a student exceeds 180-days of a leave, they are terminated from the program.

In rare cases the College may grant a leave of absence to a student who could not provide a request prior to the leave of absence period due to unforeseen circumstances. In these cases, the student must provide, at the earliest possible time, a written request that describes the reason for the leave. Additionally, documentation must be provided that proves the leave of absence could not have been requested and approved in advance. In these cases, the beginning date of the leave of absence period can be no earlier than the date that the circumstances prevented the student from attending school.

It is the student's responsibility to confirm with a Student Success Advisor of their intent to return to the college following any leave. Students who fail to return on, or before the end of the requested leave date will be withdrawn from the program.

MAXIMUM PROGRAM LENGTH

Students must complete all of their educational requirements within a maximum time frame of 1.5 times the length of the program. If a student fails to complete his/her studies within this maximum time frame, he/she will be terminated from the college. The Executive Vice President will review any extenuating circumstances to determine if an extension should be granted.

Students who exceed the maximum length of the degree program who want to return to the college to complete their degree must reapply through the department of admissions and follow all applicable transfer credit policies. Students seeking re-enrollment due to exceeding 1.5 lengths of the degree program are subject to Registration, Application, and other fees.

REFUND POLICY

Students who do not complete any term completely may be eligible for refunds, depending upon the time of the withdrawal.

- An applicant rejected by the College is entitled to a refund of all monies paid.
- For cancellations within five days of signing the enrollment agreement and before the start of classes, all monies paid will be refunded.
- For cancellation six days or more after the signing of the enrollment agreement, but before the start of classes, all monies shall be refunded except the \$150.00 registration fee.

Refunds calculated under this policy shall be sent to the student within 30 days of notice of cancellation, or the date the school determines the student has withdrawn.

- In cases where a student is withdrawn from their program due to lack of attendance in all courses, the date of determination is 28 days from the students last date of attendance (LDA).
- In cases where a student does not return to school following an extended break in the academic calendar (e.g. winter break, summer break, etc.) and does not inform the school of their intent to withdraw, the date of determination of withdraw will be 14 days from the date on which the student exceeds the maximum number of allowable absences for all courses following the return from break.
 - For example, a student who does not return from summer break and does not inform the school of their intent to withdraw will be enrolled in courses for the fall term. That student's date of determination of withdraw will be 14 days from the date on which they exceed the maximum number of allowable absences for all courses for the fall term in accordance with the college's attendance policy.
- In cases where a student is granted a leave of absence or voluntarily withdraws from the college, the date on the student's leave of absence approval/withdrawal form will be utilized as the date of determination.
- In cases where a student is terminated by the college for any other reason, the date on which the student is informed of their termination from the college will be the date of determination.
- In cases where a student is scheduled for a Study Tour Course (STC2610, STC2650, STC4600) whose course start date is on or after week 6 of a term and has been withdrawn from all other courses due to lack of attendance, the date of determination is the date on which the STC course was scheduled to depart. Students who are scheduled to complete a STC Course and fail to withdraw by the add/drop date from the course are subject to non-refundable fees associated with travel, rooming, and meals.

Walnut Hill College reserves the right to discontinue the enrollment of any student who's academic, attendance or behavior performance does not meet the published standards set for students.

The refund date for actual refund computation purposes is the last date of attendance (LDA) by the student. Refunds for the term are as follows:

Full-Time Program

Week 1	90% of Tuition, less \$100.00
Week 2-3	55% of Tuition, less \$100.00
Week 4-5	30% of Tuition, less \$100.00
Week 6-10	No refund due

Refunds are credited in the following order:

1. Unsubsidized Federal Stafford Loan
2. Subsidized Federal Stafford Loan
3. Federal PLUS Loan

4. Pell Grant
5. Any other Title IV Program
6. Other federal, state, private or institution financial assistance
7. The student

Additional monies will be sent directly to the student who signs the Enrollment Agreement unless a prior, specific written request is made by the student and any third party. This notice must be sent to the Office of Financial Aid in the same manner as stated above.

Federal Student Aid Return of Title IV Funds Policy

Important Notice to Federal Student Aid Recipients

The federal Higher Education Act (HEA) of 1965 was amended in 1998 and new regulations were established with regard to Title IV student financial aid programs. Students earn their Title IV federal financial aid by attending class and, if they are not enrolled long enough to earn all of their aid, the “unearned” portion must be returned to the appropriate Title program.

Dates of withdrawal are determined by the following:

Official Withdrawal

- Voluntarily withdrew from the college completing a Program Withdraw form with a Student Success Advisor. The date is determined when the student meets with a Student Success Advisor and signs the form.

Unofficial Withdrawal

- Involuntarily were withdrawn from all courses in a single term due to lack of attendance or failure to meet SAP. Any student who is unofficially withdrawn from WHC due to excessive absences in all their courses or failure to meet SAP, will then be identified in an internal report called a Flash Report. This document identifies students who have withdrawn from WHC for any reason, not just those related to attendance. The report includes data relating to withdrawn students that includes, LDA, their reason for withdrawal and their date of withdrawal. In cases where a student is withdrawn from the program due to excessive absence, 28 days from the students LDA will be utilized as the date of determination of withdrawal.

When a student withdraws on or before 60 percent of a term, the Federal Return of Title IV Funds calculation is performed. The calculated percentage of the term completed becomes the percentage of Title IV aid earned. The total Title IV aid disbursed to the student, or that could have been disbursed to the student minus the amount of Title IV aid earned by the student, yields the amount of Title IV loan and grant aid that is unearned and that must be returned. The percentage is determined by dividing the total number of calendar days completed by the total number of calendar days in the term. Students that have completed more than 60 percent of the term are considered to have earned 100 percent of the Title IV aid received for the term.

Any unearned funds will be returned as soon as possible, but no later than 45 days after date the college determined student withdrawal. If a student has received disbursed aid in excess of the calculated earned aid, then funds must be returned to the federal financial aid programs in the following order:

1. Federal Direct Unsubsidized Stafford Loan
2. Federal Direct Subsidized Stafford Loan
3. Federal Direct Parent Plus Loan
4. Pell Grant
5. Any other Title IV program
6. Other federal, state, private or institutional financial assistance
7. The student

Additional monies will be sent directly to the student who signs the enrollment agreement unless prior, specific written request is made by the student and any third party as soon as possible, but no later than 45 days after the date the college determined student withdrawal. This notice must be sent to the Office of Admissions in the same manner as established above.

Students are only eligible for a post-withdrawal disbursement of federal financial aid if the amount of the disbursed aid is less than the amount of the earned federal financial aid for outstanding current, allowable charges. Grants must be disbursed within 45 days. Loans must be offered to the student within 30 days, allowing the student at least 14 days to respond to accept or decline the funds.

All post-withdrawal disbursements are applied to the student's account first, and any resulting credit balance is handled as noted in Title IV, HEA credit balances.

Refunds are calculated according to state, federal and accrediting commission guidelines. The calculation most favorable to the student will be the one utilized.

Title IV, HEA credit balances.

A title IV, HEA credit balance occurs whenever the amount of title IV, HEA program funds credited to a student's ledger account for a payment period exceeds the amount assessed the student for allowable charges associated with that payment period.

A title IV, HEA credit balance must be paid directly to the student or parent as soon as possible, but no later than the following:

- Fourteen (14) days after the balance occurred if the credit balance occurred after the first day of class of a payment period; or
- Fourteen (14) days after the first day of class of a payment period if the credit balance occurred on or before the first day of class of that payment period.

Return of unearned aid, responsibility of the student.

After Walnut Hill College has allocated the unearned funds for which it is responsible, the student must return assistance for which the student is responsible in the order specified below:

- Federal Direct Unsubsidized Stafford Loan
- Federal Direct Subsidized Stafford Loan
- Federal Direct Parent Plus Loan

The amount of assistance that the student is responsible for returning is calculated by subtracting the amount of unearned aid that the institution is required to return from the total amount of unearned title IV assistance to be returned. Within 30 days of the date of the College's determination that the student withdrew, a notice will be sent to any student who owes a title IV, HEA grant overpayment as a result of the student's withdrawal from the institution in order to recover the overpayment

The student (or parent in the case of funds due to a parent PLUS Loan) must return or repay, as appropriate, the amount determined to:

Any title IV loan program in accordance with the terms of the loan; and

Any title IV grant program as an overpayment of the grant; however, a student is not required to return the following:

- The portion of a grant overpayment amount that is equal to or less than 50 percent of the total grant assistance that was disbursed (and that could have been disbursed), to the student for the payment period or period of enrollment.
- With respect to any grant program, a grant overpayment amount of 50 dollars or less that is not a remaining balance.

Post-Withdrawal Disbursements

Grants must be disbursed within 45 days. Loans must be offered to the student within 30 days, allowing the student at least 14 days to respond to accept or decline the funds.

All post-withdrawal disbursements are applied to the student's account first, and any resulting credit balance is handled as noted in Title IV, HEA credit balances.

SCHOOL CLOSINGS AND DELAYED OPENINGS

It is possible that we can experience a delay in the start of a school day or a cancellation of a full day of classes due to severe weather. To find out the latest information on college closings due to weather or other emergencies are reported through Populi. All announcements posted through Populi are also delivered to students WHC email address. A hotline is also available by calling the college's main telephone number: 215-222-4200 and dialing extension 3333 when prompted.

Decisions related to campus closures are made in as timely a manner as possible. In general the college makes a decision by 5:00 a.m. Students should always consider their own health and safety a priority during instances of poor weather conditions, however, all absences are considered unexcused absences. In rare cases when campus closures are required, all classes for the day will be completed remotely. Please reference your Populi course pages for details related to your courses.

STUDENT LIFE AND LEARNING

The world is your classroom. We want to encourage you to learn, have fun, and take advantage of every opportunity. Walnut Hill College Student Life and Learning program will engage you in upbeat learning opportunities outside of your scheduled classes.

The college is alive with student activities and learning opportunities. There are over two dozen student clubs and organizations. The Office of Student and Community Engagement sponsors special activities. If you are a Residential Learning student you will find many special events scheduled during the evening and weekends. There are also many special events held at the college during which students can participate.

The Student Life and Learning program will also help you enhance your resume. If you become a coordinator or officer in a student organization you may list those achievements on your resume. If you receive letters of commendation for volunteering during special college events you may list those achievements on your resume as well.

How the Program Works

Five points are required per each full-time term of both the Associate and Bachelor Degree Programs. Students may not carry over completed hours into a new term, however, although strongly discouraged, student may attribute completed hours to prior terms if necessary. The total number of points necessary to complete the graduation requirement is 30 points.

Each student activity will have a point value associated with it. For example attending a wine tasting, a cooking demonstration or a sports activity might be worth one point. Longer student activities such as a Saturday Brunch Team or a trip to NYC, etc. might be worth two or more points.

The staff facilitator at the event will take role and keep a record of your participation, however, students are responsible to ensure their attendance was properly noted in the Populi Course Page. A “No-Call/No-Show” and/or “Leaving an Event/Abandoning an Activity” without permission of the on-site event contact will result in non-recording of any hours accrued at that event and an ‘assignment of consequences’ designated by the event contact will follow. Failure to report to an event which a student committed to without advance notice may result in the loss of hours as an additional penalty.

Frequently Asked Questions

What qualifies as Student Life and Learning credits?

- Attending the full session of any student organization meeting and event
- Participating in a student activity sponsored by the Office of Student and Community Engagement
- Volunteering to participate in a special event at the college
- Events that are designated as Student Life and Learning opportunities

What does not qualify for Student Life and Learning credits?

- Planning and coordinating student organization meetings and events
- Tasting and Student Appreciation events

What happens if you do not complete the five hours per ten-week term?

- Student Life and Learning Points are a requirement for graduation from Walnut Hill College.
- Each term during which a student fails to complete their Student Life and Learning points will result in an “F-SLL” being noted on their transcript.
- This designation will be updated with a “P” (passing) once the hours have been completed and verified.
- Students will not be eligible for graduation without fulfilling the Student Life and Learning requirement.

I have a training plan or contract with my Student Success Advisor. I am required to attend meetings, study group or mentoring sessions during the Student Success Hour, but I would like to attend a student activity. Which one should I attend?

- You must fulfill your training plan and contract first. Meetings with your Student Success Advisors, scheduled faculty meetings, scheduled mentoring sessions, and scheduled study group take precedent over student event and activities.

How will I know how many points are associated with each activity?

- All promotional material such as handouts, posters and posting on our web site will have a special symbol noting the number of points you will receive by participating in that particular activity.

STUDENT SERVICES, STUDENT SUCCESS, AND ACADEMIC ADVISING

Student Services are provided through the Student Success Office. The aim of the Student Success Office is to enable each student to reach their potential both as a scholar and as a person. As partners, mentors and teachers, the faculty at Walnut Hill College is committed to helping all students succeed.

We recommend that students schedule regular meetings with their instructors to review progress and course material or if they have any course-related questions. If there is a specific question that cannot be addressed by an instructor, students are encouraged to make an appointment to see the department director or Dean.

Academic Advising

The Student Success Office provides assistance for all students at the college. Students may contact a Student Success Advisor to review his/her program, check his/her academic progress and attendance, bolster study skills, or strengthen academic performance.

The academic advising program encompasses study groups, tutoring, and mentoring. Individualized care is provided to help students achieve their full academic potential. Students with special academic needs should meet with the Chief Academic Officer or Student Success Advisor.

Classroom Seating

Statistics indicate that students who sit in the front and center most portion of a classroom, or the “Cone of Attention,” are more successful academically than those who sit in the back and sides of the room. The college requires all students to sit within the “Cone of Attention.” During classes in which extra seating is available, students will be required by the instructor to move to the front and center of the classroom.

INTERNATIONAL STUDY TOUR COURSES AND TRAVEL EXPERIENCES

As a part of a student’s tuition to Walnut Hill College, all students will be enrolled in a immersion learning experience that will take them across the globe in a unique and exciting learning experience. These tour experiences are courses and students will accumulate necessary credits toward earning their degree. These mandatory international learning experiences are completely covered by tuition. There are no additional fees students need to pay, except perhaps a little spending money!

During the term in which a student is enrolled in a tour experience, students will additionally be scheduled for an on-ground course that prepares them for travel by exposing them to the cultures of the regions to be visited. As a part of the Study Tour Course, students will be graded on a numerical basis with an average of 60% as the minimum score for passing the class. Grading will be based upon a combination of assessments including, but not limited to, student responsibility, pre- and post-tour assignments, quizzes, and discussions.

Students who miss a scheduled Study Tour Course for any reason, will not be refunded. Students who are scheduled to complete a STC Course and fail to withdraw by the add/drop date from the course are subject to non-refundable fees associated with travel, rooming, and meals.

Additionally, students must pay all applicable course retake fees and complete a Tour Experience retake course at the college. Should a student be unable to embark on his/her scheduled tour he/she must meet with the Executive Vice President and the Chief Academic Officer to determine an appropriate course of action and may be liable for fees associated with their failure to travel.

There are no reductions in tuition for students who do not participate in, or who do not complete a Study Tour Course. Students who have completed a Study Tour Course as a part of another program at the College who enroll in a different degree program must transfer their Study Tour Course credits into their new program. Students seeking a dual degree or second degree in a program that includes a Study Tour Course must transfer the credits from the Study Tour Course taken in the prior degree. Additional travel experiences will not be permitted.

Study Tour Course Eligibility

In order for students to be eligible to participate in a Tour Experience, they must:

- Be current with all tuition payments and/or other financial obligations to the college;
- Have a minimum cumulative grade point average (GPA) of 2.0 at the end of the term preceding his/her scheduled tour;
- Have completed a minimum of 67% of their degree program (unless scheduled to travel prior to their Sophomore 3 or Senior 3 term);
- Be free of Academic and Financial Aid Warning or Suspension status;
- Students who have any disciplinary sanctions levied against them during their degree program(s) may not be permitted to complete the travel portion of the STC course, rather, they will be required to complete a domestic on-ground replacement.

Students who have completed a Study Tour Course as a part of another program at the College who enroll in a different degree program must transfer their Study Tour Course credits into their new program. Students seeking a dual degree or second degree in a program that includes a Study Tour Course must transfer the credits from the Study Tour Course taken in the prior degree. Additional travel experiences will not be permitted.

Students not meeting all of the above requirements will be notified by the Student Success Department not later than six weeks prior to departure. The student will be scheduled instead for a future Study Tour Course should one be available within one and one-half the length of the student's degree program, or be required to complete an on ground replacement course once eligible.

Study Tour Course Retakes

Any student who does not pass his/her scheduled Study Tour Course will be required to retake the course paying all applicable retake fees. The Tour Experience retake is held on campus at Walnut Hill College and is not offered every term. Failure of a Tour Experience may jeopardize a student's ability to graduate on time.

Study Tour Course Expectations and Dismissal

Students must travel with the college, without alterations to the itinerary or length of stay. Students must travel during their assigned week. There are no options to change schedules or travel dates.

As a student's behavior should be representative of a hospitality professional, it is also important to the college. Students who abuse any of the college's policies and/or tour policies

may be dismissed from the tour and from the college without any formal probation or previous notice at the discretion of the tour leader.

Study Tour Course Locations

The locations for the tour experiences are carefully chosen for each program to ensure exciting and appropriate learning experiences occur. Although tour locations may change during a student's program, the current locations are listed below.

Gastronomic Tour of France

All actively enrolled students in the college's culinary and pastry arts associate degree programs will participate in the Gastronomic Tour of France.

France is the ideal destination for gastronomy. From the chalky soil of Champagne that nurtures the sparkling elixir of celebrations and the stately château where a nobleman creates stellar wines from hand-picked grapes to the farmhouses in Burgundy where families handcraft wonderfully earthy cheeses and the streets of Paris that are alive and bustling with markets, shops and renowned restaurants, a journey to France is a dream for anyone serious about fine cuisine and wine.

Walnut Hill College Culinary Arts and Pastry Arts students will experience the dream with the college's Tour of France. As the exciting culmination of the associate degree program, the Tour of France is a seven- day gastronomic journey that will transform the charming villages, famous vineyards and magnificent countryside of the Champagne and Burgundy regions of France into your own personal classrooms.

The teachers are local chefs, winemakers and food artisans who will guide you through fascinating tours, tastings and meals. During the trip, you'll discover the country and the culture that transformed fine cuisine and hospitality into an art form.

Hosted by faculty members, along with a guest chef, the Tour of France is the perfect way to be introduced to this wonderful country. You will stay in modern hotels and travel in a deluxe motor coach, fully equipped with many amenities. Nearly all expenses are covered by tuition: airfare, ground transportation, most meals, tips, taxes, hotel stays and admission fees.

The trip takes off in the Champagne region where you will be on the guest list for a tour and tasting at one of the region's luxury champagne houses. Then, you will step into the monastery where the monk Dom Perignon is credited with discovering the champagne fermenting process.

You'll then travel to Burgundy, a region rich in wonderful culinary creations and renowned wines. Next, you will visit the fascinating city of Dijon, famous for its mustard, spice bread, and the black currant liquor, cassis. You will move on to Beaune, a charming medieval town most noted for its annual wine auction.

Upon arrival in Auxerre, you will stroll this beautiful city's cobblestone streets lined with Tudor houses, amazed by what you have already experienced. Exploring the riverboat houses and floating cafes that dot the Yonne River, you'll wish the trip would never end.

But no visit to France would be complete without seeing the City of Lights — Paris! It is a milage of neighborhoods, each with its own distinct flavor. From the chic Right Bank and the bohemian Left Bank to the art and charm of Montmartre, Paris unfolds itself with marvelous surprises.

In each city, you'll enjoy a hotel breakfast and a day full of activities, tours and tastings. There is also free time every afternoon for shopping, dining and discovering the special charms of each area. And, at the end of each day, you'll share a wonderful meal with your classmates and mentors. College should always be this

The tour doesn't end with goodbye, but with bientôt, which means until next time.

Management Tour of Florida and the Bahamas

All actively enrolled students in the college's hospitality management associate degree programs will participate in the Management Tour of Florida and the Bahamas which includes a cruise experience.

At Walnut Hill College, the world is your classroom — literally. As a Hospitality Management major, your education includes a seven-day, behind-the-scenes tour of Walt Disney World® and central Florida resorts and a Bahamas cruise.

People who experience the wonders of the great cruise liners realize that cruise ships are floating luxury hotels and resorts. These massive ships entertain more than 2,000 guests, 24 hours a day.

Therefore, what better way for our Hospitality Management students to learn the art of true hospitality than by spending seven days on our specially created cruise and resort tour? You will go behind the scenes to learn from noted experts in the field of hospitality. Nearly all of your expenses are covered by tuition. This includes airfare, ground transportation, hotels, taxes, tips and the full cruise to the Bahamas with onboard meals.

The Cruise Ship and Resort Tour is hosted by members of the management faculty of Walnut Hill College. Your classrooms may be Main Street in the Magic Kingdom®, a luxury cruise ship, or a major Caribbean resort. Your teachers will be hotel managers, convention coordinators, cruise ship directors, chefs and hotel marketers.

The tour begins in central Florida, where you'll stay at a Walt Disney World beautiful resort. You'll be treated to a rare opportunity to go behind the scenes of the Disney operation. You will tour many of the areas luxury hotels and resorts and speak with staff on subjects such as customer service, sales, marketing, and hotel and restaurant management. The excursion

continues with tours and management briefings at some of central Florida's most renowned resort hotels and restaurant complexes.

At Port Canaveral, you'll board a luxury cruise ship that becomes your floating classroom for three days. While on board, you'll participate in management seminars with the ship's executive staff, as well as a half-day session at a luxury resort/casino in Nassau, Bahamas. During the cruise and resort tour experience, you'll also complete your own independent projects, evaluating certain aspects of the hospitality industry. This dynamic 2.5 credit course proves to be invaluable to our hospitality management students. It will be an experience you will never forget!

Hospitality Tour of England

All students actively enrolled in the college's bachelor's degree programs will participate in the Hospitality Tour of England.

On the fringe of Europe but often in a world of its own, England is a place of diversity, reflected in its wealth of history, its landscape, its architecture, its customs and its people. England is a place of rolling pastures, ancient pathways, tranquil waterways and busy motorways. For students enrolled in any baccalaureate program, this course marks the culmination of their program with an exploration of some of the best of England.

While visiting the town of Windsor, which has been a royal residence for 900 years, you may visit England's largest castle and a residence of the Royal Family. Standing on a cliff above the River Thames, the castle dominates this beautiful and historic town.

During the tour you will visit historic Oxford, renowned the world over as home of one of the oldest and most highly revered universities in Europe. Oxford is a city dominated by its colleges, numerous quadrangles, halls and chapels. You'll walk along the paths and see sixteenth-century libraries and the spectacular Christ Church College, which houses a massive bell in the huge Tom Tower. These are experiences not to be missed.

Throughout the tour you will visit luxury hotel properties such as The Vineyard at Stockcross and Danesfield house where you will experience Wine and Food Pairing Challenges as well as experience Afternoon Tea. A stop at Chiltern Valley Brewery and Winery will immerse you into brewing and winemaking experiences. During your experience you will visit and dine at several pubs and restaurants having the opportunity to meet and speak with the owners, managers, and chefs at each location.

You'll then prepare for your visit to London, the most vibrant of cities. During your time in London you will visit bakeries, chocolatiers, markets, and the world famous Restaurant Gordon Ramsay's where you will have the opportunity to meet with chef and maître d'.

You will experience the ceremony, tradition, entertainment, food and contrasting faces of this modern city. It is intensely cosmopolitan and multi-cultural but still retains the pomp and

circumstance that honors ancient traditions. London is a city that has undergone several reincarnations yet has managed to emerge unscathed each time, continuing to draw people the world over.

The enormous choice of restaurants in central London and beyond is evidence of the city's many faces and diverse inhabitants. Dining options include modern European cuisine, the ever-present fish and chips, authentic Indian dishes and fresh seafood specialties. You'll sample the best of British fare as well as traditional high tea.

As Samuel Johnson wrote, "When a man is tired of London, he is tired of life, for there is in London all that life can afford." Britain, as a whole, offers infinite variety: history, royalty, Roman ruins, crumbling castles, stately homes, parks, posh neighborhoods, shopping, theater and museums. So, get ready to acquaint yourself with the age-old glory, charm and vitality that make jolly old England what it is today. Tallyho!

The College reserves the right to modify these locations at any time without prior notice.

Travel Documents and Tour Experience Planning

Students are required to, and solely responsible for obtaining any passports and/or visas necessary to participate in their international travel experience. As a part of his/her First Year Freshman Seminar course, students will be required to obtain and present his/her travel documents or proof of purchase of these documents to the instructor. To permit students sufficient time to obtain travel documents, students will have until the end of their second term to provide documentation.

Students who fail to obtain their travel credentials prior to the completion of that course will receive a grade of Incomplete (I) until the credentials are secured and presented or until the completion of the next term. Students who fail to present the documentation by that time may receive a failing grade for their First Year Freshman Seminar course and may be required to retake the course paying all applicable fees.

Failure to receive all necessary travel documents on time will result in the student being ineligible for the scheduled tour and, therefore, will earn a failing grade for the scheduled Study Tour Course. Those without proper travel documents may not reschedule their Study Tour Course and must complete the on campus Study Tour Course retake course.

Students who hold passports or travel documents from foreign countries are urged to review the requirements of the country(s) to which they are traveling immediately since the French, Bahamian, or British governments may require a visa. Visas and other travel documents can take months to process. International students living in the United States who do not have an American passport are responsible to secure a Reentry Visa and all required documentation to complete their mandatory international Study Tour Courses.

International students who cannot obtain a proper visa to travel internationally will need to complete the on campus Study Tour Course in order to receive the credits normally earned during the tour.

Other considerations when planning ahead include dress code and wardrobe. Students should be aware that the purposes of these trips are purely educational; therefore, you will be expected to be in proper business attire for most of the trip. Proper business attire includes suits or sports jackets, button shirts, and ties for men and the proper business suits and dresses for women. Students are urged to evaluate, budget, and plan for your wardrobe now.

TRANSFER CREDITS

Transfer Credit Policy

Transfer students from accredited postsecondary institutions may submit their transcripts for a course-by-course evaluation to determine if credits are transferable. Each applicant's transcript is given individual attention and the Chief Academic Officer or a Student Success Advisor will ultimately determine whether transfer credits will be accepted. The following standards will apply:

- The institution awarding the credit must be an accredited, two-year or four-year degree-awarding institution.
- Only credits earned in courses in which the student received a grade which is equivalent of "C" or better will be eligible for a transfer.
- All passing credits earned from Walnut Hill College will be considered for transfer credit.
- Courses taken beyond the last ten years are not accepted unless a degree has been granted.
- To be granted an Associate of Science or Bachelor of Science degree from Walnut Hill College, the student must complete a minimum of 50% of their program at this institution.

Applying for Transfer Credit Evaluation:

1. Notify your Admissions Representative and Financial Aid Officer that you have previously attended another college/university.
2. To submit your request to a Student Success Advisor for evaluation make sure you have fulfilled the following:
 - a. Download transfer application from Walnut Hill College's webpage (www.walnuthillcollege.edu)
 - b. An official sealed transcript must be submitted to a Student Success Advisor for evaluation with the following:
 - i. A separate completed transfer application form for each course to be evaluated
 - ii. Copies of the course description or syllabi for each course to be reviewed
 - c. All requests must be submitted to a Student Success Advisor one month prior to a student's first term at Walnut Hill College

- d. Students will receive a notification by mail from the Student Success Advising Department stating whether their request was approved or denied
 - e. Students must then make an appointment with a Student Success Advisor for their initial transfer credit meeting.
3. The student is responsible to meet with his/her Financial Aid Officer to discuss the following procedures and requirements.

Transfer Student Financial Aid Policies and Procedures

For Federal and State Financial Aid

TITLE IV (Federal Student Aid) Policy

- Prior to disbursing Title IV (Federal Student Aid) funds to transfer students, Walnut Hill College must obtain a financial aid history for a student who has received federal student aid at a prior post-secondary institution and must inform NSLDS (National Student Loan Data System) with identifying information about the transfer student to receive updates through the Transfer Student Monitoring Process.
- Through Transfer Student Monitoring Process, the financial aid history is used to identify students who may be ineligible for federal student aid due to issues such as: exceeding aggregate loan limits, loan default, and/or overpayment on a grant and/or student loan(s).

Walnut Hill College TITLE IV (Federal Student Aid) Procedure

- To adhere to TITLE IV policy, during the admissions application process to Walnut Hill College, undergraduates who wish to transfer credits into their program of choice, official documentation of approval of transfer credits and enrollment status must be presented to the financial aid administrator along with the financial aid file to determine Title IV eligibility.

Pennsylvania State Grant Program

- When certifying eligibility for the PA State Grant for a recipient who has transferred to Walnut Hill College, the financial aid administrator must complete the State Grant academic progress testing. The grant should not be credited until the student or school at which the student received prior State Grants provides Walnut Hill College with the information needed to test academic progress and eligibility determined. The certifying financial aid administrator may delay and/or reject the transfer student's eligibility for lack of progress until the student provides the academic transcript in accordance with the State Grant academic progress policy.

Walnut Hill College– Pennsylvania State Grant Procedure

- To adhere to the PA State Grant policy, prior to the final crediting of funds to transfer students, a copy of the official academic transcript from the prior post-secondary institution where PA State Grant was last credited must be submitted to Walnut Hill College's financial aid office to complete the academic progress testing.
- PA State Grant final crediting is also reviewed and confirmed at the certification of the

fall, winter, and spring rosters, summer rosters, and the annual reconciliation rosters.

TRANSFERRING PROGRAMS

Internal Transfer Policy:

A current student who wishes to transfer programs internally at Walnut Hill College must contact a Student Success Advisor to initiate the transfer. As a part of this meeting the Student Success Advisor and the student will discuss how the new degree program will better support the student in achieving future career aspirations. Students must additionally meet with a Financial Aid Officer to discuss financial outcomes of the forthcoming decision. Students should keep in mind that transferring programs may affect their financial aid eligibility and graduation date. If it is determined the student will initiate a transfer of programs, he or she must follow the internal transfer procedure outlined below.

Internal Transfer Procedure:

Students who wish to transfer programs within the college must apply and submit approval prior the start of the following term in order to be officially enrolled in the new program.

- Students must complete an internal transfer meeting with a Student Success Advisor expressing reasons for the change in major and how the transfer will facilitate future goal attainment following graduation.
- Students must then consult with a Financial Aid Officer prior to initiating the program transfer.
- If the program transfer is approved the student must meet with an Admissions Representative to sign a revised Enrollment Agreement reflecting the change in program.
- Student Success Advisor will transfer the student to the new program and review the course plan with the student.
- Credits will be transferred for all completed courses in which a grade of 'D' or higher were earned.
- Credits earned for Study Tour Courses must be transferred into the new program.
- Satisfactory Academic Progress and Graduation determinations will be based on the Cumulative Grade Point Average of credits earned in the new program of study only.
- The time frame standard (completion of all coursework within 150% of the calendar length of the degree program) for an internal program transfer will be based on the start date of the original program of study.

PROFESSIONALISM AND CODE OF CONDUCT

One of the most important educational and developmental processes students will experience at Walnut Hill College is that of developing the temperament and attitude required of hospitality professionals.

Students should view enrollment in the college as an important step in professional development and must understand the level of standards and expectation of performance. Listed below are some guidelines:

1. Adhere to the dress code for all classes.
2. Arrive for class on time.
3. Submit assignments on time.
4. Turn cell phones off during any class or during any official college function.
5. Use of foul language is unacceptable.
6. Use of discriminatory language and/or hate speech is prohibited.
7. Act in a professional and refined manner with respect for fellow students, faculty, and staff.
8. Address staff members as “Mr.” or “Ms.”, or by title, faculty members as “Professor” and culinary/pastry faculty as “Chef.”
9. Be supportive, fair, and helpful to your classmates.
10. Treat college buildings, furnishings, and equipment with care and respect.
11. Be supportive of Walnut Hill College. It is now an important part of your career.

Whenever a student is representing the college, whether in class, at a special event, at a career fair, during internship, or even enjoying a Student Life and Learning event, he or she is expected to follow the rules of conduct laid out in this handbook and to act in a manner that will reflect positively on the college. Students are expected to respect staff, faculty, classmates, visitors, college premises, and the profession for which they are training. Should a student exhibit behavior that is less than acceptable, he or she will be required to meet with the department director to address the deficiencies. Behavior problems may result in sanctions up to and including dismissal from the college.

CODE OF CONDUCT: STUDENT RIGHTS AND RESPONSIBILITIES

Walnut Hill College, like all academic institutions, exists for the advancement of knowledge, the pursuit of truth, the development of students, and the promotion of the well-being of society. Free inquiry and free expression are indispensable to the attainment of these goals.

Students are expected to exercise their freedom to learn with responsibility and respect to the general conditions which maintain such freedom. The college has developed the following regulations concerning student conduct which safeguard the right of every individual to exercise fully the freedom to learn without interference.

Code of Personal Conduct and Community Regulations

Walnut Hill College students are subject to the provisions of this handbook while on college property, and when involved with off-campus programs, activities and events related to, or sponsored by the college. Students are also expected to follow the tenets of the student code of conduct when privately off-campus. Alleged off-campus student code violations having, or potentially having, a direct, detrimental impact on the college's educational functions, its community members, or the local community are subject to adjudication within the campus judicial system.

This misconduct includes, but is not limited to:

1. Dishonest conduct including false accusation of misconduct, theft, forgery, alteration, or misuse of any college document, record or identification.
2. Providing information known to be false to any college official.
3. Lewd, indecent, or obscene conduct.
4. Disorderly conduct, which interferes with teaching, administration, or other college activities.
5. Actions which endanger the student, the college community, or the academic process.
6. Failure to comply with the directions of college officials or the terms of a disciplinary sanction.
7. Unauthorized entry or use of a college facility, or refusal to vacate a facility when directed to do so by an authorized official of the college.
8. Damage to, or destruction of, college property or the property of others on the college premises.
9. Possession of firearms or other weapons on college property contrary to law.
10. Acting with violence or aiding, encouraging, or participating in acts of violence.
 - a. Physical behavior that involves an expressed or implied threat to interfere with an individual's personal safety, or that causes the person to have a reasonable apprehension that such harm is about to occur.
 - b. Personal insults and/or personally abusive language likely to provoke a violent reaction by the listener or listeners to the speaker.
11. Unauthorized possession or use of alcoholic beverages on college property, or in the course of a college activity.
12. Unauthorized possession or use of illegal drugs:
 - a. The sale, gift or transfer of drugs, controlled substances, or drug paraphernalia to another student or any other person on Walnut Hill College property or in the course of a college or student organization activity.
 - b. The term "controlled substances" is defined in Pennsylvania law, and includes, but is not limited to, substances such as marijuana, cocaine, narcotics, certain stimulants and depressants, and hallucinogens.
13. A violation of any Pennsylvania or federal criminal law.

Walnut Hill College has a "zero tolerance" policy with regard to a student under the influence, in possession of, or in the presence of drugs or alcohol. This, along with any violation of school policy, may result in sanctions as outlined below.

CONDITIONS OF SANCTION

As a component of a disciplinary sanction, hearing authorities may impose conditions that are educational in nature and reflect the nature and gravity of the offense. Conditions of a sanction may include, but are not limited to, educational seminars, reflective essays, restrictions on right of access to campus facilities and programs, restitution for damage, room changes, and letters of apology to those affected, parental meetings, and revocation of honors or awards.

The obligation to “protect” our college community which includes students, staff, and visitors to our campus is paramount. Any member of Walnut Hill College community who compromises the safety and/or security of the college will be required to participate in “service hours” related to the college to help “repair” or “repay” the damage they did to their community or the community at large.

SANCTIONS

Students and student organizations of Walnut Hill College accept the responsibility to abide by all college policies. Student’s failure to meet these obligations, as determined by a college official, will justify appropriate disciplinary sanctions. Disciplinary sanctions are defined as follows:

Reprimand/Warning

Reprimand is an official notification of unacceptable behavior and a violation of the student code of conduct. Any further misconduct may result in more serious disciplinary sanctions. All reprimands will contain conditions noted under “Conditions of Sanction”.

Disciplinary Probation

Disciplinary Probation is a conditional status imposed for a designated period of time. Further violation of the student code of conduct while on probation will be viewed not only as a violation based upon the act itself, but also Violation of Disciplinary Probation which may result in further action up to and including suspension or expulsion. Disciplinary probation may place specific restrictions on the student or student organization. These may vary with each case and may include restriction from participating in extracurricular and/or residence life activities, use of non-educational facilities or other restrictions as determined by the administration.

Interim Suspension

When the actions of a student threaten the good order and discipline of the college, the Executive Vice President may invoke an interim suspension on the student, pending a prompt investigation and sanction review. The Executive Vice President will also determine whether the suspended student is allowed to remain on college property pending the completion of the investigation. In the event that the Executive Vice President is away from campus or otherwise unavailable, any member of the executive branch (President, Chief Academic Officer, Vice President of Administrative Services) may impose an interim suspension consistent with the following procedure.

- The Executive Vice President initiates an interim suspension by providing the President with information of:

- a) the events causing the threat to exist;
 - b) the name of the student and actions allegedly violating college regulations; and
 - c) a statement of the college regulations allegedly violated by the student.
- If the Executive Vice President suspends a student, he or she will be notified of the interim suspension and an upcoming procedural interview.
- If the final decision is to suspend or expel the student, the sanction takes effect from the date of the interim suspension. If the decision is a reprimand or disciplinary probation, or if the charges are not proven, for purposes of the record, the interim suspension will be deemed not to have occurred. The student has the right to appeal the final decision in accordance with Walnut Hill College Student Handbook.

Suspension

Suspension is the loss of privileges of enrollment at Walnut Hill College for a designated period of time and prohibits a student from being present without permission on the campus or at college sponsored activities. A student's suspension shall not exceed one calendar year following the effective date of the sanction. A student organization's suspension is a temporary revocation of college recognition. A student organization suspension will not exceed five years.

Expulsion

Expulsion is the permanent loss of privileges at Walnut Hill College in Residential Life and Learning, Student Life, Academics, or for all college activities. An expulsion prohibits a student from ever being present in the specified areas without permission. An expulsion from all college activities prohibits the student from being on the property of Walnut Hill College at any time. All expulsions will be noted on the student's permanent record. The sanction of expulsion is the only judicial sanction reflected on a student's official academic transcript.

Note: Other areas of the college, such as academic units, student employment, and student activities, may place specific restrictions on students or student organizations that are on disciplinary sanctions.

Dismissal

A student may be dismissed from the college or residential living without any formal written notification for any one of the following instances:

- Use, possession, or being in the presence of illegal drugs or alcohol on school premises, which includes dormitories and any other school related properties*,
- Being under the influence of drugs or alcohol during school hours or during any school-sponsored activities or functions,
- Cumulative GPA below 1.5 after the first year,
- Removing or damaging school property, including food, beverages, and equipment,
- Displaying any behavior which could endanger the well-being of another person,
- Failure to uphold the college's standards of professionalism and behavior,
- Attending any classes while on suspension for any reason.

**Walnut Hill College has a “zero tolerance” policy with regard to a student under the influence, in possession of, or in the presence of drugs or alcohol.*

Appeal for Reinstatement

A student who is dismissed from the college or Residential Learning has the right to appeal the dismissal decision and request reinstatement. To initiate the appeals process, the student must submit, in writing, detailed documentation as to why he/she feels the decision for dismissal was in error. The letter must be submitted to the Executive Vice President within seven (7) days of the dismissal.

The decision to have an appeal heard by an appeals panel rests solely with the Executive Vice President. The appeals panel will be comprised of a selection of the college’s department directors, deans, and other staff as directed by the Executive Vice President. The appeals panel will use the student’s written documentation as the main source of information for the appeal. It is imperative that the written information is clear, detailed, and accurate.

The decision of the appeals panel is final.

GENERAL COLLEGE POLICIES AND PROCEDURES

The following is a list of general college policies and procedures that will help guide you through your college experiences. Failure to follow any of the outlined policies and procedures could result in the immediate imposition of any of the sanctions outlined under Professionalism and Code of Conduct without notice.

ACCIDENTS

Students should be aware that the kitchen can be a potentially hazardous place and should refrain from any action or behavior that may result in injury to themselves or others. If a student is hurt or injured during class or while engaging in school related activities and is capable of making an informed decision regarding their personal care, they will determine if a medical evaluation is necessary.

In instances when a student who is hurt or injured who is incapable of making a decision related to their health, an instructor or staff member will make a determination if medical attention is required. Please note that it is college policy to insist on an evaluation by a medical professional for most incidents. Transport to and from any medical facility is not covered by the college's accident insurance and will be at the expense of the student and/or their personal medical insurance.

ACCIDENT INSURANCE FOR STUDENTS

Walnut Hill College advises all students to maintain personal medical insurance, however, the college has secured accident insurance for the protection of our students. Coverage commences at the time the student starts school and ceases when he or she is no longer actively enrolled in the college.

Students will be covered only for accidents and injury sustained while participating in college sponsored and supervised activities in this country and abroad, including travel as a group in connection with these sponsored activities. Transport to and from any medical facility is not covered by the college's accident insurance and will be at the expense of the student and/or their personal medical insurance.

COLLEGE STORE

The college operates a store as a service to our students. Students may use their WHCard to earn a 10% discount on equipment and clothing purchases in the college store. Located in the Center for Hospitality Studies, the store features a varied selection of utensils and cooking equipment, as well as clothing and school supplies. The store also handles the distribution of books, uniforms, and other essentials. The items are sold at a great discount in order to encourage students to build their "batterie de cuisine" and practice at home. The college store hours of operation vary by term. Contact the store directly for information regarding its hours of operation.

HARASSMENT AND BULLYING POLICY

It is the policy of Walnut Hill College that all of its students, school staff and faculty have an educational setting that is safe, secure and free from harassment and bullying of any kind. The College will not tolerate bullying and harassment of any type. Conduct that constitutes bullying and harassment, as defined herein, is prohibited.

Bullying means systematically and chronically inflicting physical hurt or psychological distress on one or more students or staff member, including: unwanted and repeated written, verbal, or physical behavior, this includes any threatening, insulting, or dehumanizing gesture that is severe or pervasive enough to create an intimidating, hostile or offensive educational environment; cause discomfort or humiliation; or unreasonably interferes with the individual's school performance or participation.

Harassment means any threatening, insulting or dehumanizing gesture, use of data or computer software, written, verbal or physical conduct directed against a student or staff member by a student or staff member. Bullying and Harassment includes cyber stalking which means to engage in a course of conduct to communicate, or to cause to be communicated, words, images, or language by or through the use of electronic mail or electronic communication, directed at a specific person, causing substantial emotional distress to that person and serving no legitimate purpose. Cases of cyber stalking will be reported to law enforcement.

Walnut Hill College requires that students, staff and faculty conduct themselves as appropriate for their respective level of development, maturity and demonstrate capabilities with a proper regard for the rights and welfare of other students, staff and faculty as otherwise set forth in College policies.

RESPECTFUL COMMUNICATION AND ANTI-DISCRIMINATORY LANGUAGE POLICY

Walnut Hill College is committed to fostering a safe, respectful, and inclusive educational environment where all students can learn, participate, and succeed. This policy establishes expectations regarding language and conduct that may undermine the dignity, safety, or well-being of members of the college community.

Students are expected to communicate with, and around others in a respectful and professional manner. The use of language, expressions, symbols, gestures, or communications that target, demean, intimidate, harass, or discriminate against individuals or groups is strictly prohibited.

This includes but is not limited to a group or individual's race, color, ethnicity, national origin, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, age, disability, veteran status, or any other protected characteristic.

This policy applies to conduct occurring:

- On campus and college property;
- During classes, laboratories, internships, and field experiences;
- At college-sponsored events and activities;
- In college dining facilities;
- Through college-provided technology and communication systems; and
- Through electronic communications or social media when such conduct substantially affects the college community or interferes with a student's educational experience.

Examples of conduct prohibited under this policy include, but are not limited to:

- Using racial, ethnic, gender-based, or sexual-orientation-based slurs or epithets.
- Making derogatory, demeaning, or hostile comments directed at an individual or group because of a protected characteristic.
- Creating, displaying, sharing, or distributing discriminatory messages, images, memes, or other content.
- Mocking or ridiculing individuals based on their race, ethnicity, gender, gender identity, sexual orientation, religion, disability, or other protected status.
- Engaging in verbal conduct that contributes to a hostile environment.

The college recognizes the importance of academic freedom, intellectual inquiry, and the open exchange of ideas. Nothing in this policy is intended to restrict legitimate classroom discussion, academic research, scholarly debate, or the study of historical, literary, legal, scientific, or social issues.

The college distinguishes between the discussion of controversial ideas in an educational context and conduct that constitutes harassment, discrimination, threats, or targeted misconduct in violation of college policies.

Students who experience, witness, or become aware of conduct that may violate this policy are encouraged to report the incident to the Executive Vice President, the Title IX Coordinator (as applicable), or any other college official. Reports will be reviewed promptly and fairly in accordance with applicable college procedures.

Retaliation against any individual who reports a concern, participates in an investigation, or assists in resolving a complaint is prohibited and may result in disciplinary action.

Aggressive, hostile, or violent behavior toward an individual who is being investigated is prohibited. Individuals engaging in these behaviors will be held accountable to this, and all other college policies.

Students found responsible for violating this policy may be subject to disciplinary sanctions outlined in the student handbook. Disciplinary measures will be determined based on the nature, severity, frequency, and impact of the conduct, consistent with applicable law and college procedures. The college finds the use of this type of language as being particularly

offensive and volatile. As such, students found responsible for violating this policy are subject to immediate suspension and possible expulsion.

All students share responsibility for creating and maintaining a campus environment characterized by civility, mutual respect, inclusion, and academic integrity. Students are expected to conduct themselves in a manner that supports the educational mission and values of Walnut Hill College.

LOCKERS

Lockers are provided on the lower level of the Culinary Building. Lockers are available for daily use only. Students may not leave a locker filled and/or locked overnight. If locks remain on lockers overnight they may be removed. If a student loses his/her key or lock combination he/she should not pry open a locker. Personnel in the purchasing center can help to properly open a locker without damage. The college is not responsible for students' personal property.

LOST AND FOUND

Lost and found claims can be made in the Purchasing Center located on the lower level of the Culinary Building.

MISSING STUDENT NOTIFICATION

Walnut Hill College takes student safety very seriously. To this end, and in compliance with the Missing Student Notification Policy and Procedures (Section 488 of the Higher Education Opportunity Act of 2008), the following policy has been developed in order to assist in locating students living on-campus, who, based on the facts and circumstances known to the College, are determined to be missing.

It is the policy of Walnut Hill College to actively investigate any report of a missing resident student (an enrolled student that lives on-campus). Each resident is notified of the missing students policy and procedures in the event that they are reported missing.

Each resident, upon checking into campus housing, is requested to identify the name and contact information of the individual that is to be contacted in case of an emergency, including in the event of the resident being reported missing for a period of no more than 24 hours. For any resident under the age of 18, and not an emancipated individual, the college is required to notify a custodial parent or guardian no later than 24 hours after the time that the resident is determined to be missing by the college.

Most missing person reports in a college environment result from a student changing his/her routine without informing friends of the change. If a member of the college community has reason to believe that a student is missing, all efforts will be made immediately (no waiting period) to locate the student to determine his or her state of health and well-being. These efforts include, but are not limited to, checking the resident's room, class schedule, friends, ID

card access, contacting Security, viewing security cameras, and calling the resident's cell phone number (if provided).

If, upon investigation, the resident is determined to be missing, the President or a Vice President (or their designee) will contact the resident's designated emergency contact person. Investigation will continue utilizing established police investigative procedures and in collaboration with staff from the Residential Learning Office. Administrators will also coordinate its efforts with outside law enforcement agencies in full compliance with legal obligations and good police practice.

Please report concerns to one of the following:

- President
- Vice Presidents
- Residential Learning Coordinators
- Director of Facilities

PARKING

Unfortunately, the college cannot offer parking to the student body in its main lots. All parking spaces located in the lots at 4100 Walnut Street (Center for Hospitality Studies) and 4207 Walnut Street (Mansion) are reserved for staff and visitors to the college. There is no parking permitted for students in these lots.

Students are permitted to park in the dirt lot located behind the 7-11 accessible from Sansom Street. Although there are security cameras, this lot is not guarded nor overseen by the college or its officers on a regular basis. Recordings are only used to review incidents that may occur. Anyone parking in this lot assumes the risk associated with doing so. Parking is free of charge and at your own risk. There is no double-parking in this lot. Cars parked in this lot must be parked against the fence on the right or left side of the lot. Parking in the center of the lot is not permitted.

Students who choose to park in the Sansom lot must have a Parking Permit. Parking permits allow students to park in ONLY THE SANSOM STREET lot. A parking permit DOES NOT allow for parking in any other lot on campus. Parking permits can be obtained in the college pastry shop for a nominal fee.

Any vehicle parked in any campus lot that does not display a current valid parking permit for that lot will be ticketed and/or towed at the owner's expense. The owner of the vehicle will also be responsible for any tickets or fines incurred from the City of Philadelphia and/or the University of Penn Police.

SCHOOL EQUIPMENT AND FURNITURE

School equipment and furniture is available for use on campus by students. It should be treated with respect and care to ensure it functions properly and remains available for student use.

Students should refrain from rearranging the furniture and/or doing anything that could damage the equipment/furniture (i.e. sitting on the tablet of a tablet-arm chair). Students are not permitted to remove college equipment from campus or use college equipment for personal reasons.

POPULI

Populi is an online learning and classroom management platform intended to improve learning through better communication, collaboration, and increased access to curriculum and supplemental content. Walnut Hill College considers Populi an extension of the classroom, and provides secure access to the system only to students currently enrolled in courses utilizing the LMS platform.

Courses on Populi combine online learning experiences and activities with traditional classroom meetings. Courses utilizing Populi complete all required contact hours while physically in the classroom and apply Populi to enhance between-class activities. Although contact hour requirements are generally met through on-ground sessions, both online and in-class assignments and activities may be required. Online consumption of information and student discussion occurs asynchronously, meaning that students can access course materials and resources 24 hours a day, seven days a week from their home or chosen workstation including their mobile devices.

Populi courses contain the materials required for the class, including but not limited to homework assignments, quizzes, tests, PowerPoints, etc. These courses are available while the course is being taught as well as archived for future use by students. Archived courses can be accessed by selecting Courses, My Courses, and Archived from the student's main page.

Populi Training for New Students

Incoming students will receive appropriate training prior to using Populi. Students will receive basic training during Welcome Home and First Class orientation sessions. Additionally, incoming students will complete Populi training as a part of the First Year Freshman Seminar (CCS1100) course. Further Populi help sessions may be offered throughout the year which students are encouraged to attend. Finally, students may access online videos and support via the search function in Populi.

Communication on Populi

Students are expected to communicate in a professional manner with faculty, colleagues, and other staff members on Populi. Populi is not intended to be a form of social media and posting of personal messages is prohibited. Students are encouraged to be conscientious of everything posted to Populi. Any materials deemed foul, offensive, or inappropriate are strictly prohibited. Offending students will be subject to sanctions as outlined in the Student Handbook.

Student Profiles

Students should complete their profiles as soon as possible. Profiles should be as complete as possible, must be professional in nature, and must contain a professional profile picture that includes the head and face only.

SMOKING, ALCOHOL AND DRUG POLICY

Smoking Policy

Walnut Hill College is a non-smoking campus, and as such, the college promotes a smoke-free environment. This includes e-cigarettes and vapes. The following guidelines will help to ensure proper understanding of the college smoking policy:

1. Smoking is not permitted anywhere on college property, including such areas as parking lots, porches, sidewalks on college properties, as well as classrooms, offices, and Residential Learning buildings.
2. Smoking is not permitted within 50 feet of any entrances on campus, including the Center for Hospitality Studies at 4100 Walnut Street.
3. As per Philadelphia law, smoking is permitted on city owned sidewalks provided it is at least 50 feet from any entrance.

Violators smoking inside any college owned building or in any non-designated area will be subject to sanctions as per college policy. For your convenience and the cleanliness of the campus, ash cans are provided near entrances and exits of many buildings. Please do not throw cigarette butts on sidewalks or in public areas. Properly dispose of them in ash cans.

Alcohol and Drug Policy

The possession, sale or the furnishing of alcohol or illegal drugs on Walnut Hill College is not permitted. The possession, sale, manufacture or distribution of any controlled substance is illegal under both state and federal laws. Such laws are strictly enforced by the college's staff and security. Violators are subject to the Colleges disciplinary actions, criminal prosecution, fine and imprisonment.

It is unlawful to sell, furnish or provide alcohol to a person under the age of 21. The possession of alcohol in any public place or a place open to the public is illegal. While the college does not have a drug or alcohol program, information is available in the Center for Hospitality Studies in the form of area support groups.

Walnut Hill College follows all laws and regulations as it pertains to the use of alcohol. Other than as a part of a supervised, instructional class, students are not permitted to have any type of alcoholic beverage on campus. The following information will help to ensure proper understanding of the college alcohol policy:

1. No alcohol containers – open or full - will be permitted on campus by students or guests.
2. No alcohol container even for decorative or display purposes will be permitted on campus.

3. As established by Pennsylvania State law, the purchase, possession, consumption or transportation of alcoholic beverages by any person under the age of 21 is prohibited.
4. In addition, it is against the Pennsylvania State law to sell, distribute or provide alcohol to someone who is under the age of 21.

STUDENT COMPLAINT PROCEDURE

Any concerns a student has regarding the college may be addressed with the Executive Vice President. Should a student have concerns with a specific class or instructor, the following steps should be followed:

1. Meet with the class instructor and attempt to resolve the issues (s).
2. Should there be any unresolved issues; students may then meet with the appropriate Dean or Vice President:
 - a. Restaurant and Hotel Management students should see the Program Director or Chief Academic Officer
 - b. Culinary and Pastry Arts Students should see the Vice President of Culinary and Pastry Arts
3. To further pursue a matter, students may submit a complaint in writing to the Executive Vice President.

If the student does not feel that the college has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the college for a response. 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 and Colleges of Technology
2101 Wilson Blvd., Suite 302
Arlington, VA 22201

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/StudentCorner/Complaints.aspx>.

The PA Department of Education Complaint form can be found at <https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>.

TELEPHONES, SCHOOL AND CELLULAR

Students are not permitted to use any college or restaurant phone lines. The college staff will not take phone messages for students, nor will students be disturbed in any class. Students are encouraged to inform their families about this policy.

Students are encouraged to bring cell phones into class. Although they are often used for class activities, they must not be used for personal purposes during class time.

TIPS

At no time is a student permitted to keep tip(s) left by guests. There may be times that patrons or guests of Walnut Hill College offer students gifts or tips for services rendered. All gifts and tips received by students must be given to the students' instructor or staff member overseeing the event. The College utilizes all tips from guests to pay for costs associated with Study Tour Courses which are included in students tuition.

WHCARD (STUDENT ID AND BUILDING ACCESS CARDS)

Walnut Hill College student ID and building access cards are known as WHCards. These cards must be carried at all times as you may be asked to show your WHCard card at any time by any faculty or staff member.

Building Access

The college is very concerned with the safety and security of its students and has installed electronic locks on most buildings. WHCards will provide you with access to these locked buildings at times during which they are staffed by college personnel. Students can place their WHCard in front of any card reader located at the entrance to most buildings. A valid WHCard will unlock the door so the student may gain access to the building. Students should never provide access for another person to enter a building to which they have access.

Lost, Stolen, and Name Change for Cards

If asked to provide identification and the WHCard has been lost, students must present a valid photo ID. If no identification can be shown, the student may not be admitted into class and may be asked to leave campus. Replacement or updated cards may be obtained at the College Store or by emailing whcsupport@walnuthillcollege.edu. Students will be charged a replacement fee for lost, stolen, or updated WHCards.

WHCard Account

Students can establish an on-campus account to use their WHCard for making on-campus purchases and receiving certain student discounts at the college. You can establish an account and add funds to your card at the Bursar's Office or at guest service counters in the pastry shop. In order to make purchases or receive any discounts in the Student Store, Pastry Shop, or our Restaurants, you must present your WHCard at the time of purchase and the funds will be deducted automatically from the account.

Student Discounts

The WHCard entitles students to a 10% discount on purchases in the College Store, the Pastry Shop and dinner in the restaurants (with the exception of alcoholic beverages) with some limitations:

- Large volume purchases in The Pastry Shop, as determined by the manager, will not be discounted (for example, numerous cakes and pastries for catering events/parties, snack food items, bottled or canned beverages etc. in all outlets).
- Discounts in the college restaurants are limited to eight persons. The student is required to be present, either as an attendee at the meal, or as a student in the class preparing/serving the meal.
- Gift certificates are not discounted.

ACADEMIC POLICIES

ACADEMIC MISCONDUCT

Walnut Hill College promotes and upholds academic integrity and intellectual honesty among its students and staff. The College recognizes plagiarism and cheating on any academic work as a serious offence against college policy. Walnut Hill College may discipline a student for academic misconduct, which is defined as any activity which tends to undermine the academic integrity of the institution.

Plagiarism Policy

A fundamental goal of education is to produce students who can evaluate ideas-both analysis and synthesis-and who can produce significant original thoughts. Plagiarism is simply repeating words or thoughts of other people, without adding anything new. Therefore, submitting a plagiarized paper- in addition to the wrongful conduct does not demonstrate the level of understanding and skill that an educated person is reasonably expected to have.

The plagiarist knows that he is not the true author of the work, yet the plagiarist willfully and deliberately puts his name on the work. Standler, R.B. (2000) Plagiarism in Colleges in USA. Retrieved February 14, 2009, from <http://www.rbs2.com/plag.htm>

Instructors who believe an assignment may not be the work of the student submitting the assignment may take several steps to confirm the work is that of the student including, but not limited to utilizing plagiarism detecting software, engaging in a discussion with the student regarding the contents of the submission, or formally assessing the submitting student's knowledge of the submission.

Academic Misconduct includes:

1. Plagiarism/Cheating
 - a. A student must not adopt or reproduce words or statements of another person without appropriate acknowledgement. Credit must be given whenever the student has used any facts, statistics, graphs, or pieces of information that are another person's spoken or written words.
 - b. A student must not use or attempt to use external assistance on any test or examination, unless the instructor specifically has authorized external assistance. This prohibition includes the use of books, notes, calculators, cell phones, and other electronic equipment.
 - c. A student must not steal examinations or any course materials.
 - d. A student must not allow others to conduct research or prepare work for him or her without the authorization of the instructor. Under this prohibition, a student must not use materials obtained from commercial term paper companies or papers that have been written by other persons.
 - e. A student must not alter a grade or score in any way.
 - f. A student must not submit a copy of a written report, which is represented as

- the student's individual work, if it has been written by other persons.
2. Facilitating Academic Dishonesty
 - a. A student must not intentionally or knowingly help or attempt to help another student to commit an act of academic misconduct.
 3. Unprofessionalism and Foul Language
 - a. All written and oral assignments, projects, journals, etc. must be presented in a professional manner.
 - b. The use of foul language or inappropriate language will not be tolerated and the appropriate sanctions will be enforced.

ChatGPT and AI Composition Software

Intellectual honesty is vital to an academic community and for fair evaluation of student's work. All work submitted must be the student's own, completed in accordance with the College's academic regulations. Students may not engage in unauthorized collaboration or unauthorized use of ChatGPT or other AI composition software.

Students who are suspected of using AI software to complete an assignment will be notified by the instructor and receive a zero for the assignment. If the student chooses to dispute this decision they must do so with their instructor within seven (7) days of receiving their grade. The student may be required to complete a handwritten, in-person assignment, content quiz or other assessment of the instructor's choice to determine whether the student's writing and/or academic abilities matches that of assignment completed with suspected use of AI.

If it is determined that AI was used to complete the assignment, the sanctions outlined in College Proceedings for Academic Misconduct and Plagiarism will be followed. Students may appeal the instructor's decision by contacting a Student Success Advisor and following the Student Complaint Procedure outlined in this handbook.

College Proceedings for Academic Misconduct and Plagiarism

1. **First Offense:** Student must meet with the Chief Academic Officer. Should Academic Misconduct have been deemed to have taken place, the student will automatically fail the assignment and be required to complete a one-hour tutoring session on citing and creating a reference page. No make-up work or extra credit work will be allowed in that course for the remainder of the term.
2. **Second Offense:** Student must meet with the Chief Academic Officer. Student will automatically fail the course in which the infraction occurred. Student will be charged for the re-take of that course at the prevailing per credit fee.
3. **Third Offense:** Student must meet with the Chief Academic Officer as well as the Executive Vice President. At that time the student will be dismissed from the college effective immediately. Financial Aid will be notified that the student has been dismissed and that all loans, grants and scholarships are to be cancelled for that student.

The Academic Misconduct Policy is upheld throughout the student's entire education at the college. Matriculating into the Bachelor of Science Degree program does not delete or remove any prior offenses that may have occurred during the Associate of Science Degree program. If a student has been found guilty of Academic Misconduct, it may impact his/her eligibility for any college-supported grants or scholarships.

ACADEMIC SUPPORT

Walnut Hill College offers a variety of support options for students including group tutoring, individual peer tutoring, modified test taking, and many others. All support services are scheduled through the college Student Success Advisors located in the Center for Hospitality Studies. Support services are afforded to all students. Additionally, students with any diagnosed learning disabilities should meet with a Student Success Advisor to request accommodations.

ATTENDANCE AND ABSENTEE POLICY

Attendance Policy

Maintaining good attendance in every class is vital to each student's academic and professional success. Your future career in the hospitality industry will necessitate your timely daily attendance and professionalism in the workplace. The college's attendance policy is, in part, intended to prepare you for the demands of the industry you have chosen to pursue. As such, students are expected to attend all classes as scheduled, be on time, and remain for the full duration of the class. Students are strongly encouraged to attend all classes, missing class only if it is absolutely necessary.

Absences as it Affects Courses

It is important for students to understand that all absences, regardless of reason, are considered to be unexcused absences. The college does not offer excused absences. Additionally, each course has a defined number of Maximum Allowable Absences a student is permitted during a single-ten week term in each course. The number of Maximum Allowable Absences per course is based on the number of days per week a course meets.

- Students are ***permitted up to two (2) absences per course per term*** for any single course that meets ***once per week***.
- Students are ***permitted up to three (3) absences per course per term*** for any single course that meets ***twice per week***.

Any student who **exceeds the Maximum Allowable Absences** for a single course will **fail the course, be withdrawn from that course, and be required to retake that course. A grade of an "F" will be reflected on the transcript.** Students must meet with a Student Success Advisor to schedule course retake(s) and will be required to pay any applicable fees.

Absences as it Affects Program Progression

Course withdrawals due to lack of attendance can have a significant impact on student credits earned and jeopardize their progress in the program as well as in achieving program objectives. Students who exceed the maximum number of allowable absences for ALL courses during a

single ten-week term will be dropped from their degree program. In these cases, the date of determination for a program withdrawal due to lack of attendance is 28 days from the students last date of attendance (LDA).

Students who are dropped from their degree program due to excessive absences must meet with a Student Success Advisor to re-enroll in their program and to schedule retakes of courses from which they have been withdrawn. Students are permitted to retake course(s) until such time that they pass the course (not to exceed three attempts) or until they exceed one and one-half times the total length of their degree program.

Class Make-Up Policy

Walnut Hill College strongly believes in learning through experience. As such, all students during their Associate degree program will be scheduled for Production and Operations course(s) that take place in the college's open-to-the-public restaurants and/or bakery. These courses allow the college to further expose students to future workplace demands while developing knowledge, skills and competencies required of the program.

All Production and Operations course (COPS, DROPS, HOPS, POP, or POPS) follow the colleges Attendance and Absentee Policy, however, these courses are also subject to college's Class Make-Up Policy. All absences in a production or operations course requires the student to complete make-up day(s).

Make-Up Requirements

- Students are required to make up one (1) class for each absence during a single term.
- Any absence on the day of, before, or after a federally recognized holiday or school break requires two (2) make-up classes.
- Completing a make-up class will not eliminate nor replace the originally recorded absence.
- Being absent for a scheduled make-up day will result in an additional absence which will require an additional make up.
- As described in the Absences as it Affects Courses section, students exceeding the Maximum Allowable Absences for the course will be withdrawn from the course and will be required to retake the course.

Make-Up Procedures

- It is the responsibility of the student to contact the instructor to schedule the date of the make-up class.
 - Students are encouraged to contact their instructor as soon as possible to schedule a make-up day.
 - Students and instructors should work together to identify an acceptable make-up day, however, make-up days are ultimately scheduled at the discretion of the instructor.
- All make-up days must be completed prior to the end of the term.
 - Should a student be absent from a Production or Operations class and have

insufficient time to make up the class prior to the end of the term for any reason, he/she will be withdrawn from the class.

- Should a student be absent from a Production or Operation class during the last week of the term and have insufficient time to make up the class prior to the end of the term due to a verifiable and documentable serious medical condition requiring an overnight hospital stay, funeral of an immediate family member, or court-ordered subpoena, the student will receive a grade of an Incomplete (I).
- Upon delivery of documentation of the event within 48-hours to the instructor, the student will be permitted to make-up the missed class (in accordance with the make-up class procedures outlined above) during the next available scheduled Production or Operations class in a future term. This situation may cause the students graduation date to be postponed.

Tardiness to, and Departure from Class

The college encourages all students to strive for perfect attendance which includes timely arrival to class. To encourage timeliness and professionalism, the college has the following policies related to lateness:

- Students arriving late to class must enter the classroom in a quiet manner taking the first available seat.
- Students arriving after the start of class, up to 30 minutes late, will be marked “late” and a deduction of points from the student’s grade for the day will be applied.
- Students who are late 5 or more times during a single term to a single course will fail and be withdrawn from the course having to retake the class paying all applicable fees.
- Students arriving more than 30 minutes after the scheduled start of class will be marked “absent.”
- Students leaving any class with or without the permission of, or prior to being dismissed by the instructor, will be marked absent for the day.
- Periodically classes will last longer than scheduled; in these cases, students are required to remain in class until dismissed by the instructor.
- Students not returning to any class following an instructor sanctioned break will be marked absent for that class.

Perfect Attendance

Students recognized as having perfect attendance will not have missed any:

- Classes (lecture, demonstration, or hands on)
- Restaurant Operations or Production classes
- Internships
- Tour Experiences
- Assessments

Students who have earned perfect attendance for all terms will be recognized with a certificate during the graduation ceremony. Students are not qualified for perfect attendance if they were:

1. Absent from a class regardless of the reason.

2. Absent from Restaurant Operations or Production classes and successfully completed the required make-up time.
3. Late for class.
4. Suspended from school, regardless of the length of time, for tuition and/or other financial obligations in arrears or for failure to complete financial aid files on time.

ATTENDANCE AS IT AFFECTS GRADING

Students will receive a grade for each course taken in each term. All courses include a grading criterion for Student Responsibility and/or Participation. Student Responsibility/Participation generally consists of attendance and timeliness to class, preparedness for class activities, uniform/grooming/attire standards, and professional behavior during class. Standards may vary depending upon the makeup and nature of the course. Students absent from class will receive a grade of "0" for Student Responsibility/Participation for each absence.

Attendance as it Affects Grading for Kitchen and Hands-On Classes

Many classes consist of practical applications, including kitchen and hands-on for which the grading criteria is heavily weighted in the area of daily assessments. Absences from a kitchen or hands-on class may result in a zero (0) for the daily assessment on that day. Consult the course syllabus for additional information regarding attendance as it affects grading.

Attendance as it Affects Grading for Production and Operations Classes

In terms of grading for all Production and Operations classes, all missed classes must be made-up. The maximum score a student can earn for a make-up class is 70%, unless the student meets the criteria for earning full credit for a missed assessment as outlined in under Missed Tests, Quizzes, and Assessments. In these special cases, the make-up class will count for full credit, however the absence is NOT considered to be excused.

In order to receive full credit for the missed Production or Operations class daily assessment, the student must ***submit written documentation*** of one of the reasons outlined under Missed Tests, Quizzes and Assessments to his or her instructor ***prior to the next scheduled class day*** and contact the instructor to ***schedule a make-up class within 48 hours of the absence***. Failure to do so will result in the student forfeiting his or her opportunity to make-up the class at 100%.

CERTIFICATION COURSES

In order to enhance our student's credentials, several nationally certified courses are included as a part of the curriculum. These certifications are regulated by the individual certifying authorities and are not controlled by the college. Upon successful completion of these courses and earning a passing grade certification assessment, you may receive a separate certification document that will greatly enhance your résumé and professional portfolio. Students must obtain these documents from the certifying authority.

As with other courses at the college, the passing grade for the course is 60. In order to receive the certification however, you must receive a minimum passing grade on the certification exam

as identified by the certifying authority. This passing grade is set by the certifying authority. The grades that are issued for the certification assessment by the certifying authority are the “final” grades, with no appeals process possible. The certification exam may be utilized as the “final exam” for the course. See your instructor for additional details on course assessments.

Students who pass the college’s course, but fail the certification assessment, may appeal to retake the certification assessment without retaking the course. This is a one-time option and there is an administrative fee that you must pay. You are responsible for being present when the test is scheduled to be administered. Special appointments cannot be made for this process.

CLASS SIZE

Class sizes will vary depending upon the type of class and the classroom in which it is held. The number of students scheduled into a class is at the discretion of the registrar and his or her appointees. In general, class sizes will be limited to:

- 26 students in hands on classes
- 85 students in lecture/demonstration classes
- 62 students on any tour experience.

CLASSROOM BEHAVIOR AND REMOVAL FROM CLASS

Students who are considered to be disruptive during class as determined by the instructor will be required to leave the classroom. These behaviors include inappropriate use of a mobile device, sleeping during class, talking over an instructor, or making inappropriate remarks or actions in class. As outlined in the college absentee policy in this handbook, students leaving class early for any reason, including being required to leave by an instructor, will be marked absent for the day with all grade penalties applying. Any student removed from class by an instructor must meet with a Dean or appropriate department head prior to attending any other classes.

DRESS CODE, PERSONAL HYGIENE AND GROOMING

Dress Code – General Policy

Walnut Hill College encourages students to select attire that reflects the level of professionalism expected in the field of hospitality. The goal of the college’s dress code is to allow students the freedom to express themselves, yet still remain responsive to the community at large. Students are permitted to wear appropriate professional casual attire while on campus and to lecture and demonstration classes; however there are specific uniform requirements for kitchen, operations, and production classes outlined later in this section.

Students must adhere to the professional casual standard and be properly groomed at all times while on campus including student dining. The staff and instructors will make the determination whether or not a student is deficient in any area concerning the dress code. The faculty and

staff reserve the right to require changes in a student's overall appearance and may ask a student to leave class, or campus, should they not meet the professional casual standard.

When selecting professional casual attire, students should keep in mind the profession they have chosen to pursue. The hospitality field, specifically the fine dining and luxury hotel segment, requires professionalism in appearance and behavior at all times. The following guidelines are in place to help students select clothing that meets this professional casual standard.

- Students must **refrain from wearing clothing that is torn, soiled, or considered offensive** to others.
- It is considered rude to wear head coverings such as caps and hats indoors. Students should **remove all head coverings when entering buildings and keep them off until leaving**.
- Students must be dressed appropriately for dining in public and student dining areas. **Pajamas and pajama style clothing are prohibited.**
- Yoga pants, sweat pants, spandex and "beachwear", including, but not limited to, **flip flops, thong sandals, tank tops, and tops that expose the mid-drift** are also considered to be too casual for the college campus. Students may not wear these items to class.
- During tour experiences, field trips, trade shows, certain special events, and career fairs, students are required to wear proper professional business attire.
- **Airpods, ear buds, and headphones are not permitted to be worn** during any class at any time.

Dress Code Violations and Sanctions

Students must adhere to the dress code and grooming at all times. The staff and instructors will make the determination whether or not a student is deficient in any area concerning the dress code. Students will not be permitted to enter class if they are not dressed appropriately. If a student is asked to leave class for any violation including a dress code violation, he/she has 30 minutes to return properly dressed and be marked late. Grade penalties may apply. After 30 minutes, the student will be marked absent from class.

General Personal Hygiene and Grooming

All students should arrive to all classes, including internships, as well as all college activities and functions, clean and well groomed. In addition to general socially acceptable grooming practices such as bathing regularly, brushing teeth, and using deodorant, the following specific grooming standards must be met at all times while a student is on campus:

1. Hair may be dyed, however it must be a natural hair color.
2. Unnaturally colored hair is not permitted at any time.
3. Hair must be contained within an approved hat while in kitchens.
4. Beards or mustaches are acceptable as long as they are fully grown on first day of class and closely trimmed throughout the term. Partial growth is unacceptable.
5. Students with a goatee, sideburns, etc. must be clean shaven on any exposed facial areas.

Grooming for Dining Room Classes

Students must adhere to the following standards upon entering, and throughout the entirety of all Dining Room Classes:

- Hair
 - Must be a natural color, neatly trimmed and kept off the face.
 - Hair length that is beyond the bottom of the collar must be secured behind the head.
- Facial Hair
 - Beards or mustaches are acceptable as long as they are fully grown on first day of class and closely trimmed throughout the term. Partial growth is unacceptable.
- Make-up
 - Should appear natural; not excessive.
- Jewelry
 - A wristwatch, wedding and/or engagement ring, and post earrings only may be worn.
 - No hoop or dangling earrings are permitted.
 - No tongue or facial piercings are permitted.
- General Grooming
 - Hands and fingernails must be kept clean at all times.
 - Frequent hand washing must occur in order to ensure the safety of our guests
 - Nail polish or acrylic nails may not be worn.
 - False eyelashes are not permitted.
 - Cologne or Perfume may be used appropriately.

Uniform Standards for Dining Room Classes

Walnut Hill College has selected a uniform that is appropriate for both males and females. Although the uniform standard is subject to change at the discretion of the college, the following standards currently apply and must be adhered to:

- Polished, comfortable, conservative, black shoes with no-skid soles.
 - No sandals, boots, or sneakers will be permitted.
- Black socks that reach the calf must be worn.
- School approved, pressed and clean, black slacks must be worn above the waist at all times. No jeans, yoga, spandex or tights are permitted.
- A plain black belt must be worn; no large, gaudy buckles or studs are permitted.
- A plain black, cleaned and pressed, long sleeved Oxford button down shirt, with a closed collar must be worn.
- Sleeves may not be rolled up; must be kept long and buttoned at all times.
- A plain white undershirt should be worn.
- School approved black Bistro apron must be cleaned and pressed and tied in the back.
- School issued nametag.
- Cell phones are not permitted in dining room courses.
- Equipment:

- Corkscrew
- Captains Pad
- 2 Pens

As with all classes, final approval of a student's attire and grooming is at the discretion of the instructor. Students are expected to be in complete uniform at all times during Production and Operations classes. The first infraction will be addressed, personally, by the instructor. Any additional infractions will result in a grade of zero (0) and an absence for your class grade for the day.

Grooming and Uniform Standards for Kitchens and Kitchen Classes

Students must be in full, college approved kitchen uniforms when in any kitchen for any reason. Uniforms must be exact models as those issued by Walnut Hill College. The following grooming and uniform standards must be adhered to for all kitchen classes:

- Complete, school issued toolboxes must be brought to all classes.
- A college approved chef's hat must be worn, completely covering all hair.
 - a. In cases when all hair is unable to fit under a single college approved hat, remaining hair may be tightly bound and secured fully in a hairnet.
- Cleaned, pressed, college approved chef's jackets and chef pants must be worn.
- Chef's jackets must be buttoned to top button.
- Sleeves must be worn down and may be double-cuffed at bottom.
- Embroidered jackets or name tags must be worn on the pocket of the chef's jacket.
- Chef's pants must be hemmed; rolled cuffs are not permitted.
- Only plain, black belts may be worn.
- Clean aprons to be worn with the bib up and full-length of the apron down to the knees.
- Soiled aprons are unacceptable, therefore it is recommended additional aprons be brought to class.
- Three (3) clean side towels are required at the start of each class.
- All black non-slip, polished work shoes must be worn.
 - a. Fully closed black non-skid/non-slip clogs are acceptable.
- Only plain white or plain black socks may be worn.
- No nylon stockings are to be worn.
- A plain white t-shirt must be worn. No logo t-shirts, colored t-shirts, hoodies, or turtlenecks can be worn under the uniform.
- Thermal undergarments may be worn but must be white in color. No undergarment sleeve may exceed past the cuff of the chef's jacket.
- No hoop or dangling earrings; only simple post earrings may be worn.
- No substance of any kind may be worn on fingernails including, but not limited to nail polish and acrylic nails.
- No false eyelashes may be worn.
- No personal backpacks, handbags, or coats should be brought into classes. Lockers are available for student use on the bottom floor of the Culinary Building.

EXTRA CREDIT POLICY

Students are encouraged to take advantage of the opportunities instructors provide for gaining extra credit points towards a final grade. A maximum of five grade points per course may be earned. Instructors are not required, by the college, to offer extra credit opportunities.

Any work submitted for extra credit must relate directly to material covered in class, and must meet all college standards for academic integrity. Extra Credit will not be accepted after the official final day of the term. The college's plagiarism policy must be adhered to.

Please see your individual instructors for detailed information on their requirements for earning extra credit points.

FOOD AND DRINK

No eating or drinking of beverages is permitted in the library or computer labs at any time. A beverage contained in a bottle or covered cup or food provided by the instructor as a part of the class are permitted in the classroom at the discretion of the instructor, otherwise food and beverages may not be brought into the classroom.

Food and/or drink purchased from vendors other than Walnut Hill College may not be consumed in the colleges open to the public dining areas. This includes the Marketplace, Pastry Shop, and outside seating of the Pastry Shop, Bistro Perrier, and front porch. Students may consume those items in the student seating area of the Culinary Building or in the backyard area of the Culinary Building.

FOODS PREPARED IN COLLEGE KITCHENS

Foods prepared in college kitchens will occasionally be used in the restaurants, pastry shop, or for college functions. Other remaining foods will be sent to the purchasing center or other outlet, as directed by the instructor. The college works with local food banks and centers for the homeless to donate food whenever possible. Food is never to be removed from the kitchens by students for consumption elsewhere.

GRADE CHALLENGES

Students may challenge a grade for any course as it was submitted by any instructor. All grade challenges must be submitted in writing to the class instructor and Chief Academic Officer within 30 days from the final date of class. Grade challenges must cite specific assessments which the student feels was graded in error.

Students challenging a course grade should schedule an appointment to meet with the instructor and present his/her reason why the grade should be changed. Should a student feel unsatisfied with the results of the meeting with the class instructor, he/she should meet with their Student Success Advisor who will consult the appropriate program director. If the student remains dissatisfied, he/she may request a meeting with the Chief Academic Officer.

GRADING SYSTEM AND ASSESSMENTS

Assessment is the process of gathering evidence of a student's knowledge and skills. A variety of assessment methods are employed to determine whether students have met prescribed standards of performance in their courses.

The transcript, issued at the end of each term, provides a GPA for each term and a cumulative GPA. The cumulative GPA and cumulative attempted and transfer credits is used to determine Satisfactory Academic Progress.

The Grade History Report will also indicate a numerical grade, a letter grade, and the credits earned for each course taken during the term, as well as the corresponding cumulative indicators.

The numerical grading system is as follows:

Grade	Letter Grade	Quality Point
90—100%	A	4.00
80—89%	B	3.00
70—79%	C	2.00
60—69%	D	1.00
59% or below	F	0.00

ASSESSMENTS

Assessments are given periodically throughout the term. Assessments can take the form of tests, quizzes, homework assignments, daily performance assessments, participation, papers, etc. If a student earns a low score on an assessment it is recommended he/she visit a Student Success Advisor, and/or take other steps to improve their grade in the course.

Students who are in jeopardy of failing a course due to low assessment scores may be notified via mail in the form of a Midterm Notice. This notice is meant to be informative and prompt the student to take the above noted actions to improve his or her course grade.

LATE ASSIGNMENTS

Homework and other assignments will be required in most classes. All out-of-class assignments must be turned in on time. Any assignment that is turned in after a class has ended, or at any time after which the instructor has indicated it is due (such as at the beginning of class), will be considered late.

Turning in an assignment late is considered to be unprofessional and is discouraged. However, should an assignment need to be turned in late, it will be accepted up to 7 days late with the following penalties applying:

- A 10 point deduction for initial lateness;
- 5 additional points will be deducted for each additional 24-hour period of lateness thereafter;
- Assignments will not be accepted past 7 calendar days late;

Assignments that are due during the last week of class will not be accepted after the official final day of the term. Any assignments turned in after the official final day of the term will receive a grade of 0.

MISSED TESTS, QUIZZES, AND ASSESSMENTS

Lateness and absences on the day of a scheduled assessment (quiz, test, midterm, final, etc.) are a serious concern, as not completing these on a timely basis will greatly impact your grade.

Missed Assessments

Students that are absent on the day of a scheduled assessment must contact his or her instructor to schedule a make-up assessment. Additionally, students who are late to class may not be permitted to complete the exam during class requiring them to make-up the assessment. Missed assessments must be made up prior to the next scheduled class session. The maximum score for any missed assessment will be a 70%. Assessments that are missed during the last week of class must be made up prior to the official final day of the term.

Earning Full Credit for a Missed Assessment or Late Assignment

Students may request to take a missed assessment or submit a late assignment for full credit for one of the following reasons only:

- Court-ordered subpoena (not a subpoena issued by an attorney)
- Serious medical situation, defined as an overnight hospital stay
- Funeral of immediate family member

Although a request may be made to make-up the assessment for full credit, the missed class is NOT considered to be an excused absence.

In order to receive full credit for the missed assessment or late assignment, student must submit written documentation of one of the above reasons to his or her instructor prior to the next scheduled class day. Documentation for a serious medical situation must include the date on which the student can return to class. All written documentation must be verifiable.

TRANSCRIPTS AND APPEALS PROCEDURE

Transcripts are compiled at the end of every term and issued approximately three weeks later. If a student disputes a grade on his/her progress report, he/she has 30 calendar days to contact the Student Success Advisor and request a review. After 30 calendar days, requests for reviews

will no longer be honored. Transcripts are not issued to students who have tuition and/or other financial obligations in arrears.

Final Transcripts

Final transcripts are issued one month after completion of all required credit hours. If a student wishes to dispute a grade on his/her final transcript, he/she has 30 calendar days to contact a Student Success Advisor to request a review. After 30 calendar days requests for reviews will no longer be honored. Final transcripts are not issued to students who have tuition and/or other financial obligations in arrears.

PURCHASING CENTER

The Purchasing Center is the Main Food and Equipment Distribution Center at Walnut Hill College. The Purchasing Center takes pride in providing the finest products available from Philadelphia's leading purveyors.

Purchasing Center Procedures

- The most important procedure to remember is all requisitions for equipment, food, or liquor, must come from your instructor. All equipment or food item requests must have a signed requisition from your instructor.
- Students may not fill out a requisition or add to one signed by an instructor.
- Equipment which is borrowed must be returned clean and dried. Please use caution not to misplace small parts or attachments of any equipment. This is very important for the next student who will need to request that equipment.
- Food Bins are carried one bin at a time, to avoid crushing items. Please never stack food bins.
- All food items that are returned must be returned wrapped, labeled, and dated when needed and refrigerated. Please use caution with cross contamination.
- Students must have their ID card to request any piece of equipment.
- All trash is taken directly to the dumpster area. All trash removal is done by two students only, to avoid injury and damage to floors and stairwells. Never take bag out of trash can. Always remove trash in can directly to dumpster area.
- All kitchen grease is discarded in grease barrel can located near dumpster area.
- All cardboard should be flattened and place inside cardboard dumpster.

SATISFACTORY ACADEMIC PROGRESS

Maintaining Satisfactory Academic Progress (SAP) is paramount to a student's success at Walnut Hill College. Satisfactory Academic Progress includes completing 67% of the cumulative attempted and transfer credits, achieving minimum grade point averages throughout the degree program and completing the program within 150% the calendar length of the degree program. Students who are having any challenges related to academics should schedule an appointment to meet with a Student Success Advisor to discuss student services available to them.

Measures of the Standard

The calculation for SAP includes three components.

1. Quantitative Standard: To meet the quantitative standard for SAP students must complete 67% of the cumulative attempted and transfer credits.
2. Qualitative Standard: To meet the qualitative standard for SAP students must maintain a minimum cumulative Grade Point Average (GPA) in accordance with the chart found under the “Satisfactory Academic Progress Benchmarks” section below.
3. Time Frame Standard: To meet the time frame standard, students must complete all coursework within 150% of the calendar length of the degree program.

Credits and Grading

Transfer Credits

Credit hours that are accepted from other accredited institutions in accordance with Walnut Hill College’s transfer credit policy count towards the calculation of Satisfactory Academic Progress. As such, transferred-in courses will count as both attempted and completed hours. No grade(s) are factored into the cumulative grade point average for transferred courses.

Incomplete Grades

Incomplete grades are considered attempted credits and are factored into the calculation of quantitative progress, however, are not considered completed credits for the calculation of a student’s GPA and are not factored into the calculation of the qualitative standard.

Incomplete grades are permitted for a maximum of one, ten-week term following the completion of the course in which the incomplete grade was issued. Upon completion of that term, the instructor notifies a Student Success Advisor of the revised final grade. The Student Success Advisor is responsible for updating the student’s transcript with the revised grade. The revised grade is then factored into the student’s GPA and therefore into the calculation of the qualitative standard.

Repeated Courses

Failed courses are considered attempted and completed credits and are factored into the calculation of quantitative and qualitative standards. Students are permitted only three attempts to pass a failed course. Upon completion of all attempts to pass a repeated course the revised grade is factored into the students Cumulative GPA and assessed as a part of the qualitative standard.

Add/Drop Voluntary Course Withdrawals

Students are permitted to withdraw from a course within the first two weeks of any term, the add/drop period. Course withdrawals are not considered as attempted nor completed courses and therefore are not factored into the calculation of the quantitative nor qualitative standard. Students seeking to withdraw from a course must complete an “Add/Drop Form” with their Student Success Advisor within the first two weeks of the term. Withdrawing from a course may cause a student to fall below full-time status and affect their financial aid.

Tracking Satisfactory Academic Progress

Student progress towards achieving learning outcomes and program goals is monitored at the end of each ten-week term as a part of the College's At-Risk Early Alert procedures. An At-risk Report (ARR) is completed by the Student Success Advisors following the end of each academic term once all final grades have been submitted.

The At-Risk Report identifies students who:

- failed a course(s).
- were withdrawn from a course(s) due to attendance.
- have fallen below a 2.15 cumulative GPA.

Students are notified by the academic department in writing informing them of any of these occurrences and the impacts of such on maintaining Satisfactory Academic Progress and graduation eligibility. Additionally, students are informed of their responsibilities related to scheduling retake courses. The letter additionally describes Student Services available to them to support academic progress.

Satisfactory Academic Progress Benchmarks

Students are required to maintain satisfactory levels of academic progress throughout their degree program. Satisfactory Academic Progress (SAP) is achieved by completing 67% of the cumulative attempted and transfer credits and achieving the following grade point averages at the following intervals:

Completion of	Minimum Cumulative GPA
Term 1	1.0
Term 2	1.50
Term 3	2.0

Following the completion of the first Academic Year students must maintain a 2.0 Cumulative GPA or higher and complete 67% of the cumulative attempted and transfer credits for the duration of their Associate and/or Bachelor Degree programs. Students must earn a 2.0 GPA or higher to be eligible for graduation. Additionally, students must complete all coursework within 150% of the calendar length of the degree program.

Failure to Maintain Satisfactory Academic Progress

At the completion each term students who fail to meet SAP requirements as described above will be placed on Academic and Financial Aid Warning for the following term. Students placed on Academic and Financial Aid Warning will be notified in writing by the Student Success Office within three weeks of the completion of the term. Students will remain eligible to continue taking new courses and to receive financial aid for this probationary term. Students who have been placed on Academic and Financial Aid Warning will be reviewed for SAP at the completion of the single-term warning period.

Students are only permitted to be on Academic and Financial Aid Warning a single time during a degree program attempt. Students who are placed on Academic and Financial Aid Warning who achieve SAP are removed from warning. However, should a student fall below SAP for a second time they will be placed on Academic and Financial Aid Suspension.

Any student who fails to meet the SAP requirement following the Academic and Financial Aid Warning term will be placed on Academic and Financial Aid Suspension. Any student placed on Academic and Financial Aid Suspension will be notified in writing by the Student Success Office within three weeks of the completion of their Academic and Financial Aid Warning term and their progress in the program will be stopped. These students will be placed into 'Academic Retake' status. Academic Retake status permits students to complete retakes of courses until SAP requirements are met.

Students may continue to attempt paid course retakes for as many as three terms, not to exceed 150% the calendar length of the degree program, or until such time that they achieve SAP. Any student who does not satisfactorily achieve SAP within three terms of attempting retake courses and/or who exceeds 150% the calendar length of the degree program, will be terminated from the college. The student will be notified in writing of their program termination.

Students may choose to appeal an Academic and Financial Aid Suspension. A student who wishes to appeal must submit a formal appeal in writing to a Student Success Advisor. Students appealing Academic and Financial Aid Suspension may do so on the basis of:

- A serious injury or illness (physical or mental) that required medical intervention or significant, unanticipated family obligations due to medical issue or illness
- A catastrophic loss due to fire, flood, or natural disaster that affects academic attendance or performance
- Death of an immediate family member
- Victim of a serious crime
- Divorce or domestic relations issues
- An involuntary call to active military duty

Appeals must include supporting documentation provided by an objective third party on their official letterhead. Objective third parties may include counselors, doctors, lawyers, state/government agencies, or other verifiable agencies/professionals. All written appeals must include an explanation as to why the student failed to make SAP, and, what has changed to allow them to make SAP at the next evaluation point.

Appeals will be reviewed by the college's Chief Academic Officer and may be denied, approved, or approved with an academic plan. Should the appeal be approved, students will be allowed to continue in the program of study and receive financial aid for one additional probationary term.

Failure to Complete Program Requirements

Any student who fails to meet all academic program requirements by their expected graduation date will be placed into “Active Retake” status. Students may continue to attempt paid course retakes for as many as three consecutive terms, not to exceed 150% the calendar length of the degree program. Any student who does not satisfactorily meet all program requirements in three consecutive terms of attempting retake courses and/or who exceeds 150% the calendar length of the degree program, will be terminated from the college. The student will be notified in writing of their program termination.

SUSPENSION, FINANCIAL

Suspension

Students who have tuition payments and/or other financial obligations in arrears will be suspended. Suspension can occur at any time. While on suspension a student may not:

- Attend classes.
- Take exams or proficiencies.
- Submit assignments or project materials.
- Reside in dormitories.

MOBILE DEVICE/LAPTOP/TABLET

Mobile devices may be used as an instructional tool in class therefore, students are required to bring device to all class sessions unless otherwise directed by the instructor. Students who do not bring their device to class may be required to retrieve it and be marked late or absent from class as circumstances apply. Students who use any mobile device during class in a manner other than as directed by the instructor are subject to removal from class and are subject to all applicable penalties.

VISITORS TO CLASS

A guest may join a class by first obtaining permission from the Dean, department director or Executive Vice President. Visitation must be pre-approved at least 48-hours prior to the day of the visit. On the day of the visit, the guest must obtain a visitor's pass. The visitor's pass is to be presented to the instructor before entering the class. We regret that students may not bring guests to wine tasting or hands-on classes.

Anyone under the age of 16 may not visit the learning environment.

Children visiting with students must be accompanied by an adult at all times. Children may not be left unattended at any time during their visit to the College.

STUDENT SERVICES AND STUDENT LIFE

At Walnut Hill College, we are pleased to offer an array of activities and services to enhance each student's educational experience. To accommodate as many students as possible, these events are scheduled at a wide variety of times.

Each student is encouraged to join and participate in clubs which will provide an opportunity to learn more, have fun, and socialize with classmates. As students take charge of club activities, they build leadership skills that they can take with them into the real world.

CAREER FAIRS

Career fairs are typically scheduled twice per year offering students of Walnut Hill College the opportunity to network and interview with many employers at one time. These events are held on campus. This is a professional event for all students and alumni of Walnut Hill College. Class schedules are often adjusted to permit student attendance.

Attendance is highly recommended for all full-time students, and professional dress or chef whites are required. Students are required to conduct themselves with decorum and professionalism befitting a hospitality student at Walnut Hill College.

CAREER SUCCESS

Career development at Walnut Hill College begins on the first day of class. Training is thorough and realistic and the faculty understands the expectations of the hospitality industry, guiding each student toward a successful career.

In the classroom, students learn how to develop effective resumes and portfolios. Various interviewing techniques are exercised. Students are encouraged to meet with the Student Success Advisor, Dean, or department director for invaluable council, specific recommendations, and assistance.

The College receives numerous requests from foodservice and hospitality businesses for staffing assistance. These employment requests from various types of businesses in many different locations offer a wide range of employment possibilities. These requests are posted to the Career Success group page in Populi. Alumni and graduates are encouraged to continue to monitor this page past graduation. Graduates may also contact the college for employment assistance and resume updates at any time.

Walnut Hill College regularly invites personnel directors and proprietors of successful restaurants, hotels, and other hospitality businesses to visit the college to promote continued success for students in the job seeking process.

Workplace Demeanor and Behavior

Students are expected to conduct themselves on and off campus as positive, professional representatives of Walnut Hill College. Students are expected to behave with proper discretion at the worksite, when visiting any hospitality setting, and during all college-related functions. Students of Walnut Hill College are our ambassadors; therefore, we expect them to uphold the tradition of excellence and hospitality that Walnut Hill College stands for.

Appropriate workplace behaviors include:

- Arriving for work on time
- Dressing in appropriate uniform or professional wardrobe
- Working all scheduled shifts
- Contacting the manager immediately if he/she is unable to work due to illness
- Completing work to the best of his/her ability
- Maintaining a positive attitude
- Dealing respectfully with all co-workers and managers
- Keeping the manager informed about changes in his/her class schedule
- Keeping track of his/her own internship hours
- Providing the manager with the necessary forms to record his/her internship hours
- Reporting all workplace injuries to the manager immediately
- Reporting any occurrence of illegal activity in the workplace
- Refraining from the use of drugs and alcohol in the workplace, or arriving at work under the influence of drugs or alcohol
- Refraining from taking unscheduled breaks
- Refraining from fighting or violence in the workplace
- Refraining from bringing a gun or weapon to the workplace
- Securing and maintaining a professionally sanitary toolbox
- Giving proper two weeks written notice of his/her intention to leave the job

Infractions of these policies may result in disciplinary action up to, and including, expulsion from college. Should a student choose to leave a job without a proper two week notice, the hours he/she may have accrued at that internship site will not be credited toward his/her internship requirement.

LIBRARY AND LEARNING RESOURCES CENTER AND COMPUTER LABS

The Library and Learning Resource Center aims to provide students with the resources and assistance necessary for success at the college as well as in their future endeavors. The Library and Learning Resource Center staff promotes the development of information-seeking skills, and encourages students to approach their education at Walnut Hill College as the beginning of a life-long learning experience.

The center is located on the third floor of Allison Mansion, and consists of the library and computer labs. Available resources include books and magazines covering culinary and pastry

arts, foodservice and hospitality management, travel and tourism, and wines; as well as a growing reference, business, and general education collection.

Databases are also available with access to electronic books, full-text newspaper and magazine articles, and indexed and full-text scholarly journals both in the arts and sciences generally, and with a hospitality focus. Please see a library staff member for assistance locating or using any of these resources.

Access Policy

Access to the library is limited to current and former students, currently employed staff, and faculty, and to Drexel University students with a valid identification card and appropriate signatures from their institution. Other individuals may be permitted to use the library by contacting the librarian to make advance arrangements.

Identification

When using the library, students, staff, and faculty should be able to present an identification card upon request.

Care of Library Materials

Students are responsible for keeping library materials in good condition for the benefit of future users. Students should not mark library materials with ink, pencil, or anything else. Students are asked to report to library staff any book damage they discover.

Borrowing Policy

The college does not allow circulation of library materials.

Interlibrary Loan

If there is something that you need that is not available in our library, let the library staff know and we will try to find it in an area library.

Computer Lab Access and Usage

Two computer labs are located on the third floor of Allison Mansion; there are also computers available in the library. Two computers are available in the Wine Lab on the second floor of The Mansion. When classes are held in the computer labs and/or library, we will do our best to ensure space is available for students to work.

All current students have computing privileges, but keep in mind that computers are provided primarily for students to complete school-related research, assignments, and projects. Non-school-related use may be denied.

Conduct in the Library and Computer Labs

Students are asked to refrain from cell phone use and loud conversations. Students engaging in disruptive behavior will be asked to leave the library.

Suggestions for New Materials

If there are any materials that you think would be a good addition to the library's collection, please feel free to offer a suggestion to one of the library staff members

Library Hours

Our library is regularly open Monday through Friday from 9:00 am to 5:00 pm, however, hours may vary throughout the year. Please check the library's portion of the website for changes in our hours of operation. Electronic databases are available to students online at any time, on, or off campus. Students requiring access to the library during hours other than regular opening hours may request access at the reception desk.

MAIL AND PACKAGES

Student mail is delivered to the College main office. Mail may be picked up in the Guard Pavilion from the Residential Life and Learning Coordinator each evening.

Packages should not be sent to the College. There are several options for package delivery to adjacent businesses including:

Amazon Packages –

- There is an Amazon delivery locker located in front of the 7-11 store next door to The Mansion.
- The locker is accessible 24 hours per day, 7 days per week
- When your package arrives you will receive a text or email with a code
- When ordering from Amazon simply select "Amazon Hub Locker Tallulah"
- The address of the 7-Eleven is 4201 Walnut Street

UPS Packages

- The CVS located at 43rd and Locust Streets, one block from The Mansion, is open 24 hours per day 7 days per week
- They will accept your UPS shipments
- Simply have a UPS item shipped to your name, with the address CVS at 4314 Locust Street, Philadelphia, PA 19104

USPS Packages

- Packages sent through the US Postal Service should be sent to the post office located two blocks from The Mansion.
- The address of that office is 228 S 40th St, Philadelphia, PA 19104.

STUDENT DINING

Unlike typical college meal programs, Walnut Hill College's Residential Learning Dining program takes dining to new heights. Here's a sampling of how our student dining services will complement your studies in the hospitality industry.

Breakfast

You can start your day with a light continental breakfast with a notably European flair, indulging in a chocolate croissant and steaming coffee. Yearning for a heartier American breakfast? Select from omelets, French toast, and more. And, of course, there are assorted fresh juices, croissants, Danishes, and muffins, as well as a variety of teas and great coffee.

Lunch

The Marketplace is the gathering place for a casual lunch. Mingle with friends and classmates as you enjoy made-to-order pasta, burgers, soup, salad, sandwiches or even complete entrees served in our European market-place setting. The menu features a great selection daily, Monday through Friday.

For dessert, you will find our display case filled with delicious pastries a great temptation. There are not many college dining programs where you can end your meal with a raspberry tart, a chocolate Bavarian, or a classic Napoleon. There is also a full selection of soft drinks, teas and flavored coffees. So whether it's a simple ham and cheese sandwich on crispy French bread, a garden salad, or a hearty beef stew, lunch in our World Dining program is always a delight.

Dinner

There is nothing better than sharing a great meal with friends. Dinner in our World Dining program is truly an international experience. Each evening brings a new surprise. Featured dishes range from classic French cuisine to Asian and Mediterranean specialties to favorite American standbys. One night you will enjoy traditional Southern cooking with fried chicken, biscuits, and crisp, fresh vegetables. Other nights, there will be great pastas such as classic spaghetti Bolognese, linguine with clam sauce, and fettuccine Alfredo.

International surprises include spicy kung pao chicken, shepherd's pie, Middle Eastern shish kebabs and Mexican fajitas. Casual dining events include design your own pizza, where you can top fresh-baked pizza with your choice of specialties. Don't be surprised if dinner happens outside, such as an old-fashioned barbecue with all-American hot dogs, hamburgers, salads, watermelon, and all the usual fixings. Finish off your meal with a fabulous dessert from our Pastry Shop.

Saturday Brunch

Every Saturday morning and into the early afternoon a student designed and executed brunch menu is available. The menu features eggs to order, omelets, sweet breakfasts and specials each week.

Great food is available six days a week. The World Dining program is available to Walnut Hill College students Monday through Saturday. There are no meals available on Sundays. The program is available to both Residential Learning students and to those who live off-campus.

Dining Plans

Walnut Hill College is committed to the health and safety of our students. This includes providing a variety of nutritional options for meals and snacks on campus. The College operates several food service outlets at which students may use their dining dollars.

Students looking for a coffee or snack can select from a variety of freshly baked goods and drinks at our Pastry Shop. Breakfast and lunch are served six days a week in our marketplace style eatery. Dinner options include our student focused, internationally inspired Dining Around the World menu or dining in Bistro Perrier, the colleges open-to-the-public upscale French restaurant.

All of these options are available for our students throughout the week Monday through Saturday. Each outlet operates at different price points. As such, the college does not offer traditional ‘meal plans,’ rather dining plans. Additionally, Dining Dollars may be used to purchase any equipment or uniform needs.

Walnut Hill College Dining Plans are required for First-Year students living in a WHC residence hall. First-Year resident students are required to purchase one of the two all-access Tier 1 or Tier 2 Dining Plans for their first three terms. These options are also available to all upperclassman as well as non-residence students.

WHC also offers an additional meal plan option to our non-residence and upper-class students. The Tier 3 Dining Plan is also all-access and available for use in all our dining outlets.

Dining Plan	Amount
*Tier 1	\$1800
*Tier 2	\$1200
Tier 3	\$800

*First-Year Residence Hall Students Options

Expiring Dining Dollars

WHC Dining Dollars will roll-over at the end of each term, however, at the conclusion of each academic year, all Dining Dollars will expire. Although the remaining Dining Dollars will no longer be available for meals on campus, unlike most colleges, the balance of Dining Dollars that were *required* by the college at the end of each academic year will be applied to the students’ tuition and fees helping to offset the cost of attendance.

Reloading Your Dining Dollars

If at any time a student requires additional Dining Dollars to be added to their card, they may ‘reload’ it at any time. To add dollars to your card simply [Click Here](#). You will be prompted to enter your WHCard number, the amount requested, and a payment method.

STUDENT ACTIVITIES

Many types of student activities will be available throughout the program. Most are educational, a few may be purely social, yet all will be fun. These activities provide students with opportunities to enhance their education, learn more, and build relationships within the college community.

Activities are scheduled at varied times. Naturally, with many students scheduled for over 100 weekly classes, there is no commonly-convenient time for activities to be scheduled. Some may be scheduled at a convenient time, while others may not. We try to arrange the schedule to accommodate as many students as possible.

Activities may include dinners at local restaurants, winery tours, cooking demos, wine tastings, and trips beyond the Greater Philadelphia area for recreational, educational, and entertainment purposes. Advance registration for some activities may be required. Updated listings of student activities can be found on the Student Activities Electronic Bulletin Boards, located throughout the campus, by visiting, <http://www.walnuthillcollege.edu/student-life/>.

Because of space limitations, and more specifically, our view of activities as an extension of the curricula, guests are not typically permitted to attend. Every event has its own limitations and specifications. We request students honor their registration to attend an event or take a moment to cancel their registration should a conflict arise. Activities that require advance payment, monies will be refunded if a cancellation is received, in writing, with at least one day's notice (unless otherwise noted). To cancel an activity with an association, please contact them directly.

The college will list activities of various food and wine groups when students are invited to attend. In most cases, these professional association meetings will involve a fee paid directly to the association. We will supply the proper phone number and registration details.

Students are encouraged to join and participate in student associations. Membership will afford each student the opportunity to supplement and enhance their education, have fun, meet classmates, and in some cases, network with industry professionals. In addition, they will enhance students' résumés as memberships may be listed.

Walnut Hill College is always interested in adding variety to our activity options. If any student is interested in recommending activities, please see a staff member in the Office of Student Life who will be happy to offer assistance.

STUDENT MEMBERSHIPS IN PROFESSIONAL ASSOCIATIONS

We encourage all students to join professional associations. These associations will offer seminars and meetings, but more importantly, a contact with established foodservice and hospitality professionals. Memberships will enhance each student's résumé and career.

SPECIAL EVENTS

Scheduled throughout the academic year, special events are times when students can work closely with the chefs and instructors. Events may include banquets and dinners, participation in local and national culinary arts competitions, First Class (orientation), graduation, career fairs, and various promotional events for the college. Notices about these special events are always distributed or posted.

FRESHMAN SHOWCASE

During their first term, all full time freshman students will have the opportunity to showcase the college to their family members. This is a mandatory event for all freshman, and is meant to be a fun and exciting way to show your family members the college, as well as demonstrate some of your new skills.

VIDEO MESSAGES AND ELECTRONIC BULLETIN BOARD

LCD screens on campus display video messages to keep students informed of all current events. These electronic bulletin boards (located at the student entrance by the purchasing center and at the entrance to The Center for Hospitality Studies) deliver information on upcoming events and happenings throughout the day. These events are scheduled at different times and locations in order to give as many students as possible the opportunity to participate in a variety of activities.

RESIDENTIAL LIFE AND LEARNING

COMMUNITY LIVING STANDARDS

General Information and Code of Ethics

When people are brought together to live in a community such as the Residential Learning halls at Walnut Hill College, it is imperative that there be a set of Community Living Standards to help maintain that community. In any community, some standards, such as laws, policies and regulations, are written. Others are unwritten, but understood and agreed to by the members of that community. This is essential in establishing a safe and productive community.

At Walnut Hill College, our goal is to create and maintain a community that is safe, happy, productive, and supportive of both the vocational and educational efforts of our students. Student Leaders serve as a resource for the residents in the halls. Student Leaders help provide a mix of educational and social programs in the residence halls that compliment and reinforce the Community Living Standards for the campus.

At all times, students follow the same code of ethics and professionalism that are outlined in the Student Handbook of Walnut Hill College. If, at any time, this code of ethics and professionalism are violated, the college reserves the right to dismiss a student from the Residential Learning program. We are focused on building communities that are predicated on strong commitments to openness, inclusiveness, and diversity. We believe this produces a better student while they live and study with us, and a better and more educated citizen when they leave us.

RESIDENTIAL SAFETY AND SECURITY

Safety and security of our students is extremely important to us.

1. Our campus is patrolled by a security service from 8:00 PM – 6:00 AM daily.
2. All RL buildings are toured by Residential Learning Coordinators (RLC).
3. The area is patrolled by University of Pennsylvania Police and Security.
4. Walking Escort Services are available by calling 215-898-WALK (9255).
5. Penn Police Emergency Phones are located on nearly every corner and are marked with blue light.
6. The area is also patrolled by University City District security.
7. Our security guards provide students with assistance regarding safety and security.
8. Our security guards can be reached by cell phone (215) 776-7479.
9. Their numbers are posted in each RL building.
10. All buildings must remain locked at all times.
11. There are closed-circuit cameras in all buildings.
12. The cameras record all activity and can be viewed by selected administrators.
13. Our security guards and Residential Life Coordinators have immediate access to all local

police and security forces.

RESIDENTIAL LEARNING ALCOHOL, DRUG, AND SMOKING POLICIES

The mission of the Residential Learning program is to provide a safe, healthy, and supportive environment conducive to academic achievement and personal growth. The college has worked very hard to establish a positive relationship with our local community and has formed strong relationships with many local agencies, including:

1. The Philadelphia Police Department
2. The University of Pennsylvania Police Department
3. University of Pennsylvania security
4. University City District security
5. Drexel University security

All police forces and security staff have made themselves available to the college to assist us with violations of local, state, and federal laws.

Alcohol and Drug Policy

The possession, sale or the furnishing of alcohol or illegal drugs on Walnut Hill College is not permitted. The possession, sale, manufacture or distribution of any controlled substance, including cannabis, is illegal under both state and federal laws. Such laws are strictly enforced by the college's staff and security. Violators are subject to the Colleges disciplinary actions, criminal prosecution, fine and imprisonment.

It is unlawful to sell, furnish or provide alcohol to a person under the age of 21. The possession of alcohol in any public place or a place open to the public is illegal. While the college does not have a drug or alcohol program, information regarding local area support groups and facilities can be made available. Additional considerations include:

1. As established by Pennsylvania State law, the purchase, possession, consumption, or transportation of alcoholic beverages by any person under the age of 21 is prohibited.
2. In addition, it is against the Pennsylvania State law to sell, distribute, or provide alcohol to someone who is under the age of 21.
3. Alcoholic beverages are not permitted in dormitories or to be consumed on campus by any student regardless of age.
4. Regardless of age, students and guests of students are not permitted to have any type of alcoholic beverages on campus.
5. No alcohol containers – open, closed, full, or empty - are permitted on campus by students or guests.
6. No alcohol container even for decorative or display purposes will be permitted on campus.

The college has a 'zero-tolerance' policy towards drugs and illegal substances.

No student will use, possess, store, manufacture, or be in the presence of substances as defined by local, Pennsylvania or federal law as 'illegal' or 'controlled' on campus or college-related property, or during college activity.

No student will use, possess, store, or be in the presence of drug paraphernalia on campus, college-related property, or during college activities.

Violations of this policy will result in dismissal from both *the Residential Learning* program and the college.

Smoking Policy

1. Walnut Hill College is a non-smoking campus.
2. Smoking is not permitted anywhere on college property.
3. This includes all outdoor areas such as parking lots, porches, sidewalks on college properties as well as classrooms, office, and Residential Learning buildings.
4. You may not smoke within 50 feet of any entrances on campus.
5. Smoking is permitted on city owned sidewalks provided it is 50 feet from any entrance.
6. Violators of this policy will be will face disciplinary sanctions.

RESIDENCE HALL ROOMS/SUITES

Room Condition Reports & the Check-in / Check-out Process

1. Upon entering into an occupancy agreement to live in college housing, all students must complete a Room Condition Report.
2. Room Condition Reports are used by the college to identify the condition of a residence hall room prior to the occupancy of the new student.
3. The Room Condition Report can be completed with the assistance of an appropriate staff member.
4. The form is always completed on the first day of occupancy.
5. Student's should take care in completing the form and read the document completely prior to signing since billing for possible damages will be assessed.
6. When a student is leaving college housing, they must follow the proper check-out procedure.
7. Students must make an appointment to check out of their room or suite.
8. When all of the student's belongings have been removed, staff will fill out the check-out portion of the Room Condition Report.
9. The student must then turn in their keys and sign the Room Condition Report.
10. Failure to follow the proper check-out procedure will result in a fine.
11. In addition, students will be charged to have abandoned items removed; rooms cleaned and damages.

Quiet Hours

1. All resident students and their guests must adhere to the quiet hours in effect from 10:00 p.m. - 6:00 a.m.
2. These standards are in place for the benefit of the entire community.

Room Changes

1. Room changes in college housing will be at the discretion of a RCL.
2. Students may not implement room changes without the permission and coordination of the RLC.
3. The college reserves the right to change rooms for any reason including security or maximum occupancy issues.
4. Emergency moves may occur at the discretion of a college.

Pets

Pets are not permitted anywhere on campus including residence halls.

Damages

1. If any part of your room/suite or common area is damaged, the cost of renovation or replacement will be billed to you, and when appropriate to other students. Payment must be made immediately.
2. If any furniture, furnishing, and/or fixtures in your room/suite or in the common area is damaged the cost of renovation or replacement will be billed to all tenants of the room and/or building. Payment must be made immediately.
3. If one tenant claims fault of the damage, he/she alone will be billed.
4. Pictures or posters may be hung on the walls of your room using "UHU Hold-it Removable Plastic Adhesive" (blue tack for posters).
5. No one, under any circumstance, may hang any items from the doors or ceilings.
6. Anything deemed offensive or inappropriate by college administrators must be removed from campus.
7. Please notify the RCL if you identify any potential concerns in your building or if you are responsible for damages.

Safety, Security, Cleanliness, and Room/Suite Inspections

1. College administrators, Residential Learning staff, security, or maintenance staff will need to enter your room for inspections.
2. The staff will knock and identify themselves prior to entering your room.
3. These inspections may be random or scheduled.

Locks and Codes

Each student is provided a WHCard that allows them to gain access to buildings to which they are permitted. Students must never provide access to a building to any other individual. Additionally, they have a code for their rooms/apartment. Students must keep this code private and not give it out. If the student should forget his/her code, the RCL can provide it.

Concerns Regarding other Students

1. If you have a concern regarding another student, speak to a RCL who will assist you in resolving the problem.
2. If the complaint cannot be resolved at this level, the student can then meet with one of the college's Vice Presidents.

SCHOOL BREAKS AND HOUSING

The college observes several holidays and college breaks during the course of the year. All Residential Learning buildings are closed during the following breaks:

- Thanksgiving weekend
- Winter Holiday break
- Spring Break
- Summer Break

During these times, students are not permitted to live on campus nor have access to their rooms and belongings. For exact dates, please see the academic calendar. For safety and security purposes:

1. Access to all Residential Learning buildings is prevented to all students.
2. WHC Cards will not open any doors to dormitories.
3. Security staff and all closed-circuit cameras remain in force.

Note: The Market, Dining Around the World, The College Store, The Pastry Shop and the restaurants do not operate on holidays or during college breaks.

RESTRICTED ITEMS, RESPONSIBILITY, AND COMMON AREAS

Restricted Items

In order to provide a safe environment for all students, below is a list of items not allowed anywhere on the college campus. The restricted and/or potentially dangerous items include, but are not limited to:

1. Non-culinary knives, blades, swords, sabers, box cutters, etc.
2. Hazardous chemicals/substances and fuels.
3. All extension cords with the exception of "UL Approved" surge protectors.

4. Appliances or cooking items such as open coil burners, hot plates, chafing dishes, toaster ovens, toasters, fry daddies, coil beverage heaters, coffee/tea makers, personal refrigerators, and microwaves.
5. Space or portable heaters.
6. Power tools.
7. Halogen lamps.
8. Amplified musical equipment and/or large speakers.
9. Christmas trees.
10. Holiday and/or string lights.
11. Any wall hanging that may be deemed a fire hazard.
12. Darts and dart boards.
13. Candles and incense – whether for use or for decorative purposes.
14. Oil lamps.
15. Bottles of beer, wine, and alcoholic beverages whether empty or full.

The goal of this policy is to provide a safe atmosphere. Any item whether listed in this policy, or if deemed potentially harmful or dangerous will be confiscated. These items will be returned only if they are permanently removed from the campus. Items deemed as ‘weapons’ will not be returned to students but will be given to local law enforcement authorities.

Responsibility for Items Left in Common Areas

The college is not responsible for items left in common areas. It is the students’ responsibility to secure their own personal effects. In suites, communities of students are responsible to designate their own space for food and bathroom items. In individual rooms, each student is provided with a cabinet in the kitchen for their food and a cabinet in the bathroom for their personal items. Students who place food in common area refrigerators should label all food items.

Posting/ Displaying Inappropriate Material

The common areas of Residential Learning buildings are for all students to use equally. You may not post anything in common areas, halls, or bulletin boards.

Cleanliness of Personal and Common Areas

Tenants are responsible for keeping personal and common areas clean. If unsanitary conditions persist, a cleaning service will be hired at cost to the student(s). Three warnings can result in dismissal from the Residential Learning program. If a student wishes to report a concern or policy violation, please contact a RCL.

GUESTS

Overnight Guests and Number of Guests

1. In order to maintain safety in the residence halls, students are never permitted to have overnight guests.
2. A guest is defined as a person who does not officially reside in your room.

3. A maximum of 2 guests are permitted per room at any one time.
4. All guests are required to depart the campus by 12:00 midnight.
5. Guests may not arrive prior to 9:00 a.m.
6. Walnut Hill College Residential Learning Students may be in another students dorm room until 2:00 a.m.
7. Failure to do so will result in disciplinary action for the tenant.

Guest Sign In

1. Students who wish to have a guest in their room who do not attend Walnut Hill College must sign in their guest appropriately.
 - a. Monday – Saturday from 9:00 AM – 5:00 PM guests may sign in at reception in the Mansion.
 - b. Monday – Saturday from 5:00 PM – Midnight guests may sign in at the Guard Pavilion.
 - c. Sunday 9:00 AM – Midnight guests may sign in at the Guard Pavilion.
2. No visitors are permitted between 12:00 Midnight and 9:00 AM.
3. Guests are required to leave an ID with the receptionist or security guard for their duration on campus.

Your Responsibility as “Host”

1. Guests are the responsibility of their student-host.
2. Guests are held to the same standards as residents/community members.
3. Guests must be in the presence and escorted by their hosts at all times.
4. Guests that violate college policies can be banned from the residence halls.
5. Hosts will be held fully responsible for their guests’ actions.
6. Guests must always yield to the residents of the house.

HEALTH AND SAFETY INSPECTIONS

Maintaining the health and safety of the students living in the residence halls is a priority. All staff are active in reporting concerns in order to avoid major problems such as damages, pests, etc. In order for the efforts of the staff to be successful, students need to play a major and equally active role in preventing and reporting such issues.

Room/Suite and Building Inspections

All students’ rooms/suites and common areas are inspected on an on-going basis. If there is an area that is not kept up to standards, the responsible student(s) will receive a warning. After three warnings, the student(s) can be dismissed from the Residential Learning program.

FIRE SAFETY

Fire safety is a top priority at Walnut Hill College. In an effort to maintain an environment that is safe and secure, the following procedures must be followed.

1. Fire drills are held periodically in all campus buildings.
2. If the fire alarm is activated, all building occupants must exit using the main staircase and exit through the main entrance.
3. Any occupant who refuses to leave a campus building during a fire drill or emergency will be dismissed from the Residential Learning program.
4. Tampering with fire alarms, extinguishers, or any safety/security equipment will result in dismissal from both the Residential Learning program and the college.

STUDENT DINING AND DINING AROUND THE WORLD (DAW)

Walnut Hill College is committed to ensuring that each and every one of our Residential Learning students has the resources necessary to be successful in all aspect of education and life.

Dining Around the World Hours of Operations

Breakfast and Lunch

Students may enjoy breakfast or lunch in the Pastry Shop and The Marketplace restaurant, Monday through Friday. Brunch and take away lunch options are available in The Pastry Shop on Saturdays.

Dinner

DAW is available Monday through Saturday (when classes are in operation), from 5:30 pm to 9:00 pm.

There are no meal services on Sundays.

Dining in DAW and College Restaurants

DAW is served in the Atrium (exceptions may apply).

1. Our purpose is to expose all college students to “dining” rather than “eating”, by providing them with a classic 3-course meal. Students must use their WHC card as the only form of payment when they order from the DAW menu.
2. Students who are not in PM productions/Operations classes the evening of their dinner may order from the regular restaurant menus as well. They will be charged the full price minus their 10% student discount. In addition to the WHC card, cash or credit cards are acceptable forms of payment.
3. If using WHC dollars, all sodas, coffee or tea, etc. will be served at an additional cost.
4. Students ordering their dinner from the DAW menu are not allowed to make substitutions, to trade food, etc.
5. Students ordering from the restaurant menus are not allowed to mix entrees or appetizers from the different menus/kitchens.
6. The College has a “no-tipping” policy for students.
7. No alcohol is to be served to any students, regardless of age.

8. Students who choose to dine in DAW on nights they are not scheduled in PM Operations/Productions class and pay for their dinner are permitted to take out their food or left-overs.
9. Students who dine in DAW while in PM Operations/Productions class benefit from having a Team Meal, however:
 - a. They are not permitted to take out food or leftovers.
 - b. If students go outside of the college during their break to purchase food, they cannot consume the food in open to the public dining areas including self-serve areas, as well as the outdoor campus space.
 - c. Outside food may be consumed in the student hallways or table behind the Culinary Building.
 - d. Students who bring their own prepared food to be eaten during their DAW break cannot consume their food in open to the public dining areas including self-serve areas, as well as the outdoor campus space.
 - e. Students who have a special diet are allowed to bring their food and consume it in DAW during their break, however they must evidence as to their dietary needs.

Attire and Professionalism During Meals

Please note that students who are not complying will not be allowed to dine in the restaurants and will have to change prior to dining.

1. The College encourages all students to observe a professional casual standard when on campus.
2. Casual clothes are permitted, yet students are required to wear clean clothing while dining.
3. No inappropriate clothing is permitted. Please see the Dress Code – General Policy for specific details.

Dining Room Code of Conduct

Please note that students who are not complying will be asked to leave the premises. A report will be made by the Dining Room Instructor and forwarded to the Student Success Advisor, the Dean of Hospitality and the Vice President. The following behavior will not be tolerated:

- Loud or disrespectful
- Foolery with student servers
- A prolonged stay at the table (lingering...)
- Getting up while dining to talk to friends at other tables
- Going into the kitchen or bar
- All telephones must be silenced. Carrying cell-phone conversations and taking selfies is prohibited in the dining room.
- ***No outside food or drinks are allowed (no sodas, candy bars, etc.)***

The Walnut Hill College Card

The Walnut Hill College Card is a campus-wide account that you establish through the college's pos system, Toast. Students may add funds by logging into the Toast system. Students using WHC Dollars will receive a discount in The Market, The Pastry Shop, DAW, college restaurants, Community Education classes, and The College Store.

MAIL AND PACKAGES FOR RESIDENTIAL LIFE

Mail and packages should not be sent to the College. There are several options for package delivery to adjacent businesses including:

Amazon Packages –

- There is an Amazon delivery locker located in front of the 7-11 store next door to The Mansion.
- The locker is accessible 24 hours per day, 7 days per week
- When your package arrives you will receive a text or email with a code
- When ordering from Amazon simply select "Amazon Hub Locker Tallulah"
- The address of the 7-Eleven is 4201 Walnut Street

UPS Packages

- The CVS located at 43rd and Locust Streets, one block from The Mansion, is open 24 hours per day 7 days per week
- They will accept your UPS shipments
- Simply have a UPS item shipped to your name, with the address CVS at 4314 Locust Street, Philadelphia, PA 19104

USPS Packages

- Packages sent through the US Postal Service should be sent to the post office located two blocks from The Mansion.
- The address of that office is 228 S 40th St, Philadelphia, PA 19104.

RESIDENTIAL LIFE AND LEARNING COMMONLY ASKED QUESTIONS

May I hang pictures or posters on the walls of my room?

Pictures or posters may be hung on the walls using "UHU Hold-it Removable Plastic Adhesive" (blue tack for posters) in the rooms or the cork-molding designed for that purpose. For safety concerns, you may not hang any items on doors, furniture, lamps, or ceilings. Any item that is deemed a potential safety hazard must be removed. Any items that are deemed offensive or inappropriate must be removed.

May I paint my room?

No.

May I bring in my own furniture?

No.

May I bring in an air conditioner during the summer months?

An air conditioner will be provided for student rooms. These air conditioners are left in student rooms from approximately May 15 to October 15. The college reserves the right to adjust these dates as necessary. Students should bring window fans for personal use during other times of the year. In an on-going effort to provide a safe living space, please remember to turn off air conditioners and ceiling fans when you are not in the room.

Is cable television service provided?

No. Wireless internet is available for streaming.

May I bring my own television and/or DVD player?

Students are not permitted to bring their own televisions. Each room or common area (in suites) is equipped with a television and DVD.

May I rearrange the furniture in my room?

Moving of furniture may cause damage to the room, woodwork or the furniture itself, therefore students are not permitted to move furniture, fixtures, or equipment.

What if there is damage in the common areas?

If any part of the common areas or common area furniture is damaged, the cost of renovation or replacement will be billed to all occupants in the house. If one or more persons claim fault for the damage, only that person or persons will be billed.

I have a bicycle. May I bring it in the building / apartment for shelter?

Bicycles are not permitted in the residence halls/apartments or chained to exterior fences. There is a bicycle rack located in the parking lot by the student entrance to the Culinary Building that you may use.

What if I cannot complete my schooling? Am I responsible for the housing agreement?

Yes. You signed an occupancy agreement and are responsible for paying the full term of your occupancy agreement. If you are dismissed from college for violating college policy or failure to maintain academic progress, you will be dismissed from the residence halls. You are responsible for paying the full term of your occupancy agreement.

What if my roommate and I don't get along after a few weeks?

You should contact a RCL who will assist you in attempting to resolve the differences.

May we have parties?

Parties are not permitted in Residential Learning Buildings at any time.