



The Restaurant School at Walnut Hill College

2015 – 2016
Student Handbook



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WELCOME TO THE RESTAURANT SCHOOL AT WALNUT HILL COLLEGE

You are about to embark on what will certainly be one of the most fascinating and important experiences in your life. The Restaurant School at 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. The Restaurant School at 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 The Restaurant School at Walnut Hill College.

THE RESTAURANT SCHOOL AT WALNUT HILL COLLEGE

MISSION STATEMENT

The Restaurant School at Walnut Hill College is dedicated to providing a distinctive educational experience that inspires students to succeed in the dynamic and diverse industry of hospitality.

ACADEMIC CALENDAR

The Restaurant School at Walnut Hill College schedules student events throughout the year. The following Academic Calendar highlights important dates as it relates to students for the 2015 – 2016 academic year. These dates are subject to change at any time and without notice. The handbook is available on the college website at www.walnuthillcollege.edu under the “Academics” tab. It is important to note that The Restaurant School at 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

The Restaurant School at 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 The Restaurant School at 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, age, physical challenges, disabilities, national origin, or sexual orientation.

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

The Restaurant School at 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 and security alarm code and prox cards. Residence halls are secured with staff during business hours and during non-business hours by key and prox cards. 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 Learning Coordinators, Director of Campus Development and the President meet to discuss issues of pressing concern.

The Restaurant School at Walnut Hill College security guards and staff has the authority to ask persons for identification and determine whether individuals have lawful business at The Restaurant School 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. The Restaurant School at 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

The **Allison Mansion** 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, Café TRS, The Pastry Shop, and our open-to-the-public student run restaurants.

The **Culinary Building** found in 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 and a computer classroom. The computer classroom located at The Center for Hospitality Studies is only to be used as a classroom, not a computer lab. Computers for student use are found in the college Library and Resource Center in Allison Mansion. Also found at the Center for Hospitality Studies is the college bookstore, 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 provided in the kitchens. Sitting on worktables and equipment is not permitted.
2. 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.
3. The rear of the Culinary Building must be kept clear of any items; i.e. bicycles, motorcycles, etc.
4. Bicycle racks have been provided alongside the Culinary Building close to the purchasing and receiving area. Bicycles, or bicycle parts, are not permitted inside the buildings.
5. Café TRS is provided for student use at any time; however, the college and other students expect other's consideration in keeping these areas clean and orderly.
6. 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 call the college's main telephone number: 215-222-4200 and dial extension 3333 when prompted. Notices will also be email and placed of the college's website at www.walnuthillcollege.edu.

BUILDING DIRECTORY

Allison Mansion

4207 Walnut Street, Philadelphia PA, 19104

Administrative offices, Classrooms, Café TRS, Computer Labs, DAW (Student Dining), Library and Resource Center, Pastry Shop, Restaurants

Center for Hospitality Studies

4100 Walnut Street, Philadelphia PA, 19104

Bookstore, Demonstration and Lecture Classrooms, Faculty Offices, Deans Offices, Student Success Advisors

100 South Building

100 South 42nd Street, Philadelphia PA, 19104

Chef faculty offices

4209 Sansom Street

Philadelphia PA, 19104

Dormitories

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

CONTACTING FACULTY AND STAFF

Students are encouraged to contact any faculty or staff member by e-mail or telephone. The best time to schedule appointments with faculty or staff is during the Student Success Hour,

11:00 – 12:00 daily. Check your class 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

Hunter Hall
Extension 3011

Bursar’s Office

College House
Extension 3025

Career Development Office

Allison Mansion, 2nd Floor
Extension 3006

College Bookstore

Center for Hospitality Studies
Extension 3062

Dean of Academic Affairs

Center for Hospitality Studies
Extension 3057

Dean of Culinary and Pastry Arts

Purchasing Center
Extension 3041

Student Activities Coordinator

Residential Learning Coordinators

Security Pavilion
Extension 3064, 3026, 3076

Emergency Student Information Hotline

Extension 3333

Financial Aid

Hunter Hall
Extension 3011

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

Registrar’s Office

Allison Mansion, 2nd Floor
Extension 3020

Restaurants

Allison Mansion, 1st Floor
Extension 3005

Student Success Office

Center for Hospitality Studies
Extensions 3009 and 3010

Vice President of The Restaurant School
Allison Mansion, 1st Floor
Extension 3013

Executive Vice President
Allison Mansion, 2nd Floor
Extension 3007

OFF-CAMPUS RESOURCES FOR STUDENTS

Clinics and Medical Services

The Restaurant School at 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.

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

The Restaurant School at 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

The Restaurant School at 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

By mail.

Customer Service
1234 Market Street, 4th Floor
Philadelphia, PA 19107

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 – downloadable app for your mobile device for transportation at the push of a button

Other Local Resources

The Restaurant School at 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 The Restaurant School at 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. 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.

The Restaurant School at Walnut Hill College conducts annual emergency evacuations and documents the outcomes. The Restaurant School at 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.

The Restaurant School at 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:

Executive Vice President	267-295-2307
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	Allison Mansion, Second Floor
Vice President of The Restaurant School	267-295-2313 Allison Mansion, First Floor
Director of Facilities	267-295-2345 Allison Mansion, Maintenance
Residential Learning Coordinator	215-783-0709
Security Guard	215-760-3956

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 The Restaurant School at 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

Barbara Holland, Regional Manager
Office for Civil Rights U.S. Department of Health and Human Services
150 S. Independence Mall West Suite 372
Public Ledger Building Philadelphia PA 19106-9111
Main Line (800) 368-1019
FAX (215)861-4431
TDD (215)861-4440

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

Three 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. Student has never been suspended for any reason
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

Eta Sigma Delta

The Walnut Hill College Chapter of Eta Sigma Delta was chartered in December 2009. Along with over sixty other chapters, the purpose of Eta Sigma Delta International Hospitality Management Honor Society is the development of the individual student in hotel, restaurant, culinary and pastry fields, and the advancement of the industry related to food and beverage and hospitality management.

Membership in the Chapter will give recognition for the superlative performance in the areas of scholarly activities and service. The Chapter will foster the growth of knowledge in the hotel, restaurant, and institutional management related fields, encourage and facilitate contact between members of the industrial and student communities, and serve as an inspiration to this field of endeavor by establishing the benchmark of excellence.

Upperclassmen (sophomore or above) with a cumulative GPA of 3.0 or above are eligible for membership. More information regarding the chapter can be obtained in the Office of Student Affairs.

ACADEMIC DEGREES AWARDED

The Restaurant School at 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 Restaurant Management
- Associate of Science degree in Hotel 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

ACADEMIC YEAR - DEFINITION

A full-time academic year consists of three 10-week terms. The extended program runs from November to November or April to April and encompasses four 10-week terms.

ARTICULATION AGREEMENTS

The Restaurant School at 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 the Dean of Academic Affairs during orientation. A list of articulated school may be viewed in the Office of Admissions located in Hunter Hall.

COURSES

The Restaurant School at 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 Academic Policies section of this handbook.

For specifics on failing the Tour of France, the Management Florida Resort Tour, or the Hospitality Tour of England, please review the section for these courses carefully.

Retaking a Course

A student who fails any course by not achieving a 60% average or above will fall short of the required credits and therefore will not be eligible to graduate or receive a degree. A student must meet with the Registrar to arrange to retake a course. Retaking a course more than once requires approval from a Student Success Advisor or Registrar.

Once a retake is approved, the student must pay the retake tuition fee in advance of the scheduled course. Students will not be allowed into class until the retake has been formally approved and paid for in full. An "F" will remain on the transcript, but only the new grade for the course will be calculated in the GPA.

If scheduling does not permit the student to complete a course retake prior to graduation, the student will not be eligible to graduate or participate in the ceremony until all requirements have been met. The course retake must be completed within six months of the originally scheduled graduation date. As per ACCSC policy, students have one and one half times the length of the program to complete a degree, after-which he/she is subject to any changes in the curriculum.

Retake Fees

Course retake fees will vary based on the nature and number of credits the course is worth. The tuition charge for a retake is typically based on the number of credit hours the course is worth. Specific information on retake fees may be obtained by contacting a Student Success Advisor or the college Registrar.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

In compliance with the Family Educational Rights and Privacy Act (FERPA), students may inspect and review their educational records upon request. A student requesting 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 The Restaurant School 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, students must have:

- Completed all required projects and proficiencies
- Completed all required hours for internships
- Earned all required points as a part of the Student Life and Learning Program
- Fully settled all financial obligations
- Complete a financial aid exit interview and have all financial aid paperwork properly completed

Should any of these requirements not be fulfilled, the student will be ineligible to graduate and will not be permitted to participate in the graduation ceremonies. Additional information on graduation requirements can be obtained from the Registrar.

HOLIDAYS

It is important to note that The Restaurant School at 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 from any class. In order for a student to ensure they are able to observe any holidays which are of significance to him/her, the student should consult the Academic Calendar available on the college website and plan accordingly.

INTERNSHIP

The Restaurant School at Walnut Hill College offers students every opportunity to learn in “real-world” situations. 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 Academics/Career Development tab.

All questions and assistance with this process may be directed to the College Career Success Coordinator.

LEAVE OF ABSENCE

Students are not permitted to take a leave of absence from any degree program. They may, however, withdraw from a program and will be granted credit for any courses completed with passing grades. Students may retain the option to reapply for admission at a later date.

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 dismissed. The Executive Vice President will review any extenuating circumstances to determine if an extension should be granted.

REFUND POLICY

Students or applicants who wish to withdraw from The Restaurant School at Walnut Hill College must contact the college to initiate withdrawal procedures. Students withdrawing before the start of school must submit verbal or written notice to the Office of Admissions. Withdrawals taking place after the first class require written notice to the Student Success Office.

The address for both offices is:

The Restaurant School at Walnut Hill College
4207 Walnut Street
Philadelphia, PA 19104

Additionally:

- An applicant rejected by The Restaurant School at Walnut Hill College is entitled to a refund of all monies paid.
- Cancellations occurring within five days of signing the enrollment agreement and before the start of classes, all monies paid will be refunded.
- Cancellation occurring six days or more after the signing of the enrollment agreement, but before the start of classes, all monies shall be refunded except the \$50.00 application fee and \$100.00 termination fee.
- Students withdrawing on or before the completion of 60% of a term will result in the completion of the Federal Return of Title IV Funds calculation. 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. If a student has completed more than 60 percent of the term, he/she is considered to have earned 100 percent of the Title IV aid received for the term.

After the Federal Return of Title IV Funds calculation is performed, 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

Extended Program	
Week 1	90% of tuition, less \$100.00
Week 2-5	55 % of tuition, less \$100.00
Week 6-10	30 % of tuition, less \$100.00
Week 11-20	No refund due

The refund date for actual refund computation purposes is the last date of actual attendance (LDA) by the student.

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. The Restaurant School at 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.

Refunds are credited:

- 1) Unsubsidized Federal Stafford Loan
- 2) Subsidized Federal Stafford Loan
- 3) Federal Plus
- 4) Pell Grant
- 5) Any other Title IV Program
- 6) Other federal, state, private or institutional financial assistance
- 7) To 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 Admissions in the same manner established above.

Refunds are calculated according to state, federal, and accrediting commission guidelines. The calculation most favorable to the student will be utilized. The refund policy outlined above is the one proven to be the most beneficial to the student in the majority of cases.

Clock Hours to Credit Hours

The following information can be used to determine how many actual clock hours are in a credit hour:

- For classroom activities, 10 clock hours equals one credit hour. This includes the Tour of France, Cruise and Resort Tour, and Tour of England.
- For laboratory activities, 20 clock hours equals one credit hour. This includes Restaurant Operations, Retail Foods, Retail Pastry Production, Baking and Culinary lab classes.
- For internship activities, 30 clock hours is equal to one credit hour.

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. During severe weather situations, students should call the college for information.

- The college has set up a special “hotline” for you to get updates and information about possible class delays and cancellations.
- Call 215-222-4200 and enter the four-digit code: 3333 when prompted. You will then hear a status report for the day. Check the number frequently during the day as the status may change.
- What time is a decision made?
 - In general the college makes a decision by 6:15 a.m. The most up-to-the-minute information on weather and road conditions is needed before a final decision can be made.
- Restaurant Operations, Market, and Pastry Production classes are not cancelled or delayed due to snowstorms. Special announcements will be available on the hotline regarding these classes as well.
- Make-up Classes
 - For classes missed due to weather, you will either be asked to complete an out-of-class assignment, or an alternate meeting date will be scheduled within 10 days of the original class.

STUDENT LIFE AND LEARNING

The world is your classroom. We want to encourage you to learn, have fun, and take advantage of every opportunity. The Restaurant School at 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 Life 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 the Associate of Science Program (every two terms for students enrolled in the extended program). Students may not carry over completed hours into a new term. The total number of points necessary to complete the graduation requirement is 30 points. You will be required to accumulate five points by participating in student activities at the college.

- If you exceed the minimum of five points in a ten-week term you will receive a special notation on your transcript.
- If you complete 15 points in a ten-week term you will receive the institutional credit with special commendations.
- If you complete 20 points in a ten-week term you will receive the institutional credit along with an excellent achievement award.
- If you complete 25 points in a ten-week term you will receive the institutional credit and a President's commendation and award.
- If you complete 150 points at the end of the contracted program, you may receive an honorable mention.

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 snowboarding, a trip to NYC, etc. might be worth two points.

The staff facilitator at the event will take role and keep a record of your participation. Students' hours will appear on transcript as institutional credits. 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 Life
- Volunteering to participate in a special event at the college
- Events that are designated as Student Life and Learning opportunities and are at least 45 minutes in length

What does not qualify for Student Life and Learning credits?

- Planning and coordinating student organization meetings and events
- Tasting and Student Appreciation events
- Café TRS except specially designated events that have a specific start and end time

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 The Restaurant School at Walnut Hill College. 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 SUCCESS AND ACADEMIC ADVISING

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 The Restaurant School 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. Questions that relate to the overall academic success of a student can be addressed to a Student Success Advisor or the appropriate 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 overall 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 a Student Success Advisor or the Dean of Academic Affairs.

Classroom Seating

The college believes 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 encourages 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.

TOUR EXPERIENCES

As a part of a student’s tuition to The Restaurant School at Walnut Hill College, all students will be enrolled in a course 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.

During the term in which a student is enrolled in a tour experience, students will be required to meet weekly to complete tour preparation paperwork and assessments. 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 assessment tools including, but not limited to, student responsibility, pre- and post-tour assignments, quizzes, and discussions.

Students who miss a scheduled Tour Experience for any reason, will not be refunded in any way. 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 Dean of Academic Affairs to determine an appropriate course of action.

There are no reductions in tuition for students who do not participate in, or who do not complete the tour.

Tour Experience 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 1.75 at the end of the term preceding his/her scheduled tour;
- Have completed a minimum of 67% of their degree program.

Students not meeting all of the above requirements will be notified by their department director not later than six weeks prior to the course departure. The student will be scheduled instead for the on campus Tour Experience retake, based on course availability, at no additional charge in order to receive the credits normally earned during the Tour Experience.

Tour Experience Retakes

Any student who does not pass his/her scheduled Tour Experience will be required to retake the course paying all applicable retake fees. The Tour Experience retake is held on campus at

The Restaurant School 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.

Tour Experience 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.

Tour 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.

- All actively enrolled students in the college's culinary and pastry arts associate degree programs will participate in the Tour of France.
- All actively enrolled students in the college's hotel and restaurant management associate degree programs will participate in the Management Florida Resort Tour.
- All students actively enrolled in the colleges bachelor degree programs will participate in the Hospitality Tour of England.

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 Tour Experience. As a part of his/her Freshman 1 College Success course, students will be required to obtain, and present his/her travel documents to the instructor. Students not obtaining their travel credentials prior to the completion of that course will receive a grade of Incomplete until the credentials are secured and presented.

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

Students who hold passports or travel documents from foreign countries are urged to see the Executive Vice President immediately since the French, Bahamian, or British governments may require a visa. Visas and other travel documents can take months to process. Foreign students who cannot obtain a proper visa to travel internationally will need to complete the on campus Tour Retake 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.

TRANSCRIPTS

Final transcripts are issued one month after completion of all required credit hours. Should a student want to dispute a grade on his/her final transcript, he/she has 30 calendar days to contact the Registrar 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.

Students needing official transcripts for other reasons must contact the Registrar in writing to request a copy. Students needing unofficial transcripts should contact a Student Success Advisor or the college Registrar to obtain a copy.

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. Students from non-accredited institutions may be eligible for transfer credit if it is determined that completed coursework met appropriate levels of content and intensity. Each applicant's transcript is given individual attention and evaluated by the dean of academics and the department directors however, there is no guarantee that transfer credits will be awarded. The Dean of Academic Affairs 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
- To be granted an Associate of Science or Bachelor of Science degree from The Restaurant School at 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 an Student Success Advisor for evaluation make sure you have fulfilled the following:
 - a. Download transfer application from The Restaurant School's webpage (www.walnuthillcollege.edu)
 - b. An official sealed transcript must be submitted to an 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 an Student Success Advisor one month prior to your first term at TRS@WHC
 - d. Students will receive a notification by mail from the Academic Advising Department stating whether their request was approved or denied
 - e. Students must then make an appointment with an 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, The Restaurant School at 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).

The Restaurant School at Walnut Hill College TITLE IV (Federal Student Aid) Procedure

- To adhere to TITLE IV policy, during the admissions application process to The Restaurant School at 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.

PHEAA - Pennsylvania State Grant Policy

- When certifying eligibility for the PHEAA State Grant for a recipient who has transferred to The Restaurant School at 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 The Restaurant School at 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.

The Restaurant School at Walnut Hill College PHEAA – Pennsylvania State Grant Procedure

- To adhere to the PHEAA 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 PHEAA state grant was last credited must be submitted to The Restaurant School at Walnut Hill College’s financial aid office to complete the academic progress testing.
- PHEAA 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 The Restaurant School at Walnut Hill College must contact a Student Success Advisor to initiate the transfer. Students transferring within the current college programs must submit an internal application and written goal statement reflecting how the new degree program will better assist them in achieving future aspirations. Any student wishing to transfer from his or her program to another program within the college must follow the internal transfer procedure. Students must first meet with a Student Success Advisor and a Financial Aid Officer to discuss reasons for transferring and the outcomes of the forthcoming decision. Students should keep in mind that transferring programs may affect their financial aid eligibility and graduation date. The College Dean or a Student Success Advisor will ultimately determine whether transfer credits will be accepted. The following standards will apply:

- Only credits earned in courses in which the student received a grade with is equivalent of “C” or better will be eligible for transfer.
- To be granted an Associate of Science or Bachelor of Science degree from The Restaurant School at Walnut Hill College, the student must complete a minimum of 50% of their program at this institution.

Internal Transfer Procedure:

- Students must complete an Internal Transfer Application (located outside the Registrar’s Office) and a written goal statement expressing reasons for the major change and how the transfer will facilitate future goal attainment following graduation.
- Students must then make an appointment with a Student Success Advisor to submit their application and evaluate their decision. If the application is approved, the Student Success Advisor will then determine a new course plan with the student.
- Students must then consult with a financial aid officer prior to submitting the accepted application to the Registrar.
- After meeting with a financial aid officer, students can then submit their internal transfer application to the Registrar for approval.
- After the student is officially transferred they must see their Admissions Representative to sign a revised Enrollment Agreement reflecting the change in program.
- Upon approval the Registrar will change the status of the student and officially transfer them in the new program*

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

PROFESSIONALISM and CODE OF CONDUCT

One of the most important educational and developmental processes students will experience at The Restaurant School 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 that will help support you in displaying appropriate professional standards of attitude and behavior:

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. Act in a professional and refined manner with respect for fellow students, faculty, and staff.
7. Address staff members and faculty as “Mr.” or “Ms.”, or by title, and address chefs as “Chef.”
8. Be supportive, fair, and helpful to your classmates.
9. Treat college buildings, furnishings, and equipment with care and respect.
10. Be supportive of The Restaurant School at Walnut Hill College. It is now an important part of your career.

Whenever you are 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, you are 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. You are expected to respect staff, faculty, classmates, visitors, college premises, and the profession for which you are training. Should you exhibit behavior that is less than acceptable, you will be required to meet with the department director to address the deficiencies. Behavior problems may result in probation or dismissal.

CODE OF CONDUCT: STUDENT RIGHTS AND RESPONSIBILITIES

The Restaurant School at 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

The Restaurant School at 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, 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 The Restaurant School at 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.

The Restaurant School at 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 The Restaurant School at 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 The Restaurant School at Walnut Hill College accept the responsibility to abide by all college policies. Proven failure to meet these obligations will justify appropriate disciplinary sanctions. Disciplinary actions are administered in the following manner:

- Restaurant and Hotel Management students should see the Dean of Hospitality Studies
- Culinary and Pastry Arts Associate Degree Students should see the Dean of Culinary and Pastry Arts
- Culinary and Pastry Arts Baccalaureate Degree students should see the Vice President of The Restaurant School.

Disciplinary sanctions are defined as follows:

Reprimand

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, Vice President of The Restaurant School, Vice President of Administrative Services, or Vice President of Facilities) 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 The Restaurant School at Walnut Hill College student handbook.

Suspension

Suspension is the loss of privileges of enrollment at The Restaurant School 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 of enrollment at The Restaurant School at Walnut Hill College and prohibits a student from ever being present without permission on the property of The Restaurant School at Walnut Hill College. Expulsion will be noted on the student's permanent record. For a student organization, expulsion is the permanent revocation of college recognition. 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.

Appeal for Reinstatement

A student who is expelled or 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 during class or while at school, 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.

ACCIDENT INSURANCE FOR STUDENTS

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

Hazards Insured Against

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. Coverage is provided on a full excess basis.

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 The Restaurant School at 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.

The Restaurant School at 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.

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

The Restaurant School at 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 The Restaurant School at 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

Students are not permitted to park in the lot located at 4100 Walnut Street. Any vehicle parked in this lot that does not display a current valid parking permit will be 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.

The college offers limited parking on a first-come, first-served basis at 4207 Walnut Street. Students are asked to understand that staff parking is reserved; therefore it is likely that the parking lot will be closed to students even though there are empty spaces. In addition, spaces are reserved for visitors to the college, pastry shop customers, and the handicapped. Occasionally, during certain special events, the parking lot will be closed to students

If a student wishes to park in the lot they must stop at the guard pavillion. The parking attendant will assist students with available parking spaces. The parking attendant may require

that a student leave his/her keys in certain instances such as double-parking (as directed) and because of the ingress/egress of delivery trucks. Parking is free of charge and “at your own risk” and students are encouraged not to display valuables in their cars. Overnight parking is not permitted. To ensure everyone’s safety, we kindly request that anyone driving in the lot, including those who may be dropping off/picking up, observe a 5 mph speed limit.

When the college’s parking lot is full, we recommend that students consider parking in the Fresh Grocer lot at 40th and Walnut Street. There are no special discounts, but it is reasonably priced. We do not recommend parking on Sansom Street or illegally on public or private property. For monthly parking options, visit the Campus Apartments office at 40th and Walnut Street to check on available local lots.

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.

SCHOOLGY

Schoology is an online learning, classroom management, and social networking platform intended to improve learning through better communication, collaboration, and increased access to curriculum and supplemental content. The Restaurant School at Walnut Hill College considers Schoology 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 Schoology combine online learning experiences and activities with traditional classroom meetings. Courses utilizing Schoology complete all required contact hours while physically in the classroom and apply Schoology to enhance between-class activities. Although contact hour requirements are 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.

Each term courses will be synchronized from the CampusVue platform to Schoology using rosters created in Campus by the Student Success Advisors. Schoology courses contain the materials required for the class, including but not limited to homework assignments, quizzes, tests, PowerPoints, etc. These courses are available only while the course is being taught, and are deactivated at the end of each term.

Schoology Training for New Students

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

Communication on Schoology

Students are expected to communicate in a professional manner with faculty, colleagues, and other staff members on Schoology. Students are encouraged to be conscientious of everything posted to Schoology. 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

The Restaurant School at 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 The Restaurant School at 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.

The Restaurant School at 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 or the Vice President of The Restaurant School. 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:
 - a. Restaurant and Hotel Management students should see the Dean of Hospitality Studies
 - b. Culinary and Pastry Arts Associate Degree Students should see the Dean of Culinary and Pastry Arts
 - c. Culinary and Pastry Arts Baccalaureate Degree students should see the Vice President of The Restaurant School.
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 Commission's complaint form is available at the college and may be obtained by contacting the admissions department.

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 permitted to bring beepers and cell phones into class; however they must be turned off, and may not be used during class.

TIPS

At no time is a student permitted to keep a tip. There may be times that patrons or guests of The Restaurant School at 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. In the case of Restaurant Operations class, students must turn in all tips to the cashier or Dining Room Services Instructor.

WHCARD (STUDENT ID AND BUILDING ACCESS CARDS)

The Restaurant School at 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.

Lost or Stolen 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 cards may be obtained at the College Store. Students will be charged a replacement fee for lost or stolen 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. 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.

The University City section of Philadelphia abounds with shops, restaurants, and merchants that offer discounts to students. Be certain to ask merchants about their student discount policies and have your WHCard with you when out in the city. Additionally, some merchants located outside of University City district may offer student discounts as well.

ACADEMIC POLICIES

ACADEMIC MISCONDUCT

The Restaurant School at 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. The Restaurant School at 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.

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.

College Proceedings for Academic Misconduct and Plagiarism

1. **First Offense:** Student must meet with the Dean of Academic Affairs. 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 Dean of Academic Affairs. 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 Dean of Academic Affairs 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.

Originality of Assignments

In order for instructors to properly assess the transfer of knowledge it is important for all students work to be original. The Restaurant School at Walnut Hill College utilizes Turnitin, a web-based originality checking program that detects the originality of assignments and research papers. Students should consult their Course Success Guide for information on how to submit papers and projects for the class.

ATTENDANCE AND ABSENTEE POLICY

Class Attendance

Maintaining good attendance in every class is vital to each student's educational success. Students are expected to attend all classes as scheduled, be on time, and remain for the full duration of the class. Most students who do not successfully complete a course often fail to do so because of absenteeism.

The Restaurant School at Walnut Hill College does not recognize any absences as excused. **Any and all absences, for any reason, are considered to be unexcused absences.** Students are strongly encouraged to attend all classes, missing class only if it is absolutely necessary.

Classroom Attendance Requirements

Students are ***permitted up to two (2) absences per class per term*** for any single class with the exception of Production and Operation classes for which all missed classes must be made up. Any student who exceeds 2 absences will be withdrawn from the class and must retake the class paying all applicable fees.

The Restaurant School at Walnut Hill College ***does not permit any absences for Production and Operation classes.*** All absences must be made up to varying degrees. These classes include:

- Market Production
- World Dining Production
- Pastry Production
- Managing Market Production
- Restaurant Operations

Students **may not exceed two (2) absences per class per term**, including any missed make-ups, in any of the above stated Production and Operations classes. Any student who exceeds 2 absences in any of these classes during any one term will be withdrawn from the class and must retake the class paying all applicable fees.

Students missing a Production or Operation class for any reason must make up the class at varying degrees depending upon the day and/or number of classes missed. Missed Production and Operations classes are made up in the following manner:

- Students are required to **make up one (1) class** for the first absence during a single term.
- A second absence during a single term requires the **completion of two (2) make-up classes**.
- Holidays and School Breaks:
 - Any absence on the day of, before, or after a federally recognized holiday or school break **requires three (3) make-up classes**.
- Make-up days and times are scheduled at the discretion of the instructor.
- It is the responsibility of the student to contact the instructor and confirm the date of the make-up class.
- Students must **contact the instructor within 48 hours of the absence** to schedule make-up classes.
 - Should the student fail to contact the instructor to schedule a make-up class within 48 hours of the initial absence, the student will receive a grade of zero (0) for the missed day's assessment and still be required to complete the make-up(s) the missed class.
- Make-up classes must be completed within 3 weeks from the date of the absence **and** prior to the end of the term.
 - Failure to complete all scheduled make-up classes prior to the end of the term will result in a course failure and require a course retake. Students who fail a course for any reason will be responsible for all applicable retake fees.
 - Should a student be absent from a Production or Operations class during the last week of the term and have insufficient time to make up the class prior to the end of the term, he/she will fail the class with a final grade of zero (0).
 - 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 one week 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.

Lateness 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.”
- Students arriving more than 30 minutes after the scheduled start of class will be marked “absent.”
- The first two (2) late arrivals to any class are equivalent to one (1) absence.
- Each additional lateness will be counted as an absence.
 - Absences accrued due to lateness are treated the same as any other absence. As is outlined in the college Absentee Policy in this handbook, any student who exceeds 2 absences in any class will be withdrawn from the class and must retake the class paying all applicable fees.
- Students leaving any class without the permission of, or prior to being dismissed by the instructor will be marked absent for the day.
- Students not returning to any class following an instructor sanctioned break will be marked absent for that class.

Perfect Attendance

Any lateness or unapproved departure from any class will result in a student being ineligible for perfect attendance. Students recognized as having perfect attendance will not have missed or been late to 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. Student Responsibility consists of participation, preparation

and professional behavior during class. Students absent from class will receive a grade of “0” for Student Responsibility for each absence. The Student Responsibility grade is weighted differently for each class depending upon the assessment measures in place.

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. Absence from a class will 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 will receive a separate certification document for each course that will greatly enhance your résumé and professional portfolio.

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.

In brief:

1. You can pass a certification course and graduate from college without being certified by the certifying authority.
2. If you fail the certification exam you can still graduate.
3. If you fail the certification exam you are allowed one retake of the exam for a fee.

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 such behaviors as 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.

DRESS CODE, PERSONAL HYGIENE AND GROOMING

Dress Code – General Policy

The Restaurant School at 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. 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 hats and caps when entering buildings and keep them off until leaving.
- Pajama style clothing, sweat pants, 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.

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 a dress code violation, he/she has 30 minutes to return properly dressed and be marked late. After 50 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. Hair must be contained within an approved hat while in kitchens.
3. 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.
4. 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, one 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
 - No nail polish or acrylic nails may be worn.
 - Cologne or Perfume may be used appropriately.

Uniform Standards for Dining Room Classes

The Restaurant School at 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 pants must be worn above the waist at all times.
- 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 must be worn.
- School approved black Bistro apron must be cleaned and pressed and tied in the back.
- School issued nametag.
- 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 Restaurant 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 The Restaurant School at Walnut Hill College. The following grooming and uniform standards must be adhered to for all kitchen classes:

- School issued toolboxes must be brought to all classes.
- A college approved chef's hat must be worn, completely covering all hair.
 - 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 cuffed at bottom.
- School approved neckerchief and toggle must be worn.
- 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.
- A plain, black belt must 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.
- Black, non-skid, polished work shoes must be worn. Black rubber-soled clogs are acceptable (absolutely no sneakers).
- Only plain white or plain black socks may be worn.
- No nylon stockings are to be worn.
- No logo t-shirts, colored t-shirts, or turtlenecks can be worn under the uniform. T-shirts must be plain white only.
- 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 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 The Restaurant School at Walnut Hill College may not be consumed in the colleges open to the public dining areas.

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, 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 within 30 days from the final date of class. 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 Grade History Report, issued at the end of each term, provides a GPA for each term and a cumulative GPA. The cumulative GPA 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 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. If a student earns a low score on an assessment, particularly a mid-term, it is recommended that students 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 class 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 not turned in within the 7 day period following the due date will be marked as a 0.

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.

PROGRESS REPORTS AND APPEALS PROCEDURE

Progress reports 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 Registrar and request a review. After 30 calendar days, requests for reviews will no longer be honored. Progress reports 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 The Restaurant School at Walnut Hill College. The Purchasing Center takes pride in providing the finest products available from Philadelphian's leading purveyors.

- Located at The Purchasing Center is First Aid for minor cuts and burns, and our Lost and Found.
- Hours of Operation are 6:00 a.m. to 7:00 p.m. Monday through Friday and 8:00 a.m. to 4:00 p.m. on Saturday. Hours of operation are subject to change without notice.

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

“Satisfactory Progress” is defined as achieving the following grade point averages (GPA) as well as successfully completing 67% of the cumulative attempted and transfer credits:

Academic Year Associate Degree	Quarter Credits	Minimum Cumulative GPA
1	0—36	1.5
2* **	36—72	2.0

Academic Year Baccalaureate Degree	Quarter Credits	Minimum Cumulative GPA
1	0—36	2.0
2* **	36—72	2.0

* 2.0 GPA is the minimum requirements for graduation for Associate and Baccalaureate Degrees.

** 1.75 GPA at the end of the second term in the second academic year of either the Associate Degree or Baccalaureate Degree is required to participate in all credited travel courses.

Government regulations require that students receiving federal financial aid achieve satisfactory progress in their academic standing. For consistency, these guidelines will apply to all students, regardless of their tuition payment agreements.

The GPA is calculated by the following formula: ***Quality Points X Credits Divided By Total Credits = GPA.***

A student who does not meet Satisfactory Academic Progress (SAP) requirements will be placed on Financial Aid Warning which allows the student to receive financial aid for one additional term. The student will be monitored for SAP again at the end of the warning period.

A student who fails to meet SAP requirements after Financial Aid Warning is placed on Financial Aid Suspension and is not eligible to receive financial aid without a successful appeal. Should the student not wish to appeal, the student must meet SAP requirements before aid eligibility can be re-established. An appeal process is available for the student who experienced any of the following:

- A personal injury or illness
- Death of a relative
- Other circumstances that affect the ability to meet SAP

A student who wishes to appeal must download the appeal form through the CampusVue Portal. Appeals may be approved outright or may be approved with an academic plan. In either case, should the appeal be approved, students will be allowed to receive financial aid for a probationary term.

At the completion of the probationary term, the student whose appeal was approved without an academic plan will be reviewed for SAP. If the student is still not meeting SAP requirements, the student will be placed on Financial Aid Suspension and will be ineligible for financial aid. The student may appeal Financial Aid Suspension.

The student who was placed on an academic plan will be reviewed for SAP at the end of the probationary term. If the student is still not meeting SAP requirements as stated in the academic plan, the student will be placed on Financial Aid Suspension and will be ineligible for financial aid. Students may appeal Financial Aid Suspension.

If the students' appeal is denied, the student will be ineligible for financial aid until the student meets the SAP requirements.

SUSPENSION, WITHDRAWALS, ACADEMIC DISMISSALS, AND REINSTATEMENT

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.
- Utilize services of the Career Success Office.

Suspended students will be marked absent, without regard to whether the student disregards the suspension notices and attempts to attend class. Notices of suspensions are sent to all instructors. Attempts to attend class while on suspension can result in dismissal.

A lengthy suspension could result in a dismissal due to excessive absences. Suspension will also result in being automatically disqualified for term and final honors.

Course Withdrawal

If a student is not making sufficient academic progress in a course, it may be advantageous for him/her to withdraw from that particular course. To withdraw from a course, the student must meet with the Registrar who will consider all mitigating circumstances before permitting a

withdrawal. Withdrawals from all production or operations courses are not permitted at any time.

All individual course withdrawals must be completed five weeks before the last class meeting. A “WD” notation will appear on the transcript to indicate a withdrawal. Students are responsible for all aspects of retaking a course, including any course retake charges.

Students should keep in mind that withdrawing from a course may affect financial aid. Students cannot withdraw from a course if withdrawal will cause them to fall below 12 credits.

Program Withdrawal

Any student wishing to withdraw from their program must follow the withdrawal procedure. Students must first meet with a Student Success Advisor and their Financial Aid Officer to discuss his/her reasons for withdrawal and the implications of his/her decision.

Federal law requires that any student withdrawing or graduating from the college complete a financial aid exit interview. This may be completed with the Financial Aid Officer or by mail. Withdrawing will initiate cancellation of financial aid, loans, grants, and scholarships. Any payment due to the college, a financial institution, or the student will be calculated based on the last date of attendance as determined by a Student Success Advisor.

Academic Dismissal from the College

A student may be dismissed from the college for any of the following academic reasons:

1. Having a cumulative GPA below 1.5 after the first academic year.
2. Earning fewer than 36 credits at the completion of the first academic year.
3. Failure to keep current with tuition and other financial accounts.

Students should be aware that dismissal from the college for any reason will result in loss of housing through Residential Learning.

Academic Reinstatement

Students that have been dismissed from the college for academic reasons can be reinstated at the start of the following term as course schedules allow. Upon reinstatement, the student will be considered an “Active Retake.” Active Retake students will only be scheduled for courses that need to be retaken and will not be permitted to attempt any new credits until they meet the guidelines for Satisfactory Academic Progress as outlined in the Academic Policies section of this handbook.

Students who want to apply for reinstatement following an academic dismissal must meet with his/her Student Success Advisor to determine eligibility and course availability. Active Retake students must then consult with his/her financial aid officer prior to attempting any course retakes.

TABLET COMPUTERS (IPAD)

As a service and convenience to its students, The Restaurant School at Walnut Hill College provides all students the use of a tablet computer (iPad) for their use. Upon successful completion of their program, ownership of the tablet computer (iPad) will be transferred from the College to the Student. In the event that the student does not successfully complete their program and is withdrawn from the College, the tablet computer (iPad) is to be returned to the College or the student will be charged the prevailing retail price of the device (\$375.00 - \$675.00) at time of withdrawal.

Tablets may be used as an instructional tool in class therefore students are required to bring their tablet computer to all class sessions unless otherwise directed by the instructor. Students who do not bring their tablet computer to class may be required to retrieve their tablet and be marked late or absent from class as circumstances apply. Students who use their tablet computer or 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 department director. 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.

STUDENT SERVICES AND STUDENT LIFE

At The Restaurant School 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 scheduled twice per year offering students of The Restaurant School at 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 The Restaurant School at Walnut Hill College. Class schedules are often adjusted to permit student attendance.

Attendance is highly suggested 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 The Restaurant School at Walnut Hill College.

CAREER SUCCESS

Career development at The Restaurant School 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 Career Success Coordinator for invaluable council, specific recommendations, and assistance. The Career Success Office 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. Graduates may also contact the college for employment assistance and resume updates.

The Restaurant School at 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.

Career Success Office services include:

- Resume Assistance
- Interviewing Skill Development
- Job Board

- Job Resources, References and Guides
- Career Fairs
- On-Campus Recruiting

Workplace Demeanor and Behavior

Students are expected to conduct themselves on and off campus as positive, professional representatives of The Restaurant School at 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 The Restaurant School at Walnut Hill College are our ambassadors; therefore, we expect them to uphold the tradition of excellence and hospitality that The Restaurant School at 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 The Restaurant School 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

Students may check out five books at one time from the general, circulating collection for a twenty-one day period. Reference materials, DVDs, periodicals, and textbooks do not circulate. All materials must be returned at the end of each term.

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 Allison 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

Library hours vary throughout the year. Please check the library's portion of the website for current hours of operation.

MAIL AND PACKAGES

Non-Residential Life and Learning students are not permitted to receive mail or packages on campus. Each residential room is assigned a letter size mailbox. Please review the Residential Life and Learning handbook for more information on receiving packages in dormitories.

STUDENT CLUBS, ASSOCIATIONS, AND 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 over six hundred 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 www.walnuthillcollege.edu/studentlife, by dialing the Student Activities Hotline at 215-222-4200 ext. 3333, and by visiting The Office of Student Life, located on the second floor of Allison Mansion.

Because of space limitations, and more specifically, our view of activities as an extension of the curricula, guests are not always 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.

The Restaurant School at Walnut Hill College is always interested in adding variety to our club and activity options. If any student is interested in starting a new club, please see a staff member in the Office of Student Life who will be happy to offer assistance.

STUDENT HOTLINE

To find out the latest information on college happenings dial the college's telephone number: 215-222-4200 and enter ext. 3333. This recording offers up-to-date information on many activities.

This same phone number and extension is used for information regarding snow days. Refer to the Policies and Procedures section under Academic Information for more information.

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 school 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 school, 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 The Restaurant School 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 The Restaurant School 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 The Restaurant School at 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.
2. All RL buildings are toured by Residential Learning Coordinators.
3. All RL buildings are toured by Residential Learning Student Leaders.
4. In addition, the area is patrolled by University of Pennsylvania Police and Security. 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. Walking Escort Services are available by calling 215-243-0555 or 215-387-3942.
7. Our security guards provide students with assistance regarding safety and security.
8. Our security guards use a TourScan system that records the time and location they registered at checkpoints.
9. TourScan checkpoints are located on every floor of every building.

10. Our security guards can be reached by cell phone. Their numbers are posted in each RL building.
11. All buildings must remain locked at all times.
12. There are closed-circuit cameras in all buildings.
13. The cameras record all activity and can be viewed by selected administrators.
14. Our security guards and Residential Learning 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 alliances 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
6. Philadelphia College of the Sciences 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 The Restaurant School at 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.

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. You or your guests are not permitted to have any type of alcoholic beverages on campus.
4. No alcohol containers – open or full - will be permitted on campus by students or guests.

5. 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. The Restaurant School at 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. Please do not throw cigarettes anywhere but in the ash cans.
7. Violators of this policy will be referred to a Residential Learning Coordinators.

RESIDENCE HALL ROOMS/SUITES

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

1. Upon entering into a 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 Residential Learning Coordinator.
2. Students may not change rooms on their own.
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 Residential Learning Coordinator.

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 a Residential Learning Coordinator 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 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 Residential Learning Coordinator can provide it.

Concerns Regarding other Students

1. If you have a concern regarding another student, speak to a Residential Learning Coordinator 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:

- 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 safety and security purposes:

1. Locks/cores to all Residential Learning buildings are changed during these holidays, breaks, and closings.
2. Security staff and all closed-circuit cameras remain in force.

Note: The Market, Dining Around the World, Café TRS, 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. Students that are interested in posting items for sale, job opportunities, rides home on break, etc. should post these opportunities on the Person2Person board near the student entrance of The Culinary Center.

Cleanliness of Common Areas

Tenants are responsible for keeping the 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 Residential Learning Coordinator.

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. All guests are required to depart the campus by 12:00 midnight and may not return earlier than 8:00 a.m.
4. Residential Learning Students may not be in another dorm past 1:00 a.m.
5. Failure to do so will result in disciplinary action for the tenant.

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 The Restaurant School 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

Unlike typical college meal programs, The Restaurant School at Walnut Hill College's Dining Around the World (DAW) program takes student dining to new heights. The DAW program is designed to enhance your college experience and allow you the opportunity to dine with and support your fellow classmates. The DAW program is available to all students including commuter as well as Residential Learning students. Guests are permitted to join students as well.

Dining Around the World Hours of Operations

Breakfast and Lunch

Students may enjoy breakfast or lunch in The Market, Monday through Friday. A casual lunch is 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), except on Mondays when DAW is served in the back hallway near K2.

1. Our purpose is to expose all college students to "dining" rather than "eating", by providing them with a classic 3-course meal (\$8.95 + tax). 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 (\$21.00 + tax) minus their 10% student discount. In addition to the WHC card, cash or credit cards are acceptable forms of payment.
3. 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. This policy does not apply to outside patrons.
7. No alcohol is to be served to any students, even if they are more than 21-year old.
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 a complimentary meal, however:
 - a. They are not permitted to take out food or left-overs.
 - 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. 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.

- d. 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. Casual clothes are permitted, yet students are required to wear clean clothing while dining.
2. No uniforms (Chefs' white, Server's black) are allowed.
3. No inappropriate clothes such as but not restricted to:
 - PJs, sweat pants, shorts, revealing clothing (such as tank tops...), inappropriate attire, cut/torn jeans, flip flops, etc...
 - Caps and hats must be taken off.

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 students 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 business office. Students that use the WHCard receive a discount in The Market, The Pastry Shop, DAW, college restaurants, Community Education classes, student activity fees, and The College Store.

To establish a WHCard please contact the Bursar in the business office, at 215-222-4200 extension 3025, Monday through Friday from 9:00 a.m. – 4:00 p.m. Additional information

regarding the WHCard is available in the General College Policies and Procedures section of this handbook.

MAIL AND PACKAGES FOR RESIDENTIAL LIFE

The college cannot receive shipments or packages, flowers, balloons, etc. Only items that can fit into the mailboxes sent via the United States Postal Service can be sent to the college. Only letter size packages may fit into the mailboxes. It is important that you have the correct mailing address for your building. The address for each dormitory is available in the Building Directory under the Campus and Facilities section of this handbook.

If you wish to receive larger shipments you will need to inform family and friends to ship directly to the United States Post Office located at 228 South 40th Street, Philadelphia, PA 19104. The Post Office will then forward you a package pick up notice to your mailbox. You can then pick up your package directly at their location. Questions can be directed to the United States Postal Services at 1-800-ASK-USPS.

Students are not allowed to receive flowers to their dormitory or at the college's main office.

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 a telephone and telephone service supplied?

Most rooms are equipped with telephone jacks. You are responsible for providing a telephone and contacting the telephone company to make arrangements for your telephone number and monthly billing.

Is cable television service provided?

Yes. Basic cable service is provided.

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 adjacent to The Allison Mansion that you may use.

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

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 Residential Learning Coordinator 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.