



Continuing and  
Professional Studies

## PARTICIPANT HANDBOOK

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# Participant Handbook

## Continuing and Professional Studies

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## Welcome Letter

Greetings! We are glad you have decided to make this important investment in your future. In an effort to ensure that all participants have the best possible experience, we have established guidelines by which we all can learn and live together as individuals and as a community of learners.

Please use this handbook as a reference tool and a guide to policies and procedures for all participants. As a member of this learning community, you are responsible to adhere to all the policies included in the handbook, so read the contents carefully. If you have any questions about the policies, feel free to contact me directly; my contact information is listed below. There is no participant question, concern or feedback that is insignificant.

On behalf of the entire team at Towson University Continuing and Professional Studies, I wish you success in moving toward your personal and professional goals.



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## Towson University Continuing and Professional Studies (CPS) Overview

TU CPS offers non-credit classes, seminars, workshops and conferences. Though our students do not earn college credit, they can earn Continuing Education Units (CEUs), which are noted on the certificates that we prepare for you to distribute at the conclusion of the program.

Through these various offerings, students acquire new skills and/or enhance existing skills. CPS expects that you leverage your subject matter expertise with real world examples, stories and illustrations. More often than not, you will have a variety of students with their own experiences that you can incorporate into the learning. Please feel free to introduce modern teaching technologies into your program. Towson University provides you with projectors, screens and a lectern PC. Our twenty-first century learners expect more of a “hands-on” experience that can be done through team exercises, multi-media presentations, simulations and the use of internet tools. If you would like more assistance to incorporate any of these into your program, just ask. We are here to support you.

## Towson University Continuing and Professional Studies Mission Statement

Towson University Continuing and Professional Studies staff is committed to delivering the highest quality training and educational services through innovative and customized instruction designed to meet the needs of our workforce.

- We are committed to bridging the gap in today’s workforce through dynamic continuing education programs tailored to meet the demands of industry through customized education and training opportunities that provide learners a competitive edge in the job market.
- We will meet the diverse educational and consultation needs of our clients by establishing successful partnerships blending Towson University’s renowned faculty and research talent with qualified subject matter experts in the field.
- We are committed to serving as a national model for successful workforce and educational development by embracing innovation and technology to serve the needs of workforce, industry, and lifelong learners.

## Attendance and Late Policy

Due to the accelerated nature of our courses, missing a class session means missing a significant portion of the course. Absences are therefore detrimental to your success in the program. Regular attendance is expected for optimizing the learning experience in the classroom. To successfully complete any of our courses, we require an 80% attendance rate in order to receive your certificate of completion.

However, it is recognized that class absences are sometimes necessary for extenuating professional or personal reasons. If you know that you are going to be absent, notify both your instructor and the student success manager as soon as possible. Remember, it is the responsibility of the participant, not the instructor, to turn in assignments, make up tests or quizzes and to get the information from a missed class.

It is important that classes begin and end on time making full use of all available class time. Any participant that arrives more than 15 minutes after the class start time will be marked as tardy. It will also be documented if any participant that leaves before the class ends without prior approval. Either of these instances will count against the overall attendance in the class. If you know you are going to be late or need to leave early, notify both your instructor and the student success manager as soon as possible via email.

**\*\*\*\*\* NOTE: the attendance and late policy also applies to online synchronous classes as well. \*\*\*\*\***

### Procedure for Inquiry or Concern

Occasionally, a situation may arise when you may have a personal or professional issue and needs additional assistance. In such a situation, the first line of contact for resolution is the instructor. All of our instructors are participant oriented and have been selected to work here because of the commitment that they have shown to helping you to achieve your goals. If that is not feasible or the instructor cannot help you, your next contact will be your Student Success and Program Manager, Trudy Munroe. She will work as your advocate throughout the educational experience here and can bring additional resources to the situation if needed. She can be reached at 410-704-6563.

If you still cannot resolve the issue, the next line of contact is the director, Sharyn Grove. Ms. Grove will work with you to find the best solution for all involved. She can be reached via email at [sgrove@towson.edu](mailto:sgrove@towson.edu).

### Emergency Information

#### Immediate

If you have an immediate emergency, contact the Towson University Police at 410-704-4444 and make sure you tell them that you are located at 7400 York Road.

## University Closing

In the event that weather or other emergency conditions warrant the early closing, all-day closing or delayed opening of Towson University, an announcement will be made through the following communication channels:

- Towson University Website ([www.towson.edu](http://www.towson.edu))
- Towson University Facebook page
- Towson University Twitter feed
- Local radio and television stations
- Students may enroll in the emergency text alert system. [Learn more on the TU website.](#)

\*\*\*\*\* When the main campus is closed, all events are also canceled including classes for continuing education participants.

## University Dates of Closure

The university will be closed on the following holidays:

- New Year's Day
- Dr. Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Juneteenth
- Labor Day
- Thanksgiving Break (Wednesday, Thursday and Friday)
- Christmas Eve
- Christmas Day
- Winter Break (the week between Christmas and New Year's Day)

**Important Note:** Continuing and Professional Studies does not take a Spring break, so CPS classes are typically held during the week of Towson University's Spring Break.

We are closed during the week of Thanksgiving and also for the winter holiday break (typically the last two weeks in December through January 1st).

## Code of Conduct

The primary purpose for the imposition of discipline in the university setting is to protect the campus Community. The University must commit its policies and procedures first to protect and promote the academic enterprise and to keep our participants safe. Admission to Towson University Continuing and Professional Studies courses is discretionary. All participants will be expected to observe and comply with the Code of Conduct.

### Scope

The *Code of Conduct* applies to all participants, participant organizations and groups as defined herein. Each participant shall be responsible and accountable for their own conduct throughout the completion of a course of study. This *Code* applies to all participants of Towson University Professional and Continuing Studies department.

When there is evidence that a participant has committed a crime on campus, disciplinary Action at the University will normally proceed independently of pending criminal charges, including when charges involving the same incident have been dismissed or dropped. The participant may also be subject to civil authorities as well as University action.

### Definitions

- **Banned from campus:** means that a participant is prohibited from coming onto University property. A participant who is banned from campus may be allowed to finish current course work off campus, if appropriate. Each case shall be determined on its own merits by the supporting department.
- **Discrimination** is unwelcome conduct (including written or electronic communication) against another individual that is based upon an individual protected category (race, color, religion, national origin, sex, disability, age, sexual orientation, gender identity, and homelessness) that is so severe, pervasive, and objectively offensive that it substantially interferes with the ability of a person to work, learn, live or participate in, or benefit from services, activities, or privileges provided by the University. In no event shall this provision be used to discipline a participant for speech protected by the First Amendment of the United States.
- **Faculty member and Instructor:** means any person hired by the University to conduct classroom activities.
- **Harassment** is defined as unwelcome conduct (including written or electronic communication) directed at a specific person(s), which is so severe, pervasive or persistent that it interferes with or limits a person's ability to participate in, or benefit from the services, activities, or opportunities offered by the University. In no event shall this provision be used to discipline a participant for speech protected by the First Amendment of the United States.
- **Interim action:** means action that is imposed by the University pending a final decision about a violation of this *Code* (see section on Interim Action for more information)
- **Member of the University community:** includes any person who is a participant, faculty member, University official, or any other person employed by the University.
- **Participant:** includes all persons who are admitted to Towson University, whether or not they are currently enrolled in courses pursuing undergraduate, graduate, professional, certificate, non-degree, or continuing studies.
- **Responding party:** means any participant accused of violating the *Code of Conduct*

- **Reporting party:** means any person who believes that they have been the victim of a participant's misconduct or any person who submits an allegation that a participant violated the Code of Conduct.
- Towson University's **Policy on Sexual Misconduct** can be found at:  
<https://www.towson.edu/about/administration/policies/documents/policies/06-01-60-policy-on-sexual-misconduct.pdf>
- **University** and **Institution:** both refer to Towson University (TU).
- **University official:** includes any person employed by the University, performing assigned administrative, professional or paraprofessional responsibilities (including participant resident assistants and building managers).
- **University premises:** includes all land, buildings, facilities and other property in the possession of or owned, used or controlled, by the University (including adjacent streets and sidewalks).

## Prohibited Conduct

The following misconduct is subject to disciplinary action:

- **Fraudulent activity:**
  - Intentionally furnishing false information to the institution; this includes lying to University officials.
  - Forging, altering or using instruments of identification or institutional documents with intent to defraud, or to otherwise benefit there from.
  - Possession of false identification (e.g. a false driver's license)
- **Disruptions:**
  - Disruption or obstruction of teaching, research, administration, disciplinary proceedings, or normal University operations.
  - Disruption or obstruction of University-sponsored activities or events.
  - Off-campus conduct that is disorderly and disrupts others in the community.
  - Uncooperative behavior and/or failure to comply with proper instructions of officials acting in performance of their duties.
- **Alcohol:**
  - Possession of, or consumption from, an open container of alcoholic beverages at course location
  - Public intoxication
- **Drugs:**
  - Possession or use of illegal drugs, unauthorized controlled substances, or drug paraphernalia when not in accordance with established policy.
  - Sale, distribution or intent to distribute, and/or manufacture of illegal drugs or controlled substances when not in accordance with established policy

- Physical abuse of any person.
- Physical Contact:
  - Unwanted physical contact or threat of physical contact with a University official.
  - Threats of violence or placing a person in fear of imminent physical injury or danger.
  - Endangering conduct that imperils or jeopardizes the health or safety of any person or persons, including oneself.
- Discrimination against any person (see definition above)
- Harassment of any person (see definition above)
- Abuse of any person; this includes verbal, written, electronic, or telephone abuse
- Acts that invade the privacy of another person
  - Violation of the Towson University Policy on Sexual Misconduct, which can be found at: <https://www.towson.edu/about/administration/policies/documents/policies/06-01-60-policy-on-sexual-misconduct.pdf>
- Lewd, obscene or indecent behavior
- Intentionally or recklessly damaging, destroying, defacing or tampering with University, public or personal property of another
- Theft of property or services. This includes, but is not limited to, attempted theft, conspiracy to steal, knowing possession of stolen property, and misappropriation of another's property.
- Unauthorized entry, presence, or use of University property, facilities, systems, or records.
- Event-related misconduct (see definitions).
- Violation of published institutional regulations and policies.
- Violation of state, federal and local laws while on campus, including 7400 York Road.
- Violation of the University Policy on Weapons Prohibited (this includes possession of firearms on campus, possession of stun guns, and other items described in the policy).
- Possession of explosives, fireworks, or pyrotechnic paraphernalia on campus.
- Unauthorized use of the name "Towson University" or the unauthorized use of any University trademark, service mark, logo or seal for advertising or promotional purposes in a manner that expressly or impliedly indicates the University's endorsement.
- Retaliation against a person(s) alleging misconduct.
- Violation of any disciplinary sanction.

## Sanctions

The following sanctions may be imposed upon participants for violations of the *Code of Conduct*.

- **Censure:** A written reprimand for violation of specified regulations, including a warning that continuation or repetition of prohibited conduct may be cause for additional disciplinary action. This may include a specified period of probation.
- **Probation:** Notice to the participant that any further disciplinary violation, during a specified period of time, may result in suspension or expulsion from the University and/or on-campus housing.
- **Expulsion:** Expulsion constitutes permanent separation of the participant from the University. Normally, the participant will also be barred from University premises upon expulsion. Any participant who is expelled shall not be entitled to any tuition or fee refund.
- **Restitution:** Restitution may be imposed on participants whose violation has involved monetary loss or damage. Restitution becomes a financial obligation to the University and full payment is required before a participant may return to class again.

## Standards and Procedures of Due Process

When a participant is charged with a violation of one or more provisions of this *Code*, a letter listing the charges will be sent to the participant within a reasonable amount of time. At that time, a meeting with a representative of Continuing and Professional Studies, will be scheduled to discuss:

- Specific violation(s)
- Description of alleged incident
- Expectations, if any
- Outcome

Depending upon the violation, the participant may be allowed to return to the classroom with specific behavioral objectives clearly defined and agreed to by the participant, in writing. Any further violation of the same or similar nature, by the same participant, may result in the participant's expulsion from the program.

Participants expelled from professional studies programs will not receive any monetary compensation.

### Refund Policies

All cancellations must be made in writing via e-mail and sent to: [tmunroe@towson.edu](mailto:tmunroe@towson.edu).

#### In-Class Course Refund Policy

All fees paid by the student shall be refunded if the student requests a refund in writing via e-mail within ten business days before the instructor-led course starts. The cost of any materials issued to the student will be deducted from the refund. If the student withdraws after the cancellation period expires, the student will not be eligible for a refund. All refunds are subject to an administrative fee of \$200.

#### Online Course Refund Policy

Refunds for self-paced courses are only given under the following circumstances:

- The student did not access any portion of the online course and the student requests a refund in writing via e-mail within three business days from the date of the course enrollment (e-mail notification sent). If the student accesses the course online in any manner, the student will not be eligible for a refund.
- If a student believes they have a compelling, extenuating circumstance that should be considered, a request in writing via e-mail may be made to the student success and program manager. Students will be formally notified of the action taken as soon as possible. Refunds are subject to an administrative fee of \$200 and the cost of any materials issued to the student will be deducted from the refund.

### Price Adjustments

Towson will gladly issue a credit for the difference between the price you paid and any promotional price if your purchase was made within 2 weeks (14 days) prior to the change in price. Please submit any price adjustment requests in writing to [cps@towson.edu](mailto:cps@towson.edu) within 2 weeks of the purchase date.

Please note credits are typically issued within 3-5 business days after the request is submitted and approved.

Trudy Munroe  
Student Success and Program Manager  
[tmunroe@towson.edu](mailto:tmunroe@towson.edu)

## Building Information

### Parking

Parking at 401 Washington Ave is available for self-pay at various parking garages, surfaces lots, and street parking. To enter the building, use the double doors on Washington Ave. Use the stairs or elevator to proceed to the second floor where most of our classes are held.



### Facility Details

**201:** hands-on lab

**202:** instructional lab - includes instructor station and 24 student seats with computers

**215:** instructional classroom - includes instructor station

**Internet Connection:** Towson University provides free Wi-Fi access for students. Select tu-openaccess. There is no password.

## Non-Discrimination Policy Statement

The university is an Affirmative Action, Equal Opportunity Employer. This policy prohibits discrimination on the grounds protected under Federal and Maryland law and Board of Regents policies. To the extent protected by law, University programs, activities and facilities are available to all without regard to race, color, sex, gender identity or expression, sexual orientation, age, national origin, disability, and religion. The university complies with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), as amended by the ADA Amendments Act of 2008, and other applicable federal and state regulations that prohibit discrimination on the basis of disability. The Rehabilitation Act and the ADA require that no qualified person shall, solely by reason of disability, be denied access to, participation in, or the benefits of, any program or activity operated by the university.

Discrimination occurs when a person experiences an adverse employment action, because of their protected class and the action is not because of a bona fide occupational qualification.

It should be noted that there are times when an individual may feel harassed, discriminated against, subjected to a hostile environment, treated unfairly or differently from other people, but there is no relationship between said behavior and a protected class.

Towson University's Policy on Prohibiting Discrimination (06-01.00) is consistent with federal and state law in prohibiting discrimination. All University community members are subject to this policy. The Office of Institutional Equity coordinates Towson University's compliance with responding to reports of discrimination by providing outreach, resources, and investigations.

## Accommodations for Students with Disabilities

The Americans with Disabilities Act of 1990 is civil rights legislation that affects 43,000,000 Americans with disabilities. The ADA applies to all institutions of higher education. Subpart E of Section 504 of the Rehabilitation Act of 1973 contains more specific information regarding post-secondary education compliance.

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities. An individual is considered a person with a disability if he/she (1) has a disability (2) has a history of a disability or (3) is perceived by others as having a disability. Towson University is legally required to prohibit discrimination in the recruitment process, the admissions process and the educational process of students with disabilities. Students with documented disabilities are entitled to receive accommodations such as approved modifications, appropriate academic adjustments or auxiliary aids that will enable them to participate in and have the opportunity to benefit from all educational programs and activities.

Students must register with the Office of Disability Support Services (410-704-2638). Students will provide faculty with a memorandum from DSS listing appropriate accommodations (e.g., extended testing time, distraction free testing area, note takers, tape recorder, etc.). Section XIII. Policies, Procedures and Guidelines Affecting Students (Division of Student Affairs) Student rights of privacy, expression, nondiscrimination, and non-harassment must not be violated, but there are limits on those rights. Contact the Student Affairs Office for additional information.

## GI Bill® - For VA Students Only

Our policy will permit any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under Chapter 31 or 33 obtained from the Department of Veterans Affairs' (VA) website, e-Benefits, or a VAF 28-1905 form for Chapter 31 authorization purposes) and ending on the earlier of the following dates:

- The date on which payment from VA is made to the institution.
- 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

Our policy ensures that Towson University will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution *due to the delayed disbursement funding from VA under Chapter 31 or 33*.

### Policy Acknowledgement

I have read and been informed about the content, requirements, and expectations in the Participant Handbook. I have received a copy of the handbook and agree to abide by the policies contained within as a condition of my participation in Towson University Continuing and Professional Studies class.

I understand that if I have questions, at any time, regarding any of the handbook contents, I will contact the student success manager.

Participant Signature: \_\_\_\_\_

Participant Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Photo Release Form

I grant to Towson University, its representatives and employees the right to take photographs/video of me and my property in connection with the continuing education class in which I am currently enrolled. I authorize Towson University, its assigns and transferees to copyright, use and publish the same in print and/or electronically. I agree that Towson University may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and web content.

I have read and understand the above.

Participant Signature: \_\_\_\_\_

Participant Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_