Master of Social Work
Academic Policies & Procedures

2019-2020
POLICIES & PROCEDURES

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1. STUDENT RIGHTS AND RESPONSIBILITIES

BOSTON UNIVERSITY CODE OF STUDENT RESPONSIBILITIES

All students enrolled at Boston University are expected to comply with the full Code of Student Responsibilities.

As stated in Article II of the code: "The legitimate expectation of all students is that the University will provide an environment in which they may study, learn, work, and live without unwarranted interference from others."

The Appendix to the Code enumerates some specific violations of student responsibilities for which all students will be held accountable:

1. Conduct in subversion of academic standards, such as cheating on examinations; plagiarism in the preparation of written work or assignments; misrepresentation or falsification of data; theft of examinations; alteration, theft, or destruction of the academic work of other students; alteration, theft, or destruction of academic records, library materials, laboratory materials, or other University equipment or property related to instructional matters or research.

2. The making of false statements, theft, destruction, alteration, or unauthorized possession or use of materials related to University documents including forging, transferring, altering, or otherwise misusing any student fee card, identification card, or other document or record.

3. Obstruction or disruption of classes, research projects, or other activities or programs of the University or obstruction of access to University property, equipment, or keys.

4. Unauthorized presence in University premises, facilities, or University property; unauthorized use or possession of University property, equipment, or keys.

5. Conduct in violation of University rules, regulations, and standards as established for the University, the Schools, Colleges, and programs of the University, University facilities, and the residence halls.

6. Physical or verbal abuse or assault or the threat of assault of another person.

7. Sexual abuse or harassment of others.

8. Hazing.

9. Theft, vandalism, damage, destruction, or defacement of University property or the property of others.
10. Behavior that endangers the safety of oneself or others, including but not limited to possession and/or use of firearms, fireworks, dangerous weapons, or hazardous chemicals except where expressly permitted under conditions approved by the University; illegal, unsafe, or improper use of a motor vehicle, motorcycle, motorized bicycle, or bicycle.

11. Possession, use, sale, or transfer of drugs or narcotics without medical authorization.

12. False reporting of an emergency, including false reporting of bombs, fires, or other emergencies on University property or premises.

13. Failure to identify oneself upon the request of an appropriate University official or security officer or failure to leave University premises upon such request. Identification may be required as a condition of entering or remaining upon University premises or for the security of the University community.

14. Making excessive noise by any means, including but not limited to the use of sound reproduction equipment.

15. Failure to notify the University with change of address or failure to have current address on file with the University.

16. Conduct in violation of public law occurring within the University or occurring outside the University when that conduct affects the interests of the University or the standards of the University community.

17. Violation of University policy and rules and/or the laws of the Commonwealth of Massachusetts regarding possession or consumption of alcoholic beverages.

BEHAVIORAL STANDARDS FOR SOCIAL WORK STUDENTS

Becoming a social worker involves acquiring knowledge and skills as well as demonstrating attitudes and values that are congruent with professional standards. Attention to these standards will be paid by faculty responsible for evaluating students’ classroom performance, by field instructors, faculty advisors and other agency personnel responsible for evaluating field performance, and by administrators and others with whom the students interact within the School of Social Work community.

Social work students are expected to adhere to the following standards in the classroom, field, and within the larger Boston University School of Social Work community:

- **Behavior**: in interactions with faculty, administrators, staff, agency personnel, clients/consumers, and other students, act in accordance with the mission of the Boston University School of Social Work, and the goals and standards of social work as outlined here, in the [NASW Code of Ethics](https://www.nasw.org/DocumentCenter/Code-of-Ethics/2018-CODE-OF-ETHICS) (e.g., commitment to social and economic justice,
client self-determination, integrity, human dignity and human diversity), and the Boston
University Code of Student Responsibilities.

- **Self-awareness**: openness to new ideas, differing opinions and feedback from others and
integration of these into professional and student roles and performance; an
understanding of the effect of one’s statements and behaviors on others; the ability to
modulate one’s behavior to promote a productive professional environment and
appropriate relationships; a willingness to examine one’s beliefs, values and assumptions
and change one’s behavior to ensure ethical professional practice

- **Academic**: critical evaluation and application of knowledge and research findings to
professional performance; classroom participation that promotes academic freedom,
complies with respectful classroom behavior, complies with instructor’s directives; and
allows for course instruction and participation of all students

- **Interpersonal**: interpersonal skills needed to relate effectively to students, faculty, school
personnel, agency staff, clients and other professionals; these include compassion,
empathy, integrity, respect and consideration, reliability and responsibility for one’s own
behavior

- **Self-care**: the ability to engage in appropriate self-care, and seek resources and/or
treatment for medical and personal problems that interfere with academic and
professional performance

- **Appropriate use of existing channels of communication**: (e.g., faculty advisor, classroom
instructors, Department Chairs, Boston University School of Social Work administrators,
field instructors) and procedures for addressing problems and concerns at the School of
Social Work as outlined in BUSSW policies and procedures.

Failure to act in accordance with these standards may result in suspension or termination from
Boston University School of Social Work. In addition to any sanction imposed by the
University’s Dean of Students, a student who has been found guilty by the University’s Dean of
Students for a violation of the University Code of Student Responsibilities is subject to
suspension or termination by the Boston University School of Social Work Dean following the
procedures of the Boston University School of Social Work Status Review. If in the judgment of
the Boston University School of Social Work Dean, interim steps are appropriate, pending the
determination of a matter by Status Review, the Dean may impose such interim conditions,
which may include an interim suspension from courses and/or field placement.

**BUSSW POLICY REGARDING ACADEMIC MISCONDUCT**

Suspicion of plagiarism or other forms of academic misconduct are cause for a review of the
student's overall performance and readiness for a professional career. Papers and presentations in
the School of Social Work must meet standards of academic honesty and integrity, avoiding any
possibility of plagiarism, or other forms of academic misconduct. **All incoming students are
required to complete an online Academic Honesty Tutorial and sign an Academic Honesty**
Statement prior to beginning classes. Information will be sent to students prior to fall orientation.

Plagiarism is the act of representing someone else’s creative and/or academic work as one’s own whether in full or in part. It can be an act of commission, in which one intentionally appropriates the words, pictures, or ideas of another; or it can be an act of omission, in which one fails to acknowledge/document/give credit to the source, creator, and/or the copyright owners of those words, pictures, or ideas. Any fabrication (i.e., making up) of materials, quotes, or sources other than that created in a work of fiction, is also plagiarism.

Plagiarism also includes, but is not limited to, activities such as:

- Copying or substantially restating the work of another person or persons on any examination, assigned paper, or any other oral or written work without citing the appropriate source, including books, journal articles, magazines or newspaper stories, published or unpublished papers or reports or web site sources
- Using work done by another student without permission, or without acknowledging his or her contributions in the introduction, endnotes, references, or the like
- Copying material word for word without using quotation marks or without citing the real source of that material
- Translating a source directly from another language into English and using it as though the content originated with the student
- Hiring a ghostwriter or purchasing a paper and submitting it as one’s own original work
- Presenting collaborative work as one’s own without acknowledging others’ contributions, whether in a course where the work will be graded individually, or in another forum (e.g., professional conference) where only one person’s work will be credited.

Other Forms of Academic Misconduct:

- Attempting to bias an instructor’s grading
- Pressuring or manipulating others in order to secure and use their work
- Altering graded examinations or grades
- Submitting the same paper or other work in more than one course without the written consent of the instructors involved
- Authoring a paper for someone else who will present that paper as his/her own creation
- Citing authorities that do not exist, or describing events, research, relationships, or work that never took place
● Making false statements regarding misconduct or attributing one’s own misconduct wholly to others

● Altering or destroying another student’s work or records, or sabotaging another student’s project, disk files, or the like

● Stealing academic materials from libraries, school-related agencies, or from student mail files or computers

● Misrepresenting or falsifying data

● Copying from another student’s exam

● Giving another student answers during an exam

● Taking an examination for someone else, or getting another person to take an examination in one’s place

● Stealing an examination

● Studying a pirated copy of an examination before taking that examination or a make-up of that examination

● Giving test questions to a student in another class

BU SEX DISCRIMINATION AND SEXUAL HARASSMENT POLICIES

Title IX of the Education Amendments of 1972 is a federal civil rights law that prohibits sex-based discrimination in federally funded education programs and activities. Sex-based discrimination includes sexual harassment and sexual violence, such as rape, sexual assault, sexual battery, and sexual coercion. The law covers sex-based discrimination against students, faculty, and staff.

To view policies go to the following link: Title IX & BU Policies

Boston University is committed to the principle that no employee, student, or applicant for employment or admission should be subject to sexual harassment. The University strives to provide workplaces and learning environments that promote equal opportunity and are free from illegal discriminatory practices, including sexual harassment.

Sexual harassment is a violation of federal and state laws and University policy, as is retaliation against any individual who in good faith files a complaint of sexual harassment or retaliation, Boston University will undertake a fair and thorough investigation, with due regard for the rights of all parties. Every reasonable effort will be made to protect the confidentiality of the parties
during the investigation. After an investigation, any person who is found to have sexually harassed or retaliated against another will be subject to discipline, up to and including termination of employment and, if a student, expulsion from Boston University.

Definition of Sexual Harassment

Sexual harassment is defined as sexual advances, requests for sexual favors, and any other verbal or physical contact of a sexual nature, whether intentional or unintentional, where:

- an individual’s submission to or rejection of the conduct is made, either explicitly or the conduct implicitly, a term or condition of employment or status in a course, program or activity, or is used as a basis for an employment or academic decision; or,

- has the purpose or effect of unreasonably interfering with an individual’s work performance, academic performance, or educational experience, or of creating an intimidating, hostile, humiliating or offensive working, educational or living environment.

Examples of Conduct Which May Constitute Sexual Harassment

It is not possible to list all circumstances that might constitute sexual harassment. It encompasses any sexually related conduct which causes others discomfort, embarrassment, or humiliation, and any harassing conduct, sexually related or otherwise, directed toward an individual because of an individual’s sex. Such conduct is subject to this policy whenever it occurs in a context related to the employment or academic environments, or if it is imposed upon an individual by virtue of an employment or academic relationship.

A determination of whether conduct constitutes sexual harassment is dependent upon the totality of the circumstances, including the pervasiveness or severity of the conduct. The Massachusetts Commission Against Discrimination lists the following as examples of conduct that may constitute sexual harassment:

- Unwelcome sexual advances, whether they involve physical touching or not;

- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life;

- Comment on an individual’s body, comment about an individual’s sexual activity, deficiencies, or prowess;

- Displaying sexually suggestive objects, pictures or cartoons;

- Unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments;
● Inquiries into one’s sexual experiences; and

● Discussion of one’s sexual activities.

As a university, Boston University, its employees and students also must be aware of the need for freedom of inquiry and openness of discussion in its educational and research programs, and must strive to create and maintain an atmosphere of intellectual seriousness and mutual tolerance in which these essential features of academic life can thrive. No university can or should guarantee that every idea expressed in its classroom laboratories will be inoffensive to all; pursued seriously, education and scholarship necessarily entail raising questions about received opinions and conventional interpretations. Boston University does guarantee, however, that credible accusations of inappropriate sexual remarks or actions will be investigated promptly, thoroughly, and fairly.

BUSSW Sexual Harassment Procedure

Should any student have a question, wish to discuss an issue, or wish to file a complaint for concerns regarding interactions in the classroom or in the BUSSW environment, students may contact the University’s Equal Opportunity Officer, at (617) 353-9286.

Please refer to the Sexual Harassment Complaint Procedure for a description of the investigation process.

Students who have concerns or complaints about sexual harassment with the University’s Equal Opportunity Title IX Officer at (617) 353-9286. You are also welcome to contact the Deputy Title IX Officer at SSW: Cate Solomon (617) 353-5607 csolomon@bu.edu.

2. RESPONSIBILITIES OF INSTRUCTORS AND STUDENTS

It is the instructor's responsibility to:

● Present a course description and outline

● Provide a statement of course objectives and relationship of course material to social work competencies and the overall social work curriculum

● Describe the learning experiences designed to achieve stated course objectives and competencies, including assignments

● Present expectations for performance including attendance, class participation, and written assignments (including documentation and confidentiality)

● Grade students, after articulating grading standards
• Clarify policy on late papers and grades of Incomplete

• In the event an instructor cancels a class, she/he should make arrangements for a substitute teacher, rescheduling of the class or other means of covering missed course content. Rescheduling should be negotiated with the students. Off-Campus Program classes must be made up on the designated weekends according to the Off-Campus Program calendar.

It is the **student's responsibility** to:

• Abide by the BU and BUSSW’s academic and behavioral standards and policies

• Complete coursework assignments and readings on dates due

• Submit written assignments which are grammatically correct, spelled properly and in APA editorial style

• Contribute to the activities of the course

• Participate in a meaningful way

• Attend all class sessions and inform the instructor in advance of any absences. (Failure to attend class sessions may have a negative effect on the student’s course grade.)

**WRITTEN ASSIGNMENTS: STYLE AND REFERENCES**

Papers written for graduate courses are expected to include references to relevant literature. The School expects reference use to comport with the standards set out in the *Publication Manual of the American Psychological Association 6th Edition* which is available at the Mugar Library reference desk and online at [APA Writing Resources Guidelines for Citations](#). Students may consult with the School’s [Writing Tutor](#) or further support and help with writing and references.

**PROTECTING CLIENT CONFIDENTIALITY**

Students are expected to protect client and agency confidentiality in all academic oral and written presentations and communications by altering or disguising client and agency names, locales, and potentially revealing demographics. For example, if a client is one of only two recipients nationwide of an experimental cardiac device making the news, the student will disguise the client by simply describing her as a local resident undergoing high-risk surgery. A mental health agency might be disguised as “Central Counseling,” or “Neighborhood Health.” To provide additional professional protection and respect to all clients, clients should not be discussed informally in public areas such as lounges, corridors, elevators, dining halls, restrooms, or in friendly conversation.

**USE OF ELECTRONICS AND SOCIAL MEDIA**
Computers may be used to support the learning activities in the classroom, with permission of your instructor. These include such activities as taking notes and accessing course readings under discussion. However, non-academic use of laptops and other devices are distracting and seriously disrupt the learning process for everyone. Neither computers nor other electronic devices are to be used in the classroom for non-academic reasons. This includes emailing, texting, social networking, and use of the Internet. The use of cell phones during class time is prohibited. Please turn off cell phones and refrain from taking calls or texts unless you are “on-call” and have cleared this with the instructor prior to class. Under such circumstances, please put your phone on vibrate, sit close to a door, and step out of the room to take the call or text.

Social Media

Social media outlets—such as Facebook, Twitter, and blogs—as well as email offer new and exciting ways to connect with a global community. Whether using these digital communication tools in your personal life, during field placements, or on behalf of our School community, it is important to remember that all Boston University School of Social Work students are expected to adhere to social work values, ethics and engage in professional conduct as outlined in the NASW Code of Ethics when using social media. While access to information can result in tremendous advantages, social workers must become proficient in the responsible use of media.

Clinical Social Work: It is social workers’ professional responsibility to attempt to maintain appropriate clinical boundaries online as much as possible to protect both their privacy and the privacy of their clients. Despite these concerns, social media has a broad range of utility in social work practice such as the use of online content for psychoeducation with clients and families.

Macro Social Work: Social media has many practical applications in macro social work to help social workers with education, advocacy, organizing, outreach, fundraising, evaluation, and others. Social workers still need to be careful about how they may be “branding” their agency or project to the online community.

We’ve outlined some useful tips to keep in mind:

Employing an Ethical & Professional Lens

Protect Yourself

- Remember, there is no privacy on the Internet. Be thoughtful about what you say, post, and share.

- Know your web persona. Does a Google search of your name reflect a positive professional image—one that you would want your professors, current or future employers, or clients to see?

- Routinely assess your privacy settings on sites like Facebook if you would like to keep certain things private.
• If you identify yourself as a BUSSW student or reveal other professional information on your personal social media sites, please keep in mind that your online behavior reflects on the School and/or the organization as well.

Protect Your Communities, Clients & Colleagues
• Be mindful of appropriate boundaries between clients and/or colleagues when connecting via the Internet.

• Your field placement likely has a policy on social media use (which may differ for clinical/macro students)—stay informed and follow the guidelines set forth by your placement. If you have a question, seek consultation with a supervisor or field advisor. If there is no policy in place, help create it.

E-Communications
• When emailing with professor or colleagues, use complete sentences, a professional tone (i.e., “Dear Professor or Dr.” when appropriate), correct grammar/punctuation, and always sign your name.

• Choose usernames, email addresses, and profile pictures carefully, particularly if you plan to communicate professionally with them. These choices send important messages about who you are and what you value.

*Social media Tips were adapted from the University of Michigan “Guide for Social Networkers.”*

COLLABORATIVELY DEVELOPED PROJECTS AND MATERIALS
(e.g., papers, computer analyses, oral presentations)

In classes in which collaborative group projects are required or encouraged, students may discuss course materials and resources together. However, any work product for which a student is to be graded individually must be completed individually. Any exception to this policy must be pre-approved in writing by the instructor, and a specific permission statement jointly signed and retained by both instructor and student.

The submission of the same paper in two different courses is only permitted when the instructors of both courses have reviewed in advance and approved in writing a student’s proposal for such a submission. The requirements for such a submission may be more rigorous in order to meet differing requirements of the instructors and courses involved.

RELIGIOUS HOLIDAYS

The School, in scheduling classes on religious holidays, intends that students observing those holidays be given ample opportunity to make up work. Faculty members who wish to observe religious holidays will arrange for another faculty member to meet their classes or for cancelled classes to be rescheduled.
3. COURSE RELATED POLICIES

EVALUATION PROCESS

At the end of each course, students are asked to complete an anonymous course evaluation. One purpose of the evaluation is to provide information for the instructor to use in improving the course. It may also be used by academic administrators as one measure in determining faculty appointments, raises, promotions and tenure. Charles River and Off-Campus instructors set aside time at the end of the course to complete the course evaluation. Students in the Online Program complete the course evaluation form electronically via the Online Campus.

The instructor or designee distribute evaluation forms and give instructions (Online Program students are prompted to complete an electronic course evaluation form during the last week of the course). The instructor should not be present in the classroom when students complete the course evaluation forms. A student will collect and deliver the completed evaluations to the Office of the Associate Dean for Academic Affairs or other designee on the Off-Campus or Online programs. For purposes of feedback, periodic informal evaluations may also be requested by the instructor.

COURSE OVERLOAD POLICY

Full-time students wishing to take more than 18 credits in a semester must have a GPA of 3.50 or better, complete the Course Overload Approval Form, and obtain permission from the Associate Dean for Academic Affairs or their designee. Students may be responsible for paying for additional credits.

WAIVER EXAMS

First-year and Advanced Standing students who enter the MSW program with a research background are eligible to take a proficiency examination to waive the Research I (SSW SR 743) three-credit course requirement. All first-year students who successfully pass the research proficiency examination are required to substitute a three-credit advanced elective as part of their MSW plan of study. Advanced Standing students who pass the Research I waiver examination (as part of their advanced standing research requirement) are not required to take substitute credits. All students may request additional information about the proficiency examinations from the Research Department at rsch@bu.edu.

Incoming students with exceptional abilities may inquire about other course waiver examinations or procedures (Clinical Practice, Macro Practice, Human Behavior in Social Environment, and Social Welfare Policy) by contacting the respective academic department within the School. Students who pass a waiver exam must take the equivalent number of advanced electives in the same department.

For incoming students, waiver examinations must be completed prior to entering the program. The waiver examination policy does not apply to the advanced curriculum.
DIRECTED/INDEPENDENT STUDY

A Directed Study or Independent Study is a course of guided learning in which a faculty member provides an opportunity for learning, jointly structured by the faculty member and student, and the student acquires knowledge and skills by studying and working relatively autonomously. Such a course is often more challenging than a standard course because the student meets alone with the faculty member and is responsible for reporting on activities and demonstrating that learning is taking place.

There is wide variation in Directed Studies in terms of the type of work, the amount of reading, the number of assignments, and the number of meetings with the faculty member. However, at least one assignment is required so the student can show mastery of the material. This should be a substantive product and can take whatever form the faculty and student agree upon. Students who want to do a Directed Study should work with the sponsoring instructor to develop a contract outlining the agreed upon components of the directed study and give to the SSW Registrar. Download the Directed Study Agreement Form here.

AUDIOTAPING OF CLASSES

A Massachusetts statute, MGL c.272 section 99, prohibits the taping of any oral communication without notice to all parties involved. Therefore, it is important that any taping of classroom proceedings (e.g., for the benefit of absent students or as a study aid to all students) occur only with effective prior notice to all.

Class lectures at BUSSW are not routinely audiotaped, but occasionally a student or faculty member may wish to do so. In the event that a specific class session is to be taped (e.g., for a student who will be absent for that session), the faculty member should notify students at the beginning of the class that the session will be taped. If a course will be audiotaped throughout the semester (e.g., as an academic accommodation for a student with a documented disability or for other educational purposes) the faculty member will inform students (in the course syllabus or in a written communication) that the class lectures will be taped and the student and faculty member will sign the SSW Audiotape Permission Form available on the Registration and Student Accounting page for Current MSW Students and the resource page for Faculty and Staff.

Please note that all Online Live Classroom sessions are recorded, archived, and made available to students in the particular section.

4. GRADING POLICIES

A letter grading system is used for all courses.

Field Education is the exception as it is graded on a Pass/Fail basis. The Field Education grade is assigned by the advisor in consultation with the field instructor(s). Field Education is multi-semester experience and students must complete the required semesters in the field in order to
receive a grade for the field education course. No credit will be given for a single semester of Field Education.

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A student must receive a grade of "C" or better in Research I (SR 743) in order to register for Research II (SR 744).

MINIMUM GRADE REQUIREMENTS

Students must have a minimum 3.0 GPA to graduate. Student GPAs are monitored on an ongoing basis by the Associate Dean.

Additionally, students must have a 3.0 in their chosen major method (clinical practice or macro practice).

A Problem Resolution meeting will be held if it appears there will be difficulty in meeting grade requirements, for example, if a student receives less than a B- in two courses in their major. A
Problem Resolution meeting will be used to understand the problem and develop a recommended course of action. If the problem continues, and the student is at risk of not meeting these standards for graduation, a Status Review meeting will be convened to determine if the student can remain in the program.

A student receiving an “F” grade in any required course will be referred to the Status Review Committee.

On the BU Student Link, under Academics, students may:

- Check their grades.
- Obtain printed copies of grades (Students are responsible for checking their grade reports for accuracy and for contacting the SSW Registrar, Room 114, if there are discrepancies).
- Compute their grade point average (GPA). The letter grades “J” and "P" are not computed in the GPA. "I" grades are not computed until the course is complete and the “I” grade is changed.

CONTESTING GRADES

If a student has questions or concerns about a grade (assignment grade or final course grade), the instructor should explain/clarify the basis for the grade assigned, including assignment outline, rubrics, etc. If a student asks to rewrite an assignment in hopes of improving the grade, it is up to the instructor to decide whether or not to allow this option and what the process should be. The instructor may want to consult with another faculty member who is familiar with the course and/or assignment.

If the student contesting a grade is in their last semester at SSW, the instructor should check with the Registrar about timing of a possible grade change with respect to graduation.

If a student’s grade concerns are not resolved with the instructor, the student can appeal the grade to the Department Chairperson who will meet independently with student and the instructor to obtain information about the course assignment and grading criteria and then decide whether or not to allow a grade appeal. The Department Chairperson may recommend that the student’s assignment (s) be reviewed and graded independently by another faculty member. Based on the external reader’s assessment, the Department Chairperson may recommend to the course instructor that the student’s grade be changed.

INCOMPLETE GRADES (EXCLUDING FIELD EDUCATION)

An incomplete grade ("I") is used when the student has received permission, in writing, from the instructor, prior to the submission of grades, having offered acceptable reasons for incomplete work. The instructor and student must sign the Incomplete Agreement indicating the nature of
the work and the date by which all course requirements must be completed.

Alternatively, the instructor may indicate the nature of the work and date required in writing to the student in lieu of the signed statement. Instructors should copy the SSW Registrar at swreg@bu.edu on the email message to the student.

In the event that coursework remains incomplete on the assigned date, a grade will be assigned by the instructor.

Incomplete grades must be resolved within one year, at which time the grade will be converted to “F”.

On the Incomplete Agreement Form there is an option for a “retake” incomplete. If an instructor is willing to provide an incomplete grade that is a “retake” the student can take the course again. This alternative is generally used in circumstances when a student was unable to attend most of the course for compelling personal reasons. If an instructor indicates a retake, the student should consult with the Director of their program about how to implement this option.

Courses which are prerequisites for advanced courses must have the Incomplete resolved within one week of the start of the advanced course.

GRADUATION ELIGIBILITY

Students must have at least a “B” average (3.0) in order to graduate. All Incomplete grades must be completed by at least one month prior to the scheduled graduation date in order for a student to be eligible for graduation. Additionally, student account problems must be resolved in order for a student to receive the degree.

Students may graduate in January, May, or September depending on their program. The University and the BUSSW graduation ceremonies are held in May. January and September graduates are invited to participate in the May ceremony in the year in which they graduate.

5. THE PROBLEM RESOLUTION AND STATUS REVIEW PROCESSES

PROBLEM SOLVING (An Informal Process)

As students in a professional graduate school, it is expected that students will attempt to solve conflicts and challenges in accordance with professional behavior. When conflicts arise in the classroom, in the field or the SSW community students are advised to speak directly with the parties involved (their course instructor, their field instructor, fellow students and/or their advisor) as one would in a professional setting.

Students are encouraged to consult with their advisors for guidance. Students can also use program directors and/or other SSW administrators as resources in this process.
In some cases, such as when a knowledge of resources or one's program plan is in need of modification, advisors and students are encouraged to meet with program administrators (Off Campus Directors, the Online Program administrative team, or On Campus Director of Student Services & Academic Planning and Field Education Administrators). Administrators may know of additional resources and supports to help students and are well versed in program planning options.

THE PROBLEM RESOLUTION (PR) PROCESS (A Formal Process)

The Problem Resolution is a more formalized problem-solving and mediation process utilized when a concern in some part of a student’s educational experience has not been resolved directly by the parties involved. A Problem Resolution meeting can be initiated by a faculty member, an advisor, the student, or any other member of the School faculty or administration.

Problems may include:

- Academic, for example: low grades or multiple incomplete grades, difficulties with assignments or communication with instructors, chronic lateness or class absences.
- Field related, for example: difficulty demonstrating professional skills, completing documentation or recordings, relating with clients or staff, carrying out professional roles and responsibilities, communicating professionally with field instructors and colleagues and/or agencies not being able to fulfill their commitment to the student.
- Behavioral, for example: lack of understanding of the effect of one’s statements or behaviors on others, inability to accept constructive feedback from others, inability to be self-reflective.
- Personal, for example: an unexpected illness or loss of a family member, medical and/or mental health issues, financial issues, etc.
- Or a combination of academic, field, behavioral and/or personal concerns.

The goal of the Problem Resolution (PR) meeting is to make recommendations for resolution of the problem(s) and document the agreement.

The following outlines the steps of the process:

1) When a concern arises in the classroom and/or field, the advisor should be informed.

2) The advisor informs the student of the reported concern and informs the student that the advisor will gather information from instructors, both field and academic, to elaborate on the strengths and concerns they perceive.
3) Using this information, the advisor and responsible administrator determine if a Problem Resolution meeting is needed. If so, a notice of the Problem Resolution meeting and a Problem Statement are sent to all participants.

4) A Problem Statement is written by the advisor and reviewed by the administrator who chairs the meeting. The Problem Statement summarizes the problem as presented by the involved parties including an overview of the student’s academic and field history at School.

The Problem Resolution meeting is convened by the appropriate BUSSW administrator.

The group may include the following:
- the student
- the advisor
- the field instructor (if directly involved in the problem)
- classroom teachers (if directly involved in the problem)
- faculty and administrators considered to have elucidating information about the problem under discussion or about the student in general.

Students may invite an observer/support person (often another student) to accompany them to the Problem Resolution meeting. This person’s role is to support the student during and after the meeting and/or to observe the Problem Resolution process; this person does not actively participate in the meeting. The Chair will review this person’s role when introducing those present at the meeting. Prior to the meeting, the student should inform the Chair that a support person will be present.

In general, the goals of the meeting are to:
- Develop a clear understanding of the concerns and the contributing factors
- Identify strategies and steps to resolve the situation
- Establish goals to be reached
- Identify who is responsible for each step
- Establish dates by which goals are to be met or issue(s) are to be reconsidered

In most cases, the group agrees on the direction to be taken. If there is not agreement, consultation may be sought with the Associate Dean for Academic Affairs.

The advisor will write a summary of the meeting identifying the meeting goals and steps to be
taken. Only those people who have responsibility for implementing or monitoring the resolution of the concerns will receive a copy of the summary. An electronic copy of the Notification, Problem Statement and Summary will be housed under the School’s main electronic Problem Resolution file to be expunged when the student graduates. A hard copy will remain in the Dean for Academic Affairs Office. Advisors and involved administrators will keep copies of notes and meeting material in their own separate PR electronic file to be expunged when the student is no longer their advisee or has graduated.

In situations where the goals and a plan have been established but progress toward identified goals has not been made, or new issues emerge, another problem resolution meeting may be convened, or a request to the Dean may be made for a Status Review. At any time, if a concern is deemed to be related to the student's status at the School, a request for Status Review will be made.

THE STATUS REVIEW (SR) PROCESS

I. STATUS REVIEW

In a Status Review, a decision is reached concerning the student's status as a master's degree candidate. A Status Review will be initiated immediately if the possibility of plagiarism is involved, if a student receives an "F" in a required course, or if it appears that a student is or will be unable to meet the 3.0 GPA requirements in order to graduate. A Status Review may also be initiated immediately (with or without a previous Problem Resolution meeting) with an approved request to the Dean, if a student's behavior in the classroom, field placement or in the School's overall community environment appears to be in serious violation of the BUSSW Behavioral Standards for Social Work Students or the Boston University Code of Student Responsibility.

In addition, a Status Review may be requested after problem(s) have been identified in the advising process, and after the Problem Resolution process has been exhausted and adequate progress has not been made in resolving the problem(s). Deliberations involving a wider range of people, information, and ideas are then necessary, and the question of the student's ability to remain in school and function satisfactorily should be considered and answered. At this point the Status Review process shall be initiated.

Students referred to Status Review cannot continue in the program until a Status Review meeting has been convened and a decision reached by the Committee. Upon written request of the student to the Associate Dean for Academic Affairs, permission may be granted for the student to continue in current classes or internship pending a decision by the Status Review Committee, subject to such conditions as the Associate Dean may impose.

1) The Status Review Committee shall consist of four (4) faculty members, one of whom shall serve as Chairperson, and two (2) students appointed by the Chair, one of whom will serve as student representative on the Committee and one who will serve as alternate student representative. In the event that neither of the student representatives is available to participate in the Status Review meeting, the Dean will appoint another student to serve as the representative
for this proceeding. The student representative on the Status Review Committee functions in the same roles as other Committee members but does not participate in voting. The Chairperson does not have voting rights.

2) The Committee, acting as a whole, shall have the power to devise and promulgate operational guidelines for its functioning that are consistent with the policies described here.

3) The student's advisor, the classroom instructor, or an appropriate administrator is responsible for initiating the Status Review process.

4) The person initiating the Status Review shall ask the Dean to convene a Status Review process through a written letter/memorandum spelling out problem areas. Thereupon the Dean shall notify the student (through email and letter mailed "Return Receipt Requested," unless other arrangements have been discussed) and the Chairperson of the Status Review Committee shall arrange a time for the meeting.

5) The Chairperson will coordinate the gathering of relevant materials regarding the student’s situation. These will be distributed electronically to committee members and the student prior to the meeting.

6) The Status Review Chairperson will arrange to meet individually with the student prior to convening the Status Review meeting to hear the student's perspective on the problems which prompted the request for the Status Review and to answer any questions he/she/they have regarding the process.

Upon receiving notice, the student has the following options:

   a. To appear personally before the Committee and participate fully in all deliberations other than decision-making.

   b. To give written notice of his/her/their intent not to contest the assertions in the Status Review notice but to present a request to the Committee asking for a particular outcome.

   c. To waive representation by the student committee member at the Status Review meeting. This decision shall be communicated to the Chairperson of the Committee via email prior to the meeting.

   d. To bring with them an individual to serve in a role as emotional support and/or advisor, subject to the approval of the Chairperson. This request shall be communicated by the student to the Chairperson (no later than seven days before the scheduled meeting), with a brief description of the role of the person. The support person/advisor may be an attorney. If the student elects to bring an attorney to the Status Review meeting, University counsel may also attend the meeting. The student’s support person/advisor may quietly confer or pass notes to the student in a non-disruptive manner, but may not participate directly in the meeting, and also may not address the members of the Status Review Committee, ask questions, or speak on behalf of the student.
e. To request the replacement of a Committee member for the student’s Status Review meeting on the grounds that the Committee member is or would be biased. This request shall be made to the Committee Chairperson, prior to the convening of the Status Review meeting, outlining the reasons for the request. The Chair shall rule on the merits of the student's request.

f. In the event that the student challenges the Chairperson’s objectivity to lead the proceeding, a request to the Dean to replace the Chairperson for the student’s Status Review meeting must be made prior to the convening of the Status Review meeting, and the Dean shall rule on the merits of the student’s request.

7) All communications, including electronic (email) communications, shall become a part of the official meeting record. Any ruling of the Chairperson against the student with respect to the above options shall be a part of the written record.

8) In no case may the student’s advisor or other person initiating the process be part of the Committee deciding the matter under review. However, they may participate fully in the procedure up to the point of final decision-making.

9) The Committee and the student shall have in advance of its deliberations sufficient written material to illuminate the student's situation. This shall consist of the material prepared in the Problem Resolution Process (if held), any supplemental material, and materials which the student chooses to submit, including electronic (email) communications.

10) The Committee shall seek to maximize sharing of information and points of view within its deliberations in order to allow every participant full expression of views, and to consider all possible alternative courses of action. Careful regard will be given to confidentiality outside of the Committee. All members of the Committee will assess the situation from an objective stance on the basis of the information presented.

Once the presentation of information and discussion are complete, the Committee members deliberate in private and a final vote is taken. A majority vote will prevail. The decision shall be communicated in writing to the student and the Dean. It is expected that the Committee will arrive at one of three possible decisions:

- The student has made satisfactory progress toward the resolution of problem(s) and is removed from the Status Review process.
- The student has not made satisfactory progress but there is a reasonable likelihood he/she/they can do so, if certain specified steps are taken (including leave of absence).
- The student has not demonstrated sufficient progress in meeting the requirements of the MSW program and is withdrawn from the School.

All decisions of the Committee will be considered final, subject only to the use of the Appeal Process by the student.
11) The student may appeal the decision of the Status Review Committee but there are only two grounds on which the appeal can be made:

   a. Violation of due process, or

   b. Significant new information pertinent to the student's situation is available.

Such an appeal must be made in writing to the Dean no later than 14 calendar days following the student’s receipt of the Committee's decision letter (sent to the student by e-mail and by hard copy). The Dean shall make all decisions about an appeal and shall engage in whatever activities are deemed necessary to implement such decisions. The Dean’s decision will normally be rendered within 30 calendar days of receipt of an appeal. If a decision is not possible within 30 days, the Dean shall inform the student of the status of the appeal.

The filing of an appeal will not stay the effect of the decision rendered by the Committee. The statement of appeal may request that the Dean stay the decision pending the outcome of the appeal. The reasons for such request should be set forth in the statement of appeal.

6. REGISTRATION PROCEDURES

REGISTRATION PROCEDURES FOR ALL SSW CAMPUSES

Registration information and other accompanying documents will be provided to students and will be available online. Students register for classes through the Boston University Student Link.

Payment

Payment of the tuition bill, through the Student Link under Money Matters, constitutes official registration and enrollment for the semester. Students are responsible for settling their accounts as quickly as possible.

The University may administratively withdraw students who have not settled their accounts within five weeks of the beginning of each semester. If a student is administratively withdrawn, the advisor and all instructors will be notified. The student may not be allowed to continue in classes or to register for the next semester.

Enrolling in Courses at the other SSW Campuses

Students who wish to take courses on another campus (CRC, OCP, Worcester Hybrid or OLP) may do so provided there is space and they have received proper approval. Interested students should contact the Administrator of the program of interest to receive permission and expedite the processes. Please note that there are differential tuition rates based on each campus.

Grades
Students may view their grades through the BU Student Link under Academics. Printed copies of grades may be obtained by request through the Student Link or in person at the Office of the University Registrar. Students are responsible for checking their grade reports for accuracy and for contacting the SSW Registrar if there are discrepancies.

Transfer Credits

Petitions for transfer credits for individual graduate social work or other graduate courses are to be submitted upon acceptance to the School. Up to nine credits may be received for courses taken at another accredited graduate school of social work. Up to six credits may be received for courses taken in another accredited graduate program other than social work. Credits that have been applied to a prior degree cannot be transferred. In all cases, a course grade of B or higher must have been received and the course must have been taken within the past five years to be eligible for consideration for transfer credit.

Please complete the Transfer Credit Document for approval of courses already taken and submit it to the Office of Academic Affairs.

Transfer courses taken at non-Consortium schools will be listed at the bottom of the transcript after the class is approved and recorded. Tuition for non-Consortium transfer courses is paid at the selected University or College where the course was taken.

Changes in Personal Information

In order to keep BUSSW records accurate, please update the Student Link with changes in address or telephone number. Name changes require completing a Name Change Form which you can request from the SSW Registrar (swreg@bu.edu) and once completed should be returned to the main University’s Registrar’s Office. Updates may be completed at any time during the academic year.

Student Files

BUSSW students may examine their School files. Students wishing to view their file should make their request to the Associate Dean of Academic Affairs (acadssw@bu.edu). The file must be examined in the presence of the Associate Dean or the Associate Dean’s designee.

Leave of Absence or Withdrawal from School

To withdraw or to take a Leave of Absence from the University a student must submit an official Withdrawal/Leave of Absence Form to the appropriate BUSSW Administrator (SSW Director of Student Services & Academic Planning, Off-Campus Program Directors, Worcester Hybrid Program Director, or the Online Program Assistant Director) within five days of withdrawal.

The appropriate administrator must sign-off on the form, and when possible, conduct an exit interview. The administrator utilizes a SSW form in which they indicate whether the student has
experienced significant educational difficulties. The form is used to refer the student to the Associate Dean for Academic Affairs with a recommendation that letter(s) may be required for return.

Absence from classes does not reduce a student's financial obligation nor guarantee that a final grade will not be recorded.

CHARLES RIVER REGISTRATION PROCEDURES

Course Adds, Drops and Section Changes

Before the University start day, students may make changes using the BU Student Link. After the University start day, students may add or change sections of classes (including classes that are full or closed with permission of the Chair) by submitting the permission to the SSW Registrar swreg@bu.edu.

If a course is full, the student should wait and see if others drop so they can add themselves to the course via the Student Link. If the student has a compelling reasons they can ask the Department Chair (not the instructor) to override the enrollment numbers. The Chair can then provide their permission so the SSW Registrar to add the student to the class. “Adds” can only take place during the first two weeks of the semester.

A course may be "dropped" by using the BU Student Link before the last day to drop a course with a “W” (the grade indicating withdrawal).

Full Time versus Part Time Status

A student’s status may change if the total number of registered credits changes in a given semester. Students are considered to be part-time if they are taking below 12 credits per semester.

To change status from full-time to part-time or vice versa a student must meet with and obtain permission from the SSW Director of Student Services & Academic Planning. Part-time students will receive a tuition refund for a dropped course as long as they are still enrolled in other class(es).

Students who plan to drop ALL courses in a semester must meet with the SSW Director of Student Services & Academic Planning to complete the Withdrawal/Leave of Absence Form. There is a tuition refund schedule for each semester based on the date of withdrawal.

Cross Registration within another BU Graduate School

SSW students are eligible for and encouraged to cross-register for graduate courses in other graduate schools and programs within Boston University. The student must obtain a course description and syllabus. If the student wishes to get credit for an elective they will need
approval from the Associate Dean for Academic Affairs. Credit for a required course will need approval from the Department Chair of the equivalent course.

Approval letters must be filed by the Associate Dean for Academic Affairs with the SSW Registrar. Although the number of credits per course varies from school-to-school, the student will receive credit for ONE SSW course, for each approved course taken elsewhere at Boston University. Once the course has been approved, students should use the Student Link to register if prior to the University start date. After the University start date, students should follow the regular registration procedures outlined above.

Cross Registration among BUSSW Programs

Students may register for classes at the various BUSSW locations (Charles River, BU North, Cape Cod, Fall River, Worcester Hybrid or Online Programs), provided there is space and they have received proper approval. Charles River students should contact the Director of Student Services & Academic Planning with their interest.

Cross Registration with Consortium Colleges and Universities

The cross-registration privilege applies for the following Consortium members: Boston College, Hebrew College, Tufts University, and Brandeis University. Students will be charged the BUSSW tuition. Students wishing to cross-register at a consortium school should visit here.

SSW students are allowed to take ONE Consortium class per semester. A Consortium class will automatically appear on the BU transcript and no additional tuition charges will be added for full-time students.

It may be possible to obtain permission to take a graduate level course at a college or university that is not part of the Consortium. The same process for approval is used for these courses as for those taken within Boston University. Please complete the Request for Pre-Approval of Transfer Credits Form to apply for transfer courses outside of the Consortium.

After completion of an approved course taken at a Consortium School, grades will be submitted by the Consortium School. If taking an approved course at a non-Consortium School, the student must submit an official transcript to the SSW Registrar in order to receive transfer credit. The grade for a transfer course will not be factored in to determine a student’s grade point average.

Graduation Review

During the month of October, Charles River students scheduled to graduate the subsequent January, May, or September will be required to attend a graduation review at which a check sheet must be completed and returned to the SSW Registrar. Students will be considered potential graduates only after they have met with the SSW Registrar or Director of Student Services & Academic Planning to review and approve the graduation review check sheet. Other information that students provide to the University pertaining to graduation (name for diploma,
etc.) is completed through the Student Link under Academics.

Auditing Courses

An auditor is a student who attends a class to acquire knowledge, but who does not earn credits or a grade. Audited courses do not count toward completing degree requirements. An auditor may not change his or her status after the fifth week of classes. Auditors must attend classes regularly, complete assigned reading, and participate in discussions but they are excused from handing in paper assignments. Auditors are admitted to a course on a space-available basis and in accordance with the rules of the School of Social Work. Auditors are subject to the full tuition and fees for the course. An auditor must fill out the audit class section of an Add/Drop/Audit Form and obtain instructor’s signature and return the form to the SW Registrar.

OFF-CAMPUS PROGRAM (OCP) REGISTRATION PROCEDURE

Dropping Courses

Due to the structure of the OCP program, dropping a course may delay a student’s progress and continuation in the program or the student may have to enroll in that course at the Charles River Campus in Boston, at another Off-Campus location, or in the Online Program. Please note that tuition rate is program specific.

A student may drop a course before the University start date* for the semester using the BU Student Link under Academics. After the University start day, students must contact the SSW Registrar at (617) 353-2221. Students should consult with the Director of their Program before dropping a course.

Off-Campus students will receive a tuition refund for a dropped course if it is dropped before the start date of the course. Keep in mind that a student must be registered for six credits per semester to be eligible for financial aid. Look for posted academic schedules each semester that indicate the dates for withdrawing “without a W on the student’s record” or “with a W on the student’s record”. There is a tuition refund schedule for each semester and it is based on the date of withdrawal.

*The University start date is the first day of classes in the University’s undergraduate program. Consult the Office of the University Registrar for the exact date.

Graduation Review

During the fall semester, Off-Campus students who are in their last year of the program will be required to complete a graduation review. Students will be considered potential graduates only after they have met with the Director of their program and after approval of their graduation review check sheet. Other information that students provide to the University pertaining to graduation (name for diploma, etc.) is completed through the Student Link under Academics.
Cross Registration Among BUSSW Programs

Off-Campus students who wish to cross-register must have written permission from their campus director. Please note that doing so may require revision of your program plan.

Class Cancellations

On occasion an Off-Campus class may be canceled if the instructor is unable to attend (e.g. illness, emergency) or if the weather makes travel unsafe. Students will be notified via email if a class is cancelled or delayed. All canceled classes are rescheduled to occur during the make-up dates which are specified at the end of each course. Please be sure to keep these make-up dates available.

ONLINE PROGRAM REGISTRATION PROCEDURES

Registration Review

Students wishing to make changes from the standard program plans should review any changes with the appropriate OLP Administrators prior to registration. Students need to follow their Program Plan to ensure that requirements are being met and that classes are taken in an appropriate order.

Dropping Courses

Due to the structure of the Online Program, dropping a course may delay a student’s progress and continuation in the program.

A student may drop a course before the University start-date for the course using the Student Link. Students should consult with the OLP administrators prior to dropping a course. OLP students will receive a tuition refund for a course if it is dropped before the start date of the course. Additional information regarding the refund policies for online students is available at: http://www.bu.edu/online/course-schedules/important-dates/

Keep in mind that a student must be registered for six credits per semester to be eligible for federal financial aid.

Grades

Students may view their grades through the Student Link under Academics. Printed copies of grades may be obtained by request through the Student Link through the University Registrar’s webpage or in person at the Office of the University Registrar. Students are responsible for checking their grade reports for accuracy and for contacting the SSW Registrar at swreg@bu.edu if there are discrepancies.
Graduation Review

Two semesters before graduation, Online Program students are required to complete a graduation review with the appropriate OLP Administrator. Students will be considered potential graduates only after graduation review has been completed and approved. Other information that students provide to the University pertaining to graduation (name for diploma, etc.) can be done through the Student Link.

CROSS REGISTRATION & TRANSFER BETWEEN SSW CAMPUSES

Online Program students who wish to cross-register must have written permission from their OLP Administrative Team.

Requesting a Transfer between BUSSW Campuses

1. Students who want to transfer to a different SSW campus program should first discuss the idea with their advisor.

2. If the student decides to transfer to another BUSSW Program/Campus, they should submit the Request for Change of Campus form to the Director/Administrator of their current campus/program (Charles River Campus - Director of Student Services; Off Campus Program - Campus Director; or Online Program – OLP Administrative Team) to acquire the appropriate permission.

   Determining factors for permission include assessing if the student is in good standing; a GPA of at least 3.0, no outstanding incompletes, doing well in the field, and not involved in any academic review process (PR and/or SR); and that an appropriate program plan can be implemented.

   If the student is in good standing the director/administrator should discuss with the student their ability to succeed in terms of semester timing, different class structures and formats.

3. The student should contact the designated person at the campus/program they wish to transfer to, to find out if there is available space. Transferring may affect the student's program plan, date of graduation, tuition cost, financial aid, and field placement.

4. If permission is granted and the student is receiving financial aid, the next step is for the student to contact the Financial Aid office to let them know about the transfer since it may have implications for their budget and financial support.

5. Students should submit the completed Request to Transfer Between Campuses form to
the SW Registrar and complete a Change of Status Form. The Registrar will send out email notices to all involved.

To Take a Course at another Campus: Students must receive permission from their current campus and the campus with the course(s) they wish to take (follow Steps 2 & 3 designated above).

WORCESTER HYBRID PROGRAM REGISTRATION PROCEDURES

Worcester Hybrid Program students follow the Off-Campus Program registration protocol for the first 4 semesters and then follow the Online Program registration protocol for semesters 5 through 9.

7. READMISSION PROCEDURES

Readmission and Return from Leave of Absence

Academic files for previously matriculated students are kept for five years.

Individuals who wish to return within a year of withdrawing or taking a leave of absence may contact the following department, as appropriate, to discuss re-admission:

- Charles River Campus – sswoss@bu.edu – 617-935-4688
- Off-Campus Program – sswocp@bu.edu – 617-353-2115
- Online Program – sswolp@bu.edu – 617-353-1746

Individuals who withdrew or took a leave of absence within one-to-five years should contact the Admissions & Financial Aid Office at 833-255-8970 (Toll Free) or email at busswad@bu.edu, and must submit the supplemental material described under “Reapplication” to BUSSW here.

Those seeking readmission must meet any special requirements prescribed at the time when the student left the School. If you withdrew or took a leave of absence six or more years ago, you must reapply to the program by completing the full admission process. In all cases, students must complete the MSW degree requirements within six years of the original enrollment date.

Any student who left the School for reasons related to grade point average, incompletes, problem resolution, or status review will be referred to the Associate Dean for Academic Affairs. The Associate Dean will determine whether a status review should be convened to determine if the student should be allowed to re-enroll in the School.
ADDENDUM:

REQUIRED STATES AUTHORIZATIONS INFORMATION IS AVAILABLE AT:


Information specific to residents of North Carolina enrolled in the BUSSW

➢ Tuition Guarantee Bond:
Boston University maintains a Tuition Guarantee Bond with Travelers Casualty and Surety Company of America for the prepaid tuition held by the University for residents of the state of North Carolina enrolled in the University’s Master of Social Work online program. A copy of the Bond is available for viewing at the University’s Office of Risk Management, 25 Buick Street, Boston, MA 02215. Information about the availability of the bond is also available on the University’s website at:


➢ Class Cancelling and Refund Policy for Online Students:
Class cancellation and refund policies for online students are available at:
http://www.bu.edu/online/course-schedules/important-dates/

➢ Additional Online Resources:
Students who are residents of North Carolina have access to the online resources available through NC Live (www.nclive.org). NC Live gives free access to ebooks, audiobooks, videos, online magazines, newspapers, journals, and more.

➢ Complaint Information:
North Carolina online MSW students with complaints should contact
o BUSSW Associate Dean for Academic Affairs
Email: acadssw@bu.edu phone: 617-353-3785

o Boston University makes every attempt to resolve student complaints within its academic and administrative departments. If an issue cannot be resolved internally, North Carolina students may access additional information at:
https://www.northcarolina.edu/complaints