

*THE UNIVERSITY WITHOUT WALLS
STUDENT HANDBOOK*



UMassAmherst Outreach

**University
Without
Walls**

FOR INDIVIDUALIZED DEGREE STUDENTS ONLY

REVISED FOR FALL 2009

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THE UNIVERSITY WITHOUT WALLS PROGRAM

University Of Massachusetts Amherst

UWW Philosophy of Education

At UWW we believe that learning is a basic human function that occurs throughout the life cycle. While in our program, you will have an opportunity to further develop a broad range of skills that are necessary for learning in any situation: the ability to understand what you read, hear and see; to write clearly and expressively; to think critically and objectively; and to pursue independent research. In addition you will develop a better understanding of your own background and your experiential learning.

UWW also believes in the importance of integrating theoretical learning with practical experience, and we try to view students within the wider context of their overall lives. Much of what you learn here will no doubt help you in your work life. Students find that studying, learning and completing a degree has a positive impact on many aspects of their lives for years to come.

University and UWW Requirements

To graduate from the University of Massachusetts Amherst with a degree from the University Without Walls, you must fulfill two sets of requirements, those of the University and those of the program. We represent the educational mission and standards of the University in seeing that you receive a general education spanning a variety of disciplines and that you build on that foundation a more specialized and extensive understanding of a particular field or concentration, often incorporating learning you have gained through experience. While UWW offers you the opportunity to design an individualized degree, the program also requires that you enroll in the core courses and meet the standards for a solid concentration as described here.

University Requirements

1. **Total credits:** completion of 120 credits, 45 of which must be residency credits. Of those 45 credits at least 15 must be graded.

Residency credit includes all credits earned through the prior learning portfolio, as well as all other coursework or independent studies taken through the University of Massachusetts Amherst.

2. **General education courses:**
 - a. **Writing:** two courses
 - i. college writing (CW) or an equivalent
 - ii. junior year writing, completed by taking UWW 370 *Writing About Experience*.
 - b. **Social world category:** six courses; at least two of these courses must have a cultural diversity designation—see below.
 - i. 2 arts and literature (AL or AT or I), of which one must be literature (AL)
 - ii. 1 historical studies (HS)
 - iii. 2 social and behavioral science (SB)
 - iv. 1 other course in the social world category or an interdisciplinary course (I)
 - c. **Biological and physical world**--three courses, at least one biological science (BS) and one physical science (PS); the third science may be BS, PS, or Science Interdisciplinary (SI).
 - d. **Analytical reasoning**
 - i. basic math (exam or course) (R1)
 - ii. 1 analytical reasoning (R2)
 - e. **Diversity**—two courses: one diversity class which focuses on diversity in the United States, designated by *U*; the other must focus on global diversity, designated by *G*. The *U* and *G* designations may be combined with social world courses with designations like ALU, ALG, ATU, ATG, HSU, HSG, SBU, SBG, IU or IG.
3. **Interdisciplinary courses.** A student may substitute up to three interdisciplinary courses (I or SI) for some General Education requirements, except for CW, R1, and R2. Up to three 'I' courses may be substituted in the other areas, subject to the restriction that all students must take at least one course in each of the following: AL, HS, SB, BS, and PS. An 'I' course which has a social and cultural diversity designation (IU or IG) may be used to fulfill a diversity component. UWW 191G *Frameworks of Understanding* carries an interdisciplinary designation.

UWW Requirements

The UWW requirements include:

1. completion of a three-credit introductory course, UWW 191G *Frameworks of Understanding*;
2. two of the four UWW reflections courses (UWW 310, 320, 330, and 340);
3. approval of a degree plan identifying a concentration and outlining a course of study;
4. completion of the course of study outlined by the plan or with substitutions approved by the UWW advisor;
5. completion of the junior year writing requirement, UWW 370 *Writing About Experience*, during which most students develop a prior learning portfolio;
6. completion of at least 15 credits of upper level course work (300 and above, not including independent studies or internships) in the concentration;
7. completion of at least 45 credits within the concentration, including prior learning credits, if applicable;
4. completion of a minimum of 15 UMass Amherst credits following matriculation in UWW when a student matriculates in the program with over 105 credits.

NOTE: In special circumstances, UWW students may petition for a variance to a specific UWW academic policy by addressing a letter to the Academic Matters Committee. The letter should clearly indicate the nature of the request and the reasons why you feel an exception is warranted. Before submitting the petition, discuss the possibility with your advisor, who can help you evaluate the strength of your case.

UWW COURSES

Because UWW views adult learners as people who have been and will be learning throughout their lives, our curriculum emphasizes the following two categories of skills that are crucial to any educational effort, whether inside the University or out:

Communication skills, including competence in expository or analytical writing, oral expression and/or audio and visual forms of communication.

Critical thinking, including the ability to identify and critique the assumptions and values upon which arguments are based and conclusions premised, to gather and evaluate information, to make connections between seemingly unconnected thoughts or ideas, and to use these capabilities to address problems.

Frameworks of Understanding (UWW 191G)

Course Description: This course, which carries an interdisciplinary general education designation, is designed to develop the skills in critical thinking, analytical and reflective writing, and research necessary for the UWW student to design an individualized degree and to develop a prior learning portfolio. Course assignments will include readings about critical thinking and analytical writing as well as exercises and papers designed to apply the skills, particularly to the examination of experience. A portion of the course will be devoted to identifying and evaluating source materials for academic writing and then incorporating and documenting them in papers.

Goals: To help students:

- expand analytical reading and critical thinking skills;
- learn more about how theories are developed, how they are supported by evidence, and how they change (or do not change) in the face of new evidence;
- use different kinds of evidence to clarify thinking and to communicate ideas to others more effectively;
- explore ways to put personal experience in larger social, historical, and theoretical contexts;
- investigate different approaches to research and to develop research and organizing skills;
- develop individualized degree plans;

Writing About Experience (UWW 370)

Course Description: *Writing about Experience* is an advanced course designed to help students enhance their writing skills, using their own experience and reflections as the subject matter. The students enrolled in the course develop and revise a prior learning portfolio based on experiential learning that will later be evaluated for academic credit. Portfolios written in this course may be submitted for up to fifteen credits. Those seeking more credits may write an additional section or sections after the course is completed. Details about the portfolio process are included within the *Prior Learning Assessment Handbook*.

Writing about Experience meets the University junior year writing requirement. The academic credits awarded for the prior learning portfolio are evaluated separately. Prerequisites: UWW 191G and one of the following "reflections" courses to be taken prior to or concurrently with UWW 370: UWW 310, 320, 330, 340.

Goals: In addition to the creation of a prior learning portfolio, the course will also teach students to:

- develop organized and consistent themes throughout a longer piece of writing;
- integrate descriptive, analytical, and reflective writing;
- develop a voice in one's writing;
- respond to other's work with helpful comments and suggestions; and
- revise sections to create a coherent whole.

The UWW Reflections Courses

Individualized Degree students will select two of the following courses to be taken prior to or concurrently with UWW 370 Writing about Experience.

Experiential Reflections on Technology (UWW 310)

In this course students will examine the principles and frameworks of technology as a way to better understand their professional and life experience. Prerequisites: UWW 191G *Frameworks of Understanding* taken prior or concurrently.

Experiential Reflections on Leadership (UWW 320)

Students will examine the principles and frameworks of leadership from both the perspective of leaders and those serving leaders within their professional and life experience. Prerequisites: UWW 191G *Frameworks of Understanding* taken prior or concurrently.

Experiential Reflections on Public Policy (UWW 330)

Students will examine the principles and frameworks of public policy and its impact on

their professional and life experience. Prerequisites: UWW 191G *Frameworks of Understanding* taken prior or concurrently.

Experiential Reflections on Organizations (UWW 340)

Students will examine the principles and frameworks of organizations as key elements in their professional and life experience. Prerequisites: UWW 191G *Frameworks of Understanding* taken prior or concurrently.

THE DEGREE PLAN

Preparing Your Degree Plan

The UWW degree plan includes:

- the title of your concentration;
- the rationale for the course of study in your concentration (special concentrations only); and
- the listings of credited learning experiences already on the transcript and those yet to be completed to awarded the degree.

Each of the above components should relate to the others, so that the degree plan represents a coherent course of study and meets the requirements of the University level baccalaureate degree. The title, for instance, should reflect the actual courses you select, and the rationale should explain what the title means. Your advisor—and, in the case of students pursuing very specialized degrees, your sponsor--will be helpful as you think through the planning of your degree.

Title: In selecting or creating a title for your concentration, think carefully about what that title implies and whether or not your degree plan fulfills the expectations set up through the title. UWW degree titles may not duplicate the titles of any existing majors or academic programs within the University. Students selecting one of the identified concentrations may also indicate a special focus they will give to the concentration. Those choosing a title different from the generic ones on the list of titles must also write a description of their field similar in style and content to the descriptions given.

Lists of credited learning experiences: This section of the degree plan (pp. 2 and 3 of the Excel form) outlines both the courses you have taken previously and your plan for completing all the University, UWW, and concentration requirements. Remember to check for the following:

- General Education Requirements

- Minimum total of 120 credits, maximum of 75 transfer credits, minimum of 45 residency credits and 15 graded credits.
- UWW curriculum: UWW 191G, UWW 370, and two of the reflections courses (UWW 310, 320, 330, 340)
- Upper level courses: Minimum of 15 credits of upper level learning (300 and above) in the concentration. A maximum of three of these credits can, with the advisor's and the team's approval, be filled by a theory-based independent study, UWW 370 (if appropriate in a writing-focused Area of Concentration), or a third reflections course.

Note: A total of no more than **36** credits will be accepted toward the UWW degree from all of the following sources: prior learning assessment, experiential independent learning projects, and internships.

Remember to include department name and numbers from the schools at which the courses were taken (with UMass equivalents in parentheses *only* for those being transferred in with upper division numbers), short titles for independent studies, general education designation (if any), and UMass or transfer identification, and number of credits for each course or learning experience listed. Example:

Bus 110 Foundations of Management (Mgt 301) TR 3

NOTE: In the above example, the course Bus 110 taken at Elsewhere U. was transferred in as the equivalent of the UMass course MGT 301 Principles of Management and could be used as an upper division course in a business-related concentration.

If you intend to submit a prior learning portfolio for credit, list the learning areas for which you hope to receive credit through the assessment process, as well as the specific experience on which the learning is based. List only those experiences that you expect to write about in some depth, usually no more than three or four.

The UWW Concentration

Like the traditional major, the individualized concentration identifies the focus of the field of study that you intend to explore in depth. Unlike a traditional major, your concentration may cross the boundaries of traditional disciplines to match your specific interests and needs rather than forcing them to fit into a predetermined departmental structure. In some areas, such as Health and Human Services or Early Care and Education, a specific set of courses is offered at times or in formats that UWW students are likely to be able to take them. Those students looking for very specialized degrees with few courses offered through Continuing & Professional Education will likely have to attend some courses during the day.

Though the concentration provides the flexibility to determine your educational focus, that flexibility is limited by the requirements listed above, by the UWW standards, and very often by your own schedule or location making some courses unavailable to you.

You have a great deal of latitude in defining an individualized concentration, but it must meet the following two expectations:

Depth and Breadth. The concentration includes a broad view of the field of study and a focused exploration of a particular aspect of that field.

Theory and Practice. The concentration should demonstrate theoretical learning (the ability to attach meaning and interpretations to experience) and practical learning (the ability to test theoretical learning through applying it in practice).

The Approved Degree Plan

When the entire degree plan is ready for review, it is submitted to an academic review team, and, when applicable, to the faculty sponsor. This review team is responsible for reviewing and granting final approval of the degree plan. Once approved by advisor, team, and sponsor (if applicable), the degree plan is placed in your permanent file and serves as a guide for your subsequent semesters in the program.

THE PRIOR LEARNING ASSESSMENT PROCESS

You have entered the University of Massachusetts Amherst with knowledge acquired through work and other life experiences. In the world outside the classroom, you have acquired skills for organizing and interpreting important information. Developing a prior learning portfolio through UWW can help you accomplish the following:

- make intellectual contact with your theories, skills and understanding;
- clarify your thinking;
- find out what you know--and what you don't know--about your field;
- organize your ideas, your knowledge, and your skills in ways that allow you to communicate them more effectively to others;
- obtain university credit towards the completion of your degree; and
- satisfy the UWW degree requirements.

Because most students engaging in this process need a good deal of support and guidance, developing a portfolio is addressed in a separate handbook specifically about the prior learning assessment process. It is distributed through the *Writing about Experience* sections, but you can also download a copy from the UWW web site at www.umass.edu/uww (click on *students* and look for the left menu item).

STEPS IN THE PROGRAM

The First Semester

1. UWW 191G Frameworks of Understanding. Each new UWW student is required to take this course to refresh and further develop sometimes rusty skills in reading, writing, and thinking from a critical perspective, to understand the principles of research and information literacy, and to become engaged in a UWW learning community.
2. A UWW Reflections Course. Because UWW students normally pursue one of a list of selected topics, degree planning is a simpler process and is completed within the Frameworks course. These students select one of the required reflections courses as their second course during the first semester.
3. Regular Advising. A UWW advisor will be assigned, usually based on the Frameworks class you enroll in. The advisor will normally work with you until graduation, unless you enroll in another instructor's section of UWW 370 Writing about Experience in a later semester. In that case, your writing instructor will become your advisor. Advisors may answer questions through e-mail, meet with you in person or by phone appointments. Whatever the appropriate mode, someone at UWW will be able to guide you through the full requirements of completing a degree.
4. Faculty Sponsor. Students seeking a specialized degree unrelated to the ones listed as possible topics will be charged by their faculty advisor or the UWW team on review of the degree plan to identify a non-UWW faculty sponsor in the field of study. The faculty sponsor should be identified during the first semester. Your UWW advisor and the instructor of your Frameworks course (who will often be the same) will be helpful resources for identifying an appropriate sponsor.

The Second and Subsequent Semesters

1. Coursework. Most UWW students will choose to enroll in a second reflections course during the second semester to complete the pre-requisites for enrolling in *Writing about Experience*. There is no requirement to take the writing course in a particular semester, however. In the second or later semesters, you will begin the other coursework and learning projects identified as new learning in your degree plan. On occasion, students are unable, for scheduling or other reasons, to take one or more of the specific courses listed on the degree plan. The advisor (and, when appropriate, sponsor) must approve all substitutions. In selecting substitutions, be sure that all key components of the concentration are well-represented as you pursue the degree.

2. Final Submission of the Degree Plan. Once the degree plan has been approved by the advisor and the UWW review team (and signed by the faculty sponsor in the case of Special Concentrations), the signed final plan will be submitted and entered as approved on the UWW student records, usually by the end of the first semester.

3. Prior Learning Assessment. Most UWW students who seek credit for prior learning will take *Writing about Experience* during their second semester, although they may choose to enroll in the course in a later semester. This course also satisfies the UMass Amherst junior year writing requirement. The student may submit the portfolio completed in the writing course for up to fifteen credits, but students seeking more credits will write additional material, either on their own or in another class, during the semester following the course. All portfolios must be submitted before the end of the semester following the course. The *Prior Learning Assessment Handbook* offers more details about the process.

4. Final Review and Awarding of Prior Learning Credits. When your prior learning portfolio is complete, you will meet with your advisor to discuss the approval process. Portfolios of 15 credits or fewer require approval and a credit award only from the advisor (and, for Special Concentrations students, the faculty sponsor). Portfolios of 16-21 credits also require approval by the UWW academic review team. In addition, portfolios of all students over 21 credits require approval by a non-UWW faculty member within the concentration.

Required Approval in the Prior Learning Assessment Process

	Advisor	Team	Non-UWW faculty in field
1-15 credits	X		
16-21 credits	X	X	(if outside standard concentration areas)
21-30 credits	X	X	X

5. The Final Semester/Graduation. As graduation approaches, you should make a final review of your degree progress on SPIRE to be certain that all of the requirements have been met. Your advisor or the Continuing & Professional Education advisor will help you with this task. You must submit an Intent to Graduate form to the Continuing & Professional Education advising office (available on the forms page of www.umassulearn.net), and your advisor will clear you for graduation. February, May, and September graduates within the current year celebrate with the UWW faculty and staff at the annual May graduation event, and all UWW graduates of that year are eligible to attend the UMass Amherst Commencement ceremonies.

WAYS OF EARNING CREDIT

The Division of Continuing & Professional Education offers courses during the evening hours or online in the fall and spring semesters. These courses are listed in the Division of Continuing & Professional Education (CPE) catalog and online at www.umasslearn.net. CPE also administers the UMass Amherst summer and winter session courses and publishes a separate catalog with full details on course offerings, registration procedures, and fees for each session (fall, spring, winter, and summer). CPE offices are located at 100 Venture Way in Hadley, Massachusetts, on the same floor as UWW. Call them at 545-2414.

UMass Amherst day division courses (officially, “university-scheduled” courses) vary greatly in the instructor’s teaching style and delivery format. When they meet the day division course requirements, UWW students may sign up for these courses through Continuing & Professional Education during the CPE registration period. Consult the undergraduate catalog on SPIRE for hints about format and whenever possible talk to students who have taken the courses. You may want to call or e-mail the instructor, review the syllabus, or speak with the department secretary or undergraduate advisor.

Courses at other colleges or universities are often an important part of a UWW degree. Students taking transfer courses at other colleges after matriculation in UWW must first seek permission from the advisor to insure transfer to the UMass Amherst record. Once the course is completed, students request an official transcript be sent to UWW so that credits may be posted to your record here. Remember that no more than 75 transfer credits may be counted toward the required 120 graduation credits at UMass. All credits accepted by UMass Amherst from other institutions will appear on the University transcript, but however many are transferred in, students must have a minimum of 45 UMass Amherst residency credits.

Prior learning assessment refers to the process by which UWW awards credit for past learning gained outside the structure of formal education.

Independent learning contracts help students pursue credited learning under the supervision of a faculty member outside the classroom. Using the contract form downloaded from the forms page of the UWW web site, the student proposes the contract and outlines learning goals and activities to be undertaken to meet those goals. The crediting faculty member helps to sharpen those goals, to decide on learning activities, and to choose a means of evaluation. The UWW advisor may help decide on the number of credits and suggest alternatives where appropriate. At the end of the semester, the faculty member submits the grade to the UWW advisor if the student is enrolled under a UWW course number. A student should expect to spend a minimum of three hours a week for fifteen weeks on the project for each enrolled credit.

Learning contracts may be done in a variety of formats, for example:

- **Independent studies** provide a vehicle for pursuing research, reading and writing projects outside a traditional course format. While students occasionally—with a faculty member's permission--use them as a way to do regular University courses they otherwise couldn't attend, more often they are used to investigate questions and subject matters not covered by courses in the Continuing & Professional Education or University catalog. They may also be used to structure a program of directed readings covering essential literature in a field of study. An independent study of this kind is limited to a maximum of six credits in one semester.
- **Practica** are based on learning contracts directed towards hands-on experiential learning to extend and broaden one's experience in a field. A practicum may involve an exploration of a field through interviews and observation in various settings, or creative work in the arts, or other personal projects. A practicum is limited to six credits in one semester.
- **Internships** are also directed towards experiential learning and typically involve learning projects pursued within an organizational setting. While students sometimes pursue internships in the context of current job responsibilities, their focus must be on *new* learning. Often an on-site supervisor will be involved in structuring and evaluating the student's learning. Internships are useful ways to apply theory in the field and bring the depth of experience to one's learning. An internship is limited to a maximum of twelve credits in one semester.

Special transcript evaluation assigns college credit to trainings, workshops, and courses conducted outside of an accredited college environment that reflect an integrated and sustained curriculum. Many UWW students have participated in extended workplace trainings related to their concentrations. A fee is charged for each special transcript submitted. (See the UWW web site for information about fees.) With proper documentation (official verification of topic, dates, completion, and contact hours), college-level trainings are usually awarded one credit for each sixteen verified contact hours.

CLEP exams test college-level learning in a variety of subject areas, offering an option for a less expensive and faster way to demonstrate independent learning and earn credit. Before signing up for a CLEP exam, you should check with your advisor to be sure it is accepted for transfer, especially if you intend to fulfill a general education requirement through the exam. CLEP exams are administered by the College Board (www.collegeboard.com/CLEP) and are included on the transcript as *transfer* credit.

GETTING THE MOST FROM YOUR UWW PROGRAM

This section covers information about some people and resources that help make the UWW program and process a rich experience instead of a mere credential. Drawing on the expertise of faculty, staff, and fellow learners in UWW and the University will help you to avoid common pitfalls, such as:

- taking on too many credits in the first semester and feeling overwhelmed;
- finding yourself either over- or under-qualified for certain courses;
- finding yourself falling behind in an online course;
- accumulating a number of incompletes;
- getting nowhere in an ill-defined independent study and then floundering;
- finding yourself missing a requirement at the point of graduation.

Helpful People and Resources

UWW Advisor: Your advisor will communicate with you in person, by phone, or by e-mail as needed in the first semester when you are developing a degree plan. After that, you should contact your advisor at least in the beginning of the semester. Your advisor is a key figure in your development as an independent learner as she or he offers encouragement, helps you clarify academic goals, and assists you in designing a plan to meet these goals. To aid you in the process, your advisor will also:

- suggest appropriate courses or learning activities;
- help you design independent studies when appropriate;
- give you names of potential faculty sponsors in your field;
- guide you through and help you master the University's administrative processes;
- assist you in the clarification of learning areas within your prior learning;
- suggest a range of credit for the prior learning award;
- present your degree plan and prior learning portfolio to an academic review team;
- help review your degree requirements in preparation for graduation.

It is important that you take some initiative in seeing your advisor and in keeping her or him informed about changes in your plans, such as adding or dropping courses or changing your expected graduation date. At UWW we can usually find a remedy for most of the administrative problems that arise, but the solution must be carried out correctly with all the right forms in the right places at the right time.

Faculty Sponsor (when applicable for specialized concentrations): Your UWW advisor will advise you about whether or not your concentration will require identifying a non-UWW faculty sponsor. If you need a faculty sponsor, you should begin seeking one early in the degree development process during the first semester. You may ask any member of the UMass faculty to serve as your sponsor while you are enrolled in UWW.

The principal role of the faculty sponsor is to offer guidance as you develop a degree within the area of the sponsor's expertise.

Your sponsor can help you in the following ways:

- adding the perspective of her or his discipline to your academic planning;
- recommending valuable courses and learning projects as you develop your concentration;
- working with you and your advisor in identifying the areas of knowledge and skill to be addressed in your degree plan;
- supervising independent studies;
- guiding you in the planning and writing of the prior learning portfolio;
- acting as an evaluator of your portfolio;
- discussing possibilities for advanced study and graduate school.

An excellent resource for identifying potential sponsors is your UWW advisor. You can also check out the UMass website. Many of the department sites offer biographies of their faculty members. This feature enables you to identify a person whose specific interests and expertise correspond with your educational goals. Finally, the most obvious candidates for the role of your sponsor are those professors teaching the courses within your field.

Since sponsors of individualized degrees receive no extra compensation or special recognition from the University for guiding you in our program, you should make good use of their time by approaching them with a clear sense of what you want from them and what you offer in return. Don't underrate yourself; the benefits of the relationship are mutual. Many faculty members welcome the opportunity to work with experienced, highly motivated adults.

Fellow Learners: Your fellow students can be extremely helpful in:

- suggesting good courses;
- identifying a faculty sponsor;
- sharing their degree planning and prior learning experience with you;
- helping with the logistics of going back to college (setting up car pools, arranging for childcare, etc.);
- offering support and encouragement.

Web sites: All University departments and offices have comprehensive web sites packed with useful information. Often you can resolve an issue or answer a question in less time by first consulting the printed materials on the web or downloading needed forms. Then you can better focus the time you spend with advisors and faculty. The UMass web site is at www.umass.edu and from there you can use the menus or search feature to find what you need.

Places to Go For Help

Campus Career Network (www.umass.edu/careers/) provides personal and career counseling, vocational and other testing, a career library, and short-term (three-session) workshops on a variety of topics of importance to students. For a list of services and workshop topics, call 545-2224 or e-mail ccnhelp@acad.umass.edu.

Learning Commons (www.umass.edu/learningcommons) in the lower level of the W. E. B. Du Bois Library) provides a full range of academic support services to all students. Call them at 577-1272.

UMass Amherst Disabilities Services (<http://www.umass.edu/disability>); 231 Whitmore) is dedicated to helping those with learning and other disabilities attend the University successfully. The Disability Services office is a starting point for testing for a learning disability, registering for sign language interpreters, and obtaining other services. Their number is 545-0892 (V/TTY).

Committee on Admissions and Records and General Education Variance Committee: These two committees appointed by the Faculty Senate act as boards of appeals for such petitions as reinstatements after dismissal, retroactive withdrawal from prior semesters because of illness or other intervening circumstances, acceptance of an alternative course to meet a general education requirement, and so on. UWW students should consult with the UWW advisor about whether their requests are appropriate for these committees to consider. The UWW Director or Associate Director will write a letter of support if they consider the case substantive. More information about these committees and other academic regulations is available in the *Academic Regulations* posted on the Registrar's (www.umass.edu/registrar) and Dean of Students (www.umass.edu/dean_students) sites.

Ombud's Office (www.umass.edu/ombuds_office); 823 Campus Center) will intercede for students who have encountered bureaucratic or academic problems for which they feel they have not obtained an equitable solution. Their number is 545-0867.

The Everywoman's Center (www.umass.edu/ewc) ; Wilder Hall, second floor) is a place where women can receive quality services, share information, support each other, and work together in a comfortable multicultural environment. The mission of EWC is to provide leadership in promoting educational access and equity for women in higher education. The program's services are offered to students, faculty, staff, and community women. Their number is 545-0883.

Web Sites to bookmark or set as favorites:

UMass Amherst Home Page

www.umass.edu

UWW Home Page

www.umass.edu/uww

UMass Amherst Continuing & Professional Education

www.umassulearn.net

UMass Online

www.umassonline.net

UMass Amherst Financial Aid Office

www.umass.edu/umfa

UMass Amherst General Education site

www.umass.edu/gened