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INTRODUCTION
The Higher Education Leadership and Management (HELM) graduate certificate is a 15-credit academic program focused on the study of leadership, management, and organization in higher education with a focus on the intersection of theory and practice. This graduate certificate is aimed at the many current and future leaders in higher education who would benefit from leadership training, but who do not need another advanced degree. The program is taught online making it convenient for busy professionals from a wide geographic area.

This handbook describes program requirements and provides information to assist you during your time in the program. If you have additional questions, contact the HELM Coordinator, Kate Hudson, helm-info@educ.umass.edu. Information is also available on the Higher Ed program Web site.

ADVISING
We want to make your experience in the HELM Certificate program as useful and engaging as possible. Our students come from different educational and professional backgrounds and have different reasons for participating in the HELM program. If you have questions about the program or want to brainstorm how your learning experience can best fit your learning goals, the HELM Coordinator is available for advising sessions. Contact Kate Hudson (helm-info@educ.umass.edu) to set up a meeting (in-person, phone, or Skype), or sign up for an appointment here. Your instructors may also be useful resources.
ADMISSIONS

You can take up to two HELM classes prior to formally applying to the program. Materials required for consideration include:
- application form
- personal statement
- resume
- transcripts from undergraduate and graduate institutions attended
- two letters of reference

Submit your materials to helm-info@educ.umass.edu or:

Kate Hudson
Program Coordinator, HELM Graduate Certificate
N122 Furcolo Hall
813 N Pleasant Street
University of Massachusetts
Amherst, Massachusetts, 01003

NetID

Your NetID and password allow you to access many resources, including SPIRE (the campus student information system), your courses in Blackboard Learn (BbL), and the library. It is sometimes also referred to as your SPIRE ID. You’ll receive your NetID via email after you fill out the Non-Degree Enrollment Application in SPIRE.

UMASS EMAIL (UMAIL)

You will also receive an UMass email address (UMail), which will be your “official” email contact for the University. You can access your email through the UMail on the Web, and can also set it to forward to a different address that you use by using the UMail Post Office.

SPIRE

SPIRE is the student information system used at UMass Amherst. SPIRE is used to enroll in courses, and is also where you check your grades.
BLACKBOARD LEARN (BBL)
The HELM program uses Blackboard Learn (BbL) as the platform for online courses.

LIBRARY
Your NetID gives you access to the Libraries at UMass Amherst, and more specifically to online databases you can use to find journal articles about topics in which you are interested. We are currently developing an online tutorial on using library resources for our online students. Steve McGinty is our library subject specialist for Education. He can help you find materials that will help your academic work. Steve can be contacted at smcginty@library.umass.edu.

WRITING CENTER CONSULTING
This program requires extensive writing. If you need help with your writing, The UMass Amherst Writing Center offers consulting, and appointments can be carried out online so you can take advantage of their services even if you are at a distance!

DISABILITY SERVICES
Disability Services provides services for students who require accommodations due to a disability. There are three main areas these services cover: (1) collecting diagnostic documentation in order to identify individuals with qualifying disabilities, (2) determining eligibility for reasonable accommodations and modifications to campus programs and services, (3) notifying faculty/instructors/program coordinators of a student’s accommodation eligibility while participating in their course/program.

In order to be eligible for accommodations, you must first register with Disability Services. The registration process involves completing an intake form and submitting supporting diagnostic documentation. Intake forms are available on the Disability Services website.
ENROLLING IN COURSES

Returning Students - Enrolling in Courses through SPIRE
As of Fall 2015, students in the HELM program use SPIRE (the student information system for the University of Massachusetts Amherst) to enroll in classes. Please note that because the HELM program is a graduate certificate, not a degree program, you are considered a "non-degree student."

1. **Create an enrollment appointment.** For returning students (meaning that you took a course in the prior semester) who have their NetID and password. Log in to SPIRE. In SPIRE go to: Main Menu > Enrollment > Summer/Wntr/Non-degr Enroll Appt and follow the instructions.

2. **Enroll in classes.** Once you have an enrollment appointment (this should be immediate), go to Main Menu > Enrollment > Add Classes.

New Students – Enrolling in Courses through SPIRE
For new students or students who haven’t been enrolled in a class recently, you will need to create a student record (or reactivate it) prior to being able to enroll in classes. Please note that because the HELM program is a graduate certificate, not a degree program, you are considered a "non-degree student."

1. **Create a student record.** Go to SPIRE. From the menu options on the right hand side, under the heading Apply/References click on Non-Degree Enrollment Application. Fill out the form there. You will receive an email with your NetID and password (this may take up several days.)

2. Once you have received your NetID and password, follow the instructions for creating an enrollment appointment listed above under “Returning Students.”
Dropping a Class Before the End of Add/Drop
Before the Add/Drop Deadline for the term, you can drop classes using SPIRE. The course will not appear on your transcript and all the course fees will be removed from your account.

Dropping a Class After Add/Drop
Between the end of Add/Drop and the end of the withdrawal period, you can still drop a class using SPIRE. The course will appear on your transcript as “W” and you will receive a 50% refund on the course tuition (but not the registration fee.)

Late Drops
If you need to drop a class after the withdrawal period is over you will need to fill out the Graduate Late Add/Drop form and return to Kate Hudson, helm-info@ueduc.umass.edu, who will sign the form as the Program Advisor and return the form to Continuing & Professional Education for processing. Please note that you will still be responsible for tuition and the registration fee.

PAYING YOUR TUITION BILL
Bills are generated by the Bursar’s Office around the 15th of the month after you have registered for a class, and are due by the 10th of the following month. You will receive an email to your UMail account when your invoice becomes available.
You may view and pay your bill in QuikPAY. To access QuikPAY, log in to SPIRE. Go to Main Menu > Finances > View/Pay Bill.

International Payments
Information about international payments can be found here.

Financial Aid
Financial aid is unfortunately not available for the HELM graduate certificate program. UMass employees can receive full tuition remission, and MA state employees can receive 50% tuition remission.
HELM CURRICULUM

The HELM Graduate Certificate consists of 15 credits. The courses are intended to develop expertise in leadership and management within the context of higher education. There are four required courses, and an elective. Ideally you will take EDUC 601a (Foundations of Higher Education) early on in your program. The program is flexible in terms of how many courses you take each semester.

Required Courses
EDUC 601a – Foundations of Higher Education (Summer & Fall)
EDUC 674 – Leading Higher Education (Fall)
EDUC 621 – Managing Higher Education (Spring)
EDUC 723 – Organizing Higher Education (Summer)

Elective – Courses currently include EDUC 689 Academic Profession, EDUC 642 Principles & Practices of Student Affairs, EDUC 692R Introduction to College Teaching, EDUC 748 Community Colleges in America. We will be rotating new courses regularly. You may also want to consider completing a practicum course as your elective (see below for additional information).

Practicum
If you don’t currently work in higher education, or if you are hoping to switch into a different area of higher education, you may find it useful to complete a practicum course as your elective. A practicum provides an opportunity for you to explore new aspects of higher education, gain experience in a particular area, and obtain more experiential-based learning related to higher education.

There is considerable flexibility in terms of sites and job descriptions, based on the interests of each student. While you are responsible for locating your own practicum site, we can offer direction in how to go about identifying an appropriate site given your interests and professional goals. If you are considering a practicum as part of your certificate experience you’re encouraged to make an advising appointment with Kate Hudson to discuss your plans. It’s better to start the conversation early!
While you are doing practicum, you will also complete a series of reflections on your experience, with support from the HELM Advisor. You will also need to fill out an independent study form.

**COMPLETING THE PROGRAM**

During the semester when you are taking your final class for the HELM graduate certificate, you will need to submit the HELM Completion Form (C-1) to the HELM Coordinator. The deadline to submit the form will be announced fairly early in the term. The UMass Amherst has three graduation dates each year, in February, May, and September. Make sure that you pay attention to the deadlines in order for it to be processed. The form is available from the HELM website. You will receive your official certificate from the Graduate School.