

Marlboro College

Marlboro, Vermont

PARENT/FAMILY HANDBOOK 2012-13

<http://www.marlboro.edu/parents>

Academic Calendar 2012-2013

| FALL | 2012 |
|---|---|
| Fall Tuition Bills Available Online | Friday, June 15, 2012 |
| Fall Tuition Bills Due | Sunday, July 15, 2012 |
| Incoming Students Arrive at 1:00pm | Sunday, August 19, 2012 |
| NEW PARENT Q+A at 2:30pm | Sunday, August 19, 2012 |
| First Meal: Brunch | Saturday, August 25, 2012 |
| Returning Students Arrive 9:00 AM | Monday, August 27, 2012 |
| Returning Student Enrollment, 9:30 AM to 11:30 AM. First Faculty Meeting, 2:15 PM | Tuesday, August 28, 2012 |
| Classes Begin. Convocation 4:00 PM | Wednesday, August 29, 2012 |
| Labor Day | Monday, September 03, 2012 |
| Final Course Registration Due by 3:00 PM | Thursday, September 06, 2012 |
| Last day to drop a course, register for audit, choose P/F grading, submit FERPA Directory Hold, and submit senior grade form by 4:00 PM | Thursday, September 20, 2012 |
| Mid-Term Evaluations Due | Friday, October 05, 2012 |
| Mid-Term Faculty Meeting | Wednesday, October 10, 2012 |
| Walter Hendricks Days | Monday, October 15 & Tuesday, October 16, 2012 |
| Family Day <i>Mark Your Calendar</i> | Saturday, October 20, 2012 |
| Trustee Meeting | Saturday, October 27, 2012 |
| Spring Tuition Bills Available Online | Tuesday, October 30, 2012 |
| Admissions Open House | Saturday, November 10, 2012 |
| Thanksgiving Recess, 12:30 PM (Dorms Remain Open) | Wednesday, November 21, 2012 |
| Classes Resume | Monday, November 26, 2012 |
| Spring Tuition Bills Due | Friday, November 30, 2012 |
| Portfolio Reading Day | Thursday, December 08, 2012 |
| Reading Days | Thursday-Friday, December 6-7 |
| Exam Days | Saturday, Monday, Tuesday, December 8, 10, 11 |
| Final Grades Due, 1:30 PM. End of Term; No Work Accepted after 1:30 PM | Wednesday, December 12, 2012 |
| Winter Recess Begins. (Last Meal: Breakfast). Dorms/Cottages Close 4:30 PM | Thursday, December 13, 2012 |
| Final Faculty Meeting 1:30 PM | Friday, December 14, 2012 |

| Academic Calendar 2012-2013 | |
|---|---|
| SPRING | 2013 |
| New Students Arrive (Dining Hall) 12:00 Noon | Saturday, January 19, 2013 |
| Returning Students Arrive 9:00 AM. First Meal: Brunch | Sunday, January 20, 2013 |
| Martin Luther King, Jr., Day | Monday, January 21, 2013 |
| Returning & New Student Enrollment 9:00 AM. Faculty Meeting 2:00 PM | Tuesday, January 22, 2013 |
| Classes Begin | Wednesday, January 23, 2013 |
| Final Course Registration Due by 3:00 PM | Wednesday, January 31, 2013 |
| Trustee Meeting | Saturday, February 02, 2013 |
| Last day to drop a course, register for audit, choose P/F grading, submit Directory Hold, and submit senior grade form by 4:00 PM | Thursday, February 14, 2013 |
| Financial Aid Forms Due (new students) | Friday, March 1, 2013 |
| Mid-Term Evaluations Due | Friday, March 08, 2013 |
| Mid-Term Faculty Meeting | Wednesday, March 13, 2013 |
| Spring Recess Begins (Last meal: breakfast). Dorms/Cottages Closed 12:00 PM | Saturday, March 16, 2013 |
| Dorms/Cottages Open 1:30 PM. (First meal: dinner) | Sunday, March 31, 2013 |
| Classes Resume | Monday, April 1, 2013 |
| Financial Aid Forms Due (returning students). Enrollment Forms and deposits due (returning students) | Monday, April 01, 2013 |
| Reading Days | Thursday-Friday, May 9-10 |
| Exam Days | Saturday, Monday, Tuesday, May 11, 13, 14 |
| Final Grades Due, 1:30 PM. End of Term; No Work Accepted After 1:30 PM | Wednesday, May 15, 2013 |
| Final Faculty Meeting 1:30 PM | Friday, May 17, 2013 |
| Trustee Meeting | Saturday, May 18, 2013 |
| Commencement 10:00 AM. Last Meal: Lunch. Dorms/Cottages Closed 4:00 PM | Sunday, May 19, 2013 |

TABLE OF CONTENTS

| | |
|---|----|
| Letter from the President | 4 |
| Letter from the Dean of Students | 5 |
| Important Phone Numbers and Mailing Addresses | 6 |
| Opportunities for Family Engagement | 7 |
| Supporting Your Student | 8 |
| The Academic Program | 9 |
| Character and History of the College | 9 |
| The Clear Writing Requirement | 10 |
| Areas of Study and Degree Fields | 10 |
| The Plan of Concentration | 10 |
| The Outside Evaluator | 10 |
| College Resources | 11 |
| Bookstore | 11 |
| Career Counseling | 11 |
| Disability Services | 11 |
| Financial Aid | 11 |
| Food Services | 12 |
| Health Services | 12 |
| Library | 14 |
| Residential Life | 15 |
| FAQs | 17 |
| Tips for Talking to Your Student about Alcohol and Other Drugs | 20 |
| Policies and Procedures | 21 |
| Family Educational Rights and Privacy Act (FERPA) | 21 |
| Refund Policy | 22 |
| Return of Title IV Funds Policy | 23 |
| Directions to the College | 24 |

July 2012

Dear Parents and Family Members,

Welcome to the Marlboro College community. I am eager to see all of our new and returning students this August as they enter into the exciting, demanding, transformative experience of shaping their own educations. Marlboro students are selected for their potential to thrive here. We are committed to stimulating their intellectual and creative achievements all the way to graduation.

Students at Marlboro also have a strong voice in how this educational community conducts itself. Just as we respect the individual, we also expect responsibility for the community. To be a student here means to be an active participant—in one's own development and in the quality of the community life we share.

New students will participate in the shared experiences of orientation, arriving back on campus with new friends, and having learned more about how to make the most of a Marlboro education. The first few weeks are crucial, as new students adjust to campus life, get familiar with the beautiful environment and the nearby arts town of Brattleboro, discuss the “common read,” meet faculty and peer advisors, and begin to think about their courses. What interests will they deepen? What new sparks will ignite? How will they challenge themselves to try new things, whether it means taking mathematics or dance, using the climbing wall, the hiking trails, or the arts studios?

Returning students will come back to find the faculty busy planning new courses and working together to expand global perspectives, including more faculty-led trips. We anticipate many rich resources will add to the student experience: not only the two new faculty members in sociology and French and three new full-time student life coordinators, but also the myriad of cultural events, outdoor activities, lectures, and discussions that occur on Potash Hill and our downtown graduate campus.

I always advise students to pack your boots, warm clothing, musical instrument, and a favorite pillow. Also bring your curiosity, your talents, and your eagerness to learn from the faculty, staff and each other.

I will see you soon and look forward to interacting with you during the year.

Sincerely,

A handwritten signature in cursive script that reads "Ellen".

Ellen McCulloch-Lovell, President

July 2012

Dear Parents and Family Members:

Welcome to the 2012-13 academic year at Marlboro College. I look forward to meeting you and working with you and your student in the coming year.

All new students should plan to arrive at 1pm on Sunday, August 19th. There will be a Parent/Family Q&A at 2:30pm to answer any and all questions on your mind.

The vibrant atmosphere here provides a rich environment for growth and learning. The college's focus on the individual allows exploration into new intellectual areas, as well as the opportunity for creative expression and personal development.

As the Dean of Students, I work with the student life staff to enhance the co-curricular life of students. We are responsible for the areas of residential life, outdoor programming/recreation, physical and mental health services, new student orientation (Bridges/Woods) and career counseling. We work with students to provide a balance of support for their actions and life outside of the classroom. As educators, we assist students in developing life skills such as coping with stress, managing time, establishing independence, understanding relationships and becoming contributing members within a larger community.

We hope the information contained in this handbook helps you understand how the college works. While our primary relationship and communication will always be with your student, we want you to feel part of the community as well. It is important that you be included in the life of our campus and the college experience of your student. Check our website regularly for information, campus news and listings of upcoming events.

Please do not hesitate to contact me with any and all questions. I truly look forward to a fruitful partnership.

Once again, welcome!

Sincerely,

A handwritten signature in black ink that reads "Ken" followed by a stylized monogram or initials.

Ken Schneck, Ph.D.
Dean of Students
802-258-9238 / kschneck@marlboro.edu

Important Phone Numbers and Mailing Addresses

| | | |
|---|--------------|------------------------------|
| Dean of Students: Ken Schneck | 802.258.9238 | kschneck@marlboro.edu |
| Director of Housing & Residential Life: Jodi Clark | 802.258.9232 | jdclark@marlboro.edu |
| Director of Academic Advising: Catherine O'Callaghan | 802.258.9235 | cocallag@marlboro.edu |
| Receptionist/General Info: Sunny Tappan | 802.257.4333 | suntap@marlboro.edu |
| Registrar | 802.258.9233 | registrar@marlboro.edu |
| Plant & Operations | 802.258.9246 | maintenance@marlboro.edu |
| Financial Aid | 802.258.9237 | finaid@marlboro.edu |
| Student Accounts | 802.258.9241 | studentaccounts@marlboro.edu |
| Total Health Center: Megan Littlehales | 802.258.9335 | mml@marlboro.edu |
| Development: Lisa Christensen | 802-258-9259 | lmchrist@marlboro.edu |

General Mailing Address

Marlboro College, P.O. Box A, Marlboro, VT 05344-0300

Student Mail: When writing to an enrolled student, please use his or her assigned mailbox number with a "B" preceding the number. The zip code extension for student mail is -0301.

Example: Susan Student, Marlboro College, Box B123, Marlboro, VT 05344-0301

Street address for UPS/FedEx delivery

Marlboro College, 2582 South Road, Marlboro, VT 05344

Opportunities for Family Engagement

Family Day on Saturday, October 20, 2012

Mark your calendar and make reservations now.

We urge you to make arrangements for accommodations as soon as possible. The fall foliage season makes finding last minute accommodations close to the college very difficult. For a listing of area lodging, please go to www.marlboro.edu/admissions/visiting/lodging.

Specific details about this year's Family Day will be sent in late August and posted online at www.marlboro.edu/parents. Activities usually run from 9AM to late afternoon and generally include mini classes with faculty and students, expert speakers, outdoor programming, social time with Marlboro's president Ellen McCulloch-Lovell, faculty and staff, a music or theater event and a soccer game. Registration covers lunch and refreshments. Families may have dinner in the college dining hall for a fee.

For more information, please contact the Development Office at devel@marlboro.edu, 802-451-7588 or visit www.marlboro.edu/parents/.

Family Information Sharing

Please go to our Parents page at www.marlboro.edu/parents and complete the **Family Information Form**. This is a way for you to share mailing preferences, how you would like to be addressed, add grandparents to the mailing list and to tell us more about your own expertise and other ways you might be involved in helping our students find internships and make career connections through our Career Development Office. This information will not be shared with any third parties.

Supporting Your Student

College years are often a time of tremendous personal growth for students, and as a parent you share the excitement and pain of that process. Most likely, no one knows your student as you do, and no support is more important than yours. But there are particular challenges to parenting a young adult college student who is separated from you by miles. Our experience working with parents and students over the years has shown us that students thrive when parents:

- **Let go.** This involves letting students take responsibility for their own lives. Those incredible successes and painful failures will be wonderful learning opportunities. You've done your job, and now is the time to trust that your years of influence have prepared your student for the process of becoming a self-sufficient individual. One of the most difficult challenges you will face is resisting the urge to rush in and save the day when your student encounters a problem. Be concerned, of course, but let your student work things out. Your role will be to offer support and even suggest campus resources where your student may seek assistance. We've included that information for you in this handbook. But it is important that your student make the contact rather than you. This is how you can help your student learn how to negotiate issues and resolve problems—the most important lessons in the long run.
- **Start with the positive.** Often your student will initiate contact with you to vent about a difficulty they are trying to overcome. The trap is if this becomes the basis for your communication with them. Before they even get to their venting, stop them and ask what is going well for them at Marlboro. Make them detail for you a story (or five) of positive, transformative experiences they're having both inside and outside the classroom. If your student is unable to recount any positive experiences they are having, focus the conversation on why that may be. In addition to the warm fuzzies the stories will hopefully provide, starting conversations off in the positive might temper the venting and place the difficulty in a new light.
- **Keep perspective.** College can sometimes be a turbulent time, and students often experience intense emotional swings. Often this will prompt a call home, and your support provides an opportunity for your student to talk about sadness, frustration or anger. Fortunately, strong emotions usually pass quickly. While you are lying awake worrying, your student is probably sleeping peacefully, having vented those feelings and moved on to the next adventure. Of course, there are occasions when a student is experiencing serious emotional difficulties, and there are campus resources to help in such times.
- **Discuss important issues.** College is a time of separation from parents and of establishing independence, but that doesn't mean that conversations about values and choices should stop. It is helpful for your student to be able to talk about issues without feeling judged. Remember that you can support your student without agreeing. Keep the lines of communication open, particularly about difficult topics such as alcohol and drug use, sexual choices and financial matters. You can refer to our tips page later in this section for ideas about how to approach alcohol and other drug issues.
- **Establish a communication plan.** Students do miss home and family and we know that you will miss them terribly. It is crucial that you establish the parameters of how often, and in what form (email, phone calls, letters) this communication will take. Make your expectations clear and give them room to put forth their plan. This plan should include how often your student will communicate with siblings and grandparents who miss them just as much. Although this communication might be altered when your student is in the thick of coursework and college activities, starting out with a defined plan will help you avoid potential pitfalls. Note that cell service on campus can be spotty depending on the carrier.

THE ACADEMIC PROGRAM

Character and History of the College

Marlboro College's undergraduate program is distinguished by its small size, self-governing philosophy and rigorous liberal arts curriculum taught in very small classes and tutorials that emphasize creative inquiry and synthesis by mature, self-motivated students. Marlboro is—and intends to remain—one of the nation's smallest liberal arts colleges, with an average enrollment of 300 undergraduates. Marlboro's student body represents, on average, 30 states and nine foreign countries. The college's small size and eight-to-one student/faculty ratio fosters a close-knit community in which academic work is respected and ideas are appreciated.

According to our 2012 alumni survey, 75 percent of Marlboro's graduates pursue further study at some of the nation's finest graduate institutions, including Antioch, Harvard, Boston University, University of Massachusetts, Columbia, University of California, University of Vermont, Yale and Marlboro's own Graduate School. Top fields of study are Education/Teaching, English/English Literature, Law, Library Science, Psychology/Social Work, Business, Science, Arts.

The college opened in 1946 in a cluster of farmhouses, barns and outbuildings that made up three old Vermont hill farms on 360 acres of woods and fields. The Howard and Amy Rice Library, with the adjoining Jerome and Elizabeth Aron Wing, is open 24/7 and is the visual and academic center of the campus. Among the facilities surrounding it are the numerous small dormitories, where 70 percent of the student body lives, the main classroom building, the dining hall, the science building, an international studies center, a 350-seat theater and adjacent art gallery, an observatory and a student center with a bookstore and coffee shop. The Rudolf and Irene Serkin Center for the Performing Arts is a music and dance teaching center that includes a 125-seat lecture and performance hall. A new health center was completed in January of 2008, providing medical and mental health services, a fitness center and meeting space for a variety of campus groups.

Marlboro's Graduate School in downtown Brattleboro offers programs in technology, education and management focusing on both advancing careers as well as developing the skills and networks to enter a new field. Learning is designed around small, in-person classes complemented by online work and collaboration. Both campuses look for ways to collaborate and offer shared learning opportunities to students. Undergraduate students may apply to take courses at the graduate school. See www.gradschool.marlboro.edu for more information.

The Clear Writing Requirement

Marlboro College's faculty believe that clear writing is a reflection of clear thinking, and that teaching students how to write clearly and concisely is of critical importance not only for their academic work but also for their eventual careers and professions. Entering students take a writing evaluation at the start of their first academic year. Depending on the outcome, students take an expository writing course or enroll in any of several designated writing courses. At the end of the first semester each student submits a portfolio of written work for review by the English Committee. Most students satisfy the requirement by the end of their freshman year, or first semester in the case of transfer students. Those who do not pass but who are judged to be working diligently are given remedial help and extensions. Students for whom English is a second language have two years to meet the requirement.

Areas of Study and Degree Fields

Marlboro offers bachelor of arts and bachelor of science degrees in more than 30 fields of study and in international studies. These degree fields are categorized into four areas of study: arts, humanities, natural sciences and social sciences. See <http://www.marlboro.edu/academics/study>.

The Plan of Concentration

Marlboro's long-held practice of teaching about 50 percent of its classes in one-on-one tutorials, and the remainder in very small classes, makes it unique in higher education. But it is the Plan of Concentration, even more than tutorial study, which sets Marlboro apart from other liberal arts institutions. Undertaken by students in their junior and senior years, the Plan is a focused, two-year academic pursuit, usually cross-disciplinary and often international in scope. Instead of the accumulation of pre-designed courses leading to a major and a degree, Marlboro students are required to define a problem or goal, set clear limits of inquiry, analyze, evaluate and report articulately on the outcome of a worthy project. Overwhelmingly cited by alumni as their single most significant educational experience, a Plan culminates in projects, papers or performances designed by the student and carried out with the guidance of one or more faculty sponsors.

The Outside Evaluator

The faculty sponsors and an outside evaluator, who is an expert in the student's field of study, conduct the final evaluation of each student's Plan, including an oral examination. Marlboro's use of outside evaluators has been repeatedly cited as a superior form of accountability, which validates the academic merit of Marlboro's unusual, and unusually rigorous, curriculum.

Some comments by recent outside evaluators and their affiliations:

"His essay was better researched, and made more sense, than several scholarly papers I've seen presented at conventions by professors.... He has prepared an excellent essay on literary journalism that could be the foundation for graduate work, and his original works show great promise."
University of Massachusetts Amherst

"[Her] report is a solid ethnographic study that shows considerable sophistication and a firm resolve to penetrate the mysteries of a complex set of cultural phenomena. I'm especially impressed by the systematic quality of her observations...and her diligence in tracking down comparative studies from elsewhere in Guatemala and Central America in general. It is an undergraduate thesis of which [she] can be proud."
Williams College

"She has obviously learned considerable information, but also more importantly has developed solid critical thinking skills while at Marlboro. Especially impressive was her written work; her thesis was one of the clearest and best-composed behavioral studies I have read from an undergraduate.... I trust you are aware of the quality of your faculty and students. My all too brief contact with them left me feeling confident that reputable institutions like yours are educating thoughtful scientists as well as warm and compassionate individuals."
Middlebury College

COLLEGE RESOURCES

Bookstore

Marlboro's college-owned bookstore is located in the Campus Center. Our mission is to provide the student body with textbooks, school supplies and basic necessities at a reasonable price. Our hours are Monday through Friday, 9 a.m. to 4 p.m. when school is in session. In addition to required course materials, the store carries general reading books, faculty authors, school and art supplies, assorted health and beauty aids, clothing and imprinted giftware. Students in good standing with the college student accounts office are permitted to make purchases on account at the bookstore. The student accounts office processes the charges and includes them in students' monthly bills. There is no additional charge for this convenience, but credit may be suspended if bills are not paid monthly. In addition to student credit, the store accepts VISA, Discover and MasterCard, personal and traveler's checks and cash. Online purchases of Marlboro-emblazoned merchandise can be made by going to www.marlboro.edu/offices/bookstore/.

Career Counseling

The mission of our career development counselor (located on the lower floor of the Gander Center for World Studies) is to provide services to students and alumni that empower them to define and realize career goals. The career planning process can begin as early as the first year, with students building upon their academic passions through summer internships. We pride ourselves on being a student-centered academic support service. We are not just tuned in to the traditional job market, but are also aware of alternative careers and lifestyles. In addition, we attempt to connect students with alumni who share their intellectual curiosity and their professional interests. Career services are available to Marlboro alumni, free of charge, for life. Services include a special focus for seniors, career publications and resources, internship program information, online directory services and consultation with the career development counselor and other staff.

Disability Services

Key staff members work with students, faculty and staff to ensure that appropriate accommodations and services are provided for students with disabilities. Marlboro College will make reasonable accommodations and provide auxiliary aids and services to assist otherwise qualified persons in achieving access to its programs, services and facilities in accordance with Section 504 of the Federal Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990. At the post-secondary level it is the student's responsibility to disclose any disability to us and provide Marlboro with the appropriate documentation so that we can facilitate the necessary accommodations to ensure the student's equal access to college facilities. Students often cope quite well without any additional help, and that is certainly their choice. That said, we encourage students to have all the paperwork in place so that, should the circumstance arise, we can quickly meet accommodation needs. Students who would like Marlboro to accommodate a disability are encouraged to contact the Megan Littlehales, coordinator of disability services, at (802) 258-9335 or mml@marlboro.edu.

Financial Aid

The financial aid program is handled separately from admissions decisions with respect to need-based aid, so that admissions is "need blind." However, the Admissions Committee, made up of faculty, students and admissions staff, identifies recipients of leadership grants and scholarships based on merit, regardless of need. In addition, the committee determines which returning Marlboro students will receive need and merit-based endowed scholarships to ensure the donor designation is satisfied.

The basic consideration in determining financial aid awards is the student's financial need, once the family's comprehensive financial situation is taken into account. The college attempts, so far as funds allow, to meet a percentage of a student's financial needs as determined on a yearly basis. This is only possible when a student's financial aid application is completed by the deadline: March 1 for new students and April 1 for returning students. For more information about financial aid, contact the financial aid office at 802-258-9312 or finaid@marlboro.edu.

Food Services

Marlboro's dining hall provides three meals every weekday and two meals (brunch and dinner) on the weekends. Vegetarian and allergy-sensitive meal options are always available. **Most** students residing on campus are required to be on a full meal plan (i.e. 19- or 14-meal plan option) That includes all students in the following housing: All the Way, Half-Way, Happy Valley, Hendricks House, Howland, Marlboro Gardens, Out of the Way, Random North, Random South and Schrader.

Meal plan options are as follows:

The 19-meal plan option provides you with an opportunity to eat every meal in the dining hall each week. The 14-meal plan option provides you with up to 14 meals per week in the dining hall, plus \$250 in credit to spend in the coffee shop on campus. Students who live in semi-independent housing (cottages) or who live off campus can purchase the 7-meal plan option that includes \$50 credit at the coffee shop. Meals do not carry over from week to week and credit must be used by the end of each semester.

Meal Schedule:

Monday - Friday:

Breakfast 7:30 - 9:00; Lunch 11:30 - 1:30; Dinner 5:30 - 7:00

Saturday & Sunday

Cold Breakfast 7:00 - 9:00; Brunch 11:00 - 1:30; Dinner 5:30 - 7:00

Health Services

The Total Health Center services Monday through Friday. The schedule is posted in the health center. The college also has a consulting physician who works in collaboration with the staff. The consulting physician is available for telephone consultation when the health center is not open and will occasionally see students after hours if needed.

We offer individual, group, and couples counseling, as well as complete medical services- including prescriptions, women's health, and immunizations. We are staffed with a nurse practitioner, a registered nurse, 2 licensed mental health professionals, a psychiatric nurse practitioner and an office manager. We address the student as a whole and see the connection between physical well-being and mental/emotional health. We encourage students on medications to work with their home providers but are able to prescribe medicine to those students who may require them. Students may avail themselves of the counseling and medical services without repercussions. We encourage any student who needs support to seek out help at no charge.

Our services are confidential. In compliance with the federal HIPAA laws we will not disclose a student's presence in treatment or the nature of that treatment to anyone, including parents, without the student's written permission. This can be a frustration to parents and we encourage students to talk with their

parents and let them know they are seeking help, but they are not required to do so. In general, the only reason that this confidentiality would be broken would be for risk of immediate physical harm to the student or to another person.

A student may make an appointment to see a counselor or medical provider by calling Megan Littlehales at 802-258-9335 (ext. 335), by contacting one of our professionals by email, or by stopping in Mon-Fri, 8:30-4:00. We make every effort to see the student as quickly as possible, often the same day if someone is in acute distress. After hours and on weekends there is a Student Life Coordinator on call as well as a Resident Assistant. Each carries a pager for emergencies.

The staff at the Total Health Center welcomes phone calls from parents who have concerns that their student is undergoing physical or emotional difficulties. This is often a challenging situation for parents who may live far away. While we are unable to disclose whether or not a student is being seen at the health center without a signed release of information, the information you provide can be very helpful to our staff. You may also call the Dean of Students to both share information and discuss resources on campus.

In some cases the student might require more intensive or specialized treatment than the Total Health Center can provide. These students, as well as those who wish to be seen off campus, are referred to outside local providers. The health center also uses local hospitals for back up for psychiatric and medical emergencies.

Services available through the Total Health Center include, but are not limited to:

1. General outpatient primary care that includes, but is not limited to: diagnosis and treatment of acute illness and injuries and managing chronic medication
2. Information and counseling on contraceptive choices and prescriptions for contraceptives
3. Reproductive health evaluations and exams for women and men including gynecological exams and PAP smears for women
4. Pregnancy testing and desired referrals
5. Information on sexually transmitted diseases (including HIV/AIDS), their prevention and other health concerns
6. Diagnosis and treatment of sexually transmitted infections
7. Confidential HIV testing
8. Information related to alcohol and drug use/abuse
9. Referrals to other medical services and clinics in the area, as necessary
10. Assistance to students in recovery who wish to contact others on campus who are in recovery
11. Information on AA, NA, ALANON, ACOA meetings
12. Sunlamps to help treat Seasonal Affective Disorder

These services, plus an accident and illness insurance policy administered by the Bollinger Insurance Agency, Inc., are covered by the comprehensive health fee that is paid by all students. Certain medications, supplies and laboratory tests are not covered by this fee. (Medications, etc. not covered are listed in the health insurance brochure provided to all students.) The physical exams required for the health forms completed by incoming students are not covered by this fee. Services/supplies not covered by the health fee are billed to the student through student accounts in a confidential manner.

After hours emergency coverage is provided by the resident assistants (RAs) and student life coordinators (SLCs) who are trained in advanced first aid and CPR, and who also have first-aid kits available. An on-call physician is available at all times by phone and may be reached with the assistance of any RA or SLC.

Medical policy: All students at Marlboro College fall within the bounds of the college medical policy and are expected to abide by the few rules it includes. Students are required to submit a health record and immunization form as part of their registration process. Failure to do so may result in incomplete registration and could jeopardize the student's enrollment status.

The college nurse practitioner is a registered nurse with a master's degree and has advanced education and clinical training enabling her to diagnose and treat medical problems. The nurse practitioner is nationally certified for an adult or family practice. The N.P. practices under the rules and regulations of the State of Vermont. If necessary, students may be referred to specialty providers associated with Brattleboro Memorial Hospital. Students who wish to choose other providers may, but should request the provider to relay pertinent information to the health center. Students who choose an alternate provider of health care should be aware that these services are not directly covered by the comprehensive health fee.

Students are forbidden to exchange medications or to take prescription drugs not prescribed by the Total Health Center or a medical professional. The health center must be informed of any prescription medication in a student's possession. Similarly, students are expected to make necessary appointments with local specialists through the Total Health Center. This is so that the medical staff has full knowledge of all treatment any student may be receiving in order to provide appropriate care should a problem arise on campus.

Students with illnesses that are highly contagious may be confined to their dormitory bedrooms or, in some cases, may be encouraged to leave campus. More serious cases may be treated in a hospital.

The college has a serious responsibility for promoting the health of all students, individually and collectively. Students are asked to consider the welfare of the college, as an institution and as a community, as well as their own personal well-being, in responding to medical regulations. Since medical services are available through the health center, students are urged to take advantage of them at the first sign of illness. Students are also encouraged to assume some responsibility for their well-being by keeping personal items such as Tylenol, minor cold and cough remedies and Band-Aids on hand rather than relying on others for these needs.

A medical leave of absence may be granted by the dean of students in consultation with the medical staff. A medical leave may be granted for no more than two consecutive semesters, including the semester in which such leave is first granted, before the student is considered to have withdrawn. The dean of students has the authority to grant readmission to the college from a medical leave after consultation with the medical staff. An approved application for a medical leave of absence is filed with the registrar. Students granted or placed on medical leave of absence receive a grade of WD (withdrawn) for those courses they do not complete.

We recommend that you send your student to campus with a first aid kit. *Suggested items for the kit include:*

- digital thermometer
- Band-Aids
- antibiotic ointment
- tweezers
- reusable hot/cold pack
- anti-diarrhea medicine
- pain/fever medicine
- antihistamine
- decongestant
- antacid
- throat spray/lozenges
- cough medicine
- tissues
- any prescription medications

Library

The Rice Library opened in January 1965 and the Aron Library Wing in September 2003. These two buildings total 22,500 square feet and offer a variety of seating and study spaces, as well as the Computer Lab, Digital Media Lab and Learning Resource Center. Marlboro College community members have exclusive 24/7 access to the library. The library staff is dedicated to maintaining both hours of access and an honor system for checkout. Students' cooperation is essential to maintain this policy.

The library houses approximately 75,000 items, primarily books, but also video recordings, audio books and hundreds of journals. Special collections include student Plans and the Rudyard Kipling collections. The library website is a student's portal to tens of thousands of online journals, 43,000 full-text ebooks, dozens of research databases and more. Most online resources are available to current campus community members only. For off-campus access, students need only to log in with their Marlboro username and password when prompted. Subject and course-based research guides provide starting points for research in most areas of study taught at Marlboro.

Residential Life

Marlboro residence halls are small living units, ranging from apartments (for juniors and seniors mostly) to dormitories housing 12 to 30 people each. They tend to function more like homes than institutional housing. Students must work together to develop and enforce policies, to create a welcoming environment and to maintain the cleanliness of the buildings. At the beginning of each semester, the ground rules for each living unit (quiet hours, cleaning, parties, etc.) are developed by all the residents into a document called the dorm charter. In buildings with resident assistants, the RA will help facilitate this process, but it is up to each member of a house to participate and enforce these rules.

Assignment of Rooms

Marlboro College requires new students to live on campus for their first academic year (It is important that they meet the deposit deadline for this reason). This is in the interest of a socially integrated community and enhanced success of our incoming students. Exceptions to this requirement must be sent, in writing, to the director of housing and residential life. Near the end of each semester, the administration shall determine which rooms and apartments are to be made available to students in the following year.

Cleaning

Each residential unit is to be kept in order by its residents. We do have a professional cleaning crew for general upkeep (bathroom and common-area cleaning under normal use conditions). It is important that students in attendance clean up after parties and other gatherings in order to avoid excess cleaning charges. In addition, kitchens should be cleaned after use.

All hallways, stairwells and common areas need to be kept clear of personal belongings. This is both to enhance the cleanliness of the building and to provide safe fire egress. Trash and recyclables must be similarly placed in their proper receptacles outside the building. Students are responsible for the condition of their rooms. When moving out of a room (either to another room or off campus for any reason) it is the student's responsibility to remove all belongings and clean the room.

Damage

Plant and operations personnel will inspect every student's room at periodic intervals during the year. Any damage to the room or to the furniture and fixtures will be charged to the student's bill. If this bill is not paid, neither diplomas nor transcripts will be issued and continued registration is jeopardized. Damage to common areas, unless attributable to specific individuals, will be the responsibility of all residents of the building. For this reason, students should take extra care when non-residents are present in the common areas.

Furniture in Rooms

Dormitory rooms are furnished with beds, desks, chairs, dressers and a garbage receptacle. Students may bring curtains and lamps for their rooms. Electric blankets, clocks, coffee makers, televisions, radios and stereos in good working condition are also permitted. Electric heaters, stoves, hot plates, "immersion heaters" and most other appliances are not permitted. Waste receptacles must be metal. We wish to avoid fire hazards and unnecessary consumption of electricity. There are small but adequate kitchen facilities for preparing snacks in some dormitories. For safety reasons, no one is allowed to sleep in any building that is not a dormitory.

Resident Assistants

The purpose of the resident assistant (RA) program is to promote health, safety and courtesy in college housing. RAs at Marlboro College are peer leaders, other students who help the daily function of the living units. They serve as facilitators of community, a link between the students and the administration and as a first contact for problems that students might have. An RA is an advocate for the living unit, and should be familiar with the needs of the students living in their building. The RA is not a police officer, but assists community members in enforcing the policies, and should act in accordance with the rules and regulations set forth by Town Meeting and the administration. The RA is a unique resource for members of our residential community.

Student Life Coordinators

The three student life coordinators (SLCs) are professional student affairs staff members who reside in the residence halls and serve on-call hours from 4:30 PM to 8:30 AM on weekdays and all day on weekends and staff holidays. The SLCs support the work of the resident assistants (RAs) and are responsible for oversight of a residence hall area and for assistance with the training and supervision of the RA staff. Student life coordinators assist the RAs in developing educational and social programs that contribute to the mission of the college and support student academic success. While on-call, the SLCs are available to respond to emergencies by pager.

Frequently Asked Questions

Q: What information will the school give me about my student?

A: Our primary relationship is with our students, and communication regarding issues related to academics or campus life will always be with them. There are times, however, when we will also contact parents. It is important to distinguish between your access to information and the college's obligation to inform. Consistent with our philosophy of working directly with students as independent adults, the college will notify parents in very limited situations when:

- there is or may be a change in the student's enrollment or housing status due to academic or disciplinary difficulties, or
- there is a serious medical situation, including the student being taken to the hospital due to the use of alcohol or other drugs.

This means, for instance, that your student could have a minor disciplinary record, be receiving counseling, lose credit in an individual class, change residence hall rooms or be treated for a medical condition, and you would not be notified by the college. We encourage students to keep the lines of communication open with parents in all situations. We are also happy to speak with concerned parents when situations arise, and depending on the circumstances, we may be able to do that freely with permission from the student. Parents will not receive a copy of academic evaluations and should speak with their student about sharing this feedback. This is guided by the Family Educational Rights and Privacy Act (FERPA), a federal law designed to protect the privacy of students' educational records. See the policies and procedures section of this handbook to learn more about FERPA.

Q: New students will have roommates—what if they don't get along?

A: We do our best to match roommates based on the preferences they express on their housing forms, but successful relationships are difficult to predict. As part of orientation week we set aside time for new roommates to talk about issues related to living together. We provide a format for them to talk about things like guests, cleaning, noise, etc. Reaching some agreement about these issues before there are problems can provide a good basis for negotiations and future discussions.

When conflicts do arise, the first resource is the resident adviser (RA), an undergraduate student living in the dorm who is trained to assist students with residential issues. The RA will talk with students about disagreements, give suggestions on resolving the conflict, serve as a mediator in discussions and provide support for both parties. If the issues cannot be resolved at this level, the RA may refer the students to the student life coordinator responsible for the area or the director of housing and residential life for further counsel. If there is no resolution of the conflict through mediation, and the students feel they can no longer live together, a room change is possible after the first three weeks of the semester. The timing and ease of a room change will depend on the availability of open spaces on campus. When housing is full, a change can only take place as part of a switch with another student seeking a change. Every effort will be made to accommodate students living in difficult situations as we realize that tension in living spaces can interfere with other aspects of campus life. However, we do think that learning to work out differences with others is an important part of the education and development of our students, and we will grant room changes only after the possibilities of successful compromise have been fully explored.

Q: Are there resources to support students in their academic work?

A: Our academic program may present challenges not encountered in high school. Students are afforded a great deal of independence with their work, and self-motivation is very important. Students can easily get behind in their work, as the expectations, especially for written work, are quite high. Because there may not be regularly graded work in courses, gauging progress can be difficult for a student used to more traditional feedback. However, students are in close contact with professors, especially their faculty advisor. The

director of academic advising and the director of academic support services also offer assistance in this area, as can peer writing tutors.

Q: What can I do when I feel concerned about my student?

A: You know your student better than anyone, and you will likely become keenly aware of mood changes and notes of distress in communications. Often students use parents as sounding boards and safe places to vent emotions, and that is an important support you can provide for your student. In most cases when students feel upset, it is part of a temporary setback or disappointment, and the emotions pass fairly quickly. Your role may be to suggest that your student take advantage of campus resources or to just listen—and perhaps send cookies. However, students sometimes experience serious emotional problems and intervention is appropriate.

Your past experience with your student is the best guide in helping you decide whether the situation is a temporary one that will pass with time or whether it requires professional assistance. Some of our students come to campus with a history of psychiatric intervention, and you, in consultation with a health care provider, can best assess how any current behavior fits in a context of past mental health patterns. If you have any concerns about your student based on past issues, it is helpful for you to alert the dean of students or the Total Health Center to the situation. If the messages from your student express extended depression, aggressive feelings or some disconnection from reality, it is time to seek support. In addition, if you are concerned about unhealthy behaviors such as problematic eating patterns, the use of alcohol or other drugs or engagement in risky activities, you may wish to seek intervention for your student.

Q: Will there be an opportunity for visits to campus?

A: Parents are welcome to visit any time; you will need to work out the timing and frequency with your student. For many parents the distance from home prohibits casual visits on the weekends, but seeing where your student is living can create an important connection. We do have one special time in the fall, Family Day, when we offer programs specifically for family members, with organized opportunities to interact with faculty and staff and ample time to spend with your student. Family Day 2012 is on October 20. An overview of the day and a list of area accommodations will be available on our website and by mail as the date gets closer.

Q: How often should I be in touch with my student?

A: Again, this is a very individual issue. The level of contact may depend on the experience your student has had in living away from home. For students coming to us after a boarding school or extensive travel experience, limited contact from home might feel comfortable. However, if this is the first year away from home, more frequent opportunities to touch base might be appreciated. Take your cues from your student about phone calls, letters and emails. Anxious to assert new independence, some students may view phone calls every day as intrusive, but an email note might be a nice reminder that home is still there. The contact with home may vary at different times of the academic cycle depending on the stresses of students' workloads. There is no right or wrong way to parent a college student, and the key is keeping the communication open with your student so that you have a sense of the level of contact comfortable for both of you.

Q: Do students need cars on campus?

A: "Need" is a bit of a tricky word. There are no restrictions on students having cars on campus although we always try to highlight the impact on our environment of an abundance of vehicles. The college has van runs multiple times a day from campus to Brattleboro and back again. Additionally, on weekdays, the MOOver (a free public shuttle) brings people from Brattleboro to campus twice in the morning and transports people back from campus to Brattleboro twice in the afternoon. The MOOver also provides service to Wilmington. From Brattleboro, there is Amtrak service to Boston, New York City and all other

major destinations. On such a small campus, carpooling and ride-shares are common and our receptionist maintains a “ride board” where students can find transportation if they find themselves needing it.

Q: What do students do with their belongings over the summer?

A: Unfortunately, we are unable to store students’ belongings over the summer. There are many storage facilities in Brattleboro and we can assist your student in setting up an arrangement with one of them.

Q: Will my student’s room be cleaned by the college?

A: Plant operations cleans only the common lavatory and living areas in college housing. Responsibility for housekeeping of individual rooms and bathrooms remains with the students. All housing (residence hall and semi-independent) must be maintained by students at all times to standards acceptable to plant operations and the director of housing and residential life.

Tips for Talking to Your Student about Alcohol and Other Drugs

| Before College | Once They're At College |
|--|---|
| <p>Share realistically your own experiences with alcohol and other drugs, both positive and negative. Be clear in what you expect from your child about such things as:</p> <ul style="list-style-type: none"> • Attending class • Drinking and driving • Financial responsibility • Choices regarding drinking or drug use • Study time vs. social time • Staying in touch <p>Here are some conversation starters you may want to use:</p> <ul style="list-style-type: none"> • How will you decide whether or not to drink or use drugs at college? • What will you do if you find yourself at a party with only alcohol to drink? • What will you do if your roommates only want to party? • What will you do if you find a student passed out? • How will you handle it if you are asked to baby-sit someone who is very drunk or under the influence of drugs? | <p>Because the first six weeks of college are a very high-risk time for first-year students, you may want to call, write or send email frequently, and be supportive.</p> <p>Ask some questions such as:</p> <ul style="list-style-type: none"> • How are you doing? • Do you like your classes? • What is the party scene like? • What kinds of activities are available? • Are you enjoying residence hall life? Why? • Do you see others making friends, or just drinking buddies? • How are you getting along with your roommate? • Are you feeling overwhelmed? • What can we do to help? |

Most college students make responsible decisions about the use or non-use of substances. However, we also know that:

Availability of Drugs + Absence of Parents + Desire to Fit in = **Potentially Risky Decisions**

If you do feel concerned about your student's use of alcohol or other drugs, you may wish to seek intervention.

And don't forget these very important topics to discuss with your students:

- Family beliefs and values regarding alcohol and other drugs
- How to get help on campus by contacting an RA, Total Health Center or anyone in student life
- How to refuse a drink or other substance

POLICIES AND PROCEDURES

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. They are:

1. The right to inspect and review the student's educational records within 45 days of the day the college receives a request for access. Students should submit to the registrar written requests that identify the record(s) they wish to inspect. The registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the registrar, the registrar shall advise the student of the correct official to whom the request should be addressed.

2. The right to request amendment of the student's educational records that the student believes are inaccurate or misleading. Students may ask the college for a hearing to amend a record that they believe is inaccurate or misleading. They should write to the dean of students (or other college official responsible for the record), clearly identify the part of the record they want changed and specify why it is inaccurate or misleading. The hearing panel will consist of the dean of students and relevant faculty members. The college will notify the student of the decision in writing.

3. The right to consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that FERPA authorizes disclosure without consent.

One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is: a person employed by the college in an administrative, supervisory, academic, research or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the college has contracted (such as an attorney, auditor or collection agent); a person serving on the board of trustees; or a student serving on an official committee, such as the Community Court, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record to fulfill professional responsibilities.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Marlboro College to comply with the requirements of FERPA. Complaints should be addressed to the Family Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20302.

Although Marlboro College takes precautions to protect students' privacy, certain information is considered "open to the public." Marlboro College designates the following categories of student information as public or "directory information," and may disclose such information upon request to members of the college community and outside agencies or individuals.

- Name
- Local and permanent address and telephone number
- Academic status: full time, half time, less than half time
- Email address
- Dates of attendance
- Academic class standing (e.g., freshman, sophomore, etc.)
- Plan of Concentration (major area of study)
- Expected date of graduation
- Previous institution(s) attended
- Degree(s) conferred, including dates and any honors or awards
- ID Photo

Under the act, currently enrolled students have the right to request that directory information not be disclosed. To withhold disclosure of directory information, written notification must be received in the registrar's office by no later than the final date for course registration each semester as published on the academic calendar. **If notification is not received in the registrar's office by the final published course registration deadline, it will be assumed that all directory information may be disclosed for the remainder of the current academic year.** The Request to Prevent Disclosure of FERPA Directory Information form is available online and outside the registrar's office. Students should consider very carefully the consequences of any decision to withhold directory information. Should a student decide to inform the college not to release his or her directory information, any future requests during the academic year for such information (including non-institutional persons or organizations as well as friends and relatives) will be refused. Also note that a request to withhold directory information made during the academic year in which a student leaves the college (graduates, withdraws, etc.) remains in effect thereafter unless rescinded by the (former) student in writing.

Marlboro College assumes approval for disclosure when students do not specifically request that directory information be withheld by the stated deadline. Questions and concerns about the Privacy Act, directory information or issues of confidentiality should be addressed to the registrar or the director of academic advising. Questions concerning the Family Education Rights and Privacy Act may be referred to the registrar's office.

Refund Policy

No refund of any tuition, fees, room or board charges will be made in the event that a student withdraws from the college at any time after enrollment except as herein specified. No refund is made in cases of suspension or expulsion. Students who are granted a leave of absence after the start of classes generally will be treated in the same manner as students who withdraw from the college. A student's withdrawal date is:

- the date the student begins the college's withdrawal process and officially notifies the registrar's office of intent to withdraw (see the withdrawal policy in the *Marlboro College Handbook*); or
- the midpoint of the semester for a student who leaves without notifying the college; or
- at the college's discretion, the student's last date of attendance at a documented, academically related activity (which includes but is not limited to an exam, a tutorial, computer-assisted instruction, academic counseling, academic advisement, turning in a class assignment or attending a study group that is assigned by the institution).

If the withdrawal is official before the first day of introductory classes a full refund of all tuition and fee charges less the nonrefundable enrollment deposit fee and comprehensive health fee is given. In no event are enrollment deposit fees, comprehensive health fees or room charges refundable. The enrollment deposit may be carried forward in the event a student postpones enrollment for one term. Students who accept a housing assignment but subsequently do not live in campus housing for any reason will be charged a room reservation fee in the amount of \$400. Students with approved housing assignments who fail to notify the college that they will not live in campus housing at least two weeks prior to the occupancy date are responsible for the full room charge.

If the official withdrawal occurs on or after the first day of classes, the schedule of tuition and fees refunded is as follows:

- If the withdrawal occurs within the first week, 80 percent of tuition is refunded;
- If the withdrawal occurs within two weeks, 60 percent of tuition is refunded;
- If the withdrawal occurs within three weeks, 40 percent of tuition is refunded;
- If the withdrawal occurs within four weeks, 20 percent of the tuition is refunded.
- No tuition is refunded for withdrawal after four weeks.

Students who move off campus during the term for personal reasons (or who live in campus housing not requiring them to be on meal plan) who opt to discontinue participation in the meal plan qualify for a refund of board fees according to the refund schedule above.

Withdrawing students who live in campus housing are expected to vacate the campus within 24 hours of notifying the registrar of their intent to withdraw unless an extension has been granted by the director of housing and residential life.

If the college's refund policy conflicts with Veterans Administration regulations concerning enrolled veterans receiving V.A. benefits, the V.A. policy on refunds will prevail.

Return of Title IV Funds Policy

Adjustments in financial aid awards for students who withdraw on or after the first day of classes are determined according to a formula prescribed by federal regulations. Marlboro College and the student will be required to return to the federal aid programs the amount of aid received that was in excess of the aid "earned" for the time period the student was enrolled. In other words, the percentage of the semester completed is the percentage of aid earned. This is calculated by the number of days the student attended divided by the number of days in the payment period (i.e. semester). For example, if a student withdrew on the 20th day of a semester 114 days in length, the student would have earned only 17.5 percent of the aid he or she received ($20 / 114 = 0.175$). Students who remain enrolled through at least 60 percent of the semester are considered to have earned 100 percent of the aid received and will not be subject to a return of Federal Title IV funds.

Students receiving financial aid who leave before the 60 percent point of the semester are still responsible for satisfying their financial obligations to the college even though they may not have enough "earned" aid to cover charges owed. Students considering withdrawal are strongly encouraged to confer with the financial aid office and the student accounts office concerning any anticipated refund of charges and adjustments in financial aid. Students may also be required to return funds released to them for personal expenses. Details of the federal regulations can be obtained from the financial aid office.

Directions to the College

Please do not use GPS systems. They will likely get you very lost. Follow these directions instead.

By car, from the north, south and east

- Take Exit 2 off Interstate 91 in Brattleboro, Vermont.
- Turn right onto Route 9 West through West Brattleboro. GPS users should ignore the left turn onto Greenleaf Street and stay straight on Route 9 West.
- After passing the Marlboro Elementary School on the left (approximately 10 miles from the Interstate exit), watch for signs for the college.
- Turn left onto South Road as Route 9 makes a sweeping curve to the right.
- Stay on paved road through the village of Marlboro to the college (approximately three miles).

By car, from the west

- Follow Route 9 East through Bennington and Wilmington, Vermont.
- Pass the Skyline Restaurant on the left on a mountain crest.
- Four miles beyond the Skyline on Route 9, watch for a signed sharp right turn to the village of Marlboro. Stay on the paved road through the village of Marlboro to the college (approximately three miles).

By plane, train, or bus

- Marlboro is 90 minutes from Bradley International Airport in Hartford, Connecticut, two hours from Logan International Airport in Boston and four hours from JFK Airport in New York City. There is bus service from these points to Brattleboro, Vermont through Greyhound (see below).
- From all points in New England, take a bus to Brattleboro, Vermont. (Greyhound) 802-254-6066 has daily routes to Boston, New York, etc.
- Amtrak offers daily train service to Brattleboro. Call Amtrak at 800-872-7245 for information on departure times from various cities.
- From Brattleboro to campus, bus service is available through the Deerfield Valley Transit Association MOOver (see moover.com, No. 10 route on Winter Schedule) and taxis can be called through Brattleboro Taxi (802-254-6446).