Academic Support Services

**Academic Achievement Center**

Wellesley Hills, 2nd floor • 781-239-2620  
Framingham, 3rd floor • 508-270-4213  
massbay.edu/academics/aac • aac@massbay.edu

- Provides a wide range of free academic help including Disability Resources, the Math/Science Center, the Reading/Writing Center, peer tutoring, and placement testing
- Offers individual and group work with professional learning specialists and peer tutors in a wide range of subjects, including math, biology, chemistry, computers, and reading or writing for any class
- Helps set academic goals for individual student success
- Provides tutoring online and in person including the Math Study Center
- Supports all aspects of placement testing, from preparation workshops to taking the exam
- Offers opportunities for make-up exams (with faculty permission)
- Co-sponsors conversation groups for English Language Learners

**Accessibility Resources Center**

Wellesley Hills, Room 216 • 781-239-2234 or 781-239-2626  
Framingham, 3rd floor • 508-270-4267 or 508-270-4286  
www.massbay.edu/facilities/accessibility • AccessibilityResources@massbay.edu

- Works with students, their professors, and all aspects of the College to maintain an open and welcoming learning environment accessible to all students, no matter their disabilities
- Encourages students to schedule appointments in advance and to work with disability specialists to address any issues of disability that might limit their ability to learn in the college environment
- Makes available sign language interpreters and adaptive computer equipment
- Connects students to support in reading, writing, math, and science
- Provides alternative learning and testing conditions
- Helps with accessible parking, elevators, and building access
- Provides other accommodations as necessary
Library Services

Wellesley Hills, 2nd Floor • 781-239-2610
Framingham, 3rd Floor • 508-270-4210
massbay.edu/library • askalibrarian@massbay.edu • Text number | 781-253-7377

- Reference services and library instruction
- Collection of books and journals to support research projects
- Online databases with links to articles, e-books, and videos
- Access to articles and books from other libraries
- Study space with Wi-Fi
- Computer workstations are available
- Copying, printing, scanning and faxing services

Use Your Faculty as a Resource:
- Faculty are committed to your success in and out of the classroom
- Reach out to your instructors FIRST if you are ever feeling overwhelmed or are not understanding material in a class. They can connect you to other campus resources.
- Contact with Faculty using their Massbay email address from your Massbay account

Know your syllabus:
- Familiarize yourself with assignment due dates
- Note your faculty member’s contact information
- Understand the attendance policy
- Know the class expectations
- Note any other important information about your class.

Faculty office hours: All full-time faculty members hold office hours that students can use for a meeting about coursework, ask questions about course materials, or get help with assignments. Check your syllabus for your faculty’s office hours or the best way to reach them.

Communicate openly with your faculty - early and often! If you ever need to miss class, make sure you contact your faculty in advance. Communicate is key to your success!
Student Development

Dean of Students Office
Wellesley Hills, Room 130 • 781-239-3142
Framingham, Room 316 • 508-270-4014
massbay.edu/studev • studentdevelopment@massbay.edu

The Dean of Students Office provides outreach and support to students, families, faculty and staff to enhance student academic & personal success

- Student advocacy
- Administering the Childcare Assistance Program
- Overseeing the College’s Student Code of Conduct and Student Grievance procedures
- Commencement Ceremony
- Ensuring compliance with immunization requirements
- Student handbook policies, information & planners
- Coordinating the College's Behavioral Assessment Team (BAT) for individuals in distress
- College Withdrawal or Medical Leave
- Re-entry process for hospitalization and medical leave
- Wellness programming and services, including support with food insecurity (www.massbay.edu/snacc) and other basic needs.

Academic & Transfer Advising Center
Wellesley Hills, Room 111 • 781-239-2775
Framingham, Room 114 • 781-239-2775
massbay.edu/academics/advising • advisingcenter@massbay.edu

Advising Services

Working closely with an academic counselor is important to your academic success and goal development. An academic counselor can assist you with:

- Goal setting and academic planning
- Appropriate course selection each semester
- Choosing a major that aligns with academic and career interests
- Making an informed decision about withdrawing from a course
- Reviewing career and transfer options
- Comprehensive transfer planning and guidance
- Referrals to other student support services
- A COMPASS meeting (Comprehensive Planning & Advising for student Success). A signature part of the first-year experience focused on individualized plans toward graduation and transfer
Coaching Services

Success Coaching provides individualized support focused on college transition, academic skills, and building a sense of belonging for all students at MassBay.

Success Coaching can provide students with:
- Support with college transition and acclimation
- Help managing non-academic challenges
- Culturally relevant activities in a culturally inclusive community
- Guidance setting and achieving goals
- Assistance identifying/navigating campus resources
- Academic skill-building workshops
- Assistance with the FAFSA application and verification
- Help navigating Blackboard, Bay Navigator, and MyMAP

Athletics Department/Recreation & Wellness Center

Wellesley Hills, Recreation & Wellness Center • 781-239-2664
massbay.edu/athletics

- Offers a variety of on-campus fitness classes
- Provides opportunities to participate in varsity athletics and intramural sports
- Exercise equipment & basketball court available to all members of the MassBay Community

Counseling Services

Wellesley Hills, Room 130 • counseling@massbay.edu
Framingham, Room 316 • counseling@massbay.edu
massbay.edu/counseling

- The mission of Counseling Services is to help you overcome personal, emotional, and psychological barriers to academic success
- Common barriers include anxiety, stress, depression, thoughts of suicide, anger, relationships, trauma, and addictions
- Services are free and confidential
Career Services | Career Planning • Internships • Mentoring
Wellesley Hills, Room 130 • 781-239-3142
massbay.edu/careers
Provides a full range of career development services to our students and alumni, including:
• Assisting with career exploration
• Decision making and strategizing on goal achievement
• Finding jobs and internships
• Connecting with employers
• Helping students find professional mentors on and off campus
• Establishing a career path
• Writing resumes and cover letters
• Developing job search skills

Mentor Programs:
• MassBay is committed to offering opportunities for our students to be mentored by professionals on and off campus and mentor younger students in the community.
• If you are interested in learning more about our mentoring programs, please contact the Director of Career Services, Julie Ginn at jginn@massbay.edu.

Veteran & Military Services
Wellesley Hills • 781-239-3142
Framingham • 781-239-3142
massbay.edu/veterans • veterans@massbay.edu
• Provides assistance with GI Bill application procedures, manages GI Bill certification, and academically advises veterans, military, reservists, and dependents of veterans.

Student Engagement
Wellesley Hills, Room 130 • 781-239-3053
Framingham • 781-239-3053
massbay.edu/studentengagement • studentengagement@massbay.edu
• Oversees student clubs and organizations • www.massbay.edu/clubs
• Oversees Leadership Engagement and Development (LEAD) • www.massbay.edu/LEAD
• Advises the Student Government Association • www.massbay.edu/sga
• Runs campus-wide events
• Provides a online activities calendar and e-newsletter • www.mbccweb.massbay.edu/virtualmeetings/
• Provides leadership development opportunities
• Offers discounted tickets to movies, museums, sporting events, etc.
• Oversees SOAR (orientation) programs • www.massbay.edu/soar | soar@massbay.edu
Financial Aid

Wellesley Hills, Enrollment Center • 781-239-2600
Framingham, Room 100 • 508-270-4010

massbay.edu/financialaid • finaid@massbay.edu • massbay.edu/scholarships

- Reviews and awards federal and state financial aid, as well as private alternative loans
- Reviews your transcripts for satisfactory academic progress, which is required to maintain eligibility for financial aid
- Awards and processes your federal work-study paperwork
- Students are encouraged to research scholarship opportunities in their local area and throughout the web. Below is a list of some websites to assist you in starting your research.
  - bigfuture.collegeboard.org/scholarship-search
  - www.careeronestop.org/toolkit/training/find-scholarships.aspx
  - www.fastweb.com
  - www.scholarshipamerica.org/partners/dollars-for-scholars/find-your-chapter
  - www.scholarshipmonkey.com
  - www.scholarships.com

Registrar's Office

Wellesley Hills, 1st Floor • 781-239-2550
Framingham, 1st Floor • 508-270-4050

massbay.edu/registrar • registrar@massbay.edu

- Register for classes
- Change your schedule - Add/Drop classes
- Withdraw from classes
- Request an official MassBay transcript
- Change your name or address
- Change your program or major
- Get assistance with graduation: degree application, degree confirmation, diploma processing and mailing, diploma replacement
- Maintains student academic records and ensures that student rights are protected under the Family Education Rights and Privacy Act (FERPA) www.massbay.edu/ferpa
Student Accounts Office
Wellesley Hills, 1st Floor • 781-239-2540
Framingham, 1st Floor • 781-239-2540
www.massbay.edu/studentaccounts • studentaccounts@massbay.edu
- Collects payments for student tuition and fee charges.
- Provides refunds to the student population after the application of federal and state financial aid to their tuition and fee charges.
- Provides payment plan information.
- Invoices and collects payments from 3rd party organizations on behalf of students.
- Accommodates students in purchasing books before financial aid is disbursed.
- Provides students with the 1098T Tax document.
- Provides assistance with the online health insurance waiver process.

MassBay Foundation Scholarships
massbay.edu/scholarships • foundation@massbay.edu
In addition to need based financial aid that you may be eligible for through the Financial Aid Office, MassBay offers several scholarship opportunities for new and returning students. Visit www.massbay.edu/scholarships to review the up-to-date scholarship listing and apply online.
Additional Resources

**Bookstore**

**Wellesley Hills, 1st floor • 781-239-2650**  
massbayshop.com • 0746mgr@follett.com

**Framingham, 4th floor • 508-270-4150**  
massbayframinghamshop.com • 1362mgr@follett.com

We are your on campus source for textbooks, school supplies and more!

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**Campus Shuttle**

**Wellesley Hills • 781-239-2570**  
massbay.edu/shuttle

**Campus Cafeteria**

**Wellesley Hills • 1st Floor**  
Framingham • 3rd Floor

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**Q&A Center:**

http://www.massbay.edu/ask

MassBay staff members are available in the Q&A Center to answer questions and offer real-time virtual support on a wide range of topics, including: Tech Support, Campus Resources, Remote Supports, Financial Aid/Enrollment, Student Accounts

Please visit www.massbay.edu/ask for hours and the link to connect with a staff member.

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**Office of Diversity & Inclusion**

**Students of Color Program**  
studentsofcolor@massbay.edu

- Direct students to all the resources available across all three campuses
- Have monthly check-in’s to ensure student success by helping students establish positive relationships with professors, administration and peers
- Empower students to solve challenges related to academic, professional and personal situations, as well as assisting them in understanding their individual brands
- To support and encourage students through monthly workshops, activities, advising, mentoring, support programs, and campus community building
- Students receive invaluable support as they adapt to experiencing a college community, navigating college life, and taking charge of their learning

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**Office of Equity Compliance**

**Title IX, Affirmative Action, and ADA/504**

**Wellesley Hills, Room 430 (781) 239-3147**

**Framingham, by appointment (781) 239-3147**

massbay.edu/titleix

- Provides reporting options and options for resolution to students who experienced or
may have experienced harassment or discrimination on the basis of a protected class. This includes, but is not limited to all forms of gender-based sexual harassment, sexual violence, domestic/dating violence, and stalking

- Provides reporting options and options for resolution to students who experienced or may have experienced discrimination on the basis of disability status
- Investigates formal and informal complaints regarding harassment, discrimination, and sexual misconduct
- Connects students with on and off campus resources including confidential counseling support
- Provides training and education to individuals as well as groups/organizations around Title IX, Affirmative Action, and ADA/504

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**OneCard (Student IDs)**

Wellesley Hills, Enrollment Center, Room 103G

massbay.edu/onecard • onecard@massbay.edu

- The OneCard is the official identification card of MassBay Community College and issued to every student and employee. The card is used for College services, including access to free shuttle services, the library, and to print or make photocopies on campus.

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**Public Safety**

Wellesley Hills, Enrollment Center, 1st Floor

Framingham, Room 122

massbay.edu/police

For all campuses • Non-Emergency: 781-239-2699 • Emergency: 781-239-2222

Wellesley Hills and Framingham Campuses are monitored 24 hours a day.

- Responds to campus emergencies
- Oversees emergency notification system
- Provides safety escorts
- Provides parking passes

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**Student Employment Office**

Wellesley Hills, Human Resources & Payroll, Suite 229, 781-239-3178

massbay.edu/studentemployment • studentemployment@massbay.edu

- The Office of Human Resources & Payroll will assist you by providing information on job opportunities as well as important policy guidelines. Your academic experience is enhanced with practical learning on the job in a supportive setting. Students gain valuable skills, have flexible working hours, and perform work that may relate to a future career.
Important College Contact Information

Academic Achievement Center (AAC)
aac@massbay.edu
Wellesley Hills: 781-239-2620
Framingham: 508-270-4213

Academic & Transfer Advising Center
advisingcenter@massbay.edu
Wellesley Hills & Framingham: 781-239-2775

Admissions Office
admissions@massbay.edu
Wellesley Hills: 781-239-2500
Framingham: 508-270-4059

Accessibility Resources Center
AccessibilityResourcesCenter@massbay.edu
Wellesley Hills: 781-239-2234
Framingham: 508-270-4267

Office of Equity Compliance
Title IX, Affirmative Action, ADA/504
www.massbay.edu/titleix
Wellesley Hills & Framingham (781) 239-3147

Financial Aid Office
finaid@massbay.edu
Wellesley Hills: 781-239-2600
Framingham: 508-270-4010

Office of the Registrar
registrar@massbay.edu
Wellesley Hills: 781-239-2550
Framingham: 508-270-4050

Placement Testing
aac@massbay.edu
Wellesley Hills & Framingham: 781-239-2620

Student Accounts Office
studentaccounts@massbay.edu
Wellesley Hills & Framingham: 781-239-2540

Student Development
studentdevelopment@massbay.edu
Wellesley Hills: 781-239-3142
Framingham: 508-270-4014

Student Orientation, Advising, and Registration (SOAR)
soar@massbay.edu
Wellesley Hills & Framingham: 781-239-2721

Wellesley Hills Campus Bookstore
0746mgr@follett.com
Wellesley Hills: 781-239-2650
massbayshop.com

Framingham Campus Bookstore
1362mgr@follett.com
Framingham: 508-270-4150
massbayframinghamshop.com

Wellesley Hills Campus
50 Oakland Street
Wellesley Hills, MA 02481
781-239-3000

Framingham Campus
19 Flagg Drive
Framingham, MA 01702
508-270-4000

Automotive Technology Center
250 Eliot Street
Ashland, MA 01721
781-239-3030