ACADEMIC INFORMATION
RELATED TO HOUSING STUDENTS 2017-2018

Willowbrook Woods is a living, learning community. It is highly competitive as well. We have 236 spots to offer and historically we receive over 400+ applications. We strive to choose residents who are serious about pursuing their educational opportunity, and after residents arrive in late August, we place a strong emphasis on academic excellence.

1. All housing residents must be registered for a minimum of 12 credit hours (or equivalent) in order to reside at Willowbrook Woods. If you are offered a contract, see the requirement described in detail in the Housing Guide. Any resident who fails to meet the credit hour requirements at registration OR during the semester/term could be immediately expelled from Willowbrook Woods.
2. Residents shall be diligent about attending classes, not dropping classes, and not being dropped by instructors after a course begins.
3. Residents shall observe Quiet Hours and Courtesy Hours to promote studying, learning, maintaining health, and getting enough sleep.
4. Allegany College of Maryland offers numerous academic resources for all students; detailed information is provided in each resident’s move-in packet. Residents should explore these resources early and use them. Housing Staff is also available to support, encourage, and assist residents in their academic pursuits.
5. Willowbrook Woods offers a Supernova Scholarship to one resident who meets several criteria – including maintaining a minimum 2.0 grade point average.
6. Housing staff will check mid-term grades and final semester grades. Any resident who is clearly struggling academically will be referred to campus resources and encouraged to get help to succeed in each class.
7. Residents whose academic record fails to meet the federal financial aid guidelines may not be offered a renewal housing contract next year. The Satisfactory Academic Progress standards are applied to all residents—regardless of whether a particular resident receives financial aid. Detailed information is located in the Housing Guide, with the Financial Aid Office, and on the college website, www.allegany.edu/finaid, under Consumer Information.

Other Important Numbers:

- Financial Aid Office: 301 784-5213
- Admissions/Registration: 301 784-5199
- Student Success Center: 301 784-5551
- Business Office: 301 784-5227
- Advising Center: 301 784-5654
- Testing Lab: 301 784-5444

FERPA (Federal Education Rights Privacy Act)
See Student Handbook for details
This is a federal law which states once a student regardless of age is registered for classes, his/her academic files (which include judicial files) become his/her own. As implemented by ACM policy, no College Personnel can discuss specific information regarding your son or daughter without a signed release form, except in specific, limited situations. This includes college judicial information and academic information regarding class attendance/ performance, etc.

Housing Cancellation/Contract Release – See Housing Guide for details
Once the housing contract is executed, it is a legally binding document from which the student (and his/her guarantor) cannot be released without exceptional circumstances, such as medical withdraw from ACM. Upon signing a contract, the student and guarantor should anticipate being responsible for the full housing fees whether the student is here or not.

Smoking – Smoking is prohibited on all ACM & Willowbrook Woods property.

Security Deposits – See Housing Guide for details
Security deposit is due only if you are offered a contract, may not be paid using financial aid funds, and is forfeited if the student fails to satisfy the full contract for any reason including (but not limited to) pre-move in cancellation, voluntary departure, medical withdrawal, or expulsion. Any available balance on security deposits will be applied to any damages, fines, or outstanding housing fees; any remaining security deposit funds are generally returned within 60 days of the end of the resident’s last Housing Contract of that academic year. Students are expected to report damages as they occur throughout the year, so repairs can be completed quickly and the person(s) responsible for the damage can be identified and billed. They are also strongly encouraged to complete a formal checkout to verify damages; students who do an
“express check-out” or no check-out waive the right to dispute damages/fines. Students will receive a letter describing any damages and/or fees that are assessed; any costs in excess of the security deposit will be billed to the student. Detailed information about security deposits is in the Housing Guide residents with contracts will receive at move-in. See the Cancellation / Release Policy for details.

Diversity – Allegany College of Maryland does not discriminate against students or prospective students for reasons of race, sex, color, religion, national or ethnic origin, age, veteran status, conditions of disability, or sexual orientation in admission, educational programs and activities, scholarship and loan programs, or any terms and conditions of enrollment. Willowbrook Woods does not discriminate for any of the above-referenced reasons in contracting, room assignment, programming, support, rule enforcement, or any other aspect of residence life. We welcome applicants who can embrace diversity, who want to learn from students who are different from themselves, and who are willing to abandon stereotypes and biases. We will not honor or tolerate any requests or behaviors rooted in bigotry, “-isms”, cultural differences, geographic grudges, and the like, but we will make every effort to educate students and to promote a welcome, safe, and hate-free community. We encourage all residents to share any concerns they have with Residence Life Staff and to participate in all Allegany College of Maryland diversity programming.

Disabilities – Willowbrook Woods is fully compliant with the Americans with Disabilities Act and Section 504. The apartments received full certification when they were built in 2000-2001, and several first floor apartments are wheelchair adaptable. We suggest applicants note any special concerns on the Roommate Matching Form. If you have a disability or need accommodations, the rules for college are quite different from the rules your K-12 school followed; in college, it is the student’s responsibility to self-disclose any disability or needed accommodation. Similarly, it is the student’s responsibility to provide documentation for any requested accommodation. To request accommodations in Willowbrook Woods and/or on the main campus (including accommodations for learning disabilities), contact Wilma Kerns by visiting her office in the Humanities Building (HH-51), calling her at 301-784-5234, or emailing her at wkerns@allegany.edu.

Maintenance Problems in the Apartment – See Housing Guide for details Work order forms can be found in the Club House, next to the front entrance door. A student should complete this form as soon as a problem is noticed and leave it for the maintenance staff. If there is a maintenance emergency during the day, the maintenance staff should be contacted immediately or a member of the housing staff should be notified immediately. If there is a maintenance emergency AFTER normal business hours, the Resident Assistant on Duty should be contacted or, if unavailable, the Campus Security should be notified. The professional staff member on duty will be informed of the problem and make the decision to call-out a maintenance staff member. Things such as: broken locks; broken, unsecured windows/patio doors; broken water pipes, etc. are normally considered an emergency; clogged toilets are generally not an emergency.

Personal Property – See Housing Guide for details Neither Allegany College of Maryland nor Allegany Housing, LLC are responsible for personal items. This includes if items would be damaged in a fire or stolen. Be sure to check if your student is covered under your homeowner’s policy or obtain some other form of insurance. In addition please encourage your students to use basic security measures (i.e. lock doors, know the people in the apartment, travel in pairs, obey fire safety regulations, keep stove and burners clean and grease free, etc.) Any personal property left by a resident who is no longer living in WW will be deemed abandoned after 72 hours and will be disposed by Housing Staff. See the end of this booklet for lists of suggested and prohibited items.

Campus Policies/Judicial Process – See Student Handbook for details Students who live in housing are bound by the Code of Student Conduct as well as the provisions outlined in the Housing Guide. Violations of these policies will result in judicial action by the college, this includes an investigation and a written decision of findings. If a person is found responsible s/he will receive sanctions in an effort to educate, deter and punish. If a serious policy violation is alleged (one that it is deemed to place other residents/students at risk) a student may be immediately suspended from housing and could ultimately be expelled from housing and ACM. Lists of optional accommodation are provided, but neither the College nor Housing will pay for this optional accommodation nor will a reduction in Housing costs be offered.

Roommate Conflicts and Other Problems or Concerns – See Housing Guide for details If your student is having a problem in housing, please encourage him/her to come speak with a member of the housing staff, with whom s/he is comfortable. It is better for staff to be aware of a problem and attempt to intervene early to remedy the situation than for the student to wait until frustration and anger has set in, and it’s too late to resolve the problem. In addition, although it is appreciated when parents call to report problems, it is vital to hear from the students themselves.

Campus Services – Allegany College of Maryland offers quality educational and personal services including, but not limited to, our Donald L. Alexander Library (renovated in 2007-2008), a bookstore, cafeteria, Financial Aid, Scholarships, an academic advisor for each student, tutoring, student Diversity Center, programming, clubs/organizations, Student Government Association, Campus Kids Child Care, Wellness Center, swimming pool, and much, much more. Detailed information can be found in the Housing Guide, the Student Handbook, and online at www.allegany.edu.

Medical Emergencies – Allegany College of Maryland is located across the street from Western Maryland Health System, a state-of-the-art hospital that opened in November 2009. The hospital has all the services and amenities of a high quality medical center, including emergency room and cafeteria. Allegany College of Maryland is located next door to the Allegany County Health Department, which offers numerous preventive care and treatment services. For other medical needs, a list of local medical providers for routine or urgent health care is maintained in the Office of Student & Legal Affairs; other providers, including primary care providers, specialists, and dentists, are in the local phone book. Of course, we provide first aid supplies in each building on campus. Finally, Allegany College of Maryland has a free counseling program for students; detailed information about this service is available in the Housing Guide, the Student Handbook, www.allegany.edu, and in brochure racks on campus.

Internet: Beginning in Fall 2016, wireless internet services are now available to all residents at Willowbrook Woods; internet fees are included in the housing fees at a modest cost. When using the service, residents are bound by the College’s Technology Resources Policy.

Cable: Willowbrook Woods does not provide cable television services. A resident who desires cable should the local cable provider, Atlantic Broadband (1-888-536-9600). Willowbrook Woods has no control over the services or costs. Cable contracts are private arrangements between the resident and the provider, and it is the resident’s responsibility to return any equipment to the provider.

Food/Necessities: All residents and their families/guarantors should ensure the student will have enough food and necessities to live independently. Budgeting enough money and planning ahead for the year are essential to ensure the student is not hungry or doing without medicine, toiletries, etc.