



STUDENT HANDBOOK

2026 - 2027

UPDATED JUNE 2026

COM | College of the Mainland®

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Message from the President

Welcome to College of the Mainland!

Whether you're beginning your college journey or returning to reach new goals, we're honored to be part of your story. At COM, we believe in the power of education to transform lives—and we're here to help you succeed every step of the way.

As the first in my family to attend college, I understand the questions many students face: How do I get started? Can I afford it? Do I belong? Like many of you, I began my journey at a community college while balancing work, school and family responsibilities. That experience changed my life — and inspired me to help others succeed through education.



COM is a place of opportunity and support. Our faculty and staff are committed to helping you thrive. Through initiatives like our 8-Week Advantage - which allows you to take fewer classes at a time while still earning full-time credit - we're helping students stay focused, reduce stress and stay on track. Personalized enrollment coaching, affordable tuition and the Promise Scholarship further remove barriers so you can keep moving forward with confidence.

For nearly 60 years, College of the Mainland has served Galveston County with purpose and pride. When we say Be Bold. Fly High., it's more than a motto—it's a call to aim higher, push boundaries and create the future you imagine.

COM is where bold goals take flight—and we're excited to be part of what's next for you. Whatever your path, know this: You belong here.

Be Bold. Fly High.

Sincerely,

A handwritten signature in black ink that reads "HCBrewer".

Dr. Helen Castellanos Brewer
President
College of the Mainland

Accreditation

College of the Mainland is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate and baccalaureate degrees and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033 or call 404-679-4500 for questions about the accreditation of College of the Mainland. The Commission is to be contacted only if there is evidence that appears to support the institution's significant non-compliance with a requirement or standard.

Notice of Equal Opportunity Employer/Program Nondiscrimination Statement

College of the Mainland is an equal opportunity/affirmative action educational institution and employer. Students, faculty, and staff members are selected without regard to race, creed, color, national origin, citizenship status, age, disability, pregnancy, religion, gender, sexual orientation, gender expression or identity, genetic information, marital status, political affiliation or belief, status as a beneficiary of programs financially assisted under Title I, Workforce Innovation and Opportunity Act (WIOA) on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States, status as a participant in any WIOA Title I financially assisted program or activity, or veteran status in accordance with applicable federal and state laws.

Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas Numbers: 1-800-735-2989 (TDD) 1-800-735-2988 (Voice) or 711.

College of the Mainland does not discriminate in its education programs and activities on the basis of sex. Inquiries concerning the application of Title IX of the Education Amendments of 1972, as amended, may be referred to the College's Title IX Coordinator or the U.S. Department of Education's Office of Civil Rights. The College District designates the following person to coordinate its efforts to comply with Title IX of the Education Amendments: Teclesha Blanchard, Title IX Coordinator, TitleIX@com.edu, 1200 Amburn Road, Texas City, Texas 77591, 409-933-8529.

To ensure compliance with Title IX and other federal and state civil rights laws, COM has developed policies and procedures that prohibit discrimination in all of its forms. More information on these policies and programs follows in this Handbook and is available on COM's website, www.com.edu.

Sexual Misconduct Information and Reporting

Any student who believes that he or she has experienced or that another student has experienced sexual harassment, sexual assault, dating violence, stalking, or other inappropriate conduct of a sexual or gender-based nature should immediately report the alleged acts to the Title IX Coordinator, another employee, or submit a report electronically.

The Title IX Coordinator is Teclesha Blanchard. She can be contacted by telephone at 409-933-8529 or via email at titleix@com.edu.

To file a complaint electronically follow this link: <https://tinyurl.com/mr4797az>. More information on Title IX is provided elsewhere in this Handbook and on the COM website.

Title IX Know Your Rights: www.com.edu/titleix

FFDA Policy: Freedom from Discrimination, Harassment, and Retaliation: Sex and Sexual Violence: <https://tinyurl.com/yc329x2t>

If you believe you or anyone else is in immediate risk to health or safety, call 911 or the COM Police Department at 409-933-8599.

Student Intellectual Property Statement

Students are encouraged to publish, copyright, invent, and/or patent materials and objects of their own creation, which will contribute to the advancement of knowledge. If using College facilities or resources, students are subject to COM's [CT \(Local\)](#) policy on student intellectual property, which governs ownership and use of these creations.

Mission

College of the Mainland is a learning-centered, comprehensive community college dedicated to student success and the intellectual and economic enrichment of the diverse communities we serve.

Vision

College of the Mainland will be a valued and vital community partner by enriching our community and preparing our students to thrive in a diverse, dynamic and global environment.

Values

- Student Success and Academic Excellence
- Continuous Improvement and Accountability
- Mutual Respect and Civility
- Innovation and Adaptability
- Campus and Community Collaboration

2024-2027 Strategic Goals

The Board of Trustees have set the College's overarching goals:

Goal 1: Student Success

Empower students to clarify their educational paths, achieve academic success and reach their goals.

Goal 2: Employee Success

Create an environment that attracts, supports and retains employees committed to serving students.

Goal 3: Campus Amenities & Infrastructure

Develop and maintain a modern, sustainable and technologically advanced campus environment that supports the success, well-being and safety of students, employees and the broader community.

Goal 4: Campus Safety & Wellness

Ensuring safety, security and wellness initiatives for the COM community and its property to enable the pursuit of academic and professional goals.

Goal 5: Community Engagement

Establish and maintain connections with our community and industry.

Survival Tips

Check in with your Academic Advisor.

Meet with your advisor each semester to ensure you are staying on track with your academic goals.

Go to class.

Attendance is important to your grade and your success.

Be on time.

Arriving late to class is distracting to the professor and other students. More importantly, it causes you to miss course content.

Ask for help.

Ask staff, faculty, counselors or fellow students; don't be shy! See a list of contact names and numbers and tutoring labs in the back of this handbook.

Be informed.

Get up-to-date information by reading College and student publications, including the Student Handbook, and by visiting the College website at www.com.edu. Be sure to get your COM ID and carry it with you while on campus.

Get involved.

Student Life events are emailed weekly and can also be found on the [Student Life SharePoint](#) page.

Communicate with instructors.

Visit/call your instructors during office hours and ask questions or email them.

Study.

Schedule daily study time, join study groups and attend tutoring sessions. Tutoring sessions can be accessed through [Tutoring Center Services](#).

Student Affairs and Enrollment Management

The staff in Student Affairs and Enrollment Management are committed to assisting COM students secure opportunities for growth and development by providing programming, services and activities that complement formal instructional programs.

COM is dedicated to providing programs and activities that are socially and culturally diverse. We encourage student leadership on campus and in the community, foster a sense of kinship among the members of the campus community, and broaden the prospects of practicing what has been learned in the classroom setting.

Students who have ideas for campus improvement are strongly encouraged to stop by the Office of the Vice President for Student Affairs and Enrollment Management in the Doyle Family Administration Building, Ste. 217-00 or call 409-933-8459.

Departments within Student Services:

- VP Office, Student Affairs and Enrollment Management
- Admissions and Records
- Career Services
- Dean of Students
- Dean of Student Success
- Dual Credit

- Enrollment Management
- Office of Veteran Success
- Recruitment
- Student Financial Services and Scholarships
- Student Success Center (Academic Advising, Graduation and Transfer Services and Accessibility Services)
- Student Life and Recreation
- Testing Center
- TRIO-Upward Bound
- TRIO-Student Support Services
- Tutoring Center

Student ID Card

A COM Student ID is required for all students attending College of the Mainland and is issued at the time of registration after a portion or all applicable fees have been paid. Students are encouraged to get their card as soon as possible because some COM facilities and services are only available when a COM Student ID is presented. After the first issue, the card will automatically be electronically validated each semester after registration and payment of the appropriate fees. A \$5 replacement fee is charged for a lost or stolen student ID card. Student IDs can be obtained in the Administration Building #2. For more information, call 409-933-8227.

Admissions and Records

Doyle Family Administration Building #2, Suite 111
409-933-8264

The Admissions and Records Office helps you find answers to questions regarding admissions, readmission, transferring to or from COM, registration, adding or dropping courses, withdrawing from college and graduation.

Special Note: Notify the Admissions and Records Office immediately should you change your name, telephone, address or any other information that may affect your enrollment status or student record. Access to change of record forms can be found in Self-Service. For more specific information, consult the 2026-2027 online catalog.

Six-Course Drop Limit (TEC 51.907)

Undergraduate students enrolling as first-time freshmen at a public institution of higher education in Texas in Fall 2007 or thereafter will be limited to a total of six dropped courses

during their entire undergraduate career. Please note the following information.

The six-drop limit includes all courses dropped from all Texas public colleges and universities you have attended.

Drops that count in the limit are those for which you receive a grade of W on your College of the Mainland transcript and those equivalent affected drops reported on transcripts from other Texas public colleges and universities. All of these drops combined cannot be more than six courses. If you started college in Fall 2007 or thereafter and then transfer to College of the Mainland from a Texas public college or university with six drops, the equivalent of W, you may not drop any additional courses at College of the Mainland. If you transfer with fewer than six, you may only drop the remainder at College of the Mainland.

After you have the equivalent of six grades of W from College of the Mainland and/or other Texas public institutions in total, you must receive grades of A, B, C, D or F if you drop additional courses.

Drops that do not count in the limit are those for which you withdraw from an entire term (total withdrawal from all courses at the same time). This means that all parts of a term are considered as one term. (e.g., If you drop a three-week course (mini) but remain enrolled in a five-week or 16-week course, you will not have “withdrawn” for the term.) Please notify the your Academic Advisor if it is your intent to withdraw before you drop so the courses can be marked appropriately as a WX. Drops from developmental courses do not count in the limit (any course with a “0” first in the course number, e.g., MATH 0310).

College courses taken while still in high school do not count in the limit. Once you enroll at College of the Mainland after high school graduation, any drops after that time will count.

If you attended college anywhere prior to Fall 2007, you are excluded from this law.

Exemptions to this six-course drop limit include severe illness, care for a sick person, death of a family member, active duty military, withdrawing for the term, change of work schedule beyond student’s control and other good cause as determined by the institution. These exemptions are requested from the Admissions and Records Office and must be made prior to dropping the course. Documentation is required.

You should fully understand this new drop limit before you drop any of your courses. If you have questions or need assistance, please visit the Student Success Center or the Admissions and Records Office, both located in the Administration Building.

Applying for Graduation

Students applying for graduation must meet with their academic advisor and have a degree plan attached to their signed graduation application. Graduation applications should only be submitted to the Office of Admissions and Records during the semester of completion. Applications can be submitted via Self-Service.

Incomplete Grades

The Incomplete Grade (“I”) is a temporary grade given when a student has experienced unforeseen circumstances beyond the student’s control which results in the student being unable to successfully complete the course within the time frame of the semester. Special arrangements exist for students who receive orders for active military service training. Please refer to Veterans Services for details. An “I” may be assigned if, in the judgment of the instructor, the student can complete the course outcomes with minimal instructional assistance and without attending additional class sessions. Additionally, an “I” may be assigned only when the following circumstances are met:

- 1) No more than 25% of the points possible in the class are still outstanding
- 2) Passing the course with a 70% or better.

Exceptions to these circumstances can be made at the discretion of the appropriate instructional dean. In cases where an instructor agrees to assign an “I”, the instructor must complete the electronic “I” contract form and submit to the appropriate Dean for approval. The student will receive an “I” as the course grade on the grade roster. The “I” contract will specify the course requirements that must be completed and the due date for the work to be submitted no later than the last day of the following semester from when the “I” grade was assigned. The contract will be signed by the student, instructor, department chair and dean, and a copy of the “I” contract will be provided to the student, instructor and department.

After the student has successfully completed the requirements of the “I” contract, the instructor will complete and submit a Change of Grade form, changing the “I” to the appropriate permanent grade. When the Change of Grade form is used to

change an “I” to a letter grade, only the instructor is required to sign the form. If after one semester the student fails to complete the requirements of the “I” contract, the “I” will automatically be converted to an “F”.

Academic Progress

Students who fail to maintain the minimum required GPA of 2.0 in all work attempted at COM will be placed on Academic Warning, Academic Probation, or Academic Dismissal as appropriate. The following procedures apply to students whose GPA falls below 2.0 in order to notify and assist them to return to Good Academic Standing status.

A. Academic Warning:

1. Students will be placed on Academic Warning status if their cumulative GPA falls below a 2.0.
2. Students on Academic Warning status will be contacted by their academic advisor who will work with them to create an Academic Improvement Plan (AIP). AIP is a tool that helps students identify and address factors that may be affecting their academic performance.

The AIP can help students:

- a) Identify Obstacles: Identify factors that may be hindering academic progress.
 - b) Develop Strategies: Create strategies and behaviors to improve academic performance.
 - c) Identify Resources: Identify and make referral resources and skills that can help students return to good academic standing.
 - d) Get Tailored Support: Identify personalized support requirements and develop tailored actions.
3. Students will receive notification of their status from the Registrar’s office.
 4. At the end of that semester:
 - (a) If the semester and cumulative GPA is above a 2.0, the student will be moved to Good Academic Standing.

(b) If the semester GPA is above 2.0 but the cumulative GPA remains below 2.0, the student will remain on Academic Warning.

(c) If the semester and cumulative GPA is below 2.0, the student will move to Academic Probation.

B. Academic Probation:

1. Students who are on Academic Warning status and receive a semester and cumulative GPA below 2.0, will be placed on Academic Probation.
2. Students on Academic Probation will receive notification of their status from the Registrar's Office.
3. Upon notification, the student must schedule an appointment with their advisor.
4. Students will not be allowed to register for the next semester until they meet with their academic advisor.
5. At that time, the student and the advisor will develop an academic plan specifying coursework and expectations that the student will be required to meet during the semester.
6. Maximum courseload: Students on Academic Probation will be limited to enroll in a maximum of three (3) courses (not to exceed nine (9) credit hours) for the semester while on probation. The nine (9) hours cannot be taken in one 8-week session.

At the end of that semester:

- If the semester and cumulative GPA is above 2.0, the student would be in Good Academic Standing.
- If the semester GPA is above 2.0, but the cumulative GPA remains below 2.0, the student would move to Academic Warning.
- If the semester and cumulative GPA is below 2.0, the student would move to Academic Dismissal.

C. Academic Dismissal:

1. Students on Academic Probation whose cumulative GPA is below a 2.0 and receive a semester GPA below a 2.0 will be placed on Academic Dismissal.

2. Students on Academic Dismissal will not be allowed to re-enroll at COM for one full sixteen (16) week semester.

3. Students on Academic Dismissal will receive notification of their status from the Registrar's Office, and the hold will remain on their student account.

4. Students will be dropped from all registered courses until eligible to re-enter.

5. Re-Entry: Students are eligible to re-enroll after sitting out for one full sixteen (16) week semester.

6. Students must meet with their assigned advisor upon re-entry to COM.

D. Petition For Appeal of Academic Dismissal

A student who has received notice of Academic Dismissal may submit an appeal for eligibility to remain on Academic Probation. An appeal may be granted if the student experienced extenuating circumstances such as personal injury or illness, death in the immediate family, or an undue hardship. A student's appeal must include any and all supporting documentation that they want the appeals committee to take into consideration. The appeals committee will be composed of representatives from Academic and Student Affairs. The appeals are due the first day of each month. If the first day of the month falls on a non-working day, the deadline will be extended to the next business day. Your appeal application will be assessed by the appeals committee within 10 business days after submitting it.

1. Students must submit the following to the Registrar's Office:

a. Letter of Explanation

Submit a detailed letter to Admissions explaining the extenuating circumstance for the period in which standards of satisfactory progress were not met. The letter must include an explanation that describes the actions the student has taken or will take. The student must explain how they have overcome past hardships that prevented them from being successful in their academic career.

b. Documentation

When evaluating circumstances for appeal, the committee will carefully review the documentation of the extenuating circumstances provided by the student to determine whether they are relevant and sufficient to support granting the appeal.

c. Degree Plan

Submit a degree plan signed by both the academic advisor and the student.

2. Notification to the Student:

A notice to the student's COM email account will be sent once the committee makes a decision. If the appeal is denied, the student has the option to appeal the decision based on certain criteria. A second level academic appeal can be submitted to the Office of the Executive Vice President of Academic and Student Affairs if additional information needs to be considered which was not part of the original appeal. An appeal can be submitted if either of the following occur:

- The process as outlined was not followed, or
- New evidence of factors outside of your control that impaired your academic progress in the relevant session in which you could not reasonably have provided at the time the original decision was made, which would have been a significant factor in the original decision.

E. Return From Dismissal:

Upon return from Academic Dismissal, the student will be placed on Academic Probation. At the end of the term of re-entry, the following will apply:

- If the semester and cumulative GPA is above 2.0, the student would be in Good Academic Standing.
- If the semester GPA is above 2.0, but cumulative GPA is below 2.0, the student would be moved to Academic Warning.
- If the semester and cumulative GPA is below 2.0, the student will move to Academic Dismissal.

Career Services

Student Center, Room 116

409-933-8548

The purpose of Career Services is to provide comprehensive career-related programming that provides a range of services and support to assist students in career exploration, identifying pathways to achieve their goals, and become successfully employed contributors to the workforce. We support student success by fostering partnerships with students, alumni, employers, faculty, staff, administrators, and the greater community. Services are available free of charge to all currently enrolled students and include:

- Career assessments, career counseling and exploration
- Career fairs, workshops, and related career events
- Employment search assistance
- Career readiness skill development
- Resume and cover letter assistance and review
- Mock interviews

For more information, visit www.com.edu/career-services.

Financial Aid

Doyle Family Administration Building #2, Suite 112

409-933-8274

The Student Financial Services Office assists students in applying for federal, state, and institutional financial assistance. Students must complete the Free Application for Federal Student Aid (FAFSA) to determine eligibility for grants, loans, scholarships and work-study programs. Assistance with filling out the Free Application for Federal Student Aid (FAFSA) is also available.

Carl Perkins Child Care Grant

The Student Financial Services Office administers a childcare grant for low-income technical-vocational students. Students applying for the childcare grant must be Pell Grant recipients enrolled at least half-time (6 hours) in a technical-vocational program. For more information, visit the Credit Grants webpage.

Student Financial Aid Checklist

- Apply for admission to COM and complete all required forms prior to registration.
- Complete the FAFSA as early as possible and by priority deadline dates.
- Provide verification of income (tax transcripts, W-2

transcripts) and other data as requested.

- Monitor COM email account for award and other important notices.

Return of Funds

Because of certain requirements regarding federal, state and veteran financial assistance, students who do not meet the attendance rules for class may be reported to the Student Financial Services Office for non-attendance. The Student Financial Services Office will adjust student's aid as necessary. If a student that is receiving federal financial aid withdraws at any point in the semester, return of funds calculations must be done to determine if any aid must be returned to federal government. If funding must be returned, students will owe balance to school. Students should refer to the Return of Funds policy for more detailed information.

Financial Aid Warning/Unsatisfactory Status

Following the first semester in which the standards of academic progress are not met, the student will be placed on warning and may receive aid for one more semester. A student who fails to meet the standards of academic progress during the semester of enrollment while on warning will be considered unsatisfactory (USAP) and no longer be eligible for aid. Students that do not complete their program of study within maximum timeframe, usually 90 hours for a two-year degree or 45 hours for a one-year certificate program, and students with bachelor's degree or higher are considered unsatisfactory and not eligible to receive financial aid.

Financial Aid Probation Appeal Policy

Students with Unsatisfactory status have an opportunity to appeal their aid. Students may submit an appeal request and must provide supporting documentation to the Student Financial Services Office.

Appeals are accepted for extenuating circumstances such as illness, death of an immediate family member or undue hardship. Students who have their appeals approved will be placed on probation with an academic plan and continue on probation until they regain eligibility by meeting satisfactory academic progress standards or complete the approved academic plan. Students are allowed to appeal their financial aid status twice during their entire enrollment period at College of the Mainland. This includes degree/academic plan changes. The appeal request forms is located on the [Financial Aid Forms](#) webpage. The Appeals

Committee reviews appeals once monthly except in December. Check with the Student Financial Services Office for dates and deadlines. Decisions of the Appeals Committee are final and cannot be appealed.

Students should review the Satisfactory Academic Progress Requirements for more details.

Student Scholarships – COM Foundation Doyle Family Administration Building #2, Suite 219 409-933-8508

College of the Mainland Foundation offers scholarships to both current and prospective COM students of all majors, whether attending full-time or part-time. By filling out just one application, you will be considered for all scholarships for which you qualify. All scholarships are awarded through a competitive application process. To apply or for more information please go to www.com.edu/scholarships or email scholarships@com.edu.

Student Emergency Assistance Program

The [Student Emergency Assistance Program](#) is designed to provide short-term financial support to currently enrolled students facing unexpected and urgent financial hardships that could impact their academic success. This program helps cover essential expenses such as car repairs, transportation issues, medical bills, or other critical needs resulting from emergencies. Students must provide supporting documentation when applying. The goal of the program is to ensure that unforeseen circumstances do not prevent students from continuing their education and achieving their goals. Please contact sea@com.edu for more information.

Office for Veteran Success

Doyle Family Administration Building #2, Suite 113
409-933-8455, ComVets@com.edu

College of the Mainland is an approved facility for VA educational training. The Office for Veteran Success assists veteran students and their eligible dependents in applying for and utilizing VA educational benefits. The office processes TA, GI Bill® and Hazlewood applications (*GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA).*) More information about education benefits is available at the official U. S. government Web site at <https://www.benefits.va.gov/gibill>). In addition, we provide academic advising, counseling and referrals to other agencies. Veterans and their eligible dependents should contact the VA

Regional Office to determine the specific chapter of benefits for which they are eligible. Applicants can apply for education benefits online at www.va.gov. Hazlewood applicants can log onto the Texas Veterans Commission website at www.tvc.texas.gov. Service members interested in Tuition Assistance should contact the Educational Officer for their unit.

Contact Information for VA Regional Office – Muskogee, OK

Education:	1-888-442-4551
Monthly Verification of Attendance	1-877-823-2378
Direct Deposit	1-877-838-2778
Other VA Benefits	1-800-827-1000

Veteran on Academic Suspension

A student using a VA benefit who has been placed on academic dismissal may submit a written appeal with supporting documentation to the Student Financial Aid Satisfactory Academic Appeals Committee. (Please follow the guidelines for appealing under the Financial Aid Probation Appeal Policy).

Students Formerly in Foster Care

College of the Mainland has designated one employee to act as a liaison officer to provide assistance for current and incoming COM students who were formerly in the conservatorship of the Department of Family and Protective Services (DFPS). The liaison officer shall provide those students information regarding support services and other resources available. For more information, please contact Kimberly Lachney, Foster Care Liaison for COM, at 409-933-8919.

Student Success Center

Doyle Family Administration Building #2, Suite 110

409-933-8379

Academic Advising

Academic Advising at College of the Mainland is an essential part of your college journey. Our Advisors are here to support you from your first semester through graduation, helping you make informed decisions, stay on track, and achieve your academic and career goals. Every student is assigned an Academic Advisor based on their program of study.

Your Academic Advisor can help you:

- Understand your degree plan and academic pathway
- Choose and register for the right courses each semester

- Explore career and transfer opportunities related to your program
- Track your academic progress and create a personalized academic plan
- Navigate college policies, deadlines, and procedures
- Connect with resources like tutoring, financial aid, or accessibility services
- Make changes to your schedule, major, or academic goals

How to Connect with your Academic Advisor:

- Schedule an appointment at com.navigate.eab.com
- Visit the Student Success Center during business hours
- Contact the Student Success Center at 409-933-8379 or Advising@com.edu
- Watch for advising outreach and registration events each semester

Advisors are here to help you succeed, do not wait until there is a problem to visit your Advisor. Connect early and often!

Graduation & Transfer Services

Graduation & Transfer Services at College of the Mainland are here to help you reach the finish line and take your next step. Whether you are preparing to graduate or planning to transfer to a university, dedicated support is available to guide you through every stage of the process.

Graduation & Transfer Services include:

- Helping you understand your remaining degree requirements and creating a personalized completion plan
- Connecting you with resources to remove barriers to graduation
- Assisting with the graduation application process
- Supporting students in identifying transfer opportunities that align with their goals
- Providing guidance on transfer application timelines, processes, and required documents such as transcripts and course equivalency information
- Sharing current information on articulation agreements, university admissions, and transfer policies

Who should meet with Graduation & Transfer Services:

- Students with 45+ credit hours
- Students preparing to apply for graduation
- Students interested in transferring to a university
- Students returning to complete their degree
- Students with questions about reverse transfer or university pathways

How to Connect:

Email Transfer@com.edu to schedule an appointment or ask questions about graduation or transfer planning.

Student Accessibility Services

The Office of Student Accessibility Services is committed to supporting students with disabilities by ensuring equal access to all programs, services, and activities in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

The Accessibility Services Coordinator collaborates with students, faculty, and staff to identify and implement reasonable accommodations tailored to each student's documented needs. Students seeking accommodations are encouraged to schedule an intake appointment with the Coordinator. New students must complete this step before services can be established. Returning students are responsible for renewing their accommodations each semester.

To determine eligibility, students must provide current documentation from a qualified professional that verifies the disability and outlines any functional limitations.

Common accommodation and support services may include:

- Extended time on testing
- Distraction reduced testing
- Voice record lectures
- Sign Language Interpreting Services (with advance notice)

For more information or to schedule an appointment, students may:

- Email: AccessibilityServices@com.edu

- Call: 409-933-8919

- Visit: www.com.edu/accessibility-services

Testing Center

Doyle Family Administration Building #2, Suite 215
409-933-8676

The Testing Center promotes academic achievement and success by providing efficient and accessible services in a secure testing environment for students and community members. Tests available TSIA2 placement test, Credit by Examination (CLEP, department credit by exams, etc.), Certipoint and Pearson VUE testing including GED. The Testing Center also serves as a site for distance education tests, departmental make-up exams, correspondence course exams and testing for specialized programs. Information is available on the website <https://www.com.edu/testing-center>, the current college Catalog or at the Testing Center located in the Administration Building.

TRIO Student Support Services

Student Center, Second Floor
409-933-8204

The TRIO Student Support Services (SSS) Program is designed to support student success in college by providing personalized academic advising, tutoring, financial aid and literacy education, transfer assistance, and career exploration opportunities to eligible students. As a participant, students will also have access to workshops, enrichment activities, and one-on-one support tailored to help them persist, graduate, and, if desired, transfer to a four-year institution.

TRIO SSS eligibility requires students to be U.S. citizens/permanent residents in an accepted and enrolled status, have an academic need, and meet at least one of the following: low-income status, first-generation college student, or a documented disability.

The TRIO-Student Support Services Office is located on the second floor of the Student Center. Students seeking additional information can drop in, email triosss@com.edu, or call 409-933-8204. All services are free to qualified COM students.

Student Help Center

Doyle Family Administration Building #2, Suite 111-02
409-933-8663

The Student Help Center offers:

- Assistance and information for prospective students, current students, and community members
- Assistance with completing the admissions, registration and fee payment processes
- Support with completing necessary college forms and applications
- Help with navigating our website and setting up personalized accounts.
- Assistance with parking passes and student ID cards

Hours: Monday and Tuesday 8 a.m. – 7 p.m.

Wednesday through Friday 8 a.m. – 5 p.m.

Phone: 409-933-8663

Email: welcome@com.edu

If you need assistance accessing your personalized accounts, please refer to the next section or contact the Student Help Center.

How to access your personalized accounts

- WebAdvisor
- COM E-mail
- Appointment with your advisor

College of the Mainland is pleased to offer convenient online services to make it easier for you to register for classes, make an appointment with your advisor, create your COM email account and set up a payment plan that fits your budget needs. All of these can be done from any internet accessible computer. Now you can save time, avoid lines and beat the rush. Instructions for accessing these convenient services are printed below.

Need help with Self-Service, E-cashier, Email?

Assistance is available in person and by phone, 409-933-8663, through the Student Help Center located in the Administration Building #2, Suite 111-02.

Basic Tips

- Write usernames and passwords down so you don't forget them and keep in a safe place.

- Don't share your information with anyone as you may be liable for any actions taken through your accounts.
- Use the Student Help Center anytime.
- For technical assistance, click on the HELPDESK arrow located on the Self-Service homepage (bottom left) and fill out the required information.

Self-Service ID and Password

You will need your User ID and Password to access Self-Service. The User ID and Password for Self-Service can also be used to access your D2L, COM email and Navigate.

First-Time Users

1. Go to www.com.edu
2. Click on Self-Service Login.
3. Click on What's My USER ID/COM ID?
4. Enter in your last name and social security number or COM ID.
5. Click Log In.
6. Your Web ID is your User ID and your 7-digit COM ID is your initial password. All students are strongly encouraged to change their password.
7. Click on the blue icon, Students, to get started.

Forgot User ID/Password?

1. Click on What's My USER ID/COM ID?
2. Enter in your last name and social security number or COM ID.
3. Click Log In.
4. Your Web ID is your User ID. This is all lowercase.
5. Enter your password.
6. Click on the blue icon, Students, to get started.

Registering for Classes

Registering for classes at College of the Mainland is done through EAB Navigate

To register:

1. Log in at <https://com.navigate.eab.com> using your COM email username and password.
2. From the home screen, select the Planner tab at the top of the page.

3. Use your academic plan (created with your advisor) to review and select the courses you need.
4. Add your selected course sections to your schedule and review for any time conflicts or errors.
5. Click Register to submit your schedule and complete the registration process.

Students are encouraged to meet with their assigned advisor before registering to ensure courses align with their academic plan and goals.

To Make an Appointment with your Advisor

Students are encouraged to schedule appointments with their advisor so dedicated time can be set aside to focus on your questions, goals, and academic plan. Scheduling ahead helps your advisor prepare and provide more personalized support.

Steps to Schedule an Appointment

1. Log in to Navigate at <https://com.navigate.eab.com> or open the Navigate Student app
2. Select Appointments from the left-hand menu
3. Choose the reason for your appointment
4. Pick a date and time that works for you
5. Confirm your appointment

Your appointment will automatically be scheduled with your assigned advisor, and you will receive a confirmation with the appointment details.

To Access Your COM Email Account

Step #1:

Go to www.com.edu, click on Office 365 Email Login.

Step #2:

Your User ID is the same as your Self-Service User ID with, @com.edu.

For example, if your User ID is jdoe, then your Email User ID is jdoe@com.edu.

Your initial password is your seven-digit COM ID number. If your COM ID number is, for example, 723, you must add four zeros in front of 723 to make it seven digits (0000723).

Step #3:

It is strongly recommended that you change your password for security purposes at:

https://com.onbio-key.com/_layouts/PG/login.aspx?ReturnUrl=%2f

Your COM email will be used as the means of communication for college events, emergency information and instruction for classes.

Student ID Card

A COM Student ID is required for all students attending College of the Mainland and is issued at the time of registration after a portion or all applicable fees have been paid. Students are encouraged to get their card as soon as possible because some COM facilities and services are only available when a COM Student ID is presented. After the first issue, the card will automatically be electronically validated each semester after registration and payment of the appropriate fees. A \$5 replacement fee is charged for a lost or stolen student ID card. Student IDs can be obtained at the Student Help Center in the Administration Building #2. For more information, call 409-933-8663.

Student Financial Accounts

It is the student's responsibility to maintain schedule accuracy and meet payment deadline requirements. Any balance on a student account not paid in compliance with payment deadlines will result in registration and graduation holds on the account until the unpaid balance is resolved. For additional questions, please contact the Business Office at 409-933-8377. Please include your COM ID to facilitate responses to questions and/or concerns.

Payment Options

COM offers several ways to make payment.

On campus:

- Cash
- Credit/Debit card (Visa, Mastercard, or Discover)
- Personal check, money orders, or cashier's checks

Online:

Students can pay online through their student portal with a credit/debit card (Visa, Mastercard, or Discover).

Pay by Phone:

Pay in full using a credit/debit card by calling the Cashier's Office at 409-933-8377.

Third-Party or Sponsorship:

- Tuition and fees are paid by a company or organization.
- State Waivers/Exemptions

Types of exemptions available at COM are:

- Adopted students formerly in foster or other residential care
- Blind/deaf student exemption program
- Children of disabled or deceased firemen, peace officers, game wardens, and employees of correctional institutions
- Concurrent enrollment waiver
- Exemption for peace officers enrolled in law enforcement and criminal justice courses
- Exemption for students under conservatorship of the Department of Family and Protective Services
- Exemption program for children of professional nursing program faculty and staff
- Exemption program for clinical preceptors and their children
- Firefighters taking fire science courses or emergency management courses
- Hazlewood exemption (for qualified Texas veterans, spouses and dependent children)
- Military: Texas national guard tuition assistance program
- Senior citizen, 65 or older, free tuition for auditing classes
- Exemption for the surviving spouse and minor children of certain deceased public servants
- Exemption for children of U.S. POW's and MIA's

Payment Plans

To help you meet your educational expenses, College of the Mainland is pleased to offer Nelnet Campus Solutions. NelNet payment plans allow you to break up your tuition and

fee balances into smaller, manageable monthly installments. Payment plans are not available for mini-mesters.

Follow these simple steps to enroll:

1. Go to www.com.edu
2. Scroll to the bottom of the page
3. Click on "Student SelfServe"
4. Select "Students"
5. On left side of page, click on 2nd icon from top (financial information)
6. Click on "Student Finance" and Nelnet Payment Plan

US Mail

Pay in full by check or money order by mailing your payment to:

Attn:
Business Office
Doyle Adm. Bldg., 1st Floor
College of the Mainland
1200 N. Amburn Rd.
Texas City, Texas 77591

Refunds

Refunds/credits are calculated according to the number of semester days as directed by state law. Students who drop classes within the semester or officially withdraw from the college will have their refundable tuition and fees refunded/credited according to the schedule found here, Refund Policy. Refunds for dropped classes are processed after the refund period for each semester has ended. Financial aid refunds are processed according to Federal Guidelines.

COM only delivers your refund (regardless of payment origin) through BM Technology, Inc., a third-party vendor. Therefore, all students who will receive a refund must set up an electronic refund profile with BM Technology, Inc.

Please visit <https://bankmobiledisbursements.com/refundchoices/> for more information.

Student Life

Student Clubs and Organizations

Student Center, 409-933-8790

Student clubs and organizations allow students to socialize, gain skills and learn about leadership. Students are encouraged to participate in one or more of the following clubs and organizations.

For the most up-to-date list of Clubs and Organizations, go to www.com.edu/student-life/clubs-organizations. If you are interested in joining or starting a new club or organization, contact the Student Life Office at 409-933-8431.

Student Government Association (SGA)

Email: sga@com.edu

Website: www.com.edu/sga

Facebook: www.facebook.com/comsga

Instagram: www.instagram.com/comstudentgovernment/

Instagram handle: [@comstudentgovernment](https://www.instagram.com/comstudentgovernment)

The Student Government Association is made up of an elected body of officers and one representative from each active student organization. The role of SGA is to promote student participation in the decision-making process, to serve and to represent the student body. In addition, SGA and the Student Life Department will plan and develop educational, recreational, social, cultural and entertainment programs for the college community. Participants can develop leadership skills and learn to organize special events. Monthly meetings are open to the college community, and all credit students are invited to participate.

Student Leadership Opportunities

Students are invited to serve on college councils, committees and task forces. Additional opportunities are available through the Office of Student Life. For more information, contact Student Life at 409-933-8431.

Student's Role in Institutional Decision-Making

Students at COM are encouraged to be a part of the governance and decision-making process. There are a number of ways that this participation can occur. The Student Government Association, which is made up of the leadership of student clubs and organizations, meets monthly. College administrators attend these meetings regularly to get feedback from students. The president of the Student Government Association is a member of the President's Advisory Council and is responsible for representing the student body with College leadership.

Student club and organization leaders are included in strategic planning, College retreats and other planning activities. Students also serve on a number of standing and ad-hoc committees. The Student Life Office designs and develops a comprehensive schedule of student life activities. All students are invited to participate in these events.

In addition, every board of trustees' monthly meeting has a standing invitation for students to present ideas and/or concerns. Also, the College administration meets with students in a public hearing several times every academic year in order to hear students' concerns.

Phi Theta Kappa (PTK, International Honor Society)

Email: ptk@com.edu

Website: www.ptk.org (International)

or www.txptk.org (Texas)

Facebook: www.facebook.com/ptk.sigma.delta

Phi Theta Kappa is the official international honors society of community colleges. The purpose of Phi Theta Kappa is to recognize and encourage academic excellence among two-year college students. To achieve this purpose, Phi Theta Kappa provides opportunities for the development of leadership and service, intellectual exchange of ideas and ideals, lively fellowship for the scholars and stimulation of interest in continuing academic excellence. To be eligible, you must complete 12 credit hours at College of the Mainland with a cumulative GPA of 3.5 or higher. You must maintain a GPA of 3.0 or higher after joining the society.

Pi Kappa Delta (PKD, Debate Team)

Email: debate@com.edu

Pi Kappa Delta (PKD) is a national honor society that promotes the practice and study of argumentation and debate through on and off-campus activities. Pi Kappa Delta is the oldest national collegiate forensic organization with over 80,000 alumni members. Participation and travel with the debate team in competitions are required for eligibility for Pi Kappa Delta membership.

American Society of Safety Professionals (ASSP) Student Section of the Gulf Coast chapter

Email: asse@com.edu

This club is for students who plan careers as safety professionals. It provides additional educational and leadership opportunities for students to learn more about

their chosen area of study and to promote interaction between students and professionals in the field of safety.

Art Club

Email: mgreenwalt@com.edu

The Art Club provides artistic experiences for all students interested in works of the imagination and the cultures that produce them. The Art Club regularly visits museums, attends lectures and special exhibits, hosts workshops and offers drawing field trips to zoos and libraries.

Collegiate High School Student Club (Nu Psi)

Email: NuPsi@com.edu

Nu Psi offers community service projects, leadership opportunities and educational field trips for club members.

The Skin, Shears & Beards Society

Email: ssbs@com.edu

The Skin, Shears & Beards Society is a student-led group that unites future professionals from the Cosmetology, Esthetics, and Barbering programs, though all are welcome to enjoy the world of beauty and wellness. The club is rooted in creativity, professionalism, and the Future Professional standard, offering students opportunities to showcase their skills through campus events, competitions, and industry networking. A key part of the SSB's mission is giving back, members regularly participate in community service projects that reflect the heart of the beauty industry: serving others and making them feel beautiful. Whether your passion is fades, facials, or finger waves, the SS&B Society provides a supportive space to grow, lead and make a difference.

Gamer's Union

Email: akimbark@com.edu

The purpose of the Gamer's Union is to promote the essence of competitive gaming, the fundamental belief of good sportsmanship and to enhance our daily lives by incorporating teamwork and leadership through the enjoyment of gaming. Students in this club participate in bi-weekly gaming sessions, hold workshops and organize tournaments.

Hispanic Student Alliance

Email: HispanicStudents@com.edu

The Hispanic Student Alliance (HSA) is a successor organization to the Dream Act Leadership Organization due to the legislative changes in the USA. The HSA aims to bring awareness about the Hispanic culture, history, and language to the college community through different cultural, educational, social, and political events and activities. Some of the activities that HSA sponsors

include Spanish tutoring, Hispanic film and poetry events, Cinco de Mayo celebration, Hispanic Heritage Month events, and the International Festival. The HSA also focuses on the recruitment and success of students at College of the Mainland.

Nursing Students Association (TNSA)

Email: tnsa@com.edu

Website: <https://tnsa.nursingnetwork.com/>

The Texas Nursing Students' Association aids in the development of the whole person and promotes participation in professional organizations after graduation. Members model integrity and leadership in all educational and service activities and interactions. Members have opportunities to influence the nursing education legislation, program development, and technology use.

Process Technology Student Organization (PTEC Club)

Email: PTEC@com.edu

The PTEC Club strives to create awareness of the career opportunities within the process technology industry. The group provides support among members, including academic support (tutoring/peer review), industry tours, career preparation (mock interviewing/resume building) and fundraising.

Sickle Cell Club

Email: jmubiru@com.edu

The mission of the Sickle cell club is to raise awareness, and to educate COM students and the community about sickle cell disease. The club organizes social activities, games and seminars to achieve its mission. All COM students are welcome to join the club.

Student Recreation and Club Sports

Website: www.com.edu/student-life/club-sports.html

Student Recreation and Club Sports are other avenues for students to get involved at COM. Student recreation activities allow COM students of all skill levels to play sports throughout the semester. Club sports are competitive games for male and female students with structured practices overseen by a coach. Students commit to travel to games in the Gulf Coast and greater Houston area.

Students for Christ

Email: studentsforchrist@com.edu

A nondenominational organization open to both Christians and non-Christians, this club invites all who are interested to attend with open hearts and minds. It offers a time to slow down and pray for the campus, the world and each other, and encourages growth and fellowship among students.

Veterans Organization

Advisor: I.V. Hoke, 409-933-8951

Email: veterans@com.edu

The veterans' organization ensures that veterans, active-duty personnel, reservists and their families receive all benefits entitled to them. This organization also provides readjustment resources and provides students and successful alumni a network for professional development.

Vision Seekers

Email: visionseekers@com.edu

The Vision Seekers Club serves as a unifying club for nontraditional students to fully integrate into the whole experience of college life and culture.

Academic Resources

Library

409-933-8448

<https://libguides.com.edu/>

The Library is located on the first floor and mezzanine of Building 8, the Learning Resources Center. You'll find great resources, spaces and help in the library.

Great College Level Sources

The library provides access to the college level sources that your instructors love! Books and eBooks, articles, streaming media and primary sources. Databases can be accessed off campus 24/7 from our database page — login with your COM account. <https://libguides.com.edu/az.php>

Help When You Need It

If you need help with research, citations, library resources or techy help, you can chat, email, text, or ask questions face 2 face. Chat help is available 24/7 from real librarians. In addition, the library has some great guides designed to help you find the best sources for your projects and learn how to use library sources. <https://libguides.com.edu/ask>.

Library Space for Work, Study & Leisure

The Library has places to read, research, write your paper, charge your devices, access Wi-Fi, get help, study, and de-stress. We have individual study carrels, study rooms, study tables and reading chairs throughout the library. There are collaborative spaces, tables, whiteboards and collaborative tech workstations. When you are ready to de-stress, the library has games, puzzles, and small collections of DVDs, fiction and graphic novels. <https://libguides.com.edu/spaces>.

Library Computer Lab

The library computer lab, located on the main floor of the library, provides COM students with access to the internet, commonly used academic software, and college-level databases. Lab Assistants in the library computer lab are available to help and also capable of assisting in basic programming and computer science courses. The COM Library Lab is open to COM students, faculty, staff, and community members. www.com.edu/computer-labs/library-computer-lab.html.

Accessibility and the Library

The library has devices for accessibility: a scanner that can convert print to PDF, OCR PDF, or Read Aloud audio files; a magnifying reader that allows print resources such as books to be magnified in HD; and while all lab computers have built in built-in features for screen narration and magnification, there are two computers with additional accessibility features. All library database sites meet web accessibility standards as does most content. You can find out more here <https://libguides.com.edu/Accessibility>

More Library Resources and Services

A copier is available for black and white print copies at 5¢/page. A scanner is available to scan books, photos, magazines or any print item up to 19 x 12.25 in black and white or full color for free. Scans can be saved as image files, rich text, PDF, searchable PDF, or audio and sent directly to mobile device, USB drive, or a cloud service. Some textbooks are available on reserve if they have been provided by instructors/departments. <https://libguides.com.edu/about>

Educational Technology

Industrial Careers Building

409-933-8445

Educational Technology, located on the second floor of the Industrial Careers Building is available to assist students with Distance Education technical issues, computer labs and audiovisual needs. Hours of operation are Monday through Thursday 7:30 a.m. – 6:30 p.m. and Friday from 7:30 a.m. – 5 p.m. Submit a Distance Education Support Ticket at <http://de-support.com.edu/requests>.

The Tutoring Center

Industrial Careers Building

409-933-8703

<https://www.com.edu/tutoring>

The Tutoring Center offers a wide range of academic support

services, including tutoring in writing, math, and science, all at no cost to COM students. Additionally, students can benefit from access to a well-equipped computer lab, featuring complimentary printing services and a serene atmosphere conducive to focused study sessions. Operating six days a week throughout the fall and spring semesters, the Tutoring Center ensures accessibility for students seeking assistance. Our hours during these semesters are as follows: Monday through Thursday from 8 a.m.- 8 p.m., Friday from 8 a.m. to 5 p.m., and Saturday from 9 a.m. to 1 p.m. Please note that during the spring mini and summer terms, operating hours may vary based on course schedules and tutor availability. For the most up-to-date information on hours of operation and the subjects for which tutoring is available, kindly refer to the Tutoring Center directly. For more inquiries about any of our services, please contact the Tutoring Center at 409-933-8703. You can also explore our comprehensive offering on the Tutoring Center webpage at <https://www.com.edu/tutoring>, or directly contact us via email at tutoringcenter@com.edu.

Writing Tutors

Our dedicated writing tutors are here to provide a personalized, one-on-one tutoring session tailored to students' needs at any stage of the writing, reading, or oral presentation process. Whether it's crafting an essay, refining a speech, or polishing a college application letter, our tutors offer expertise and guidance. Additionally, students have access to two designated study rooms for recording speeches or conducting mock interviews. While walk-ins are welcome for quick queries, we strongly recommend scheduling an appointment to ensure dedicated time with a tutor. Appointments can be conveniently made online, over the phone, or in person. Detailed instructions for scheduling appointments can be found on our website at www.com.edu/tutoring. You can also easily schedule appointments through WCONLINE at <https://com.mywconline.com>.

Math/Science Tutors

COM's math and science tutors provide both walk-in and appointment-based tutoring services. While most math tutors cover a wide range of COM math courses, please note that not all tutors specialize in every course. Science tutoring availability may vary. Appointments are not mandatory for math and science tutoring, but slots are available for those who prefer to schedule ahead. However, online tutoring with a COM math or science tutor does require an appointment. Detailed instructions for scheduling appointments can

be found at <https://www.com.edu/tutoring> or directly on WCONLINE at <https://com.myconline.com>.

*Please be aware that appointment-based scheduling for math and science tutoring is contingent upon tutor availability and may be subject to change. For the most up-to-date information, feel free to contact the Tutoring Center at (409) 933-8703 or tutoringcenter@com.edu.

Online Tutoring

COM also offers online tutoring with COM tutors through WCONLINE during regular business hours, subject to availability. To view the current schedule and make an appointment with a COM tutor, please visit <https://www.com.edu/tutoring/online-tutoring>. Additional online tutoring is readily accessible across various subjects through Tutor.com, offering 24/7 assistance. Access Tutor.com via D2L Brightspace, conveniently located under Cours Resources drop-down menu. For further details, visit <https://www.com.edu/tutoring/online-tutoring>.

Distance Education

What is Distance Education?

Distance Education courses are designed for students who desire flexibility and convenience in their studies. Our courses are fully accredited and are considered equivalent to on-campus courses.

Anyone who is eligible to take regular courses on campus may enroll in Distance Education courses.

Students must have access to the Internet and be familiar with email, the Web, creating and saving documents, and uploading files. Students may be required to attend a class orientation prior to the start of the class. You will need administrative rights to the computer you use in case you need to install plug-ins. (See section on Add-Ons and Plug-Ins.)

Online learning isn't as easy as it seems. Successful online students must be focused, highly motivated, self-directed and possess a strong work ethic. Students may find that they spend more time on their online studies than in traditional face-to-face classes because assignments, discussions, and class interactions are primarily text-based. Online courses require more self-discipline and the ability to work more independently than a traditional classroom setting – you must be able to manage your time effectively and stay on track with your coursework.

Wireless connections are not recommended due to inconsistent signal strength which can cause unexpected loss of connection with the server.

Course Formats Defined

There are two levels of Distance Education classes with each level requiring work be completed in the online environment.

Internet (IN)

An Internet class is an asynchronous format that provides 85 to 100 percent of class instruction in an online, virtual classroom. Some courses may require students come to campus to take tests in an approved testing location, attend field trips and/or complete other course requirements. On campus requirements will be listed in the course syllabus.

Hybrid (HY)

Hybrid courses combine both an online and classroom component. These courses provide 50 percent to 85 percent of class instruction in an online, virtual classroom with 15 percent to 50 percent of instruction taking place in a traditional classroom setting.

Online Student Responsibilities

Read the syllabus carefully and refer to it frequently throughout the semester. The syllabus provides the bulk of your course information and is the guiding document for the course. Become familiar with the learning objectives, methods of assessment and deadlines.

Students are encouraged to ask questions and communicate with professors through email, telephone or the discussion boards. However, unlike traditional classroom settings the responses are not immediate. Communication expectations will be outlined in the course syllabus.

Students are expected to adhere to all college policies and guidelines.

Netiquette

Netiquette consists of the rules and guidelines for acceptable behavior in online communication. Remember, while working in an online course you are in an academic setting and should conduct yourself accordingly.

- Use appropriate language. Excessive use of “text” or “instant messaging” jargon is not acceptable for online communication.
- Read existing follow-up postings and don’t repeat what has already been said. Keep messages short and to the point.
- Give respect to your classmates. Be courteous and

respectful of others’ opinions, inappropriate and/or offensive language, especially comments that might be construed as racist or sexist, are not appropriate and will be dealt with on an individual basis.

- Do not use all capital letters in an online environment. Using all capital letters is considered SHOUTING.
- Use proper spelling, capitalization, grammar, usage and punctuation.
- Consider the “Golden Rule” before posting. Don’t post anything you wouldn’t be willing to communicate face to face.
- Be sure to include relevant information in the Subject line of emails.
- The sending of spam mail to fellow classmates or instructors is not allowed

Online Class Attendance

Students are required to log in to their online course within the first 48 hours of the course for all 16-week courses and within the first 24 hours of all courses with fewer than 16 weeks or the day enrolled during late registration to complete the initial introductory activities required in the course.

Attendance policies are contained in the syllabus of each course. It is the responsibility of the student to read and comply with attendance policies which may affect the final grade. Login dates and times can be used to determine the amount of time a student has attended/missed or to determine the last date of attendance.

Logging into an online course or website is not enough, by itself, to determine attendance by the student. For example, if a student simply logs into an online course on September 15 and logs out, without any further activity, the student did not attend the online class on that day.

Although it is the responsibility of the student to withdraw officially from a course, the professor also has the authority to block a student from accessing the institutions learning management system, and/or to withdraw a student for excessive absences or failure to participate regularly.

Distance Education courses require the same time commitment as traditional courses. College of the Mainland

expects all students registered in an Internet (IN) section to log in to the course at least twice each week. Students registered in a hybrid (HY) section are expected to log on at least once each week.

Students are solely responsible for checking updates related to courses. As a component of attendance students should check email, course announcements and discussion forums frequently (daily is recommended).

Active Participation

Student attendance in online courses is defined as active participation in the course. Online courses will, at a minimum, have weekly mechanisms for student participation no more frequently than daily, which can be documented by any or all the following methods:

- Contributing to an online discussion or text chat session
- Submitting an assignment or working draft
- Working through exercises; taking a quiz or exam
- Viewing and/or completing a tutorial
- Initiating contact with a faculty member to ask a course-related question
- Another course participation.

These academic activities are tracked and documented through the College's learning management system, email system, and publisher websites. Course tracking can be used to assess the amount of "attendance" in an online course. Any student who fails to attend the orientation session or complete a scheduled assignment during the first week of class will be reported as absent.

Communication

Students will communicate with their professor either through regular email, Desire2Learn Brightspace Messages/Email or the Discussion Board (as specified in the course syllabus) in a professional and timely manner. Students are expected to contact their professor prior to the beginning of the semester and log in the course at least twice per week to check course mail, announcements and discussion board posts throughout the semester.

Security of Login Credentials

Students should take care to exit the course management system (Desire2Learn Brightspace) using the Logout link

which will end the session properly. You should never end a session by only closing the browser. It is the responsibility of the student to secure login credentials by changing their password on a regular basis. Students who knowingly provide their login credentials to someone else will be reported to the judicial coordinator for possible disciplinary action as outline in the current Student Handbook.

Hardware and Software Requirements

All distance learning courses require that you have access to a computer that is connected to the Internet and you are comfortable using that computer.

As an online student, your computer becomes your primary interface to your course, instructor and your classmates. In order to effectively use this interface, it will need to meet certain minimal requirements. It is not required that you own computer equipment; however, it is strongly recommended that you have a computer that will be available when you need it. Additionally, have a backup plan in place in case your primary equipment fails or becomes unavailable. Many public libraries have computers including the College of the Mainland Library on campus.

College of the Mainland's Educational Technology Services is not an Internet service provider. Your Internet service provider is responsible for helping you configure your computer system and assisting you with problems concerning connectivity.

Further details on hardware and software requirements can be found here: <https://tinyurl.com/97kbep36>.

How might your progress be assessed?

All courses have student learner outcomes which outline what you should have learned by the time you successfully complete a course. Your success at achieving these outcomes can be assessed in many ways. Your teachers may use one or more of these methods or may develop other unique ways to assess your progress.

- Structured /informal observations/interviews
- Projects and tasks
- Tests
- Performances and exhibitions
- Audio and video

- Experiments
- Portfolios and journals

What is online proctored testing?

Some instructors may require students complete some or all online course tests and/or exams in a proctored environment. Your instructor will provide specific details on how to complete exams in the syllabus.

What are Respondus LockDown Browser and Monitor?

Instructors may require students use Respondus LockDown Browser and Monitor for testing.

Respondus LockDown Browser is a locked browser for taking tests in Desire2Learn Brightspace. It prevents you from printing, copying, going to another URL, or accessing other applications during a test. If an online exam requires that Respondus LockDown Browser be used, students will not be able to take the test with a standard web browser. LockDown Browser should only be used for taking fully online course tests. It should not be used in other areas of the LMS.

Students may be required to use LockDown Browser with a webcam, which will record students during an online, non-proctored exam. (The webcam feature is sometimes referred to as “Respondus Monitor.”)

Your computer must have a functioning webcam and microphone. A broadband connection is also required.

Read the [Respondus LockDown Browser Quick Start Guide](#).

Watch the Respondus LockDown Browser introduction video: <https://tinyurl.com/6fy4v88p>.

Required Skills

Students enrolled in online courses should possess the following technology skills:

- The ability to use latest stable releases of Google Chrome, Mozilla Firefox, or Safari 10.X web browsers.
- The ability to access information via the Internet
- The ability to use Desire2Learn Brightspace and associated tools, including discussion boards, chat rooms, online testing, and assignment submission features
- The ability to use Respondus LockDown Browser and

Respondus Monitor (see section, “Using LockDown Browser and a Webcam for Online Exams” for more details)

- The ability to use any necessary publisher content (examples: Cengage, SIMnet, MindTap, MyMathLab, etc.)
- The ability to use word processing software, and to save in alternate formats
- The ability to send, receive and include attachments using email
- The ability to demonstrate netiquette (appropriate online conduct)

Educational Technology Services Support Center Distance Education/Educational Technology Support Center

Visit <https://tinyurl.com/97kbep36> to find answers to the most frequently asked questions.

Check the COM Learning Management System Announcements page to keep up with emergency announcements and helpful links here <https://tinyurl.com/97kbep36>.

If your problem concerns accessing specific materials once you have logged in and accessed your course, you should first contact your instructor.

For technical assistance during the course or to report a problem with institution’s learning management system you can visit the Educational Technology Services support site: <http://de-support.com.edu/requests>. Submit as much information as possible detailing your problem. A response will be sent to your COM email account. If you have another email address, in addition to your COM email, you should provide that address when prompted. You may submit a ticket at any time, 24/7. Tickets are responded to during regular business hours (8 a.m. to 5 p.m., Monday through Friday) in the order in which they are received.

For technical assistance with campus Wi-Fi, COM user ID or password, and other campus related IT needs, visit: <https://helpdesk.com.edu/>.

Online Learner Workshop (OLW)

The Online Learner Workshop is a resource for students registering for their first Internet (IN) or Hybrid (HY) section at COM. This free, instructor-led online Workshop will guide you through the process of using our course management system to:

- Send electronic communications within a course
- Submit assignments online
- Post to the discussion board
- Complete online tests

The Online Learner Workshop is available all year except during the winter holiday break.

Students can self-enroll for the Online Learner Workshop once they have registered for a course at College of the Mainland. The self-enroll option can be accessed from within learning management system. Learn how here, <https://www.youtube.com/watch?v=xXKGTEp9xJg>.

Students may request additional assistance at <http://de-support.com.edu/requests>.

Students can also watch our Distance Education Student Tutorials on YouTube for additional training.

Frequently Asked Questions

Answers to frequently asked questions can be found here: <https://tinyurl.com/97kbep36>

Adult Education Program

Industrial Careers Building, Suite 313

409-933-8294

COM's Adult Education is available to assist students seeking to complete their High School Equivalency, learn English, or to improve their reading, writing, and mathematics skills. With a special focus on preparation for college and careers, the Adult Education Program also offers college preparation and transition assistance through our College Success Academy as well as specially structured career and technical training to help students master essential academic skills while training for a new career.

Non-Discrimination Statement for Advisory Committees:

Qualified individuals with disabilities won't be denied the opportunity to participate in planning and advisory boards related to AEL, or that it will not directly or through other arrangements perpetuate discrimination against qualified individuals with disabilities.

Complaints

Students enrolled in Adult Education and Continuing Education classes will follow College Procedures [FLD \(Local\)](#) for student complaints. It is recommended that students

discuss issues in a timely manner and directly with the individual involved prior to making a formal complaint.

Continuing Education Courses

7825 Monticello Drive, Texas City, TX 77591

409-933-8586

COM's Continuing Education program seeks to provide lifelong learning for people of all ages to develop personal and professional potential, upgrade job-related skills and prepare for informed participation in the community's civic, cultural and political life.

COM Bookstore

Student Center

409-933-8239

The COM Bookstore, operated by Bibliu Campus, provides students, community members, faculty and staff with needed academic material to assist in their education. In addition to providing textbooks, the bookstore also provides college apparel, gifts, electronics, sundries and supplies.

Bookstore Refund Policies

Textbook Refund Policy

- The original sales receipt is required for every refund, no exceptions.
- To receive a full refund for a textbook, the book must be returned during the semester for which it was purchased.
- For the Fall or Spring semester, full refunds are allowed during the first five (5) class days. Textbooks for Summer classes must be returned during the first five (5) days of the semester for which it was purchased.
- Students who miss the return dates may bring their books in to sell at the end of semester buyback.
- New books must be returned in the same condition as when purchased with all included materials or inserts.
- All shrink-wrapped books must be returned in the original shrink-wrap.
- Any new books returned with blemishes, writing, markings, bent pages or covers or any other damage will be considered for a return at the used price. If a textbook is not in its original selling condition, it will be considered for a return at the used price.
- Unfortunately, we cannot refund software, study guides,

lab manuals, outlines, exam guides, photocopied materials, special orders or clearance items.

- Textbooks or course-related materials purchased during the last two weeks of the semester or mid-term are not eligible for a refund.

Merchandise and General Book Refund Policy

- A sales receipt is required for all refunds.
- General merchandise in new condition and in unopened packaging may be exchanged or refunded within seven (7) business days of purchase.
- Defective items, except for electronics, with original receipt and within three days of purchase will be considered for replacement or refund at any time during store hours.
- All sales are final on electronics.

Book Buyback Policy

- Textbooks will be bought back every day that the bookstore is open; however, retail buyback occurs during the final exams week of each semester (see the Academic Calendar for exact dates).
- Textbooks must be in resalable condition.
- The bookstore will pay approximately half or less of the purchase price, during retail buyback, if the textbook meets the following conditions:
 - a. Book is being used in the next semester.
 - b. Quantities are insufficient to fill next semester's demand.

Any book that does not fit the above qualifications may be bought back at a national wholesale price.

NOTE: The COM Bookstore does not guarantee the repurchase of any textbook.

Textbook Rental

Textbook rentals are available through the Bookstore.

For more information, visit www.combookstore.com or email bookstore@com.edu.

Campus Information

Class Attendance

Students are expected to attend and participate in every session of all classes for which they are registered. Regular attendance is a critical component to being successful in courses. Attendance guidelines are outlined in each course syllabus. Students should consult with their instructors when it is necessary to miss a class. COM recognizes no excused absences other than those prescribed by law: religious holy days and military service. For more information see [FC \(Legal\)](#).

NOTE: Students in online classes must participate (as defined in the syllabus) during the first week of classes or they will be dropped from the class for non-attendance. Students who have not attended their in-person or hybrid class by Census Day will automatically be dropped from their class for non-attendance. Census dates for each semester can be found under the Academic Calendar section of the catalog.

Religious Holy Days

Students shall be allowed an excused absence for the observance of a religious holy day. It is the responsibility of each student to consult with his or her instructors when an absence must be excused. All assigned work or examinations are to be completed within a reasonable amount of time.

Procedures for Posting or Distributing Information on Campus

Any person, organization, class or group seeking to post and/or distribute informational materials at COM must submit the proposed materials to Student Life, located in the Gym. Materials must be received at least one week in advance of the activity. When approved, materials will be posted on campus and should be removed after the event. Materials posted on campus without approval will be removed immediately. For information, call 409-933-8431.

Sale of Food, Drinks or Other Items on Campus

Organizations desiring to sell food, drinks or other items on campus for fundraising activities must get written approval from the Director of Student Life prior to such sales.

Lost and Found

Located in the COM Police Building, articles turned in to the lost and found will be tagged and held for 30 days. After the 30-day period, items not claimed may be discarded or dispensed through local charitable organizations or through

clubs and organizations sponsored by the College. All students or staff who find articles are requested to turn them into the COM PD Office located in the COM Police Building on the same day. Items classified as contraband will not be returned.

Cell Phones and Audio Devices

The College respectfully requests that all cell phones and audio devices be turned off and/or not used while class is in session as they are disruptive to the learning environment.

Unattended Minors/Children in Class

For their safety, unattended minors of students are not permitted on campus while students are in class. In consideration of fellow classmates and staff, please do not bring young children to class.

Gym Facilities and Recreation Rooms

All part-time and full-time students are entitled to use the physical education facilities that encompass the gym, weight room, cardio room, sauna, recreation room equipment, track and jogging/walking trail. A valid Student ID is required to use these facilities. For more information, call 409-933-8422.

COM Theatre **Fine Arts Building** **409-933-8345**

Known as “The Biggest Li'l Theatre in Texas,” COM Theatre has been a Texas tradition since 1972. Each year, COM Theatre presents a season of high-quality productions that serve students, the College, and the surrounding community. One of the greatest benefits available to COM students is access to free tickets for all COM Theatre productions. With a current COM ID, students may attend any COM Theatre show at no cost, making live theatre an accessible part of your college experience. All COM students are encouraged to participate, whether by auditioning for a role or assisting behind the scenes in areas such as stage management, lighting, sound, costumes, set construction, and general production support. Performances are held Thursday, Friday, and Saturday at 7 p.m. with Sunday matinees at 2:30 p.m. For current productions, auditions, ticket information, and theatre news, visit www.com.edu/theatre.

Art Gallery **Fine Arts Building** **409-933-8152**

The COM Gallery gives students the opportunity to experience professional contemporary art on campus. The Gallery

serves as a resource for learning about art, art history, visual culture, and the standards used in professional art exhibitions. Throughout the year, the gallery presents exhibitions by professional artists, COM faculty, COM Visual Arts majors, and COM employees and their family members. These exhibitions are often accompanied by artist talks, guest speakers, receptions, and other activities that help students connect directly with the artists and the artworks. The COM Art Gallery is committed to making art accessible and educational for all visitors. Its exhibitions reflect a variety of perspectives and celebrate the diversity of our community. Student are encouraged to visit the Gallery, attend events, and use the space as part of their college experience. For current and upcoming exhibitions, visit www.com.edu/art-gallery.

Multicultural Events **409-933-8431**

The Multicultural Committee is dedicated to fostering cultural awareness, mutual respect, and global understanding among students, employees, and the broader community. This is achieved through the sponsorship, support, and promotion of educational and cultural events and initiatives on campus. Below is a list of events currently sponsored by the Multicultural Committee

- Hispanic Heritage Month – September and October.
- Native American Heritage Month – November
- Movember (Men's Mental Health) – November
- MLK Day – January
- Black History Month – February
- Women's History Month – March
- Asian American Pacific Islander Heritage Month – April
- Cinco de Mayo – May
- Juneteenth – June

For more information, call 409-933-8431 or visit <https://www.com.edu/multicultural/index.html>.

Lifelong Learning Program **Mainland City Centre, 10000 Emmett F. Lowry Expwy.** **Texas City, TX 77591** **409-933-8461**

The Lifelong Learning program provides a variety of educational opportunities for adults within our community.

Community Education

Non-credit, fee-based personal development classes and workshops available for the benefit and enjoyment of adults ages 18+.

50 Plus

Classes that are specifically designed to engage and serve the 50+ community.

Trip/Travel Adventures

Day/Evening outings as well as extended travel opportunities for adults to explore education through trips and travel.

College of the Mainland Cosmetology

"The Salon, Spa & Barbershop"

Mainland City Centre, 10000 Emmett F. Lowry Expwy.
Suite 4100
Texas City, TX 77591
409-933-8480

Everyone, including students and community members, are welcome to visit "The Salon" at College of the Mainland for services such as hairstyling, hair cutting, hair coloring, chemical services, facial treatments, nail care, men's haircuts and beard trims, all at an affordable price. Free haircuts are available to all COM students and staff. The Salon is open multiple days a week during the Fall, Spring and Summer sessions. Please call or go online to book an appointment. For more information, visit www.com.edu/academics/cosmetology/the-salon.html.

College-wide Initiatives

- **CARE Team** – This team extends campus support and community resource information to students in crisis. For more information, call 409-933-8712.
- **Collegiate High School** - This advanced middle/early college high school program allows students to obtain both high school and college credit, simultaneously. Many of the local high school participants obtain an associate degree prior to their high school diploma. For more information, call 409-933-8169.
- **Courtesy Texts** – Personal texts are made to students regarding registration and payment deadlines. For more information, call 409-933-8459.
- **Dual Credit/Concurrent Enrollment** – This program allows students to make substantial progress toward their college degree while still attending their high school. For more information, call 409-933-8679.
- **Early Alert** – This is a system of collaboration between faculty and student success professionals where a faculty member contacts the Student Success Center when a student has been underperforming or not attending classes. Contact is made with the student to determine what services may assist the student in becoming successful in that class. For more information, call 409-933-8379.
- **International Student Services** – The International Student Advisor is located in the Admissions and Records Office, and provides student advocacy and support services to international students. For more information, call 409-933-8521.
- **New Student Orientation** – All new students are encouraged to attend this orientation that provides basic information about all on-campus resources, activities and opportunities for students to become engaged. For more information, call 409-933-8431.
- **Learning Framework** – A study of the psychology of learning, cognition and motivation; factors that impact lifelong learning; and application of learning strategies in college, career and daily life. For more information, call 409-933-8312.
- **Student Clubs and Organizations** – There are a variety of clubs and organizations including Student Government Association, Phi Theta Kappa (PTK) and Pi Kappa Delta (PKD) that provide students the opportunity to connect with advisors and other students with similar interests. For more information, call 409-933-8790.
- **Student Life** – Various student activities, programs and events are provided throughout the semester that allow students an opportunity to connect with other students, faculty and staff on campus. Activities include educational workshops, student faculty luncheons, SGA events, and a multitude of fun activities that reflect the current interests of our students. For more information, call 409-933-8422.
- **Student Recreation Sports** – Students participate in team sports and compete against neighboring schools. For more information, call 409-933-8431.
- **Student Support Services (TRIO)** – This program offers a limited number of low-income, first-genera-

tion students and students with disabilities intensive support including tutoring, financial aid assistance, financial literacy training and study skills training, as well as exposure to various cultural experiences to assist students in successfully maneuvering the higher education system. For more information, call 409-933-8204.

- **Upward Bound (TRIO)** – The Upward Bound Program is funded through the U.S. Department of Education and provides support to high school students in the areas of academic support, social skills, financial literacy, career exploration and the college admission process. For more information, call 409-933-8803.

Student Rights and Responsibilities

College of the Mainland holds that the student, upon enrollment, neither loses the right nor escapes the duties of citizenship. The student-citizen must exercise liberty with responsibility. The listing of the following rights and responsibilities shall in no way be interpreted as being all-inclusive and denying the existence of other rights and responsibilities which a student holds as a student or citizen.

It is your right...

- to have your voice heard;
- to expect an educational program of the highest quality;
- to have the opportunity to develop your potential to the best of your ability; and
- to inquire about and recommend improvements in policies, regulations and procedures affecting the welfare of students. This right is best exercised through Student Government Association (SGA) and other campus organizations.

Standards of Student Conduct

College of the Mainland assumes that students eligible to perform on the college level are familiar with the standard rules governing proper conduct and that they will observe these rules. COM accepts the concept that where its interests as an academic community are involved, the legal and ethical authority of the institution should be asserted and maintained.

Student rights and responsibilities are described in [FLB \(Local\)](#) policy on the College website.

These include Scholastic Dishonesty, Disorderly Conduct, Prohibited Conduct, compliance with Federal, State, and Local Law, Prohibited Weapons, Drugs and Alcohol, Debts, Disruptions, Behavior Targeting Others, Property, Directives, Dishonesty, Gambling, Tobacco, including E-Cigarettes and oral tobacco, Sexual Misconduct and Misuse of Technology.

The College prohibits Discrimination, Harassment, and Retaliation.

[FFDA \(Local\)](#) - addresses complaints of sex and discrimination, sexual harassment, sexual assault, and retaliation targeting students.

[FFDB \(Local\)](#) – addresses complaints of discrimination, harassment, and retaliation based on race, color, religion, national origin, age, or disability targeting students.

Discipline

A student shall be subject to discipline, up to and including expulsion, in accordance with [FM \(Legal\)](#) and [FMA \(Local\)](#) if the student violates any Board policies or procedures or policies and procedures of any college district program:

1. While on College District premises;
2. While attending a College District activity; or
3. While elsewhere if the behavior adversely impacts the educational environment or otherwise interferes with the College District's operations or objectives.

Discipline and Penalties

When a student engages in conduct that violates the law, he or she is subject to college disciplinary action in addition to any action taken by a law enforcement agency or court of law. The Dean of Students shall consider and take appropriate disciplinary action when violation of law, college rules and regulations, and other breaches of conduct by students are reported. The Dean of Students shall attempt to ensure the best interests of the offending student(s) and the College are served by making use of College counseling and other available resources as appropriate.

Alleged misconduct committed by a student is reported to the Dean of Students within a reasonable time, not to exceed ten College business days from the date college faculty and staff knew or should have known that the incident occurred.

For procedures related to student discipline see [FMA \(Local\)](#) and [FMA \(Regulation\)](#).

Student complaints regarding procedures addressing discipline procedures are found in [FLD \(Local\)](#).

Complaints Relating to Faculty

Code of Ethics

Any student who has a complaint about a College faculty member relating to a violation of the Employee Standards of Conduct ([DH Local](#)) **policy** has the opportunity to seek resolution of the complaint. All parties involved have the right to be represented by legal counsel or others. The College encourages all parties to use informal means to resolve complaints, if possible according to [FLD \(Local\)](#), [FLD \(Legal\)](#), and [FLD \(Regulation\)](#).

Complaints of discrimination are addressed under the Discrimination, Harassment and Retaliation section of this handbook.

Final Grade Appeal

An academic appeal is a formal request brought by a student to change a final grade. A request to change a final grade or to challenge a penalty within the student grade appeal process must be made within six months of the assignment of the final grade.

An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not a basis for an academic appeal.

The student must provide evidence that the instructor unfairly applied grading practices or violated College policy.

Procedure for Final Grade Appeal

Student Rights:

Students have a right to a clear explanation (from the instructor, department chair, or dean, as appropriate) of actions taken by the instructor, such as how a final grade was calculated or how their actions violated the academic honesty policy.

Step One:

Before a student may bring a grade appeal, he or she should first meet with the instructor to request that a change be made. If the student is not satisfied with the outcome or

cannot consult with the instructor, he or she must meet with the appropriate Department Chair to determine if a resolution can be reached.

Step Two:

If after meeting with the department chair a resolution is not reached and the student desires to pursue the appeal, the student will state specifically the basis of the appeal in writing to the appropriate Instructional Dean. If the Instructional Dean determines that there is insufficient evidence that the instructor unfairly applied grading practices or violated College policy, he/she shall communicate this in writing to the student. The decision of the Instructional Dean is final.

General Provisions

The Dean of Students will ensure that appropriate documentation is maintained, that the rights of all parties involved are protected and that all timelines of appeal are followed. Timelines presented are for the long semesters. Grade appeals initiated during the summer semesters will begin review during the following fall semester. All time limits set for this appeal process may be extended by mutual consent of parties involved. Grade appeal records shall remain confidential unless permission is given by the student to release such information. Grade appeal records shall be maintained on file for three years after the completion of the appeal process in the Dean of Students Office.

Student Complaints

College of the Mainland is committed to providing an educational climate that is conducive to the personal and professional development of each individual. To ensure our commitment, the College has developed procedures for students to address their concerns within the college community. A student who has an unresolved disagreement with a faculty or staff member, another student, a student group, or dissatisfaction with the service received may initiate a complaint without prejudicing his or her status with the College.

How do I bring forward a Complaint?

It is the goal of College of the Mainland to assist all students in efficiently resolving their concerns. Students may file a complaint to address problems or conditions believed to be unfair, inequitable, or a hindrance to the educational process or the conduct of campus business. Students are encouraged to seek informal resolution of their concerns; however, students who have not been able to resolve their concern informally may file a [formal written complaint](#) using the Student

Complaint Form. Students should refer to the COM policy or process for specific types of complaints and appeals:

- Discrimination, Harassment and Retaliation - See Board policies [FFDA \(Local\)](#) and [FFDB \(Local\)](#).
- The Financial Aid Probation Appeal Policy is addressed under the Financial Aid section of this handbook.
- Grade Appeal procedures are addressed under the Grade Appeal section of this handbook.
- Student disciplinary action procedures are found in [FMA \(Regulation\)](#).
- Complaints not related to the issues noted above are addressed in [FLD \(Local\)](#).
- Complaints concerning COM's management or conduct of Title IX, should be directed to Teclesha Blanchard, Director of Equal Opportunity and Title IX, at 409-933-8529.

For assistance in determining the correct procedure to follow or to identify the appropriate dean or supervisor for informal resolution, students can contact the Dean of Students at 409-933-8712 or Email deanofstudents@com.edu.

Should students feel their complaint has not been resolved adequately, they have the right to complain in writing or by telephone to the Texas Higher Education Coordinating Board (THECB) regarding the College's management of Title IX, HEA programs or its advertising, or promoting of its educational programs. Correspondence should be addressed to the Texas Higher Education Coordinating Board, P.O. Box 12788, Austin, TX 78711 or by telephone at 512-427-6101. Current, former, and prospective students may initiate a complaint with THECB after exhausting the College's complaint/appeal process.

The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) publishes a Complaint Procedures Against SACSCOC or Its Accredited Institutions. Students, employees or others may initiate a complaint of alleged violations of SACSCOC Principles of Accreditation, the Core Requirements, and policies or procedures, as well as address possible violations of an institution's own policies and procedures. Refer to the policy statement for details on this process at sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf

A student shall be informed of his or her right to file a complaint with the U.S. Department of Civil Rights. Contact the U.S. Department of Health and Human Services Office for Civil

Rights by telephone at 800-368-1019, by fax at 202-619-3818, TDD 800-537-7697, email: Ocrmail@hhs.gov or by mail to U.S. Department of Health and Human Services, 1301 Young Street, Suite 106, Dallas, Texas 75202.

General Provisions

The Dean of Students and the appropriate vice president will ensure that appropriate documentation is maintained, that the rights of all parties involved are protected and that all timelines the grade appeal are followed. Written communication sent to the student will be through com.edu email or certified mail. All time limits set for these complaint procedures may be extended by mutual consent of parties involved. Complaint records shall remain confidential in accordance with the District's Records Retention procedures (See [CIA Local](#) and [CIA Legal](#)). Complaint records shall be maintained on file in accordance with the District's Records Retention procedures ([CIA Local](#) and [CIA Legal](#)) for three years after the grievance resolution. No complaint decision shall be recorded on the student's transcript.

Note: A student's procedural rights under Complaint Procedures are subject to change, depending on future amendments to federal regulations. Students and employees are advised to consult the website versions of Complaint Procedures for the most current copy of the applicable procedures.

Title IX

COM is committed to providing an environment that is free from all forms of discrimination, including discrimination based on sex. See [FFDA \(Local\)](#).

What is Title IX?

Title IX of the Education Amendments of 1972 is a federal law intended to end sex discrimination in all areas of education.

The Department's Title IX regulations recognize that sexual harassment, including sexual assault, is unlawful sex discrimination.

- Applies to discrimination based on sex/gender to all recipients of federal funds, both public and private institutions
- Applies to issues of program equity, such as in athletics, and also to sexual harassment and sexual assault
- Sexual harassment of students, which includes acts of sexual violence, is a form of sexual discrimination prohibited by Title IX.

What is Sexual Harassment?

“Sexual harassment” means conduct on the basis of sex that satisfies one or more of the following:

An employee of the recipient conditioning the provision of an aid, benefit, or service of the recipient on an individual’s participation in unwelcome sexual conduct;

Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the recipient’s education program or activity; or

“Sexual assault” as defined in 20 U.S.C. 1092(f)(6)(A)(v), “dating violence” as defined in 34 U.S.C. 12291(a)(10), “domestic violence” as defined in 34 U.S.C. 12291(a)(8), or “stalking” as defined in 34 U.S.C. 12291(a)(30).

What is Sexual Misconduct?

Sexual Misconduct is any non-consensual behavior of a sexual nature that is committed by force, intimidation, or is otherwise unwelcome that is severe, pervasive, and objectively offensive so as to limit a student’s ability to participate in or benefit from a COM program or activity.

What is consent?

In Texas, consent is defined as an agreement to engage in sexual activity.

Consent is:

- Informed, knowing, and voluntary (freely given),
- Active (not passive),
- Affirmative action through clear words or actions that create mutually understandable permission regarding the conditions of sexual activity.
- Cannot be obtained by use of:
 - Physical force, compelling threats, intimidating behavior, or coercion.
- Cannot be given by someone known to be – or should be known to be – mentally or physically incapacitated.
- Lack of protest or resistance does not equal consent.
- Consent should not be assumed.
- Must be present through the entire incident; consent

can be withdrawn at any time.

- The inability to give consent may be a result of, but not limited to, the following individuals:
 - Persons who are asleep or unconscious.
 - Persons who are incapacitated due to the influence of drugs, alcohol, or medication.
 - Persons who are unable to communicate consent due to a mental or physical condition, including minors.

Sex without consent is sexual assault. Use of force, intimidation, or coercion is a denial of a person’s right to freely give his or her consent. Even if someone has agreed to engage sexually, that person has the right to withdraw their consent at any time.

Who should report?

Anyone who has witnessed, knows about, or has experienced a Title IX violation is encouraged to seek help and report the complaint to the Director of Equal Opportunity and Title IX.

Faculty, staff and student employees who receive complaints of sexual harassment or sexual misconduct are obligated to report complaints to the Director of Equal Opportunity and Title IX and/or the College President. To file a complaint submit a [Sexual Misconduct Complaint Form](#). Filing this complaint constitutes official notice to College of the Mainland and authorizes the institution to investigate the information and allegations contained within the report and seek resolution. This report is NOT confidential.

Why is it so important to report to the Director of Equal Opportunity and Title IX?

The College has a duty to promptly respond to all complaints of sexual harassment and sexual misconduct. The purpose is to prevent sex discrimination on campus, promptly address reported incidents, limit the effects of harassment on the educational environment, and prevent its recurrence.

Title IX Compliance Programs are imperative because:

- 1 in 4 college women are victims of an attempted or completed sexual assault (Fisher, 2000). Six percent of men reported an attempted or completed sexual assault (CDC, 2013).

- Nearly 2/3 of rapes were perpetrated by someone known to the victim (RAINN, 2013).
- 74% of perpetrators and 55% of rape victims were intoxicated (Abbey, 2002).

The purpose of this general reporting obligation is to enable the College to identify patterns or trends involving sexual harassment or violence. For general information about the complaint process, please contact the College's Director of Equal Opportunity and Title IX at 409-933-8529.

Confidential Consultations

Confidential communications are those communications that cannot be disclosed to another person without the parties consent. Off-campus resources including medical professionals, licensed professional counselors, pastoral (religious) counselors, and certain counselors at a victim's crisis centers which are listed under [Community and Mental Health Resources](#). These individuals are not required to make a report to the College's Director of Equal Opportunity and Title IX.

Students who have experienced sexual assault, sexual violence, stalking, domestic violence, or other crimes may seek advice, assistance, and resources from the College's Director of Equal Opportunity and Title IX by calling 409-933-8529 or email titleix@com.edu. The Director of Equal Opportunity and Title IX's duties include facilitating the complaint and investigation process. Individuals within these offices can assist the complainant with accessing medical or counseling services, advocacy services, social support services, legal services, and police services. Even in the absence of a formal complaint, the College may be able to provide assistance to the complainant with respect to his or her academics. For example, a student might wish to explore changing a class or class time.

Policies

In addition to, COM's policies regarding non-discrimination and harassment, along with the conduct code outlined in the COM Student Handbook Student Rights and Responsibilities. Retaliation against anyone who makes a complaint or who participates in any complaint-related process is not tolerated.

- [Student Rights and Responsibilities Conduct Code](#)
- [Freedom from Discrimination, Harassment and Retaliation](#)

[Campus SaVE Act \(Sexual Violence Elimination Act\)](#)

In 2013, the Campus SaVE Act was added as an amendment to the Violence Against Women Act (VAWA), and it seeks to address the violence women [and men] face on campus. The act covers domestic violence, dating violence, sexual assault, and stalking. It requires incidents to be disclosed in the annual "Clery" campus crime statistic reports; clarifies minimum standards for institutional disciplinary procedures; instructs colleges and universities to provide programming for students and employees; and establishes collaboration between the U.S. Departments of Justice, Education, and Health and Human Services to collect and disseminate best practices for preventing and responding to domestic violence, dating violence, sexual assault, and stalking.

Drug and Alcohol Abuse Prevention Policy

College of the Mainland strives to offer students and employees an optimum environment that promotes and secures educational success. In accordance with the Drug-Free Workplace and the Drug-Free Schools and Communities Act (P.L. 102-226) and the Presidential Directive (90-92), we recognize that the abuse of alcohol and other drugs is a threat to the health and welfare of the campus community and is not compatible with an environment where education takes place. To meet this objective, COM has adopted policy to prevent unlawful manufacture, possession, use, and distribution of illicit drugs and alcohol and implemented a program to prevent the use of illicit drugs and the abuse of alcohol by students and employees. Any persons who violate College of the Mainland policy will be subject to disciplinary action. If you have questions concerning of this information, contact the Vice President of Student Affairs and Enrollment Management at 409-933-8459.

Any person involved in an act of substance abuse in, on or within 1,000 feet of the premises owned, rented or leased by COM will be subject to punishment as defined and published in the Texas Penal Code.

Standards of Conduct

[FLB\(Local\)](#), [FLB\(Legal\)](#) and [FLBE \(Local\)](#), [FLBE \(Legal\)](#) prohibit the unlawful possession, use or distribution of drugs and alcohol by students on our campuses.

Disciplinary Action

Students found in violation of the Standards of Conduct shall be subject to disciplinary action in accordance with Board Policies [FM \(Local\)](#), [FM \(Legal\)](#), and [FMA \(Local\)](#), which may include referral to drug and alcohol counseling, or rehabilitation or re-entry

programs, disciplinary probation, suspension, and expulsion, as well as referral to appropriate law enforcement officials for prosecution subject to legal sanctions described below.

Legal Sanctions

Alcohol: Minors convicted in the criminal court system of possession or consumption of alcoholic beverages may be subject to fines, suspension of driver's license, community service, and a mandatory alcohol education class. Convictions for providing alcohol to minors may subject individuals to fines and a jail term of up to one year. Convictions for driving while intoxicated may subject individuals to up to \$2,000 in fines and a jail term of up to six months for a first offense. Fines and jail terms escalate after the first conviction.

Controlled substances (drugs): Sanctions upon conviction in the criminal court system for possession, distribution, or manufacture of controlled substances range from fines to probation to imprisonment. Amount of fines, terms of probation, or years of imprisonment generally are contingent upon the circumstances and the amount of drugs in possession, sale, distribution, or manufacture. Below are commonly used drugs; however, this is not an exhaustive list.

Illicit Drugs

Controlled substances are normally grouped into two categories, felonies and misdemeanors. In some instances, the amount of controlled substances determines the degree of penalty.

A felony is an offense for which the offender could be sentenced to a prison term and a possible fine. A misdemeanor is an offense in which the person could be sentenced to serve time in a county jail facility and/or a fine.

The above information can be found in the Penal Laws of the State of Texas, and Texas Health and Safety Code, Title 6, Subtitle C.

Alcoholic Beverages

Public Intoxication

- A. Beginning September 1, 1999, a blood alcohol level of .08 or higher will be proof enough that a driver is intoxicated.
- B. A person commits an offense if the person appears in a public place while intoxicated to the degree that the person may endanger the person or another.
- C. It is a defense to prosecution under this section that the alcohol or other substance abuse was

administered for therapeutic purposes and as a part of the person's professional medical treatment by a licensed physician.

- D. An offense under this section is a Class C Misdemeanor.
- E. An offense under this section is not a lesser included offense under Section 49.04.

Consumption/Possession of Alcoholic Beverage in a Motor Vehicle

- A. A person commits an offense if the person consumes an alcoholic beverage while operating a motor vehicle in a public place and is observed doing so by a peace officer.
- B. An offense under this section is a Class C Misdemeanor.

Driving While Intoxicated (DWI)

- A. A person commits an offense if the person is intoxicated while operating a motor vehicle in a public place.
- B. Except as provided by Subsection (c) and Section 49.09, an offense under this section is a Class B Misdemeanor, with a minimum term of confinement of 72 hours.
- C. If it is shown at the trial of an offense under this section, that at the time of the offense the person operating the motor vehicle had an open container of alcohol in the vehicle, the offense is a Class B Misdemeanor, with a minimum term of confinement of six (6) days.

Intoxication Assault

- A. A person commits an offense if the person, by accident or mistake, while operating an aircraft, watercraft or motor vehicle in a public place while intoxicated, by reason of the intoxication causes serious bodily injury to another.
- B. In this section, "serious bodily injury" means injury that creates a substantial risk of death or that causes serious permanent disfigurement or protracted loss or impairment of the function of any bodily member or organ.
- C. An offense under this section is a felony of the third degree.

Intoxication Manslaughter (second degree felony)

A person commits an offense if the person:

1. Operates a motor vehicle in a public place, an aircraft or a watercraft; and
2. Is intoxicated and by reason of that intoxication causes the death of another by accident or mistake.

Enhanced Offenses and Penalties

If it is shown on the trail of an offense under Section 49.04, 49.05 or 49.06 of the Texas Penal Code that the person has previously been convicted one time of an offense relating to the operating of a motor vehicle while intoxicated, the offense is a Class A Misdemeanor with a minimum term of confinement of 30 days.

Health Risks Associated with Illicit Drug Use, Use of Tobacco Products and Alcohol Abuse

The health risks associated with the misuse and abuse of mind-altering drugs, including controlled substances and alcohol, include but are not limited to: physical and psychological dependence; damage to the brain, pancreas, kidneys, liver and lungs; high blood pressure, heart attacks and strokes; ulcers; birth defects; a diminished immune system; and death. The use of tobacco products has been linked to coronary heart disease. Lung, oral, larynx, esophagus, bladder, pancreas and kidney cancers strike tobacco users at increased rates. Emphysema and chronic bronchitis are 10 times more likely among smokers.

The abuse of drugs and alcohol can lead to a variety of serious consequences including poor academic and work performance, poor decision making, poor morale, work errors, wasted time and materials, damage to equipment, theft, tardiness, absenteeism, accidents which injure the drug user, accidents which put all employees and students at risk of injury, and may lead to disciplinary action, prosecution, illness and even death. Users of these substances experience depression, isolation, loss of memory, loss of coordination, impaired judgment, reduced morale, anxiety, paranoia and loss of self-respect.

On average, at least 50 percent of college students' sexual assaults are associated with alcohol use. One study reported that 74 percent of the perpetrators and 55 percent of the victims of rape had been drinking alcohol. Consumption by

the perpetrator and/or the victim increases the likelihood of acquaintance, sexual assault. In addition, one in five college students abandon safer sex practices when intoxicated (www.collegedrinkingsprevention.gov).

Further information concerning health risks may be found in the Doyle Family Administration Building. You should also consult your personal physician about the health risks associated with alcohol, tobacco and drug abuse.

Drug and Alcohol Prevention Program Procedures

The Drug-Free Schools and Communities Act of 1989 requires the College to report its drug and alcohol crimes and prevention programs. The college must develop and implement a program to prevent unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees. The program must include Annual Notification of the following: standards of conduct; a description of sanctions for violating federal state, local law, and campus policy, a description of health risks associated with alcohol and drug use, a description of treatment options; and a biennial review of the program's effectiveness and the consistency of the enforcement of sanctions. Throughout the year, college sponsored events are held to raise drug and alcohol abuse prevention awareness. An annual drug and alcohol abuse prevention Awareness Week is held each spring.

Counseling and Treatment Programs

College of the Mainland's Community Resource Coordinator is located in the Student Center and has information regarding programs and services for students interested in assistance regarding drug and alcohol issues. Should this information not meet your needs you may speak with the Student Resource Coordinator who will assist you in locating appropriate community resources. Seeking help is confidential and will not alone result in disciplinary action. For more information, contact 409-933-8799 and email communityresources@com.edu. In addition, the following toll-free hotline numbers and local resources may be of use to you or someone you know in the event help or advice is sought.

Campus Resources

Dean of Students

deanofstudents@com.edu • 409-933-8712

Community resources and informational literature on drug and alcohol awareness can be requested with the Community Resource Coordinator.

National Hotlines and Help Lines

National Alliance on Mental Illness

1-800-950-6264

Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline

1-800-662-HELP (4357)

SAMHSA's national helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

National Council on Alcoholism and Drug Dependence, Inc. (NCADD)

1-800-662-HELP (4357)

NCADD's HOPE LINE directs callers to numerous affiliate programs around the country to assist, at a local level, with substance abuse issues. <https://ncadd.us/> and <https://findtreatment.gov/>

National Institute on Drug Abuse (NIDA)

1-800-662-HELP (4357)

National, government ran agency dedicated to prevention of drug abuse, and treatment of existing drug problems. Round the clock help in finding local drug treatment centers.

The Partnership at Drugfree.org

1-855-DRUG-FREE (378-4373)

Provides information to parents about adolescent and teen drug abuse, prevention and treatment.

The Trevor Project – Saving Young LGBTQ Lives

TrevorLifeline: 866-488-7386

<https://www.thetrevorproject.org/get-help/>

TrevorText: Talk to a Trevor counselor via text message by texting "START" to 678678.

TrevorChat: Online instant messaging with a TrevorChat counselor at TrevorChat.org.

National Suicide Prevention Lifeline

Dial 988

suicidepreventionlifeline.org and <https://988lifeline.org/>

Texas: www.texassuicideprevention.org

Veterans Crisis Line

Dial 988. You can also text 838255, or go to VeteransCrisisLine.net/chat

Local Hotlines and Agencies:

Bay Area Council on Drugs and Alcohol

1-800-510-3111

Provides drug abuse, addiction information and treatment services.

Alcoholics Anonymous • 713-322-9018

Texas City chapter provides information about AA and local meetings.

Narcotics Anonymous • www.na.org/meetingsearch

Provides information about NA and local meetings.

Devereux Texas Treatment Network (local) • 1-800-373-0011

Provides drug abuse and addiction information and treatment.

The Gulf Coast Center (MHMR) • 1-866-729-3848

Provides on sliding fee scale screening, referrals, and outpatient treatment services.

UTMB Poison Control Center • 1-800-222-1222

Family Educational Rights and Privacy Act (FERPA)

Postsecondary officials are regularly asked to balance the interests of safety and privacy for individual students. While the Family Educational Rights and Privacy Act (FERPA) generally requires institutions to ask for written consent before disclosing a student's personally identifiable information, it also allows colleges and universities to take key steps to maintain campus safety. Understanding the law empowers school officials to act decisively and quickly when issues arise.

The College gives access to records only to those persons and agencies that the Privacy Act specifies, and the College will keep a record of all persons who receive access. Directory information will only be released by authorized personnel of the College and to those parties with a common education interest.

A student may request in writing to the Admissions and Records Office that Directory Information be withheld from the public. Once a student has requested that directory information be withheld, no information will be released except with written approval from the student.

A student may complete a Student Consent for Access to Education Records (FERPA) form that will allow certain information to be shared with identified parties. A student can issue access to his/her records via self-services or by completing

a FERPA release form at the Admissions and Records Office.

For more information, please visit the [FERPA](#) section of the College Catalog.

Health or Safety Emergency

In an emergency, FERPA permits school officials to disclose, without student consent, education records, including personally identifiable information from those records, to protect the health or safety of students or other individuals. At such times, records and information may be released to appropriate parties such as law enforcement officials, public health officials, and trained medical personnel. See 34 CFR § 99.31(a)(10) and § 99.36. This exception to FERPA's general consent rule is limited to the period of the emergency and generally does not allow for a blanket release of personally identifiable information from a student's education records. In addition, the Department interprets FERPA to permit institutions to disclose information from education records to parents if a health or safety emergency involves their son or daughter.

Disciplinary Records

While student disciplinary records are protected as education records under FERPA, there are certain circumstances in which disciplinary records may be disclosed without the student's consent. A postsecondary institution may disclose to an alleged victim of any crime of violence or non-forcible sex offense the final results of a disciplinary proceeding conducted by the institution against the alleged perpetrator of that crime, regardless of whether the institution concluded a violation was committed. An institution may disclose to anyone with legitimate educational interests, not just the victim, the final results of a disciplinary proceeding, if it determines that the student is an alleged perpetrator of a crime of violence or non-forcible sex offense; and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. See 34 CFR §§ 99.31(a)(13) and (14).

The Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act requires postsecondary institutions to provide timely warnings of crimes that represent a threat to the safety of students or employees and to make public their campus security policies. It also requires that crime data be collected, reported, and disseminated to the campus community and to the department annually. The Clery Act is intended to provide students and their families with accurate, complete and timely

information about safety on campuses so that they can make informed decisions. Such disclosures are permitted under [FERPA](#). The following website provides more information about these and other provisions about campus safety: www.ed.gov/admins/lead/safety/campus.html.

Law Enforcement Unit Records

Many colleges and universities have their own law enforcement units to monitor safety and security in and around campus. Institutions that do not have specific law enforcement units may designate a particular office or school official to be responsible for referring potential or alleged violations of law to local police authorities. Investigative reports and other records created and maintained by these law enforcement units are not considered education records subject to FERPA. Accordingly, institutions may disclose information from law enforcement unit records to anyone, including outside law enforcement authorities, without student consent. See 34 CFR § 99.8.

While an institution has flexibility in deciding how to carry out safety functions, it must also indicate in its policy or in information provided to students, which office or school official serves as the college or university's "law enforcement unit." The institution's notification to students of their rights under FERPA can include this designation. As an example, the department has posted a model notification on its website at <https://tinyurl.com/p36thudr>.

Law enforcement unit officials who are employed by the college or university should be designated in the institution's FERPA notification as "school officials" with a "legitimate educational interest." As such, they may be given access to personally identifiable information from students' education records. The institution's law enforcement unit officials must protect the privacy of education records it receives and may disclose them only in compliance with FERPA. For that reason, it is advisable that law enforcement unit records be maintained separately from education records.

Disclosure to Parents

When a student turns 18 years old or enters a postsecondary institution at any age, all rights afforded to parents under FERPA transfer to the student. However, FERPA also provides ways in which schools may share information with parents without the student's consent. For example:

- Schools may disclose education records to parents if the student is a dependent for income tax purposes;

- Schools may disclose education records to parents if a health or safety emergency involves their son or daughter;
- Schools may inform parents if the student who is under age 21 has violated any law or its policy concerning the use or possession of alcohol or a controlled substance;
- A school official may generally share with a parent information that is based on that official's personal knowledge or observation of the student.

FERPA and Student Health Information

Postsecondary institutions that provide health or medical services to students may share student medical treatment records with parents under the circumstances described above. While these records may otherwise be governed by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the HIPAA Privacy Rule excludes student medical treatment records and other records protected by FERPA. The Department plans to issue further guidance on the interplay between FERPA and HIPAA.

FERPA and Student and Exchange Visitor Information System (SEVIS)

FERPA permits institutions to comply with information requests from the Department of Homeland Security (DHS) and its Immigration and Customs Enforcement Bureau (ICE) in order to comply with the requirements of SEVIS. Officials who have specific questions about this and other matters involving international students should contact the U.S. Department of Education's Family Policy Compliance Office.

Transfer of Education Records

Finally, FERPA permits school officials to disclose any and all education records, including disciplinary records, to another institution at which the student seeks or intends to enroll. While student consent is not required for transferring education records, the institution's annual FERPA notification should indicate that such disclosures are made. In the absence of information about disclosures in the annual FERPA notification, school officials must make a reasonable attempt to notify the student about the disclosure, unless the student initiates the disclosure. Additionally, upon request, the institution must provide a copy of the information disclosed and an opportunity for a hearing. See 34 CFR § 99.31(a)(2) and § 99.34(a).

Contact Information

For further information about FERPA, please contact the Family Policy Compliance Office or visit their website.

Family Policy Compliance Office

U.S. Department of Education 400 Maryland Ave. S.W.
Washington, DC 20202-5920; 202-260-3887

For quick, informal responses to routine questions about FERPA, school officials may email the Family Policy Compliance Office at FERPA@ed.gov.

Additional information and guidance may be found at FPCO's website at <https://studentprivacy.ed.gov/>.

Committed to Safety Safety on Campus

Safety on campus is a joint responsibility of students, employees, and Campus Police. Campus Police Officers are available to help you 7 days a week, 24 hours a day, and their goal is to welcome all questions, suggestions and reports of any activities that do not appear to be safe or conducive to a positive learning experience. If you ever feel uneasy about walking to your vehicle or to another building, contact Campus Police.

To report emergencies dial 8599 from any campus phone. From your cell phone dial 409-933-8599. For security escorts, dial 8403 from any campus phone. From your cell phone, dial 409-933-8403.

Education, Prevention, and Programming

College of the Mainland will present educational awareness programs for new students and new employees, in addition to on-going awareness campaigns each academic year related to the awareness of sexual assault, dating violence, domestic violence, and stalking for all students and staff.

COM Police Department

Located in the COM Police Building #16

Non-emergencies: 409-933-8403

Emergencies: Ext. 8599 or 409-933-8599

Website: www.com.edu/campus-police/police-services.html

The COM Police Department provides security for College facilities and assistance to students, visitors, faculty and staff 24 hours a day, seven days a week. COM PD officers regularly patrol campus parking lots. COM PD is housed in the COM Police Building #16. If non-emergency assistance is needed, call 409-933-8403. In case of emergency, dial 409-933-8599 or ext. 8599 from any campus phone. The police officers of the College of the Mainland function under the authority of the Texas Code of Criminal Procedures and the Texas Education Code with jurisdiction in any county where COM owns or controls property or may operate.

Services, Community Education and Crime Prevention Awareness

Visit www.com.edu/campus-police.

Additional Services Offered by the COM Police Department

Motor Vehicle Assistance

Assistance is given to individuals whose vehicle requires a battery jump-start. COM PD will also call a tow truck or a locksmith should the need for either service arise. For assistance call 409-933-8403.

Courtesy Escorts

This service is provided for members of the campus community who have disabilities and need a police escort from one area of the campus to another. To arrange for an escort, call 409-933-8403.

COM Alert

COM Alert is a way for College of the Mainland to reach you in case of emergencies impacting any of COM's campuses. The COM Alert system uses email, phone and text messages to notify individuals of emergencies.

If you are not already receiving COM Alerts, please visit <https://member.everbridge.net/819965091381251/new> and following the prompts on the screen. While employees and credit students are automatically entered into the COM Alert system, non-credit students, contractors, and community members are encouraged to sign up to start receiving alerts.

Creating an Everbridge account is open to both those already receiving COM Alerts and those who are not already receiving alerts. Once you have created an account, you can edit, change, customize or update your contact information and notification methods at any time.

Temporary Disabled Parking Permits

These temporary permits are issued through COM PD. The applicant must provide a written doctor's statement requesting the permit at the time the request is made. For more information, see the Traffic and Parking Regulations Section in this handbook.

Public Service Announcements

COM PD disseminates noteworthy developments in crime and crime prevention information on the COM Police Department website at www.com.edu/campus-police.

Crime Prevention Presentations

COM PD personnel will provide presentations on request for both on and off-campus groups desiring to learn more about personal safety and reducing the chances of becoming a crime victim. For more information, call 409-933-8403.

Environmental Security

Exterior lighting

Proper and efficient lighting is part of the commitment to providing a safe and secure campus environment. All campus parking lots, walkways and building exteriors are well lit to ensure a safe environment. It is part of COM PD's routine duties to survey lighting and report any deficiencies for correction. Members of the campus community are also encouraged to report any deficiencies or recommendations to the COM PD.

Building Security

The exterior doors on all campus buildings are locked and secured each evening by the Police Department. Checks are conducted on the building exteriors and interiors during the night hours. Doors and security hardware malfunctions and deficiencies should be reported for correction.

Police Patrol

COM PD is responsible for patrol of the campus on a 24-hour basis. Patrol is conducted on foot or marked motor patrol units. The interior of each building is patrolled as well. Members of the COM community are encouraged to report any emergency or suspicious activity to the Police Department by dialing ext. 599 from any campus phone.

Campus Parking and Traffic

While the College strives to protect vehicles and private property when on its property, the College assumes no responsibility for care or protection of any vehicle or its contents at any time it is operated or parked on the College campus.

The use or operation of a motor vehicle on COM property is subject to the laws and regulations of the State of Texas, and the policies of the College of the Mainland.

On-Campus Parking and Parking Decals

Parking is restricted to within the yellow lined parking spaces. There are clearly marked parking facilities for both four- and two-wheeled motor vehicles in all of COM's parking lots. All students who drive a vehicle must display on the outside, on the left-hand bottom of their vehicle's back window, a valid COM parking decal. Motorcycles must display their valid

COM parking decal on the rear area of the motorcycle that is clearly visible to patrolling COM officers. A student must have a disabled parking decal to park in the disabled zones.

Traffic and Security Regulations

Jurisdiction

- A. College of the Mainland Police Department and its officers are commissioned by the Governing Board of Trustees and licensed by the privileges and immunities of Peace Officers in the enforcement of state and federal statutes, and the rules and regulations promulgated by the Board of Trustees of the College of the Mainland (herein referred to as the District).
- B. The criminal laws of the United States, the State of Texas, and the general policies of the District are hereby declared to be in full force and effect on all campuses and property of the District.
- C. College of the Mainland Police officers, as may be designated by the District administration, are empowered by the Board of Trustees to issue District administrative citations for violations of the District Traffic Rules and Regulations. COM Police Officers may be full-time or part-time personnel. Only peace officers can issue citations that can be processed through the courts.

General Provisions

- A. This publication contains those regulations and procedures applicable to any person who walks, drives and/or parks a vehicle on the campuses of the District. These rules and regulations are supplementary to the statutes of the State of Texas.
- B. The District is not responsible for fire, theft, damage to or loss of any vehicle parked and/or operated on a campus of the District. No bailment is created by granting any parking or operating privileges regarding a vehicle on any property owned, leased or otherwise controlled by the District.
- C. The District reserves the right, under TRC 545.305, to impound, or cause to be impounded any vehicle found in violation(s) of the Texas Motor Vehicle Laws or Parking and Traffic Rules and Regulations of the District.
- D. The District shall not, nor shall any of its employees,

be liable or assume any responsibility for the loss and/or damage suffered because of such impoundment or relocation of a vehicle.

- E. Proof of the fact that any parking or traffic control device, sign, signal or marking was actually in place at any location on a District campus shall constitute evidence that the same is official and was installed under the authority of appropriate law and these regulations.
- F. On special occasions and in emergencies, COM Police Department may impose temporary parking and traffic control restrictions. These temporary restrictions shall have all the force of their written regulations, and shall be subject to the same penalties.

Traffic and Parking Regulations

- A. The purpose of these regulations is to provide for the safety and welfare of students, employees, visitors and guests, and to provide for the control of traffic and parking.
- B. It shall be a violation to commit any act prohibited by these regulations or fail to do any act required by these regulations.
 - 1. Vehicles operated or parked on the campus must comply with all State laws, and the Parking and Traffic Rules and Regulations of the District.
 - 2. All vehicles operated are expected to exercise due caution on all parts of the campus with particular regard for the safety of pedestrians. The speed limit is 15 miles per hour on all campus roads unless otherwise posted. Slow to 10 miles per hour or slower at crosswalks, buildings and parking lot entrances, in parking lots, or other congested areas.
 - 3. The operation of a vehicle shall be restricted to the campus drives, streets, and parking lots.
 - 4. No person shall fail or refuse to comply with any lawful order or direction of anyone with the authority to direct, control and regulate traffic.
 - 5. The driver of any vehicle involved in a collision shall immediately stop at the scene of such accident or collision, and by the quickest means of

communication report such accident or collision to the COM Police Department at Ext. 8403.

6. All vehicles are required to stop completely at each stop sign and then proceed cautiously.
7. No operator of a vehicle shall drive beyond a barricaded area or where prohibited by temporary or permanent signs, and no operator or person shall remove such barricade or sign.
8. No person in control or possession of a motor vehicle shall bring the same to a sudden start or stop in a parking lot or street or accelerate or race the motor so as to cause loud noise calculated to disturb the person or persons present.
9. No person in control or possession of a motor vehicle equipped with audio equipment shall play such device(s) to the extent that such sounds are disruptive to the environment of the campus.
10. The operator of a vehicle shall yield the right of way to pedestrians in crosswalks.
11. Every pedestrian crossing a roadway at any point other than a marked crosswalk or within an unmarked crosswalk at an intersection shall yield the right of way to all vehicles upon the roadway (TRC 522.005).
12. Parking is restricted to yellow-lined parking spaces. Parking entirely within the marked boundaries of the parking space is required at all times. The fact that other vehicles are parked improperly shall not constitute an excuse for parking with any part of the vehicle extended beyond the marked boundaries of the parking space.
13. No vehicle may be parked in any area that has not been marked or designated a parking space.
14. Vehicles shall not be parked in a manner that obstructs walkways, sidewalks, ramps, loading zones or marked crosswalks. Parking is not allowed where prohibited signs, red curbs or other markings are on streets or parking lots.

15. It is prohibited to park, or let stand, a motor vehicle in a loading zone or service drive unless actually loading or unloading material or equipment. If the time for loading or unloading exceeds more than 30 minutes, COM Police Department must be notified of the extended parking requirements.

16. No person shall park, or let stand, a motor vehicle on campus for more than 48 hours without prior authorization. Vehicles found in violation may be considered abandoned and removed as provided in TRC 6883.002, VCS Art. 447-9a, Sec. 5.01.

17. Other parking violations include parking against the flow of traffic, and parking in a disabled space without a disabled sticker. A Justice of the Peace citation may be issued to any person who parks a vehicle in a disabled space without a handicap sticker.

Enforcement

The District reserves the right to enforce traffic rules and regulations:

1. Through the impoundment of vehicle in violation of Texas State Statutes and the Parking and Traffic Rules and Regulations of the District;
2. By barring the re-admission to the District and withholding grades, degrees, refunds, and official transcripts of any student or non-payment of outstanding administrative fees;
3. By disciplinary action against employees or students who fail to abide by these regulations or fail to pay outstanding administrative fees.
 - a. Parking reinstatement fees and/or fines are assessed for each parking violation committed. Parking without a Parking Hang Tag, the fine is \$30. Parking in disabled spaces without the proper disabled sticker or tags, the fine is \$40. To review fines for other parking violations please visit: www.com.edu/campus-police/traffic-regulations.html;
 - b. Fees/fines may be paid at the Cashier's Office counter located in the Administration building along with the violation notice(s).

- c. It shall not be a defense to a violation of these Rules and Regulations that a citation was removed from a vehicle after said citation had been placed on the vehicle.
- d. If the operator of the vehicle believes that the citation is unwarranted, he or she may appeal the citation by following the Campus Parking Citation Appeal Process.

Campus Parking Citation Appeal Process

The appeals process grants the individual who believes that a campus parking citation was issued in error the opportunity to have the citation reviewed by an appeals committee. The appeals committee is made up of three members: an administrative representative, a faculty representative, and a student government representative. The Appeals Committee is independent from the COM Police Department.

1. You must pay or appeal the citation within 10 days (school/business days). Citations can be paid in person at the cashier office located in the Doyle Family Administration Building or over the phone with a credit card at 409-933-8377 (citation number and valid driver's license number required).
2. Appeals must be [submitted online](#) within 10 days (school/business days) from the issuance of the citation.
3. All appeal submissions must first undergo a review by the Student Conduct Officer or designee to ensure a valid reason for appeal exists. Appeals determined to be invalid during the review will be automatically denied, will not advance to the Appeals Committee and the citation must be paid within 10 business days of the decision notice. You must provide substantial and valid evidence that you did not commit the parking violation or that the violation occurred due to circumstances beyond your control. Valid documentation and a copy of the citation must be uploaded with your appeal. Appeals made without sufficient documentation will be automatically rejected.
4. The following reasons for an appeal are considered invalid and will be automatically rejected without appeals committee review.
 - Lack of knowledge of parking laws and policies.

For example, new to the campus or have not reviewed the laws or policies.

- Other vehicles were improperly parked.
 - Only parked illegally for a short period of time.
 - I parked like this before, but was not cited previously.
 - Late to class, late to work, or late to an appointment.
 - Inability to pay the fine.
 - No other place to park.
 - Illegally parked in a fire lane.
 - Illegally parked in a handicap space or handicap access area.
 - Appeal is not submitted within 10 days (school/business days).
 - Insufficient evidence.
5. If the reason for appeal is valid, you will be contacted to attend the monthly appeal review hearing meeting. If you are unable to attend the scheduled hearing, you must email the Appeals Committee at parkingappeal@com.edu within 24 hours of the scheduled hearing. Failure to do so will result in the appeal being rejected and disqualified. The committee's decision will be based on a majority vote, and you will be notified of the outcome via email within 24 hours following the hearing date.
 6. All appeal ruling decisions are final.
 - If your appeal is approved, you will not be required to pay the citation.
 - If your appeal is denied, you will have 10 days (school/business days) to pay your citation at the cashier's office located in the Doyle Family Administration Building or over the phone at 409-933-8377 (citation number and valid driver's license number required).

Personal Health and Safety

HIV/AIDS/Communicable Diseases Policy

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, leprosy and tuberculosis. For the purposes of this policy, the term “HIV infection” shall include AIDS, and a positive test for the antibody to human immunodeficiency virus.

The College shall not discriminate in enrollment against any student solely on the ground that the student has a communicable disease. Members of the student body of the College shall not be denied access to College facilities or campus activities solely on the ground that they have a communicable disease. The College reserves the right to exclude a person with a communicable disease from College facilities, programs and functions if the College makes a medically based determination that the restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of the other members of the College community. The College’s decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to a student with a communicable disease. [See [FFAC \(Local\)](#)]

The College shall comply with all pertinent statutes and regulations that protect the privacy of persons in the College community who have a communicable disease. The College shall ensure that procedural safeguards sufficient to maintain the strictest confidence about persons who have HIV infection are in effect in all offices of the College.

College of the Mainland will work with the local health authority regarding reportable diseases and conditions.

College of the Mainland complies with guidance and directives from local, state, and national public health as well as directives from the State of Texas regarding health protocols.

Meningitis Vaccination Requirement

Effective January 1, 2012, all entering students are required to show evidence of an initial bacterial meningitis vaccine or a booster dose during the five-year period preceding and at least 10 days prior to the first day of the first semester in which

the student initially enrolls at College of the Mainland. There are limited exceptions to this requirement including students who are 22 years of age or older. For more information, visit www.com.edu/admissions/meningitis-vaccinations.html.

Personal Safety Tips

- Register your vehicle with Campus Police.
- Keep your vehicle locked. Don’t leave your keys in your car and lock personal property in your trunk.
- Before entering your car, check for possible break-ins. Report it immediately to COM Police Department (COM PD) at 409-933-8599.
- Personal property should never be left unattended. Keep property with you at all times.
- Make a record of personal property, and record serial numbers.
- Promptly report to COM PD all suspicious persons, unusual situations or actions, suspicious questions or dangerous situations.

Medical Emergencies

COM PD is available and should be contacted for medical emergencies. For more serious injuries and conditions, COM PD dispatches medical assistance from the Texas City Fire Department and ambulance.

Student Insurance

The College does not provide District-sponsored insurance coverage for students while enrolled at COM. It is the student’s responsibility to carry personal medical insurance. All students are encouraged to carry personal health and/or minor medical insurance.

Tobacco Policy

COM is a tobacco-free institution. No use of any tobacco products or electronic cigarettes is permitted. Smoking is allowed inside private vehicles if it is located in an approved designated parking area. Students are also permitted to smoke if no further than 10 feet from the streets or roads around the campus grounds. Smoking in the back of pickup trucks is permitted but is confined to the bed of the truck and not on the tailgate. Violators will be subject to a citation, disciplinary sanctions or expulsion from campus. Fines for violating the tobacco policy are \$25 for the first violation and \$50 for the second offense. A third offense will result in a

referral to the College president, or designee, for disciplinary action up to and including expulsion from the campus.

Note: Citation doubles after 10 business days.

Reporting Accidents, Criminal Activities or Medical Emergencies

It is important that you contact COM PD immediately at 409-933-8599 in the event of a motor vehicle accident, criminal incident or medical emergency. This is the COM emergency number and is staffed 24 hours a day, seven days a week. It can be dialed from any phone on campus. When you dial 599, be prepared to give the following information to the dispatcher as calmly as possible:

- Your name and location;
- The type of emergency and location;
- Injuries if known; and
- Description of person(s) involved.

Remain on the phone until the dispatcher tells you to hang up. The dispatcher will call for an ambulance and/or the fire department, if needed. For non-emergency situations, call 409-933-8403.

If you are the victim of a sexual assault, do not clean or dispose of anything that could be preserved as evidence. COM PD will assist you in securing proper medical attention, the Crime Victim Assistance Officer will assist with follow-up services and resources, and the VP of Student Affairs will work with you in evaluating any changes relating to your academic needs.

Disciplinary actions and legal charges may be requested against the perpetrator of a sexual assault and the College may impose sanctions. The accuser and accused are entitled to the same opportunities to have others present during a campus disciplinary proceeding. Both the accused and the accuser shall be informed of the outcome of any campus disciplinary proceeding brought alleging a sexual assault.

Several resources are available on the topic of sexual assault and prevention at the COM Police Department Information Resource Center located in the COM Police Building. Empower yourself through education.

The College of the Mainland Police Department maintains direct radio and telephone contact with the Texas Department of Public Safety, Galveston County Sheriff's Office, the Texas

City Fire Department and services. Assistance can be obtained immediately.

Violent Crime Control and Law Enforcement Act of 1994 Section 170101(j)

This act requires persons who must register as sex offenders to provide notice to the state if they are enrolled or employed at an institution of higher education, as required by state law. States, in turn, must make the information available to law enforcement agencies having jurisdiction where the institution is located. Under section 14071(j), information concerning registered sex offenders enrolled as students or employed by COM may be obtained from the COM PD located in the COM Police Building.

COM PD CLERY CRIME STATS 2022–2024

Offense	2022	2023	2024	Offense	2022	2023	2024
Murder/Non-negligent Manslaughter				Liquor Law Violations			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Negligent Manslaughter				Drug Violations			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Sex Offenses/Forcible				Weapons Violations			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	1	0	0
Sex Offenses/Non-forcible				Theft			
On Campus	0	0	0	On Campus	3	5	2
Public Property	0	1	0	Public Property	1	4	0
Robbery				Arson			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Aggravated Assault				Drunk in Public			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Simple Assault				Disorderly Conduct			
On Campus	0	3	0	On Campus	2	3	1
Public Property	0	6	0	Public Property	0	0	0
Harassments/Threats				Criminal Mischief			
On Campus	0	0	2	On Campus	2	0	0
Public Property	0	1	0	Public Property	0	0	0
Domestic/Family Violence				Burglary of Vehicle			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Dating/Violence				All Other Offenses Except Traffic			
On Campus	0	0	0	On Campus	0	0	0
Public Property	0	0	0	Public Property	0	0	0
Stalking				Traffic Violations	29	13	20
On Campus	0	0	0	Parking Violations	934	514	1414
Public Property	0	0	0	Smoking Violations	0	1	0
Hate Crimes				2024 REPORTED HATE CRIMES: 0			
On Campus	0	0	0				
Public Property	0	0	0				
Burglary							
On Campus	0	0	0				
Public Property	0	0	0				
Motor Vehicle Theft							
On Campus	0	1	0				
Public Property	0	0	0				

Where To Go To Get Answers

Adult Education (ESL, ABE, GED).....pg. 26 Industrial Careers Building (ICB) Suite 313 409-933-8294	Help Centerpg. 16 409-933-8663
Admissions and Recordspg. 9 409-933-8264	High School Equivalency Exam Testingpg. 15 Testing Center Doyle Family Administration Building 409-933-8676
Books/School Suppliespg. 26 Bookstore, Student Center 409-933-8239	ID Card, New/Replacepg. 9 Welcome Desk Doyle Family Administration Building 409-933-8663
Career Servicespg. 12 Student Center 409-933-8548	International Student Advisorpg. 29 Admissions and Records Doyle Family Administration Building 409-933-8521
Degree Plan.....pg. 14 Student Success Center Doyle Family Administration Building 409-933-8379	Library Servicespg. 21 Library, Learning Resource Center (LRC) 409-933-8448
Dropping/Changing a Classpg. 9 Student Success Center Doyle Family Administration Building 409-933-8379	Lifelong Learning Program.....pg. 29 409-933-8461
Financial Aidpg. 12 Student Financial Services Doyle Family Administration Building 409-933-8274	Loans - Short Term.....pg. 12 Financial Aid Office Doyle Family Administration Building 409-933-8274
Grade Change Faculty, Faculty's Office	New Student Orientationpg. 29 409-933-8530
Graduation Supplies/Regaliapg. 26 Bookstore Student Center 409-933-8239	Noncredit Classes (Continuing Education).....pg. 29 Corporate Training Center (CTC) 7825 Monticello Texas City, Texas 77591 409-933-8586
Graduation, Applying forpg. 10 Admissions and Records Doyle Family Administration Building 409-933-8264	Off-Campus Employment Opportunitiespg. 12 Career Services, Student Center 409-933-8548

COM Operator (Switchboard) 409-938-1211, Ext. 0	Reporting an Accident/Crime.....pg. 40 COM Police Department 409-933-8403
Parking (Decals).....pg. 9 Welcome Desk Doyle Family Administration Building 409-933-8663	Scholarshipspg. 13 Foundation Office Doyle Family Administration Building 409-933-8508
Placement Tests/Credit by Exampg. 15 Testing Center Doyle Family Administration Building 409-933-8676	Student Clubs and Organizations.....pg. 19 409-933-8790
Police/Crime Awarenesspg. 40 COM Police Department 409-933-8403	Student Government.....pg. 19 409-933-8790
Posting Signs or Information on Campus.....pg. 27 Student Life Office, Gym 409-933-8530	Student Accessibility Servicespg. 15 Student Success Center Doyle Family Administration Building 409-933-8919
Records/Transcripts.....pg. 9 Admissions & Records Doyle Family Administration Building 409-933-8264	Transferring Credits Student Success Center.....pg. 14 409-933-8379
Recreation & Club Sportspg. 19 Gym 409-933-8530	Veterans Affairspg. 13 Office for Veterans Success Doyle Family Administration Building 409-933-8455
Registering for Classespg. 17 Student Success Center Doyle Family Administration Building 409-933-8379	

Campus Map



Learning Centers

Main Campus

1200 N. Amburn Road
Texas City, Texas 77591

COM City Centre

10000 Emmett F. Lowry
Expressway
Texas City, Texas 77591

COM League City

1411 West Main Street
League City, Texas 77573



College of the Mainland has served the community for more than 50 years. Preparing students to transfer to a university or enter the workforce, College of the Mainland has helped more than 90,000 students reach their goals.

College of the Mainland is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of College of the Mainland. The Commission is to be contacted only if there is evidence that appears to support the institution's significant non-compliance with a requirement or standard.

