MURRAY LIBRARY AND LEARNING COMMONS
A key facility in the College’s educational program is the Murray Library. It contains quiet and chat-friendly places for individual and group study, a coffee/pastry bar, and a computer lab. Librarians are available during most open hours to help students with reference and research questions. The library building contains a Learning Commons that houses the Office of Disability Services, the Writing Center and the Learning Center. The library provides online access to more than 100 academic research databases, 80,000 journals, 90,000 ebooks, and more than 250,000 print books, periodicals, and other media. The Library also houses the Brethren in Christ and College archives, and the Athenaeum. Membership in various consortia expedites the loan of resources from other libraries.

LEARNING CENTER
The Learning Center provides students with assistance in achieving and maintaining the level of academic proficiency necessary to be successful in Messiah College’s rigorous intellectual environment. Beneficial to students at all levels of competence, both individual and small group tutoring is offered free of charge. Trained tutors who have excelled in the courses in which they are providing assistance offer tutoring in a number of subjects, including, but not limited to, Biology, Chemistry, Nursing, Spanish, Math, and Music Theory. In addition, tutors are capable of providing assistance with various academic skills such as time management, test-taking, textbook reading, note taking and memory enhancement.

MATH HELP ROOM
The Math Help Room offers free, walk-in peer tutors for help with problems in math, physics, and statistics courses. Hours are Monday - Thursday, 7-9 p.m. in Frey Hall room 367. For more information, contact Dr. Doug Phillippy.

WRITING CENTER
Any student at any stage of the writing process—from understanding an assignment and finding a topic to composing and revising a draft—may find assistance and encouragement at the Writing Center. Trained peer tutors advise and support student clients who visit the Writing Center, helping them to become more confident and adept writers.
CABLE TV

The College’s cable television system provides access to local and major networks, PBS, and various other sports, entertainment, and educational channels. This service is provided in all student residences. Student requests for additional channels may be submitted to the Student Government Association. Requests must be approved by the Director of Student Involvement and Leadership Programs and the Cocurricular Education Council.

THE CAMPUS STORE

The Campus Store & Textbook Express combines one store in two spaces in the Eisenhower Center.

Shop The Campus Store for Messiah apparel, drinkware & gifts; plus school supplies, technology, health & beauty, a variety of gift cards and much more. Store hours: 9:00 am-4:00 pm Monday-Friday and Saturday 11:00 am-3:00 pm when classes are in session. Contact us at 717-691-6024, messiah@bkstr.com or order online 24/7 at shopmessiah.com.*

Shop The Textbook Express to rent or buy new, used and digital textbooks and other course materials. Store hours vary during the term, see store for posted hours and rental return and buyback information. Contact us at 717-796-1800 x3051, messiah@bkstr.com or order online 24/7 at shopmessiah.com.*

*All major credit cards accepted in store and online. Falcon Dollars accepted in store only.

CAREER & PROFESSIONAL DEVELOPMENT CENTER

The Career & Professional Development Center is committed to serving the career and professional development needs of students from every academic major and class year. Career coaches are available to assist students in the following areas: identifying core strengths and interest areas, exploring majors and career options, developing a plan to test out possibilities and gain practical experience, specifically through internships, and providing resources for the transition to employment and graduate school. Through individual career advising appointments, career-related
programs and events, and interactive online resources, the Career & Professional Development Center offers services to meet a wide variety of career development needs. Students are encouraged to visit the Career & Professional Development Center often, beginning with their first year on campus.

COPY SERVICES

There are several self-service copier/printers located on campus for student copying. Some are black and white only and others print in color. Scanning is available on both types of copiers. Copiers are located:

- Boyer Hall second floor alcove (B&W)
- Boyer Hall third floor alcove (B&W)
- Climenhaga Fine Arts first floor Art Wing (Color)
- Eisenhower Campus Center at the Receptionist (Color)
- Eisenhower Campus Center Basement (Color)
- Fishbowl Grantham/Miller/Hess (B&W)
- Frey Academic first floor alcove (Color)
- High Center first floor Rm 046 (B&W)
- High Center second floor Rm 134 (B&W)
- Jordan Center third floor balcony (B&W)
- Kline Basement Rm 027 Lounge (Color)
- Kline third floor Rm 311 (B&W)
- Larsen Student Union second floor lobby (B&W)
- Murray Library lower level computer lab (Color)
- Murray Library upper level computer lounge (Color)
- Murray Library upper level copier room (Color)

DINING SERVICES

All students who live in traditional residence halls are required to purchase the Dining Dollars meal plan. Students living in apartments, satellite housing or commuting will also be able to purchase the meal plan via The Nest on the Messiah College Portal.

The meal plan price for 2018-2019 is $2475.00 per semester. The meal plan has two components associated with it; the Dining Services Operations Charge and a declining balance account named Dining Dollars. The Operations Charge covers the primary operational costs associated with operating our campus restaurants. The price of the Operations Charge is $1480.00 per semester. The Dining Dollars will be used to make your actual day to day meal purchases. The initial amount of the Dining Dollars
portion loaded on the student ID card is $995.00 per semester. The $995.00 is an average of what the majority of students will spend each semester. The amount of Dining Dollars necessary will vary greatly based upon your individual dining habits. Additional funds can be added to the Dining Dollars account as needed at the Falcon Exchange.

An additional benefit to the meal plan includes receiving a 52% discount on purchases in the Lottie Nelson Dining Hall and a 30% discount at the Union Café, The Falcon, Café Diem, Café @ Winding Hill and the Falcon Hut. (The discount does not apply to vending machine purchases.) Dining Dollars account balances up to $100.00 carry over from the fall semester to the spring semester. At the end of each academic year, a maximum of $200.00 ($100.00 per semester) remaining Dining Dollars will be transferred and credited to your student billing account. Upon graduation or withdrawal, a maximum of $200.00 ($100.00 per semester) remaining Dining Dollars shall be refunded. In the case where a housing adjustment is made at the end of the fall semester that would no longer require you to have the Dining Dollars meal plan for the spring semester, up to $100.00 (fall semester only) Dining Dollars will be transferred and credited to your billing account after the fall semester.

The Meal Plan Agreement is a semester agreement. Students seeking an exception to the mandatory meal plan policy may complete a meal plan agreement change/exemption form and submit it to the Dining Services Office for review by our nutritionist and director. Exceptions may be granted on the basis of medically documented dietary requirements which cannot be accommodated by Dining Services.

A valid Messiah photo ID card is required for students to purchase meals with Dining Dollars, Ala Carte, and/or Falcon Dollars in all of our locations. ID cards must have a clear, visible picture and be able to be swiped. If you are eating in the Lottie Nelson Dining Hall and need to leave for a brief period of time, you must turn in your ID card to the cashier who will return it when you re-enter. ID cards are nontransferable. Use of someone else’s ID card will be considered theft.

Unauthorized entrance into Lottie Nelson Dining Hall and/or taking food from the dining room will be treated as theft. Our no-limits policy in Lottie Nelson Dining Hall provides students with all they care to eat while in the dining room and does not entitle you to take food from the dining hall, including fruits, desserts, etc., for later consumption. Shoes and shirts must be worn in all of our restaurants. Taking items from the Union Café, The Falcon, Café Diem or Café @ Winding Hill without paying will be treated as theft. Food throwing will not be tolerated. Violations will be
referred to the Associate Dean of Students.

Questions about the Dining Dollars meal plan should be addressed to Dining Services at (717) 766-2511 ext. 7126.

RESIDENTIAL DINING
Lottie Nelson Dining Hall, located on the upper level of the Eisenhower Campus Center, is an all-you-care-to-eat facility. We offer a wide range of fresh foods and menu options during each meal period. A full breakfast is available with a fresh fruit and yogurt bar and a create-your-own omelet station. At lunch, we offer a specialty salad bar, homemade soups, create-your-own sandwiches at the Grantham Grill, and an array of fresh and healthy menu options. Dinner is comprised of comfort foods and a made-to-order pasta bar. In addition to these choices available at lunch and dinner, you can create your own stir fry at our Mongolian Grill or treat yourself to a burrito at the Southwest Station. Special dietary needs can be accommodated at all dining locations. Additional information is available at http://www.messiah.edu/info/20671/special_dietary_needs. Join us any time for great food and service. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

Lottie Nelson Dining Hall hours are:

**Monday-Friday**
- Breakfast: 7:00 a.m. – 10:00 a.m.
- Lunch: 11:00 a.m. – 2:00 p.m.
- Dinner: 4:30 p.m. – 7:30 p.m.

**Saturday-Sunday**
- Brunch: 9:00 a.m. – 2:00 p.m.
- Dinner: 4:30 p.m. – 7:30 p.m.

For additional information, visit the Lottie Nelson Dining Hall website at http://www.messiah.edu/info/20673/lottie_nelson_dining

CAFÉ DIEM
Café Diem is located inside the Murray Library. Pick up a good book and stop by for a coffee, specialty drink, pastry or big cookie. Additional grab n’ go items available. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

Café Diem hours are:
Monday–Thursday: 8:30 a.m. – 11:30 p.m.  
Friday: 8:30 a.m.–5:30 p.m.  
Saturday: 11:00 a.m. – 3:00 p.m.  
Sunday: 4:00 p.m. – 11:30 p.m.

For additional information, visit the Café Diem website at 
http://www.messiah.edu/homepage/734/cafe_diem

THE FALCON
The Falcon is located inside the Eisenhower Campus Center beside The Campus Store. Stop in and try one of our specialty paninis, salads, rice bowls, grill items, or grab n’ go products. See our menu and features for more information. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

The Falcon hours are:
Monday–Friday: 7:30 a.m. – 3:30 p.m. (Grab ‘n Go only from 2:30 p.m. – 3:30 p.m.)

Online ordering is available at http://falcon.messiah.edu

For additional information, visit the Falcon website at 
http://www.messiah.edu/info/20674/the_falcon

UNION CAFÉ
The Union Cafe, located inside the Larsen Student Union building, serves a wide range of foods including sandwiches, salads, burgers, pizza, ice cream, smoothies, and a variety of grab n’ go items. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

The Union Café hours are:

Monday–Thursday: 7:30 a.m.–11:00 p.m.  
Friday: 7:30 a.m.–12:00 a.m.  
Saturday: 1:00 p.m.–12:00 a.m.  
Sunday: 1:00 p.m.–11:00 p.m.

Online ordering is available at http://union.messiah.edu
For additional dining information, visit the Union Café website at 
http://www.messiah.edu/info/20675/union_cafe
Students with disabilities governed by the Americans with Disabilities Act may request accommodations through the Office of Disability Services, located in the Murray Library and the Learning Commons in Suite 115. Disability Services provides assistance to students, including self-screening tools, advice, advocacy, and referral. Commonly arranged accommodations include extended time or alternate locations for examinations, assistance with class notes and handouts, ADHD coaching support, alternate text formats, interpreter or captioning support, and clearances for medically necessary housing. More information is available at http://www.messiah.edu/info/20112/disability_services

ENGLER CENTER
FOR COUNSELING AND HEALTH SERVICES

HEALTH SERVICES
Health services are available to all currently enrolled full time undergraduate students who have completed the required online health history form and physical examination.

The Engle Center is open Monday - Friday from 8:00 am to 5:00 pm when classes are in session. A registered nurse (RN) or nurse practitioner (NP) is available for telephone consultation after hours when students have urgent medical questions that cannot safely wait until the Engle Center reopens the next business day. A Nurse Practitioner is available by appointment Monday - Friday on a fee basis. RNs are also available by appointment, at no cost. There are low cost fees for the administration of allergy shots, lab work, some procedures and supplies. These fees can be charged to a student’s tuition account or paid at the time of service using cash, check, credit card, or Falcon Dollars. A travel medicine clinic is available for pre-travel consultation and vaccinations needed for overseas travel. A schedule of fees is available on the Engle Center website.

When needed, Health Services personnel can refer students to other physicians and area hospitals. Students are financially responsible for the cost of services performed off campus. The Engle Center does not file claims with students’ insurance companies; it will, however, provide a bill which can be used by the student to file a claim.

Prior to enrollment, students are required to have a physical exam and to
complete online health history forms. In addition, students must complete a TB screening form and provide proof of the required immunizations. If a tuberculosis test is needed, it must be completed within the 6 months prior to entering the College. Students who do not complete the required health history, physical, TB screening and immunization record will have a hold put on their registration for subsequent semesters. Students who do not follow through with the TB screening protocol within 3 weeks of the start of classes may be asked to remain off campus until testing is complete.

In the event a student misses a class due to illness, he or she is responsible for informing the class instructor. A “Visit Verification” slip is available to students who have been evaluated by Health Services personnel at the time of their illness. No visit verification slips will be given after a sickness or missed class. Faculty members make the final determination on whether or not a student’s absence from class is excused. Upon request, Health Services will notify professors of prolonged absences or hospitalizations.

COMMUNICABLE DISEASES
Communicable diseases are diseases that spread from one person to another. The spread often happens via airborne viruses or bacteria, but also through blood or other body fluids. Students studying and living in close proximity to one another are inherently more at risk for communicable diseases. The College requires immunizations for certain communicable diseases. Failure to provide proof of these immunizations will cause a delay on Move In Day (Room keys will not be distributed until ALL immunizations and forms are completed), and risk the ability to register for classes. The College will take action to maintain the well-being of both the student and the community when a communicable disease is identified on campus. Some communicable diseases are reportable to the State Health Department. Depending on the nature of the disease, short-term or long-term isolation from the campus may be necessary for the individual with the disease.

MEDICAL EMERGENCIES
In a medical emergency, students should observe the following procedures: if it is a life-threatening emergency, dial 9-911 immediately. Have someone notify Dispatch at ext. 6005 or 717 691-6005 so that the Department of Public Safety can escort the ambulance to the student’s location. In other instances, call Health Services at (717) 691-6035 or go to Health Services in person, Monday–Friday, 8 a.m.–5 p.m.

At all other times, the after-hours nurse advice line cell phone number is
COUNSELING SERVICES
Counseling Services provides clinical mental health counseling by professional counselors. A variety of services are available to help students grow as individuals and assist them in dealing with the inevitable challenges of their college years. Confidentiality is assured in the counseling process. Individual counseling is available to full time students at a nominal fee.

Students who need assistance should stop by or call Counseling Services to arrange an initial assessment appointment. At the appointment, the counselor will assist the student to design a customized plan for growth and skill development. The plan may include individual counseling, group counseling, and/or referral to other campus support opportunities.

MENTAL HEALTH
There are a number of support services available to students who are dealing with mental health issues. On very rare occasions, a student may be required to leave the College for a period of time when he or she is dealing with psychiatric difficulties. A student who exhibits serious health problems (or behavior problems arising from physical or mental health issues) which threaten the health or safety of the student or others may be encouraged to take a voluntary medical leave. When possible, accommodations will be considered on a case-by-case basis as an alternative to medical leave. When accommodations are not appropriate or feasible and the student is unwilling to take voluntary medical leave, he or she may be evaluated for Required Medical Leave. A student seeking to return from Required Medical Leave will go through the same return process as do voluntary medical leave students.

In the event of a required medical leave, refunds are made on a prorated basis from the date leave began, consistent with the policy for voluntary medical leave. A student required to leave the College for mental health reasons receives medical leave status. The student will be permitted to return to the College when the issue which led to the medical leave has been addressed and a support plan has been approved by the Director of Counseling and Health Services. The general Medical Leave and the Required Medical Leave Policies are located in the Academic Life section of this handbook.
INFORMATION TECHNOLOGY SERVICES

Student Computer Services (SCS) is located in the lobby of Hoffman Hall, at the center of campus.

What Student Computer Services Will Do For Students

- We will make sure that students’ personal computers can access the internet from their residence hall or campus apartment including showing students how to properly use a network switch.
- We will support students with questions related to the use of our Learning Management System, Canvas.
- We will support students with questions related to the use of Microsoft’s Office 365.
- We will set up access to Messiah’s student web space and make sure that connection is possible.
- We will either ensure your existing virus protection software is working or install free anti-virus software to make sure your computer is protected.
- We will install and run anti-malware software to help fight against internet popups.
- Other software configuration or setup may be done at the discretion of the Manager Student Computer Services. Services performed will depend on the availability of personnel and time.
- Contact us by calling the Student PC Support Line, 717-796-5039 or emailing HelpDesk@messiah.edu

We do NOT service or provide support for the following:

- Computers with Windows Vista or lower operating systems
- Printers (and all other peripherals)
- Switches or USB hubs (hardware problems)
- Modem connections

Is there a charge for these services?
Student Computer Services performs all work free of charge for Messiah students.

What problems can SCS help with?
The first priority of Student Computer Services is to make sure all students can access the campus network. We will help students free their
computers of viruses and install free anti-virus on computers without current, working anti-virus software. As time provides and at the discretion of the Director, Technology Support Services we will also provide software and hardware installation and support.

## Computer Labs

Messiah College has 35 computer labs, consisting of just over 300 computers (Windows/Mac), on campus. There are three types of labs managed by ITS: General Usage Labs, Residence Hall Labs, and Department Labs. There are also Public Access Computers (PAC) in the Murray Library.

### General Labs

General Labs are available for all students and can be reserved for classes. These labs feature a Teacher Station for demonstrations. General labs can be found in the following locations:

- Frey 145
- Frey 166
- Boyer 337
- Library 12

### Residence Hall Labs

Residence Hall Labs are available for all students and are located within the residence halls. All programs available in the General Labs are available in the Residence Hall Labs. Residence Hall Labs can be found in the following locations:

- Hess A41
- Kelly B6
- Mellinger C5
- Sollenberger A45

### Department Labs

Department Labs are setup for the exclusive use of an academic department. They feature special software needed by the department. The labs range in size from two computers to as many as 30.

### Public Access Computers

Murray Library is home to our Public Access Computer (PAC) stations. These Windows computers are located in the main lobby area and are available to student, faculty, staff, and Messiah College guests.
In addition, all student rooms and major campus buildings are set up for wired and wireless access to the campus network. The Student Computing Services team, located in the lobby of Hoffman Hall, provides computing access support for students. Services include assistance with connecting personal computers to the network and troubleshooting any issues that may arise on personal computers that may affect coursework.

POST OFFICE

Mailboxes are assigned to students in the Eisenhower Campus Center. Students usually share a mailbox with one other student. Each student is issued a key, for which there is a $25 fine for loss or failure to return. Received packages are put into lockers and the key for the locker is put into the mailbox. The address format for students is:

Student’s Name  
Messiah College  
One College Ave Unit Number  
Mechanicsburg, PA 17055

All incoming mail, including packages, must have the name and unit number.

ROOM RESERVATIONS

The Conference and Event Services Office serves Messiah College by scheduling all non-academic programs and activities, along with coordinating support services to those meetings, programs, and activities. Rooms may be reserved by student groups for meetings and activities. Campus facilities are available to recognized student organizations, College departments, and College-sponsored groups. All use of space must be approved by the Conference and Event Services Office prior to use. Simple requests for the use of space are made by submitting a request through the EMS WebApp (the college room scheduling software) or by calling ext. 6009 or 717-691-6009. Mountain View 141 may be reserved by students for activities that are of a personal nature or activities that are not College related, however, all attendees must be Messiah College students, staff or faculty. No external guests are permitted. Every effort is made to confirm your room request as soon as possible. We do, however, ask that you allow two business days to process your request.

Additional time is required to process more detailed event requests. Examples of detailed requests include: Dining Service requests such as
picnics or catered functions (approval must be granted two weeks prior to 
event); requests for extended building hours (approval must be granted 
two weeks prior to the event); major events such as concerts and 
conferences (approval must be granted one month prior to the event); 
outdoor or other large events (approval must be granted two weeks prior 
to the event) and any other event requiring set-up of tables, chairs, 
trashcans, etc. (approval must be granted two weeks prior to the event). 
The deadline for requesting events on campus is the Friday before Spring 
Break. All event requests made after the start of Spring Break will be 
denied.

Special requests such as fundraising arrangements, off-campus vendor 
requests, off-campus speaker requests, dancing and film requests must be 
made through the Student Involvement and Leadership Programs Office. 
All special requests must be approved two weeks prior to beginning the 
activity.

STUDENT EMPLOYMENT

There are many opportunities for a Messiah College student to have a job 
on campus. Student Employment at Messiah College includes both federal 
work study and institutional work assignments. Additional details on 
campus employment, eligibility, locating available jobs, and obtaining an 
on campus job are available by contacting the Student Employment 
Office or at:
http://www.messiah.edu/info/20242/student_employment

Off-campus internships and full-time, part-time, and summer jobs can be 
found through MC Career Pro online at:
https://www.myinterfase.com/mccareerpro/employer/.

STUDENT FINANCIAL SERVICES

CHECK CASHING

Personal checks may be cashed by students presenting a valid student ID at 
the Falcon Exchange Monday-Friday between 9 am and 4 pm. Checks 
exceeding $100 will not be cashed. Second-party checks will be processed 
if endorsed to the student presenting the check. A fee will be assessed for 
any returned check.

FALCON EXCHANGE
The Falcon Exchange provides several essential student services. Located 
on the second floor of the Eisenhower Campus Center, near Lottie Nelson 
Dining Hall, the Falcon Exchange issues student ID Cards, student parking 
permits, administers Falcon Dollars and also provides services such as bill
paying and check cashing. Additional Dining Dollars may be purchased utilizing the same methods. The Falcon Exchange is open Monday-Friday between 9:00 am and 4:00 pm.

FALCON DOLLARS
The “Falcon Dollars” plan is a declining balance program that works like a debit card. Money deposited into a Falcon Dollars account may be used to make cash-free purchases at various campus locations. All purchases are transacted by a card reader. Students may check their Falcon Dollar account balances via their FALCONLink Self-Service account, on a VTS machine or at the Falcon Exchange. Falcon Dollar deposits may be made throughout the semester online, at VTS machines located on campus, or at the Falcon Exchange. Cash withdrawals may be made at the Falcon Exchange only during the last two weeks of the semester.

STUDENT ID CARD
Your student ID card is your official means of identification while at Messiah College. It is used for identification purposes and for access to numerous facilities and services on campus. All ID cards are issued by the Falcon Exchange. ID cards are the property of Messiah College. No one is allowed to borrow or use another student’s ID card for any purpose. Lost cards should be reported to the Falcon Exchange during business hours of 9:00 am to 4:00 pm weekdays. If the Falcon Exchange is closed, a temporary card may be obtained at the Dispatch Office. All students are entitled to one complimentary replacement card due to loss or damage. Subsequent ID cards are issued for a fee. Temporary ID cards must be returned to the Falcon Exchange or Dispatch Office within 72 hours or a charge of $15.00 will be assessed to the student’s tuition account. Lost temporary cards are also charged a replacement fee of $15.00. All fees are non-refundable.

FEES, FINES, AND OTHER CHARGES
Several fees are associated with particular services and programs, including but not limited to audited courses (if < 12 credits or > 18 credits), private music lessons, drop/add, transcripts, and science labs and specific nursing courses. Current fees are posted on the College website. A student’s account may also include charges for Health Center Services, vehicle registration, and various fines associated with the loss or damage of College property, etc.
PAYMENT POLICIES
All tuition bills are sent electronically. The College does not send paper bills. Students can access their eBill through FALCONLink under QuickLinks. It is the student’s responsibility to grant electronic access to, or otherwise distribute, bills to other parties. There are two options for making financial payments to the College for fall and spring semesters.

1. Pay per semester requires payment of the entire balance due for the semester approximately two weeks before the first day of classes. Semester plan electronic payment options include ACH (e-check), American Express, Discover, MasterCard, and VISA. A 2.75% processor fee will be added to credit card payments. Processor fees are not added to ACH payments. Payments may also be mailed to Messiah College, One College Avenue Suite 4516, Mechanicsburg, PA 17055.

2. Tuition Management System (TMS) monthly plan options: Fall semester: 5 month plan with payments starting in June or a 4 month plan with payments starting in July. Spring semester: 5 month plan with payments starting in November or a 4 month plan with payments starting in December. TMS may be contacted at 800-722-4867 or messiah.afford.com.

In both cases any approved, but unaccredited, financial aid (e.g., student loans, private scholarships and grants, parent loans, etc.) may be taken into account in calculating the payment amount, provided that the relevant information is clearly communicated to Student Financial Services.

Summer: Full payment is required in advance for summer sessions, directed study courses, independent study courses, internships and practica. Payment can be made online through e-checks (ACH) or by credit card. Payments may also be mailed to the Falcon Exchange, and both cash and checks are accepted at the Falcon Exchange.

HOUSING AND COURSE REGISTRATION, DIPLOMA AND TRANSCRIPT HOLD POLICY
1. Diplomas and Transcripts will not be released for students with balances of $25 or more.
2. Housing, parking and course registration are prevented for students with balances of $100 or more.
3. Conditional registration may be permitted for students with balances between $101 and $1,000 after consultation with a Student Financial Services employee, a written acknowledgement of the debt, development of a payment plan, and a good faith payment.
4. The student’s account must be paid in full BEFORE registration
for the student’s final semester.

5. Deviations from policy must be approved in advance by the Director of Student Financial Services or appointee.

Undergraduate Tuition and Fee Refund Policy/Return of Title IV Funds

Refunds for undergraduate students who completely withdraw from Messiah College, voluntarily or otherwise, are determined according to the following policy:

1. The refund portion of tuition, residence charges as well as institutional financial aid are calculated for the fall or spring semester as follows:
   - Week 1 100%
   - Week 2 75%
   - Week 3 60%
   - Week 4 50%
   - Week 5 25%

2. For refund calculation purposes, spring semester starts on the first day of J-term. Students who withdraw from the College during J-term are considered part-time students for the purpose of calculating refunds. As such, no J-term refunds are issued after the third day of J-term classes.

3. Student activity, student services, applied music, lab and other course related fees are not refunded after the first week. Nursing course related fees are not refunded unless the major is dropped prior to the first day of classes.

4. Students who withdraw from the College after the completion of the fifth week of classes during Fall or Spring semester will not receive a refund of tuition or residence charges.

5. Dining Dollars Refund Policy:
   - Withdrawals during the 1st week of the semester: The meal plan charge will be reversed in its entirety and students will be charged only for the Dining Dollars used at 100% value (This value includes the reversal of the discounted rates). The Dining Services office will provide documentation with the amount to be charged to Student Financial Services.
   - Withdrawals after the 1st week of the semester: The Operations charge is nonrefundable – any unused Dining Dollars will be refunded.
   - Medical Withdrawals: Students will be charged for dining dollars consumed and a pro-rated portion of the operations fee. The proration will follow the tuition and housing
proration schedule listed in #1 above.

6. Unused Meal Plan Refund Policy: Students are to notify Dining Services prior to the semester start if they have been assigned and charged for a meal plan that they do not wish to have. The policy parameters listed below are inclusive only of those meal plans that have not been used or ratified.
   - After 8 weeks, a 50% refund is given for unused meal plans.
   - After 12 weeks, refunds are not granted for unused meal plans.

7. Spring semester room charges will be adjusted only for students enrolled in credit-earning, off-campus activities during January or May terms. Adjustments will be uniformly applied to all campus housing charges. Housing charges will be adjusted for students participating in directed and independent studies only if there is an academic requirement that necessitates living off-campus. Housing charges will not be adjusted for students who attend classes, or who are otherwise on campus during both January and May terms.

8. There are no refunds for enrolled students vacating a room after the start of the semester.

9. There are no refunds for incomplete coursework, including all registered courses, independent study, directed study, internship/practica and online courses.

10. Refunds and adjusted bills will be sent to the student’s home address following withdrawal.

11. When federal financial aid (Title IV) refunds are involved, the grant or loan amounts are allocated in accordance with federal regulations in the following order: Unsubsidized Federal Direct Loans, Subsidized Federal Direct Loans, Federal Perkins Loans, Federal Direct PLUS Loans, Federal Pell Grants, Federal Supplemental Educational Opportunity Grants (SEOG), TEACH Grant, IRAQ and Afghanistan Service Grant, and other Title IV aid programs.

12. The term “Title IV Funds” refers to the federal financial aid programs authorized under the Higher Education Act of 1965 (as amended) and includes the following programs: Unsubsidized Federal Direct Stafford Loans, Subsidized Federal Direct Stafford Loans, Federal Perkins Loans, Federal Direct PLUS Loans, Federal Pell Grants, Federal SEOG, TEACH Grants, IRAQ and Afghanistan Service Grants.

13. Institutional and student responsibilities in regard to the return of Title IV funds:

Messiah College's Responsibilities:
• Providing each student the information given in the policy.
• Identifying students who are affected by the policy and completing the return of Title IV Funds calculation for those students.
• Returning any Title IV Funds that are due the Title IV programs.

Student’s Responsibility:
• Returning to the Title IV programs any funds that were disbursed directly to the student and that the student was determined to be ineligible for via the Return of Title IV Funds calculation.

14. Medical Leave Refunds:
• Refunds for tuition, residence charges as well as institutional financial aid are calculated based upon the date of the medical leave paperwork and the following schedule: Week 1 = 100%, Week 2 = 75%, Week 3 = 60%, Week 4 = 50%, Week 5 = 25%.
• Meal Plans are charged based on meals consumed and a pro-rated portion of the operations fee. The proration will follow the schedule above.
• Student Activity, Student Services, applied music, lab, nursing, course-related and all other fees are non-refundable.
• Title IV funds (Unsubsidized Federal Direct Loans, Subsidized Federal Direct Loans, Federal Perkins Loans, Federal Direct PLUS Loans, Federal Pell Grants, Federal Supplemental Educational Opportunity Grants (SEOG), TEACH Grant, IRAQ and Afghanistan Service Grant) are refunded in accordance to federal regulations in the order above before the 60% point of the semester.
• Students who withdraw after January term, but before the first day of spring term will be treated as part-time students for refund purposes.
• Students who are granted medical leave during spring term (not including J-Term) will receive refunds based upon the schedule included in the official institutional refund policy, with the first week beginning on the first day of spring term.

15. Refunds and adjusted bills will be sent to the student’s home address following withdrawal. Small student account credit balances of $5.00 or less, if not specifically requested to be refunded within two weeks after the student leaves Messiah, will
automatically be cleared and donated to the general scholarship fund.

The fees, procedures, and policies listed above supersede those published previously and are subject to change at any time.

**TICKET OFFICE**

Requests for ticketed events must use the Ticket Information Sheet. It can be found as “Event Ticket Information form” on FALCONLink or by using the link below:
https://www.messiah.edu/forms/form/588/en/ticket_information_sheet

Any ticketed event held on campus is to utilize the Ticket Office for the distribution and sales of tickets. This includes event and transportation tickets. If an organization conducts an activity off-campus, they may utilize an off-site ticket vendor. Organizations who choose to use an off-site ticket vendor, cannot request the Ticket Office to distribute or handle transportation tickets for the event.

Refunds or Exchanges:
- Refunds are only given for canceled events that are not rescheduled.
- If a show is canceled, tickets may be exchanged for another showing of the production or the rescheduled event (if it is a single presentation show).

All Messiah College students (Full-Time and Part-Time Undergraduate and Graduate) are permitted to purchase discounted student tickets:
- One student ticket per ID
- Tickets will not be held without payment.
- The Ticket Office will not maintain a “Wait List”

Ushers:
- Ushers can be requested through the Ticket Office for on-campus events.
- All ticketed events will have Ticket Office Workers and Ushers.
- The number of Ushers assigned to an event varies based on the size of the event.

Will Call Tickets:
- “Will Call” tickets will only be given to the guest who purchased them unless the guest has assigned them to another guest or released them to be redistributed. Tickets released for redistribution will not be resold; they will gifted to another guest.
• Unclaimed “Will Call” tickets/seats will not be given to guests who did not originally purchase the seats. This will eliminate the embarrassment of Ticket Office staff when “Will Call” guests arrive late only to find that the seats that they paid for have been given to someone else. If the original purchaser of the “Will Call” ticket does not claim their ticket, that seat will remain unoccupied for that show.

Accessibility Seating:
Special seating areas designated for individuals with disabilities are primarily for those using wheelchairs and their companions, those who need to sit in a particular location to allow a clear view of an interpreter, or those who require other seating-related accommodations because of a disability. Persons with special seating requirements are encouraged to reserve seats in advance. Should any handicapped designated seats remain unsold, they will be held until 15 minutes prior to show start time in order to accommodate any eligible individuals. In the event no qualified individual requests those seats, they may be sold to non-disabled individuals. If the last seat is sold to a non-disabled person, and the next person in line has a disability, the non-disabled person will not be asked to give up their seat. Designated handicapped seats are available from the Ticket Office. Seats in the Orchestra wings can be accessed by using the elevator and entering the hall through the side entrances (wings are raised sections and stairs must be climbed when entering through the back of the hall). Balcony wing seats can be accessed on the main level through either entrance.

TRANSPORTATION OPTIONS

1. Find a friend with a vehicle to arrange personal transportation.

2. Call a cab or Uber.
   • American Taxi 717-901-8294
   • Capital City Cab 717-939-6363
   • Dollar Taxi 717-238-2323
   • Keystone Cab 717-238-4400
   • Alpine Taxicab 717-265-1111
   • Uber www.uber.com
3. College shuttle services: for more information refer to the website at: www.messiah.edu/transportation

4. Holiday Shuttle. Messiah College offers shuttle rides to the Harrisburg International Airport, Harrisburg Amtrak Station, Harrisburg Greyhound Depot, and Harrisburg Megabus Depot for fall break, Thanksgiving, Christmas, Jterm, Easter, and Spring Breaks. For more information refer to the website at: www.messiah.edu/holidayshuttle

5. Zipcar. Zipcar is a membership based car-sharing program at Messiah College that offers vehicles to members of the Messiah community (students and employees) to rent by the hour or the day. Everything you need to learn Zipcar is found at www.zipcar.com/messiah.

6. Student Rideshare Platform is a way for students looking for passengers or passengers looking for drivers to share rides and expenses. For more information on this program, refer here: www.messiah.edu/rideshare