FAQs: Questions Frequently Asked by Incoming Students and Their Parents

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**Airport Shuttle—**
*Bradley International Airport
Hartford, CT*

- **When does the airport shuttle leave campus before an extended break?**
  The shuttle leaves at 11:30 am on the Friday morning before an extended break. The pick up point is Middle Hall. The shuttle arrives at Bradley at 1:00–1:15 pm.

- **When and where does the airport shuttle meet returning students after an extended break?**
  The shuttle meets returning students at Terminal A arrivals at 6:00 pm on the Sunday before classes.

- **How much does this service cost?**
  $40 each way.

- **Are reservations required?**
  Yes, and they’re confirmed upon payment. An email will be sent out to the student body when it’s time to schedule.

- **Can new students arriving on campus take the College airport shuttle?**
  No. The shuttle is provided for students who are already registered at the College. New students should contact Thomas Transportation at 800-526-8143.

- **What services does counseling provide?**
  The Counseling Center offers free professional mental health services for Landmark students. You’ll meet with a counselor to determine the nature of your needs and together determine a course of action. Options include individual and group counseling, as well as referrals to other community and campus resources. Counselors are also involved in educational and other activities on campus throughout the year.

- **Why would a student go to counseling?**
  There are a lot of reasons, including stress, anxiety, depression, relationship issues, and concern about substance use. Many students go to counseling simply because they want to learn more about themselves.

- **Is counseling confidential?**
  Generally, yes. Your contact with the Counseling Center and information you share with your counselor typically will not be shared with anyone—including parents, faculty and other College departments—without your express written permission. There are some legal and ethical exceptions, such as if you are in danger of seriously hurting yourself or are a threat to others. Additionally, counseling records are kept in secure, locked files and are not part of your Landmark College record.

- **Can a student be forced or otherwise encouraged to attend counseling?**
  Generally, no. Except in the case of certain life-threatening situations, the choice of whether or not to go to counseling is entirely up to the student. Parents who are concerned about their students or wish to consult with a counselor about how to discuss that concern or the option of counseling may contact the Counseling Center.
Health Insurance

- **Is this my primary coverage?**
  This insurance is in addition to each student’s primary coverage and protects the student from out-of-network exclusions and deductibles. For students who do not have other coverage, the school insurance will be the primary coverage.

- **Can I get the insurance to cover my spouse and/or children?**
  Yes, please refer to the Coverage Web Site for details—[www.bollingerinsurance.com/landmark](http://www.bollingerinsurance.com/landmark)

- **What does this insurance cover?**
  This insurance covers medical expenses which arise from an accidental injury or a sickness which occurs while you are covered under this program.

- **Does the Policy pay all medical bills in full?**
  In most circumstances, it will not. There are exclusions and limitations in the policy, so you will need to refer to the brochure.

- **May I go to any doctor?**
  Yes, you may.

- **How do I get medical expenses paid?**
  Any time you seek medical care off campus, you must submit a claim form to Bollinger Inc. One claim form needs to be submitted for each injury of sickness (refer to claim procedure).

- **Where do I get a claim form?**
  You can print one out from the web site.

- **How do I file a claim?**
  Attach your itemized bills to a completed claim form and mail to Bollinger, Inc., PO Box 727, Short Hills, NJ 07078-0727. Only one claim form is needed per injury or sickness.

- **With this insurance must I go to the College Health Center first?**
  You are encouraged to go to the College Health Center first whenever that is possible. However, it is not mandatory in order to be covered by this insurance plan.

- **What if I am out of state when I get sick or injured?**
  This insurance plan will cover you for any illness or injury which occurs out of state. You must follow the same procedures in filing a claim as if it had happened here in Vermont.

Health Services

- **Can parents call to inquire about students’ health?**
  Most students are 18 or older when they are admitted to college. By law, they are adults and we, as medical providers, are bound by patient confidentiality. Students may sign an authorization form giving us permission to discuss medical issues with parents.

- **Will parents be notified if a student is ill?**
  If a student is critically ill, parents will often be notified. And very often, if students are ill or injured, we will ask if they would like us to notify their parents.

- **What do students do if they are sick and Health Services is closed?**
  Brattleboro Primary Care, an internal medicine group, provides medical coverage when Health Services is closed. A physician is on call 24/7.
• **Does Health Services dispense medication to students?**
  No. Students keep their medications and are responsible for taking them as directed by their physicians.

• **If students are taking medications as part of their ADHD symptom management plan, how do they get their prescriptions renewed and medications filled?**
  There are two different approaches, each of which has plusses and minuses:
  1. Continue relying on the prescribing physician at home.
     - Preferred when you have an established, positive relationship with your prescribing physician.
     - Preferred when insurance benefits limit provider choice and/or out-of-state provider access.
     - Requires planning ahead for appointments to coincide with visits home.
     - Requires making arrangements to have prescriptions filled at home pharmacies and getting them mailed.
     - Requires understanding your physician’s availability in case you have to report concerns or problems—or secure a refill prescription.
  2. Establish a relationship with a prescribing physician in the Landmark area.
     - Preferred when your current prescribing physician cannot continue with medication management.
     - Preferred when you cannot get the support mechanisms in place to have prescriptions filled at home.
     - Requires planning and scheduling ahead.
     - Requires verification that both the physician and services are covered by your insurance, if benefits are a consideration for you.

• **Can I take music lessons at the College?**
  Not exactly. The College does not offer lessons, but you’re welcome to join one of our ensembles. We attempt to find time to work with students on an individual basis whenever possible.

• **Can I store and practice my drums at the College?**
  No. We’re already very short on space.

• **What do I do if I want to participate in ensembles but have a scheduling conflict?**
  This is a common problem, since any course can be scheduled at any time. We welcome students who cannot participate in ensembles to participate in performance.

• **How do I register my car?**
  Contact the duty officer at ext. 6899 or (802) 387-6799 and request to meet him or her at the Safety and Security Office. You will fill out a registration form and we’ll issue a permit for your vehicle and a copy of the campus parking and traffic regulations.

• **Where am I allowed to park on campus?**
  When you register your vehicle we’ll tell you where you’re allowed to park.
• **When will I find out who my roommate is?**
  Typically, you’ll receive your roommate’s name and contact information 2-3 weeks before the beginning of the semester. Since we have a rolling admissions policy, some roommate assignments may not be available until you arrive on campus. In rare instances, we may also need to change roommate assignments before you arrive.

• **How big are the rooms?**
  Each double room ranges from 10’x17’ to 11’x17’.

• **What’s in my room?**
  Each room has both shared features and basics provided for each student.
  Shared features include:
  – Wall to wall carpet.
  – Large window with blinds.
  – Overhead light.
  – Cable TV jack.
  – Telephone jack.
  Each student is provided with:
  – Bed, mattress and mattress cover (most are 80 inch size).
  – Chest of drawers.
  – Wardrobe or closet.
  – Desk and desk chair.
  – Computer network outlet.

• **What must I bring?**
  You’ll find the following fairly essential:
  – Alarm clock (pick a good one – we like to get started early!).
  – Bedding: pillows, blanket or comforter and sheets for 80-inch mattress.
  – Towels & toiletries (shampoo, soap, razors, deodorant, etc.).
  – Telephone.
  – Clothes hangers.
  – Mirror.
  – Wastebasket.
  – Small appliances: fan, iron,
  – Surge protectors and extension cords with built-in surge protectors.

• **Anything else I might consider bringing?**
  These things might make your stay more comfortable:
  – Study lamp or table lamp (the room has only one overhead light).
  – Stereo or radio with headset.
  – TV/VCR/DVD.
  – Small microwave.
  – Mini refrigerator.
  – Shower shoes.
  – Shower tote.
  It’s usually a good idea to confer with your roommate before bringing small appliances like a TV, fridge or microwave. You may not want two of these items in your room.
What am I not allowed to have in my room?
The following things are not allowed in the Residence Halls:
- Pets (except fish).
- Open flames or heating coils (candles, incense, toaster ovens, lanterns, space heaters, etc.).
- Alcohol and alcohol containers.
- Illicit drugs and drug-use paraphernalia.
- Explosives, firearms and firecrackers.
- Weapons of any sort.
- Decorations that hang from the ceiling.
- Furniture that has not been pre-approved by the College (this includes lofts, bunk beds and stuffed/upholstered furniture).
- Ordinary extension cords (use surge protectors instead).

Do I need a phone with a land line if I have a cell phone?
Yes! Your Resident Advisor, Resident Dean and other College staff will try to reach you on your room extension, not your private cell phone number. It’s important for all students to have a phone to access their room’s voice mail.

Can new students get single rooms?
Rarely. Most first year students will begin their stay at Landmark College in a double occupancy room in one of our seven Residence Halls. We do occasionally place students in single rooms as necessary according to specific need (things like student age and physical and medical necessity).

What criteria determine who gets single rooms?
In addition to the specific need assignments mentioned above, we also consider:
- Seniority
- Leadership and participation in on-campus events
- Maturity and ability to live independently
- Disciplinary issues within the last semester and non-disciplinary interventions in the Residence Hall.
- Ability and willingness to pay the increased fee for a single room ($500/semester through $1000/semester, depending on location).

Is storage available?
Yes, on a limited basis, according to these criteria:
- First-come, first-served basis.
- You must be returning to the Putney Campus the next semester.
- No food, and No furniture.
- Small appliances—such as mini-fridges, TVs and fans—must be labeled.
- All other items must be boxed, sealed with tape and labeled with your name and home address. NO TRASH BAGS.
- You may access the storage room only during set storage hours.

How do I contact Security?
Dial extension 6899 from any internal phone or call (802) 387-6899 from an external phone. This phone is answered 24/7. The Security Office is located on the first floor of Aiken Hall, but it is not staffed at all times.

What happens if the fire alarm goes off?
You’ll learn the evacuation procedure—and relocation site—for your specific Residence Hall during your first hall meeting, and evacuation routes are posted...
Safety and Security (cont’d)

in each room. In addition, we’ll conduct a fire drill within your first two weeks of class so you can walk through our fire procedures in a non-threatening atmosphere. Bear these things in mind:

– Leave the building as quickly as possible when the alarm sounds.
– Try to let someone know if you’re not able to leave your room. You can either dial 911 from your room phone or, if it’s safe, open your window.
– Gather away from the incident so Emergency Services can perform their duties quickly and safely.
– Wait until Residential Life or Security staff lets you know it’s safe to reenter the building.

• How do I keep my personal belongings safe?
Lock your room when you’re not in it or when you’re sleeping. Also, consider purchasing the student property insurance.

• Can I buy the required software from my courses on campus?
Yes. The College Bookstore sells both required (Microsoft Office, Inspiration) and optional (Kurzweil and Dragon) software packages at a discounted price.

• Can I buy my required notebook computer through the College?
You bet! In fact we encourage you to buy your computer through the College. We fully support and repair these computers on site. You can get a loaner if your machine is in for repair. Plus, you get a discount on the price.

• Can I bring my own laptop instead?
Yes, but it must meet very specific requirements. Also note that we will not be able to repair your computer, re-install software or troubleshoot any non-network issues if you purchase your notebook outside our program.

• Does the College support Macintosh computers?
No. We only support Windows-based computers. Macintosh computers cannot be connected to the College network. We need to do this in order to maintain a high level of computer support and software consistency.

• Will the College support my printer or other peripheral equipment?
No. But you can access our printers and copiers at no charge.

• Can I connect my PDA or gaming system to the College network?
No. We can only register PC-compatible computers for use on the network.

Tech Support Services