FAQs – Frequently Asked Questions

Q: Where do students stay?
A: Students will be staying in a Residential Hall on the campus of Westfield State University. Students will share a single-gender suite with 1 – 3 other students. Each suite is equipped with A/C, fridge, oven, stovetop, and includes a bathroom. Free laundry facilities are available in the building. Counselors will be assigned to each floor/wing where students will be living. Students will be issued a card to gain access to the building and a room key. Keys must be turned in at the end of the program. Lost keys will result in a $225 fee that will be billed after the program concludes because the University must change locks when keys are lost.

Q: Can my child request to live with a friend?
A: Yes, if you have a special request, please let us know and requests will be accommodated if possible.

Q: Where do students eat?
A: Students will eat at the Dining Commons on campus where there are a variety of choices for each meal including vegetarian, vegan, and gluten-free options. The first meal provided will be dinner on Sunday, July 19. The last meal provided will be dinner on Friday, July 24. Otherwise, students will be provided with breakfast, lunch, and dinner every day. Cash-only vending machines are available across campus for snacks, including the residential hall. If your child has special dietary needs, please be sure to indicate this in the required medical forms.

Q: What do students bring to campus?
A: Registered students will be provided with a list of suggested items to bring (and not bring) to campus. Please contact us if you are unsure about items that can and cannot be brought to campus.

Q. What about cell phones, laptops, and other devices?
A: Students can have cell phones, though we ask that they be turned off or put on silent during class times. Laptops are allowed but other devices are discouraged because there are many activities to participate in throughout the program, and to get the most realistic college experience, we ask that all students participate in activities when possible.

Q: What kind of medical facilities are available?
A: Westfield State University will provide medical services to students if necessary. Public Safety Officers are trained to handle emergency situations on campus and are available 24 hours a day. If advanced medical treatment is required, Baystate Noble Hospital is located approximately 2 miles away from the campus.

Q: Who will supervise my child?
A: Students will be under the supervision of experienced staff. Program counselors will live in the residential hall with the students and will attend field trips and off-campus activities if any are scheduled. Counselors will operate in shifts, so your child may be supervised by more than one person throughout the course of the program. When in class, students are supervised by the professor.

Q: What kind of classes will my child participate in?
A: Students will participate in classes focused on diverse topics in healthcare delivered by professors in our Nursing Program, Physician Assistant program, Health Sciences, and Sports Medicine and Human Performance department. Hands-on activities will be a significant part of the student's learning experience. These may include but are not limited to activities such as suture lab, splinting lab, taping session, CPR certification, EMT simulation, geriatrics training session, nursing simulations, and a field trip to Baystate Noble

Hospital.

Q: What kind of planned activities will my child participate in?
A: To provide a realistic college experience for your child, there will be several planned activities typical on college campuses ranging from pizza parties to movie nights and more. We ask that students participate in all activities when possible.

Q: When can I drop off and pick up my child?
A: Check-in is on Sunday, July 19 from 3:30 p.m. – 4:30 p.m. Please plan to pick your child up from the program on Friday, July 24, between 5:00 p.m. - 7:00 p.m. More information about the drop-off and pick-up location on campus will be available on the website and emailed to you closer to the start of the program. If alternate arrangements need to be made for drop-off or pick-up, please contact us directly.

Q: Will there be an orientation?
A: Yes, there will be a short orientation held for students to kick off the program at 4:45 p.m. on Sunday, July 19. Parents are invited to attend, but it is not required.

Q: Can I pick up my child early?
A: Early pick-ups are allowed but must be arranged in advance with the program director. Once picked up, students will be unable to return to the program for the rest of the week.

Q: What will my child receive at the end of the program?
A: At the conclusion of the program, successful participants will receive a certificate of completion. Successful completion means attending all classes and activities when possible.

Q: How will this help my child get into college?
A: The H.E.L.P Program is designed to provide your child with an introduction to several academic areas and possible career paths which can help inform their choice of college major. The certificate of completion should be added to your child's resume and college applications since summer study shows initiative to college Admissions officers.

Q: How will you identify my child?
A: All students will be issued name badges upon check-in and will be required to wear them during program activities, whether on or off campus.

Q: Will there be other groups on campus during H.E.L.P.?
A: Yes. Westfield State University students and other groups will be on campus at the same time. In some cases, planned activities may overlap to provide students with an authentic college experience.

Q: How are behavioral problems handled? What is the policy regarding discipline?
A: We do not suspend or in any other way limit a student's participation in program activities unless his or her behavior causes disruption or harm to another student. However, we may limit a student's supervised social time if consistent disciplinary problems occur. Students who do not respond to reasonable interventions and are consistently disruptive will be permanently removed from the program with no refund. Parents or guardians are always contacted if there is a possibility of their child's dismissal from the program.

Q: Can the student have visitors?
A: No. There are no visiting days during the program.

Q: How does the staff handle homesickness?
A: When handled properly, homesickness disappears within a few hours of arrival. Our policies are to keep supervisor to student ratio small to allow for better supervision (potential homesickness is easily spotted and prevented), keeping students busy, keeping students involved, and finally by keeping the focus on the "now" rather than on home.

Q: Who can I contact if I have more questions?
A: For more information, please contact Brandon Fredette at (413) 572-8033 or bfredette@westfield.ma.edu