

# LENOIR-RHYNE UNIVERSITY CODE OF STUDENT CONDUCT

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# Welcome to Lenoir-Rhyne University

## **Mission Statement**

In pursuit of the development of the whole person, Lenoir-Rhyne University seeks to liberate mind and spirit, clarify personal faith, foster physical wholeness, build a sense of community, and promote responsible leadership for service in the world.

As an institution of the North Carolina Synod of the Evangelical Lutheran Church in America, the university holds the conviction that wholeness of personality, true vocation, and the most useful service to God and the world are best discerned from the perspective of Christian faith.

As a community of learning, the university provides programs of undergraduate, graduate, and continuing study committed to the liberal arts and sciences as a foundation for a wide variety of careers and as guidance for a meaningful life.

## About the University

Founded in 1891, Lenoir-Rhyne University is a co-educational, private liberal arts institution with 50+ undergraduate degree programs and 20+ graduate degree programs. LR enrolls nearly 2,300 undergraduate and graduate students.

At LR, we work to develop the whole person, to liberate mind and spirit, clarify personal faith, foster physical wholeness, build a sense of community and promote responsible leadership for service to the world.

## **Core Values**

Lenoir-Rhyne University espouses a set of values designed to inform us, as members of this educational community, in our personal development and our interactions with others. These values establish our principles of operation as an organization. They furnish guidance and assurance to each member of our community, and they help us to see how everyone's contributions improve the life of our university. These principles are made manifest through our daily actions, and they are fully realized only when embraced by everyone in our community. Constant and consistent attention to these core values will cultivate the continuous improvement of our institution, will assist us in the achievement of our mission, and will direct us toward realizing our vision as a university.

• Excellence

We will strive for excellence in everything we do. We will continuously cultivate our intellectual, physical, and spiritual growth. We will develop our talents and abilities to their fullest extents.

• Integrity

We will act with integrity at all times. We will respect and be honest with each other. We will take personal responsibility for our words and our actions.

• Care

We will care about others in our learning and working relationships. We will be responsible stewards of our resources. We will support each other and work together toward the common good.

#### • Curiosity

We will learn from our community, past and present. We will confront important issues with

humility and open minds. We will embrace the gains attained from the diversity of people and perspectives.

## Use of the Code of Student Conduct

The official Code of Student Conduct serves as a resource for current students. It is the responsibility of each student to make themselves aware of all policies and procedures contained within the Code to better understand their responsibility as a member of the LR community. If a student has a question about the information contained in this Code, they can direct their question to <u>studentlife@lr.edu</u> or visit the Dean of Students Office.

This Code is updated on an ongoing basis.

Note: The version of the Code of Student Conduct that was in effect when a violation is alleged to have occurred will be the one used in addressing that allegation and informing students of any resultant sanctions.

Further Note: Any time that a job title is indicated (e.g., Assistant Vice President for Student Affairs and Dean of Students, Director of Residence Life and Student Conduct, Director of Compliance and Title IX), it shall be assumed that this refers to the individual holding that position or that person's designee.

For Title IX resources, students should visit <u>https://www.lr.edu/title-ix</u>.

The Academic Integrity System can be found in the latest version of *The Lenoir-Rhyne Student Handbook*.

## **Honor Pledge**

Students will receive and review the honor pledge, learn and understand the meaning, and commit themselves to upholding the statement of academic integrity and nonacademic conduct. LR's honor pledge states:

Lenoir-Rhyne University is an academic community that expects the highest standards of honesty, integrity and personal responsibility. As members of this community, we are accountable for our actions and creating an environment of mutual respect and trust.

On my honor, I pledge:

- That I will maintain high ethical standards of personal and academic conduct.
- That I will take responsibility for my personal and academic behavior.

From this day forward, my signature on any university document, including academic assignments, is a confirmation of this honor pledge.

## **Communication with Students**

Lenoir-Rhyne University sends official communication to students through their Lenoir-Rhyne student email address. Every student is assigned an my.lr.edu email address. This is the only email address recognized by the University. Students who prefer to use an outside email provider are responsible for forwarding email from other providers to their my.lr.edu address. The University may send correspondence to campus students through their assigned post office box in the Cromer Center. Students are responsible for checking both their student email address and campus post office box regularly to receive official communication and other notices.

# **Code of Student Conduct**

## **Statement of Purpose**

The Code of Student Conduct embodies the values of Lenoir-Rhyne University, believing that each of us grows best when we are held accountable for our actions, as we hold others accountable for theirs. Consequently, students who violate this Code of Student Conduct will be held accountable and corrective measures shall be taken. Such measures should reflect the values of Lenoir-Rhyne University. Students are responsible for satisfying any sanctions imposed in the time stipulated. Failure to satisfy sanctions in a timely manner will result in further measures, including possible separation from the University.

Students are expected to read through these pages and to become familiar with both the expectations of the Code of Student Conduct and the processes the University uses. The official version of the Code of Student Conduct is found at <a href="https://www.lr.edu/student-life/student-handbook">https://www.lr.edu/student-life/student-handbook</a>. The Code of Student Conduct is reviewed by University Leadership in consultation with the Assistant Vice President for Student Affairs and Dean of Students and changes can be made at any time to this Code of Student Conduct. The version of this Code of Student Conduct in place when a violation was committed will be applied to that violation.

The University retains jurisdiction over any student who takes a leave of absence, withdraws, has been suspended, or has graduated for any misconduct that occurred prior to the leave, withdrawal, suspension, or graduation. If found responsible, sanctions could include a hold or notation on the transcript or a block on readmission until sanctions are satisfied. The University may invoke these procedures, and should the former student be found responsible, the University retains the right to rescind the student's degree in situations that the University regards as sufficiently severe.

All records associated with the Student Conduct process are maintained in accordance with the Family Educational Rights and Privacy Act (FERPA) and applicable University policies. Conduct records are considered part of the student's educational record and are treated with the same privacy protections.

Reports of violations of this Code of Student Conduct will be reviewed by the Assistant Vice President for Student Affairs and Dean of Students ("AVPDOS") and the Director for Residence Life and Student Conduct ("DRSC"). Violations that may not result in suspension or expulsion will be adjudicated by the DRSC, in consultation with the AVPDOS. Cases that may implicate Title IX shall in all cases be referred to the Director of Compliance and Title IX, who shall determine jurisdiction over the allegations and who may in turn refer the case back to the DSCE. More information about the Office of Title IX is found at <a href="https://www.lr.edu/title-ix">https://www.lr.edu/title-ix</a>. Violations that may result in separation from the University (e.g., suspension or expulsion) shall be adjudicated by the AVPDOS or members of a Student Conduct Council who are selected and trained annually by the University. Procedures for such hearings and the appeals process are addressed below. In all cases, the standard for finding a violation is a preponderance of the evidence: that it is more likely than not that the violation occurred.

## Jurisdiction

Any student enrolled at Lenoir-Rhyne University is accountable to this Code of Student Conduct. The University considers an individual to be a student from the student's matriculation and thereafter as long as the student has a continuing educational interest in the University. Thus, the University also retains jurisdiction over students who take a leave of absence, withdraw, or graduate regarding any misconduct that occurred prior to the leave, withdrawal, or graduation.

The Code of Student Conduct applies to behaviors that take place on campus and at Universitysponsored events and may also extend to off-campus locations when the University determines that the off-campus conduct impacts a substantial University interest. This level of interest may include any situation:

- Where the student's conduct may have presented a danger or threat to the health or safety of themselves or others;
- That significantly impinges upon the rights, property, or achievements of self or others;
- That significantly breaches the peace or causes social disorder; or
- That is detrimental to the educational mission or interests of the University.

The Code of Student Conduct extends to behavior conducted online, via email, or other electronic media. The University does not regularly search for this information but may act when such evidence of policy violations is brought to the attention of University officials.

Guests of community members must abide by the University's policies, including but not limited to the Code of Student Conduct. Hosts of guests who violate the Code of Student Conduct may be held accountable for the misconduct of their guests.

## **Rights and Responsibilities**

Students whose conduct is under review based on the Code of Student Conduct have the following rights:

- **To receive written notice of the charges alleged**. Students accused of conduct violations will receive a notice of charges through their University email as soon as practicable prior to any scheduled hearings.
- **To receive an explanation** of the procedural alternatives available within the College disciplinary process.
- **To be presumed not responsible** unless proven by a preponderance of the evidence to have violated the Code of Student Conduct.
- **To reasonable accommodations** related to disability/identity, or communication assistance.
- To review the Code of Student Conduct and explanation of student sanctions.
- **To bear the responsibility to appear** at any scheduled hearing. Failure to do so will result in the case being heard in absentia and forfeits the student's right to appeal.
- To be honest and complete in all information provided in any Student Conduct process.
- **To be accompanied by an advisor** for Student Conduct Council hearings. The advisor will be a trained University staff member.
- To appeal an adverse decision as described below.

## **Amnesty of Policy**

Lenoir-Rhyne University strives to maintain a balance between student support and accountability. The University believes in addressing student health and safety concerns directly, and confronting dangerous behaviors, but also encouraging students to seek help in situations where their own, or other student's health is endangered. As such, a student who seeks medical assistance on behalf of themselves or another student experiencing an alcohol and/or drug-related incident may not be subject to conduct action for the alcohol and/or drug use under the Code of Student Conduct if the Office of Student Life becomes aware of the alcohol and/or drug use solely because the individual(s) sought medical attention. Students who participate in student conduct investigations may also be eligible for Student Conduct Amnesty at the discretion of the Director of Residence Life and Student Conduct.

Student Conduct Amnesty is only granted to individual students, not student groups and/or student organizations.

Although exemption from the Student Conduct process will be granted, the student(s) for whom medical attention was sought and any other individuals who assisted with the call for help will be required to meet with a team member in the Dean of Students Office and will be referred to Counseling and Wellness for education and/or intervention.

Failure to complete the meeting, education and intervention, or involvement in multiple calls for assistance, a greater level of intervention may be required, including possible disciplinary action.

## **Conduct Processes**

## **Initial Procedure in All Cases**

- 1. An incident report is submitted. The Director of Residence Life and Student Conduct and/or the Dean of Students will review each incident report.
- 2. If an incident report is submitted that represents a possible violation of Title IX, the report will be routed to the Director of Compliance and Title IX.
- 3. If the matter is a Code of Student Conduct Violation, the Director of Residence Life and Student Conduct will review and determine the most appropriate hearing officer to handle the case. If the possible outcome is suspension or expulsion, the case will be routed to the Dean of Students to determine if they will hear the case or if the case will move to the Student Conduct Council.
- 4. The alleged student will receive communication via University email requesting a meeting for a pre-hearing conference, which allows the student to review the charges, respond to the charges, and determine if they would like an administrative hearing or a student conduct council hearing. In some cases, the Dean of Students and/or the Director of Residence Life and Student Conduct will refer the case to the Student Conduct Council.

## **Extraordinary Circumstances**

#### Cases Heard in Absentia: Administrative and Student Conduct Hearings

Should a student fail to appear for an Administrative Hearing or Conduct Council Hearing without a verified and excused emergency, the case will be heard in the student's absence. The hearing officer or

council will review the available evidence and determine responsibility and sanctions if needed. The student will be notified via their LR email address of the decision and sanctions when appropriate. In the case of a hearing in absentia, the student waives their right to appeal.

#### **Extraordinary Measure: Interim Separation**

The Assistant Vice President for Student Affairs and Dean of Students or designee may order the separation of a student from campus on an interim basis. Such an interim measure may be imposed effective immediately when an assessment has been conducted and determination made that the student is a potential threat to self or others in the campus community. This is done because the immediacy of the danger caused by the student's presence on campus makes it impossible to follow the normal disciplinary procedures.

## **Individual Administrative Hearings**

In most cases related to the Code of Student Conduct, an Administrative Hearing shall be conducted. The Director of Residence Life and Student Conduct will determine whether the charge is a violation that can be resolved in this manner based on the information initially reported. This Administrative Hearing, including sanctions if applicable, is made in the course of a meeting between the student(s) and a single hearing officer. The determination will be memorialized in a Notice of Outcome and emails to the student by the hearing officer. The process to appeal is listed below.

## **Student Conduct Council Hearings**

The Student Conduct Council hears cases related to the Code of Student Conduct when requested by the student or if referred to by the hearing officer. Most cases reviewed by the Student Conduct Council will involve serious violations that could potentially result in suspension or expulsion for any student found responsible.

The Student Conduct Council is chaired by the Chief Justice of the Student Government Association and requires at least one faculty member, staff member, and student in order to hear a case. Individual Council Members will be asked to recuse themselves if they are unable to remain unbiased in the hearing of a particular case or have any conflict of interest with respect to any impacted individuals, including the alleged.

#### **Student Conduct Council Procedures**

#### **Before Conduct Council Hearings:**

• The student will receive an email including a charge letter with specific allegations and the conduct violation(s) involved, along with the date, time, and location (including, as necessary virtual measures that may need to be taken) of the hearing.

#### **During Conduct Council Hearings:**

- The Chair, Council Members, and all participants will introduce themselves.
- The Incident Report and any support documentation will be reviewed by all Council Members and student parties involved.
- The student is given the opportunity to present their explanation, if any, of the reported events and admit, refute, or supplement any information contained in the Incident Report.

- The Council Members will ask the student any clarifying questions they feel are necessary to assist in making any determinations regarding the student's responsibility for the charges alleged.
- Students may present witnesses who will be invited, as appropriate, to offer any relevant evidence. These witnesses may be asked clarifying questions by the Council Members.
- The Council will deliberate and reach a determination of responsible or not responsible for each of the charges, based upon the presumption that the student is not responsible unless a preponderance of the evidence shows that it is more likely than not that the student has committed the alleged violation.
- If found responsible for any charges, the Council will consider the student's previous conduct history and determine appropriate sanctions.
- The student will receive the Council's determinations of responsibility and sanctions, if appropriate.
- The student will also be informed about procedures for appealing the Council's determinations.

## As this is a Student Conduct process and not a court of law, attorneys are not permitted in this process. Students are able to be accompanied by a trained advisor who is a University staff member.

## Appeals

Students may request an appeal of any decision made by an Administrative or Student Conduct Council. Barring exceptional circumstances, appeals must be submitted within three (3) business days of transmission of the Notice of Outcome. Exceptions can be made by the Assistant Vice President and Dean of Students.

The appeal must be submitted through an Appeal Form; the link provided for the Appeal Form will be provided in the student's Notice of Outcome. *Note: Student dissatisfaction alone is not grounds for appealing a decision*.

The appeal authority will generally limit its review of the original hearing record to the following issues: 1.) new evidence has arisen, unavailable during the original hearing that could substantially impact the original finding or sanction(s); 2.) the decision did not warrant the sanction; 3.) proper procedures were not followed that may have had a bearing on the decision or sanction; and/or 4.) one or more persons adjudicating the case exhibited bias that may have had a bearing on the decision or the sanction.

All appeals are managed by the Dean of Students Office. The appeal officer or board differs as outlined below:

- a. If a case is heard by the Director of Residence Life and Student Conduct or by a hearing officer from Residence Life, the Appeal Officer will be the Dean of Students or designee.
- b. If a case is heard by the Dean of Students, the Appeal Officer will be the Chair of the Student Conduct Review Board, who will determine if the appeal is heard by the Student Conduct Review Board.

c. If a case is heard by the Student Conduct Council, the Appeal Officer will be the Chair of the Student Conduct Review Board, who will determine if the appeal is heard by the Student Conduct Review Board.

The decision made by the appeals group above is final. If neither party timely requests an appeal within the allotted time, the decision is final.

Note: In any instance of a verifiable conflict of interest, the case will be referred to the Chair of the Student Conduct Review Board, who will serve as the Appeal Officer, regardless of who originally heard the case.

#### **Student Conduct Review Board**

The Student Conduct Review Board serves as the University's appellate review board for cases heard by the Dean of Students or the Student Conduct Council.

The Student Conduct Review Board consists of the President of the University or their designee, two staff members of the University staff selected by the President (or their designee), three faculty members elected by the Faculty Senate, and at least three students nominated by the Executive Cabinet of the Student Government Association in consultation with the Dean of Students. The President or Designee shall serve as Chair. Alternates for each member shall be designated according to the election procedures for each group to sit on the Student Conduct Review Board in cases of absence or possible conflict of interest. A minimum of four members and the chair shall constitute a quorum, including at least one person from each of the three groups represented.

The chair of the Student Conduct Review Board shall examine the basis for the appeal and determine its validity. The chair shall decide either to uphold the decision of the staff/faculty member or the Student Conduct Council OR to convene the Student Conduct Review Board to review the prior decision.

It is not the purpose of the appeals process to rehear fully the proceedings of the original incident. In determining the outcome of the appeal (regarding the decision and/or the sanctions), an appellate body will rely upon a "reasonable person" standard: were the original decisions and/or sanctions imposed by the hearing officer or the Student Conduct Council (SCC) be reached by a reasonable person, applying appropriate diligence and community standards, and reaching a proper standard of proof (i.e., preponderance of evidence standard).

The Student Conduct Review Board may follow one of the following courses of action:

- Reverse the decision of the staff/faculty member or the Student Conduct Council.
- Uphold the decision but reduce the sanction (if any).
- Uphold the decision and leave the sanction (if any) unchanged.

The Student Conduct Review Board will provide a written decision in the matter explaining the rationale therefore, including any sanction that it deems appropriate, which shall be provided to all parties simultaneously. Such decision and sanction(s) shall be final.

## **Explanation of Sanctions and Sanction Terms**

#### **Determination of Sanctions**

In each case, sanctions shall be determined by the hearing officer(s) or council based upon the totality of the circumstances. These circumstances may include the severity of the offense(s), the conduct history of each person found in violation, and other mitigating and aggravating circumstances. Sanctions are provided to educate individual students to become better citizens within the campus and broader communities.

#### Warning

A written notice to the student that the student is violating or has violated University policy.

#### Fees

Requirement that a student remit a specific amount of money, typically in relation to services or items provided as a result of a violation (assessments, education programs, etc.).

#### Restitution

An order to make restitution is issued when a student has engaged in conduct injurious to the property of another (individual, group, or the University) for which monetary damages may be determined. For example, this may be an element of the action plan in cases of property damage, theft, fraud, deception, or misappropriation.

#### **Community Service**

Provide some type of community service to the University or community as a whole. The service should, where appropriate, be relevant to the nature of the violation. Service opportunities should have some educational value and should not be unduly burdensome to other staff or students. This element of the sanction may include, but is not limited to, service on campus, to the surrounding community, or to others in need. Service opportunities must be independent of any preexisting relationship (family, friends, student organizations, paid employment, etc.) and must be verifiable in order to fulfill action plan requirements.

#### **Educational Programs**

Assigned as an opportunity for personal development. This includes, but is not limited to, alcohol education, drug education, psychological assessment, reflection document, essay, presentation, development of publicity material, etc.

#### Conditions

Limitations upon a student's behavior and/or department privileges for a period of time, or an active obligation to complete a specified activity. This element of the action plan may include, but is not limited to, denial of the right to represent the University in any way, denial of the right to hold an office with a student organization, restriction of visitation privileges, restriction of contact with another person or persons, required attendance at a workshop, or participation in community service.

#### **Parental Notification**

Under certain circumstances, such as violations in which a student's safety is at risk or a student is being removed from campus, parents may be notified of their student's disciplinary violations.

#### **Disciplinary Probation**

A designated period of review and observation during which a student is under an official warning that the student's conduct, although not serious enough to warrant a form of suspension, violated the Code. Subsequent violations of University rules, regulations, or policies could result in a more severe action plan.

#### Interim Separation from Campus

A student may be removed from campus should an assessment determine that the student's presence on the University's premises or at a University-related activity poses a significant risk of harm to the safety or security of the Lenoir-Rhyne community or its property.

#### **Residence Hall Suspension**

Separation of the student from the residence halls for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.

#### Loss of Housing

Permanent separation or separation for a designated time period of the student from the residence halls, including the revocation of guest privileges where appropriate. Specific types of housing separations may include, but are not limited to:

- Conditional Loss of Housing: termination of housing privileges if certain educational outcomes are not met within a designated timeline.
- Limited Loss of Housing: termination of housing privileges for a period of time related to an academic term (i.e. one semester, one academic year, etc.)
- Permanent Loss of Housing: termination of housing privileges for the duration of a student's enrollment at the University.

#### Suspension for a Period of Time

Denial of enrollment, attendance, and other privileges at the University for a given period; conditions for readmission may be specified. When the action plan includes suspension, the student must leave the campus at the conclusion of the appeal process (or immediately if there is no appeal filed), and may not participate in academic, extracurricular, or other University activities except as may be authorized by the dean of students or designee. During the period of suspension, the student is denied the right to register for classes or to visit the University. The student is subject to arrest for trespassing should the student be found on property owned, occupied, or leased by the University. In extenuating circumstances, a suspension may be deferred. If the student is found in violation of any University policy during the time of deferred suspension, the suspension takes effect immediately without further review. Additional sanctions appropriate to the new violation also may be issued. A student who has been issued a deferred suspension is deemed "not in good standing" with the University.

#### Expulsion

Involuntary separation of the student from the University without future readmission. The student must leave the campus and is not eligible to participate in classes or any University-sponsored or University-related activities. The student is subject to arrest for trespassing should the student be found on property owned, occupied, or leased by the University.

#### **No-Contact Order**

A no-contact order is a University directive that restricts contact between individuals in any way, including in person or via email, telephone, text messaging, social networking, or any other method of

communication. Direct or indirect contact would be considered a violation of the order. This violation could be grounds for suspension or expulsion.

#### **Other Possible Sanctions**

Other possible and appropriate sanctions may be imposed.

## **Categories of Student Conduct Violations**

The primary way in which the Code of Student Conduct is violated is when a student engages in behavior that is unbecoming of a Lenoir-Rhyne University student. This includes actions that conflict with the University's mission, core values, or established policies and procedures.

Outlined below are various examples of prohibited behavior that illustrate what constitutes conduct unbecoming a Lenoir-Rhyne student. These examples include brief, non-exhaustive definitions intended to guide student understanding. It is important to note that not all possible violations are included in this list, and not all violations will fit neatly into the defined categories provided.

Any behavior, whether specifically listed or not, that contradicts the spirit and expectations of the Lenoir-Rhyne community may be addressed through the procedures detailed in this Code.

#### Violation of Local, State, or Federal Law

Violation of local, state, or federal laws violates the Code of Student Conduct for members of the Lenoir-Rhyne University community.

#### Violation against Person(s)

Any student who violates the personal rights of any student, faculty member, administrator, staff member, guest of the University, or community member shall be subject to disciplinary action by the Code of Student Conduct. The violation of personal rights is here understood as the infliction of verbal or bodily harm on an individual. Such violations include, but are not limited to, the endangering of a person's physical or psychological welfare by means of fire, firearms or explosives, verbal assault (a willful threat to do hurt to another), physical assault (doing physical harm/hurt to another), cases that does not fall within the jurisdiction of the Title IX policies that involves any form of assault or harassment, libel (any written statement, pictures or signs that tend to expose another to public hatred, contempt or ridicule, without just cause), slander (a false report maliciously uttered and tending to injure the reputation of another), and/or the creation of a disturbance, aiding and/or abetting such violations.

#### **Violation against Property**

Any student who violates the property rights of any student, faculty member, administrator, staff member, guest of the University, or Lenoir-Rhyne University itself shall be subject to disciplinary action by the Code of Student Conduct. Property rights are here understood to extend to all material property of the above-named individuals. Such violations may include, but are not limited to, vandalism, theft, possession of stolen property, other damage to University and/or personal property.

#### **Violation against Institution**

Any student who violates the institutional standards of Lenoir- Rhyne University shall be subject to disciplinary action by the Code of Student Conduct. Institutional standards are here understood to

include all stated University policies and educational standards. Such violations include, but are not limited to, failure to follow a directive of a faculty or staff member (including Residence Life staff), failure to give proper identification when asked, possession and/or use of illegal drugs on campus, underage possession/consumption of alcohol or distribution of alcohol to minors, hazing, failure to adhere to the Residence Life Community Living Guide and/or violation of the housing contract.

#### Impeding an investigation

Falsifying information, or attempting to falsify information, or intimidating participants in a social conduct investigation or hearing.

#### Any other actions that violate student regulations as outlined in The Lenoir-Rhyne University Student Handbook or public statutes for the purpose of leading to or supporting a violation will be reviewed through the Code of Student Conduct.

Note: The Academic Integrity System will follow its process outlined in The Lenoir-Rhyne University Student Handbook.

Additional Note: The Director of Compliance and Title IX will be consulted to review reports whenever a student conduct violation may violate the Title IX policy.

## **Questions Regarding Student Conduct Violations**

Please direct any questions, requests for clarification, or comments to the Dean of Students Office.

In person: Cromer Center, Student Life Office By email: <u>studentlife@lr.edu</u> By telephone: 828.328.7247