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Coconino Community College Student Handbook
2016-2017

GENERAL INFORMATION

Coconino Community College was founded in 1991 and spans 18,000 square miles of Coconino County with two campuses in Flagstaff and instructional sites in Page, Williams, Grand Canyon, and Fredonia. The college reaches some of the most remote stretches of Arizona with online services. The college, with more than 350 full-time and part-time employees, offers more than 60 degrees and certificates and serves nearly 8,000 students each year.

Vision
Leading our communities in lifelong learning

Mission
As a learning-centered college, we enrich lives by embracing diversity and transforming the future through quality education.

Core Values
The District Governing Board and employees of Coconino Community College are dedicated to providing quality educational opportunities to our community. In doing so, we commit to the following core values to guide our decisions and behaviors as we seek to meet the changing needs, aspirations and goals of our community:

- People
- Learning and Growth
- Quality
- Ethics
- Community
- Respect
- Sustainability

A total of four goals were developed for the plan based on input received from all areas of the College in the planning process. Those goals are:

1. CCC will provide learners educational opportunities that are accessible and affordable, while also being economically feasible for the College.
2. CCC will promote a learner-centered environment that incorporates innovative strategies and support structures intended to reduce student attrition and increase retention.
3. CCC will empower students to achieve their individual learning goals and implement strategies to increase certificate and degree completion rates.
4. CCC will strengthen the College's working environment by maximizing college resources, expanding community outreach, and implementing effective personnel management and employee development strategies.

The 2016-2020 Strategic Plan goals and objectives focus the College's work on improving student performance measures.

For additional information on the plan or to provide input, please contact the Office of the President at president@coconino.edu or 928-226-4217.

COCONINO COMMUNITY COLLEGE LOCATIONS

For campus maps visit: http://www.coconino.edu/contact-us

Flagstaff Lone Tree Campus & District Offices
2800 S. Lone Tree Road
Flagstaff, AZ 86005
928-527-1222

Flagstaff Fourth Street Campus
3000 N. Fourth St.
Flagstaff, AZ 86004
928-645-3987

Page/Lake Powell Campus
(Instructional Site)
475 S. Lake Powell Blvd.
PO Box 728
Page, AZ 86040
928-645-3987

Grand Canyon (Distance Learning Site)
(located in Grand Canyon High School)
1 Boulder Street
Grand Canyon, AZ 86023
928-527-1222 ext. 5693

Fredonia (Distance Learning Site)
(located in Fredonia High School)
130 N. 200
Fredonia , AZ 86022
800-350-7122 ext. 7103

Campus Closure Due to Inclement Weather

CCC's Emergency Operation Plan has a comprehensive emergency notification system (ENS), through which text message alerts can be sent. Contact the security office (928) 226-4304 to make sure your cell phone number is enrolled. The ENS is not generally used for non-emergencies, but it will be used to make notifications about unscheduled campus closures.

Students should also check the college website or call 928-527-1222 to confirm campus closures. Additionally, classes held at other facilities such as Northern Arizona University or Flagstaff Unified School District campus are subject to closure, decisions based on the location.

Transportation to the Flagstaff Lone Tree and Fourth Street Campus

The Mountain Line Flagstaff Public Transit System has stops at both the Flagstaff Lone Tree and Fourth Street Campuses. In addition, there is a route which runs between NAU and the Lone Tree Campus which could serve students who are co-enrolled at both institutions. To find out route and fare information visit this website:
http://www.mountainline.az.gov/index.htm

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ACADEMICS

College Catalogue

Website: http://www.coconino.edu/catalog
The official Coconino Community College Catalog is our primary single source of college-wide information related to academic programs, course descriptions, admission information, academic standards and procedures, college compliances, and more. Archived Catalogs are retained as academic history and are utilized by students who have declared majors in previous years.

Class Schedule

Website: https://selfservice.coconino.edu/prod/bwckschd.p_disp_dyn_sched
The class schedule is available online and provides information for classes offered at all campuses, instructional site, and various locations.

High School Programs

Website: http://www.coconino.edu/ccc-high-school-programs/about
Coconino Community College is dedicated to helping high school students get connected to clear and meaningful educational pathways which lead to successful career opportunities. Students can earn college credit for courses taken while still in high school in preparation for a career or a college degree. Visit the website to learn about Dual Enrollment, CAVIAT and Arizona Programs of Study.

Lifelong Learning Website

Website: http://www.coconino.edu/m-programs/m-lifelong-learning
Life Long Learning offers short term non-credit workshops. The workshops and classes are as varied as the people in our community.

Registrar for Courses

Register Online: https://selfservice.coconino.edu/prod/twbkwbis.P_WWWLogin
Students can register online through the Web4 student information system or in person at the Lone Tree campus, Fourth Street Campus, and Page Instructional Site. Students are encouraged to register early in the semester to maximize choices and schedule.

Tuition and Fees

Tuition and fees can be paid online, at the Cashier at the Flagstaff Lone Tree Campus, or at the Page registration desk. To pay your tuition and fees online through your student account: https://selfservice.coconino.edu/prod/twbkwbis.P_WWWLogin
The college also offers a tuition payment plan called FACTS. To learn more about the FACTS program visit: http://www.mycollegepaymentplan.com/coconino
For all other payment information please visit: http://www.coconino.edu/cashier

ACADEMIC CALENDAR 2016-2017

Follow this link to the full 2016-17 Academic Calendar:
https://www.coconino.edu/registration

STUDENT TECHNOLOGY

COMET ID

To get started using your Comet ID:

1. Visit this website: http://www.coconino.edu/help-desk, the Comet ID finder will be listed under the FAQ section.
2. Fill out the form to find out your **@ID given during registration.**
   Your password will be by default your 6-digit DOB.
3. If you are having trouble with your password or need it reset or changed, visit our FAQ on the same page, or review the information below.

Password

To reset your Comet ID password:

1. Visit this website: http://www.coconino.edu/password-information and view our Password Reset Tool information.
2. Review our password guidelines, and the information on how to register for password reset tool.
3. Register for the password reset tool by going to: https://helpdesk.coconino.edu/

Computers and Internet Use

Computer labs for student use are located at the Flagstaff Lone Tree, Fourth Street campus, and the Page campus.

Computer Labs provide the following services:

- Access to internet and a wide array of software
- General assistance with technology
- Laser printers, image scanner, and more

Students are required to adhere to the college's computer usage policy. To read the policy visit the following link: http://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/140-01.pdf

MyCCC Student Portal

myCCC is a web portal where students can access a variety of tools to manage their student experience at Coconino Community College. Students will be able to connect to Canvas, Web4, Gmail, and Starfish using a single sign on with their Comet ID and password.

You can access MyCCC by clicking the "MyCCC" button on our homepage, or going to https://myccc.coconino.edu and logging in with your Comet ID and password.

Email Account

To log into your email account:

1. Use the https://myccc.coconino.edu link.

2. Use your Comet ID and password to login this website.
3. Login to your email by clicking "Student Email" in the Quick Launch menu.
4. Your email is your Comet ID @students.coconino.edu (example: ABXYZ@students.coconino.edu)

Self Service Web4 Online Student Information
To access the Self Service Web4 system go to our Student Portal at https://myccc.coconino.edu and sign in with your Comet ID and password. Once logged in you'll see options for Registration, Financial Aid and more in the Quick Launch Menu.

Additional Help
If you need any additional assistance with any of these services contact the CCC ITS Help Desk at 928-226-HELP(4357) or its.helpdesk@coconino.edu. You can also visit our website at https://www.coconino.edu/help-desk

Online/Flexible Learning

Online Courses are accessible in Canvas, and many in-person courses also use Canvas.
To login to Canvas visit this link: https://myccc.coconino.edu and sign in with your Comet ID and password. Once signed in click "Online Courses" in the Quick Launch menu. You can also access Canvas by going to https://coconino.instructure.com

Visit the Canvas Student Resource Center for information and tutorials on how to use Canvas: https://coconino.instructure.com/courses/923533

ITV Courses
Some courses are offered through Interactive Television. This means that your instructor and classmates may be at other college campuses and instruction occurs using video and microphone technology. If you are at an "originating" site, the instructor will be in your classroom. If you run into technical difficulties with your ITV course contact the Help Desk at 928-226-4357 or your site coordinator
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STUDENT SERVICES

Academic Advising

Webpage: http://www.coconino.edu/advising-services
Student Support Services Phone: 928.226.4323
Email: reception@coconino.edu
E-Advising: Advising@coconino.edu
Student Support Services Page Campus: 928.645.6691

Academic Advising is coordinated through the Student Services Department at the Flagstaff Lone Tree Campus. Students can come in for walk-in advising, participate in online advising or schedule an appointment with an advisor.

Students can also meet with a Faculty Advisor. Students who have declared a major can schedule an advising appointment with a faculty member within your degree or certificate program by contacting your faculty directly.

Peer Advisors are also available to assist students with schedule building, course information, group/individual campus tours, student portal review and student resource information. Our Peer Advisors are a diverse group of CCC students and alumni who have a great understanding and appreciation for Coconino Community College. Their main purpose is to help students feel welcome and to navigate the college campus and student support programs. Please stop by the Students Services reception desk to request a meeting with a Peer Advisor.

Students taking courses at the Page Campus should contact the Student Services Coordinator for advising or utilize distance advising services coordinated through the Lone Tree Campus. Students taking courses at extension sites should call Student Support Services for assistance or contact the E-Advisor.

Adult Education

Phone: 928.526.7639
Email: Adulted@coconino.edu
Locations: 4th Street Campus, Page Campus, Tuba City Public Library
Webpage: www.coconino.edu/adult-education

GED prep classes (ABE) are currently offered in Flagstaff, Page and Tuba City. English language classes (ELAA) are offered in Flagstaff. Classes are open to all who are at least 16 years old and lawfully present in the US. We also offer a distance learning option for students in rural areas or with other barriers to attending classes.

Book store

Phone: 928.226-4360
Email: Coconino@bkstr.com
Location: Lone Tree Campus, Commons, Flagstaff
Webpage:
http://www.bkstr.com/webapp/wcs/stores/servlet/StoreCatalogDisplay?catalogId=10001&langId=-1&demoKey=d&storeId=15878&cm_mmc=%20Redirect-_-VanityURL-_-coconino.bkstr.com-_-15878

Key services:

- Buy new and used textbooks
- Rent textbooks
- Buy other school supplies and memorabilia

Career Services

Phone: 928-226-4323
Location: Student Center, Lone Tree Campus, Building 1, Rm 118, Flagstaff
Webpage: http://www.coconino.edu/career-services

What is Career Services? Coconino Community College Career Services provides students with assistance in career/major exploration, resume building, interviewing skills, job search strategies and job application assistance.

Where are we located? The Career Services office is located in the Lone Tree Campus Student Center (Room 118). Students are welcome to stop in or make an appointment at the student center desk or by calling 226-4323.

Key Services:

- Resume & Cover Letter Writing Workshops
- Interviewing Skills Workshop
- Job Search Strategies
- Career exploration and planning
- Online job board registration
- Annual Job Fairs

CCC2NAU

Phone: 928-226-4323
Location: Student Center, Lone Tree Campus, Building 1, Flagstaff
Webpage: http://nau.edu/ccc2nau/

Key Services:

- Tailored academic advising across two institutions
- Access to clubs, student organizations, athletics and university events
- Option to live on campus, purchase a meal plan, and pay for an NAU recreation center membership
- Seamless transition and transfer of credits from cross-trained advisors
- Attainment of both an associate and a bachelor degree

Disability Resources

Phone: 928-226-4323
Location: Student Center Room 115 & 103, Lone Tree Campus, Building 1, Flagstaff
Webpage: http://www.coconino.edu/dr/about-disability-resources

Key services:

- Accommodations for access to academics and college-sponsored activities
- Referrals to other resources

Educational Opportunity Centers (EOC)

Terri Beeson, Fourth Street Campus, Phone: 928.526.7602 email: terri.beeson@nau.edu
Lissa Gallegos, Lone Tree Campus, Phone: 928.526.4302 email: lissa.gallegos@nau.edu
Webpage: http://nau.edu/educational-opportunity-centers/

Eligibility:Low income & first generation college student, documented disability, veterans

Key services:

- Information on post-secondary schools nationwide
- Admissions application assistance
- FAFSA application assistance/information
- Academic/Educational counseling

- Career exploration/counseling
- GED information

Financial Aid and Scholarships

Phone: 928.226.4219
Location: Student Financial Aid and Veteran Services, Lone Tree Campus
E-mail: finaid@coconino.edu
Webpage: www.coconino.edu/finaid
Key services:
The Office of Student Financial Aid and Veterans Services is here to help students make the best decisions for funding their education. Financial Aid comes in many forms, including scholarships, waivers, grants, loans and work-study.

- Grants—need-based financial aid you do not normally need to repay
- Scholarships— need-based and merit-based financial aid you do not normally need to repay
- Loans—money you normally must repay after school
- Work-study—the Federal Work-Study program allows you to earn money for school and gain job experience; you keep your earnings just like a regular job.
- Veterans Education Benefits—for eligible students and eligible dependents of veterans

Library Services

Phone: 928.226.4369
Location: Online Research Resources, Cline Library at Northern Arizona University, Course Reserve in the Student Center, Lone Tree Campus, Building 1
E-mail: Library@Coconino.edu
Webpage: http://www.coconino.edu/library
Key services:
• Online research resources available through the CCC Library webpage
• Recommendations on books, video, audio, newspapers, or online sources
• Help in accessing NAU, County, and Page library systems
• Books and media check out and computer access through Cline Library
• Check out materials reserved for your classes through Course Reserve

Parking

Phone: (928)226-4304
Students who intend to drive and park a vehicle at CCC that are taking courses at the Flagstaff Lone Tree and Flagstaff Fourth Street campuses are required to purchase a parking permit. Permits can only be purchased at Registration and Enrollment Services at the Lone Tree campus. Complete information about parking regulations, permit application forms and instructions can be located at: http://www.coconino.edu/security.

You may notice blue lights in the parking lots at the Lone Tree campus. The blue lights are an added measure of security for students and employees. There is a call button on the pole which will contact security in case of an emergency. If security is not does not answer after a couple rings, the call will automatically forward to the police dispatcher. There are also surveillance cameras on top of them.

Student Parking Permit Price for the Academic Year 2016-17 are $51 for a single vehicle permit.

You are a student at one of the nation's safest colleges. A Federal mandate, known as the Clery Act, requires the majority of post-secondary educational institutions to collect and publish statistics of a number of crimes that occurred during the previous year. These statistics are also made public at http://www.coconino.edu/security. Review them and feel free to compare them to anyplace you want.

Passages Program

Phone: 928.226.4323
Location: Student Center, Lone Tree Campus, Building 1, Flagstaff
Webpage: http://www.coconino.edu/passages-program

Eligibility: You may be eligible if you are a single parent and/or displaced homemaker who is declared in a Career and Technical Education program.

Key services:

- Textbook loan program
- Partial financial assistance with childcare
- Academic & Career advising
- Personal goal setting and referral to community resources

Safety and Security

Phone: (928)226-4304
Location: Lone Campus and Fourth Street Campus
Webpage**:** http://www.coconino.edu/security

The college has security desks at the Flagstaff Lone Tree and Fourth Street campuses. If you are taking classes at an extension sites contact site coordinators for immediate concerns or in case of emergency contact 911. In addition, Security has identified a number of persons as Campus Security Authorities. This list includes Security and local law enforcement agencies as well as Deans, Advisors, and others. If you do not know how to reach any of these persons, contact any employee to a referral to one.

Some of the services provided by the Campus Security Officers include: safety walks to reach transportation upon request, the annual crime report per Clery Act, lost and found, parking permits, handling ticket appeals for parking or other violations, initial incident investigations, and others.

TRiO Student Support Services Program

Phone: 928.226.4323
Location: Student Center, Lone Tree Campus, Room 106, Flagstaff & online services Webpage: http://www.coconino.edu/trio

Who is eligible:

- First generation college students
- Low income students
- Students with documented disabilities

Key services:

- Academic & Career Advising
- Tutoring and supplemental instruction
- Study Skills Workshops
- Mentoring
- Transfer assistance
- Financial Aid assistance
- Financial Literacy Education

Student Activities and Campus Life

Phone: 928.226.4323
Location: Student Support Services, Lone Tree Campus, Building 1, Flagstaff
Webpage: http://www.coconino.edu/student-clubs
Key services:

- Coordinates student clubs and organizations
- Regular student forums
- Student Government and representation on committees
- Community referrals

Student clubs and organizations:

- Anime Club
- Associated Student Body of Coconino Community College (Student Government)
- Astronomy Club
- Clay Club
- Latter-Day Saint Student Association
- Native American Student Association
- Kaleidoscope Alliance
- Games Club
- Phi Theta Kappa International Honor Society
- Science Club
- Volunteer Club
- Veterans Student Association
- *If you would like to start a club please contact the Student Life Office.*

POLICY AND PROCEDURE INFORMATION STUDENTS SHOULD KNOW

The numbers in the following section refer to CCC Policies and Procedures, which can be found online at: http://www.coconino.edu/policies-and-procedures Students should be familiar with college policies and procedures but these are most commonly asked about by students:

Academic Integrity (303.11)
Academic Progress (303.12)
Attendance (303.2)
Drug/Alcohol Use (106.1)
Student Records Procedure (502.1)
Final Examinations (303.4)
Grading (303.5)
Repeating courses procedure (303.9)
Student Academic Appeals Procedure (303.6)
Placement, Proficiency and Prerequisites Procedure (501.4)
Refunds (208.1)

STUDENT CODE OF CONDUCT/GRIEVANCE/APPEALS PROCEDURES

The numbers in the following section refer to CCC Policies and Procedures, which can be found online at: http://www.coconino.edu/policies-and-procedures

Policy 503 Student Code of Conduct
http://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/503-00.pdf

503-01 Student Code of Conduct Procedure
http://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/503-01.pdf

503-02 Student Discipline Procedure
http://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/503-02.pdf

503-03 Disruptive Behavior in Classroom Procedure
http://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/503-03.pdf

COLLEGE COMPLIANCE INFORMATION

Colleges participating in federal student aid programs are required to make certain information available to all students and staff. Coconino Community College has compiled the required information at http://www.coconino.edu/details/compliance-information in accordance with federal law. We provide this compliance information via email distribution each semester and on the back page of the Schedule of Classes which is mailed to Coconino County residents.
College Compliance Information includes:

- Accreditation
- Affirmative Action/Equal Employment Opportunity
- Americans with Disabilities Act (ADA)
- Campus Security Act and Crime Report
- Carl Perkins Career and Technical Education Act
- College Navigator School Profile for CCC
- Completion/Graduation Rate Report
- Consumer Information
- Copyrighted Material, Illegal Downloading and Peer to Peer file sharing procedure
- Core Values
- Directory Information
- Diversity of the Student Body
- Drug-Free College
- Family Educational Rights and Privacy Act (FERPA)
- Financial Aid
- Financial Aid Ability to Benefit
- Financial Aid Administrative Capability
- Financial Aid available at CCC and how to apply
- Financial Aid Award Adjustments
- Financial Aid Bookstore Vouchers
- Financial Aid Cost of Attendance
- Financial Aid Disbursement
- Financial Aid Fraud, Waste and Abuse Procedure
- Financial Aid Free Application for Federal Student Aid FAFSA
- Financial Aid Return of Title IV Funds Calculation
- Financial Aid Return of Title IV Funds Calculation Sample
- Financial Aid Satisfactory Academic Progress Policy
- Financial Aid Student Loan Cohort Default Rate
- Financial Aid Student Responsibilities
- Gainful Employment Disclosures
- Governmental Accounting Standards
- Harassment and Discrimination
- Health Insurance Portability and Accountability Act (HIPPA)
- Holidays
- Human Subjects in Research
- Institutional Effectiveness and Assessment of Student Learning

- Lobbying Information
- Mission
- Net Price Calculator
- Occupational Health and Safety/ Environmental Safety and Hazardous Materials
- Plans for Improving Academic Programs
- Red Flag Rules and Identity Theft Program
- Reporting Mandates
- Retention Rates
- Sanction Agencies
- State Authorization
- Strategic Goals
- Student Code of Conduct
- Student Complaints
- Student Right to Know and Campus Security Act
- Student Identification Number
- Textbook Pricing Information
- Timely Warning of Emergencies
- Title IX Coordinator: Sex Discrimination, Harassment, and Assault
- Transfer of Credit
- Verification of Student Identity
- Vision
- Voter Registration

You may request a printed copy of Coconino Community College's compliance and consumer information by writing the Office of Student Financial Aid, 2800 S. Lone Tree Rd. Flagstaff AZ 86005 or by stopping by the Office of Student Financial Aid. You may also print them from http://www.coconino.edu/details/compliance-information