



# Student Handbook

## 2018 - 2019

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## GENERAL INFORMATION

Coconino Community College was founded in 1991 and serves the citizens of the second largest county in the United States, spanning more than 18,000 square miles. The College has two campuses in Flagstaff and an instructional site in Page CCC reaches some of the most remote stretches of Arizona with online services. The College offers more than 60 degrees and certificates and serves nearly 8,500 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

### Strategic Plan

A total of four goals were developed for the 2016-2020 Strategic 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](mailto:President@coconino.edu) or 928-226-4217.

## Coconino Community College Locations

For campus maps visit: <https://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: <https://mountainline.az.gov/>

## ADMINISTRATION

Kimberly Batty-Herbert  
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[Isabella.Zagare@coconino.edu](mailto:Isabella.Zagare@coconino.edu)

## ACADEMICS

### College Catalog

Website: <https://www.coconino.edu/catalog>

The Coconino Community College Catalog is a source of college-wide information related to academic programs, course descriptions, admission information, academic standards and procedures, college compliances, and more. Current and archived Catalogs are retained and can be viewed on the CCC website.

### Class Schedule

Website: <https://www.coconino.edu/schedule>

The class schedule is only available online and provides information for classes offered at all campuses and locations.

### High School Programs

Website: <https://www.coconino.edu/hs2ccc>

Coconino Community College's HS2CCC programs prepare high school students to think critically, solve problems, ask questions and connect to meaningful educational pathways. Students can earn college credit for courses, earn credit towards their college degree while still in high school, and prepare for a certificate, degree or career after high school graduation. Visit the website to learn about Dual Enrollment, CAVIAT and Concurrent Enrollment programs and this exciting opportunity!

### Register for Courses

Register Online using the myCCC Student Portal: <https://myccc.coconino.edu>

Students can register online through the CCC student portal 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 by logging into myCCC – <https://myccc.coconino.edu>

The college also offers a tuition payment plan called CASHNET, you can enroll in the payment plan by logging into your student account, selecting “pay your bill” and then selecting “Setup Payment Plan or Make Payment – CASHNET”.

For all other payment information please visit: <https://www.coconino.edu/student-accounts>

### Academic Calendar 2018 - 2019

Visit the Registration page for the most up to date Academic Calendar:

<https://www.coconino.edu/registration>

## STUDENT TECHNOLOGY

### Comet ID and Password

All CCC students are generated a Comet ID and password to access various CCC online resources and computers on campus. The Comet ID is 5 characters, starting with your initials (example: AB123) with the default password being your 6-digit D.O.B. (MMDDYY).

To find your Comet ID:

1. Visit this website: <https://www.coconino.edu/help-desk>
2. The Comet ID finder will be listed under the FAQ section.
3. You will need the @ID that was given at the time of registration to search for your Comet ID.

Comet ID passwords can be reset through the myCCC student portal. Step-by-step instructions on how to use the password reset tool are available at: <https://www.coconino.edu/password-information>

### Computers and Internet Use

Student computer labs are located at the Lone Tree and Fourth Street campuses in Flagstaff as well as at the Page campus.

#### Key services

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

Students are required to adhere to Coconino Community College's computer usage policy. To read our policy visit the following link:

<https://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, Self Service Banner, Gmail (Student Email), 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.

### Student Email Account

To log into your student email account:

1. Visit this website: <https://myccc.coconino.edu>
2. Use your Comet ID and password to login this website.
3. Log into 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](mailto:ABXYZ@students.coconino.edu))

## Online Student Information

To access your online student information, 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 928-226-4357, or [its.helpdesk@coconino.edu](mailto: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>

## Zoom Courses

Some courses are offered through Zoom. 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 Zoom course, contact the Help Desk at 928-226-4357 or your site coordinator.

## STUDENT SERVICES

### Academic Advising

Webpage: <https://www.coconino.edu/advising>  
Student Development Office: 928-226-4323  
Email: [Reception@coconino.edu](mailto:Reception@coconino.edu)  
E-Advising: <https://www.coconino.edu/advising-form>  
Page Campus: 928-645-6691

Academic Advising is coordinated through Student Development & Community Engagement at the Flagstaff Lone Tree Campus. Students can schedule an appointment with an advisor (preferred method) by calling the reception desk at 928-225-4323 or logging in their Starfish account located in the MyCCC student portal.

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 Student Development reception desk to request a meeting with a Peer Advisor.

Students taking courses at the Page Campus should contact the Student Development Coordinator at the Page Campus (928-645-6691) for advising or utilize distance advising services coordinated through the Lone Tree Campus.

Students taking courses at extension sites should call the Student Development Office for assistance.

## **Adult Education**

Phone: 928-526-7639

Email: [AdultEd@coconino.edu](mailto:AdultEd@coconino.edu)

Locations: Fourth Street Campus, Page Campus, Tuba City Public Library

Webpage: <https://www.coconino.edu/adult-education>

## **GED Prep Classes**

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.

## **Bookstore**

Phone: 928-226-4360

Email: [Coconino@bkstr.com](mailto:Coconino@bkstr.com)

Location: Lone Tree Campus, Commons, Flagstaff

Webpage: <https://www.bkstr.com/coconinoccstore/home>

## **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, Flagstaff

Webpage: <https://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 120). Students are welcome to stop in or make an appointment at the student center desk or by calling 928-226-4323.

## 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: 928-226-4257

Location: Student Center, Lone Tree Campus, Building 1, Flagstaff

Webpage: <https://nau.edu/ccc2nau>

## Key Services

- Tailored academic advising across two institutions
- Transfer pathways indicating courses that can be taken at CCC
- Access to clubs, student organizations, athletics and university events
- Options to live on NAU's 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
- Scholarships for 2NAU students at both CCC and NAU

## Disability Resources

Phone: 928-226-4323

Location: Student Center Room 115 & 103, Lone Tree Campus, Building 1, Flagstaff

Webpage: <https://www.coconino.edu/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](mailto:Terri.Beeson@nau.edu)

Webpage: <https://nau.edu/educational-opportunity-centers>

Lissa Gallegos

Lone Tree Campus

Phone: 928-226-4302

Email: [Lissa.Gallegos@nau.edu](mailto:Lissa.Gallegos@nau.edu)

## 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

## TRiO Student Support Services Program

Phone: 928-226-4323

Location: Student Center, Lone Tree Campus, Room 106, Flagstaff & online services Webpage: <https://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: <https://www.coconino.edu/student-clubs>

### Key service

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

### Student clubs and organizations

- Anime Club
- Anthropology Club
- Associated Student Body (Student Government)
- American Sign Language Club
- Clay Club
- Native American Student Association
- Kaleidoscope Alliance
- Games Club
- Phi Theta Kappa International Honor Society
- Outdoor Club
- Science Club
- Veterans Student Association
- *If you would like to start a club please contact the Student Life Office.*

## FINANCIAL AID AND SCHOLARSHIPS

Phone: 928-226-4219

Location: Student Financial Aid and Veteran Services, Lone Tree Campus

E-mail: [FinAid@coconino.edu](mailto:FinAid@coconino.edu)

Webpage: <https://www.coconino.edu/financial-aid>

### 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 scholarship monies you do not normally need to repay
- Loans—money you must repay
- 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

Due to new federal regulations, we are no longer able to accept student documents through email or fax. Please visit <https://www.coconino.edu/upload> to securely upload documents for processing. After reading through the secure upload directions, click on “I agree to the information listed above and need to upload a document”, choose the department in which you need to submit documents, then fill out your information and attach your file. Once the file is received, your document will be processed within 1-2 business days. If you have any issues uploading your document, please contact the IT Help Desk at 928-226-4357.

## 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, and Room 417 Lone Tree

E-mail: [Library@coconino.edu](mailto:Library@coconino.edu)

Webpage: <https://libraryguides.nau.edu/cc>

### Key services

- Online articles, books, and other resources available through the CCC Library webpage
- Research consultations and on-demand help from the CCC librarian
- Physical library access through Cline Library, including laptop loans, a MakerLab, and more.

## SECURITY

Phone: 928-226-4304

Location: Lone Campus and Fourth Street Campus

Webpage: <https://www.coconino.edu/security>

The college has security desks at the Flagstaff Lone Tree and Fourth Street campuses. If you are taking classes at 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.

## Parking

Phone: 928-226-4304

Students who intend on driving and parking a vehicle or motorcycle at CCC will need to purchase a parking permit. Students must be currently enrolled in classes at the Flagstaff Lone Tree and Flagstaff Fourth Street campuses. Students may purchase their parking permits online through their student portal, in person at the Student Accounts desk on the Lone Tree campus or at the registration desk on the Fourth Street campus. Students that purchase their parking permits online through their student portal should bring a printed receipt to Security or to Student Accounts to receive their parking permit. Complete information about parking regulations, permit application forms and instructions can be located at; <https://www.coconino.edu/security>.

Student Parking Permit Price for the Academic Year 2018 - 2019 are \$60 for a single vehicle permit.

## Safety

You may notice blue poles with blue lights mounted on top 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. There are also surveillance cameras on top of them.

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 <https://www.coconino.edu/security>. Review them and feel free to compare them to any place you want.

## Lost and Found

### General Information

If you have lost an item on campus, you may contact the Coconino Community College Security at 928-226-4305 for Lone Tree or 928-526-7611 for Fourth Street or 928-645-3987 for Page, during open business hours.

### What Should I Do With An Item That Is Found?

If an item is found on campus, it should be turned in to the Coconino Community College Security Department's Lost and Found.

### **Items Maintained In Lost And Found Include**

- Books, notebooks, and planners
- Sunglasses and prescription eyewear
- Cellular phones
- Keys
- Backpacks
- Jewelry
- USB's
- Computer equipment and accessories
- Music playing devices
- Wallets, driver's licenses, identifications
- Other miscellaneous valuables

### **Items Not Accepted**

Items we do not accept in lost and found due to sanitary, safety, and biohazard reasons:

- Any type of clothing, including coats, jackets, hats, uniforms, and shoes, regardless of value
- Food or any food and drink containers
- Any items containing liquids or gel-like substances or items which could leak or melt
- Any items which present a sanitation risk (soiled)
- Any broken items
- Medications
- Syringes
- Pepper spray or other similar substances
- Any items which are sharp and could be hazardous to staff
- Paperwork (i.e. homework) which does not appear to be an official document

### **Unclaimed Items**

Items are maintained for 90 days before disposition. Unclaimed high valued items may be turned over to the Flagstaff Police Department. Any other items may be donated, recycled or disposed of.

### **Claiming Items**

When claiming an item, a valid governmental photo identification card/driver's license or CCC student identification card is required. Property will not be released to anyone without valid identification. The property owner must be able to identify the item and be picked up in person.

Coconino Community College is not responsible for lost items being returned or items claimed by other than its rightful owner.

## **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: <https://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 Dishonesty Procedure (303-11)
- Academic Progress Procedure (303-12)
- Attendance Procedure (303-02)
- Drug- and Alcohol-Free Workplace Procedure (106-01)
- Student Records Procedure (502-01)
- Final Examination Procedure (303-04)
- Grading Procedure (303-05)
- Repeating Courses Procedure (303-09)
- Student Academic Appeals Procedure (303-06)
- Placement, Proficiency and Prerequisites Procedure (501-04)
- Refund Procedure (208-01)

## **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: <https://www.coconino.edu/policies-and-procedures>

- Policy 503 Student Code of Conduct  
<https://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/500-599/503-00.pdf>
- 503-01 Student Code of Conduct Procedure  
<https://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/503-01.pdf>
- 503-02 Student Discipline Procedure  
<https://www.coconino.edu/resources/files/pdfs/presidents-office/policies-and-procedures/500-599/503-02.pdf>
- 503-03 Disruptive Behavior in Classroom Procedure  
<https://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 <https://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
- Constitution Day
- 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 Coursework in Program of Study
- Financial Aid Deadline for file completion and verification
- 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 for withdrawn students
- Financial Aid Return of Title IV Funds Calculation Sample
- Financial Aid Leave of Absence Information
- Financial Aid Overpayments and Loss of Eligibility for Title IV Aid
- 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 Rate
- 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 <https://www.coconino.edu/details/compliance-information>