

# STUDENT SERVICES

Central Oregon Community College offers a variety of academic and support services designed to foster student success.

## Academic Advising (CAP Services)

CAP Services (Career, Academic, and Personal counseling) and full-time faculty provide academic advising, which helps students to achieve educational goals and to be self-reliant in understanding college policies and practices. Advising requirements exist to support this purpose.

Before registering for classes, new certificate- and degree-seeking students and students who have attended the College for less than a year participate in small-group advising sessions. After the first advising session, students are assigned an advisor in their declared major and emailed the advisor's contact information. Students are required to meet with their advisor to develop academic and career plans before the next term's registration. All certificate- and degree-seeking students are required to meet with their advisor at least once a year.

The College provides GradTracks, an online tool, to help students and their academic advisor track progress toward graduation. GradTracks allows students to see how completed courses are applied toward their certificate or degree and identifies requirements and courses still needed to graduate. Students can use GradTracks to explore other certificate and degree options. Students can access GradTracks by logging on to their [Bobcat Web Account](#), selecting *Student Services and Financial Aid*, and clicking on the GradTracks link. Students must be taking credit classes in order to view information in GradTracks.

Students are responsible for monitoring their advising requirement and for completing the advising steps. Students should schedule advising appointments well in advance of registration. Students can find their assigned advisor's name and contact information and check advising requirements for an upcoming term by logging into their [Bobcat Web Account](#). After logging in to Bobcat Web Account, select *Student Services and Financial Aid, Registration*, and then *Can I Register for Credit Classes?*

Students may request a specific advisor or a change in advisors if they change their major. Students not seeking a certificate or degree are not required to meet with an advisor but are welcome to meet with a CAP Services advisor. Contact CAP Services at 541-383-7200 or stop by Cascades Hall for advising options.

## Associated Students of COCC (ASCOCC)

[ASCOCC](#) provides students with opportunities for governance, advocacy, and social programming. The council allocates student fees, appoints students to campus governing committees, advocates for the entire student body, and provides diverse social and educational programs and services. The ASCOCC council offers a limited number of paid positions each year.

Contact ASCOCC at 541-383-7595 or visit the [ASCOCC website](#) to find out about current activities and how to get more involved with the student council.

## Bobcat Web Account

Students use their online [Bobcat Web Account](#) to access account information, including balances, financial aid, registration, degree requirements, student ID, personal contact information, etc.

## Bookstore

The campus bookstore, located in Newberry Hall on the Bend campus, sells textbooks and course materials, program-related clothing and supplies, art and ceramic materials, school supplies, and convenience food and beverages. Textbooks, merchandise, and digital materials can be ordered 24 hours a day from the [bookstore website](#) for both campus pickup or shipping. Online orders can be sent to the Redmond campus for pickup at no additional charge. For more information or to place an order, visit the [bookstore website](#) or call 541-383-7570.

## The Broadside

[The Broadside](#) is a student-operated news source serving the College and the greater community and provides online news and occasional print pieces. The Broadside Online serves as a campus communication link among students, faculty, staff, and other readers; informs Central Oregon Community College community members of news, campus events, and other topics of importance and general interest; provides a forum for free and open exchange of ideas and opinions; and provides an innovative learning experience in a laboratory environment which emulates that of a professional news source.

Each year The Broadside offers dozens of student employment opportunities in reporting, editing, design and layout, multi-media communications, photography, and journalism leadership. All students are welcome to apply for the paid positions. For more information, call The Broadside at 541-383-7252 or [send an email \(thebroadside.cocc@gmail.com\)](mailto:thebroadside.cocc@gmail.com).

## Campus Public Safety

The department of Campus Public Safety provides 24/7 patrol and response services with state-certified public safety officers. Officers respond to calls for assistance, crime reports as campus security authorities, traffic accidents, safety escorts, policy violations, medical emergencies and also enforce parking, traffic, and policy regulations. The department provides information on crime prevention and personal safety. Crime statistics and annual reports are available on the [campus public safety website](#) or by calling the the Campus Public Safety office. Please report all incidents to the department at the numbers below. Active emergencies should be reported first to 911; then call the appropriate number. Campus Public Safety can be reached 24 hours a day, seven days per week at 541-383-7272; dial ext. 7272 from campus phones.

All students who park on campus must register their vehicles and display registration decals. Parking, traffic, and other regulations are detailed in the parking and traffic regulations handbook available (along with registration decals) in the Boyle Education Center at either the Campus Public Safety office or in the Information Office. There is no charge for parking permits. Certain parking areas on campus are reserved for guests, carpool commuters, staff, and vehicles displaying valid disabled parking decals.

Appropriate emergency preparedness and response to critical incidents on campus is a cornerstone of the College's safety program. Emergency incident response directions and phone numbers are posted in classrooms. Emergency assistance phones and towers are located

throughout campus and connect directly Campus Public Safety 24 hours a day, seven days a week.

Prevention training opportunities are offered throughout the year to provide students and staff with information on active violence, emergency preparedness, self-defense, and more. These programs are advertised through email communications, ASCOCC, and other media. The College's emergency preparedness and response plans and directions are located on the [public safety webpage](#).

## Career Services

[Career Services](#) assists students with career planning and exploration, developing job search skills, and finding employment, including Work-Study placement. Local employers can use these services to recruit students and graduates who have specialized knowledge and skills needed in today's workplace. Career Services is part of CAP Services, located in Cascades Hall, and offers personal appointments, print-based and web-based resources, and workshops for students and alumni. Call CAP Services at 541-383-7200 or visit the [CAP Services website](#) for more information.

## Club, Intramural Sports, and Recreation Programs

[Club, intramural sports, and recreation](#) programs offer a wide range of traditional and nontraditional sports and recreational activities along with special events and tournaments for people of all interests and abilities. The spacious [Mazama](#) complex features top-flight sports and recreation facilities.

Club sports provide opportunities for competition against other schools, skill development, leadership, and recreation. Students organize clubs with guidance from coaches, students, faculty, staff, and community members. Current clubs include baseball, rugby, soccer (indoor and outdoor), and individual sports.

Organized intramural activities are available at convenient times for students, faculty, and staff. The emphasis is on having fun, making friends, and staying fit. Some activities feature friendly competition while others are purely recreational. Activities include basketball and volleyball leagues, running club, indoor soccer, outdoor soccer, day hikes, dodgeball tournaments, flag football, golf tournaments, spikeball, running events, softball (coed), kickball, whiffle ball, swimming, table tennis, tennis, and pickleball.

The College promotes lifetime fitness for everyone. Facilities are available for drop-in use throughout the week for a small per-term fee. Informal recreational activities and organized sports are available to all students. Passes for local recreation facilities (swimming, ice skating, and bowling) are available to students at no cost. Call 541-383-7794 or visit the [Student Life website](#) for more information.

## Clubs

[ASCOCC](#) offers many opportunities for students to participate in campus clubs. Clubs must involve at least four current students, have a faculty or staff advisor, and create a budget. Contact ASCOCC at 541-383-7595 or visit the [ASCOCC website](#) for more information.

## Computer Labs

The College offers computing resources to students registered in its credit or Continuing Education classes.

[Drop-in computer labs](#) are located on the Bend campus in the Barber Library, Pioneer Hall, Boyle Education Center and on the Redmond Campus in Building 3 and the Redmond Technology Education Center. Additionally, the Madras and Prineville campuses have drop-in and scheduled computer labs. There are computer labs specific to math, networking, computer-aided drafting and design, science and geographic information systems on the Bend campus and additional computer classrooms located on all campuses. Student workers staff all drop-in computer labs and offer assistance.

Computers use the Windows operating system, most Microsoft Office programs, and course-specific programs. Drop-in labs are equipped with black-and-white and color laser printers, flatbed scanners, and adaptive workstations. All non-classroom printing requires a pay-to-print fee. Payment is made with a student ID card or a print card purchased in computer labs.

## Copy Center and Mail Services

The Copy Center, located in the bookstore in Newberry Hall on the Bend campus, is a limited-service copy center. Services include standard black-and-white and color copies as well as general mail services, including UPS. For more information about the Copy Center or mail services, call 541-383-7706.

## Counseling

[Professional counselors](#) are available at no charge to help students identify and resolve personal issues. Counselors can help with stress management, depression, test anxiety, eating disorders, substance abuse, relationship issues, or any other problems that affect college success. All students enrolled in at least one credit or in Adult Basic Skills/English Language Learning courses are eligible to receive short-term counseling at no charge. For more information, visit the [CAP Services website](#). Counseling appointments are confidential and can be made through CAP Services in Cascades Hall or by calling 541-383-7200.

## Email Account

The College provides qualifying students with an email account and [Microsoft Office 365](#). The College communicating with students primarily through COCC email. This includes billing statements, communication from faculty, registration and wait list information, and important announcements. Students should regularly check their COCC email account.

To access a COCC student email account, click the Web Email icon on the [student login page](#).

Information about COCC email accounts, including and instructions for activation, are emailed to students' personal email address listed on the college application.

## Food Service and Catering

Quality food service is available on the Bend campus in Coats Campus Center. For details on prices and options, visit the [food service website](#) or contact the Sodexo general manager at 541-330-4389.

## Health Insurance

Central Oregon Community College does not offer student health insurance nor does the College does require students to have health

insurance coverage in order to enroll in courses or to participate in related activities and events.

Students are responsible for their own health insurance coverage. The College does not have a student health clinic on campus. Limited health services are available for free or at a reduced cost in the local community. Links to health resources in the community are available on the [student health insurance webpage](#).

## Housing - On Campus

[Wickiup Residence Hall](#) houses 330 students each year in a co-ed, academically focused, on-campus housing environment. It is centrally located near Barber Library, Mazama Gym, and the Coats Campus Center and offers four-person suites with either two double bedrooms or four single bedrooms. Each suite includes a common living space, shower, and bathroom shared by suitemates. Amenities include WiFi, laundry room, community kitchen, study lounges, recreational facilities, and a full meal plan. Contact [Housing and Residence Life](#) at 541-383-7545 for more information.

Space in Wickiup Residence Hall is limited. Students seeking accommodations are encouraged to submit a housing application at their earliest convenience. All paperwork and deadlines are available online. Upon completing a housing application, students must be prepared to pay a housing application fee. To guarantee a space in the hall, students need to sign a housing agreement and pay a security deposit and down payment. The room and board rates for the 2021-22 academic year (Fall, Winter, Spring terms) are:

Room	Starter <sup>1</sup>	Basic <sup>2</sup>	Standard <sup>3</sup>	Preferred <sup>4</sup>
<b>Double room</b> (per term)	\$3,853	\$3,914	\$4,053	\$4,193
Total (Fall, Winter, Spring terms)	\$11,559	\$11,742	\$12,159	\$12,579
<b>Single room</b> (per term)	\$4,880	\$4,941	\$5,080	\$5,220
Total (Fall, Winter, Spring terms)	\$14,640	\$14,823	\$15,240	\$15,660

<sup>1</sup> 7 meals per week/\$500 flex cash per term

<sup>2</sup> 9 meals per week/\$400 flex cash per term

<sup>3</sup> 14 meals per week/\$200 flex cash per term

<sup>4</sup> 19 meals per week, \$100 flex cash per term

## Housing - Off Campus

Availability of off-campus housing varies from season to season and year to year. The Student Life office accepts postings electronically on its website from the community for off-campus housing opportunities. Available housing options include apartments for rent, rooms for rent in homes, and homes for rent.

To view current submissions, visit the [off-campus housing website](#), which also provides other community resources that may be helpful in locating off-campus housing. The College provides this information as a service to students; however, it does not assume responsibility for screening rentals.

## Latinx Program

The [Latinx program](#) assists in the recruitment, retention, and academic success of immigrant and native Latinx students. The program coordinator assists students to meet their educational goals and to contribute to the campus community. The coordinator advises the Latinx club with planning and implementation of relevant educational programs and social activities.

For more information, in English or Spanish, contact the Latinx program coordinator at 541-318-3726 or visit the [Latinx program website](#).

¡AVANZA! (Moving Forward!) Latinx college preparation program encourages Latinx youth to graduate from high school, to pursue higher education, and ultimately to obtain a rewarding career and contribute to their communities. The program offers a dynamic curriculum that integrates leadership, college preparation, and culturally relevant themes for Latinx students.

For more information, contact the ¡AVANZA! program coordinator at 541-318-3717 or visit the [¡AVANZA! program website](#).

## Library

The three-story, 72,000-square-foot [Barber Library](#) opened in March 1998 and serves students, faculty, and staff of all Central Oregon Community College campuses.

The Barber Library collection features hundreds of thousands of full-text research articles from more than 100 scholarly electronic resources and databases, a local collection of about 70,000 print and audiovisual materials, subscriptions to thousands of streaming videos, and access to millions of items, including e-books, via the Orbis Cascades Alliance consortium. Students, faculty, and staff can check out technology, including hotspots, laptops, tablets, cameras, and e-book readers. The library is a selective depository for U.S. federal documents.

Current, credit-enrolled students, faculty, and staff can access the library's electronic resources off campus 24 hours a day, seven days a week. In addition to the rich collection of information resources, research help is available to all patrons in person, on the phone, by email, and through chat. Barber Library has an active instructional program for the development of information literacy skills, including the offering of credit courses, information literacy sessions via other courses, and research support services, such as Book-a-Librarian.

The College is a member of the Orbis Cascade Alliance, a consortium of academic libraries in the Northwest that provides services such as Summit borrowing and database licensing opportunities. Current, credit-enrolled students, faculty, and staff may search for and place requests on more than 30 million Summit items accessible via the [library webpage](#). Materials are delivered for pickup at the library circulation desk and all COCC campuses within a few business days.

The library's information commons has more than 40 computers, and WiFi is available throughout the building for students, faculty, staff, community patrons, and campus visitors. Group study rooms, quiet study areas, and comfortable seating are available for study space.

Each year the Barber Library hosts art exhibitions and literary events in the Rotunda Gallery.

## Diversity and Inclusion

The Office of Diversity and Inclusion promotes the development of a respectful and inclusive campus community by sponsoring cultural events, educational programs, and trainings.

The [Multicultural Center](#), located in Room 217, Coats Campus Center, fosters cross-cultural understanding and respect by providing a welcoming setting for learning, sharing, and connection. For more information, contact the director of diversity and inclusion at 541-383-7412 or visit the [Diversity and Inclusion website](#).

## Native American Program

The Native American program focuses on recruitment and retention of Native American and Alaska Native students. The program coordinator offers students individual support as they navigate aspects of college. As the advisor to the First Nations Student Union club, the coordinator supports club members by assisting with scholarships, helping to plan Native American Heritage Month activities, and organizing the annual salmon bake.

The [Good Road](#) is a college preparation program for Native American high school students that encourages Native American youth to graduate from high school, to pursue higher education, and ultimately to obtain a rewarding career and contribute to their communities. The program offers a dynamic curriculum that integrates leadership, college preparation, and culturally relevant themes for Native American students.

For more information, contact the program coordinator at 541-330-4369 or visit the [Native American program website](#).

## Network Account

The student network account is a free account that permits students to connect to the College's computer network. Once logged on to college computers, users find their personal folder (identified with their name) on the desktop. Each personal folder contains 200 MB of space students can use for storage when on COCC's campuses. Additionally, students have document storage and resources available through [Microsoft Office 365](#). Students are responsible for reading and adhering to the [Acceptable Use of Technology Resources policy](#).

## Public Transportation

Cascades East Transit offers local transit service throughout the region for the general public. For more information, visit the [Cascades East Transit website](#).

The College offers a discounted bus pass. Students can purchase a monthly regional or a monthly community connector pass at a discounted rate. Passes may be purchased at the Information Desk located in Boyle Education Center. Passes are also available at the Redmond, Madras, and Prineville campuses. For more information about the discount program, please call Student Life at 541-383-7590.

## Services for Students with Disabilities

The College strives to provide the opportunity for an excellent and rewarding education to all students. The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 provide federal guidelines that help the College ensure equal access to students who have qualifying, documented disabilities. The College is committed to making physical facilities and instructional programs accessible to all students. Awareness of students' needs and goals helps to create an

atmosphere in which learning and growth can occur. Faculty and staff are encouraged to refer students for consultation and determination of eligibility. For more information, visit the [Services for Students with Disabilities website](#) or the office in the lower level of the Barber Library.

## Student Life

Participation in campus activities beyond the classroom is encouraged in order to complement college academic programs and to enhance students' educational experiences. Through exposure to and participation in intellectual, vocational, cultural, recreational, and social programs, students may explore their potential as individuals and develop meaningful relationships with others. For more information, contact the Office of Student Life in the Coats Campus Center at 541-383-7590 or visit the [student life website](#).

## Study Abroad

The College seeks to provide opportunities for students to study abroad while earning COCC transfer credit. Visit the [Study Abroad website](#) for specific offerings.

Programs include Spring Quarter in Barcelona where students experience Spanish life, language, and culture while living and studying in bilingual Barcelona, the heart of Catalonia. Students live in shared apartments among other international students while enjoying a seaside temperate climate in the home of Gaudi's fanciful art and architecture.

For questions about the Study Abroad program, contact [Sara Henson](#) ([shenson@cooc.edu](mailto:shenson@cooc.edu)) at 541-330-4357.

## Transcripts

The College contracts with the National Student Clearinghouse for transcript orders. Official or unofficial transcripts are requested through the [National Student Clearinghouse](#) or by submitting the [transcript request form](#) by email, Postal Service mail, or fax to Admissions and Records. The National Student Clearing House link, the Transcript Request form, and additional information can be found on the [transcript request webpage](#).

### Processing Fees

National Student Clearinghouse	\$7 per transcript
COCC Transcript Request Form	\$7 per transcript

### Transcript Request Notices

- Transcripts may be requested in advance and held until after grades and/or degrees are posted.
- For OSU-Cascades students in the Degree Partnership program, official transcripts will be available between COCC and OSU-Cascades at no charge to the student.
- Current students may view unofficial transcripts at no cost in their [Bobcat Web Account](#). Former students need to use the [National Student Clearinghouse](#).
- Non-credit transcripts can only be requested using the transcript request form.
- Transcripts will not be processed during the first week of term.
- The College reserves the right to withhold transcripts from students who are in debt to the institution.

## Tutoring and Testing Center

The [Tutoring and Testing Center](#) is located in the lower level of the Barber Library. Math tutoring is in the Barber Library and on the northern campuses. Science tutoring occurs in the Science Hall in Bend and on the Redmond campus. The Writing Center is in the lower level of the library, and writing tutors are located on all four campuses. World languages tutoring is in Ochoco Hall. Tutoring schedules and hours of operation are on the [tutoring and testing website](#). Proctored testing is available at the Bend campus and to a more limited degree on the Redmond, Madras, and Prineville campuses. For current services and schedules, see the [Tutoring and Testing](#) page.

### Tutoring

Tutoring services are free to students for the courses in which they are currently enrolled. Drop-in tutoring is available for math, writing, sciences, world languages, business administration, computer science, social sciences, and career and technical education subjects. Tutoring is conducted on both an individual and a group basis. Tutor-led study groups are also an option for science and calculus classes. Resources include printed materials, textbooks, computers, and graphing calculators. Science tutoring is held primarily in the science building in room 130. The Writing Center encourages students to bring their writing assignments for one-on-one help with any stage of the writing process. Online tutoring is available through the Western eTutoring Consortium and accessed via the department's website.

### Testing

The Testing Center serves a diverse constituency of students and community members. A charter member of the [Consortium of College Testing](#) and a certified [PearsonVUE](#), Certiport, and CLEP site, the Testing Center's mission is to provide opportunities for Central Oregonians to obtain academic, professional, and standardized testing locally. GED testing for the region is also available via the PearsonVUE Testing Center on the Redmond campus in Building 1 and in the Bend campus testing center. For a current list of tests offered, visit the [Tutoring and Testing Center's website](#). For more information about tutoring and testing services, contact the Tutoring and Testing Center at 541-383-7539.