

STUDENT SERVICES

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

Academic Advising (CAP Services)

Academic advising at COCC is provided by CAP Services (Career Services, Academic Advising, and Placement) and faculty members in each department. The purpose of academic advising is to guide students to achieving educational goals and to help students become self-reliant in understanding college policies and practices. Various advising requirements are in place to support this purpose.

Before registering for classes, new certificate-and-degree seeking students are required to attend an advising session. After the first advising session, students are assigned an advisor in their declared program and emailed the advisor's contact information. Students are required to meet with their advisor to develop long-range academic and career plans before the next term's registration. Students are required to meet with their advisor at least once a year, although the advisor may require the student to meet more frequently depending on the student's situation.

COCC provides an online tool, GradTracks, to help students and their academic advisor track progress toward graduation. GradTracks allows students to see how completed courses are applied toward their declared certificate and degree options. Students can access GradTracks by logging on to their [Bobcat Web Account](#) and selecting the Student Tab; clicking on the Student Registration card and then click on the GradTracks card. Students must take credit classes to view information in GradTracks.

Students are responsible for monitoring their advising requirement and for completing 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 the Student tab; Student Registration and then Registration Status.

Students may request a specific advisor or a change in advisor 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.

AfroCentric Programs

The Afrocentric Program focuses on the recruitment, retention, and holistic support of self-identifying Black and Afrocentric students. The program coordinator offers students individual support as they navigate aspects of college. As the advisor to the Afrocentric Studies Club, the coordinator supports club members by assisting with scholarships, helping to plan Black History Month activities, and helping to organize a variety of events throughout the year.

L.E.A.D (Legacy Education for Afrocentric Development) is a college preparation program for Afrocentric high school students and allies that encourages them 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 Afrocentric students.

For more information, contact the program coordinator at 541-330-4376 or visit the [Afrocentric Student](#) page.

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, including a food bank open to all students on each campus. The ASCOCC council offers a limited number of paid positions each year.

Contact ASCOCC at 541-383-7595 or visit the [ASCOCC](#) page 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 identification, personal contact information, etc.

Bookstore

The campus bookstore, located in Newberry Hall on the Bend Campus, sells textbooks and digital course materials, program-related clothing and supplies, art and ceramic materials, school supplies, as well as COCC logo clothing, stickers, and souvenirs. The bookstore also offers a variety of food and beverages. Textbooks, digital materials and merchandise can be ordered from the [Campus Bookstore](#) page for Bend Campus pickup or direct shipping. Online orders can be sent to the Redmond Campus for pickup at no additional charge. The bookstore is open Monday through Friday from 8:30 A.M. to 5:00 P.M.. 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](#) (broadsidemail@cocc.edu).

Campus Safety

The department of Campus Safety provides patrol and response services with state-certified safety specialists. Specialists respond to calls for assistance, crime reports as campus security authorities, traffic

accidents, safety escorts, policy violations, medical emergencies parking enforcement. The department provides information on crime prevention, personal safety, and emergency management. Crime statistics are available on the [Campus Safety](#) page or by calling the the Campus 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 Safety can be reached at 541-383-7272; dial extension 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 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 Deschutes County 911 or Campus Safety.

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 [Campus Safety](#) page.

Career Services

[Career Services](#) assists students with career planning and exploration, developing job search skills, and searching employment opportunities, 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](#) page for more information.

Club and Intramural Sports and Recreation

Club and Intramural Sports and Recreation offers 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 goal is to provide opportunities for fun, fitness, and friendship through sports and recreation. The spacious [Mazama](#) complex features top-flight sports and recreation facilities.

[Club sports](#) provide opportunities for leadership development and high-level competition. Students organize clubs with guidance from coaches, faculty, staff, and community members. Current club sports include baseball, rugby, soccer, mountain biking, and track and field.

[Intramural activities](#) are organized at convenient times for students, faculty, and staff. Some activities feature competition while others are purely fun and recreational. Activities include basketball and volleyball leagues and programming for running, indoor soccer, dodgeball, flag football, Ultimate, golf, climbing, skiing, snowboarding, spikeball, kickball,

wiffle ball, swimming, table tennis, foosball, tennis, pickleball, swimming, ice skating, and bowling.

The College has strong tradition of student and community fun-run [races](#), including the Turkey Trot, Jungle Run, and Storm the Stairs.

The College promotes lifetime fitness for everyone. Facilities and equipment are available for drop-in, [open-play](#) use throughout the week for a small per-term fee. Informal recreational activities and organized sports are available to all students. Call 541-383-7794 or visit the [Club and Intramural Sports and Recreation](#) page 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 with funding from ASCOCC. Contact ASCOCC at 541-383-7595 or visit the [ASCOCC](#) page for more information.

Computer Labs

[Drop-in computer labs](#) are located on Bend Campus in the Barber Library and Pioneer Hall. Computers are available in the Redmond Student Commons and the Madras and Prineville computer labs. There are computer labs specific to math, networking, computer-aided drafting and design, science and geographic information systems on Bend Campus. Additional computer classrooms are located on all campuses.

Computers use the Windows operating system, most Microsoft 365 programs, and course-specific programs. Drop-in labs are equipped with black-and-white and color laser printers, flatbed scanners, and adaptive workstations. Bobcat PRINT provides secure printing for students and community members on designated campus printers.

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, please call 541-366-6482 or [email \(shay@collaborativehealingbend.com\)](mailto:shay@collaborativehealingbend.com) Collaborative Healing & Integrative Therapy.

Email Account

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

Upon receipt of application and payment, instructions for activating the student COCC email account are emailed to the personal email address listed on the student's college application. Multi-factor authentication using Duo Security is required for all COCC students with an @cocc.edu email address.

In addition to COCC email and Microsoft 365, activating a student COCC email account with Duo Security also provides access to Canvas and

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

Students are responsible for reading and adhering to the [Acceptable Use of Technology Resources](#) policy before using college resources.

Equity and Well Being

The Office of Equity and Well-Being promotes the development of a respectful and inclusive campus community by sponsoring cultural events, educational programs, and trainings and supporting basic needs resources.

The [Multicultural Center](#), located in Room 217 in 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](#) page.

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 [Campus Food Options](#) page or contact the Sodexo general manager at 541-330-4612.

Health Insurance

Central Oregon Community College does not offer student health insurance nor does the College 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](#).

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 2024-2025 academic year (Fall, Winter, Spring terms) are:

Room	Starter ¹	Basic ²	Standard ³	Preferred ⁴
Double room (per term)	\$4,130.00	\$4,198.00	\$4,353.33	\$4,509.67
Total (Fall, Winter, Spring terms)	\$12,390.00	\$12,594.00	\$13,060.00	\$13,529.00

Single room (per term)	\$5,204.00	\$5,272	\$5,427.33	\$5,583.67
Total (Fall, Winter, Spring terms)	\$15,612.00	\$15,816.00	\$16,282.00	\$16,751.00

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

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

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

⁴ 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. Student Life 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](#) page, which provides community resources for 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 Latinx/o/a/e students. The program coordinator assists students in meeting their educational goals and contributing 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 541-318-3717 or visit the [Latinx](#) page.

¡AVANZA! (Moving Forward!) Latinx college preparation program encourages Latinx youth and allies 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 541-318-3726 or visit the [¡AVANZA!](#) page.

Library

The COCC Library serves faculty, students and staff at all COCC campuses with services and collections.

Services and Collections

The 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 partner libraries. Students, faculty, and staff can check out technology, including hotspots, laptops, tablets, and cameras. The Library is a selective depository for U.S. federal documents.

Current, credit-enrolled students, faculty, and staff can access the Library's online resources remotely at any time. 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. The COCC 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 page](#). Materials are delivered for pickup at the Barber Library circulation desk, the Redmond Student Commons, and the front desks of the Prineville and Madras campuses within a few business days.

The Barber Library – Bend

The [Barber Library](#) houses the bulk of the Library's physical collection (which can be requested for pickup at any other COCC campus).

Within the Barber Library there are computer workstations and WiFi. Group study rooms, quiet study areas, and comfortable seating are available.

Barber Library hosts art exhibitions in its Rotunda Gallery as well as other cultural events throughout the year.

Redmond Student Commons

COCC's [Redmond Student Commons](#), located in RTEC 224, is a beautiful space featuring library reference and research support, computers, lending technology (laptops and hotspots), pay-print services, comfy furniture, and one of the best mountain views in Central Oregon! Within this space there are also a grant-funded collections of books and kits supporting coursework and programs taught on the Redmond campus, including a diverse, equity-centered collection of children's literature.

Madras and Prineville

New collections and technology lending items are added to the Madras and Prineville campuses on a continuous basis to support students, faculty, staff and the community. The Madras Campus features a grant-funded collection of STEM kits and equity-centered children's books supporting ECE programs.

Mail Services

Mail Services is located in the bookstore in Newberry Hall on Bend Campus. Services include USPS and UPS for outgoing mail and packages. For more information, call 541-383-7572.

Native American Programs

The Native American Programs consist of two components.

The Native American program focuses on recruitment and retention of Native American and Alaska Native students by offering individual support as they navigate various aspects of college. The coordinator is the advisor to the First Nations Student Union club and assists students with scholarships information, club meetings and gatherings, Native American Heritage Month events and activities, and COCC's annual salmon bake. For more information, please contact the program coordinator at 541-318-3782.

Native American Program

The [Good Road](#) is a college preparation program for Native American high school students and allies that encourages them to graduate high school, to pursue higher education, and ultimately 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.

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](#) page 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 Student Life in Coats Campus Center at 541-383-7590 or visit the [Student Life](#) page.

Study Abroad

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

Current programs include Fall term in Barcelona where students experience Spanish life, language, and culture while living and studying in Spain and a three-week Summer program in Indonesia, conducting field training and research in conservation psychology.

For questions, contact [Sara Henson](#) (shenson@cocc.edu) at 541-330-4357 or shenson@cocc.edu.

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](#) in-person, email, Postal Service mail, or fax to Admissions and Records. The National Student Clearinghouse 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 may not be processed during the first week of term.

Tutoring and Testing Center

The [Tutoring and Testing Center](#) is located in the lower level of the Barber Library. Math, Science and Profession & Technical tutoring is in the Barber Library and on the Redmond campus in R-Tech. The Writing Center is in the lower level of the library and available on-line through Canvas. Math tutoring is available on the Madras and Prineville campuses. Tutoring schedules and hours of operation are on the [Tutoring and Testing](#) page. 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, nursing, 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. 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 ZOOM within Canvas and via the Western eTutoring Consortium, accessed via the department's website.

Testing

The Testing Center serves a diverse constituency of students and community members. A charter member of the [NCTA Proctoring Network](#) 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](#) page. For more information about tutoring and testing services, contact the Tutoring and Testing Center at 541-383-7539.

Veterans Services

COCC supports veteran and military-affiliated students by providing School Certifying Officials, a designated space allocated for veterans, and by offering direct support through the Veterans Program.

The School Certifying Officials help student veterans and military-affiliated students understand, apply and maintain veteran education benefits. To learn more, visit the [Veterans Education Benefits](#) page or contact the veterans certifying official at 541-383-7264.

The Robert D. Maxwell Veterans Center provides a welcoming environment for veterans to study, relax and meet other military-affiliated students. It is located on the Bend Campus in Room 219 of the Coats Campus Center.

The Veterans Program assists in the recruitment, retention, and academic success of veteran and military-connected students. The program:

- Helps students access college, veteran, and community resources
- Plans and implements events and activities to build community and support
- Provides information and training for the College on the unique needs and concerns of veteran and military-affiliated students

For more information, contact the program coordinator at 541-383-7215 or visit the [Veterans Services](#) page.