

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 Personal Counseling) 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 Services & Financial Aid Tab; clicking on the GradTracks link and again on the GradTracks button. 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 *Student Services and Financial Aid, Registration*, and then *Can I Register for Credit Classes?*

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.

Afro-Centric Programs

The Afro-Centric Program focuses on the recruitment, retention, and holistic support of self-identifying Black and Afro-Centric students. The program coordinator offers students individual support as they navigate aspects of college. As the advisor to the Afro-Centric 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 Afro-Centric Development) is a college preparation program for Afro-Centric high school students 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 Afro-Centric students.

For more information, contact the program coordinator at 541-330-4376 or visit the [Afro-Centric 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. 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 memorabilia. 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 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](#) page 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 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 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 [Campus Public 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, whiffle 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. 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, and on Redmond Campus in 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 Bend Campus. Additional computer classrooms are located on all campuses.

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. Bobcat PRINT provides secure printing for students and community members on designated campus printers.

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.

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 access to [Microsoft Office 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 students' college application.

In addition to COCC email and Microsoft Office 365, activating a student COCC email account 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](#).

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 541-330-4389.

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 2022-23 academic year (Fall, Winter, Spring terms) are:

Room	Starter ¹	Basic ²	Standard ³	Preferred ⁴
Double room (per term)	\$3,996	\$4,063	\$4,216	\$4,280
Total (Fall, Winter, Spring terms)	\$11,989	\$12,190	\$12,649	\$12,841
Single room (per term)	\$5,023	\$5,090	\$5,243	\$5,307
Total (Fall, Winter, Spring terms)	\$15,070	\$15,271	\$15,730	\$15,922

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 541-318-3726 or visit the [Latinx](#) page.

¡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!](#) page.

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 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. 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 page](#). Materials are delivered for pickup at the library circulation desk and all COCC campuses within a few business days.

Within Barber library there are several computer workstations and WiFi available for students, faculty, staff, community patrons, and campus visitors. Group study rooms, quiet study areas, and comfortable seating are available.

Barber Library hosts art exhibitions and other events throughout the year.

Starting in Fall 2022, the Library expanded its services and physical collections at other COCC campus locations. COCC's Redmond Student Commons, located in RTEC 224, is a beautiful space featuring 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 is also a new, grant funded collection of over 350 books supporting coursework and programs taught on the Redmond campus, including a diverse, equity-centered collection of children's literature. 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 in those locations. The Madras Campus now features a new, grant funded collection STEM kits and equity-centered children's books supporting ECE programs.

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 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.

Native American Program

The Native American Program consists 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 Native American College Preparation program focuses on the recruitment of our Native high school students through the [Good Road](#) program in our local high schools. This program encourages Native American youth to graduate from high school and pursue higher education. 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.

Network Account

The student network account is a free account that permits students to connect to the College's computers and wireless network. When

logged on to college computers, students can find their personal folder (identified with their name) on the Windows desktop. Each personal folder contains 200 MB of space that students can use for storage when on COCC's campuses.

Students also have access to additional document storage through [Microsoft OneDrive](#), as well as other productivity and collaboration resources within [Microsoft Office 365](#), from any computer or personal device that has internet connectivity and is compatible with Microsoft Office 365.

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

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.

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, contact [Sara Henson \(shenson@cocc.edu\)](mailto:shenson@cocc.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](#) 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 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. 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, 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 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-connected 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-connected 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-connected 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, including the Veterans Club, 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.