

# Student Handbook (2019 - 2020)

This handbook exists to help Students understand college processes and to identify and locate services available through ACC. The Student handbook is only one of the many resources available. Although we strive for accuracy, this handbook should not be considered an expressed or implied contract between ACC and any current or prospective Student.

To the extent that any provision of this Handbook is inconsistent with State or Federal law, State Board for Community Colleges and Occupational Education Policies or Colorado Community College System President's Procedures, the law or the appropriate Board Policy or System Procedure shall supersede and control. Policies and Procedures are subject to change throughout the year and are effective immediately upon adoption by the Board or System President, respectively. Students are expected to be familiar with and adhere to college policies, as well as College directives, including, but not limited to the contents of this Handbook.

To access all Board Policies (BPs) and System Procedures (SPs), visit the [Colorado Community College System website](#).

ACC reserves the right to modify, change, delete or add to the information in this Handbook, as it deems appropriate. Information in this handbook is subject to change without notice.

## Campus Locations

Littleton Campus 5900 S. Santa Fe Dr., Littleton, CO 80120

The Littleton Campus is the main location for all offices and services available for Students through Arapahoe Community College. The Parker and Sturm campuses, our two satellite locations, do provide a variety of services on their campuses. Please view their website for services available at those locations.

Parker Campus 15653 Brookstone Drive, Parker, CO 80134

Sturm Collaboration Campus 4500 Limelight Avenue, Castle Rock, CO 80109

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# Inclusivity and Wellness

## Accessibility

ACC is committed to creating an inclusive environment that is fair, equitable and accessible. All areas of our college will actively work to ensure that learning materials, electronic and information technology (EIT), policies and procedures, and public communications meet and/or exceed Web Content Accessibility Guidelines (WCAG) 2.x and are compliant with the following:

- Section 504 of the Rehabilitation Act
- Section 508 of the Rehabilitation Act (2016 Refresh)
- Americans with Disability Act (ADA)
- ADA Amendments Act (ADAAA).

All campuses, departments, and stakeholders are responsible for ensuring that access to their web content, applications, and software meet the applicable requirements for accessibility.

## Counseling Services

*Student Engagement Center*

Main Building, Room M2720

303.797.5730

[Counseling.services@arapahoe.edu](mailto:Counseling.services@arapahoe.edu)

ACC offers confidential, mental health counseling to currently enrolled Students. This service is provided through Student fees with no additional charge to Students. The maximum numbers of counseling appointments per Student are limited annually. Please contact for an appointment and availability.

## Fitness Center

303.797.5850

Annex Building, Room A1600

The Fitness Center has Life Fitness, PreCor, Free Motion, Star Trac, and Nautilus equipment. There are free weights available, as well as popular workout equipment including TRX training straps, Bosu training, Fitballs. A basketball court is available for during posted times. Contact the Fitness Center or visit [their webpage](#) for details on hours of operation. ACC Students with a valid ACC Student ID card have unlimited access during operating hours.

## Nursing Mothers Room

Private rooms are available in the Main Building, Littleton Campus for nursing mothers. Students who wish to access these rooms can visit Campus Police M2600 to obtain swipe card access. For the **Parker** and **Sturm** (Castle Rock) campuses, please contact their front desks for availability and access.

## Mandatory Reporting for Sexual Harassment or Discrimination

ACC is committed to preserving a safe and welcoming educational environment for all Students. As part of this effort, ACC employees have an obligation to report certain issues relating to the health and safety of campus community members. They must report to the appropriate College officials any allegation of discrimination, discriminatory harassment, retaliatory harassment or

sexual misconduct. Sexual misconduct includes sexual harassment, non-consensual sexual contact, non-consensual sexual intercourse, and sexual exploitation.

In addition to reporting all discrimination and harassment claims, employees must report all allegations of dating violence or domestic violence, child abuse or neglect, and/or credible threats of harm to self or others. Such reports may trigger contact from a College official who will want to talk with about the incident shared. In almost all cases, it will be the Student's decision whether they wish to speak with that individual. To obtain more information, Students may reach the Title IX/EO Coordinator, Angela Williams at [angela.williams@arapahoe.edu](mailto:angela.williams@arapahoe.edu) or 303.797.5715 or the Deputy Title IX/EO/ADA Coordinator at [Jennifer.husum@arapahoe.edu](mailto:Jennifer.husum@arapahoe.edu) or 303.797.5674. Reports to campus law enforcement can be made at 303.797.5800.

To access a confidential resource, please contact the Dean of Students Office located in the Student Engagement Center (Room M2720 or 303.797.5730) who can connect our Students to free on or off campus counseling resources; Students can also contact The Blue Bench at 303.322.7273.

## **Preferred Name**

*Records and Enrollment Services*

303.797.5621

Main Building, Room M2480

[records@arapahoe.edu](mailto:records@arapahoe.edu)

Some Students are known by a first name that is different from their legal first name. Students can provide their preferred name on the application for admission. If a Student does not provide a preferred name on the application, they can add one to their record at any time by contacting Records and Enrollment Services. No documentation is required.

While anyone is welcome to use a preferred first name, there are several groups of people for whom this option is invaluable. For example, some students are known by a middle or family name, transgender students use a preferred first name prior to or without pursuing a legal change of their first name, and many international students may also find this option helpful.

Once the preferred name is updated in Records and Enrollment Services, it will be used in Desire2Learn (D2L), class rosters, Student Photo ID cards, Navigate, and reader cards at commencement. Preferred name is not used on the college diploma, commencement program, ACC transcript (official or unofficial), Student email, refund card, Financial Aid records, student network accounts or enrollment reporting data.

## **Religious Observance**

ACC Instructors and Faculty are encouraged to make every effort to be reasonable when it comes to religious observances. If a Student has a conflict with course assignments, exams, or attendance due to a religious observance, Students should speak with their Instructor or Faculty as soon as possible at the beginning of the term. If a Student is looking for a private room for prayer, Campus Police will provide swipe card access to one of the three private rooms on the Littleton campus.

# Concerns and Safety

## Campus Police

303.797.5800

Main Building, Room M2600

ACC has a Police Department located on the Littleton campus. The Campus Police Department provides services to protect and serve the entire College community. Campus Police officers are fully commissioned Peace Officers certified under Colorado POST, with full law enforcement powers including arrest provided to them by Colorado Revised Statute, Title 24, Article 7, Part 1. Campus Police officers have the same enforcement powers as any city or state police officer and have jurisdiction in the buildings and on the property owned and leased or otherwise controlled by the College. This includes the city streets that run through and are adjacent to the campus properties. All police activity on campus is coordinated through this department.

Officers are available seven days a week during hours when the campus is open to the public. Immediately report any crime, medical problem, accident, suspicious person(s) or activity to the Campus Police. If there is no immediate response, call 911. For complete information about the Campus Police Department, parking requirements, [crime statistics under the Clery Act](#), emergency reporting and other important information, visit the [Campus Safety page](#).

## Complaints or Grievances

*Dean of Students Office*

303.797.5730

Main Building, Room M2720

[acc.dos@arapahoe.edu](mailto:acc.dos@arapahoe.edu)

Students should always bring forward concern to the appropriate resource in order for ACC to best be able to assist the Student. Students are encouraged to speak directly with the person or office/department where they have a concern.

Academic or instructional concerns, such as grading or course processes found in the course syllabus, should be directed initially to the Instructor or Faculty of that course. A Student could choose to escalate the concern beyond the Instructor or Faculty by contacting the appropriate the Academic Department Program Chair, Program Director, or Instructional Dean. Please note, [CCOnline](#) teaches some online courses available for ACC Students. The follow up on academic concerns taught through this entity should be directed to [CCOnline](#).

Students also have an opportunity to present an issue which they feel warrants action, including the right to secure educational benefits and services, where they feel a policy or procedure has been violated and they are personally impacted by the violation or inequitable action. This process is the Student Grievance Procedure ([SP4-31](#)). If the basis of a concern is discrimination and/or harassment based on federal or state civil rights laws, a grievance may be filed under the Civil Rights Grievance and Investigation Process ([SP4-31a](#)).

## Emergency Messages

*Campus Police*

303.797.5800

Main Building, Room M2600

There is no paging system at ACC, however emergency message delivery can be provided by the Campus Police. Although staff cannot divulge a Student's location, they will make every effort to locate a Student with an emergency (family/medical). To assist in locating a Student in case of emergency, Students should consider giving a copy of their schedule to their daycare providers, child's school or significant others who may need that information.

## **Emergency Phones**

*Campus Police*

303.797.5800

Main Building, Room M2600

Campus parking lots and the south walkway have "Code Blue" emergency phones. During business hours these phones ring to the Campus Police Department. After normal Campus Police office hours, the emergency phones transfer to the Littleton Police Department. Use these phones to report a crime, suspicious activity or person(s), a vehicle problem, or to request an escort. Look for the blue light in the parking lot, proceed to the phone and push the red button on the faceplate. An emergency services person will answer. The campus is equipped with house phones in the classrooms and conference rooms. Reach the Campus Police Department by pressing 5800 or 5911 on a campus phone; if no immediate answer, hang up and press 9-911.

## **Safety Escort Services**

*Campus Police*

303.797.5800

Main Building, Room M2600

Campus Police Officers will assist the ACC community members with safety escorts to a car or from one building to another. Everyone is encouraged to ask for help or a safety escort if a situation makes them feel afraid or threatened. Anything that creates fear is a legitimate reason for contacting the Campus Police Department. Service can be accessed by coming directly to the Police Department, Room M2600, or by dialing 5800 from any campus house phone or 303.797.5800 from a cell phone.

## **Motorist Assistance**

*Campus Police*

303.797.5800

Main Building, Room M2600

On the Littleton Campus, Campus Police Officers will assist with vehicle jumpstarts and unlocks. Services can be accessed by coming directly to the Campus Police Department, Room M2600, or by dialing ext. 5800 from any campus phone or 303.797.5800 from a cell phone.

## **Extenuating Circumstances Appeals**

*Dean of Students Office*

303.797.5730

Main Building, Room M2720

[acc.doso@arapahoe.edu](mailto:acc.doso@arapahoe.edu)

In general, a Student may receive a tuition refund only when courses are dropped by the drop date of the course (the add/drop deadline). However in truly severe circumstances, including but not limited to a natural disaster, serious medical condition or death of an immediate family member, ACC may consider providing tuition credit back to the Student for the impacted semester. Failing to drop by the deadline or not attending class does not release a Student from financial responsibility and is not an extenuating circumstance. For more information, contact the Dean of Students Office located in the Student Engagement Center Room M2720 at 303.797.5730 and/or fill out the appropriate extenuating circumstances [form\(s\)](#).

## **Refer a Concern**

*Dean of Students Office*

303.797.5730

Main Building, Room M2720

If an ACC Community member is unsure where to go with a concern or issue, please [refer the concern](#) via the ACC website to the [ACC Care Team](#). The [Care Team](#) includes professionals from across the College committed to being caring, private resources and, when necessary, to provide referral to services to assist a Student, Faculty or staff member. The Team's role is to determine effective ways for addressing concerns and identifying the individuals through ACC that can help. Emergencies should be reported to [Campus Police](#) or local law enforcement, 911.

## **School Closures**

*Campus Police*

303.797.5800

Main Building, Room M2600

If an emergency at ACC occurs or there is significant snow, decisions about closing the campus will be made by the ACC Leadership. As soon as a decision has been made, radio and television stations will also be notified. Through the ACC notification system, members of our community can receive a text notification of the closure and the ACC website will be updated. To receive text message notifications, sign up in the [myACC](#) portal, on the Dashboard tab under Emergency Notification Sign-Up & Feedback section.

Decisions regarding cancellations will be announced via all available methods as soon as possible and typically no later than 5:30 a.m. for morning classes, noon for classes that start between 1:00 and 5:00 p.m., and no later than 4:00 p.m. for classes that start at 5:30 p.m. and later. Listen to local radio and watch local television stations for announcements on inclement weather closures. To receive text message notifications, sign up in the [myACC](#) portal.

## **Student Code of Conduct**

*Dean of Students Office*

303.797.5730

Main Building, Room M2720

[acc.dos@arapahoe.edu](mailto:acc.dos@arapahoe.edu)

Students are expected to adhere to the [Student Code of Conduct \(AP4-30a\)](#) and the procedures of ACC and the Colorado Community College System ([CCCS](#)). The Student Code of Conduct is built on the principles of respect and equity to maintain and support the academic environment



at ACC. It is the responsibility of each Student to be a responsible member of the ACC community by reading and complying with the published policies, procedures, rules and regulations of the College as outlined in this Student Handbook, the College Catalog and other official materials.

If there is an allegation of a student violating the Student Code of Conduct, the Dean of Students Office will follow the established Disciplinary Procedures (SP4-30), which will provide a student notice of the alleged violation and an opportunity to be heard regarding the allegations. Possible sanctions are listed in the Disciplinary Procedures.

# Parking and Transportation

## Parking

### Campus Police

303.797.5800

Main Building, Room M2600

Parking lots require an ACC parking permit. Permits allow for parking in the College parking lots, but do not guarantee a parking space.

Parking Permits may be purchased at the Littleton Campus Cashier's Office, at the [Parker Campus](#) front desk, [Sturm Collaboration Campus](#) front desk, or Online via the [myACC](#) portal. Fees are subject to change without notice.

At the Littleton campus, parking permits are issued at the Campus Police Department located in Room M2630 in the Main Building, second floor (down the hallway from the Welcome Center) after paying for the permit. All parking permits issued are hangtags and must be displayed from the rearview mirror stem.

Visitor and Short-Term Parking: Time-controlled, free parking is available on the streets surrounding the Littleton Campus. Temporary day passes for parking lots are available from Campus Police. Day passes are also available from the Welcome Center, Testing, Academic Advising and the Art and Design Center, Room AD5000. Parking on surrounding streets and any subsequent parking violations are monitored by the City of Littleton.

Parking Violations: Parking citations will be issued to vehicles not displaying a valid parking permit or a temporary day pass. Parking violation fines range from \$15.00 to \$50.00, but may be appealed within 30 days.

For further information on parking at ACC, view the [Parking and Traffic Regulations page](#).

### RTD Passes

On the Littleton Campus, RTD service maps and schedules are available by the West Entrance on the first floor of the Main Building. Regularly priced monthly passes are available at the Cashiers Office, Room M2300. ACC does not provide RTD passes as part of Student Fees.

# Communication and Technology

## D2L (Desire2Learn)

### eLearning Office

Main Building, Room M1710

303.797.5080

[elearning@arapahoe.edu](mailto:elearning@arapahoe.edu)

ACC Desire2Learn is the learning management system used for all courses. D2L allows Students to find course materials such as the syllabus and handouts, and even look up current grades. The [ELearning Office](#) manages D2L and offers resources to [learn more about D2L](#).

## Electronic Communication

All Students must have access to a computer with internet connection to fulfill course requirements, conduct research, review college-issued email, and perform other activities associated with being a college Student. Each ACC campus provides computers and internet access for Student use during posted hours.

The Computer Use and Electronic Community Policy ([BP3-125](#)) contains the governing philosophy for regulating Faculty, Student, and staff use of the System's computing resources. It spells out the general principles regarding appropriate use of equipment, software, networks and data. In addition to this policy all members of the CCCS community are also bound by local, state, and federal laws relating to copyrights, security, and other statutes regarding electronic media. The CCCS has the right to monitor any and all aspects of its computer and telecommunications systems including employee email, voicemail, and file structures on any CCCS system. CCCS' right to monitor its computer system and telecommunications equipment includes, but is not limited to, monitoring sites users visit on the internet, monitoring chat groups and news-groups, reviewing material downloaded or uploaded by users, and reviewing email sent and received by users.

ACC is committed to reducing the virus threat to computers in its purview, including providing virus-checking software in the labs, continuous upgrades to this software, and procedures for Students on its use. ACC cannot be held liable for any loss that may be caused due to a computer virus.

## Emergency Notifications

*Campus Police*

303.797.5800

If a Student, Faculty or staff would like to receive text messages regarding emergencies, campus closures, registration deadlines, and missing account information, they can sign up for the ACC Notification System. Log on to the [myACC](#) portal, on the Dashboard tab under Emergency Notification Sign-Up & Feedback section.

## MyACC Portal

[MyACC](#) is a web-based service that provides centralized access Student account information, Navigate (academic course planning and course registration, appointment central for various departments), adding/dropping/withdrawing from courses, Student email, online courses, announcements, deadline notifications and many other resources. [Log on to myACC](#).

## Open Computer Labs (OCL)

The OCL at each campus has computers for use by presenting an ACC Student ID Card. There is no fee to use these labs. Students must obey the requests of lab personnel and College authorities while using computers on all campuses. Downloading software is prohibited on campus computers. Color printing is available for 25 cents per page. Visit the [Open Computer Lab page](#) to learn more.

### Littleton Campus - Room M1650

OCL computers have software for word processing, spreadsheets, databases, presentations, typing, résumés and more. Other educational and instructional software is available for subjects including nursing, science, pharmacology, medical lab technician, physical therapy, nutrition, anatomy and physiology. Black and white printing is available for 10 cents per page.

### Sturm Collaboration Campus -Castle Rock

Located in Room 116 (Academic Success Center), laptops available for checkout – go to the Front Desk directly across from 116

### Parker Campus

Located in Room 123.

## Postings and Bulletin Boards

Bulletin boards are available throughout the Main Building for Littleton campus and public posting; check the bulletin boards often for events and activities. Materials may be posted on bulletin boards only, not on painted surfaces, glass or walls. Posted materials must be approved in advance by Student Life and stamped for approval by the Student Life Office prior to posting. Posters made by the ACC Marketing department do not need to be approved by the Student Life Office. Official college business may be posted on the boards marked, “Student Life Boards.” Any material that is not official College business may only be posted on the “Public Posting” bulletin boards. See Arapahoe Community College Posting Policy, AP 14-17.

## Student Email

Students are assigned a college email address upon acceptance to ACC, and will be notified of their Student email address in their acceptance letter. *ACC Student email will be the only email address we use to communicate.*

Access Student email by logging in to the [myACC](#) portal, provided through Microsoft Outlook. Students can download the Outlook app to access their student email through a mobile device. Students may also forward their student email to a personal email address of their choice, available under setting in Outlook.

For assistance with a Student email account, contact the 24/7 Help Desk at 1.888.800.9198. Note: The ACC Student email and D2L email/messaging are not the same; see D2L heading above in this section. Students are expected to know and follow the [Email Policies](#).

## Wireless Internet

All ACC campus locations have wireless available for Students. Students are required to enter in their network password, which is username and password used for on campus computers, in order to register their personal device with the ACC wireless network. This is the same account used to log into the computer labs throughout campus. To help ensure the security and operations of ACC's computer networks, the connection of personally owned or non-ACC

computers and peripherals to the ACC Student wireless network is restricted. Student wireless networks are accessible on each campus.

## **Student Resources**

### **Academic Accommodations**

#### **Student Access Services**

303.797.5730

Main Building, Room M2720

[sas@arapahoe.edu](mailto:sas@arapahoe.edu)

Student Access Services celebrates and encourages accessibility, accountability, and self-advocacy. Student Access Services provides academic accommodations to qualified Students. To request accommodations, please contact Student Access Services to set up an intake appointment. Accommodations are decided on a case by case basis and the time needed for implementation of services can vary. Accommodations for campus events should be requested through the sponsoring department or office.

#### **Bookstore**

303.797.5676

Main Building, Room M1200 and M1350

The bookstore has new, used, rental and digital books and is open at the beginning of each semester. Textbooks may also be rented or purchased from the Campus Store when the Bookstore is closed. Visit the [bookstore website](#) for Bookstore hours.

The Campus Store, located adjacent to the Espresso Yourself Cafe, has everything the Bookstore offers plus the following items: tablets, laptops, computer software and accessories, ACC clothing, backpacks, school supplies, graduation regalia, Scantron test sheets, nursing and medical reference books, study guides, greeting cards, gift items, special orders and gift cards.

#### **Buying or renting books:**

Students can find out which books are needed for each course by finding the course number and section number on their detailed Student schedule available through the [myACC](#) portal. Then a Student may access the [store website](#) to determine which textbook is needed for the course. Books are available for purchase or rent online or in the bookstore at the beginning of each semester or in the Campus Store the remainder of the year. [Visit the store website for details regarding store hours](#). Alternate formats for textbooks should be requested in advance of the semester and through the Student Access Services Office, once you purchase the textbook.

#### **Charging books to financial aid:**

Contact Financial Aid for the allowed dates each semester that financial aid may be used to purchase books.

#### **Book returns:**

A full refund will be given for textbooks (excluding Final Sale items) returned prior to the semester specific refund deadline as posted in the bookstore and the store's website. Materials purchased after the semester specific deadline (but before the final week of the course) must be returned within 2 business days of purchase. Materials purchased during the last week of the

course or final exams are not returnable/refundable. Receipts are required for any refund request. Visit the campus store [website](#) for further details.

### **Selling textbooks back:**

The best time to sell textbooks back is at the end of the semester, immediately before or during finals. If a textbook is being used for an upcoming semester, and if the Bookstore needs it, a Student could receive up to 50% of the price paid, based on the condition of the book. A current Student ID card or academic schedule is required. Visit the campus stores on [Facebook](#).

## **Career and Transfer Center**

303.797.5805

Main Building, Room M2005

[careers@arapahoe.edu](mailto:careers@arapahoe.edu)

The [Career and Transfer Center](#) is available to Students and alumni to help develop career and academic plans and transition from ACC to continuing education or the workplace. Career services include career exploration and decision-making, career assessments, job search and employment services, resume critiques and job postings, and pathway-specific career events that give students opportunities to connect with employers and industry. Individual career counseling appointments, drop-in times, workshops and seminars, and online job and resource databases, as well as many additional career tools are available. Transfer services include academic planning, assistance with transfer guides and articulation agreements, two annual transfer fairs, 4-year transfer visits, and transfer information for 4-year colleges and universities. Students are welcome to schedule an appointment with a transfer advisor to learn more about 4-year admissions and scholarship opportunities.

## **Child Care**

### **Child Development Center**

303.797.5678

North Building, Room N1000

The Center provides flexible, convenient, moderately-priced preschool and childcare services for ACC Students, Faculty, staff and community members. The Center accepts children ages 18 months to 5 years old. Children must be enrolled to attend as the Center does not accept drop-ins. This NAEYC (National Association for the Education of Young Children) accredited center also serves as a demonstration school for Early Childhood Education and Pediatric Nursing Students to observe, read stories and participate in developmentally-appropriate learning experiences with the children. Child Care Stipends are available for Fall and Spring Semesters and are awarded in the Fall. Stipends and Child Care spots are limited and usually have a wait list, so it is recommended that to apply early. Visit the [Child Care page](#) to learn more.

## **Dean of Students Office**

### **Student Engagement Center**

303.797.5730

Main Building, Room M2720

[acc.dos@arapahoe.edu](mailto:acc.dos@arapahoe.edu)

The Dean of Students Office works to support an inclusive and equitable environment to meet the unique needs of each Student through effective and innovative services in order to support Students to their goals. The Dean of Students Office contributes to Student success and overall retention by connecting Students to on campus and off campus resources such as counseling, local food pantries and housing resources. The Dean of Students Office follows up on and enforces the Student Code of Conduct violations or behavior concerns. The Dean of Students Office assists Students by discussing concerns, referring the Student to the appropriate person/department or advising them on the grievance procedures. The Dean of Students Office collaborates with the ACC Instructors and Academic Advising on the Early Academic Alert Program.

## **Financial Aid**

303.797.5661

Main Building, Room M2330

[finaid@arapahoe.edu](mailto:finaid@arapahoe.edu)

The Financial Aid Office provides assistance with all financial aid, including grants, scholarships, federal work study and student loans. Please contact the bookstore for all information related to purchasing textbooks. Check out ACC's Scholarships page for more information and deadlines.

## **Food Options**

The Espresso Yourself Cafe located on the first floor of the Main building on the Littleton Campus, proudly serves Caribou beverages. It offers a wide assortment of breakfast, lunch and dinner items prepared by local vendors. Snack items and Pepsi beverages are also available for purchase. Visit the store website for details regarding Cafe hours.

Vending machines are located throughout the Main Building and Art & Design Center on the Littleton Campus, and are available on the Parker and Sturm (Castle Rock) campuses. Refund requests or problems with the machines on the Littleton Campus can be addressed to the Cashier's Office. At Parker and Sturm (Castle Rock), contact the front desk.

## **Health Insurance Resources**

### **Student Engagement Center**

303.797.5730

Main Building, Room M2720

[acc.dos@arapahoe.edu](mailto:acc.dos@arapahoe.edu)

ACC does not offer or endorse any specific Student health and/or dental insurance plan. Brochures relating to health insurance and dental insurance plans are available as an informational service. Any questions or concerns about a particular plan should be directed to the provider or sponsor named in the brochure. Information about enrolling in health insurance can also be obtained through Colorado's Health Insurance Marketplace.

## **Housing Resources**

*Student Engagement Center*

303.797.5730

Main Building, Room M2720

[acc.dos@arapahoe.edu](mailto:acc.dos@arapahoe.edu)

ACC does not provide student housing nor do we recommend any apartment complex or roommate/location services. Visit the Student Engagement Center for a list of housing options and information about online listings. The Student Engagement Center also has contact information for transitional housing in the area.

## **Library and Learning Commons**

303.797.5090

[librarians@arapahoe.edu](mailto:librarians@arapahoe.edu)

Main Building, Room M2500

ACC Students have access to print books, ebooks, music CDs, DVDs, iPad Airs, Kindles, anatomical models, microscopes, slides, and phone chargers. Desktop computers are located on both floors and laptops can be checked out for use within the Library. All computers print to our black/white and color printers and every student begins the semester with \$25.00 in free printing. We also have large and small group study rooms with dry erase boards and you can check out markers at the circulation desk. Our first floor is a "Quiet Zone," and the 2nd floor provides a learning commons atmosphere where we encourage groups to use the large tables to work on assignments. We will send requested material to students at our Parker and Castle Rock locations. Our librarians are eager to help with research needs, to assist with proper citations of sources, or just to recommend a good book. Check us out!

## **Lockers**

### **Student Life Office**

303.797.5668

Main Building, Room M2840

Combination lockers can be rented each semester at the Student Life Office for \$10 to currently registered Students. The temporary lockers in the Fitness Center may be used while at those locations. Lockers in the Testing Center or near the Science labs in the Main Building (Littleton Campus) or at the Parker Campus, may be used temporarily with the key/code provided. Students agree to follow the Student Code of Conduct in the use of any temporary locker at ACC and understand that for health, safety, and welfare purposes, the locker being used or rented may be entered into and/or inspected by the ACC Campus Police at any time and without notification.

## **Lost and Found**

### **Campus Police**

303.797.5629

Main Building, Room M2630

Lost and Found service is located in the Campus Police office on the Littleton Campus. Found items are kept for 60 days. At the Parker and Sturm (Castle Rock) campuses, check with the front desk. Proper identification may be required to reclaim lost items.



## **Notary Public**

### **Welcome Center**

303.797.4222

Notary service may be available at the Littleton Campus for school-related documents. See Welcome Center on the Littleton Campus or Campus Police for notary availability.

## **Paying for College**

### **Cashiers' Office**

303.797.5638

Main Building, Room M2300

There are several options to pay tuition. Students can pay by credit card (American Express, Visa or MC) online by logging into the [myACC](#) portal. Student may also consider signing up for the [payment plan](#) to make a partial payment now and subsequent payments later. If a student has Third Party Authorization, like an employer paying for college, please connect the [Cashiers' Office](#) directly. The Cashiers' Office also answers questions about past due balances, finance holds, and [1098-T](#).

For all financial aid questions, including grants, scholarships, federal work-study, and student loans contact the [Financial Aid Office](#).

## **Printing, Copying and Scanning**

### **Printing from an On-Campus Computer**

Students may print to a variety of printers on each ACC campus location. At the beginning of each semester Students are provided printing quota equivalent to 250 black and white prints. At any point in time Students may add credit to their print accounts by visiting the Cashier's office on the second floor of the main building on the Littleton campus or the front desk of the [Parker](#) or [Sturm \(Castle Rock\)](#) campuses. If the Cashier's office is closed at the end of the day Students may visit the Library in the Main building to add funds. Refunds are not available for funds deposited into print accounts. Funds deposited into print accounts are not rolled over from one semester to another. Each semester accounts are reset back to 250 black and white prints. Black and white prints are are charged 10 cents per page and color are charged 25 cents per page.

### **Copies**

Black and white copies are available for 10 cents per page in the Library on the Littleton Campus, Main Building, Room M2500. Copies at the [Parker Campus](#) can be done from the Open Computer Lab and picked up at the front desk. Copies at the Sturm Campus can be printed and picked up at the Academic Success Center.

### **Scanning**

The Library at the Littleton Campus has a self-service scanner available for Student use.

## **Registration and Academic Planning**

### **Academic Advising**

303.797.5664

Main Building, Room M2010

[advising@arapahoe.edu](mailto:advising@arapahoe.edu)

Navigate, found in the [myACC](#) portal, is an academic course planning tool that allows the Student to develop their academic path by semester as well as register for courses. Navigate also serves as a tool to schedule appointments with various departments on campus as well as provide reminders for upcoming ACC important deadlines and tasks.

Academic Advising assists all Students with developing an academic plan, understanding academic policies and procedures, learning about degree and certificate requirements, and accessing campus resources to improve Student success. Each Student has an assigned Academic Advisor. Appointments can be scheduled online. Academic Advising is also available at both the **Parker** and **Sturm (Castle Rock)** campuses. Contact the **Parker** or **Sturm (Castle Rock)** campus to meet with an Academic Advisor at that location.

## **Records and Enrollment Services**

303.797.5621

Main Building, Room M2480

[records@arapahoe.edu](mailto:records@arapahoe.edu)

The Records and Enrollment Services processes applications, determines residency and evaluates residency petitions, coordinates the registration process and analyzes transfer credit. The office is responsible for the graduation process. This office also maintains Student records, sends transcripts and compiles Student enrollment verifications. The Records Office also issues Student IDs.

## **Scholarships**

### **Financial Aid**

303.797.5661

Main Building, Room M2330

[finaid@arapahoe.edu](mailto:finaid@arapahoe.edu)

Scholarships are a great way for students to pay tuition and possibly, additional living expenses while in college. To receive a scholarship, students need to complete the FAFSA and a scholarship application through ACC. For the majority of scholarships, there are established deadlines to apply. Students should pay attention to their email for notifications about the availability of scholarships each year and review the available scholarships for what may be

## **Student ID Cards**

### **Records and Enrollment Services**

303.797.5621

Main Building, Room M2480

[records@arapahoe.edu](mailto:records@arapahoe.edu)

Student Photo ID Cards may be obtained from the Records and Enrollment Services office at the Littleton campus, as well as at the **Sturm (Castle Rock)** and **Parker Campus'** front desks. The Student Photo ID serves as the ACC Library card, and is required to use the Fitness Center, sell books back to the Bookstore, admittance to some College activities, and access to some secure-access rooms and buildings (including the Art & Design Center and Veteran Study

Lounge). It is also useful for the computer labs. A valid Student Photo ID may also entitle our Students to Student discounts at select local businesses.

## **Student Life**

303.797.5668

Main Building, Room M2840

[student.activities@arapahoe.edu](mailto:student.activities@arapahoe.edu)

Student Life fosters a positive, collegial atmosphere on campus by coordinating Student activities, events and resources for our Students. The Mission of the Student Life Office is to facilitate Student success and support by providing a variety of programs, activities, services, and experiences that are responsive to the personal, social, cultural and recreational needs of the community college Student and are designed to support individuals in achieving their academic, professional, and personal goals.

Campus involvement starts with the Student Life Office. Students can attend Student activities, campus events, and participate in clubs and organizations to make friends and build leadership skills. All Students should consider joining a club or organization, such as **Student Government** or the **Sigma Phi chapter of Phi Theta Kappa**, ACC's Honor Society. There are several more clubs that cover a variety of topics from astronomy to Veterans. Membership requirements vary from club to club; however, as ACC organizations, all clubs operate under the College's Equal Opportunity Policy. Take advantage of this great chance to get involved in one or more of the clubs. Contact the Student Life Office using the information above or visit the [Clubs page](#).

## **Testing Center**

303.797.5993

Main Building, Room M2210

Instructional test proctoring is available to take make-up tests, tele-course tests and online tests where an individual may need a proctored environment. Arrangements must be made with by the course Instructor/Faculty. Appointments are required on all three ACC campuses.

A college placement test or other college readiness indicator is mandated by the State Board for Community Colleges and Occupational Education for community college Students who are seeking a degree or enrolling in college-level English or math. This test takes approximately one and a half hours to complete and there is a testing fee. Photo IDs are required; **contact the Littleton Campus Testing Center** at 303.797.5993 for available hours. The placement test is also available at the **Parker** (303-734-4822) and **Sturm** Castle Rock (303-660-3160) campuses, appointments are required on those campuses.

**GED Testing-** Register and pay for exams at [GEDs website](#). Individuals may take all or part of the exam in one day or over several days. When an exam is completed successfully, a high school equivalency certificate from the Colorado Department of Education will be issued.

**Correspondence Testing-** The Testing Center provides proctoring for: DSST/DANTE exams, CLEP, NET, HOBET, Pearson Vue, TD, and correspondence testing for other colleges. Visit the [Testing Center page](#) to learn more. Fees may be required.

## **Veterans' Benefits**

303.797.5934

Main Building, Room M1625

[Vets@arapahoe.edu](mailto:Vets@arapahoe.edu)

Veterans Administration (VA) paperwork is routed to the School Certifying Official in the Veterans Benefits Office for military Veterans or their dependents. Questions about compliance with GI Bill and/or VA rules to maintain eligibility for Basic Allowance for Housing (BAH), and online classes versus traditional format are addressed in this office. Check out the [Veterans Benefits](#) page to understand the steps to get started. Communication from all offices is sent via ACC Student email regularly. Student using VA benefits are required to visit with an Academic Advisor each semester to ensure the courses they are registered for apply directly to the declared degree and/or certificate.

## **Veterans' Services**

303.797.5668

Main Building, Room M1615, M1630

ACC is committed to supporting veterans and military-connected Students in getting involved in Student life through camaraderie, advocacy, and service to community. ACC is committed to engaging Student Veterans, dependents, and supporters in their successful transition through academia and by improving the quality of their college experience and opening up opportunities to better themselves through meaningful resources. There is a Study Lounge for Veterans and military-connected Students and an active Student Veterans Association. More information can be found on the [Veterans Services](#) website.

## **Welcome Center**

303.797.4222

Main Building, M2800

The Welcome Center is here to provide the answers to questions for new and continuing Students. The Welcome Center is also where the community can connect with the [Admissions Department](#) who assists Students in getting started at ACC.

## Academic Matters

ACC has useful guidelines and standards to inform Students of ACC's academic and collegiate expectations. A full listing of those guidelines and standards is provided in the [College Catalog](#). Additionally, each course syllabus is the guide to a successful learning experience in each course and a great way to know what is happening each week. The syllabus will also provide contact information for the course Instructor/Faculty. Students should read each course syllabus thoroughly as some expectations may vary.

## Calculator Rentals

*Math Support Center*

Main Building, Room M2850

Texas Instruments TI-83, TI-84, or TI-89 calculator can be rented through the Math Support Center. Calculators must be returned to this location by the **last day of the semester**.

## Grades

Grades are issued at the end of each regular semester. Students may access grades and print them conveniently through the [myACC](#) portal. ACC does not send grade reports by mail.

## Privacy of the Student's Academic Record

The Family Educational Rights and Privacy Act (FERPA) affords Students certain rights with respect to their educational records and how their record is shared. FERPA rights are afforded to Students at the time of admission to ACC. Complete FERPA information is listed in the [College Catalog](#).

## Tutoring

### in the Math Support Center

303.797.5258

Main Building, Room M2850

The [Math Support Center](#) provides drop-in tutoring for all Students. Access small study groups, graphing calculators and online resources in this center. Use computers for MyMathLab or get assistance with graphing calculators. Work with ACC Faculty and Students who love (and excel) in math.

## Tutoring

### in the Student Success Center

303.797.5669

Main Building, Room M1650

The [Student Success Center](#) is a free service for all currently enrolled Students and offers a safe, friendly and knowledgeable environment to give Students the help, understanding and support they need. Staffed by advanced Students in several academic subjects, this valuable support provides help with concepts, assignments and online resources. Learn from Students who have excelled in many of the courses offered at ACC.

Peer tutors also provide connections on campus, act as a sounding board for concerns, and offer guidance, coaching and problem-solving ideas. They are an excellent source for general

college information and practical advice to help Students stay on course and not give up if the going gets rough.

## **Struggling with Classes?**

At ACC, we care about our Student's academic success. During the semester, ACC requests Faculty and Instructors to report on the Student's academic progress. ACC refers to this as the Early Academic Alert Program. If a Faculty or Instructor issues an academic alert, the Student will receive an email indicating the concern. If the Student receives an alert, there is no need to panic; ACC is here to help our Students. Students are encouraged talk with their Instructor, Academic Advisor, and/or utilize one of the many academic success departments on campus to develop strategies for a successful semester.

## **Writing Center**

303.797.5893

Main Building, Library

Located in the Library, the Writing Center offers free one-on-one tutoring sessions both in-person and online to develop writing skills. Professional tutors work with any skill level, from any course or discipline, at any stage of the writing process. While the Writing Center is not a proofreading or editing service, tutors are happy to work with on proofreading strategies and understanding mechanics. Call the Writing Center or visit the Writing Center page to schedule an appointment for an in-person tutoring session.