

UCC Non-Credit Student Handbook

UMPQUA COMMUNITY COLLEGE

January 19, 2011

UCC Non-Credit Student Handbook

Welcome to non-credit education at Umpqua Community College. We are pleased you have chosen one of our non-credit classes or programs to further your education journey with business training or lifelong learning.

This information piece is designed to answer frequent student questions about our classes, services, programs and requirements for students participating in one of these programs.

Community Education

<http://www.umpqua.edu/community-education>

Contact: Robin VanWinkle, Director of Community Education

Email: robin.vanwinkle@umpqua.edu

Phone: 541-440-4651

Office Location: UCC Campus, Lockwood Hall

Office Hours: 7:30-5:00 pm M-F

Workforce Development

<http://www.umpqua.edu/workforce-training>

Contact: Pete Bober, Director of SBDC and Workforce Development

Email: pete.bober@umpqua.edu

Phone: 541-440-4673

Office Location: Workforce Training Center, Diamond Lake Boulevard

Office Hours: 8:00-5:00 pm

Small Business Development Center

<http://www.umpqua.edu/small-business-development-center>

Contact: Pete Bober, Director of SBDC and Workforce Development

Email: pete.bober@umpqua.edu

Phone: 541-440-4673

Office Location: Workforce Training Center, Diamond Lake Boulevard

Office Hours: 8:00-5:00 pm

Program Descriptions

Community Education – The UCC Community Education Department serves the life-long learning needs of Douglas County residents through a variety of programs, classes, workshops and activities. From art to yoga or woodworking to first aid, Community Education staff members strive to be responsive to ever-changing needs of patrons throughout the district.

The department coordinates non-credit classes in three broad areas:

- Fun, hobby and personal enrichment
- Business & Career Training
- Safety and health certifications

Workforce Development – Increase your employee’s productivity and your organization’s bottom line utilizing UCC’s customized training and workforce development services. Computer applications, manufacturing process skills, management training, leadership and team development, safety training and lean implementation are a few of the many topic areas available. From entry-level to senior executive management team members, UCC can customize training to fit your needs. Individual coaching and consulting to customized employee seminars, training is available when and where you need it twenty-four hours a day, seven days a week.

Small Business Development Center – The UCC Small Business Development Center is one of 19 SBDC’s in Oregon established by the Oregon State Legislature in 1983. SBDC’s were given the directive to assist and educate business owners and their families. About 200 businesses a year are served by the SBDC, with services ranging from a one hour session to a long-term association. SBDC’s provide low or no cost workshops, seminars, technology assistance, and one-on-one business assistance.

Enrollment in Classes & Programs

Community Education: Classes are open to the public for students 16 years and older unless otherwise stated. Youth and Family classes are specially designed for young people, teens or families. Community Education classes are separate from credit offerings and do not count towards degrees, diplomas or certificate programs. Pre-registration for Community Education classes is strongly encouraged.

Registration at the first class session cannot be guaranteed in cases where the class is full or cancelled due to low enrollment numbers. Visit this website for registration options:

<http://www.umpqua.edu/how-to-register>

Workforce Training: The Workforce Training Department offers business and employers state of the art training in the form of existing college classes or customized training to meet the company’s needs for their employees. The college offers a talented pool of experienced faculty, trainers and consultants to deliver content in the areas of personal and team development, technical skills, or quality and process improvement. The college works closely with the employer to tailor the training to the needs of the business.

Small Business Development Center: The Small Business Development Center offers resources, specialized classes and advice to both established business and start-up business owners. Individual, confidential assistance is available at no charge in such areas as loan programs, marketing, financial statement analysis and business planning. Low-cost workshops and seminars are available throughout the year and are open to the public. The Small Business Management Program requires application and selection before completing an intensive nine-month program.

Program Cost and Refunds

Classes, workshops, seminars and conferences may require a fee or tuition cost to attend. Check the UCC schedule or website for details. It is expected that students pay at the time of registration. Contact the sponsoring department if your employer or another agency will pay the cost for you to attend one of our programs.

Refunds:

Full refunds will be issued to all students if UCC must cancel a class. Students are eligible for a refund if they drop a class two business days prior to the class start date. No refunds are available if request is made less than two days prior to class. To cancel a class, contact UCC Registration Department at 541-440-7744. Financial credit towards future classes may be considered based on special circumstances but is not guaranteed. Requests based on special circumstances must be submitted in writing or e-mail to the appropriate department.

Student Expectations

Umpqua Community College strives to create a safe and supportive learning environment for all students and we respectfully ask the following of students in our non-credit classes:

- Be responsible for reviewing the course description and meeting any prerequisites prior to registering for a non-credit class.
- Register and pay tuition and fees prior to attending class. Only those people registered may attend a class. Parents or guardians of minors attending a class may stay and observe.
- Please arrive on time for class and be respectful of set break times.
- Please be respectful to others in the class, including your instructor. Students are asked to respect the opinions of others and refrain from dominating discussions with the instructor or fellow students. Disparaging remarks or threats are not appropriate and will not be tolerated (*See Student Rights and Responsibilities*).
- Students are asked to come to class dressed appropriately for the classroom setting. Please remember that instructors and other students may be sensitive to some odors, such as perfume.
- Please do not use your cell phone during class time to either take calls or text. Please be respectful of others and take your calls during break times or after class.
- If you require a specific disability accommodation, call ahead to 541-440-7655.

Disability Services

Persons having questions about or requests for accommodations should contact the Disabilities Services Coordinator at Umpqua Community College Advising & Career Service Center by phone at 541-440-7655 or in person at 1140 Umpqua College Road, Roseburg, Oregon 97470. Contact should be made 48-72 hours in advance of the class or event.

Closures Due to Weather

UCC non-credit classes held on campus or at satellite locations are closed when UCC is officially closed due to severe weather. If your class is held at a local school and the school is closed due to weather, your class will be cancelled for the evening. Students are encouraged to sign up for UCC weather notifications by visiting “ConnectEd” at <http://www.umpqua.edu/connectedstudents> . Students may also listen to local radio stations or visit the UCC website www.umpqua.edu for weather closure information.

Student Rights & Responsibilities

Umpqua Community College strives to create a safe and supportive learning environment for all students. The college Student Code of Conduct which is available online at: http://www.umpqua.edu/images/Training/student_code_of_conduct.pdf .

Both credit and non-credit students have a right to a safe and supportive learning environment. They also have a right to:

- Be protected against improper academic evaluation.
- Confidentiality of student records.
- Due process in disciplinary hearings.
- Reasonable accommodation for students with disabilities.

Student Misconduct

Student misconduct is a broad term that covers academic dishonesty, physical or verbal abuse, and discrimination. A sample list of behaviors that may constitute student misconduct can be found in the Umpqua Community College Student Code of Conduct in section 721.3. Several areas of misconduct will be discussed in greater detail in this section.

Student misconduct issues are handled within the Community Education, Workforce Development or Small Business Development Center Programs as appropriate. Only after students have met with the Director of Workforce or Community Education, and only if issues cannot be resolved at this level through an informal hearing, are student misconduct issues then referred to the Vice President for Student Development (VPSD). At any time during the misconduct process, a student or parent may request that the VPSD be involved.

Examples of student misconduct include:

- Committing acts of dishonesty including but not limited to engaging or participating in forms of academic dishonesty including cheating and plagiarism (see the Student Code of Conduct section 721.4 for more detailed information about academic dishonesty).
- Committing acts of physical abuse, verbal abuse, and/or engaging in conduct which intimidates, harasses, threatens, coerces or otherwise endangers the mental or physical health or safety of any member of the college community on college premises, at college-sponsored or supervised functions, or at functions sponsored or participated in by the college.
- Unwanted contact or communication of any nature with another student or other member of the college community after being instructed by a college official that such contact or communication is unwelcome and disruptive to the educational process at UCC, as determined by a college official.
- Manufacture, distribution, dispensing, possession, or use of alcoholic beverages or use of drugs or controlled substances (other than a drug lawfully prescribed by an authorized medical professional and used in accordance with the prescription) on college premises, at college-sponsored or supervised functions, or at functions sponsored or participated in by the college, except where expressly permitted by law, college regulations and/or UCC Board approval.
- Smoking on college premises, except in designated areas outdoors.
- Possession or use, without written authorization, of firearms, explosives, dangerous chemicals, substances, or any other weapons or destructive devices that are designed to, or readily capable of, causing physical injury on college premises, at college-sponsored or supervised functions or at functions, sponsored or participated in by the college.

Sanctions for Student Misconduct:

Immediate disciplinary sanctions may be applied prior to a formal review of the charges through a hearing. A verbal warning may be given to the student at the discretion of the instructor. An instructor may recommend temporary exclusion from class (up to two days or two class sessions) if the behavior continues, or if the student's behavior is disruptive to the education environment, or if the health or safety of the instructor(s), student(s), or employees appears to be in jeopardy.

Temporary exclusion is at the discretion of the Community Education or Workforce/SBDC Director and should be done only after the instructor, student and appropriate Director have met to discuss the situation and give the student a chance to share his or her side. All timelines and potential penalties identified in the Student Code of Conduct 721.5 and 721.6 will be followed. Please note that if a student is in violation of federal and state laws on campus, or at college-sponsored activities, it is the practice of the college to report offenses to local law enforcement agencies for prosecution. The college reserves the right to discipline a student even if no action is taken by the local law enforcement agency.



Non-Credit Student Instructional Informal Complaint Checklist

*The first step in resolving an instructional concern
should always be to discuss that concern with your instructor.*

Make an appointment with the instructor either in person or by email. At your appointed time to meet with the instructor, make sure you have all documentation available that may pertain to your concern.

Step 1. Stop! Before filling out this form you should have already met with your instructor to attempt to resolve the problem, either in person or by email.

If not resolved...

Step 2. Complete this *Student Instructional Informal Complaint Form* and make an appointment with the appropriate Class or Seminar Coordinator to review your complaint.

If not resolved...

Step 3. Take this form with all related documentation to the Community Education, Workforce or SBDC Office, and make an appointment to meet with the Director of the respective area.

If not resolved...

Step 4. Take this form with all related documentation to the *VP of Instruction* for review.

Course Number & Name: _____

Instructor Name: _____

Have you met with the instructor? Y/N Date of meeting with Instructor: ___/___/___

Have you attached any needed documentation?

Please provide a factual account of your concern, including dates. You may use an additional sheet of paper if necessary. Please describe the resolution you are seeking.

