

SCHEDULE CHANGES

After initial registration, students may make course changes such as to add or drop courses in the Office of Registration and Records (through first week) or via the web (up until the day before term starts).

Adding and Dropping

After initial registration, students may wish to add, drop and/or withdraw from classes in accordance with the dates published in the academic calendar. For assistance, contact the Information Desk at 541-440-4600.

Waitlisting

If a class is closed, a student can choose to be placed on the waitlist. Only students on the waitlist will be offered an opportunity to register, via their UCC student email, if a seat becomes available. All prerequisites and other enforced registration restrictions must be met to be placed on a waitlist. The waitlist operates on a first come, first serve basis with a specific limited amount of time to register for the course should a seat become available. The student is responsible for monitoring their UCC student email for notifications.

Drops/Withdrawals

Students discontinuing attendance without filing a Registration & Schedule Change Form with the Office of Registration and Records will be responsible for all Tuition and Fees associated with the course. Additionally, they may receive a failing grade. Recipients of Title IV financial aid funds are subject to the federal regulations for withdrawals from classes for a term.

Students wishing to drop (which does not appear on the academic transcript) a course or courses must initiate the drop procedure during the first week of instruction, except for classes less than ten weeks in length. These dates are pro-rated and reflected in the class schedule. Complete and file the appropriate form with the Office of Registration and Records.

Withdrawal from UCC

To withdraw from all courses, students must submit a completed Registration & Schedule Change Form, with appropriate signatures, to the Office of Registration and Records. A withdrawal is reflected on a student's transcript and adherence to the correct procedure protects a student's academic record.

Withdrawal Fall, Winter, and Spring Terms

Fall, winter, and spring terms, students may withdraw from courses beginning the second week of instruction through Friday of the seventh week by completing the appropriate form in the Office of Registration and Records, signatures from financial aid must be included.

Withdrawal Summer Term

Refer to academic calendar.

Late Withdrawal Request from UCC

A Late Withdrawal may be requested after the withdrawal deadline. All requests must include a written explanation with supporting documentation outlining the extenuating circumstances, which prevented student from withdrawing

before the published deadline. A course failure alone is not an extenuating circumstance. A written response will be sent to the student's email account within three business days. In some circumstances the Registrar may refer the withdrawal request to the Academic Standards Committee for further review.

Instructor Drops from Classes

Instructors have the option to drop a student who registered for a class, but does not attend the first meeting. Students who do not wish to be dropped due to non-attendance should contact the instructor if they will miss any of the first week's meetings. Instructors are not required to drop a student for non-attendance. Therefore, students who want to drop or withdraw from a class must initiate the drop/withdrawal process through the Office of Registration and Records. It is their responsibility to ensure the drop or withdrawal process occurs. If a student is registered for a class and they do not attend, they will be assigned a grade in the class and it will become part of their permanent record.

Exceptional Circumstances and Appeals

Students are expected to request withdrawals after the term begins in person. Under exceptional circumstances with documentation, they may initiate a withdrawal by telephone or by writing a letter of explanation to the Office of Registration and Records.

Appeals for exception to the withdrawal policy must be directed to the Academic Standards Committee. Appeal forms are available from the Office of Registration and Records. For assistance, contact Registration & Records Associate at 541-440-4616.

Note: Recipients of Title IV financial aid funds are subject to the federal regulations for withdrawals from all classes for a term.

CREDIT OPTIONS

Advanced Placement

Umpqua Community College recognizes Advanced Placement (AP) and International Baccalaureate (IB) Programs, offered in some high schools, by awarding credit for some courses. To receive credit, scores of 3 or above must be obtained on the AP exam(s) and 4 or above on the IB exam(s). Official scores must be sent to UCC for evaluation before credit will be awarded. Contact the Registrar's Office if there are questions. For assistance, contact the Registration & Records Associate at 541-440-4616.

Challenging Courses

UCC maintains a course challenge procedure, recognizing that alternative avenues exist other than the classroom for acquiring knowledge. If adequate justification exists, students may challenge courses using the following guidelines and procedures:

1. Courses may not be challenged if current (same term) enrollment exists.
2. A course may not be challenged if a grade has been previously assigned in the same course or if the course is a lower level than a course previously completed.
3. Financial aid funds may not be used to pay for course challenges.

4. Challenges are not considered part of the residency credit requirements for degrees, diplomas, or certificates nor are they considered in determining credit status for financial aid, veteran benefits, or eligibility for athletics.
5. In addition to tuition and fees, a separate course challenge fee will be charged for each course challenged.
6. A course may not be challenged more than once.
7. Following an unsuccessful challenge, students must enroll in the course in order to obtain credit.
8. Not all courses can be challenged. Departments may allow students to challenge courses for credit if justification exists.
9. Proficiency must be shown through midterm and final examinations and/or skill proficiency demonstration.
10. An instructor who teaches the course shall determine the grade earned by the student.
11. Only grades of P, C or better will be transcribed as institutional credit and designated with a (CHAL EXAM) notation.

Upon successful completion of the challenge exam, the student will submit the Challenge paperwork to the Office of Registration and Records for processing. Student is responsible for all Tuition and Fees associated with the course. The student may not challenge a course a second time.

Cooperative Work Experience

Cooperative Work Experience is a structured work and learning opportunity. Students are concurrently enrolled in a related academic program. The work experience is directly related to the goals and objectives of the individual student's education program, coupling classroom learning with workplace training. The college and participating firms and organizations cooperatively develop training and evaluation plans to guide and measure the success of each student. Each course is offered summer, fall, winter, and spring terms.

- Up to thirteen CWE credits may count toward the AAS and AGS Degrees.
- Up to twelve CWE credits may count toward the AA/OT elective requirements.
- Up to twelve CWE credits may count toward the one-year certificate.
- Requires instructor consent. Some programs may limit the number of credits allowed per term.
- See a faculty or academic advisor for requirements specific to a program.
- Some programs require students to complete a CWE seminar. CWE Seminar I is one credit.
- Credits earned for CWE Seminar I are part of the annual total credits allowed. For more information on how to begin CWE, check with faculty or an academic advisor.

Credit for Prior Learning (CPL)

Students may earn transfer credits for learning gained outside postsecondary education by demonstrating college-level knowledge and competencies. Per accreditation standards, institutionally assessed credit for prior learning cannot exceed 25% of the credits applied to a degree or certificate. Credit for prior learning cannot be used to establish residency or athletic eligibility.

- The CLEP program, a set of nationally-normed examinations which provide credits in individual subjects
- International Baccalaureate
- Advanced Placement tests (score of 3, 4 or 5 required)
- Military schooling (ACE Guide approved)
- Institutional challenge exams
- Professional Certifications (see details below)

Students can contact the Registrar at 541-440-4617 for additional information about the process for credit for prior learning.

Early Childhood Education – Credit for Professional Learning

The Early Childhood Education program awards credit for prior learning based on verified award of a Child Development Associate (CDA) credential from the Council for Early Childhood Professional Recognition or a Step 7 (or higher) certificate from the Oregon Registry: Pathways to Professional Recognition in Childhood Care and Education. In addition, students must have at least one year of on the job experience working as an educator in an ECE classroom or licensed childcare facility.

Please contact the ECE program coordinator at 541-440-7848 for more information

Credit for Professional Certification (CPC)

- The UCC Criminal Justice and Emergency Medical Service programs award CPC credits.
- The Criminal Justice program awards college credits to professionals in areas such as law enforcement, corrections, parole and probation, and 9-1-1 telecommunications. College credits are awarded in specific criminal justice courses by directly correlating the applicant's DPSST (Dept. of Public Safety Standards and Training) training, years of experience, special unit assignments, specialized departmental/facility training, and conferences attended. The applicant's training record is then aligned to specific content of criminal justice credit courses offered at UCC. Please contact the Criminal Justice program coordinator at 541-440-7668.
- The EMS (Emergency Medical Services) program awards credit for prior certification to students who possess respective certifications or licenses for EMT or Driver. Please contact the EMS department chair at 541-440-7680 for more information.

High School Connections:

College Credit for High School Students

Students can earn college credit while still in high school. This can be done in a number of ways including Dual Credit, Expanded Options, and other college credit options.

DUAL CREDIT

The dual credit program offers opportunities through partnerships with Douglas County schools by providing lower division academic and entry level career technical courses that are transcribed through UCC. The classes are taught by high school instructors who meet UCC faculty qualifications and have articulated the course content with UCC. For more information about dual

credit, visit umpqua.edu/high-school-connections or contact HSConnections@umpqua.edu or 541-440-7709.

EXPANDED OPTIONS PROGRAM

The Expanded Options Program (EOP) was created in 2005 through Senate Bill 300 (SB 300) to provide students with additional options to continue or complete their education and to allow them to earn concurrent high school and college credits. If accepted into the program, students take classes on the UCC campus or online, and the students' sponsoring high school covers the cost of tuition and fees. Some high schools in the area have a waiver and do not participate in the program.

To be eligible to apply, students must be:

- 16 years of age or older at the time of enrollment and in grade 11 or 12
- Currently enrolled in high school, and
- On track to complete course requirements for graduation

OTHER COLLEGE CREDIT OPTIONS

Students who are still in high school may also take college classes by filling out the Pre-College Verification form. This form must also be signed by the student's high school or home school representative, and the student is responsible for the cost of tuition, fees, and books. Successfully submitting the form will provide the student a 20% discount on tuition. For more information, umpqua.edu/high-school-connections or 541-440-7709.

Independent Study

Independent study focuses on subjects beyond the course curriculum, or in-depth study of a particular aspect of course content. Independent study affords an opportunity for instructors to challenge advanced students who are interested in more in-depth pursuit of subject matter. Provides an avenue for students who have previous study in a subject area to complete further work for credit.

- Course arrangements must be made in advance. Credit will not be granted retroactively.
- Approval for student registration must be granted by the department responsible based upon student/instructor's written request, and by the department chair.
- Credit to be granted will be decided by the department responsible, with each credit equivalent to 20 clock hours minimum.
- Objectives are to be specified in writing, including dates for completion of particular activities or assignments and approved by the Instructor or department chair.

To qualify, students must have approved previous background in the appropriate content area, or be performing at a high quality level in current course work and willing to take on the additional work.

Transcripting and Transferring Credits

Students transferring from another college please note:

1. If pursuing transfer credit: An official copy of all transcripts should be received by the Office of Registration and Records at UCC within the first term of attendance.

2. Credits are only accepted from regionally accredited colleges and universities. Transferred credits become part of the permanent academic record, and/or as listed below:
 - A. A grade of D is acceptable in transfer work unless the specific program or degree requires a grade of C or higher.
 - B. Career-Technical (vocational) credits will be accepted toward the AAS degree; and 12 such credits may count toward the AS and AA degrees.
 - C. Credit for military training is granted on the basis of recommendations by the American Council on Education (ACE) as contained in the "Guide to the Evaluation of Educational Experiences in the Armed Services." UCC accepts credits from the military DANTES and USAFI programs, as recommended by the ACE. All military credits are to be listed on a military transcript:
 - Army — Army/ACE Registry System (AARTS)
 - Air Force — Community College of the Air Force
 - JST - Joint Services Transcript
 - Marines — Individual Training Standards System, Maintenance Training Management and Evaluation Program (ITTS MATMEP)
 - Navy — Navy Occupation/Training and Awards History
 - D. Credit for College Level Examination Program (CLEP) and the Advanced Placement (AP) Tests are granted based on acceptable scores.
 - E. For information on a Credit for Prior Learning (CPL) program, contact the Office of the Registrar at 541-440-4617.

TUITION AND FEES

Every effort is made to insure accuracy at the time of publication, however, the college reserves the right to make changes without prior notice.

Tuition: Resident, Non-Resident and International

All tuition rates can be found in the class schedule. International students are required to enroll as full-time students.

NOTE: Tuition and fees are subject to change without prior notice. Increases are anticipated for 2020-21. www.umpqua.edu/cost-aid.

Fees

The fees listed below are approved for the 2020-21 academic year. Please see class schedule for the current tuition and fees.

- Legacy fee - \$8 per credit.
- Global fee - \$14.50 per credit
- Instructional fee - \$7 per credit
- Credit registration fee - \$25 per term (non-refundable)
- Student insurance fee - \$5 per term (non-refundable)
- Graduation application fee - \$50 (non-refundable)
- Graduation fee - AHSD/GED - \$30 (non-refundable)
- Course challenge fee - \$10 per course (non-refundable)

- Proctored test - \$18 per hour Placement Assessments:
Retest fee - ACCUPLACER - \$6 (reading or writing)
ALEKS \$15 (math)
- Online fee for UCC online classes - \$30 per course
- Hybrid access fee - \$30 per course
- Online fee for UCC non-credit classes - \$5 per course
- US fax fee \$3 - (non-refundable)
- International fax fee - \$10 (non-refundable)
- Return check/stop payment charge fee - \$35

Other fees vary from class to class. Fee charges are listed in the "fee" column for each class requiring this additional payment.

Non-Credit Tuition/Fees

NON-CREDIT COURSE COST

Class costs for Community and Workforce Training offerings are listed in the Community Connections publication. Schedules are mailed each term to district residents, are available in the Office of Registration and Records or on the web at www.umpqua.edu.

Residency

OREGON RESIDENT

A person who has maintained a residence in Oregon for at least 90 days prior to the beginning of classes.

OUT-OF-STATE STUDENT

A person who has not established residency in Oregon 90 days prior to the beginning of classes.

VETERANS

All Veterans and their eligible dependents pay in-state tuition rates in compliance with Section 702 of the Choice Act, its addendum, and Section 301 of Public Law 115-251.

DEGREE COMPLETION AND CATALOG TIME LIMITS

Catalog Time Limit for Program Completion

Students must complete the program and degree requirements listed in the catalog under which they began their program within a five-year time span. After five years, students must either complete current program requirements in effect, or petition the Department Chair (for career-technical programs) or the Director of Registration and Records/Registrar (for transfer programs) for an extension of time or an approved adjusted program.

Graduation Requirements

Degrees and certificates are awarded at the conclusion of each term. The commencement ceremony to honor degrees and certificates is held in June.

It is the student's responsibility to request a graduation evaluation to ensure that all requirements are completed. For June graduates, the evaluation should be requested no later than March 1, of the year in which the certificate or degree is to be awarded.

To receive any degree from UCC, students must maintain a 2.00 cumulative grade point average, attend UCC for two terms including the last, and complete at least 25% of the program requirements at UCC.

Students must complete a minimum of 90 term credits of lower division collegiate courses with a minimum accumulated grade of C or better.

Students who graduate from high school or completed a high school equivalency program in 1997 or later must meet the second language requirement for admission to a four-year Oregon State college or university: 1) Two years of the same high school-level second language, or 2) two terms of a college-level second language with a grade of C or better.

Limitations

1. Physical Education Activity Courses – 12 hours maximum.
2. Students may not receive credit toward a degree or certificate for courses in which they have previously completed advanced work (e.g., BA 151 after completing BA 211).

Second Degree or Certificate

- To earn a second Associate Degree, students must satisfactorily complete a minimum of 24 credit hours in addition to those completed for the first degree.
- To earn a second program Certificate, students must complete a minimum of 12 credit hours in addition to those completed for the first certificate.

Pathway Certificate

UCC automatically awards Pathway Certificates upon completion of requirements at the conclusion of each term. To opt out of an automatic award of a Pathway Certificate, submit a completed Change in Graduation form (with the OPT OUT box checked) to the Office of Registration and Records.

Retail Management Certificate

UCC automatically awards the Retail Management Certificate upon completion of requirements at the conclusion of each term. This certificate is automatically awarded as it is a Statewide Certificate of Completion and does not have a statewide base program to attach to in order to qualify as a Pathway Certificate. The certificate is automatically awarded to both traditional students as well as WAFC sponsored national students. To OPT OUT of an automatic award of the Retail Management Certificate, submit a completed Change in Graduation form (with the OPT OUT box checked) to the Registrar's Office in Registration and Records.

Degree Completion at Another Institution

Under extraordinary circumstances, a student may petition the Office of Registration and Records for permission to complete a maximum of 15 credit hours of degree requirements at another institution.

In order to qualify, the student must have met the UCC residency requirements.

Completion time is limited to five years from last term of attendance. Students must complete the degree requirements listed in the catalog under which they began their program within a five-year time span. After five years, students must complete program requirements currently in effect for that program.

ACADEMIC TRANSCRIPTS

A student may request official transcripts through the National Student Clearinghouse (NSC). To learn how to request transcripts visit UCC website at <http://umpqua.edu/request-transcripts>.

Links to NSC are provided through each student's self-service account, the UCC web site Transcript page www.umpqua.edu/request-transcripts, or directly through National Student Clearinghouse www.nationalstudentclearinghouse.org. Official transcripts are stamped with the college seal, and delivered to recipients designated by the student.

Unofficial Transcripts are labeled "Unofficial" and available through the Student Self Service account.

Umpqua Community College does not release copies of any transcripts originating from another college, university, high school or entity, from which the student may have transferred.

Holding of Transcripts

Transcripts will be held for outstanding debts owed the College or any other lending institution that provided financial aid, after the acceptance of the account by a collector, including the U.S. Department of Education.

Transferring UCC Credits

Institutions of the Oregon public universities will accept 124 transfer credits from Oregon community colleges.

Any transferable credit earned after completing 124 quarter hours must be earned at a four-year school. Permission is required from the department and the Registrar's Office at the four-year school for exceptions to this rule. UCC does not assume responsibility for acceptance of additional credit by another school.

Career-technical credits may be transferred in certain programs to Oregon public universities on a transfer articulation agreement. Students should plan in advance with proper college officials at both UCC and the college or university involved to make all of the necessary arrangements.

CEU and Non-Credit Transcripts

Continuing Education Units are awarded at the discretion of the college. An official transcript of CEU and non-credit courses may be requested from the Office of Registration and Records following regular UCC transcript guidelines.

ACADEMIC STATUS

Honor Roll

For full-time students, UCC maintains two levels of Honor Roll. The President's Honor Roll, 3.75 - 4.00 GPA for the term, and the Honor Roll, 3.50 - 3.74 GPA.

Graduation with Honors

UCC recognizes Honor graduates as follows:

4.00 GPA — Highest Honors

3.75 - 3.99 — Honors

For the commencement program the cumulative GPA through winter term is used.

Phi Theta Kappa

Phi Theta Kappa is an international honor society for community colleges which gives prestigious recognition to community college

students with excellent scholarship. Made up of over 1.2 million members, Phi Theta Kappa touches 1,200 campuses around the world. The benefits of membership are numerous, including a notation on the UCC transcript, the privilege of wearing the Phi Theta Kappa academic regalia at graduation, and access to scholarship opportunities.

Phi Theta Kappa campus chapters provide opportunities for:

- the development of leadership and service;
- the exchange of ideas and ideals;
- fellowship; and
- stimulation of interest in continuing academic excellence.

Membership is based on having complete at least 12 credit hours with UCC and a cumulative GPA of 3.50 or higher. There is a one-time fee for membership.

For more information about Phi Theta Kappa, please call 541-440-7749 or visit the Student Engagement Office located in the LaVerne Murphy Student Center.

Academic Probation

Academic Probation is a warning status that students are not making satisfactory academic progress. Full- and part-time students whose cumulative Grade Point Average (GPA) falls below a 2.00 for any given term will be placed on academic probation.

Academic Suspension

Academic Suspension is a status that limits students' enrollment options. Academic Suspension will be applied in the following two (2) situations:

1. Full- and part-time students maintaining less than a 2.00 cumulative Grade Point Average (GPA) for two (2) consecutive terms will be placed on academic suspension.
2. Full- and part-time students who have attempted 36 credits and have a 1.75 cumulative GPA or lower will be placed on academic suspension.

The Registrar is responsible for reviewing and updating this policy. Specific guidance for policy implementation may be found in the associated Administrative Procedure(s).

Forgiveness of Past Academic Performance

Academic Forgiveness is a one-time process by which credits and grades from forgiven terms will not be used in determining GPA or academic standing. Students whose past academic records are detrimental to future academic or occupational pursuits may pursue one of three options to be eligible to petition the Academic Standards Committee for Academic Forgiveness of past performance:

- 1) After a leave period of at least two (2) years and upon return, the successful completion ("C" or better) of 12 credits for an Associate or 25% of the required coursework for a Certificate.
- 2) A change of major and the successful completion ("C" or better) of 12 credits for an Associate or 25% of the required Certificate course work in the new program.
- 3) After a period of at least five (5) years between the quarter for which the petition is sought and the date of the appeal.

Once students graduate from UCC they may no longer be granted Academic Forgiveness for terms prior to their most recent graduation date.

The Registrar is responsible for reviewing and updating this policy. Specific guidance for policy implementation may be found in the associated Administrative Procedure(s).

Attendance

Students are accountable for attending class(es) in which they are officially enrolled. Should a student not attend the first day of class or contact the instructor, the instructor **may** submit an instructor drop to the Office of Registration and Records for processing. Instructors are **not required** to drop a student from their course for non-attendance. It is the student's responsibility to verify, during the first week of term, if they have been dropped from a course through their student self-services account or by contacting the Office of Registration and Records.

A grade will be assigned in all credit classes unless an official drop or withdrawal has been processed by the published deadlines. Classes that meet less than the regular length of the term have different deadlines.

Instructors may announce an attendance policy for their classes. It is the student's responsibility to obtain attendance rules from each instructor in cases of late enrollment.

Only students who have officially registered may attend classes. Starting the first week of the term the student's name must appear on the Class Roster, or they must have a class schedule which shows they are registered for the class.

GRADING SYSTEM

Grades are issued at the end of each term.

GRADE	DESCRIPTION	GRADE POINTS
A	Exceptional Accomplishment	4
B	Superior Work	3
C	Average Work	2
D	Inferior Work	1
F	Unsatisfactory Work	0
I	Incomplete	0
IP	In Progress	0
E	Extended Course	0
P	Pass (Equivalent to C or better)	0
W	Withdrawal	0
AU	Audit, No Credit Awarded	0
NG	Non-graded course	0
AU	signifies student audited the course. No credit awarded.	
I	signifies that the instructor has granted an "incomplete" mark with arrangements made for completing the requirements.	
IP	signifies that the course completion is in progress and that the instructor has not submitted the grade by the deadline.	
E	signifies the course was scheduled to extend into the next term and thus a grade cannot be submitted. The issuance of this grade is based upon satisfactory progress by student. The E grade must be completed within two terms after the E grade was assigned, or the E grade becomes permanent and the course must be repeated.	
NG	signifies the course or section is not graded.	

P signifies a passing grade of C or better was earned. Qualifying credits count toward degrees and certificates but are not computed in the GPA.

W signifies withdrawal from a course.

GPA is computed by: 1) multiplying the number of credit hours attempted in a course by the number of points allowed for the grade received; 2) adding the total points for all courses; 3) dividing this total by the number of credit hours attempted for the term. A GPA is usually computed to two decimal places.

Transfer GPA's are not listed on the UCC transcript, nor are they used in determining the UCC GPA.

Auditing

Students who want to participate in a course, but do not want to receive credit and a grade may register for a course under an audit option beginning the first day of class. Charges for auditing a class are 50% of tuition and 100% of fees. These charges are not eligible for financial aid assistance. Students may register as auditors beginning the first day of class on a space-available basis with credit students receiving priority. A student wishing to change from credit to audit, or vice versa, must do so by the tenth instructional day of the term. Class audits require instructor approval.

Grade Discrepancies

Students must bring any grade discrepancy to the attention of the Director of Registration and Records/Registrar within 90 days of the grade being transcribed.

Incomplete

When a student has satisfactorily completed a substantial portion of the assigned coursework but some essential course requirement has not been completed for reasons acceptable to the instructor, a grade of Incomplete (I) may be given and additional time granted for completion.

The Incomplete Grade Contract Form process must be requested by the student, except in emergency cases. The form is to be filled out and signed by both the student and the instructor. However, only the instructor may submit the form to the Director of Registration and Records/Registrar.

Because a substantial amount of completed coursework is required for incomplete eligibility for the student, a course repeat is not a legitimate make-up assignment and such agreement will not be accepted by the Registrar's office.

An "I" grade must be removed by the end of the next regular term, regardless of whether or not student is enrolled. An "I" grade may be extended only under the most extenuating circumstances and then only for one additional term. An extension must be filed with the Director of Registration and Records/Registrar on a new or revised contract form prior to the original expiration date. If an "I" grade is not removed by the agreed-upon date, the "I" then becomes the letter grade designated on the contract.

Mid-Term Status

Students who are failing or are in danger of failing may be notified by the Advising Department sometime during weeks two through seven of each term. However, failure to receive this notification

does not constitute assurance that the student will not fail based on performance following the seventh week.

Pass/Fail Option

Grading options for each course are listed in the course syllabus. Some courses are graded A-F only, some are graded Pass/Fail only, and some allow students to choose either of those two grading options. To choose a grading option, students must inform the instructor during the first two weeks of class. Courses in the student's major should not be taken with the Pass/Fail option.

Repeating a Course

Umpqua Community College policy allows students to repeat a course to improve the grade earned.

Students' academic records are updated when courses are repeated. In most cases credit is awarded only once. The lower grade will be notated with an "E" (excluded) on the transcript and is not computed in the GPA, the higher grade is notated with an "I" (included) on the transcript and is computed in the GPA.

Course work taken at another school will not be considered as a repeat for the same course taken at UCC.

VETERANS EDUCATION BENEFITS OFFICE

Only tuition and fee benefits are available to students taking less than half-time. If students are taking GED courses they must attend class 18 hours or more per week to be considered full-time. Veterans and other military personnel need to check with the Office of Registration and Records regarding procedures for acceptance of military credits.

The UCC Veterans Education Benefits Office will assist students in filling out the necessary paperwork to establish eligibility for educational benefits. All students receiving Veterans Educational Benefits while attending UCC are required to submit transcripts for all previous education, including all military service.

After certification by the college and the VA, the student must:

1. Maintain satisfactory progress (described below).
2. Enroll only in courses that are part of the certified program. By taking classes outside of the certified program, student will be liable for overpayments from the VA.
3. Complete the courses for which student was certified. Overpayments will occur if a student enrolls in but does not complete hours for which they were certified.
4. Inform the UCC Veterans Education Services Office immediately of schedule or address changes, as it takes up to six weeks to process the changes.
5. Chapters 30 and 1606 must certify enrollment status with the Veteran's Administration monthly, by logging on to www.gibill.va.gov/wave/index.do or by calling 1-877-823-2378.

Application can be made for Advance Pay if there is more than a 30-day break between terms. Advance Pay requests must be received by the UCC Veterans Education Benefits Office at least 30 days prior to the beginning of the term for which Advance Pay is requested.

Veterans Satisfactory Progress

Students receiving veterans educational benefits must comply with the following:

- A student is considered in good standing when they maintain a 2.0 GPA on both term and accumulative grade records.
- Any reduction of class load which will affect a student's status will be reported to the VA and could result in an overpayment.
- A maximum of 45 hours of deficiency courses will be allowed for any veteran student.
- Veterans whose GPA falls below 2.0 will be advised that they are on probation.
- Students who do not maintain a 2.0 GPA for two consecutive terms will receive a notice of suspension. The appropriate VA Regional Office will also be informed. Once students are placed on Unsatisfactory Progress they must enroll for, and successfully complete, one term on their own before the veterans office will submit their records to the VA for recertification.

Policy AP 5014 Veterans Benefits and Transition

Umpqua Community College does not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under Chapter 31 or 33. Umpqua Community College will permit any individual covered under VA Chapter 31 – Vocational Rehabilitation and Employment, or Chapter 33 – Post 9/11 VA Education Benefits, to attend or participate in the course of education for at least 90 days following the certification of enrollment.

DISTANCE LEARNING

Online Learning

Many UCC classes are offered online through UCC's online learning management system. Most are fully online, which means all of the course work and interaction with the instructor is offered through our online learning management system. Some classes are hybrid, which requires students to both complete work online and meet in person. Online classes offer a little more flexibility with scheduling and are normally best suited for motivated self-starters who are familiar with computers. High speed internet access is highly recommended for anyone considering an online class.

For more information on which classes are offered fully online or hybrid, please see an advisor. Students can visit our website: www.umpqua.edu/ucconline for more information on UCC's online learning management system and to complete a self-readiness quiz to see if online classes are right for them.

Academic Advising

Academic Advising for online learning options and course information is available through the Advising Department. For more information, call 541-440-4610.

FINANCIAL AID/ STUDENT ACCOUNTS

The Financial Aid Office is committed to helping students obtain funding for their education. Although the primary responsibility for meeting college costs rests with students and their families, UCC recognizes that many individuals cannot assume the full financial burden of the costs of a college education. For this reason, financial aid is available to help bridge the gap between the costs of education and the available student and family resources. Students interested in financial aid are encouraged to complete the Free Application for Federal Student Aid (FAFSA) online, as soon after October 1 as possible to be considered for maximum aid offer. The official website is www.fafsa.ed.gov. UCC's federal school code is #003222. Additional financial aid information is available at: www.umpqua.edu/financial-aid. Undocumented Oregon residents may complete the ORSAA in lieu of the FAFSA for state aid.

Eligibility Criteria

Virtually all students who meet the following eligibility criteria will be offered some type of financial aid:

- Be a U.S. citizen or eligible non-citizen
- Must have a high school diploma or a recognized equivalent such as a GED certificate or completing a high school education in a home-school setting approved under state law
- Be admitted and enrolled in an eligible degree or certificate program at UCC
- Not be enrolled simultaneously in a high school diploma completion program
- Register with the Selective Service, if required

Notification Procedure

When the FAFSA application is received by UCC's Financial Aid Office, a Welcome Letter is sent to the applicant's personal email that contains further instructions. After processing each student file, a financial aid offer will be sent to each eligible student's UCC email. Financial aid offers are viewed/accepted via Student Self Service by the time frame indicated on the offers notification.

Disbursement Procedure

Students are allowed a 100% refund of tuition and most fees through the first week of each term. A student does not need to be full-time to receive financial aid. Many funds are pro-rated based on a student's enrollment status (full-time, three quarter-time, half-time or less than half-time). The Financial Aid Office will determine a student's enrollment status on Monday at 8:30 a.m. of the second week of the term and disburse funds for that enrollment status to the student's account.

On the second Friday of each term (with the exception of summer term) the student's financial aid funds in excess of institutional charges will be made available through two means:

- Direct deposit (set up through Student Accounts)
- US Postal Service

Funds will continue to be direct deposited or mailed on Fridays, throughout the term.

Due to a rise in student loan defaults, UCC recommends that students go online and view a Financial Aid Literacy Seminar at: www.umpqua.edu/financial-aid-literacy-seminar.

Refunds or Repayments of Financial Aid Funds

If a student withdraws from courses while receiving financial aid, the terms of the UCC Refund Policy apply. Additionally, recipients of Title IV aid funds are affected by the federal refund and repayment regulations if they withdraw from all classes or receive all F's, or a combination of both, during a term. Students who withdraw from all classes prior to completing more than 60% of an academic term must have their eligibility recalculated based on the percentage of the term that they attended to determine unearned aid. Student aid recipients who are considering withdrawal from a class or all classes are strongly encouraged to contact the Financial Aid Office for complete information.

Satisfactory Academic Progress Policy (SAP)

UCC is required by federal and state regulations to define and enforce standards of Financial Aid Satisfactory Academic Progress. Students must maintain SAP in order to continue to receive financial aid. Please note: Financial Aid SAP is separate from Academic SAP. Students must comply with the requirements of both policies. Satisfactory academic progress is monitored each term.

A copy of the requirements for Financial Aid SAP are available online at: www.umpqua.edu/financial-aid under the menu "Student Forms & Publications".

Appeals to the Standards for Satisfactory Academic Progress

Students may appeal a Satisfactory Academic Progress suspension. An appeal requires a written statement/letter explaining why the student was not able to meet the standards along with supporting documentation and a Student Educational Plan completed by an Academic Advisor. The Financial Aid Director reviews the appeals. Appeals not accepted by the Director may be appealed in writing to the Financial Aid Advisory Committee. The committee will review the appeal and the decision is final.

Types of Financial Aid Available

Often, more than one type of financial aid funding can be offered to students. There are four basic types of financial aid: grants, scholarships, loans and work-study employment. Grants and scholarships can be thought of as gift aid because there is no requirement to repay or to work in exchange for the funds.

Federal Pell Grant

The Pell Grant program was established by the federal government to provide a basic core of aid for eligible undergraduate students.

Eligibility is determined by the federal government and has a lifetime limit of 18 full-time quarters.

Oregon Opportunity Grant (OOG)

The State of Oregon provides funds for this program and the Office of Student Access and Completion (OSAC) determines the student's eligibility. Students must meet the requirements for state residency and demonstrate financial need. Students cannot be enrolled in a course of study leading to a degree in theology, divinity or religious education. OOG eligibility may be transferred to other eligible institutions, but eligibility is limited to 12 terms of attendance. Fall term attendance is mandatory.

Oregon Promise Grant

Oregon Promise Grants are available to recent high school and GED graduates. For more information about eligibility and application requirements, visit the Office of Student Access and Completion website at oregonstudentaid.gov.

Federal Supplemental Educational Opportunity Grant (FSEOG)

These grants are federally funded and UCC is responsible to select eligible students and to determine the amount of the awards to students. Eligible students must not have earned a bachelor's degree. Preference for this grant is given to students who are Pell-grant eligible and have low family contributions toward their educational expenses. Funds are limited and students are encouraged to complete their FAFSA early.

Tuition Waivers

Performance-based tuition waivers may be offered to students who have shown outstanding achievements in such areas as student leadership, journalism, performing and visual arts, and athletics. The Performing and Visual Arts faculty members are active in the community. For more information about performance-based tuition waivers, contact the Financial Aid Office.

Federal Direct Student Loan Programs

All students meeting eligibility criteria may apply for Federal Direct Student Loan funds. These loans are federally guaranteed loans. First year students (less than 45 credits completed toward their program of study) are eligible to borrow subsidized amounts up to \$3,500, and second-year students may borrow up to \$4,500. (Actual amounts are dependent upon student eligibility and budget criteria).

THERE ARE TWO TYPES OF DIRECT LOANS FOR STUDENT BORROWERS:

- Subsidized FDSL eligibility is based on budgetary need and is awarded first, up to annual maximums based on dependency status and grade level. Interest is charged to the borrower only after no longer enrolled at least half-time. New borrowers as of 7/01/13 lose subsidy if their program is not completed within 150 percent of the published length.
- Unsubsidized FDUL eligibility is not based on financial need and may be awarded up to annual maximums, based on dependency status and grade level, or budgetary need (cost of attendance less aid and resources). Interest is charged to the borrower from the date of disbursement and may be paid

quarterly to avoid capitalization. A separate loan request is required for this loan.

In compliance with federal regulations, loans will be prorated for students attending less than 3 terms

Federal Work Study (FWS)

Work Study gives students the opportunity to earn money to help pay for educational expenses. Students must be offered financial aid and be eligible for Work Study before being placed in a Work Study job. If students are interested in a Work Study job, contact the Financial Aid Office, located in the LaVerne Murphy Student Center. Completion of paperwork is required prior to starting work.

Scholarships

Scholarships are a great way to help pay for education. Thousands of scholarships are available each year, and every one of them has its own unique requirements. Scholarships are available through schools, employers, individuals, private companies, non-profits, communities, religious groups, and professional and social organizations. Students must search for scholarships that match their own skills, interests, heritage and field of study.

Information, resources, and application forms for scholarships are available on the UCC website at www.umpqua.edu/scholarships.

Gold Card Program

Residents of Douglas County who are 60 years of age or older, and persons who are disabled and receive Social Security Disability as a result of that disability, may become members of the Gold Card Program.

Senior Gold Card members may enroll in a credit course providing space is available. Gold Card members will pay 50% of the tuition cost and 100% of the fees.

Senior and Disability Gold Card members will receive a 20% discount on selected Community Education Classes. Senior and Disability Gold Card members will be admitted to UCC fitness facilities free of charge during open hours.

Payment Methods

Classes must be paid after registration either with cash, check, Visa, MasterCard, Discover card, online through the student self-service account (fees may apply) or by notifying Student Accounts Finance Office that other funding is available. Students must pay the College any money owed from previous terms before registering for the current term of classes.

It is the student's responsibility to notify Student Accounts that other funding is available.

Financial Aid

Students who have applied for financial aid and have been determined eligible will have their tuition and fees taken out of their financial aid.

Students who are receiving financial assistance from sources outside of the College must work with the source to meet the deadlines required by UCC. This assistance must also be reported to the Financial Aid Office.



Refunds

Students who withdraw from one or more UCC courses and who have complied with regulations governing withdrawals, are entitled to certain refunds of tuition depending on the time of withdrawal. Refunds are limited to students who comply with withdrawal procedures. See Withdrawals.

Full tuition is refunded if a withdrawal is made during the first week of fall, winter and spring terms. During summer, full tuition is refunded if a student withdrawal is made during the first three days of the 8-week session, and during the first two business days of each four-week session. No tuition refund will be made if withdrawal is made after these times.

Refunds in all cases are calculated from the date a refund is requested. It is not calculated from the date student ceased attending class. The only exception is in an unusual case in which delay occurred for reasons beyond the student's control. Students will receive full refunds for courses cancelled. Certain fees are non-refundable (i.e. credit registration fee, student insurance fee). Please review the schedule for a full list.

Community Education/SBDC — Payment is due at time of registration. Students are eligible for a refund if they drop a class two business days prior to the class start date. To officially drop, students must contact Community and Workforce Training or SBDC office. A full refund will be granted if a workshop or class is cancelled by UCC.

Credit Card Payments

All refunds will be issued in the form of a check payable to the student regardless of the original form of payment or who paid for the course. If a third party sponsored agreement is set up with the Student Accounts Office, refunds will be issued in the form of a check payable to the third party.

Nelnet Payment Option

Refunds for payments will be made by check to the student, regardless of who paid for the course.

Non-Payment Actions

Consequences for Not Paying

If a student fails to pay their account, the college may take any or all of the following actions:

- Require immediate payment in full
- Block enrollment for any future terms
- Decline to provide official transcripts
- Assign accounts to a collections status for non-payment*
- Assign the debt to the Oregon Department of Revenue (DOR) for offset of any refunds or sums due to student from DOR or any other state agency.

*Students will receive a final notice for accounts that are overdue before the college assigns them to a collection status and reports them to a credit bureau. The collection agency will add additional collection fees, court and attorney costs to the student's account.

Unpaid Account Review After Three Months

A student's account is reviewed after 90 days from payment due date (first day of the term). Accounts that remain unpaid or have not established a UCC Repayment Agreement through our mid-term and end-of-term billing cycle will be issued a Final Notice. The Final Notice may still allow students to contact Student Accounts to set up a UCC Repayment Agreement. Failure to maintain payments under the UCC Repayment Agreement will result in an account being sent to collections.

Collection Agency Payments

Partial payment on accounts assigned to a collection agency must be paid directly to the collection agency. Student's wanting to pay their account in full can do so either at the agency or by contacting UCC Student Accounts. Payments made in full to UCC will include collection agency charges.

Once a collection agency account is paid-in-full, students may contact Student Accounts at UCC to verify payment received at the agency. This will allow students faster access to registration and transcripts. Until payment is officially posted by UCC on the student's account; the "Overdue Payment" hold may be lifted by contacting Student Accounts. Student Accounts may not accept partial payments or set up payment agreements for the collection agencies. Students will need to contact the specific collection agency for these types of payment arrangements.



STUDENT DEVELOPMENT AND SERVICES

UCC offers a wide range of student services to meet a variety of needs. Academic, financial, social, and personal services are available at little or no cost. We hope students will take advantage of the services available and the opportunities they present.

Academic Advising

Academic advising is available in the LaVerne Murphy Student Center. A variety of student services are provided to meet a student's individual needs while attending UCC. Services provided by an Academic Advisor may include:

- Assistance with class scheduling, registration adding or dropping classes and appeals
- Developing a Student Educational Plan
- Connecting students with UCC support services and community resources
- Assistance with accessing community resources
- Providing support when students are facing challenges

Accessibility Services

Students who experience barriers to access will find UCC's campus to be accessible and accommodating. Support services are available to students with many types of disabilities including mobility, auditory, visual, learning, chronic illness, and psychological. Services include, but are not limited to, alternate testing, note takers, readers, interpreters, mobility assistance, assistive technology, and consultation/collaboration with faculty and Accessibility Services.

Students will receive accommodations and other accessibility support services only when they submit appropriate documentation and register with the Accessibility Services office each term. New students are encouraged to make an appointment with the coordinator prior to taking the placement test, and as soon as possible each term for ongoing services. Please visit Accessibility Services on the UCC web page for additional information, umpqua.edu/accessibility-services

When requesting accommodations for performances and other public events, please contact Special Events at 541-440-4704. Accessibility Services can be reached at 541-440-7900, 541-440-7655, or Oregon Relay at 1-800-735-2900. The Accessibility Services office is located in the LaVerne Murphy Student Center.

Authorized Testing Center

Testing Services provides proctored testing with: Accuplacer and ALEKS testing, online courses and industry based tests. UCC is the official GED test center for Douglas County.

We offer testing for CLEP, LSAC, ACT and DSST and are a certified test center for Prometric, Metro Institute, Pearson Vue, Castle Worldwide and NHA, offering Information Technology, Pesticide, ASE and GED testing. The Testing Center is located in the Educational Skills Building (ESB). For information call the Testing Coordinator, at 541-440-7659.

Bus Service

Umpqua Transit provides transportation to and from the college. UCC Student bus passes may be purchased by currently enrolled students from Student Accounts, located in the LaVerne Murphy Student Center, for a discounted rate. Students must be registered for the term and present a class schedule at time of purchase. The bus stop is located between Jacoby Auditorium and the Administration building; bus schedules are available in the LaVerne Murphy Student Center. Umpqua Transit requires that both the bus pass and valid student ID are shown to the driver; the student id is available through the Information Desk. Financial assistance is available for students with limited income; please visit the ASUCC Leadership offices, located in the LaVerne Murphy Student Center. For more information on routes/times, call Umpqua Transit at 541-440-6500 or online at www.umpquatransit.com.

Child Care

The College hosts Maple Corner Montessori School for on-campus childcare services. Please visit maplecornermontessori.com or call (541) 391-4777 to learn more about signing up.

Food Services

Options for purchasing food items are available at UCC's campus store, the Hawk Shop. A variety of options are available including quick snacks, frozen meals, grab and go cold sandwiches, sides, hot food options, and seasonal options, like chili, soup and sushi rolls. Students have a choice of beverages including soft drinks, protein drinks, milk, juices or options at the coffee cart. Vending machines are also located throughout the campus, providing beverages and snacks.

Information Technology

UCC offers excellent computer facilities to students, faculty, and staff. Over 400 computers are available for use in computer laboratories located in the various buildings on the main campus as well as the various outlying centers. Lab assistants are generally available for assistance. UCC also provides extensive wireless accommodation for use with wireless devices.

All use of college-owned computer equipment and network services must be in compliance with applicable UCC policies, procedures and guidelines as well as federal and Oregon state law. Please refer to materials posted in labs or the college web page for details (www.umpqua.edu/acceptable-use-policy).

Library

The library provides services for all UCC students, faculty, staff, and Umpqua Community College Service District residents at no cost. The library staff is friendly, focused on customer service, and ready to help students. Take advantage of our group study space, open seating, and carrels for individuals. Our open computer lab is available to all students across the curriculum with lab aides to answer their computer-related questions. We offer laptops for student checkout, wireless access, printers, mobile charging stations, mobile device printing, scanners and copy machines, both color and black and white. Lockers, restrooms, ATM, and vending

machines are available in the library lobby. The library houses print books, DVDs, CDs, and a textbook reserve collection for current students. Access online articles, ebooks, and reference sources through the digital library collection. Our online research guides point to resources, research tips, and online tools for classes.

Interlibrary loan is also available for students, faculty, and staff. The Research and Instruction Librarian teaches research skills to classes across campus and offers LIB 127 Library and Internet Research, a 3-credit online class each term. Learn how to access library resources, research favorite subjects, improve performance on class projects, and move between online and print information sources with ease. The library staff is available to answer questions, show students how to use the library's services and collections, and help them find the information they need. Stop by the library, e-mail, call or make an appointment for research help for assignments and information needs. Visit us at www.umpqua.edu/library or call 541-440-4640.

Student ID Cards

Students registered for classes are eligible for a UCC student ID card, which serves as official UCC photo identification. The ID card is required for students who have a student bus pass. The student ID card is available through the Information Desk in the LaVerne Murphy Student Center during regular business hours. ID cards are validated each term with a sticker available from the Information Desk or Student Accounts, located in the LaVerne Murphy Student Center, or from the Library reference desk associate.

Student Insurance

Although UCC previously offered information on student accident/sickness insurances, we are unable to do so at this time, as the voluntary plan previously offered is no longer available.

Student Insurance Fee

MANDATORY PARTICIPATION BY STUDENTS

Students pay \$5 per term of enrollment for insurance which provides coverage during supervised college activities (i.e. classes and field trips) and travel to and from such activities. The insurance covers injury caused solely by an accident which happens while the student is taking part in a college supervised activity.

Student Job Placement

Student Job placement services are available through the Career Services Office under the federal Job Location and Development Program (JLD). Student Job placement identifies employment opportunities within our community for students who want to work regardless if they are eligible for federal student aid. Part-time vacancies are posted online at www.umpqua.edu/student-job-placement. Program registration is required.

Services provided may include:

- Resume Assistance
- Job Search Correspondence
- Interviewing Resources
- Job and Career Fair

Visit the Student Job Placement Office in the LaVerne Murphy Student Center (CC)/Career Services Office or call 541-440-7797.

Student Veteran Center

The Student Veteran Center, located in the Educational Support Building (ESB), provides dedicated space for our student veterans, where they can go for resources, quiet study, and relaxation. It features a small kitchenette, a computer lab with scanning, and a TV lounge. An access code is required; see the Veterans Educational Benefits Office in the LaVerne Murphy Student Center.

Success Center

The Success Center supports classroom instruction by providing assistance to students. Services are designed to reinforce course content and to emphasize good study habits. Student academic coaches can help with a variety of subject areas, technology skills, and placement testing review. Success Center academic coaches and staff are committed to a welcoming, safe, and stimulating environment that encourages our students to become independent, life-long learners and to achieve success. The Success Center is located in the Sue Schaffer Learning Commons & Library (541-440-7831). For more information and access to online resources provided through the Success Center, please visit our website at www.umpqua.edu/Success-Center.

TRIO

Our nation has asserted a commitment to providing educational opportunity for all Americans regardless of race, ethnic background or economic circumstance.

In support of this commitment, Congress established a series of programs to help low-income Americans enter college, graduate and move on to participate more fully in America's economic and social life. These Programs are funded under Title IV of the Higher Education Act of 1965 and are referred to as the TRIO Programs. While student financial aid programs help students overcome financial barriers to higher education, TRIO programs help students overcome class, social, and cultural barriers to higher education. UCC is home to three TRIO Programs: Student Support Services-Transfer Opportunity Program, Educational Talent Search, and Upward Bound.

Student Support Services – Transfer Opportunity Program

The Transfer Opportunity Program is a Student Support Services-TRIO project funded by the U.S. Department of Education on a \$309,949 per year grant to serve 165 students. The program is designed to assist eligible students to complete requirements at UCC for transfer to a four-year college or university. The program offers a variety of free resources and support that students need to: develop an educational plan, make informed career decisions, and gain the tools and skills necessary to successfully complete their educational goal of earning a bachelor's degree.

What does the Program Offer?

Academic Advising, Career Advising, Tutoring, College/ Campus Visits, Cultural Enrichment, Book Resources, Transfer Assistance, Financial Aid/Scholarship Assistance, and Educational Seminars on a variety of topics.

Eligibility

Students qualify based on federally-defined criteria as follows: meet the federal low-income guidelines and/or be a first-generation college student and/or have a documented physical/learning disability.

Application

Pick up an application in the Transfer Opportunity Program Center located in the Educational Support Building or visit the website at: www.umpqua.edu/student-support-services. For further information, call the Transfer Opportunity Program office at 541-440-4712.

Educational Talent Search (ETS)

Talent Search programs serve young people in grades six through twelve. In addition to academic advising, participants receive information about college admissions requirements, scholarships and various student financial aid programs, financial literacy and career exploration. This early intervention program helps students from families with lower incomes or where neither parent has a bachelor's degree to better understand their educational opportunities and options. UCC's Educational Talent Search is funded by the U.S. Department of Education on a \$284,160 per year grant to serve 592 students. ETS has on-site advisors at South Umpqua, Riddle, Glide, Douglas, Roseburg and Sutherlin High Schools, as well as in middle schools. Along with academic and career advice, students are also exposed to numerous cultural and educational field trips during the school year. For more information on ETS, please call 541-440-4606.

Upward Bound

Upward Bound is funded by the Department of Education on a \$270,375 per year grant to serve 65 students. Upward Bound is a college preparatory program that offers assistance to high school students that are either lower income or will be first generation college graduates.

UCC's UB advisors are on-site at Douglas, Roseburg and South Umpqua High Schools assisting students with their academic, college and career exploration needs. Students also participate in a 6-week summer academy where they take classes at UCC to prepare them for the upcoming academic year. Students are invited to attend cultural and educational experiences throughout the year to help them realize their college and career dreams.

For more information on Upward Bound, please call 541-440-4606.

UCC Hawk Shop

The UCC Hawk Shop is located in the LaVerne Murphy Student Center Building, on the main campus. The store offers textbooks and course materials, computer software, laptops, clothing, gifts, cards, snacks, a wide variety of school supplies and a coffee cart where you can get your favorite coffee treat. The store also offers the campus daily food services with a variety of hot food, grab and go sandwiches, fruit and sushi rolls. The store is a certified SNAP retailer so customers may purchase food and drink that are approved under Federal SNAP guidelines with their EBT card.

When purchasing textbooks/course materials a student ID and class schedule are required to ensure that students receive the correct textbooks for their classes. Students can compare pricing and purchase textbooks and course materials on the UCC Hawk Shop website. Payment can be made using financial aid, VISA or Mastercard. Online orders can be designated for shipment or pick up in the store. Orders can only be shipped to street addresses, no PO Box shipments are allowed. Please allow a 24 hour ship time from the time the order is placed during the work week. Orders are not filled on weekends.

Textbooks can only be returned based on the following conditions. 1) The return must be completed before the end of the first week of the term in question. 2) The student has dropped the class and provides a copy of their new schedule. 3) The original receipt is with the return. 4) The material(s) are in the same condition as at the time of purchase. Textbooks and/or software in shrink-wrap, labeled no-return if opened, may be returned for a refund during this time if unopened.

The store will have a textbook buy-back Wednesday through Friday of finals week during the fall, winter and spring terms. Buy-back will be held during August for the summer term. We encourage students to bring any and all textbooks to buy back as we buy for the store, based on need, as well as for other schools. Textbooks eligible for book buy-back usually include texts that will be used the next term on our campus. Price paid at buy-back varies with each book, but can be as much as one half the amount paid.

The Hawk Shop is a non-profit self-sustaining operation owned by UCC. Store hours are 7:30 am to 4 pm Monday through Friday, for the fall, winter and spring terms. Summer hours are 7:30 am to 4 pm Monday through Thursday. During the fall, winter, and spring terms the campus store will be open until 5:30 pm the first two days of classes.

UCC Scholars

The UCC Scholars program is designed to open the doors for local high achieving high school and home school students and expand access to post-secondary education for students who might not otherwise be able to afford it.

A UCC Scholar receives a 12 credit tuition waiver each term, for up to six consecutive terms, towards the completion of an Associate's degree, not to exceed 90 earned credit hours. Earned credits hours include any UCC credits earned prior to acceptance as a UCC Scholars and all credits earned while part of the Scholars Program.



STUDENT ENGAGEMENT

The Student Engagement Office has administrative responsibility for student government, student activities, student leadership programs and extra-curricular and co-curricular programming. With an overarching commitment to student centeredness, we value collaboration, diversity, inclusivity, experiential learning, service, leadership, and civic engagement.

The office serves as a primary source of information and advice about extra-curricular and co-curricular opportunities and resources. We assist students in becoming involved in campus life, conduct leadership development programs, provide support to student organizations and their leaders, manage organizational finances, educate students about college policies, advise event planners and help students put classroom learning into practice through experiential education.

The cultural, educational, social and recreational programs developed through the Student Engagement Office seek to provide a range of out-of-classroom experiences which are designed to complement and supplement students' classroom experience and contribute significantly to their personal development. We work in partnership with students, faculty and staff to foster and support student opportunities for learning, involvement, leadership, and community building.

Associated Students of UCC

The Associated Students of Umpqua Community College (ASUCC) Leadership Board represents all students and is an integral part of UCC's shared governance structure. Any student enrolled for college or other credits may access ASUCC Student Services. ASUCC Leadership supports the forming of clubs and student organizations, organizes student activities, and provides student services (food pantry, textbook reserve, school supplies, gas cards, subsidized bus passes, hygiene items, laundromat vouchers, and a clothing closet). ASUCC officers and senator positions – filled by election and appointment - are compensated positions. Five officers are elected through spring term elections, while senators are appointed starting in fall term. For more information visit ASUCC Leadership located in the LaVerne Murphy Student Center, call ASUCC Leadership at 541-440-7849 or the Director for Student Engagement at 541-440-7749.

ASUCC Student Services

ASUCC is responsible for a number of student oriented services. For more information, contact any member of the current Student Leadership Team.

Project C.A.N.S.

Project C.A.N.S. is an on-campus food pantry. It is designed to assist a student during difficult times and is a place where a student can receive free, supplemental food assistance.

Backpack Program

Students who face significant difficulties purchasing basic class supplies can request them through the Backpack Program.

Emergency Gas Voucher Program

The program assists students that are unable to afford gas. Students may access the program once each term.

Hygiene Supplies

A selection of hygiene supplies are available for students who might not otherwise be able to afford these items.

Hawk Nest Clothing Closet

The clothing closet is open available to students seeking business, business casual, and casual clothing. Warmer clothing items are cycled in during colder months. Items are donated and are both gently used and new.

Laundromat Voucher

Students who do not have access to laundry facilities and/or do not have funds for laundry may request a laundromat voucher once each term.

Textbook Reserve

The ASUCC Leadership Board and faculty donate to the Textbook Reserve. Located in the UCC Library, reserve textbooks are available for some (but not all) of the classes taught at UCC and are for use only in the Library.



Athletics

UCC is a member of the Northwest Athletic Conference (NWAC) and the National Junior College Athletic Association (NJCAA) and actively participates in men's and women's basketball, wrestling, cross country, obstacle course racing, women's volleyball, track & field and baseball. Competition comes from across the country.

Team membership is based on skill and ability to compete at the intercollegiate level. Any qualified student is welcome to try out. Besides the benefits of physical development, participants learn teamwork, self discipline, and leadership skills. Some members of each team receive merit awards, based on NWAC and NJCAA rules, to help pay for tuition.

UCC is known for building champions in the classroom, champions in the community and champions in competition. All students are encouraged to attend and support UCC athletic events. Attendance is free for all current students. Team colors are green, black, and white, and the college mascot is the Riverhawk. Those interested in becoming a member of a team, contact the Athletic Director, 541-440-7729.

Clubs and Student Organizations

Student clubs and organizations provide students with the opportunity to combine various aspects of academic and/or vocational learning into action and are a way in which students can learn “soft skills” such as communication, team building, problem solving, decision making, and conflict management. Student clubs and organizations are officially recognized through a certification process by the ASUCC Leadership Board and are open and available to any UCC student who has an interest in participating in the group. Students interested in joining a club and/or starting a club are encouraged to visit ASUCC Leadership located in the LaVerne Murphy Student Center, call ASUCC Leadership at 541-440-7849 or the Director for Student Engagement at 541-440-7749.

ACM Programming Club

The purpose of the ACM Programming Club is to introduce, and refine members programming skills. Members work on problem solving using a variety of programming languages.

Auto Club

The purpose of the Auto Club is to expand the students’ interest in Automotive Technology outside the classroom environment. The “Riverhawk Wrenches” meet once a month to discuss activities and events and every other Saturday for a workshop/lab session where students hone their automotive technology skills.

Computer Club

The purpose of the Computer Club is to investigate topics and activities related to all areas of computing. The club promotes computing on campus and in the community and to exchange ideas.

Engineering Club

The purpose of the Engineering Club is to ensure that every student in our area is informed on the possibilities and opportunities that a career in the engineering field can offer. The club promotes valuable skills used in engineering such as critical thinking, leadership, and teamwork.

Forestry Club

The purpose of the Forestry Club is to act as a support group for the students of the UCC Forestry and Natural Resources program and serve as a learning tool for forestry students that will aid in the development of good problem solving skills.

Geology Club

The purpose of the Geology Club is to explore and experience the geology of the Pacific Northwest and beyond while introducing it to those without prior experience, and to raise awareness concerning ongoing geological hazards in the surrounding vicinity.

Healthy Minds Club

The purpose of the Healthy Minds Club is to bring awareness to mental health on UCC campus and in the community.

Nerd Herd Club

The purpose of the Nerd Herd Club is to provide a place for nerds to gather and discuss interests and strategy of typically “nerdy” activities.



Phi Theta Kappa

Phi Theta Kappa is the international honor society for two-year colleges and recognizes academic excellence. Students with a 3.50 cumulative GPA or higher are invited to join each academic term. The local chapter - Alpha Sigma Upsilon - provides opportunities to explore leadership and service.

Poly Club

The purpose of the Poly Club is to share Polynesian culture, promote diversity on campus, and bring people together.

Pre Health Professionals Club

The purpose of the Pre Health Professionals Club is to promote the understanding and exploration of various health professions by UCC students.

Queer Students Advocacy

The purpose of QSA is to bring awareness and support to the LGBTQ+ community.

SkillsUSA

SkillsUSA recommends that students be in one of the technical or career programs but does not require it. SkillsUSA focuses on helping its members become world-class workers and responsible citizens. The SkillsUSA group hosts more than 80 competitions in the fields of leadership development, health occupations, occupationally related contests, and trade, industrial and technical contests.

Spanish Club

The purpose of the Spanish Club is to promote a campus environment that embraces and values the culture(s) of our Latino and Latina students and of the Spanish-speaking world as a whole.

Student Nursing Association

The purpose of the Student Nursing Club is to mentor and support nursing students and students interested in nursing.

Veterans Club

The purpose of the Veterans Club is to serve the Veteran community of UCC in an effort to maximize each Veteran’s experience academically, socially, and professionally.

Peer Mentors

Peer Mentors are available to assist students with budgeting, college forms, and navigating college processes, communicating with faculty & staff, goal setting, motivational skill building, note taking, skill building, reading skill building, referral to campus and community resources, stress management tools, organization & time management, understanding learning styles, and understanding the technology used on campus. The Peer Mentor Office is located in the LaVerne Murphy Student Center, adjacent to the Information Desk. Students are encouraged to visit the office or call 541-440-7949.

Student Ambassadors

Student Ambassadors provide support for the Information Desk and UCC switchboard, often serving as a first point of contact for prospective students and community members. They are well informed about campus and able to provide direction and assistance as needed to students, faculty and staff, and guests of the college. To reach a Student Ambassador, call 541-440-4600 or visit the Information Desk in the LaVerne Murphy Student Center.

Student Newspaper

UCC's student newspaper, *The Mainstream*, publishes through print, web, and social media with learning opportunities in media writing, editing, graphic design, photography, website development and social media management. It is primarily staffed by students enrolled in Journalism Production (J 215) which is a variable credit course (students may enroll for 1, 2, or 3 credits); however, any UCC student can submit work for publication consideration. A scheduled class time for J215 is listed in the UCC College Catalog, but students who are unable to meet at that time due to schedule conflicts can contact the advisor for a possible schedule override.

Technical and soft skill training is provided under the leadership of an advisor and student editor. Students can gain experience in Associated Press style, media writing formats, interviewing, copy editing, journalism ethics, media graphic design, advertising, and working as a creative team.

No prerequisites are required for J 215, but students should consider taking J 251 Writing for the Media (fall term only) either concurrently or before J 215. Students enrolling in J215 must be able to meet deadlines and interact positively on a work team.

For information about *The Mainstream*, contact the advisor, Melinda Benton, at melinda.benton@umpqua.edu or the staff at uccmainstream@yahoo.com or 541-440-4645. *The Mainstream* is the UCC student newspaper. Any student can join the staff by signing up for *course J 215, Journalism Production*. This production course provides students with opportunities to explore newspaper, website, social media, and video production in a collaborative environment.

The Mainstream is a designated student forum with student editorial leadership.

Students can sign up for 1, 2, or 3 credits and flexible schedules can be arranged with the instructor.

Umpqua Singers

The Umpqua Singers in Roseburg, Oregon, are one of the premiere vocal jazz ensembles in the Pacific Northwest. This 10 member group performs a broad range of musical styles ranging from traditional swing to contemporary R&B. With 18 CD's to their credit, the group performs 45-50 engagements per year.

The Umpqua Singers have toured across the United States, and were the featured performers at the Capitol Holiday Tree Lighting Ceremony in Washington D.C. on December 12, 2002. They have also toured Brazil, Spain and Ukraine. In addition to frequent radio and television broadcasts, the Umpqua Singers have been featured on FOX, C-SPAN, and XM Satellite Radio.

COMMUNITY SERVICES

The Art Gallery at UCC

The UCC Art Gallery is located in the Whipple Fine Arts Center. The 1,100 square foot space features six exhibits during the academic year. There is also the mezzanine gallery on the second floor of Whipple that features student art work on a continuous basis.

Both galleries feature exhibits in a variety of media, including ceramics, drawing, painting, photography, printmaking and sculpture. The major purpose and function of the Art Gallery is to exhibit quality works of art for the education and cultural benefit of the students of UCC and the citizens of Douglas County.

Community Pool

During the summer months, a number of athletic activities are offered for members of the community. The swimming pool is open for recreation/lap swim and for swimming classes. In addition, there are Boys and Girls Basketball, and Volleyball youth camps.

For information call Summer Recreation and Sports Information at 541-440-7845 or visit www.umpqua.edu/pool.

Community & Workforce Training

The UCC Community and Workforce Training Department enriches lives and supports employers with high-quality education and training in Douglas County. We strive to respond to the ever-changing needs of residents and businesses quickly and with care. The Department coordinates non-credit classes, workshops and trainings in several subject areas:

- Fun, hobby, and personal enrichment
- Professional development & continuing education
- Safety and health certifications
- Employer training & consulting

Community and Workforce Training includes Adult and High School Driver Education courses, American Heart Association CPR/First Aid courses, coordination of Gold Cards, Continuing Education Units (CEUs), Summer Enrichment Camps for children and teens and much more.

Course offerings are updated each term and can be found online at: www.umpqua.edu/community-workforce-training.

For more information on Community and Workforce Training activities, please call 541-440-4668, visit our website or visit our office in the old Science building on the Umpqua Community College campus.

Continuing Education Unit

The Continuing Education Unit (CEU) is used by some professional and occupational groups as a means of measuring time spent in upgrading activities and in-service. CEUs are given for non-credit and non-graded activities. They are awarded at the discretion of the college. For more information, contact Community and Workforce Training, 541-440-4668.

Event and Meeting Venues

UCC offers an array of indoor and outdoor venues and spaces to fit a variety of occasions and groups of people. Halls, rooms, and outdoor spaces are equipped, or can be equipped, with video sound systems, tables, chairs and lighting. Many of the facilities also have WiFi connections. UCC is ready to host any occasion. Feel free to browse the website and get a feel for the variety of venues available.

If a student would like to plan an event on the UCC campus, they can view UCC's venues and fill out the request an event form. Or, if preferred, students may contact UCC to discuss an event.

The Danny Lang Teaching, Learning and Event Center

One of our premier event spaces is the Lang Center which is available to the public for scheduling through the UCC Events Department. The Lang Center is an ideal location for a variety of events such as weddings, parties, business meetings, workshops, fundraisers and banquets. There are indoor and outdoor event spaces, along with a variety of services can be made available to help make an event successful.

Southern Oregon Wine Institute

The Southern Oregon Wine Institute (SOWI) provides all wine and beer services for public and private events on campus. We work together with the Catering and Special Events departments to provide everything a student needs for any UCC or private event.

Fitness Center

The fitness center is equipped with weight training machines, aerobic machines, free weights and more. Membership is \$35 for 11 weeks.

Off-Campus Classes

UCC Community and Workforce Training offers courses located off-campus throughout the college district. These include non-credit self-improvement, technology, and cultural and personal growth activities. Consult the UCC Community and Workforce Training sections for listings of courses in a specific area. Department coordinators serve all areas of the college district. If a student has an interest in a particular class, contact 541-440-4668.

Performing and Visual Arts

The Performing and Visual Arts faculty members are active in the community.

The UCC Music program sponsors a number of performing groups, including Umpqua Singers, UCC Chamber Choir and the Umpqua Chamber Orchestra. All students are welcomed, and college credit can be earned. Please note that some groups require an audition. In addition, numerous music classes are offered, including individual lessons.

Throughout the year, UCC presents theatrical and musical performances. Theatre Arts students present performances on stage as part of their learning experience. Casting auditions are open to all students and college credit may be earned for participation. In addition, classes in theatre arts are offered throughout the year.

UCC Visual Arts students are offered opportunities to exhibit their work on campus and in other gallery settings.

Performance-based tuition waivers are awarded to outstanding music, theatre, and visual arts students each term. Contact the department office at 541-440-4691 for more information.

Small Business Development Center

The Small Business Development Center is one of 20 SBDCs in Oregon established by the Small Business Administration and Oregon State Legislature in 1983. SBDCs were given the directive to assist and educate business owners. The UCC SBDC provides almost 1000 hours of business advising each year working for businesses up to 500 employees. In addition to providing advising at no cost, the SBDC also provides low or no-cost workshops, seminars, and technology assistance. The Center is located at 522 SE Washington in Roseburg but services are available anywhere in Douglas County. Don't hesitate to call for an appointment at your place of business. For information or an appointment, call 541-440-7824 or visit our local website at www.umpqua.edu/sbdc

Training Courses

SBDC offers an array of free or low-cost trainings to meet the needs of small businesses. Topics include starting a business, small business management, online and traditional marketing, human resource issues, food production, government procurement, construction contractor training and exam, and real estate broker's pre-license training. Call 541-440-7824 for more information on current and future workshops.

Advising

SBDC offers no-cost and confidential business advising to people considering starting a business, as well as to business owners at all stages of business life. Advising is personalized to meet the business owner's needs and might include: getting started, financing, business plan creation, marketing, sales, human resource issues, obtaining government procurement contracts, QuickBooks assistance, changes in business structure, exiting or just guidance on taking a business to the next level. There is no limit to the amount of advising time spent with a client. To make an appointment call 541-440-7662.