



Student Services and
General Student Information

STUDENT SERVICES

College of DuPage provides many services to assist students in making appropriate academic and career plans, addressing other issues and enriching their College of DuPage experience through co-curricular activities.

Academic Advising and Counseling Services

Advising and Counseling Services at College of DuPage is focused on assisting students with their academic and personal needs as they pursue their educational goals. Advisors can assist students for planning their class schedules, degree and certificate plans, as well as provide support for the student's academic and professional interests, including transfer options to institutions granting the bachelor's degree. Counselors are available to assist with non-academic concerns, personal development, and special situations which may interfere with the student's educational and personal goals. Services provided by advisors and counselors are available to all full- and part-time students enrolled at all locations of College of DuPage as well as those students taking courses online. Each student is encouraged to seek assistance when needed.

Academic advisors and counselors services are available to assist students on a walk-in basis daily. Students may also schedule an appointment through Advising and Counseling Services by calling (630) 942-2259, e-mail at www.cod.edu/advising, or by stopping by the new Student Services Center which is scheduled to open in fall 2011. Advising and Counseling Services are also provided at several community locations within District 502.

Special Student Services

Students with disabilities are entitled to reasonable accommodations under guidelines established by Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act (ADA). Students with disabilities must be able to meet all academic requirements of the college. All students requesting services need to self identify with the Office of Special Student Services and provide appropriate documentation of their disability. Documentation should include a diagnosis of disability and how it impacts in the educational setting. Information regarding student's academic history and recommendations for accommodations may be requested. Accommodations are available for any student with a documented disability. Information given by students is voluntary and confidential. Accommodations include: notetaking paper, tape recorders, alternative testing, adaptive furniture and equipment, sign language interpreters, audio textbooks and other auxiliary services deemed appropriate. Tutoring is available for all students through the Academic Support Center. Manual and electric wheelchairs are available for short-term loans. For information on Special Student Services, call (630) 942-2154. The TDD number for hearing impaired is (630) 858-9692.

International Student Services

Prospective students interested in applying for an F-1 or M-1 student visa for international admission to College of DuPage should first contact the International Admission Specialist at (630) 942-2979 or visit the International Student Services office.

The International Student Services office serves students in F-1 and M-1 non-immigrant status who have already received an I-20 document for international admission to College of DuPage. The International Student Services office provides F-1 and M-1 immigration advising, basic academic advising, cross-cultural and personal advising, and logistical assistance to international students as they pursue their studies at College of DuPage. Service is provided on an appointment basis, with limited scheduled hours for walk-in advising. Please call (630) 942-3328 for further information.

Career Services Center

The Career Services Center is a center for job and career-related information and options. Through a variety of resources and

services, this center provides students, alumni and community residents a connection with area employers and opportunities for paid and non-paid work experience. These include cooperative education, internships, full- and part-time employment and community service-learning opportunities. The Career Services Center is located in the Student Resource Center (SRC).

Career Services helps students find full- and part-time employment while in college or after they graduate. The office has a variety of resources, including:

- Employer resource information
- On-campus interviewing with corporate recruiters
- Career specialists and the Job Search Guide to assist students in their job search
- Internet job-matching system posts full- and part-time employment opportunities
- Successful job search class

For more information about Career Services, call (630) 942-2230.

Math Assistance Area

The Math Assistance Area (MAA) offers mathematics help to students enrolled in COD mathematics courses from basic math to Calculus 2232. Students may be enrolled in online courses or in Glen Ellyn or at off-campus locations in a traditional classroom setting or flexible learning. Most students are served on a walk-in basis, but may schedule appointments during busy times. The MAA is staffed by COD faculty who are available to answer questions dealing with homework problems or to clarify concepts that students have found confusing in textbooks. The faculty members also provide mathematics advising and mathematics course recommendations. The MAA houses print and multimedia material for COD math courses. For more information, call (630) 942-3339.

Tutoring Center

The Tutoring Center provides tutoring on a first-come, first-served basis, for a variety of COD courses. Students must be enrolled in the courses for which they are requesting tutoring. Enrollment may be in Glen Ellyn, at off-campus locations or online. Online tutoring is available for a number of courses through the College's Blackboard site, www.bb.cod.edu. Face-to-face sessions occur mostly on the Glen Ellyn campus but are sometimes offered at COD off-campus locations.

Peer tutors are enrolled for at least 6 credit hours during the term they tutor (with the exception of summer), have a cumulative GPA of 2.0 or above, hold demonstrated master proficiency in the subjects they are tutoring, and have successfully completed the tutor application process and pre-service training. Peer Tutor applications are accepted online at www.cod.edu/hrjobs/LoginPage.aspx

To request tutoring assistance or obtain more information, please call (630) 942-3686.

Speech Assistance Area

The Speech Assistance Area (SpAA) serves the speech communication needs of COD students and employees. The SpAA offers assistance in such areas as oral presentations, group presentations, speech organization and development, use of visual aids, use of electronic presentations and presentation materials, interviewing or conferencing, multicultural or international communication, and electronic as well as speech apprehension difficulties. For more information, call (630) 942-3366.

Writing and Reading Center

The Writing and Reading Center (WRC) is open to all COD students and employees. This one-on-one assistance fosters a Writing Across the Curriculum approach for working with writers, ranging from idea generation to final draft. We provide all student readers with academic resources that aid them in becoming more successful students by offering strategies that strengthen their reading and study skills.

- The WRC assists individuals who
- Struggle with writing and reading challenges in 1000-level or above courses;
- Enroll in developmental writing and reading courses; or
- Need assistance increasing their writing and/or reading-related knowledge base.

The WRC coaches are either part-time faculty or student peers who work with writers on a variety of activities and projects. These activities might include narrowing a topic, focusing on a thesis, deciding on clear writing strategies and revising. Projects might range from writing a research project to writing a lab report. The coaches also work with readers on a variety of reading strategies for decoding and understanding assignments and textbooks and offer a variety of study skills such as organizing materials, note-taking and time management activities. Students may be referred to the WRC or seek assistance on their own. Coaching sessions last 30 to 45 minutes and are scheduled in advance or are impromptu either in Glen Ellyn or off campus. Appointments can be made online at <http://cod.mywconline.com/> or by calling (630) 942-3355.

Library

The Library offers its collections and services to students, faculty, staff and community borrowers. The Library's website, www.cod.edu/library, provides access to the Library's catalog as well as detailed information about the Library's services and links to resources for research.

The Library provides teaching and learning materials to support and enrich students' educational experiences. The Library offers an impressive array of print, audiovisual and electronic resources for students, faculty, staff and District 502 residents, and it provides assistance in how to locate information and use Library resources. The Library has public computers, a wireless network, audiovisual viewing facilities, group study rooms, individual study and video practice space. The Library's many special services and collections include interlibrary loan, classes and workshops, and the College and Career Information Center.

Regular hours

Monday to Thursday7:30 a.m. to 10 p.m.
 Friday.....7:30 a.m. to 4:30 p.m.
 Saturday9 a.m. to 4:30 p.m.
 Sundaynoon to 6 p.m.

Special hours for intercessions, vacations and holidays will be posted.

STUDENT RIGHTS AND RESPONSIBILITIES

Student Code of Conduct (Board Policy 20-35)

Conduct which interferes with college purposes is not acceptable, yet a member of the college community can rightfully expect that the College will exercise with restraint its power to regulate student behavior and that rules and regulations will be adopted only when the educational process clearly and directly requires such action. Students are accountable for their own conduct. Sanctions for violations of College rules and regulations for conduct which interferes with college affairs will be addressed by the College. Student conduct which involves an alleged violation of criminal law will be referred to appropriate civil authorities.

Students at College of DuPage are expected to demonstrate qualities of morality, integrity, honesty, civility, honor and respect. Behavior which violates these standards for which discipline may be imposed includes, but is not limited to, the following:

- Cheating, plagiarism, forgery, misrepresentation and all forms of academic dishonesty.
- Purposely furnishing false information to any college official, faculty member or office.
- Forgery, alteration or misuse of any college document, record, form or instrument of identification.

- Failure to meet college financial obligations.
- Verbal abuse, physical abuse, assault, threats, intimidation, harassment, sexual harassment, coercion or other conduct which threatens or endangers the health and safety of any person on college premises.
- Intentional damage, destruction, attempt to damage or destroy, theft or attempted theft of college property or the property of college personnel, other students or any other person or the property of independent contractors maintained or stored on college premises.
- Theft, attempted theft or mutilation of library materials.
- Disruption or obstruction of any operation of the College, including, but not limited to, teaching, learning, disciplinary proceedings, college activities, public service functions on or off-campus or other authorized non-college activities when the act occurs on college premises.
- Illegal or unauthorized use of computing resources as defined in the Information Technology "Electronic Communications Guidelines" located in the Office of the Vice President of Information Technology and on the Information Technology website at www.cod.edu/it including, but not limited to:
 - Unauthorized entry into a file to use, read or change the contents or for any other purpose.
 - Unauthorized transfer of a file.
 - Unauthorized use of a computer account, identification number or password.
 - Use of computing facilities to interfere with any other person's work.
 - Use of computing facilities to interfere with the operation of the college computing system or any other computing system.
 - Unauthorized use or copying of copyrighted software.
 - Use of computing facilities to send obscene or abusive messages or images.
 - The installation or use of a program whose effect is to damage computer systems, media or files.
 - Unauthorized use of computer time for personal or business purposes.
- Unauthorized use of college telephones, facsimile (fax) machines or other college equipment.
- Unauthorized possession, duplication or use of keys to any college premises, unauthorized entry or attempted unauthorized entry to college premises, unauthorized occupancy or use of college premises.
- Conduct, behavior or involvement in an activity which causes or may reasonably lead College authorities to anticipate substantial injury or disruption or material interference with college activities or the rights of others.
- Possession, use, distribution or attempt to use or distribute an illegal or controlled substance or look-alike. Refer to Board Policy 25-5, Drug Free School.
- Possession, use, distribution or attempt to use or distribute alcoholic beverages. Refer to Board Policy 25-5, Drug-Free Schools.
- Use of tobacco products is prohibited in all indoor college facilities, owned or leased, and in all college-owned vehicles. Refer to Board Policy 10-160, Smoke-Free Campus.
- Use or possession of a firearm, weapon or explosive, including, but not limited to, a pistol, revolver, switchblade knife, bomb or any object containing noxious or dangerous chemicals, unless such use or possession is authorized by the College of DuPage Police Department.
- Gambling of any kind.

- R. Violation of published College Board Policies as stated in the College of DuPage Board Policy Manual, College of DuPage Administrative Procedures, departmental policies and procedures and College of DuPage Police Department procedures.
- S. Violation of federal, state or local law on college premises or at college-sponsored or supervised activities.
- T. Abuse of the judicial system, including, but not limited to:
1. Failure to obey the summons of a judicial body or college official.
 2. Falsification, distortion or misrepresentation of information before a judicial body.
 3. Disruption or interference with the orderly conduct of a judicial proceeding.
 4. Initiation of a judicial proceeding knowingly without cause.
 5. Attempting to discourage an individual's proper participation in, or use of, the judicial system.
 6. Attempting to influence the impartiality of a member of a judicial body prior to, and/or during the course of the judicial proceeding.
 7. Influencing or attempting to influence another person to commit an abuse of the judicial system.

Violation of Federal, State or Local Laws (Board Policy 20-40)

- A. College disciplinary proceedings may be initiated against a student charged with a violation of a federal, state or local law which is also a violation of the Student Code of Conduct; that is, if both violations result from the same factual situation, without regard to pending civil litigation in court or criminal arrest and prosecution. Proceedings under this code may be carried out prior to, simultaneously with or following civil or criminal proceedings off-campus.
- B. When a student is charged by federal, state or local authorities with a violation of law, the College will not request or agree to special consideration for that individual because of the individual's status as a student. If the alleged offense is also the subject of a proceeding before a judicial body under the Student Code of Conduct (Refer to the College Catalog), however, the College may advise off-campus authorities of the existence of the Student Code of Conduct and how such matters will be handled internally within the college community. The College will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on College of DuPage premises. Individual students and college employees, acting in their personal capacities, remain free to interact with governmental representatives as they consider appropriate.

For more information, contact the Dean of Student Affairs.

Prohibition of Discrimination, Harassment and Sexual Harassment (Board Policies 15-10 and 15-11)

No student, employee, Board member, or visitor will discriminate against or harass a student, employee or visitor on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation or any other unlawful basis. The College will not tolerate discrimination or harassment. Individuals found to have violated this policy will be subject to disciplinary action up to and including termination and/or expulsion from the College as determined by such administrative or Board action as is required by Illinois law or by Board policy. Sexual harassment is illegal and violates state and federal laws. It is the policy of College of DuPage that no staff member or student shall be subject to sexual harassment. Student complaints should be filed with the:

- Affirmative Action Officer, Vice President of Human Resources, if against an employee;
- College of DuPage Police Department, if against a visitor;
- Dean of Student Affairs, if against a student.

Grievance Policy

Grievances may be categorized by appeal for the following reasons:

1. Discrimination because of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation in programs, courses, activities, facilities, financial aid or student employment.
2. Arbitrary and capricious grading
3. Disciplinary sanctions
4. Academic regulations
5. Privacy of educational record

Efforts will be made to resolve the grievance at the point of origin. The following procedures should be followed in sequence:

1. Consult with the instructor, advisor, coordinator or person responsible for the area concerned.
2. Appeal to the director, associate dean, dean, associate vice president, or vice president for the area concerned.
3. Appeal to the appropriate board or individual: Academic Regulations Committee, Executive Vice President for ADA Compliance issues, Judicial Review Board, Traffic Appeals Committee, or Financial Aid Committee.

Communicable Diseases (Board Policy 20-10)

Students are to inform the Dean of Student Affairs Office if they have or are a carrier of a reportable Communicable disease as defined by the Illinois Department of Public Health (DPH). Upon being informed that a student is suspected of having a communicable disease, the Dean of Student Affairs may consult with appropriate College personnel, public health personnel, the College's legal counsel and the student. Pending determination, a student who has a reportable communicable disease, or is a carrier of a reportable communicable disease or a student who is reasonably suspected of having a reportable communicable disease or being a carrier, may be temporarily excluded from the College. For more information, contact the Dean of Student Affairs Office.

STUDENT APPEALS PROCEDURES (ADMINISTRATIVE PROCEDURE 20-165)

Academic Regulations Committee

The committee considers student petitions regarding matters such as students' unresolved concerns about their academic records. The Academic Regulations Committee considers each case on its individual merits. Its decisions are final. An appeal to the Academic Regulations Committee is submitted through the Records office and must be for classes in which an "F" grade was received for a class taken less than five years before the petition is submitted.

Financial Aid Committee

The Financial Aid Committee, comprised of staff and faculty representatives, is responsible for the awarding of selective scholarships and for Financial Aid Standards of Academic Progress appeal reviews. Scholarship applications and Standards of Progress appeals must be submitted to the Office of Student Financial Aid by the posted deadlines. All decisions of the committee are final.

Judicial Review Board (Administrative Procedure 20-40)

The Judicial Review Board is comprised of faculty, staff and student representatives approved by the College President. This body conducts appeals from students who feel the college judicial officer did not provide a fair hearing during a disciplinary inquiry for violations of the Student Code of Conduct. An appeal to the Judicial Review Board is submitted through the Dean of Student Affairs Office.

Traffic Appeals Committee

This committee, composed of staff and students, considers appeals of students who feel they have been wrongly ticketed for traffic violations on campus. An initial appeal form must be obtained through the Cashiers office. Appellants must appeal in writing through the Dean of Student Affairs Office. Failure to submit a written appeal results in forfeiture of a student's right to a future hearing. The decision of the Traffic Appeals Committee is final.

ADA Compliance

Appeals regarding accessibility can be made to the Dean of Student Affairs, who serves as the ADA Compliance Officer. Recommendations regarding program and physical accessibility for qualified individuals with disabilities are handled by the Office of Special Student Services.

Student Privacy

Notification of Students' Rights Under The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day College of DuPage Records office receives a request for access. Students should submit to the Records office written requests that identify the record(s) they wish to inspect. The College will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the college official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student's education records that the student believes is inaccurate or misleading. Students may ask College of DuPage to amend a record that they believe is inaccurate or misleading. They should write the college official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If College of DuPage decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information (not "Directory Information") contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by College of DuPage to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:
Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605

Computer Lab Security Policy

Several computing labs are available on campus for student use. The College has a computer security policy on all computer access/use which follows: Any access/use of the College of DuPage computer systems is restricted to duly authorized individuals only. Any unauthorized access/use by any individuals, including administrators, faculty, classified staff, students and the public, of the computer systems, computer network, computer programs, computer software, computer supplies, documentation and/or data will be subject to disciplinary action, civil action and/or criminal prosecution. For more details, see COD Board of Trustees Policy Manual, Administrative Procedure 10-126, Part II: "Electronic Communications."

Smoking Policy

College of DuPage is a non-smoking campus. Use of tobacco products is prohibited in all indoor college facilities (owned or leased), within designated non-smoking entrances, and in all college-owned vehicles.

Possession of any tobacco products is prohibited by any person under the age of eighteen (18) years.

Disclosure of Directory Information

The items listed below are designated as "Directory Information" by College of DuPage Board Policy and Procedure 20-15 and may be released for any purpose at the discretion of the College. Under provision of the Family Educational Rights and Privacy Act of 1974, as Amended, a student has the right to withhold the disclosure of any or all of the categories of "Directory Information" listed below. The student should consider very carefully the consequences of any decision to withhold "Directory Information." Should a student decide to inform the College not to release any or all of this "Directory Information," any future requests for such information from non-college persons or organizations will be refused. The College will honor a student's request to withhold the information listed below but cannot assume responsibility to contact the student for subsequent permission to release the information. Regardless of the effect upon the student, the College assumes no liability for honoring the student's instructions that such information be withheld. Directory Information consists of the following: Name, community, terms attended, last educational institution attended, major field of study, awards, degrees and awards received, participation in officially recognized sports and activities, height and weight of members of athletic teams. If a student wishes to withhold the directory information, complete the "Student Request to Prevent Disclosure of Directory Information" form and submit it by the fourth week of the term to the Office of the Dean of Admission Services and Registrar. Forms are available both there and in the Records office. If the form is not received in the Office of the Dean of Admission Services and Registrar by the fourth week of the term, it is assumed that the above information may be disclosed.

Forms are available for students who wish to disclose non-directory information and are available in the Office of the Dean of Admission and Registrar, the Records office, as well as various other offices. This form needs to be completed each term.

Printed Materials Guidelines

Individuals and organizations have the right to distribute printed material on the College of DuPage campus. Such material must not be contrary to local, state or federal laws and no items may be sold or money solicited. However, the board does reserve the right to control the place, time and manner such printed material is distributed. The administrative procedures concerning the distribution of printed materials are available in the Office of Student Life, Student Resource Center, and on the college website under Board Policies.

GENERAL STUDENT INFORMATION

Bookstore

The campus bookstore is located on the first floor of the Student Resource Center. The bookstore carries all required textbooks for student purchase, and offers a rental option on select textbooks. The bookstore also carries imprinted and non-imprinted school supplies, greeting cards, and College of DuPage emblematic gifts and clothing. Additional services provided include fax service, small copy services, and free gift wrapping for any items purchased from the bookstore. The bookstore is open Monday to Saturday, with extended hours during the first week of classes each semester. For hours of operation, contact the bookstore at (630) 942-2360.

During the Fall and Spring semesters, the bookstore operates satellite locations at select off-campus centers to sell books during the first week of the 12-week session. Textbooks can be ordered online at www.codbooks.com for shipping or convenient in-store pick-up at the campus bookstore. Online orders can be placed by using the course information on your student schedule.

Closing the College – Severe Weather and Other Emergencies

In the event that it becomes necessary to close the campus or to cancel classes and other activities due to inclement weather, notices will be made several times an hour on 90.9fm WDCB, the college's public radio station. Other stations are notified by the college and may announce cancellations: WBBM-AM (780) and WGN-AM (720). The following television stations air closing or cancellation notices: Channel 2 (CBS); Channel 5 (NBC); Channel 7 (ABC); Channel 9 (WGN) morning news; Channel 32 (FOX); and CLTV News. Students can also check closing status at www.emergencyclosings.com/ecc/home.jsp. All announcements will contain specific information concerning off-campus classes.

College of DuPage students and staff can sign up for Rave Alert and Rave Guardian, two broadcasting alert and personal safety systems. Rave Alert uses e-mails, text messages, voice messages and RSS feeds to notify subscribers of both emergency and non-emergency situations, such as weather-related class cancellations. Rave Guardian is a mobile phone application that notifies the campus police department of an emergency. To sign up, visit www.getrave.com/login/cod.

Dining Services

The campus Dining Services department offers a variety of meal options at two convenient service locations. The E.E. Gibson Café is located on the first floor of the Student Resource Center with hours of operation during the regular academic year from 6:30 a.m. to 7 p.m., Monday through Thursday, and 6:30 a.m. to 2 p.m. on Friday. An additional satellite facility is located in the McAninch Arts Center with convenient hours from 8 a.m. to 6:30 p.m. Monday through Thursday, and 8 a.m. to 2:30 p.m. on Friday during the regular academic year. The McAninch Arts Center (MAC) Café features Einstein Brothers Bagels. This location is open daily for breakfast, lunch and dinner. There are also vending machines located campus-wide. For further information on foodservice or catering functions, contact Dining Services at (630) 942-3343 or (630) 942-2666.

College of DuPage Police Department

The College of DuPage Police Department is a professional 24-hour law enforcement agency. The department's police officers have full police powers and are responsible for maintaining a secure environment in which educational activities are conducted and assets are protected.

Contact the College of DuPage Police Department to report a crime, for emergency first aid, to report lost items, or to report a motor vehicle or personal-injury accident on campus.

The College of DuPage Police Department also provides assistance with disabled vehicles and lockouts and, if needed, provides escort service to your vehicle or class.

The office can be reached at (630) 942-2000, ext. 2000, 24 hours a day, seven days a week.

Campus Parking

The parking lots on campus are available to faculty, staff, students and visitors. The College reserves the right to tow illegally parked vehicles at the owner's expense. Some designated parking areas require a parking permit. There is a 20 m.p.h. speed limit on all the entrance drives and roads around the campus and a 10 m.p.h. speed limit in all parking lots. Penalties for parking violations range from \$15 to \$100. Fines may be paid by mail or in person to the Cashiers office. To appeal a traffic citation, one must file a form with the Cashiers office within five days of issuance.

Public Transportation

Pace provides bus transportation to and from the campus in Glen Ellyn. Bus shelters are located in front of the Berg Instructional Center (BIC) and next to Building K. Two Pace routes serve the campus directly, No.714 and No.715. These routes connect with many others, as well as with the Metra and Northwestern train lines. Please check the Pace website, www.pacebus.com or call (847) 364-PACE, for up-to-date schedules, fares and route maps. All routes are subject to change.

Pace schedules are available on campus in the Admissions office and the Office of Student Life. A variety of Pace discount passes are for sale in the Office of Student Life. Regular student discounts are available on Pace buses with a student ID card.

