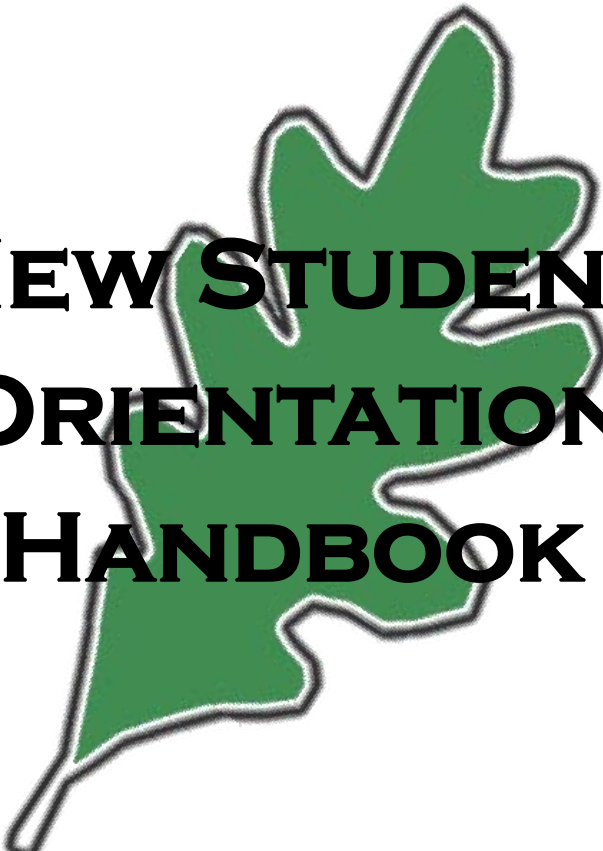




Glen Oaks
COMMUNITY COLLEGE

A large, stylized green oak leaf with a white outline, positioned behind the main title text.

**NEW STUDENT
ORIENTATION
HANDBOOK**

2010-2011

Glen Oaks

Student Learning Outcomes

Glen Oaks Community College strives to help students develop the ability over their lifetime to do the following:

- ◇ Acquire and apply the knowledge and skills appropriate for career and personal goals.
- ◇ Communicate effectively through reading, writing, speaking, listening, and visual/nonverbal skills.
- ◇ Embrace and apply lifelong learning.
- ◇ Engage in healthy physical, intellectual, emotional, and social behaviors.
- ◇ Apply critical thinking and problem-solving skills.
- ◇ Accept the constancy of change at personal, local, and global levels; adapt effectively.
- ◇ Serve others and community.
- ◇ Maintain technological competencies.

Developed by the faculty, staff, and students
of Glen Oaks Community College
February 2009.

Vision Statement

“Transforming Lives and Advancing Communities”

Mission Statement

The mission of Glen Oaks Community College is to provide quality educational programs that meet the life-long learning needs of its students and the communities it serves. A dynamic and relevant curriculum, accompanied by effective support services, enables the college to serve as a catalyst for creating and strengthening linkages among students, community members, businesses, and educational institutions. The college will respond proactively to changing local needs and fulfill its role in the global economy through the effective use of instructional and emerging technologies.

Table of Contents

<u>Topic</u>	<u>Page</u>
Strategies for Academic Success	1
Free Career Exploration Service	2
Glen Oaks Programs of Study	3-4
Frequently Asked Questions	5-6
Tutoring Center and Counseling/Advising	7
Financial Aid	8
Student Awards, Organizations, and Support Services	9
Student Email Accounts	10
College Policies	11-12
Options after Enrolling (add, drop, withdraw)	13
Academic Information (accreditation, attendance, gpa, etc.)	14
College Terminology	15-18
Student On-line Information (grades, schedule, transcript and course offerings)	19
Distance Learning Center and Student ID Card	20
Campus Phone Directory	21
Departmental Hours	22
Glen Oaks Bookstore	23
Textbook Buyback	24
Fitness Center	25
Glen Oaks Campus Map	26
Calendars	27-33
Notes Page	34

Strategies for Academic Success

Glen Oaks Community College is committed to ensuring the greatest potential for student success. The following outline may assist you in reaching your educational goals at Glen Oaks.

* **Clarify your Academic Goals**

The reason for attending Glen Oaks should be clear. If your current academic goals lack clarity or if you are unsure of your long-range career plans, please contact an academic advisor or our career counselor in Student Services to make an appointment.

* **Assess your Academic Skills**

Take the Placement Evaluation, which includes a writing sample, a reading comprehension test, and a math skills assessment. Follow the recommended placements so that you can be placed into the appropriate course designed to increase the skills necessary to ensure your success.

* **Develop an Academic Plan**

Counselors and academic advisors are available to assist you in developing a plan which meets your educational objectives. This plan will take into account your abilities and provides you with a curriculum guide so you can monitor your own progress.



* **Make a Commitment**

Make sure you attend the first meeting of class. During the first class, review the syllabus (requirements for the course) and evaluate the class. Then, make a decision as to whether this class is best for you. If it is, make a commitment! If it is not, you may drop the class and add another without charge during the 100% refund period. This gives you the opportunity to make a better decision which increases your chance of being successful.

* **Attend Class**

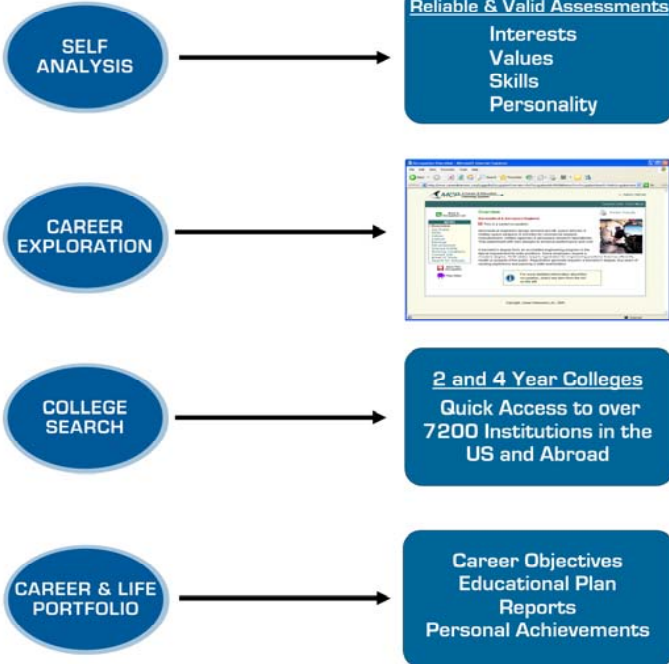
The single greatest reason for students not being successful is the lack of attendance. Students who accumulate more than three or four absences may receive a warning letter from the Dean of the College. If you miss more than 15% of the course, the instructor has the authority to drop you from the class and assign an appropriate grade.

Career Exploration

FREE



MCP

A Career and Education Planning System

Their future starts here ...

www.careerdimension.com

© Career Dimensions, Inc



FREE TO GLEN OAKS STUDENTS!
Visit www.glenoaks.edu. Click on Career Dimensions under More Quick Links. See a counselor for the access code.

Programs of Study

ARTS & COMMUNICATION

Associate Degrees

Associate of Arts
Associate of General Studies
Associate of International Studies
Associate of Science

BUSINESS, MANAGEMENT, MARKETING & TECHNOLOGY

Certificates

Accounting
Computer Information Systems
Computer Support Technician
Database Programming
Health Care Worker
Management/Marketing
Medical Administrative Specialist
Office Administrative Assistant-Legal & Executive
Phlebotomist
Truck Driver
Web Page Design

Associate Degrees

Associate of Applied Science in Business with emphasis in:
Accounting
Computer Information Systems
Computer Support Technician
Database Programming
Management/Marketing
Office Administrative Assistant-Legal & Executive
Medical Administrative Specialist
Office Assistant-Medical
Web Page Design
Associate of Business

NATURAL RESOURCES & AGRI-SCIENCE

Associate Degrees

Associate of Arts
Associate of General Studies
Associate of Science

Programs of Study (Cont'd)

ENGINEERING/MANUFACTURING & INDUSTRIAL TECHNOLOGY

Certificates

- Automotive Service
- Automotive Technician
- Drafting & Design
- Machine Tool Technology

Associate Degrees

Associate of Applied Science in Technology
with emphasis in:

- Automotive Service
- Automotive Technician
- Drafting & Design
- Machine Tool Technology

- Associate of Arts
- Associate of General Studies
- Associate of Science

HEALTH SCIENCE

Certificates

- Health Care Worker
- Medical Administrative Specialist
- Medical Assistant
- Phlebotomy Technician
- Practical Nurse

Associate Degrees

Associate of Arts
Associate of General Studies
Associate of Applied Science in Allied Health
with emphasis in:

- Health Care Worker
- Medical Administrative Specialist
- Medical Assistant
- Practical Nursing

- Associate of Applied Science Nursing (Registered Nurse)
- Associate of Science

HUMAN SERVICES

Certificates

- Early Childhood Education

Associate Degrees

- Associate of Arts
- Associate of Early Childhood Education
- Associate of General Studies

Frequently Asked Questions

- 1. Why should I notify registration when I stop attending my class?**
You will be responsible for paying for your seat in the class whether you attend or not. You could receive 0.0 for a grade for non-attendance, which will permanently be on your record. You could jeopardize your financial aid.
 - 2. Where do I go to drop and/or add a course?**
To drop a course and/or add another, you go to the Registration desk in Student Services. If you are planning on transferring the course, you should make an appointment to see a counselor or advisor before making any changes. Reference the semester Academic Calendar for 100% and 50% refund deadlines.
 - 3. If I withdraw from a class, does it affect my grade point average?**
A grade of “W” does not affect your GPA.
 - 4. How is tuition calculated?**
Multiply contact hours by tuition rate, student support fee and technology fee. Add to that student ID, parking and activity fees and any applicable course fees or distance learning fee.
 - 5. What is a credit hour? A contact hour?**
A credit hour is the number of hours you are in class each week, excluding labs. A contact hour is the amount of available time spent with an instructor, i.e. instruction and lab.
 - 6. Does Glen Oaks have wireless internet access throughout their campus?** Yes.
 - 7. When is counseling available, and do I need an appointment?**
The counselors are available Monday—Friday during Fall and Winter terms and Monday through Thursday during the Spring/Summer term. Making an appointment to see a counselor is HIGHLY recommended though not always necessary.
 - 8. Where can I get tutoring assistance, and what is the cost?**
You can find tutoring assistance in the Tutoring and Testing Center. There is no cost for tutoring services.
 - 9. Why do most courses require a prerequisite?**
The required course or placement test score is to prepare the student for that class. These are guidelines set by the faculty.
 - 10. What are course fees?**
Fees that are added to a course to cover additional expenses such as special supplies. Course fees are noted in the schedule for classes.
-

Frequently Asked Questions (Cont'd)

11. **Who should file for Financial Aid?**
Everyone, whether you think you are eligible or not, should file for aid.
 12. **How often do I file for Financial Aid?**
You will need to fill out your FAFSA (Free Application for Federal Student Aid) every year you intend to enroll in classes. Plan on completing and submitting your FAFSA for fall enrollment by June 1.
 13. **What is Satisfactory Academic Progress (SAP)?**
Financial Aid students are expected to maintain a satisfactory grade point average and successfully complete a certain percentage of attempted classes.
 14. **What is Academic Probation?**
Probation occurs if a student's cumulative grade point average falls below a certain number. This is determined by gpa and credit hours attempted.
 15. **May a student appeal a grade?**
Yes, within a month of receipt of the grade, the student may appeal the grade to the course instructor and present facts that document the necessity for a grade change. (This policy is under review for Fall 2010. Please consult with an academic advisor for the current policy.)
 16. **What should a student do if he/she arrives at their classroom and no one is there?**
Make sure there isn't a note on the door indicating where the class is meeting or if it is canceled. The student should wait 15 minutes for the instructor to arrive.
 17. **Is there public transportation available?**
Yes, you must call 269-273-7808 24 hours before you need to be picked up. Transportation is available from 6:00 A.M. to 11:00 P.M.
 18. **Do I need to apply for graduation?**
Yes, there is an application you must fill out. If you are within nine credits of completing your program, with approval, you may participate in the graduation ceremony.
 19. **What is The Family Educational Rights and Privacy Act (FERPA) of 1974?**
This Act protects a student's right to privacy of information.
 20. **Where is the lost and found?**
The lost and found is located in Student Services.
-

Tutoring Center

Fall and Winter Hours

Monday-Thursday
8:00 a.m.-8:00 p.m.
Friday 8:00 a.m.-4:00 p.m.



Tutoring is available by appointment.

Call 888-994-7818, ext. 270

OR

stop by the Tutoring and Testing
Center on the Concourse

Walk-in tutoring is available
Monday-Thursday 10:00 a.m.-2:00

We provide FREE tutoring and
can help with:

- * Test taking
- * Reading comprehension
- * Time management
- * Study skills

Counseling/Advising

Academic Advising is available for
all students. They can provide
guidance in areas such as:

- * Academic planning
- * Course selection
- * Major exploration
- * Major and degree require-
ments
- * Dropping/adding classes
- * Registration
- * Campus resource referral
- * Goal setting

Academic Advising Hours

(Fall and Winter semesters)

Monday, Thursday, and Friday

8:00 a.m.-4:00 p.m.

Tuesday and Wednesday

8:00 a.m.-6:30 p.m.

The college is closed on Fridays
during the Spring/Summer term.

Career Counseling is open to all
current and former students. Career
counselors can provide the following
services:

- * Major and career exploration
- * Career assessment
- * Career planning
- * Resume writing
- * Job search techniques
- * Interviewing techniques

Career Counseling Hours

by appointment only

(mid-September-mid October and

mid-January-mid March)

Monday-Thursday

9:00 a.m.-12:00 p.m.

and 1:00 p.m.-4:00 p.m.

To schedule your appointment, call
269-294-4246.

Financial Aid Opportunities

Things you should know...

Complete the application for Federal Student Aid (FAFSA) at www.fafsa.gov. It's **FREE** and can determine your eligibility for all types of financial assistance, such as grants, scholarships, work study and student loans.

Scholarships are available! Application deadlines and award amounts vary. Information on scholarships is available on the Glen Oaks website or in the Financial Aid Office.

Most, but not all, scholarship applications have deadlines in February and March for the following fall.

Meet the deadlines. If a scholarship application has a deadline, do all you can to submit the application before that due date.

Employment opportunities on and off campus are available to students who have financial need after all other grants, scholarships and outside resources have been considered. Positions are limited, and the number of hours a week that a student can work varies.

Call or stop by the Financial Aid Office if you have questions, need assistance, or would like additional information.



**Financial Aid
may be the key
to unlocking
your educational
opportunities!**

Student Awards, Organizations and Support Services

Honors and Awards

- * President's List
- * Dean's List
- * President's Award
- * Who's Who Among Students
- * Department Awards
- * Activities Awards
- * Scholarship Awards
- * Athletic Awards



Organizations and Activities

- * Intercollegiate Athletics
 - Men's: Basketball and Baseball
 - Women's: Basketball and Softball
 - Men's: Golf
 - Men's/Women's: Cross Country
- * Fitness/Wellness Center
- * Phi Theta Kappa – International Honor Society
- * Student Government
- * Medical Assistant Club
- * Science Club
- * Veterans Club

Support Services

- * Tutoring and Testing Center (TTC)
 - * Financial Aid
 - * Bookstore
 - * Career Counseling
 - * Occupational Student Success Program
 - ◇ Economically Disadvantaged
 - ◇ Displaced Homemaker
 - ◇ Limited English Proficiency
 - ◇ Physically/Mentally Challenged
 - ◇ Single Parent
 - ◇ Students in Nontraditional Careers
 - * E.J. Shaheen Library
 - * Library Learning and Research Lab
 - * Distance Learning Center
-

Accessing Student Email Accounts

All registered students have student email accounts. Access your account by visiting <http://mail.viking.glenoaks.edu> or by clicking on the Student Email Access link under Current Students at www.glenoaks.edu.

Enter your login and password as indicated below:

Username: First initial, last name, and last three numbers of your student ID number.

**Your student ID number can be found on your schedule/invoice.*

Example: John Doe 001234 = jdoe234

Initial password: Same as your login (Example: jdoe234). The system will prompt you to change your password the first time you access your account.

Email accounts will be accessible to students seven (7) business days after registration of classes.

It is the student's responsibility to check his/her Glen Oaks email account. Students may receive information from the college and correspondence from instructors via this email account.



College Policies

When a student enrolls at Glen Oaks, he or she agrees to abide by all college regulations. There are several college policies that are of special concern to students. These are:

Student Code of Conduct:

The Code of Conduct applies specifically to student and visitor behavior while at any college facility or while attending any college function. Rights are basic to the freedom to learn and must be based upon both mutual respect and responsibility.

(Page 113-114 in 2010-2011 Glen Oaks Catalog)

Student Concern Procedure:

Glen Oaks has a procedure in place for students to voice their concerns and assist the student in bringing them to resolution. This procedure includes an informal process, a student concern report, mediation, mediation review and appeal.

(Page 117-118 in 2010-2011 Glen Oaks Catalog)

Alcohol/Drug Abuse Policy:

Glen Oaks recognizes that clear evidence exists that the misuse and abuse of alcohol and the use of illegal drugs can erode the foundation of the College's goals and objectives and can diminish the attainment of intellectual, social, physical and moral growth and development. Glen Oaks is committed to a healthy and productive college environment by providing free literature and abuse referral services.

(Page 118-119 in 2010-2011 Glen Oaks Catalog)

Due Process:

Students shall have the right to be accorded due process in all disciplinary actions resulting in a change of their social and/or academic status at Glen Oaks.

(Page 110 in 2010-2011 Glen Oaks Catalog)

Equal Opportunity/Nondiscrimination:

The college shall not discriminate against any person because of race, sex, color, religion, age, creed, national origin, height, weight, marital status or disability.

(Page 110 in 2010-2011 Glen Oaks Catalog)

College Policies (Cont'd)

Campus Security:

Glen Oaks will take the necessary action to protect the safety of students and employees and to deal with the occurrence.

(Page 120 in 2010-2011 Glen Oaks Catalog)

Family Educational Rights and Privacy Act (FERPA):

The purpose of this Act is to provide guidelines for reasonable interpretations of privacy related to the release and disclosure of student records maintained by Glen Oaks. This Act provides for the following:

1. To protect a student's right to privacy of information which Glen Oaks has in its possession concerning the student.
2. To provide a reasonable guideline for release or disclosure of such information as is required by federal and state law and as is necessary for the effective functioning of the college.

(Page 110-111 in 2010-2011 Glen Oaks Catalog)

Firearms on Campus:

Glen Oaks, in its policy governing campus unrest, specifically prohibits firearms on campus.

(Page 120 in 2010-2011 Glen Oaks Catalog)

Internet Student Use Policy:

Glen Oaks may terminate access to its Internet connection for any reason, including but not limited to administrative or technical reasons or improper use of the Internet connection.

(Page 115-116 in 2010-2011 Glen Oaks Catalog)

Parking:

Students, staff, and visitors are all expected to park in the lot west of the building. Contact the Human Resources Coordinator for a handicapped permit. A doctor's statement is required.

(Page 22 in 2010-2011 Glen Oaks Catalog)

Sexual Harassment:

Glen Oaks is committed to creating and maintaining a working and learning environment for all college personnel and students that is free of sexual harassment.

(Page 113 in 2010-2011 Glen Oaks Catalog)

Having Trouble with Your Classes?

If you are enrolled in a class and you are not doing well, you have the following options:

- ◇ **Talk with Your Professor**
Indicate to your professor that you are having problems with the class. Your professor has the option of recommending a tutor for you.
 - ◇ **Withdrawal (“W” Grade)**
If you believe that you would be better off by withdrawing from the class, you may do so by yourself with an automatic “W” during the first 40% of the semester and with faculty approval (signature) through 90% of the semester. The “W” grade appears on your transcript but is not computed in your grade point average.
 - ◇ **Incomplete ‘I’ Grade**
You may receive an “I” grade if your professor believes your work is sufficient in quality but is lacking in quantity to meet the course objectives. To be considered for this option, 75% of coursework must have been completed. The “I” grade will not be computed in your grade point average, and you will have one full semester following the issuance of the “I” grade to finish the course requirements. You must make arrangements with your professor.
 - ◇ **Grade Appeal**
If you believe that the grade you received was incorrect, you may appeal the grade by first contacting your instructor. If you are not satisfied with the outcome, you may send a letter to the Dean of the College within 30 days of the original issuance of the grade. The letter should include the basis of your appeal and documentation to support your case.
 - ◇ **Repeat the Course**
You may repeat any course taken at Glen Oaks provided you have received a grade. The highest grade obtained is used for the calculation of your grade point average. All grades remain on the student’s academic transcript.
 - ◇ **Grade Point Re-evaluation**
If you have had a “disastrous” semester which is significantly below your other work, due to personal or financial problems, you may apply to the Dean of the College to have your grade point average reevaluated. To qualify for grade point reevaluation you must have attempted at least 30 semester hours and enrolled for at least 6 semester hours in the semester to be reevaluated. Previous grades for that semester will continue to appear on your transcript but will no longer be used for your grade point average if the reevaluation request is approved. (Nursing program excluded.)
-

Academic Information

* **Accreditation**

Glen Oaks Community College received approval from the State of Michigan in 1965 to offer collegiate level courses. Full accreditation status was conferred upon Glen Oaks by the North Central Association of Colleges and Secondary Schools in April 1975. Glen Oaks' reaccreditation has since been renewed every 10 years.

* **Transfer of Credits Guarantee**

Academic work done at Glen Oaks Community College is correlated with the programs of major colleges and universities throughout the United States. Glen Oaks guarantees credits to transfer when the student has planned their course selections with a Glen Oaks counselor, has a grade of 2.0 (C) or better in each course to be transferred, and course choices are mutually "signed" by the student and the counselor on the student's official curriculum guide sheet.

* **Attendance**

Students are expected to attend all sessions of each course they're enrolled in. Failure to do so may result in academic penalty or withdrawal from the class. When the student's absences equals that of the number of credit hours in a course, the faculty will request that an attendance letter be sent from the Dean of the College. Absences for any reason in no way relieves the student of the responsibility of completing all the course work to the satisfaction of the instructor. The instructor should be notified when the student cannot attend the class.

* **Grade Point Average**

In computing the grade point average, the grade earned in each course is multiplied by the corresponding number of semester hours in the course. The resulting "honor points" obtained from all classes are totaled, and the result is divided by the total number of semester hours of work carried.

* **Graduation**

An application for Graduation must be filed by each student for each degree or certificate he or she wishes to receive from Glen Oaks Community College. You may file if you are within 9 credits of completion (including classes you are currently enrolled in). You should file for graduation one semester prior to completion.

College Terminology

Academic Advising: Advisors help in selecting correct courses and reviewing the course requirements for the program of study that is selected. Students who are planning to transfer to a bachelor's degree granting institution should ask to see one of the college's counselors.

Accreditation: The act of officially endorsing or approving. Full accreditation status was conferred upon Glen Oaks by the North Central Association of Colleges and Secondary Schools in April 1975 and has been renewed every 10 years.

Alumni: People who have graduated from the college.

Application/Acceptance/Admission: Application is the process by which a prospective student submits the required forms and credentials to the college. If applicants meet the admissions requirements of Glen Oaks, they may be accepted to the college. Admission is the status granted to the applicant who meets the admission requirements.

Audit: A student who does not want to receive a grade or credit in a course may audit the course.

Bachelor's Degree: An undergraduate degree offered at four-year colleges and universities.

Catalog: A college catalog provides all types of information students need to know. The catalog lists courses offered, and degree and certificate program guides you will follow based on your start term. The catalog will provide the institutional philosophy and history, policies and procedures, students' rights and responsibilities, procedures for financial aid, registration, and etc.

Career Counseling: Helps students explore various career options through individual counseling. A career counselor will interpret your assessment instruments.

Certificate: A reward for successful completion of a prescribed program of study.

Class Schedule: A publication of course offerings by semester.

Community College: A post-secondary degree granting institution. Course offerings include a transfer curriculum with credits transferable toward a bachelor's degree. Community Colleges also offer occupational or technical curriculum with courses of study designed to prepare students for direct employment upon graduation. Community colleges rely on state funding and district taxes to keep its tuition affordable.

College Terminology (Cont'd)

Contact Hours: The number of hours of instruction per week a student will be in contact with their instructor. This is how GOCC bills tuition.

Counseling: Assists students in developing educational plans, including the selection of academic majors, programs of study, and courses. Additionally, counselors will provide custom program guides for students planning to transfer to attain a Bachelor's Degree.

Course Letters: All courses are identified by three letters to distinguish the classes by department. For example, at Glen Oaks NSM 151 is Natural Sciences Math.

Course Numbers: All courses are identified by three digits to distinguish the class from another class. For example, at Glen Oaks NSM 151 is College Algebra. The first digit refers to the class year that the course is usually taken (1=freshman) or 100 level coursework=freshman, 200 level coursework=sophomore.

Credit Hours: Courses taken in college are measured in terms of credit hours. To earn one credit hour, a student must attend a class for one classroom hour per week for the whole semester (usually 15 weeks). Most classes are three or four credits. The accumulation of credits is what determines the completion of a degree or certificate program.

Dean's List: Students are placed on the Dean's List for GPAs above certain specified levels provided the courses enrolled for and the credit hour load meet a criteria set. Each semester, students are reviewed to determine their eligibility.

Degrees: Degrees are rewards for the successful completion of a described program of study. There are three basic types of degrees: (1) Associate-obtainable at two-year community colleges; (2) Bachelor or Baccalaureate-offered at four-year colleges and universities; (3) Graduate-obtained after a bachelor's degree, i.e. Master's and/or Doctorate.

Distance Learning: Courses offered via online instruction (Internet).

Drop and Add: Students are generally permitted to drop courses from their class schedules and/or add other courses. Colleges allow varying lengths of time for students to drop and add. The academic calendar for each semester lists the correct dates and deadlines for Glen Oaks.

Enrollment: This is the procedure by which students select and pay for classes each semester.

College Terminology (Cont'd)

Faculty: Professors/Instructors who teach classes for the college.

Fees: Additional charges not included in the course tuition. Technology fee, student support fee, parking fee, etc. are examples.

Financial Aid: Available money to assist with tuition from grants, scholarships, loans and work study employment from federal, state, institutional, and private sources. The types and amounts awarded are based on various criteria such as financial need, academic achievement, etc.

Full-time or Part-time Enrollment: A full-time student is enrolled in 12 or more credit hours in a semester. A part-time student is enrolled in less than 12 credit hours in a semester.

Grades/Grade Point Average (GPA): To figure a GPA, multiply the number of credit hours of the course by the grade. Then add up the totals for each course, and divide by the number of credit hours. Glen Oaks uses a 4.0 scale of grading. (See page 19 of this handbook for directions on how to access grades through the Glen Oaks web site.)

Humanities Courses: These courses cover subjects in literature, philosophy, and the fine arts.

Lecture/Laboratory Classes: In lecture classes, students attend class on a regular basis and the instructor lectures on class material. Laboratory classes require the student to perform certain functions in controlled situations that help them test and understand what they are being taught.

Major/Minor: A major is a student's chosen field of study. It usually requires the successful completion of a specified number of credit hours. A minor is designated as a specific number of credit hours in a secondary field of study.

Non-Credit Courses: These are classes or courses that do not meet the requirements for a certificate or a degree. Non-credit courses may serve several purposes: to explore new field of study, increase proficiency in a particular profession or to develop potential or enrich life experiences through cultural and/or recreational studies.

Open-door Institution: The term refers to an admission policy that states that anyone who is 18 years of age or older, whether or not a high school graduate, can be admitted to that college.

College Terminology (Cont'd)

President's List: Students are placed on the President's List for GPAs above certain specified levels provided the courses enrolled for and the credit hour load meets the criteria set. Each semester students are reviewed to determine their eligibility.

Prerequisite Courses: A prerequisite is a course or assessment test score necessary before taking the course.

Syllabus: An outline of the important information about a course. Written by a professor or instructor, it usually includes important dates, assignments, expectations, and policies specific to that course.

Transcript: The transcript is a permanent academic record of a student at college. It may show courses taken, grades received, academic status, honors received, and programs completed.

Transfer of Credits: Some students attend more than one institution during their college career. When they move or transfer from one college to another, they also transfer accumulated credit hours from the former institution to the new one. The new institution decides which transfer courses will apply toward graduation requirements.

Tuition: Tuition is the amount paid for each contact or credit hour of enrollment. Tuition does not include the costs of books, fees, or room and board. Tuition charges vary from college to college and are dependant on such factors as where you reside, whether the college is publicly or privately owned, and whether the student is a resident of the county, state, or country in which the college is located.

Undergraduate: An undergraduate is a student who is pursuing either a certificate, an Associate's Degree, or a Bachelor's Degree.

Withdrawal: Students may withdraw from courses during a semester, but there are established procedures for doing so. The catalog and/or academic calendar specify the procedure and deadline dates.



Student On-line Information Access

1. Go to www.glenoaks.edu.
2. Click on the Glen Oaks portal (Web Advisor/Oak Trails).
3. Click on LOG IN.
4. Type in your username – first initial, middle initial, last name (i.e., Jane M. Doe = jmdoe)
5. Enter your password. The first time you login (or if your password has been reset) your password will be the last four digits of your social security number.
6. Click on SUBMIT.
7. The next screen will ask you to enter your user ID again and to set up a new password of 6-9 characters using both letters and numbers.
8. Click on STUDENTS to access the student menu.
9. Select the information you want to view from the menu.
10. When finished, click on LOG OUT to exit OAK TRAILS.

Note:

Your password may be reset every semester for security purposes. If you cannot login because you cannot remember your password, contact the Records office to have it reset.



Distance Learning Center

The Distance Learning Center meets the needs of learners who cannot or prefer not to attend traditionally-scheduled courses and programs. Distance Learning (DL) courses are delivered in an online format. Students can access their courses anywhere they have internet access using various technologies to meet course requirements.

If you are looking for a specific course and can't find it at Glen Oaks, check out the Michigan Community College Virtual Learning Collaborative for a listing of over 1000 courses offered by Michigan community colleges. To view this selection of web-based courses, visit www.mccvlc.org.

Don't have internet access? The Tutoring and Testing Center and the library have computer labs available for student use.

If you are new to Distance Learning, you must complete a mandatory orientation either on campus or online. Students will receive information about DL orientations two weeks prior to the start of classes.

For more information about the college's Distance Learning courses, Angel, or MCCVLC, contact the Distance Learning Center at 269-592-4308 or email distancelearning@glenoaks.edu. The DL office is located in D402.

Student ID Card

Why do I need it?

- ◇ To check out books from the library.
- ◇ To use the computers in the Glen Oaks Library Media Center.
- ◇ To take tests.
- ◇ To receive discounts at various community locations.

Where do I get it?

Tutoring and Testing Center
Monday through Thursday: 8:00 A.M.-8:00 P.M.
Friday: 8:00 A.M.-4:00 P.M.

***You must show a photo ID and your receipt for registration from the bookstore cashier to obtain your student ID.**

Campus Phone Directory

College Phone Number:

467-9945 and toll free 888-994-7818

<u>Department</u>	<u>Extension</u>
Admissions	253
Advising and Counseling	246
Athletics	215
Bookstore	240
Career Services	246
Cashier	235
Dean of Students & Community Services	236
Dean of the College	231
Distance Learning	308
Financial Aid	260
Library	211
President's Office	221
PTK	234
Receptionist	0
Registration	259 or 245
Student Government	244
Student Support Services Program	241
Testing Center	270
Transcripts	259 or 245
Tutoring	270

Departmental Hours



Receptionist/Switchboard

Monday through Thursday – 7:30 A.M. to 10:00 P.M.

Friday – 7:30 A.M. to 4:00 P.M.

Student Services

(Admissions, Counseling, Financial Aid, and Registration)

Monday, Thursday and Friday – 8:00 A.M. to 4:00 P.M.

Tuesday and Wednesday – 8:00 A.M. to 6:30 P.M.

(Note: when there are no classes hours are 8:00 A.M.-4:00 P.M.)

Bookstore

Monday, Thursday and Friday – 8:00 A.M. to 4:00 P.M.

Tuesday and Wednesday – 8:00 A.M. to 6:30 P.M.

(Note: when there are no classes, hours are 8:00 A.M.-4:00 P.M.)

Fitness/Wellness Lab

Monday through Thursday – 8:00 A.M. to 8:00 P.M.

Friday – 8:00 A.M. to 2:00 P.M.

Saturday – 9:00 A.M. to 12:00 P.M.

Library

Monday through Thursday – 8:00 A.M. to 6:30 P.M.

Friday – 8:00 A.M. to 2:00 P.M.

Tutoring, Testing Center & Distance Learning Center

Monday through Thursday – 8:00 A.M. to 8:00 P.M.

Friday – 8:00 A.M. to 4:00 P.M.

For weather related closings: Please refer to your local T.V. or radio station. Sign up for GOCC alerts at www.glenoaks.edu and receive the alerts via text message.

For individual class cancellations: Please refer to the Glen Oaks web site at www.glenoaks.edu, call the switchboard at 269-467-9945 or 1-888-994-7818, or sign up for GOCC alerts.

NOTE: During the months of May, June, July, and part of August, the college is closed on Fridays.

Glen Oaks Bookstore

Frequently asked Bookstore Questions...

Q. What are the bookstore's hours?

A. The store hours are:

FALL & WINTER Semester:	
Monday, Thursday & Friday	8:00 A.M. – 4:00 P.M.
Tuesday & Wednesday	8:00 A.M. – 6:30 P.M.
SPRING/SUMMER Semester	
Monday & Thursday	7:00 A.M. – 5:00 P.M.
Tuesday & Wednesday	7:00 A.M. – 6:30 P.M.
Friday	Closed

Q. What are the return policies for textbooks and general merchandise?

A. Book Return Policy:

- ◇ The original cash register receipt and a drop or complete withdrawal slip must accompany returns.
- ◇ New books must be in absolutely new condition, free of all markings.
- ◇ Used books must be in sellable condition.
- ◇ Returns will be accepted through the designated 50% class refund period.
- ◇ Trade books and special orders are not returnable.

General Merchandise Return Policy:

- ◇ All general merchandise is refundable within 15 days of purchase.
 - ◇ All merchandise must be in its original packaging, in sellable condition and accompanied by a cash register receipt.
 - ◇ Returned items without packaging or without receipt will be accepted at the GOCC Bookstore's discretion.
-

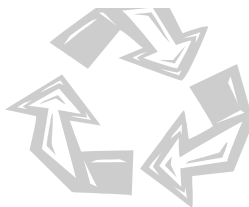
Textbook Buyback

The Bookstore buys books at the end of each semester. The Bookstore offers around 50% of the used retail price of a book (whether originally bought new or used) if it is being used for the coming semester, and The Bookstore is not already overstocked on the title. The Bookstore has a wholesaler that also buys books from the students at the buyback time.

IMPORTANT INFORMATION REGARDING THE CASH GIVEN FOR YOUR TEXTBOOKS

What affects the resale value of your books?

- ◇ Instructor has notified the bookstore on whether that book will be reused.
- ◇ The bookstore needs additional quantities.
- ◇ Instructor has discontinued use of book or has not notified the bookstore that the book will be used again.
(National demand determines resale value of books that have been discontinued on your campus.)
- ◇ Your book has been published in an updated version and has little or no \$ value.
- ◇ Condition of your book may be too poor or incomplete to be resold – study guides, workbooks, books with discs, maps, charts, etc.



RECYCLE YOUR TEXTBOOKS!

Fitness Center



Glen Oaks Community College

Fitness/Wellness Center

This information is for
Fall 2010
August 30-December 17, 2010

The college's Fitness/Wellness Center is a student and community fitness center. It offers cardiovascular and weight-training equipment, fitness and health education classes. Residents of the area (16 years and older) may use the center by paying the fees outlined below. Students may use the center by registering for classes: NSH 100-104-105-106 or 107. We invite you to come and check out the Glen Oaks Fitness/Wellness Center. Our dates correspond with the college's academic schedule. The times are designed to be convenient for students and the community residents alike.

(Note: The College practices equal opportunity and non-discrimination policies).

Membership Fees

Daily Pass	\$3.00	<small>Students and community residents must complete both a health and a release form before workouts begin. Music and air-conditioning are available at all times in the Fitness Center. Qualified instructors are available for fitness testing and personalized exercise routines.</small>
Monthly Pass	\$25.00	
Semester Passes:		
Fall	\$75.00	
Winter	\$75.00	
Spring/Summer	\$60.00	
Annual Pass:		
August 2010 - August 2011	\$175.00	
January 2011 - January 2012	\$175.00	

Center Hours

Fall 2010
August 30-December 17, 2010
 Mon. through Thurs. 8:00 a.m.-8:00 p.m.
 Friday 8:00 a.m.-2:00 p.m.
 Saturday 9:00 a.m.-12:00 p.m.

Exceptions to this schedule are:
 Tuesday, October 12, 2010
 8:00 a.m.-10:00 a.m.
 and 4:30 p.m.-7:30 p.m.

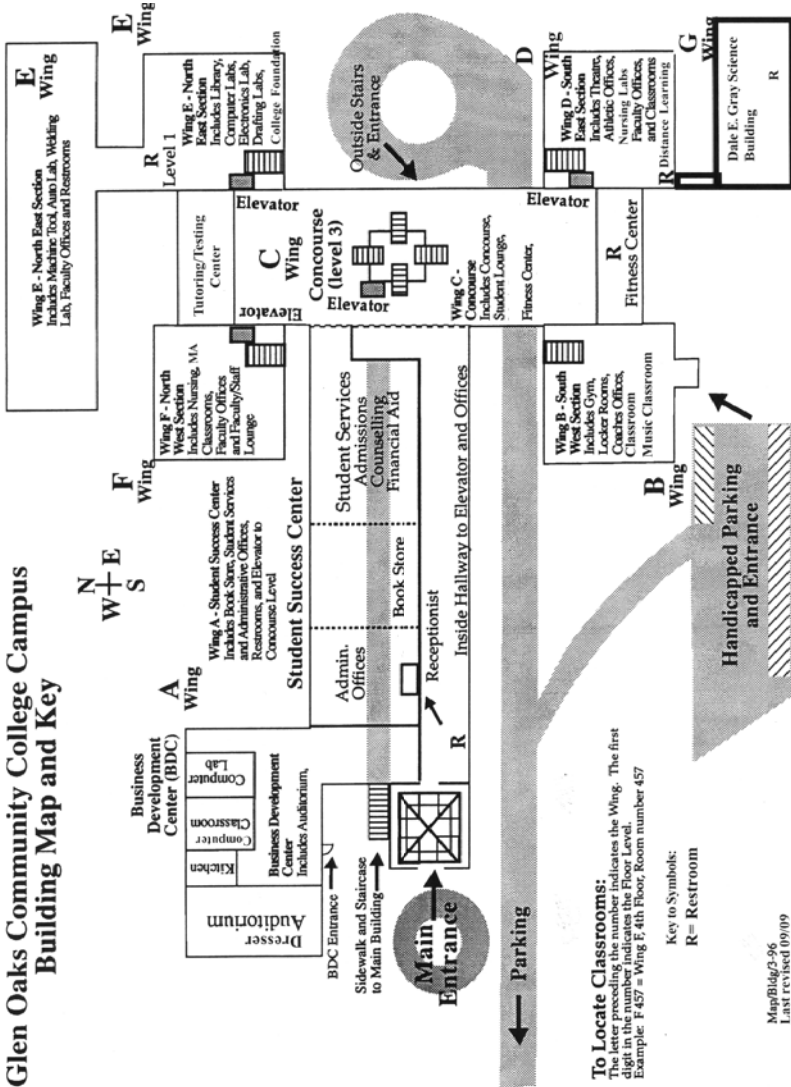
Closed:
 Labor Day (Sept. 6, 2010)
 Thanksgiving Break (Nov. 24, 25, 26, 27, 2010)
 Christmas-New Years Break
 (Dec. 18 and 23-31, 2010 and Jan. 1-3, 2011)

For more information, call:
Fitness/Wellness Center
 (269) 294-4309 or
 toll free 1-888-994-7818, Ext. 309
 Website: glenoaks.edu

Equipment

<ul style="list-style-type: none"> 1 Schwinn Spinning Bike 3 Monark Exercise Cycles 7 Schwinn Air-Dyne Bicycles 5 Treadmills 4 Concept II Rowing Machines 2 Stairmasters 1 Freerunner 2 Elliptical Cross Trainer 14 Pyramid and Trotter Weight Machines Free Weighting 	<p>Fitness/Wellness Center Philosophy: To operate and supervise quality fitness programs designed to enhance and contribute to the development of the total person in a stress-free environment, an environment that promotes healthy lifestyle choices and opportunities for positive social interaction.</p>
--	--

Campus Map



August 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 <i>New Student Orientation 9 a.m.-12 p.m.</i>	21
22	23	24	25 <i>New Student Orientation 5:30 p.m.—8:30</i>	26	27	28
29	30 <i>Classes Commence</i>	31				

September 2010


Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 <i>Labor Day No Classes</i>	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12 <i>Fall Break Day - No Classes</i>	13	14 <i>Transfer Day and College Night</i>	15	16
17	18	19	20	21	22	23
24 31	25	26	27	28	29	30

November 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 <i>No Classes Thanksgiving Break</i>	25 <i>No Classes Thanksgiving Break</i>	26 <i>No Classes Thanksgiving Break</i>	27
28	29	30				

December 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17 <i>Last Day of Winter Semester</i>	18
19	20	21	22	23	24	25 
26	27	28	29	30	31	

Fall 2010 Academic Calendar

Classes Commence	Aug. 30	
Labor Day	Sept. 6	SCHOOL CLOSED
Fall Break Day	Oct. 12	NO CLASSES
Thanksgiving Break	Nov. 24-26	SCHOOL CLOSED
End of Semester	Dec 17	

REGISTRATION

April 12-August 27

LATE REGISTRATION/SCHEDULE CHANGES

Aug. 30-Sept. 2: 8:00 A.M.-6:30 P.M. Sept 3: 8:00 A.M.-4:00 P.M.

NOTE: Permission of Instructor & Dean of the College required for any adds Sep 7-10. Drops accepted through Sept. 10.

REFUND SCHEDULE

100% through Sept. 10
50% Sept. 13-20

WITHDRAWAL SCHEDULE

Oct. 11 Last day to drop with automatic "W"
Dec. 6 Last day to drop with "W" grade
(Instructor's signature required.)

EXCEPTIONS

Classes that do not meet the entire semester will have different refund and withdrawal dates. These dates are available in the Registration & Records Office.

Some students receiving Federal financial aid will have refund adjustments determined by the government. This information is available in the Financial Aid Office.



PAYMENT: Payment is due by August 2, and thereafter on the day you register.

FINANCIAL RESPONSIBILITY

Charges are incurred when you sign up for classes. You will be responsible for these charges unless classes are dropped during the 100% refund deadline. Not paying for or not attending classes does not constitute dropping - **Drop forms are required.** Registration is complete only when payment is made.

GRADES

Report cards are not mailed. You can access your grades on our website at www.glenoaks.edu by clicking on OAK TRAILS and following the instructions.

Winter 2011 Academic Calendar

Classes Commence	Jan. 10	
Martin Luther King Day	Jan. 17	HOLIDAY/SCHOOL CLOSED
Faculty In-service	Feb. 8	NO ACADEMIC CLASSES
Break Day	Feb. 23	NO ACADEMIC CLASSES
Spring Break	Mar. 7-11	NO ACADEMIC CLASSES
Break Day	Apr. 21	NO ACADEMIC CLASSES
Good Friday	Apr. 22	SCHOOL CLOSED
Classes End	May 6	
Graduation Ceremony	May 13	

REGISTRATION

Nov. 15-Dec. 17	No on-campus registration during Thanksgiving Break (Nov. 24-27) or Winter Break (Dec. 18-Jan. 3).
Jan. 4-7	

SCHEDULE CHANGES

Adds: Thru Jan. 14	Permission from Instructor and Dean of the College required to add courses Jan. 17-21.
Drops: Thru Jan. 21	

REFUND SCHEDULE

100%	Thru Jan. 21
50%	Jan. 22-Feb. 1

WITHDRAWAL SCHEDULE

Feb. 25	Last day to drop with Automatic "W"
Apr. 25	Last day to drop with Faculty "W" (Instructor's signature required)

EXCEPTIONS: Classes that do not meet the entire semester will have different refund and withdrawal dates. These dates are available in the Registration & Records Office.

Some students receiving Federal financial aid will have refund adjustments determined by the government. This information is available in the Financial Aid Office.

PAYMENT: Payment is due the day you register or change your schedule.

FINANCIAL RESPONSIBILITY: Charges are incurred when you register for classes. You will be responsible for these charges unless classes are dropped by the 100% refund deadline. Drop forms are required. Not paying or not attending classes does not constitute dropping.

GRADES: Report cards are not mailed except by request. You can access your grades on our website at www.glenoaks.edu by clicking on "Oak Trails/WebAdvisor" and following the instructions.

Transforming Lives And Advancing Communities



Glen Oaks
COMMUNITY COLLEGE

62249 Shimmel Road
Centreville, MI 49032
Phone: 269-467-9945
Toll free: 888-994-7818
Fax: 269-467-9068
www.glenoaks.edu
www.facebook.com/gocc.edu