



Section II

STUDENT INFORMATION

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ACADEMIC APPEALS BY STUDENTS

When a student takes issue with an instructional decision /academic matters or an application of a stated policy, the student should first discuss this matter with the faculty member who made the decision or applied the policy. If the matter cannot be resolved through this initial discussion, the student has the right to appeal the decision or application through regular college channels. See Administrative Policy 5522 or the Student Grievance Process for Instruction and Grade Related Matters in the catalog for details.

In non-academic matters, the appeal procedure is comparable, but is made through the appropriate student personnel administrator to the Dean of Student Services, Vice President of Student Services, and then to the President. The final appeal a student can make is to the Board of Trustees.

Information on students' rights and responsibilities, expected standards of conduct, disciplinary action and the student grievance procedure for disciplinary and matters other than disciplinary can be found in the Student Conduct section of the catalog, Board Policy 5500, and Administrative Procedure 5520.

ACADEMIC HONESTY

Academic honesty and integrity are core values of the Norco College. Students are expected to perform their work independently (except when collaboration is expressly permitted by the course instructor). Believing in and maintaining a climate of honesty is integral to ensuring fair grading for all students. Acts of academic dishonesty entail plagiarizing—using another's words, ideas, data, or product without appropriate acknowledgment—and cheating—the intentional use of or attempted use of unauthorized material, information, or study aids on any academic exercise. Students who violate the standards of student conduct will be subject to disciplinary action as stated in the Standards of Student Conduct and Discipline Procedures section in the catalog and at www.norcocollege.edu/Documents/Academic%20Dishonesty.pdf. Faculty, students, and administrators all share the responsibility to maintain an environment which practices academic integrity.

ACADEMIC RENEWAL

Academic renewal allows a student who experienced academic difficulties during earlier attendance to have grades for a particular period of time excluded from the calculation of the RCCD grade point average. All courses and grades remain on the student's permanent academic record. Petitions forms are available online at www.norcocollege.edu on the Admissions & Records webpage under "Forms." The policies are as follows:

1. A student may request academic renewal for not more than two terms (fall, winter, spring, summer) of grades. A maximum of 24 units of substandard grades and credits, which are not reflective of a student's present ability and level of performance, will be disregarded.
2. At least two semesters of college work (24 units) with a grade point average of 2.0 must have been completed at any accredited college or university subsequent to the two terms to be disregarded in calculating the grade point average obtained at Riverside Community College District. If using coursework from another college or university, the student must submit an official transcript from that institution to be submitted with the academic renewal petition.

3. If and when the petition is granted, the student's permanent record will be annotated so that it is readily evident to all users of the record that no substandard units for work taken during the alleviated term(s) will apply toward graduation or any other unit commitment. However, all work will remain legible on the permanent record to ensure a true and complete academic history.
4. A student may be granted academic renewal only once.

Academic renewal procedures shall not conflict with the District's obligation to retain and destroy records or with the instructor's ability to determine a student's final grade.

COURSE PREREQUISITES AND COREQUISITES

All course prerequisites and corequisites will be enforced. This includes both required prerequisite courses as well as required assessment preparation levels. The Accuplacer assessment test, in conjunction with multiple measures, is used to generate placement levels in English, Math, and Reading. The PTESL (Proficiency Test in English as a Second Language) is used to generate placement levels in ESL. All placement tests taken prior to July 1, 2001 are no longer valid.

Students who have not satisfactorily completed a prerequisite for a course will be denied admission to that course. A grade of "C" or better is required for satisfactory completion of a course which is a prerequisite to a subsequent course.

If prerequisites or corequisites were met by completing courses at another college or university, students must request that the official transcript(s) be sent to the Admissions & Records office and request a prerequisite validation of the appropriate course(s) to validate the course that will meet RCCD requirements. Prerequisite validation request forms may be obtained from the Counseling department in the César E. Chávez Admissions and Counseling Building at Riverside City College, and the Student Services offices at Moreno Valley and Norco colleges. For information on challenge procedures, see page 7.

Students must initiate this process well in advance of the semester in which they plan to register. Students will be informed of the results of the evaluation in a timely manner prior to the term in which they plan to enroll.

THE ARTS

Art

The visual arts at Norco College play a significant role in students' lives. Classes in painting, drawing, figure drawing, design, art history, computer/digital/gaming art, and illustration give students access to outstanding studio facilities and faculty. Our industry-recognized faculty are here to facilitate creation and further student opportunities in many areas of art. The College Art Gallery is located on the first floor of the Science and Technology Building. It is an exceptional facility, displaying both traditional and digital works. Regularly scheduled exhibitions feature student work as well as the works of local artists providing a variety of culturally diverse art to the college and surrounding community.

Music

Norco College offers a variety of musical and performance opportunities for students. At the core of the music program is the Norco Choir. The Norco Choir represents the College at major events including convocation, graduation and community outreach. Music@Norco also offers opportunities in commercial music performance. Students can take music classes in performance which will lead to recording and other opportunities. Also offered are courses in piano, guitar, music theory, and music business. Students are encouraged to make music activities a significant and memorable part of college life.

ATHLETICS

Norco College as part of Riverside Community College District maintains a program of intercollegiate athletics as a member of the Orange Empire Conference in the following sports:

- Men: Soccer
- Women: Cross Country
- Women: Soccer

Questions about athletic eligibility should be directed to the Athletic Director in the Office of Student Life.

CALWORKS

The Norco College CalWORKs program assists students who are receiving Temporary Assistance for Needy Families (TANF). CalWORKs is designed to promote self sufficiency through employment and education. Students who remain in good standing with the college and CalWORKs at the county are eligible to receive program support services. CalWORKs provides advocacy with the Department of Public and Social Services (DPSS). For eligible students, work study opportunities are also available.

Program benefits include: priority registration, intensive case management, assistance with job placement, counseling and career advisement, and other support that promotes success.

It is recommended that students participate in at least two hours of study time for every lecture hour in class. Below is a chart converting units to hours spent in class along with the recommended study time per term for on-campus, online and hybrid classes.

Course Units:	Class Lecture Hours Per Term:	Recommended Study Time Per Term:
1 Unit	18 Hours	36 Hours
2 Units	36 Hours	72 Hours
3 Units	54 Hours	108 Hours
4 Units	72 Hours	144 Hours
5 Units	90 Hours	180 Hours
6 Units	108 Hours	216 Hours

To be served by the CalWORKs program at Norco College, students must have "Norco" as their home college on their admission application. The program continues to recruit eligible student's year around. Call (951) 372-7052 for more information and to schedule your intake appointment.

CAREER CENTER

The Career Center is dedicated to assisting students with resources to help them explore career options and identify job opportunities on- and off-campus as students complete their educational goals at Norco College. The Center collaborates with Career and Technical Education to promote career activities and co-hosts the fall and spring Job Fair.

The Career Center is committed to providing resources, information, and services to students who are interested in researching jobs and exploring career options.

Our services include:

- Career counseling
- Occupational resources (regularly updated jobs list)
- Computers with internet access
- Eureka career explorations program
- Resume assistance (Resume Builder software and workshops)

For more information call: (951) 372-7147 or email career@norcollege.edu.

COLLEGE BOOKSTORE

Students are able to order their textbooks when registering through WebAdvisor. A textbook list will be populated with the required materials for classes as well as recommended books or study guides. The bookstore offers choices for textbooks:

Rentals - Over 60 percent (and growing) of titles are available to rent which means students can get significant savings off of the new and used book prices. Students can highlight and take notes in books, but are asked to return books in a condition that allows for resale. The card that is used to secure the rental may not be a prepaid card. Students will need a valid debit or credit card number on file to secure a rental.

Used - Save 25 percent off the new textbook price.

E-textbooks - Save up to 60 percent by buying or renting a digital book, an instant download from www.norcollege.edu/bookstore. Textbooks are due back to the bookstore on the last day of finals of the semester for which they were rented. Please visit yuzu.com for more information on digital textbooks and for system requirements.

New - a new book, previously unsold and unused.

Remember to sell your new textbooks back to the bookstore and get up to 50 percent cash back. The bookstore also offers a variety of supplies for classes as well as items to show off your school spirit. The store has a prepaid laptop program where it provides students with affordable technology solutions. Please visit the store for more details.

The bookstore gladly accepts MasterCard, Visa, American Express, Discover, ATM debit cards and Barnes & Noble gift cards. Checks, however, are not accepted. Full refunds will be given the first week of class with an original receipt and the book must be in the same condition when it was purchased. Visit the website www.norcollege.edu/bookstore for the complete return policy.

COUNSELING DEPARTMENT

The mission of the Norco College Counseling Department is to foster and promote the intellectual, emotional, social and cultural development of students by offering a wide range of counseling, career, instructional and educational services. Our counselors assist students in acquiring the skills, attitudes, abilities, and knowledge that will enable them to take full advantage of their college experience and achieve success.

Counseling supports the academic goals of the College through consultation and collaboration with faculty, staff, and campus organizations. We offer comprehensive guidance courses and counseling services reflective of our diverse population and evolving student needs.

Counselors advise students in planning and achieving their personal, educational, and career/vocational goals through:

- Individual counseling appointments, express/drop-in counseling, and online counseling
- Online and In-Person Orientation Orientation
- Student Educational Plans (SEPs)
- Academic progress/probation/dismissal counseling
- Transfer course selection for UC, CSU and private universities
- Information on certificate and associate degree requirements
- Instruction of guidance courses
- Assessment and interpretation of personality, interest and career inventories
- Referrals to other support services
- Career exploration advisement
- Success workshops

How To Meet With a Counselor

New students may make an appointment with a counselor after completing Orientation, Assessment, and First Semester Ed. Plan Counseling (referred to as OAC). OAC is completed online through WebAdvisor. Students who select Norco College as their home college may schedule a counseling appointment by visiting the counseling website at www.norcollege.edu/services/counseling. If a student is unable to keep an appointment, please call and cancel or reschedule 24 hours prior. Drop-In Counseling is available to all students on a first come, first served basis. Counseling hours vary by semester or term. Counseling services are offered in the Learning Resource Center, the Career Center and the Counseling Department. The Counseling Department is located on the second floor of the Student Services building. For further information, call (951) 372-7101 or visit the counseling website.

DISABILITY RESOURCE CENTER

The Disability Resource Center (DRC), also known as Disabled Student Programs and Services (DSP&S) at many California Community Colleges, provides appropriate, comprehensive, reliable and accessible accommodations to students with documented disabilities who request them. The DRC facilitates and encourages academic achievement, independence, self-advocacy and social inclusion for students with documented disabilities in eight primary disability groups as outlined in California's Title 5 Regulations (acquired brain injury, physical disabilities, hearing impairments, learning disabilities, developmental disabilities, psychological disabilities, other health impairments, and temporary disabilities). The DRC at Norco College is located in the Center for Student Success (first floor).

Accommodations are available to students with:

Physical Disabilities:

Acquired Brain Injury
Amputations
Arthritis
Cerebral Palsy
Multiple Sclerosis
Muscular Dystrophy
Orthopedic Disabilities
Post-Polio Disabilities

Learning Disabilities:

Average to above average intellectual ability with a verifiable learning disability.

Other Health Impairments:

Cardiac Disease
Diabetes
Epilepsy
Psychological Disabilities

Communicative Disabilities:

Deaf
Hearing Impaired
Speech Impaired
Respiratory Disease

Temporary Disabilities:

Broken Bones
Post Operative Recovery
Other

Support Services Available Include:

Alternate Media and Adaptive Technology (i.e., e-text, screenreaders, etc.)
Counseling
High Tech Center (Adaptive computer equipment) and assistive devices
Interpreters/RTC for the Deaf
Liaison with other agencies
Mobility assistance
Note-taking services
Priority registration
Test facilitation

Trained professionals are available in the Disability Resource Center to assist each student in acquiring the support services needed to attain individual academic and career goals. For further information call: (951) 372-7070 or email drc@norcollege.edu.

Riverside Community College District does not discriminate on the basis of disability in the recruitment and admission of students, the recruitment and employment of faculty and staff, and the operation of any of its programs and activities, as specified by federal laws and regulations. The designated coordinator for compliance with section 504 of the Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA) is the Director of Diversity, Equity, and Compliance.

DISCIPLINE

Norco College promotes learning, positive social interactions, and support services for members of our college community. All members share a responsibility in maintaining a respectful and collegial environment at Norco College. Disruptive, obscene, or vulgar behavior (including the use of profanity) has no place in an academic or work setting as it violates the rights of others. Disruptive behavior is subject to disciplinary action (refer to Standards of

Student Conduct and Student Discipline Procedures sections in the catalog).

Norco College has zero tolerance for harassing or discriminatory behavior.

DUAL ENROLLMENT PROGRAMS

John F. Kennedy Middle College High School

The Riverside Community College District offers early and middle college programs on each of its three colleges. John F. Kennedy Middle College High School (JFK), part of CNUSD, is located at the entrance of the Norco College campus. Designed to encourage students to pursue post-secondary education, JFK students receive access to enroll in college courses while completing their high school requirements. Interested high school students should consult with their school counselor about enrollment opportunities at John F. Kennedy Middle College High School or visit www.cnusd.k12.ca.us/jkhs for details.

College and Career Access Pathways

Eleanor Roosevelt High School (ERHS), located in Eastvale, CA, is a comprehensive high school offering Norco College courses through the College and Career Access Pathways Program (AB288). Interested students should inquire directly with ERHS personnel for availability or visit www.cnusd.k12.ca.us/erhs for additional information.

Students in various Dual Enrollment programs are required to complete the Norco College online application and print a copy of the confirmation page at the end of the process. The confirmation page should be submitted, along with a completed School/Parent Approval Form (available at each of the respective high schools), by the published application deadline.

For information regarding enrollment, deadlines, and restrictions, please visit the Admissions & Records webpage at www.norcocollege.edu/services/admissions.

EXTENDED OPPORTUNITY PROGRAMS AND SERVICES (EOPS)

The Extended Opportunity Programs and Services (EOPS) is a comprehensive academic support service program established in 1969 to assist students from economically and educationally disadvantaged backgrounds achieve success in higher education.

EOPS students are eligible to receive the following services at Norco College:

- Academic/career counseling
- Priority registration
- Textbook support
- Over and above tutoring
- Transfer assistance

Students must meet the following criteria in order to be considered for admission to EOPS:

- California resident/eligible AB 540 students
- Enrolled in 12 units or more (Fall/Spring Semesters)
- Completed less than 45 degree applicable units
- Qualify for the California College Promise Grant
- Demonstrate educational disadvantage

For more information, call (951) 372-7128 or email eops@norcocollege.edu.

Cooperative Agencies Resources for Education (CARE)

CARE provides additional support services for EOPS students who are CalWORKs/TANF participants. The purpose of CARE is to increase students' educational skills, confidence and self-sufficiency, enhance their employability, and encourage success.

CARE students may be eligible to receive the following services:

- Academic, career, and personal counseling
- Student success and life skills workshops
- Child care assistance
- Transportation assistance
- Educational supplies

Students must meet the following criteria in order to be considered eligible for CARE:

- An EOPS student who is 18 years old or older
- Enroll in 12 units or more
- A single parent/head of household with at least one child
- A CalWORKs/TANF participant receiving cash aid for themselves and/or children

For more information, call (951) 372-7128 or email at eops@norcocollege.edu.

OUTREACH SERVICES

Norco College Outreach Services is committed to serving, educating and developing our community. Outreach encourages and empowers students to achieve their academic and occupational goals by guiding them through the college enrollment steps.

Outreach staff meet with CNUSD students in the high schools on a weekly basis in order to facilitate informational sessions, classroom presentations about our programs and services, one-on-one student meetings, and participation in college fairs. Through outreach activities, we are able to guide prospective students through the enrollment steps including the application, assessment and orientation processes.

For a campus tour or more information about Norco College, call (951) 739-7856.

STUDENT FINANCIAL SERVICES

The Student Financial Services (SFS) department at Norco College is committed to providing financial assistance to all students to help them in attaining their educational and professional goals. Our student-centered employees will provide professional knowledge and personalized service to assist students in obtaining the best use of all financial resources available for a successful future.

The Free Application for Federal Student Aid (FAFSA)

The initial application used in applying for financial assistance is the Free Application for Federal Student Aid (FAFSA). The FAFSA application is available online at www.fafsa.gov and workshops are available throughout the year to assist students with completion of the FAFSA. For workshop times and dates, please view our website at: www.norcocollege.edu and select "Financial Aid." The FAFSA application must be completed for each academic year. The Norco College Title IV code of 041761 must be listed on your FAFSA record(s) in order for our department to receive your application. If you are a Norco College student, please make sure to list the school code for your home college on the FAFSA application. You can locate school codes by selecting the "School Code Search" link on the main page of the FAFSA website. The

FAFSA is available October 1st of each year and will determine eligibility for the following academic year. It is recommended that the FAFSA be completed prior to March 2nd to ensure priority processing and to maximize your funding.

Once you have completed your FAFSA, the results will be sent to Norco College. You must have a Norco College Admissions application on file in order for your FAFSA to be received. Once you have completed your Norco College Admissions application online at www.norcocollege.edu, you will be issued your RCCD email account. You can find directions to activate and access your RCCD email account online at www.norcocollege.edu, under the Admissions & Records webpage. We will send an email to your RCCD student email account, notifying you of your application status. Required documents will be posted on WebAdvisor under "required documents by year" once you have received your email. Forms are available on our website at www.norcocollege.edu and can be turned in at the SFS office at your home college.

DREAM Act Application for California State Aid

Undocumented students who meet AB 540 eligibility criteria may apply for and receive state-funded financial aid such as: the California College Promise Grant, Cal Grant, Full-time Student Success Grant and Chafee Grant. The CA DREAM Act application can be completed at <https://dream.csac.ca.gov>. The Norco College school code of 04176100 must be listed on the DREAM application for Student Financial Services to receive your application.

If you are considered a dependent student and cannot provide your parents' information on the FAFSA/DREAM Act application, we ask that you first complete the FAFSA/DREAM Act application and submit it online. If after completing the FAFSA/DREAM Act application you are still required to provide your parents' information and are not able to, please visit the SFS office at your home college and ask to speak to staff regarding a Petition for Independent Status (Dependency Override).

Options for financial aid disbursements will include: Bank Mobile Vibe, direct deposit into your personal bank account, or a check. Please refer to the financial aid website for additional information on selecting your method of disbursement.

* FAFSA/DREAM Act application

** Completing the DREAM Act application will determine your eligibility for state aid.

Completing the FAFSA/DREAM Act will determine your eligibility for the following:

- **California College Promise Grant (CCPG)** is a state program which waives enrollment fees for qualifying CA resident students. If determined eligible, the CCPG will waive enrollment fees for the entire academic year beginning with summer and ending with the following spring. During the fall and spring semesters, the parking fee will be reduced to \$20 per semester. The CCPG does not pay for books, educational supplies, student services or health fees, or additional class fees (such as art and CPR fees as listed in the schedule of classes). To apply, complete the Free Application for Federal Student Aid (FAFSA) online at www.fafsa.gov and list Norco College school code #041761, or the Dream Act Application at www.dream.csac.ca.gov and list Norco College school code #04176100. You will automatically be awarded the

CCPG if eligible. You will receive an email at your RCCD student email account notifying you when your CCPG waiver eligibility is available on WebAdvisor under your award letter. No separate application is required. If you are not a California resident, you may be eligible to apply for a non-resident tuition exemption through the AB 540 program.

- If you are not a California resident, you may be eligible to apply for:
 - A non-resident tuition exemption through the AB 540 program if you meet specific requirements and are an undocumented immigrant student. See Admissions & Records for additional information or view our consumer guide online.
 - A non-resident tuition deferment if you are eligible for financial aid. This deferment assists students in securing enrollment while waiting for student grants and/or student loans to credit their Admissions & Records account balance. Non-Resident Tuition Deferment Forms must be submitted each semester. For more information, view the "Information for Non-Resident Students" chapter in our consumer guide online at www.norcocollege.edu.

- **The California College Promise Grant Policy**

The California Community Colleges Board of Governors approved a policy change that took effect in fall 2016 as part of the Student Success Act of 2012 (SB 1456). This change places conditions on eligibility for the California College Promise Grant. Students must meet satisfactory academic and progress standards to be eligible to receive the CCPG. This includes meeting a minimum of 2.0 cumulative GPA and completing more than 50% of the units attempted each fall and spring semester. Students with two consecutive semesters of not meeting academic and/or progress standards will lose their CCPG effective fall of 2016. Foster youth are exempt from this change and will not lose CCPG eligibility based on academic probation.

NOTE: Students with extenuating circumstances will have the opportunity to appeal the loss of CCPG waiver. A student may complete a CCPG appeal form with Admissions & Records. A notification of the processed appeal with an approved or denied decision will be e-mailed to the student.

- **Federal Pell Grant (up to \$5,920 for the academic year, subject to change)** is awarded to eligible undergraduate students to assist in paying for educational expenses and is awarded based on financial need. Unlike loans, Pell Grants do not have to be repaid (unless you withdraw from courses and owe a refund or do not successfully pass your courses). The information that you provide on the Free Application for Federal Student Aid (FAFSA) is used to produce an Expected Family Contribution (EFC). This EFC number will determine if you are eligible for the Pell Grant and the amount. How much you receive will depend not only on your EFC but also on the number of units you are enrolled in and whether you attend school for a full academic year. Students enrolled less than half time (less than 6 units) may qualify for a Pell Grant. Once you have completed all application procedures with the SFS Office, your Pell Grant eligibility will be determined. You will receive an award letter via your RCCD student email indicating that

your award has been posted on WebAdvisor. The award letter on WebAdvisor will list how much financial aid you have been awarded, including the Pell Grant. All award letters are based on full-time enrollment and disbursements are adjusted based on units. Please note that you may not receive Pell Grant funds from more than one school for the same period of enrollment.

- **Federal Supplemental Educational Opportunity Grant (FSEOG) (up to \$1,000 for the academic year at Norco College and is subject to change)** is awarded to undergraduate students with exceptional financial need and have the lowest expected family contribution (EFC) granted on the FAFSA. Like the Pell Grant, FSEOG is a cash award that does not require repayment as long as you remain in your courses and complete them successfully. Due to limited funding, priority is given to students who apply for the FAFSA by the March 2nd deadline and qualify for the maximum Pell Grant award. This grant is limited and is awarded until funds are exhausted.
- **Cal Grants** (up to \$1,672 per academic year) are awarded by the California Student Aid Commission (CSAC) to California residents who graduated from a California high school and will be attending a qualifying institution at least half time (6 or more units). The deadline to apply for these grants is March 2nd of every year. For students attending California Community Colleges, there is an additional deadline of September 2nd. To apply for the Cal Grant awards, you need to complete the FAFSA or DREAM Act Application and have your GPA verified by the above deadlines. If you are awarded a Cal Grant by CSAC and are choosing to attend Norco College you must ensure that your financial aid file is completed, that you have an active academic program (major) on file with the Admissions & Records office other than Undecided, and you must be meeting the Norco College Student Financial Services Satisfactory Academic Progress (SAP) standard. Disbursement is contingent upon eligibility and funding. You may view your Cal Grant eligibility online at <https://mygrantinfo.csac.ca.gov/logon.asp>.
- **Chafee Grant Program** provides grants of up to \$5,000 to eligible foster youth. An Independent Living Coordinator with the Department of Public Social Services determines whether or not a student is an eligible foster youth. Students must be enrolled in college at least half-time (6 units) during the fall and/or spring semester **and** must meet Satisfactory Academic Progress (SAP) before the Chafee grant can be disbursed. The FAFSA or DREAM Act application is required for Norco College to verify eligibility for this grant. Disbursement is contingent upon eligibility and funding. An application for this grant can be completed at www.chafee.csac.ca.gov. This grant will be renewed automatically by CSAC as long as the student meets specific criteria. Each Chafee Grant disbursement is released by CSAC during the fall and/or spring semester at which time the SFS office reviews the student's enrollment prior to the disbursement being released to the student. All disbursement(s) for Chafee grants must be picked up in person with a valid picture ID at your home college (this is subject to change).
- **Federal Work Study** (earn up to \$3,500 per academic year) The FWS Program offers students the opportunity to earn additional funding through part-time employment. It also allows students to gain work experience and pay for a portion of their educational expenses. All positions require that students maintain half-time enrollment (3 units for summer and winter, 6 units for fall and spring) and a minimum 2.0 CGPA (exceptions may be made on a case by case basis). To apply for Federal Work Study, students must complete the FAFSA application online at www.fafsa.gov and list the Norco College school code #041761. To apply for a FWS position, you must have completed your financial aid file. To view available jobs or for more information on FWS, please view the website at Student Financial Services website at www.norcocollege.edu for the link to the student employment job listings.
- **Federal Direct Loan Program** – Norco College (NC) participates in the Federal Direct Loan Program. At Norco College it is our plan to help our students reach their educational goal with the least amount of student loan debt as possible.
Norco College does not recommend borrowing more than \$10,000 at the community college level (this amount includes all loans from any other institutions attended). To view your complete loan history, go to the National Student Loan Data System located at www.nslds.ed.gov.
- Students must be meeting the SFS **Satisfactory Academic Progress (SAP)** standard and must be enrolled at least half-time (6 units) in courses listed on their Student Educational Plan. Students must have a completed financial aid file at Norco College and be notified of their eligibility for any grant aid, Federal Work Study or scholarships before applying for a loan. Students may pick up a loan packet and submit the **“Direct Loan Request Form”** to the Norco College Student Financial Services office.
- Student must also have a current Student Educational Plan (SEP) on file with Norco College which corresponds with the student's academic program declared in Admissions & Records as well as the courses that they are currently enrolled in.
- Students will receive notification by email within two weeks after the deadline date they submitted the **“Direct Loan Request Form”** regarding the status of their loan request. Prior to disbursement, your eligibility to receive your Direct Loan will be reviewed (enrollment status and Satisfactory Academic Progress). Disbursement dates can be located in your Loan Information Guide received at the time of application.
- Please refer to our consumer guide online at: www.norcocollege.edu for a full list of requirements for applying for a student loan at Norco College.
- Please view our consumer guide for directions on how to complete the entrance and exit loan interviews. Our efforts in educating students regarding their responsibilities in securing a federal student loan are taken very seriously at Norco College. We also reserve the right to deny loans to students on a case-by-case basis. You will be notified by mail if your loan request has been denied.

Scholarships

Norco College offers scholarships through the Riverside Community College District Foundation office and from various generous donors. These scholarships are based on a variety of majors, career goals, GPA, community service and club involvement:

- **RCCD Scholarships** for continuing and transferring students are available every fall semester with a deadline in early December. Information and instructions on how to apply are available on our website early in the fall semester at www.norcocollege.edu.
- **Scholarship Information Workshops** are held at Norco College prior to the scholarship deadline to assist students in the scholarship application process and are also available on our website. Applicants chosen for RCCD scholarships are notified by May of each year. The scholarship funds for students continuing at Norco College are disbursed during the following fall and spring semesters upon verification of eligibility. The scholarship funds for students transferring to a university are disbursed to the transfer institution during the next fall semester. Transfer students must return the Transfer Notification form with the transfer institution information.
- **RCCD Scholarships for High School Seniors** are available beginning in January of each year with a deadline in early March. These scholarships are awarded to high school seniors who will be attending Norco College during the academic year after they graduate from high school. Information is available at www.norcocollege.edu in January and February of each year and also at each high school within the Norco College high school zone.
- **The Community Scholars** scholarship is a partnership between RCCD and California Baptist University, La Sierra University and the University of Redlands. This is a \$7,000 scholarship offered to Riverside County high school seniors who will attend any campus within the RCC District for two years and transfer to one of the Universities mentioned above for two years. The application is available at each high school within the Norco College High School zone and also at www.norcocollege.edu in January and February of each year.

Scholarships are also available from sources outside of Norco College. There are many resources and opportunities for students to find scholarships to use while attending Norco College. However, it requires time and effort on the part of the student to locate and apply for outside scholarships.

- A list of scholarships Norco College has been notified of is available online on the Financial Aid webpage under the section: "Grants and Scholarships."
- You may also find additional scholarship resources in the reference section of any library or on the internet at free scholarship search sites such as www.fastweb.com, www.scholarshipexperts.com, www.scholarships.com, www.scholarsite.com, and www.scholarshiphunter.com.
- If you are awarded a scholarship from a source outside of Norco College, you may use your scholarship to pay for tuition and fees. Follow the donor's directions on how to have your scholarship funds sent to Norco College. When outside scholarship funds are received at RCCD, the student is notified by mail and sent a Scholarship Action Form along with deadlines established in order to receive your scholarship funds at Norco College.

Counseling Services

The counseling services are available through the Counseling office at Norco College.

Academic counselors are available to work with students receiving financial assistance in the following areas:

- Developing educational goals and Student Educational Plans (SEP)
- Maintaining financial aid eligibility by meeting Satisfactory Academic Progress standards
- Recommendations for improved progress

Computer Access

Computers are available on the second floor of the Student Services Building to students receiving financial assistance for the following:

- Complete the FAFSA/Dream Act application online
- Research and apply for scholarships online
- Other financial aid web assistance

Responsibilities and Requirements

Norco College must follow federal, state and institutional regulations in administering financial assistance programs. Students must adhere to all federal, state and institutional guidelines when applying for and receiving financial assistance. If students do not follow the requirements, eligibility may be rescinded. Please review the following guidelines:

- **High School Diploma**
To receive financial assistance, a student must be qualified to study at the postsecondary level. A student qualifies to apply for financial aid if he or she has a high school diploma, GED, has completed home schooling, or has passed a federally approved Ability to Benefit test (ATB) prior to July 1, 2012.
- **Student Educational Plan**
You must enroll in and successfully complete courses according to your Student Educational Plan (SEP). To develop your SEP you should meet with an academic counselor. Counselors are available in the Counseling office. To schedule an appointment with an SFS counselor please contact the counseling department at: www.norcocollege.edu or you may call (951) 372-7101.
- **Citizen or eligible non-citizen**
To be eligible for federal and state financial assistance, you must be a US citizen or eligible non-citizen with proof of permanent residence (alien registration card, I-94 or I-551). Citizenship or permanent residency is not required to receive most scholarship aid.
- **AB 540 eligible students**, that are undocumented, may apply for and participate in the California College Promise Grant, Cal Grant, Chafee Grant, and Full-Time Student Success Grant.
- **Return of Title IV funds**
If you receive federal or state financial assistance and you drop or fail to successfully complete any courses you may need to REPAY a portion of your financial assistance. (See our Consumer Guide for more information regarding Return of Title IV Funds)
- Students cannot receive financial assistance at two institutions at the same time (with exception of the California College Promise Grant). All students must determine their home college within the RCC District in order to receive financial assistance. All units taken within

the RCC District (Moreno Valley College, Norco College, and Riverside City College) will be paid for by your home college, if eligible.

- **Satisfactory Academic Progress**

All students must meet the SFS Satisfactory Academic Progress (SAP) standard to maintain financial aid eligibility. If you do not meet the SAP standard, you will become ineligible for most types of financial assistance. If you are determined ineligible for financial aid due to your SAP, you have the right to appeal one time only through the SFS appeal process. For additional information regarding our SAP standard and the related components, please review the Satisfactory Academic Progress chapter in our consumer guide at: www.norcocollege.edu.

- **Contact information**

Be sure to keep your RCCD mailing address, phone number and RCCD email address current. This ensures that you will receive information regarding your financial aid in a timely manner. This information can be updated via WebAdvisor or in person at the Admissions & Records office. Visit your RCCD email regularly, as all updates and communications are sent to your RCCD email account.

- **Social Security number**

Be sure that your Social Security number is on file with Norco College, as it is not required on the Admissions application but is required for ALL Federal financial aid applicants. We cannot process most types of financial assistance without your Social Security number on file, unless you are undocumented and receiving financial aid through the CA Dream Act Application.

- **Disbursement and Deadline information**

Deadlines for turning in required documents are located on our Disbursement schedule. Disbursement of financial assistance occurs after the student has completed the FAFSA/Dream Application, turned in all documents requested by the SFS office, and enrolled accordingly. For dates of deadlines and disbursement, please view our consumer guide on our website at www.norcocollege.edu or pick up a disbursement schedule at the Student Financial Services department at Norco College.

- **Veterans:** Applying for financial assistance through the FAFSA application does not affect your GI Bill benefits. All veterans should apply for financial assistance by completing the FAFSA application online at www.fafsa.gov.

You can find more information regarding Student Financial Services and access forms for download on our website at www.norco.college.edu. If you have any questions, please contact us by e-mail at studentfinancialservices@norcocollege.edu.

Norco College
Riverside Community College District
Student Financial Services Office

FOOD SERVICES

When school is in session, the Corral is open for breakfast, lunch and dinner offering baked goods, basic staples such as burgers and fries along with comfort foods. Hot and cold sandwiches, coffee, drinks and grab-and-go foods are also available.

Hours of Operation:

Monday - Thursday: 7 am - 8 pm

Friday: 7 am - 1 pm

Saturday - Sunday: Closed

In addition, vending machines are conveniently located in the Corral.

FOSTER YOUTH SUPPORT SERVICES (PHOENIX SCHOLARS)

Phoenix Scholars is a college and community collaborative designed to promote higher education and encourage success for students from foster care who face academic, economic, and personal challenges.

Services may include:

- Assistance with financial aid (including the Chafee grant)
- Life skills workshops
- Priority registration
- Referrals to EOPS/SSS/student employment opportunities
- Referrals to on- and off-campus resources

Students must meet the following criteria to be eligible for services:

- Must be a current or former foster youth or “ward of the court”
- CA resident
- 16-26 years old for most services

For more information, call (951) 372-7058.

HEALTH SERVICES

The Health Services office is located in the lower level of the Library building. Our office is open Monday through Thursday from 8:00 am to 4 pm and Friday 8 am to 2 pm. Hours may vary in summer and winter terms so check the college website for current hours. To make appointments either come in to our office in person or call (951) 372-7046.

Health services that are offered to all current students include: first aid/emergency care; basic hearing /vision screenings; in-house Blood Sugar testing, Strep Throat testing, and pregnancy testing; over-the-counter medications; psychological counseling; and evaluation and treatment of common health problems and well women exams by our physicians and nurse practitioner. For complex cases, we offer referrals to outside health agencies in the community.

Limited medical insurance is available against accidental injury while on campus. All college accidents should be reported immediately to the Health Services office for proper evaluation and treatment. For life threatening emergencies always dial 911 from any campus or cell phone.

We are here to serve you! All medical records and discussions with our staff are strictly confidential.

HONORS PROGRAM

RCCD offers an Honors Program at each of the colleges in the District: Riverside City College, Moreno Valley College, and Norco College. Each Honors Program offers an enriched academic experience for motivated students aiming to transfer to a four-year university or college. Our honors classes are small (20 students) and taught seminar style. Our students read challenging texts, write original arguments, participate actively in class, and often present their research at statewide conferences. The classrooms are active and dynamic, and the faculty can offer one-on-one mentoring. Honors students also become part of a close-knit community, going on field trips, taking many of the same classes, and often transferring together to the school of their choice.

To be eligible for the program, current RCCD students need:

- 3.0 GPA in nine transferable units
- Eligibility for or completion of English 1A
- Completed Honors Program application
- Students will need to complete an Honors Program orientation before or during their first semester in the program.

To be eligible for the program, incoming high school students and all other 1st time college students need:

- 3.0 GPA
- Eligibility for or completion of English 1A
- Completed RCCD application
- Completed Honors Program application
- Students will need to complete an Honors Program orientation before or during their first semester in the program.

Benefits:

- Transfer agreements, including the UCLA TAP agreement.
- Smaller classes: honors classes have a maximum of 20 students and are taught seminar-style, emphasizing active student participation.
- Help in the transfer process: workshops, one-on-one mentoring, help from honors coordinators and faculty in preparing applications for university admissions and scholarships.
- Field trips: cultural activities, college visits, and other enrichment activities.
- Leadership opportunities. Students may serve as a class advocate on the Honors Advisory Council, as a director in the Honors Student Council, or as a volunteer in outreach activities.
- Our Honors Centers: places for gathering; they allow for informal study groups, personalized interaction with honors professors, access to transfer advice and research materials, and a general sense of belonging to a cohort of similarly-interested students.
- Scholarships and essay contests.

For more information:

www.norcocollege.edu/academics/honors/Pages/index.aspx

Facebook page (“RCCD Norco Honors Program”)

Video www.youtube.com/RCCDHonors

INFORMATION CENTER

If you have news or information you want to give out for free, bring a copy to the Office of Student Life, Room 205A in the Center for Student Success (CSS) and it will be displayed at the College.

Posting Policy: Materials may be posted on bulletin boards and other authorized areas for a ten day period by the Office of Student Life/Coordinator of each college or program location to prevent litter and overcrowding. The approval process is content neutral and only ensures that the literature will not be removed before the ten working day posting period expires. Only ten flyers and two posters may be approved. No materials should be posted on glass, windows, mirrors, doors, buildings, trees, wood, plaster interior, or exterior walls.

CENTER FOR INTERNATIONAL STUDENTS AND PROGRAMS

The Center for International Students and Programs (CISP) oversees the Student and Visitor Exchange Program (SVEP) which authorizes RCCD to host foreign national students in compliance with the Department of Homeland Security (DHS). Riverside City, Moreno Valley and Norco colleges host nearly 400 international students each semester from over 50 countries.

Riverside California offers international students the opportunity for a quality American college experience in a state known throughout the world for its superior education system. As an integral part of the California higher education system, RCCD offers associate degrees for transfer and students may also take advantage of the Transfer Admission Guarantee (TAG) program at several UCs.

INTERNATIONAL EDUCATION/STUDY ABROAD

The faculty-led study abroad program provides students with unique opportunities to enroll in an academically rigorous program of study set in a variety of cultural settings that enable students to participate in cross-cultural experiences as part of the global community.

Previous fall and spring programs have been offered in Florence, Italy, the “birthplace of the Renaissance,” and Dublin, Ireland, voted the “friendliest city in the world.” The two-week summer tours have been offered in Costa Rica, the Czech Republic, Hungary, Greece, Turkey, Morocco, Kenya, Spain, and France.

For more information contact the International Education/Study Abroad office at (951) 222-8160.

LIBRARY/LEARNING RESOURCE CENTER (LLRC)

The Riverside Community College District offers quality library services at the Salvatore G. Rotella Digital Library/Learning Resource Center (Riverside City College), the Moreno Valley Library (Moreno Valley College), and the Wilfred J. Airey Library (Norco College). Each library has book and multimedia collections to support college courses and the local community, as well as academic journals, magazines, and newspapers. Visit the Wilfred J. Airey Library (Norco College) at: <http://library.rcc.edu/norco/>.

Hours for each library during the fall and spring semesters are:

Salvatore G. Rotella Digital Library / Learning Resource Center (Riverside City College)

Monday – Thursday: 7:30 am - 7 pm

Friday: 7:30 am - 4 pm

Circulation Services: (951) 222-8651

Reference Desk: (951) 222-8652

Moreno Valley Library (Moreno Valley College)

Monday – Thursday: 8 am - 7 pm

Friday: 8 am - 1 pm

Circulation Services: (951) 571-6111
Reference Desk: (951) 571-6447

Wilfred J. Airey Library (Norco College)

Monday – Thursday: 7:30 am - 8 pm

Friday: 7:30 am - 1 pm

Circulation Services: (951) 372-7019

Reference Desk: (951) 372-7115

The website to access summer and winter intersession hours is:
<http://library.rcc.edu/norco>.

The libraries provide research instruction, quiet study areas, and access to printers, photocopiers, media playback equipment, and computers. Computers are equipped with internet access and software for word processing, spreadsheets, and presentations. The RCCD College Card functions as the library card for students, faculty and staff. Community members may purchase a library card for \$5 per term. Library faculty are available at the Reference Desk during hours of operation to provide research assistance and instruction to students and other library users.

CAMPUS ACTIVITIES

An extensive program of activities is provided by the Associated Students Norco College (ASNC). A calendar of these events is maintained in the Center for Student Success Room 205A (CSS 205A) and is available online at www.norcocollege.edu/asnc. Please stop by and find out how you can get involved and follow us on Facebook and Instagram @asnorcocollege.

CLUBS AND ORGANIZATIONS

The ASNC sponsors an array of clubs/organizations, including honors societies, social services, professional and general interest clubs/organizations. Membership to these organizations is open to all students who have paid the current semester's student services fee. Students are encouraged to join campus clubs and organizations or form new clubs or organizations. Not all clubs listed here are currently active. For an updated list, visit www.norcocollege.edu/clubs. The Clubs and Organizations Guide offers procedures for starting a new club. The club guide is available in the Office of Student Life (CSS 205A).

Honors

Phi Theta Kappa Honor Society

Religious

Mustangs for Christ

Academic

American Criminal Justice Association

Anthropology Club

Drama Club

Game Development Organization

Music Industries Club

Norco Choir

Norco Karate Organization

Philosophical Affairs Club

Political Science Club

Pre-law Society

Puente

Software Engineering Club

Spanish Club

STEM

Umoja

Special Interest

Art Club

Circle K International (Kiwanis Club)

Dance Club

Dreamers and Leaders Club

Gender and Sexuality Awareness (GSA) Club

Men of Color Mentoring Club

Public Health and Wellness Club

Rising Scholars

Veterans Club

Student clubs and organizations dedicate their time to improvement of the College and community through service projects. Although social events are planned throughout the year, the primary goal is to maintain high scholastic standards. Clubs and organizations also exist to provide various kinds of service to the College and to the community as well.

COLLEGE HOUR

Norco College is committed to a strong co-curricular program which is intended to complement instructional programs by offering a broader educational experience providing two "activity hours" per week: Tuesday/Thursday 12:50 to 1:50 pm. During College Hour, an extensive program of activities (e.g., lectures, films, speakers) is provided by the ASNC in collaboration with the Inter Club Council. A master calendar of these events is maintained in the Office of Student Life (CSS 205A).

FERPA - DIRECTORY INFORMATION

Riverside Community College District adheres to the policies of the Family Educational Rights and Privacy Act (FERPA) when establishing and maintaining education records. Although the District applies the provisions of FERPA in a strict manner, the law allows the District to release student directory information. RCCD, based on FERPA regulations, designates as directory information the following: student's name, major field of study, dates of attendance, enrollment status (full time/part time), participation in officially recognized activities and sports, weight and height of members of athletic teams, and degree and awards received (BP5040).

Students have the opportunity to request that their directory information be maintained as confidential. In completing the admission application, students are provided this opportunity. Students who are continuing students with RCCD may go to Admissions & Records at Norco College and request to have directory information withheld.

HONOR SOCIETY

Riverside Community College District had its own honor society from 1921 until 1953. Today Norco College offers membership in Phi Theta Kappa Honor Society, the oldest, largest and most prestigious honor society in higher education. Phi Theta Kappa is an international society endorsed by the American Association of Community Colleges. To inquire about joining Phi Theta Kappa, please visit the Office of Student Life for more information.

OFFICE OF STUDENT LIFE

The Office of Student Life is rich with activities, events, information, and resources, and acts as a focal point for service and leadership development programs.

Programs and Services

- Support for the Associated Students of Norco College
- Support for college clubs and organizations
- College social, recreational, cultural, and educational programming
- Community service and volunteer activities
- Food Pantry
- Leadership development opportunities
- On-campus events
- Provides information and services to all students pertaining to scholarships, book loans, employment, housing, volunteer opportunities and intramural athletics.
- Recycling program
- Student Ambassador program

These services enhance the educational experience of students and foster social, intellectual, and physical growth. The staff is firmly committed to actively promoting student involvement and development. The Office of Student Life is located in the Center for Student Success, CSS 203.

SMOKING POLICY

Smoking of any form of tobacco or non-tobacco products is prohibited on District grounds, in all District vehicles, at any activity or athletic event and on all property owned, leased, or rented by or from the District. Effective, January 1, 2018, this policy applies, in all its parts, to Norco College.

STUDENT GOVERNMENT

Norco College has one of the most active student government programs in the country. The Associated Students of Norco College (ASNC), part of the Associated Students of Riverside Community College District, is the official representative body of the College and is responsible for an array of cultural, social, advocacy, and other co-curricular activities.

The student government is responsible for representing the social, political, and educational concerns of Norco College students. The main purpose of student government is to provide student leaders with skills and resources beyond that which they acquire in the classroom. Interpersonal communication, budget control, entrepreneurial skills, creativity, and activity planning are just a few of the skills that our very active student leaders learn.

Students can become involved in ASNC either by running for office, by being appointed to vacant positions or by becoming involved in a wide range of other activities.

Norco College strongly encourages student participation. Students who wish to become involved should visit the Office for Student Life, Room 205A, 2nd Floor, in the Center for Student Success (CSS).

STUDENT EMPLOYMENT SERVICES

Student Employment Services helps students earn money to pay for their educational expenses by working parttime (up to 20 hours per week). Hourly pay rates vary and currently start at the current federal minimum wage (currently \$8 per hour); however, some positions may start at a higher rate of pay. The benefits of student employment include:

- Supervisor will work around a student's class schedule
- Helps students pay for educational expenses
- Helps students gain work experience

There are multiple types of employment through Student Employment Services:

1. Federal Work Study (FWS)

Students must:

- Have completed the Free Application for Federal Student Aid (FAFSA) which can be completed online at www.fafsa.gov
- Have completed their financial aid file
- Have been determined eligible for financial aid
- Meet the Student Financial Services Satisfactory Academic Progress standard
- Maintain at least 6 units (fall and spring) and 3 units (winter or summer)
- Maintain a minimum 2.0 CGPA
- Norco Home College designation

Students have the potential to be awarded and earn up to \$3,000 during a fiscal year (July 1st through June 30th).

Types of FWS Programs:

- On-Campus Positions
- Off-Campus Positions
 1. Reading Tutor
 2. Math Tutor
 3. Community Service
 4. Literacy

2. District (non-work study) Employment

These positions are available on each campus throughout the district and do not require the completion of the FAFSA. Earnings are paid from a department's budget.

Students must:

- Maintain at least six units (fall and spring) and three units (winter or summer).
- Maintain a minimum 2.0 CGPA.

Students must have a valid Social Security card and picture ID with the same name in which they register for classes, along with completing additional documentation for an FWS or District position. For more information on the Student Employment programs or to view Federal Work Study information on the Student Employment programs or to view Federal Work study and District positions please refer to our website at www.norcocollege.edu/services/employment.

3. CalWORKs Work Study

The CalWORKs Work Study program connects eligible CalWORKs students to entry level employment opportunities related to their course of study. The focus is to link employers to students who can learn initial job skills and maintain long-term employment directed toward career development while continuing their college coursework. CalWORKs Work Study sites are primarily off-campus.

Students must:

- Be enrolled in at least one unit.
- Maintain a minimum 2.0 CGPA.
- Maintain eligibility with GAIN.

Student Employment Services location and contact information

Norco: Center for Student Success (second floor)
(951) 372-7190

STANDARDS OF SCHOLARSHIP: PROBATION AND DISMISSAL

The policies of probation and dismissal are applicable to day or evening, full-time or part-time students. Students with an academic status of probation or dismissal will be limited to a maximum of 13 units during fall/spring semesters. Probationary students may enroll in no more than seven units during intersessions. Dismissal students will be limited to five units during intersession.

Standards for Probation

Riverside Community College District utilizes two major standards for evaluating satisfactory academic progress. These are as follows:

1. Academic probation: A student who has attempted at least 12 semester units as shown by the official academic record shall be placed on academic probation if he or she has earned a cumulative grade point average below 2.0 in all units which were graded on the basis of the RCCD grading scale.
2. Progress probation: A student who has attempted at least 12 semester units as shown by the official academic record shall be placed on progress probation when the cumulative percentage of unsuccessful units attempted at RCCD reaches or exceeds 50%.
3. A student on academic probation for a grade point deficiency shall achieve good standing when the student's accumulated grade point average is 2.0 or higher.
4. A student on progress probation because of an excess of unsuccessful units attempted at RCCD shall achieve good standing when the percentage of units in this category drops below 50%.

A student who feels an error has been made in his/her academic status should make a counseling appointment. The counselor will review the student's academic record and either explain how the student achieved that status or, in the case of an error, notify the Dean of Student Services at their college.

Standards for Dismissal

Students failing to maintain satisfactory academic progress may be subject to dismissal from the college under conditions specified as follows:

1. A student who is on academic probation shall be subject to dismissal if he or she earned a cumulative grade point average of less than 2.0 in all units attempted in each of two consecutive full-term (fall/spring) semesters of attendance which were graded on the basis of the RCCD grading scale.
2. A student who has been placed on progress probation shall be subject to dismissal when 50% or more of all units in which the student has enrolled are recorded as entries of "F", "FW", "W", "I" and "NP" in at least two consecutive semesters (Fall/Spring) of attendance at RCCD.
3. A student shall remain on dismissal status until good standing is met by achieving a cumulative gpa of a 2.0 or higher and completing over 50% of the total number of units attempted.

4. A student who has been reinstated will immediately be subject to dismissal if the cumulative grade point average falls below a 2.0 or the number of units for which "F", "FW", "W", "I", "NP" and "NP" are recorded meets or exceeds 50%.

STANDARDS OF STUDENT CONDUCT

References: BP 5500

Ed Code Section 66300, 66301, 76033;

Accreditation Standard II.A.7.b

Health and Safety Code Section 11362.79

34 C.F.R. Part 86, et seq.

The Chancellor shall establish procedures for the imposition of discipline on students in accordance with the requirements for due process of the federal and state law and regulations.

The procedures shall clearly define the conduct that is subject to discipline, and shall identify potential disciplinary actions, including but not limited to the removal, suspension, or expulsion of a student.

The Board of Trustees shall consider any recommendation from the Chancellor for expulsion. The Board of Trustees shall consider an expulsion recommendation in closed session unless the student requests that the matter be considered in a public meeting. Final action by the Board of Trustees on the expulsion shall be taken at a public meeting.

The procedures shall be made widely available to students through the college catalog(s) and other means.

The following conduct shall constitute good cause for discipline, including but not limited to the removal, suspension or expulsion of a student.

1. Causing, attempting to cause, implying, or threatening to cause, harm to another person whether or not the threat is in writing, by electronic means (including social media) or in person. Harm is defined as, but not limited to, physical harm, harm to profession (defamation) or psychological harm. Threats of any kind directed at anyone on District property or one of its approved educational sites will not be tolerated. District police shall be called by the receiver of the threat or anyone on behalf of the receiver.
2. Possessing, selling or otherwise furnishing any firearm, knife, explosive or other dangerous object, including but not limited to any facsimile firearm, knife or explosive, unless, in the case of possession of any object of this type, the student has obtained written permission to possess the item from a District employee, which is concurred by the Chancellor.
3. Possessing, using, selling, offering to sell, or furnishing, or being under the influence of, any controlled substance listed in Chapter 2 (commencing with Section 11053) of Division 10 of the California Health and Safety Code, an alcoholic beverage, or an intoxicant of any kind; or unlawful possession of, or offering, arranging or negotiating the sale of any drug paraphernalia, as defined in California Health and Safety Code Section 11014.5. It is also unlawful under federal law, to possess, use, sell, offer to sell, furnish, or be under the influence of, any controlled substance, including medical marijuana.
4. Committing or attempting to commit robbery, bribery, or extortion.

5. Causing or attempting to cause damage to District property or to private property on campus.
6. Stealing or attempting to steal District property or private property on campus, or knowingly receiving stolen District property or private property on campus.
7. Willfully or persistently smoking, including e-cigarettes and vapor devices in any area where smoking has been prohibited by law or by policy or procedure of the District.
8. Committing sexual harassment as defined by law or by District policies and procedures.
9. Engaging in harassing or discriminatory behavior toward an individual or group based on ethnic group identification, national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, ancestry, genetic information, sexual orientation, physical or mental disability, pregnancy, military or veteran status, or any characteristic listed or defined in Section 11135 of the Government code or any characteristic that is contained in the prohibition of hate crimes set forth in subdivision (1) of section 422.6 of the Penal Code, or any other status protected by law.
10. Engaging in negligent and/or willful misconduct which results in injury or death to a student or to District personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the District or on campus.
11. Engaging in disruptive behavior, willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, District personnel.
12. Engaging in dishonesty
Forms of Dishonesty include, but are not limited to:
 - a. Plagiarism, defined as presenting another person's language (spoken or written), ideas, artistic works or thoughts, as if they were one's own;
 - b. Cheating, defined as the use of information not authorized by the Instructor for the purpose of obtaining a grade. Examples include, but are not limited to, notes, recordings, internet resources and other students' work;
 - c. Furnishing false information to the District for purposes such as admission, enrollment, financial assistance, athletic eligibility, transfer, or alteration of official documents;
 - d. Forging, altering or misusing District or College documents, keys (including electronic key cards), or other identification instruments.
 - e. Attempting to bribe, threaten or extort a faculty member or other employee for a better grade;
 - f. Buying or selling authorization codes for course registration.
13. Entering or using District facilities without authorization.
14. Engaging in lewd, indecent or obscene conduct on District-owned or controlled property, or at District-sponsored or supervised functions.
15. Engaging in expression which is obscene; libelous or slanderous; or which so incites students as to create a clear and present danger of the commission of unlawful acts on college premises, or the violation of lawful District administrative procedures, or the substantial disruption of the orderly operation of the District.
16. Engaging in persistent, serious misconduct where other means of correction have failed to bring about proper conduct.
17. Preparing, giving, selling, transferring, distributing, or publishing, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes, except as permitted by any District policy or administrative procedure without authorization.
18. Using, possessing, distributing or being under the influence of alcoholic beverages, controlled substance(s), or poison(s) classified as such by Schedule D, Section 4160 of the Business and Professions Code, while at any District location, any District off- site class, or during any District sponsored activity, trip or competition.
 - a. In accordance with Section 67385.7 of the Education Code and in an effort to encourage victims to report assaults, the following exception will be made: The victim of a sexual assault will not be disciplined for the use, possession, or being under the influence of alcoholic beverages or controlled substances at the time of the incident if the assault occurred on District property or during any of the aforementioned District activities.
19. Violating the District's Computer and Network Use Policy and Procedure No. 3720 in regard to their use of any, or all, of the District's Information Technology resources.
20. Using electronic recording or any other communications devices (such as MP3 players, cell phones, pagers, recording devices, etc.) in the classroom without the permission of the instructor.
21. Eating (except for food that may be necessary for a verifiable medical Condition) or drinking (except for water) in classrooms.
22. Gambling, of any type, on District property.
23. Bringing pets (with the exception of service animals) on District property.
24. Distributing printed materials without the prior approval of the Student Activities Office. Flyers or any other literature may not be placed on vehicles parked on District property.
25. Riding/using bicycles, motorcycles, or motorized vehicles (except for authorized police bicycles or motorized vehicles) outside of paved streets or thoroughfares normally used for vehicular traffic.
26. Riding/using any and all types of skates, skateboards, scooters, or other such conveyances is prohibited on District property, without prior approval.
27. Attending classrooms or laboratories (except for those individuals who are providing accommodations to students with disabilities) when not officially enrolled in the class or laboratories and without the approval of the faculty member.
28. Engaging in intimidating conduct or bullying against another person through words or actions, including direct physical contact; verbal assaults, such as teasing or name-calling; social isolation or manipulation; doxing and cyberbullying.
29. Abuse of process, defined as the submission of malicious or frivolous complaints.
30. Violating any District Board Policy or Administrative Procedure not mentioned above.

Responsibility

- A. The Chancellor is responsible for establishing appropriate procedures for the administration of disciplinary actions. In this regard, please refer to Administrative Procedure 5520, which deal with matters of student discipline and student grievance.
- B. The Vice President of Student Services of each College will be responsible for the overall implementation of the procedures which are specifically related to all nonacademic, student related matters contained in Administrative Procedure 5520.
- C. The Vice President of Academic Affairs of each College will be responsible for the overall implementation of the procedures which are specifically related to class activities or academic matters contained in Administrative Procedure 5522.
- D. For matters involving the prohibition of discrimination and harassment, the concern should be referred to the District's Diversity, Equity and Compliance Office.
- E. The definitions of cheating and plagiarism and the penalties for violating standards of student conduct pertaining to cheating and plagiarism will be included in all schedules of classes, the college catalog, the student handbook, and the faculty handbook all of which are produced and posted to the college websites. Faculty members are encouraged to include the definitions and penalties in their course syllabi.

STUDENT DISCIPLINE PROCEDURES

References: AP 5520

Education Code Sections 66017, 66300, 72122, 76030 and 76032

I. General Provisions

The purpose of this procedure is to provide a prompt and equitable means to address violations of the Standards of Student Conduct, which guarantees to the student or students involved the due process rights guaranteed them by state and federal constitutional protections. This procedure will be used in a fair and equitable manner, and not for purposes of retaliation. It is not intended to substitute for criminal or civil proceedings that may be initiated by other agencies.

These Administrative Procedures are specifically not intended to infringe in any way on the rights of students to engage in free expression as protected by the state and federal constitutions, and by Education Code Section 76120 and will not be used to punish expression that is protected.

II. Definitions

District - The Riverside Community College District

Student - Any person currently enrolled as a student at any college or in any program offered by the District.

Instructor - Any academic employee of the District in whose class a student subject to discipline is enrolled, or counselor who is providing or has provided services to the student, or other academic employee who has responsibility for the student's educational program.

Short-term Suspension - Exclusion of the student by the Vice President of Student Services or designee for good cause from one or more classes for a period of up to ten consecutive days of instruction.

Long-term Suspension - Exclusion of the student by the Vice President of Student Services or designee for good cause from one or more classes for the remainder of the school term, or from all classes and activities of the college for one or more terms.

Expulsion - Exclusion of the student by the Board of Trustees from all colleges in the District for one or more terms.

Removal from class - Exclusion of the student by an instructor for the day of the removal and the next class meeting.

Loss of privileges - Loss of privileges denies, for a designated period of time, a student's attendance on District property to specified activities (library privileges, football game, club activities, or other non-instructional activities) and will be delineated in a written notification to the student.

Restitution - This is financial reimbursement to the District for damage or misappropriation of property. Reimbursement may also take the form of appropriate service to repair or otherwise compensate for damage.

Written or verbal reprimand - An admonition to the student to cease and desist from conduct determined to violate the Standards of Student Conduct. Written reprimands may become part of a student's permanent record at the District. A record of the fact that a verbal reprimand has been given may become part of a student's record at the District for a period of up to one year.

Withdrawal of Consent to Remain on Campus - Withdrawal of consent by the President or designee for any person to remain on campus in accordance with California Penal Code Section 626.4 where the President or designee has reasonable cause to believe that such person has willfully disrupted the orderly operation of the campus.

Day - Days during which the District is in session and regular classes are held, excluding Saturdays and Sundays.

III. Academic Dishonesty

In cases of academic dishonesty by a student, a faculty member may take anyone of the following actions:

1. The faculty member may:
 - a. reduce the score on test(s) or assignment(s) according to the weight of the test or assignment;
 - b. reduce the grade in the course if the weight of the test or assignment warrants grade reduction; or,
 - c. fail the student in the course if the weight of the test or assignment warrants course failure.

The faculty member may recommend to a College Dean of Instruction that the student be suspended from the course. If the course suspension is recommended, the Dean of Instruction will review the information regarding the charge of academic dishonesty, notify the student, consult with the faculty member regarding the recommendation for suspension and turn the matter over to the Vice President of Student Services who will take appropriate action.

2. If the suspension is upheld, the College Vice President of Student Services will make note of the offense in the student's educational records. A second instance of academic dishonesty may result in expulsion proceedings. Enrollment, tuition, and other applicable fees will not be refunded as a result of disciplinary action for academic dishonesty.

IV. Actions That May Be Taken Prior to Suspension or Expulsion
The following actions may be taken by appropriate personnel prior to considering suspension or expulsion:

1. Removal from Class (Education Code Section 76032) - Any instructor may order a student removed from his or her class for the day of the removal and the next class meeting. The instructor shall immediately report the removal to the appropriate Department Chair person and/or the Dean of Instruction, who will in turn notify the Dean of Student Services or designee. The Dean of Student Services or designee shall arrange for a conference between the student and the instructor regarding the removal. If the instructor or the student requests it, the Dean of Student Services or designee shall attend the conference. The student shall not be returned to the class during the period of the removal without the concurrence of the instructor. Nothing herein will prevent the Dean of Student Services or designee from recommending further disciplinary action in accordance with these procedures based on the facts which led to the removal.
2. Immediate Interim Suspension (Education Code Section 66017) - The President or designee may order immediate suspension of a student where he or she concludes that immediate suspension is required to protect lives or property and to ensure the maintenance of order. In cases where an interim suspension has been ordered, the time limits contained in these procedures shall not apply, and all hearing rights, including the right to a formal hearing where a long-term suspension or expulsion is recommended, will be afforded to the student within ten days.
3. Withdrawal of Consent to Remain on Campus - The President or designee may notify any person for whom there is a reasonable belief that the person has willfully disrupted the orderly operation of the campus that consent to remain on campus has been withdrawn. If the person is on campus at the time, he or she must promptly leave or be escorted off campus. If consent is withdrawn by the President or designee, a written report must be promptly made to the Chancellor.

The person from whom consent has been withdrawn may submit a written request for a hearing on the withdrawal within the period of the withdrawal. The request shall be granted not later than seven (7) days from the date of receipt of the request. The hearing will be conducted in accordance with the provisions of this procedure relating to interim suspensions.

In no case shall consent be withdrawn for longer than 14 days from the date upon which consent was initially withdrawn.

Any person for whom consent to remain on campus has been withdrawn who knowingly reenters the campus during the period in which consent has been withdrawn, except to come for a meeting or hearing, is subject to arrest. (Penal Code Section 626.4)

Any times specified in these procedures may be shortened or lengthened if there is mutual concurrence by all parties.

V. Process Preceding Suspensions or Expulsions
Before any disciplinary action to suspend or expel is taken against a student, the following procedures will apply:

1. Notice - The Vice President of Student Services or designee will provide the student with notice of the conduct warranting the discipline.
2. Time limits - The notice must be provided to the student within five days of the date on which the conduct becomes known to the Vice President of Student Services or designee; in the case of continuous, repeated or ongoing conduct, the notice must be provided within five days on which the conduct becomes known to the Vice President of Student Services or designee.
3. Meeting - Unless otherwise agreed upon, the student must meet with the Vice President of Student Services or designee within five days after the notice is provided. During the meeting, the student will be given the following:
 - the facts leading to, and in support of, the accusation
 - the specific section of the Standards of Student Conduct that the student is accused of violating
 - the nature of the discipline that is being considered
 - an opportunity to respond verbally or in writing to the accusation
4. Potential Disciplinary Actions
 - a. Short-term Suspension - Within five days after the meeting described above, the Vice President of Student Services or designee shall decide whether to impose a short-term suspension, whether to impose some lesser disciplinary action, or whether to end the matter. Written notice of the Vice President's or designee's decision shall be provided to the student. The notice will include the length of time of the suspension, or the nature of the lesser disciplinary action. The Vice President's or designee's decision on a short-term suspension shall be final.
 - b. Long-term Suspension - Within five days after the meeting described above, the Vice President of Student Services or designee shall decide whether to impose a long-term suspension. Written notice of the Vice President's or designee's decision shall be provided to the student. The notice will include the right of the student to request a formal hearing before a long-term suspension is imposed, and a copy of this policy describing the procedures for a hearing.
 - c. Expulsion - Within five days after the meeting described above, the Vice President of Student Services or designee shall decide whether to recommend expulsion to the Chancellor. Written notice of the Vice President's or designee's decision shall be provided to the student. The notice will include the right of the student to request a formal hearing before expulsion is imposed, and a copy of this policy describing the procedures for a hearing.

VI. Hearing Procedures

1. Request for Hearing - Within five days after receipt of the President's or designee's decision regarding a long-term suspension, the student may request a formal hearing. The request must be made in writing to the President's or designee's.
2. Schedule of Hearing - The formal hearing shall be held within ten days (excluding weekends and holidays) after a formal request for hearing is received.

3. Hearing Panel - The hearing panel for any disciplinary action shall be composed of one administrator, one faculty member and one student.
The President of the Academic Senate shall, at the beginning of the academic year, establish a list of at least five faculty who will serve on student disciplinary hearing panels. At the time that a hearing is requested, the President will notify the Associated Students President who will provide the name of a student to serve on the panel. This name shall be provided within 48 hours. The President or designee shall appoint the hearing panel from the names on these lists. However, no administrator, faculty member or student who has any personal involvement in the matter to be decided, who is a necessary witness, or who could not otherwise act in a neutral manner shall serve on a hearing panel.
4. Hearing Panel Chair -- The President or designee shall appoint one member of the panel to serve as the chair. The decision of the hearing panel chair shall be final on all matters relating to the conduct of the hearing unless there is a vote by both other members of the panel to the contrary.
5. Conduct of the Hearing - The hearing will comply with principles of due process, including the right to confront and cross examine witnesses. The following procedure will be followed:
 - a. The members of the hearing panel shall be provided with a copy of the accusation against the student and any written response provided by the student before the hearing begins.
 - b. The facts supporting the accusation shall be presented by the administrator who issued the disciplinary action.
 - c. The administrator and the student may call witnesses and introduce oral and written testimony relevant to the issues of the matter.
 - d. Formal rules of evidence shall not apply. Any relevant evidence shall be admitted.
 - e. Unless the hearing panel determines to proceed otherwise, the administrator and student shall each be permitted to make an opening statement. Thereafter, the administrator shall make the first presentation, followed by the student. The administrator may present rebuttal evidence after the student completes his or her evidence. The burden shall be on the administrator to prove by substantial of evidence that the facts alleged are true.
 - f. The student may represent himself or herself, and may also have the right to be represented by a person of his or her choice, except that the student shall not be represented by an attorney unless, in the judgment of the hearing panel, complex legal issues are involved. In that case, and if the student wishes to be represented by an attorney, a request must be presented not less than five (5) days prior to the date of the hearing. If the student is permitted to be represented by an attorney, the administrator may request legal assistance. The hearing panel may also request legal assistance; any legal advisor provided to the panel may sit with it in an advisory capacity to provide legal counsel but shall not be a member of the panel nor vote with it.
 - g. Hearings shall be closed and confidential unless the student requests that it be open to the public. Any such request must be made no less than five days prior to the date of the hearing.
 - h. In a closed hearing, witnesses shall not be present at the hearing when not testifying, unless all parties and the panel agree to the contrary.
 - i. The hearing shall be electronically recorded by the District, and shall be the only recording made. No witness who refuses to be recorded may be permitted to give testimony. In the event the recording is by tape recording, the hearing panel chair shall, at the beginning of the hearing, ask each person present to identify themselves by name, and thereafter shall ask witnesses to identify themselves by name. Tape recording shall remain in the custody of the District at all times, unless released to a professional transcribing service. The student may request a copy of the tape recording.
 - j. All testimony shall be taken under oath; the oath shall be administered by the hearing panel chair. Written statements of witnesses under penalty of perjury shall not be used unless the witness is unavailable to testify. A witness who refuses to be tape recorded is not unavailable.
 - k. Within five days following the close of the hearing, the hearing panel shall prepare and send to the President, a written decision. The decision shall include specific factual findings regarding the accusation, and shall include specific conclusions regarding whether any specific section of the Standards of Student Conduct were violated. The decision shall also include a specific recommendation regarding the disciplinary action to be imposed, if any. The decision shall be based only on the record of the hearing, and not on matter outside of that record. The record consists of the original accusation, the written response, if any, of the student, and the oral and written evidence produced at the hearing.

VII. President's Decision

Upon receipt of the Hearing Panel's decision, the President of the College will consider the decision of the Panel.

1. Long-term suspension - Within five days following receipt of the hearing panel's recommended decision, the President shall render a final written decision. The President may accept, modify or reject the findings, decisions and recommendations of the hearing panel. If the President modifies or rejects the hearing panel's decision, the President shall review the record of the hearing, and shall prepare a new written decision which contains specific factual findings and conclusions. The decision of the President shall be final.
2. Expulsion - Within five days following receipt of the hearing panel's recommended decision, the President shall render a written decision. The President may accept, modify or reject the findings, decisions and recommendations of the hearing panel. If the President modifies or rejects the hearing panel's decision, the President shall review the record of the hearing, and shall prepare a new written decision which contains specific factual findings and conclusions. The President will forward his or her decision to the Chancellor with a copy to the hearing panel.

VIII. Chancellor's Decision

The Chancellor will review any recommended expulsions. Within five days following receipt of the President's recommended decision, the Chancellor shall render a written recommendation decision to the Board of Trustees. The Chancellor may accept, modify or reject the findings, decisions and recommendations of the President. If the Chancellor modifies or rejects the President's decision, he or she shall review the record of the hearing, and shall prepare a new written decision which contains specific factual findings and conclusions. The Chancellor's decision shall be forwarded to the Board of Trustees, with a copy to the President.

IX. Board of Trustees Decision

The Board of Trustees shall consider any recommendation from the Chancellor for expulsion at the next regularly scheduled meeting of the Board after receipt of the recommended decision.

The Board of Trustees shall consider an expulsion recommendation in closed session, unless the student has requested that the matter be considered in a public meeting in accordance with these procedures. (Education Code Section 72122)

The student shall be notified in writing, by registered or certified mail or by personal service, at least three days prior to the meeting, of the date, time, and place of the Board's meeting.

The student may, within two days after receipt of the notice, request that the hearing be held as a public meeting.

Even if a student has requested that the Board of Trustees consider an expulsion recommendation in a public meeting, the Board of Trustees will hold any discussion that might be in conflict with the right to privacy of any student other than the student requesting the public meeting in closed session.

The Board of Trustees may accept, modify or reject the findings, decisions and recommendations of the Chancellor and/or the hearing panel. If the Board of Trustees modifies or rejects the decision, the Board shall review the record of the hearing, and shall prepare a new written decision which contains specific factual findings and conclusions. The decision of the Board of Trustees shall be final.

The final action of the Board of Trustees on the expulsion shall be taken at a public meeting, and the result of the action shall be a public record of the District.

STUDENT GRIEVANCE PROCESS FOR INSTRUCTION AND GRADE RELATED MATTERS

References: AP5522

Education Code Section 76224

Title 5 Section 55024

I. General Provisions

1. Purpose: The purpose of the Student Grievance Procedure is to provide a means by which a student may pursue a complaint for an alleged violation of college or district policy concerning instruction or to appeal a grade. However, complaints regarding discrimination harassment or retaliation are to be handled in accordance with Administrative Procedure 3435 titled Handling Complaints of Discrimination, Harassment or Retaliation.

2. Scope: Student grievances for matters other than for discipline such as, but not limited to, grade challenges and academic or program issues, will be processed in the following manner. Please note: Per Education code 76224, the instructor's grade is final except in cases of mistake, fraud, bad faith, or incompetency.

A grievable action is an action that is in violation of a written college or district policy or procedure, or an established practice. The basis of the grievance is that an action constitutes arbitrary, capricious, or unequal application of a written college or district policy or procedure or an established practice.

3. Confidentiality: To protect to the maximum extent possible, the privacy of individuals who in good faith file legitimate grievances, these procedures will be considered confidential throughout initial consultation, preliminary and final review, and appeal, unless required to be disclosed pursuant to a court order or state or federal law. Confidentiality will also be afforded the respondent to avoid unwarranted damage to reputation. Breach of confidentiality by any party to the grievance is considered unethical conduct and may be subject to disciplinary action. However, those involved in the hearing process may seek consultation and/or guidance from the District's General Counsel, or academic or student services administrators.

There may be cases where disclosure of part or all of the proceedings and final outcome must be considered to provide a remedy to the student, to correct misperceptions of the reputations of parties to the grievance, or for the best interests of the institution. In these cases, if, and only if, deemed appropriate by majority vote of the grievance committee in concurrence by the President, public disclosure will be directed through the President's office.

4. Protections for complainants: Any student has the right to seek redress under these procedures and to cooperate in an investigation or otherwise participate in these procedures without intimidation, threat of retaliation or retaliatory behavior. Any such behavior, verbal or written, in response to participation in the grievance process is prohibited and may be regarded as a basis for disciplinary action.
5. Abuse of process: A student must proceed with a complaint in good faith. Abuse of process, malicious complaints or frivolous complaints may be grounds for disciplinary action.

II. Definitions

1. District - The Riverside Community College District
2. Student - Any person currently enrolled as a student at any college or in any program offered by the District.
3. Instructor - Any academic employee of the District in whose class a student is enrolled, or a counselor who is providing, or has provided, services to the student, or other academic employee who has responsibility for the student's educational program.
4. Day - Days during which the District is in session and regular classes are held, excluding weekends and holidays.
5. Time Limits - Any time specified in the above procedures may be shortened or lengthened if there is mutual agreement by all parties.

III. Informal Consultation Process

A student has 120 calendar days from the date of the incident giving rise to the grievance to initiate the informal consultation process, except in the case of a grade change. The time limit to initiate a change is one year from the end of the term in which the grade in question was recorded. For further information on grade changes, see Board Policy/Administrative Procedure 4231.

1. A student will be encouraged to contact the faculty member and attempt, in good faith, to resolve the concern through the consultative process.
2. If consultation with the faculty member does not resolve the issue, the student may request a consultation with the department chair, assistant chair, or designee. The faculty member will be notified of the outcome of the meeting, by the party who meets with the student.
3. If the issue is not resolved with the department chair, assistant chair, or designee, the student may file a written Request for Consultation with the appropriate Dean. Forms will be available from the office of the appropriate Dean or Vice President. The Dean will convey a decision to all affected parties, as well as note that decision on the form.

IV. Grievance Process and Formal Hearing

If the issue is not resolved through informal consultation, the student may file a written grievance requesting a formal hearing within thirty calendar days of the informal consultation with the Dean. The written request should contain a statement detailing the grievance to be resolved, and the action or remedy requested. The student will direct this grievance to the President. The student must notify the President at the time the student submits his/her request for a formal hearing if an accommodation for a disability will be needed at the hearing.

1. Upon receipt of a written request for a formal hearing, the President will, within three days, excluding weekends and holidays, of receipt of the request for hearing, appoint an administrator (not the Vice President of Academic Affairs) to serve as chair of a grievance committee for the hearing.
2. A grievance withdrawn from the formal hearing stage will be deemed without merit and cannot be refiled.
3. The formal hearing will be conducted before a College Grievance Committee. This committee will be composed of the following individuals:
 - a. Two students appointed by the College Student Body President.
 - b. Two faculty members appointed by the College Academic Senate President.
 - c. One academic administrator (not the Vice President of Academic Affairs) appointed by the President of the College. The individual may be from another College in the District.
 - d. The chair of the committee, which is selected by the President, (see above) will be part of the committee, but will not vote in the final decision, except in the case of a tie.
4. The College Grievance Committee Chair will:
 - a. Forward a copy of the request for hearing to the faculty member being grieved within seven days (excluding weekends and holidays) of receipt of the request.
 - b. Within a reasonable time period not to exceed 20 days (excluding weekends and holidays) set a reasonable time and date for the hearing as well as a reasonable time limit for its duration. In the event the parties are not available

within the 20 days, the Vice President has the discretion of extending the time period, with notification to the parties.

- c. Arrange for a disability accommodation if requested pursuant to the above.
- d. Within three days, excluding weekends and holidays, after setting the hearing date, notify both parties that they are to provide to the Chair signed written statements specifying all pertinent facts relevant to the grievance. A copy of these statements will be given, by the Chair, to the other party, as well as the Grievance Committee members. At this time, both parties will also be invited by the Chair to submit a list of potential witnesses and the rationale for calling them. Each party's witness list will be given to the other party and to the Grievance Committee. Witnesses will be called at the discretion of the Grievance Committee Chair. This signed statement and witness list is to be received by the Chair no later than 10 days prior to the hearing.

Individuals approached by either party to act as a witness for that party are not under any obligation to do so and may decline to be a witness. Any witness has the right to cooperate in an investigation or otherwise participate in these procedures without intimidation, threat of retaliation or retaliatory behavior. Any such behavior, verbal or written, in response to participation in the grievance process is prohibited and may be regarded as a basis for disciplinary action.
- e. Notify the parties that they are entitled to bring a representative, from within the District, to assist them during the hearing. The representative's role is restricted to assisting the party. He/she may not actively participate in the grievance hearing or engage in the proceedings. The Representative must be an individual from within the District (student or employee). Legal representation is prohibited.
- f. Notify both parties as to who the members of the grievance committee will be. Each party will be allowed one opportunity to request that a committee member be replaced with a different person because of perceived bias or conflict of interest. Any such requests must be directed to the committee chair within two days of notification of who the committee members will be and will state the perceived bias or conflict of interest. At that time, the committee chair may excuse that committee member and seek a replacement in accordance with IV.3 above.
- g. Provide, to the faculty, student and Grievance Committee, prior to the hearing, a copy of the document titled Grievance Hearing Protocol, which shall serve as a guideline during the hearing. Any requests for deviations from, or additions to, the hearing protocol, shall be addressed to the Committee Chair who will make the decision on whether or not the deviation or addition will be allowed.
- h. Develop a list of questions, or intended areas of inquiry, to both parties and the Grievance Committee at least three days (excluding weekends and holidays) in advance of the hearing.
- i. Maintain an official recording of the proceeding which will be kept in a confidential file but be available for review by either party. Individual parties will not be allowed to have their own recording device.

- j. Ensure that the formal hearing will be closed to the public.
5. The Grievance Committee will:
 - a. Judge the relevancy and weight of testimony and evidence. The committee will make its findings of fact, basing its findings on the evidence presented. It will also reach a decision for disposition of the case.
 - b. Submit its findings of fact and disposition to each party and the Vice President of Academic Affairs within 10 days (excluding weekends and holidays) of the completion of the formal hearing.

V. Appeals

1. Either party, within five days (excluding weekends and holidays) of receipt of the Committee's decision, may appeal the decision to the Vice President of Academic Affairs. The Vice President may:
 - a. Concur with the decision of the Committee, or
 - b. Modify the Committee's decision.

The Vice President will submit his/her decision to each party and the President within 10 days (excluding weekends and holidays) of receipt of the Committee's decision.

2. Either party, within five days (excluding weekends and holidays) of receipt of the Vice President's decision, may appeal the decision to the President. The President may:
 - a. Concur with the decision of the Vice President, or
 - b. Modify the Vice President's decision.

The President will submit his/her decision to each party within 10 days (excluding weekends and holidays) of receipt of the Vice President's decision.

In all cases, final decision will rest with the President.

After a student has exhausted all grievance rights at the College level, the student has the right to file a complaint with any of the following resources:

- The Accrediting Commission for Community and Junior Colleges (ACCJC) at <http://www.accjc.org/complaint-process>. If your complaint is associated with the institution's compliance with academic program quality and accrediting standards. ACCJC is the agency that accredits the academic programs of the California Community Colleges.
 - The California Community College (CCC) Chancellor's Office by completing the form(s) found on the link below, if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.
- To the State Attorney General using the forms available at http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

VI. Responsibility

The Vice President of Academic Affairs will be responsible for the overall implementation of these procedures and will retain a file of all grievances for matters relative to this procedure for this college. This file may be maintained electronically.

Matters involving the prohibition of discrimination and the prohibition of sexual harassment and any concerns regarding these matters should be referred to the District's Department of Diversity, Equity and Compliance.

STUDENT GRIEVANCE PROCESS FOR MATTERS OTHER THAN INSTRUCTION, GRADES OR DISCIPLINE

References:

Education Code Section 76224

Title 5 Section 55024

I. General Provisions

- A. Purpose: The purpose of this Procedure is to provide an equitable means by which a student may pursue a complaint for an alleged violation of college or district policy concerning any student service area program or staff such as, but not limited to, student financial services, disabled students programs and services, EOPS, admissions and records, counseling, library and learning resources, health/psychological services and tutorial services.

Complaints regarding discrimination harassment or retaliation are to be handled in accordance with Administrative Procedure 3435 titled Handling Complaints of Discrimination, Harassment or Retaliation.

Complaints regarding student discipline are to be handled in accordance with Administrative Procedure 5520 Student Discipline Procedures.

Complaints regarding instruction and/or grades are to be handled in accordance with Administrative Procedure 5522 Student Grievance Process for Instruction and Grade Related Matters.

- B. A grievable action is an action that is in violation of a written college or district policy or procedure, or an established practice. The basis of the grievance is that an action constitutes arbitrary, capricious, or unequal application of a written college or district policy or procedure or an established practice.

- C. Confidentiality: To protect to the maximum extent possible, the privacy of individuals who in good faith file legitimate grievances, these procedures will be considered confidential throughout initial consultation, preliminary and final review, and appeal, unless required to be disclosed pursuant to a court order or state or federal law. Confidentiality will also be afforded to the respondent to avoid unwarranted damage to reputation. Breach of confidentiality by any party to the grievance is considered unethical conduct and may be subject to disciplinary action. However, those involved in the hearing process may seek consultation and/or guidance from the District's General Counsel, or appropriate administrators.

There may be cases where disclosure of part or all of the proceedings and final outcome must be considered to provide a remedy to the student, to correct misperceptions of the reputations of parties to the grievance, or for the best interests of the institution. In these cases, if, and only if, deemed appropriate by majority vote of the grievance committee in concurrence by the President, public disclosure will be directed through the President's office.

- D. Protections for complainants: Any student has the right to seek redress under these procedures and to cooperate in an investigation or otherwise participate in these procedures without intimidation, threat of retaliation or retaliatory behavior. Any such behavior, verbal or written, in response to participation in the grievance process is prohibited and may be regarded as a basis for disciplinary action.

- E. Abuse of process: A student must proceed with a complaint in good faith. Abuse of process, malicious complaints or frivolous complaints may be grounds for disciplinary action.

II. Definitions

- A. District - The Riverside Community College District
 B. Student - Any person currently enrolled as a student at any college or in any program offered by the District.
 C. Instructor - Any academic employee of the District in whose class a student is enrolled, or a counselor who is providing, or has provided, services to the student, or other academic employee who has responsibility for the student's educational program.
 D. Day - Days during which the District is in session and regular classes are held, excluding weekends and holidays.
 E. Time Limits - Any time specified in the above procedures may be shortened or lengthened if there is mutual agreement by all parties.

III. Informal Consultation Process

A student has 120 calendar days from the date of the incident or situation giving rise to the grievance to initiate the informal consultation process.

- A. A student will be encouraged to contact the individual responsible for the situation which is the subject of the grievance and attempt, in good faith and in a professional manner, to resolve the concern informally.
 B. If the issue is not resolved with the individual who is the subject matter of the grievance, the student may file a written Request for Consultation with the Dean/Director, or designee, responsible for the Department/individual that is the subject of the grievance. Forms will be available from the office of the Dean/Director or the appropriate Vice President. The Dean/Director will convey a decision to all affected parties, as well as note that decision on the form.

IV. Grievance Process and Formal Hearing

If the issue is not resolved through informal consultation, the student may file a written grievance, requesting a formal hearing, within 30 calendar days of the informal consultation with the Dean/Director. The written request should contain a statement detailing the grievance to be resolved, and the action or remedy requested. The student will direct this grievance to the President. The student must notify the President at the time the student submits his/her request for a formal hearing if an accommodation for a disability will be needed at the hearing.

A student may withdraw a request for a formal hearing at any time by notifying the President by phone or email. However, a grievance withdrawn from the formal hearing process will be deemed without merit and cannot be refilled.

- A. Upon receipt of the request for formal hearing, the President will, within three days, excluding weekends and holidays, of receipt of the request for hearing, appoint an administrator (not the Vice President who oversees the individual or department that is the subject of the grievance) to serve as chair of a grievance committee for the hearing.
 B. The formal hearing will be conducted before a College Grievance Committee. This committee will be composed of the following individuals:
1. Two students appointed by the College Associated Students President.

2. One faculty member appointed by the College Academic Senate President.
3. One staff member appointed by the President.
4. One Dean/Director level administrator (not connected with the individual or department that is the subject of the grievance) appointed by the President.
5. One Vice President (not connected with the individual or department that is the subject of the grievance) appointed by the President of the College to serve as the chair of the committee. This individual may be from another College in the District. The chair of the committee will not vote in the final decision.

C. The College Grievance Committee Chair will:

1. Within a reasonable time period not to exceed 20 days (excluding weekends and holidays) set a reasonable time and date for the hearing as well as a reasonable time limit for its duration. In the event the parties are not available within the 20 days, the Chair has the discretion of extending the time period, with notification to the parties.
2. Arrange for a disability accommodation if requested pursuant to the above.
3. Within three days, excluding weekends and holidays, after setting the hearing date, notify both parties that they are to provide to the Chair signed written statements specifying all pertinent facts relevant to the grievance. A copy of these statements will be given, by the Chair, to the other party, as well as the Grievance Committee members. At this time, both parties will also be invited by the Chair to submit a list of potential witnesses and the rationale for calling them. Each party's witness list will be given to the other party and to the Grievance Committee. Witnesses will be called at the discretion of the Grievance Committee Chair. This signed statement and witness list is to be received by the Chair no later than 10 days prior to the hearing. Individuals approached by either party to act as a witness for that party are not under any obligation to do so and may decline to be a witness. Any witness has the right to cooperate in an investigation or otherwise participate in these procedures without intimidation, threat of retaliation or retaliatory behavior. Any such behavior, verbal or written, in response to participation in the grievance process is prohibited and may be regarded as a basis for disciplinary action.
4. Notify the parties that they are entitled to bring a representative, from within the District, to assist them during the hearing. The representative's role is restricted to assisting the party. He/she may not actively participate in the grievance hearing or engage in the proceedings. The Representative must be an individual from within the District (student or employee). Legal representation is prohibited.
5. Notify both parties as to who the members of the grievance committee will be. Each party will be allowed one opportunity to request that a committee member be replaced with a different person because of perceived bias or conflict of interest. Any such requests must be directed to the committee chair within two days of notification of who the committee members will be and will state the perceived bias or conflict of interest. At that

time, the committee chair may excuse that committee member and seek a replacement.

6. Provide, to the parties and Grievance Committee, prior to the hearing, a copy of the document titled Grievance Hearing Protocol, which shall serve as a guideline during the hearing. Any requests for deviations from, or additions to, the hearing protocol, shall be addressed to the Committee Chair who will make the decision on whether or not the deviation or addition will be allowed.
 7. Develop a list of questions, or intended areas of inquiry, sending it to both parties and the Grievance Committee at least three days (excluding weekends and holidays) in advance of the hearing.
 8. Maintain an official recording (audio or video) of the proceeding which will be kept in a confidential file but be available for review by either party. Individual parties will not be allowed to have their own recording device.
 9. Ensure that the formal hearing will be closed to the public.
- D. The Grievance Committee will:
1. Judge the relevancy and weight of testimony and evidence. The committee will make its findings of fact, basing its findings on the evidence presented. It will also reach a decision by a simple majority vote for disposition of the case.
 2. Submit its findings of fact and disposition to each party and the Vice President within 10 days (excluding weekends and holidays) of the completion of the formal hearing.

V. Appeals

- A. Either party, within five days (excluding weekends and holidays) of receipt of the Committee's decision, may appeal the decision to the President. The President may:
 1. Concur with the decision of the Committee, or
 2. Modify the Committee's decision.

The President will submit his/her decision to each party within 10 days (excluding weekends and holidays) of receipt of the Committee's decision.

In all cases, final decision will rest with the President.

VI. Further Rights to File a Complaint

After a student has exhausted all grievance rights at the College level, the student has the right to file a complaint with any of the following resources:

- A. The Accrediting Commission for Community and Junior Colleges (ACCJC) at <http://www.accjc.org/complaint-process>. ACCJC is the agency that accredits the academic programs of the California Community Colleges. A complaint associated with the District's compliance with academic program quality and accrediting standards can be filed with this agency.
- B. If your complaint does not concern the District's compliance with academic program quality or accrediting standards, then a complaint may be filed with the California Community College (CCC) Chancellor's Office by completing the form(s) found on the link below: <http://californiacommunitycolleges.cccco.edu/complaintsForm.aspx>
- C. Any type of complaint may be filed with the California State Attorney General using the form available at: http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

VII. Responsibility

The Vice President will be responsible for the overall implementation of these procedures and will retain a file of all grievances for matters relative to this procedure for this college. This file may be maintained electronically.

STUDENT SUPPORT SERVICES PROGRAM (TRIO, SSS)

The Student Support Services Program (S.S.S.) is a federally funded TRiO program from the U.S. Department of Education, designed to assist low-income, first generation college students and/or disabled students with enhancing their academic skills, increase retention/graduation rates and provide access and opportunities to higher education.

Services:

- Personal, Academic, Transfer, and Career Counseling
- Tutoring Referrals: Personal one-on-one collaboration
- Workshops (in the areas of transfer information, career, study skills, scholarships)
- Transfer, Financial Aid and Scholarship Application Assistance
- Field trips to four-year universities and cultural activities

Eligibility:

- Low-income students by federal guidelines for income and family size
- First-generation college students (neither parent received a four-year degree) and/or disabled
- Citizen or permanent resident of the United States
- Show potential for future success in higher education, plan on completing A.A. degree, certificate program
- Has a need for academic support, (as determined by the S.S.S. program)
- Enrolled at Norco College with a minimum of 12 units
- No more than 30 units completed

STUDENT SUPPORT SERVICES PROGRAM, (TRIO, SSS RISE)

The Student Support Services Realizing Individual Success through Education program (S.S.S. RISE) is a federally funded TRiO program from the U.S. Department of Education, designed to assist disabled, low-income and/or first-generation college students with enhancing their academic skills, increase retention/graduation rates and provide access and opportunities to higher education.

Services:

- Personal, academic, transfer and career counseling
- Tutorial Referrals: Personal one-on-one collaboration
- Workshops (in the areas of transfer information, career, study skills, scholarships)
- Transfer, financial aid and scholarship application Assistance
- Field trips to four-year universities and cultural activities

Eligibility:

- Documented disabilities; for example, mobility impairments, psychological, learning, developmental, visual and hearing impairments, etc.
- Citizen or permanent resident of the United States

- First-Generation college student (neither parent received a four-year degree) and/or low-income students by federal guidelines for income and family size
- Show potential for future success in higher education, plan on completing an A.A. degree, certificate program, and/or transfer to a four-year college
- Has a need for academic support (as determined by the S.S.S. RISE program)
- Enrolled at Norco College with a minimum of 12 units
- No more than 30 units completed

TRANSFER CENTER

The Transfer Center is dedicated to assisting students with resources to enhance their academic success, ultimately leading to the attainment of individual educational goals.

We are committed to providing resources, information and services for students who are interested in researching transfer options to accredited baccalaureate four-year universities. Our services include:

- Transfer counseling
- Assistance in researching major course requirements
- Transfer advisement with local university admission officers
- Guaranteed Transfer Pathways:
 - CSU Associate Degree for Transfer (ADT)
 - UC Transfer Admission Guarantee (TAG)
- Transfer application assistance
- Transfer information workshops
- Transfer Fairs

For more information call: (951) 372-7043 or email: transfer@norcollege.edu

LEARNING RESOURCE CENTER (LRC) TUTORIAL SERVICES

Mustang Tutoring is here to help. Why should you come for tutoring?

You can increase your independence as a learner

- You can use your limited study time more effectively
- Individual and group sessions are offered
- Tutoring is free to Norco College students
- You can receive up to three hours per week/per subject
- Our tutors are here to motivate, coach, and guide you to foster independent learning.

Tutoring sessions are led by qualified tutors who received an “A” or “B” in the respective courses for which they choose to tutor. They reinforce specific course material emphasized by the professors and use their own successful student experiences to integrate what-to-learn with how-to-learn. All of our tutors come highly recommended by the College’s faculty members.

Subject areas offered for tutoring change each semester, but may include math, chemistry, history, psychology, physics, biology, anatomy and physiology, sociology, business administration, computer information, Spanish, French, and many more.

Mustang Tutoring is here to provide a supportive learning environment to all of our students seeking academic support. We strive to help our students foster effective study and learning skills.

How To Obtain Tutoring Services

If you are in need of a tutor, please follow these simple steps to secure your appointment.

- Stop by the office or call to see tutor availability.
- Be prepared to give the days and times you are available to receive tutoring.
- All tutoring sessions are scheduled within the Learning Resource Center (LRC) during office hours.

How To Become A Tutor

Tutoring offers a great opportunity to earn while you learn! Tutors must have passed the class(es) they are tutoring in with at least a “B” grade or higher and:

- Students interested in becoming a LRC tutor should also consider enrolling and passing ILA – 1 (Intro to Tutor Training)
- Maintain a GPA of 3.0 or higher each semester
- Complete and submit a student application
- Follow LRC Policies and Procedures
- Submit Faculty Recommendation(s) completed by Norco College faculty
- Submit a hire packet to Student Employment
- Enjoy working with and helping others
- Have a positive attitude and enjoy being part of a team
- Have great interpersonal skills
- Maintain enrollment in a minimum of 6 units if actively tutoring during the fall or spring terms
- Maintain enrollment in a minimum of 3 units if actively tutoring during the summer or winter terms.

Students interested in becoming employed as tutors are welcome to pick up an application at the LRC’s front desk, or call for more information. Applications are continually being accepted.

Norco College Learning Resource Center

Library Building, 1st Floor

Telephone number: (951) 372-7143

SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) is an academic support program designed to improve the student's academic success in traditionally difficult courses. SI sessions are regularly scheduled, peer-led study sessions that provide students an opportunity to meet with classmates to compare notes, discuss important concepts and develop study strategies for studying the subject. These sessions are available to all students enrolled in the course at no cost. Student attendance at SI sessions is voluntary.

SI leaders are model students who have been trained and already completed the class successfully. The leaders are selected based on faculty recommendation, their academic strengths as well as their communication skills. The SI leaders attend the class, take notes, do the readings, and what they won't do is re-teach or re-lecture; their job is to create a bridge between teaching and learning so students can learn the content more efficiently. The leaders also meet regularly with the course instructor during their office hours to discuss what concepts should be stressed in the weekly sessions.

Who attends SI study sessions?

SI is open to all students enrolled in the targeted class and therefore attracts students from all ability levels. SI helps "A" students keep their "A" and it helps other students pull up their grades.

How to Become a SI Leader

The Supplemental Instruction Leader position at Norco College requires the following:

- Attend mandatory two-day training
- Attend all the assigned lectures for your course(s) throughout the semester
- Plan and conduct two engaging, collaborative study sessions each week
- Meet regularly with the professor of your course(s)
- Attend bi-weekly SI staff meetings
- Work an average of 8-10 hours per week
- Conduct extra SI sessions prior to exams as requested.
- Role model successful student behavior

Qualifications:

- Have and maintain a 3.0 cumulative GPA
- Have received an A or B in the course(s)
- Strong interpersonal and communication skills to be able to explain concepts to others
- Work comfortably with people from diverse backgrounds

A completed application includes:

1. Supplemental Instruction Leader Application.
2. Copy of resume and unofficial transcripts from ALL colleges and universities attended
3. Copy of completed degrees/certificates if applicable
4. Two recommendation letters, at least one from a faculty member in the subject area
5. Students interested in becoming a SI Leader are welcomed to pick up an application at the LRC front desk, or call for more information at (951) 738-7763. Applications are also available online.

TRIO UPWARD BOUND

Upward Bound provides students with academic guidance, personal development and fundamental support to participants in their preparation for college entrance. The program provides opportunities for participants to succeed in their precollege performance and ultimately in their higher education pursuits. The program predominately serves first-generation, low-income students attending: Centennial High School, Corona High School, and Norte Vista High School. Each high school has its own Upward Bound Program. The Upward Bound Program is 100% federally funded through the Department of Education, TRiO program. For more information call (951) 738-7721 or visit our website at www.norcocollege.edu/services/trio/upwardbound.

VETERANS RESOURCE CENTER

Norco College provides assistance to Veterans and VA dependents for the following benefit programs:

- Chapter 30 - Active Duty Educational Assistance Program
- Chapter 31 - Veteran's Administration Vocational Rehabilitation
- Chapter 33 - Post-9/11 GI Bill
- Chapter 33TR - Post-9/11 GI Bill Transfer to VA Dependents
- Chapter 35 - Survivors and Dependents Educational Assistance Program
- Chapter 1606 - Selected Reserve Educational Assistance Program
- Chapter 1607 - Reserve Educational Assistance Program (REAP)

Veterans and eligible VA dependents seeking to use VA Educational Benefits should apply online to the United States Department of Veterans Affairs at www.gibill.va.gov to request a Certificate of Eligibility. One copy should be submitted to the Veterans Resource Center office at Norco College to be included in your VA file. For questions regarding pay, status of Certificate of Eligibility, please call 1-888-GIBILL-1.

While waiting for the Certificate of Eligibility, students are advised to complete Norco College's enrollment process such as completing the online admission application and if required, proceed with completing the placement test and online orientation. All students are encouraged to submit the FAFSA application (Free Application for Federal Student Aid) online at www.fafsa.gov for additional financial assistance.

Before a VA Student Educational Plan (SEP) can be developed, all transcripts must be received by the College in order to have prior credit(s) evaluated. Transcripts must be official, sealed, and printed less than 90 days ago. Veterans are referred to a counselor to obtain a VA approved Student Educational Plan (SEP), which provides a list of acceptable courses that are payable by the VA. Students may then proceed to register for classes on or after their registration appointment as listed online through WebAdvisor. Check the VA website www.gibill.va.gov for a list of VA approved programs at Norco College.

A Veterans Intent & Statement of Responsibility (VISoR) must be completed and submitted to Veterans Resource Center in order to begin the process of certification. VISoRs may take two to three weeks during peak times for processing. **This form (VISoR) must be submitted to the Veterans Resource Center every term upon course enrollment in order to request benefits and avoid being dropped from courses for non-payment.**

Members or former members of the U.S. Armed Forces may be eligible for priority registration. Active Duty Military members are required to provide a valid Military ID and discharged Veterans must bring a copy of their DD214 (Certificate of Release or Discharge from Active Duty) to Veterans Resource Center to determine eligibility for priority registration. For additional information, contact Veterans Resource Center at (951) 372-7142 or email veterans.services@norcocollege.edu. Additional information is available at www.norcocollege.edu.

Norco College adheres to the Veterans Access, Choice, and Accountability Act of 2014 (VACA Act). For more information please see Military and Veteran Students and Family Members (p. 10).