

# STUDENT SUPPORT SERVICES

There are numerous student support services to assist you throughout your time at CCD. These consist not just of CCD resources, but also campus resources to help you get around the Auraria Campus. Use the helpful terms below to get started.

## Helpful Terms

### Academic Advisor

Advising specialists serve new and continuing students based on CCD's advising pathways model and your declared major/program. Advisors serve as the main point of contact to help you confirm your choice of major/program, discuss placement test results, complete an academic plan, understand academic policies and procedures, track your progress towards graduation or transfer, provide support as needed, and connect to campus resources. Ideally, based on CCD's one-student, one-advisor model, you will connect with one academic advisor throughout your entire academic career at CCD.

### Academic Calendar

CCD.edu/Academic-Calendar

The period that makes up the school year. CCD's academic calendar consists of two 15-week semesters (fall and spring) and one 10-week summer semester. There are set start and end dates for each semester. Payment, drop, registration and grading policies are set in accordance with the academic calendar. Not all classes follow the traditional 15-week (or 10-week in summer) schedule.

### Academic Progress

Academic progress is a College policy that dictates the minimum GPA you must maintain to continue enrollment at CCD. Failure to meet academic progress requirements could affect financial aid eligibility.

### Academic Year

You are assigned an academic year depending upon the number of college-level credit hours completed.

- Freshman: Successful completion of fewer than 30 college-level semester credit hours.
- Sophomore: Successful completion of 30 or more college-level semester credit hours.
- Unclassified: Awarded a degree at the associate level or above.

### Census Date

The last date on which you can drop a class and receive a refund. Classes dropped before the census date will not appear on your academic record. If you withdraw from a class after the census date, you will not receive a refund. Withdrawn classes will appear on the academic record with a grade of W. The census date varies depending upon the length of the class. Refer to your schedule of classes to determine the census date for each class.

### Corequisite

If a course has a corequisite, you must take the course simultaneously with another. It is your obligation to know and meet course corequisites as stated in the course description section of the CCD Catalog and the web course schedule. Corequisites will be checked at registration and you may be dropped if the corequisite is not met.

### College-Level Courses

Courses numbered 100 or higher (ex. MAT 121). Grades received in college-level courses are used when calculating GPA. These courses can be used to satisfy graduation requirements.

### College Opportunity Fund (COF)

A stipend provided to eligible undergraduate students who are Colorado residents. The stipend pays a portion of total in-state tuition for students attending a Colorado public institution or a participating private institution. The stipend is paid on a per-credit-hour basis. The credit-hour amount is set annually by the General Assembly.

### Consortium

A written agreement between two schools that allows you to be co-enrolled at CCD and another institution and receive financial aid based on the combined enrollment at both institutions.

### Course Load

The typical course load for full-time CCD students is 12 or more credit hours. For tuition and certification purposes, if you register for fewer than 12 credit hours, you are considered part-time during the academic year.

For enrollment verification purposes, your student course load (fall, spring or summer) is defined as the following:

- 12 credits = full-time
- 9 credits = three-quarter time
- 6 credits = half-time
- Fewer than 6 credits = less than half-time

### Developmental Courses

Courses numbered below 100 (ex. MAT 050). Grades received in developmental courses are not used when calculating GPA and these courses cannot be used to satisfy graduation requirements.

### Drop Date

See "Census Date" above

### Emancipation

For tuition classification (residency) purposes, unmarried students under the age of 23 whose parents do not live in Colorado who are emancipated are eligible to establish their own domicile upon reaching 22 years of age. Students may only establish domicile after being emancipated. Thus, an individual emancipated at age 22 may be considered for in-state tuition based on their domicile in Colorado after turning 23.

### FAFSA

The Free Application for Federal Student Aid (FAFSA) must be submitted annually in order to determine eligibility for financial aid.

### FERPA

Family Educational Rights and Privacy Act of 1974 (FERPA) is a Federal law that protects the privacy of a student's education records.

### GPA

Grade point average (GPA) is the average grade earned by a student. This is a measure of your academic achievement and is calculated by dividing the total number of grade points earned by the total number of credits attempted. Only grades received in college-level courses taken at CCD are used to calculate GPA.

### Home Institution

For both consortium agreements and inter-institutional registration, the home institution refers to the institution from which the student is seeking a certificate or degree. Typically, you may receive financial aid from the degree-granting institution (the home institution).

### Host Institution

For both consortium agreements and inter-institutional registration, the host institution refers to the institution where the student will be visiting and taking courses to transfer back to the home institution.

### Inter-Institutional Registration

As a CCD student, you may take select college-level courses at Metropolitan State University of Denver (MSU Denver), Colorado School of Mines, or University of Colorado Denver (CU Denver) under the inter-institutional agreement, if space is available. Under this agreement, MSU Denver and CU Denver students may take select college-level courses at CCD, if permitted by their home institution.

### Late Start/Accelerated

Courses designated as late start/accelerated have varying start and end dates compared to the traditional 15-week semester courses.

## Major

The field of academic study in which you specialize. The selected major will determine which courses are required for your program of study.

## Prerequisite

If a course has a prerequisite, you must have certain knowledge to be successful in the course. The prior knowledge may be demonstrated through a test score or a successful completion of a prior course (ex. must have completed CCR 092 with a grade of C or better). Completion of the prerequisite is required prior to enrolling in the course. Grades of U/D, U/F, D, F, W, or incomplete are not acceptable. It is your obligation to know and meet course prerequisites as stated in the course description section of the CCD catalog and the web course schedule. Prerequisites will be checked at registration and you may be dropped if a prerequisite is not met.

## Sequence

Set of two or more courses in one subject area usually taken in numerical order (ex. ENG 121, ENG 122).

## Withdrawal Date

The last date you can drop a class and receive a grade of W. No refund will be given for classes withdrawn from after the census date. You must withdraw from your course(s) via your CCDConnect account. If you stop attending classes without withdrawing, you will receive failing grades. The withdrawal date varies depending upon the length of the course. You should refer to your schedule of classes to determine the withdrawal date for each course.

## CCD Resources

### Accessibility Center

CCD.edu/Access | 303.556.3300 | Confluence Building, Room 121

The Accessibility Center provides accommodations and services to students with documented disabilities in order to provide equal access to all programs, services and activities offered at CCD. If you have documented disabilities and need reasonable accommodation to access your courses and college activities, please notify the Accessibility Center to apply for services and accommodations, including sign language interpreting, alternative media production, note taking, assistive technology, ADA classroom furniture assistance, and extended time on tests.

CCD complies with and fully supports Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA), including changes made by the ADA Amendments Act of 2008, regarding nondiscrimination on the basis of disability (documentation required).

### Questions?

Patty Davies

Director of Human Resources

Title IX/Title VII/ADA/Sec 504 Coordinator

Administration Building, Room 310

Campus Box 240

P.O. Box 173363

Denver, CO 80217-3363

Telephone: 303.352.3310

Or

Office for Civil Rights

U.S. Department of Education

1244 Speer Blvd., Suite. 300

Denver, CO 80204-3582

US Department of Education (Office of Civil Rights) | <http://www2.ed.gov/about/offices/list/ocr/know.html>

### Campus Tours

CCD.edu/Schedule-Your-Visit | 303.352.3166

Campus Tours are available to prospective students and their families. Individual or group tours are available. Campus Tours include an informal presentation about CCD services and a tour of the Auraria Campus.

## Career & Transfer Center

CCD.edu/CTC | 303.352.3306 | Cherry Creek Building, Room 111

The Career & Transfer Center assists students with both career development and job search and with transfer planning and transition.

To assist with career development, the Center provides career assessment, career exploration, skill building and job readiness skills such as resume and cover letter writing, interview prep, job search strategies, and coaching sessions. The Center also maintains the "Career Connections" web-based job posting and job search portal powered by Purple Briefcase where employers post job opportunities, students can find part-time jobs and internships, and alumni can find jobs after graduation. Students and alumni also have access to a mobile app for job search on-the-go.

To assist with transfer planning opportunities, the Center provides a transfer checklist for top four-year colleges and resources designed to support a student's transition with strategies to negotiate the four-year college and university system when they transfer after graduation. Specific service areas include:

- transfer planning and orientation
- transfer scholarship essay assistance
- four-year partner advising groups sessions
- transfer fairs with 15-30 colleges and universities
- monthly recruiter visits from in-state and out-of-state colleges
- individual transfer sessions, events and activities

## Computer Labs & Tutoring

CCD provides space to study, access to computers, rooms for collaborative work and tutoring services at both the Confluence Building on the fourth floor and at Cherry Creek Building, rooms 205 and 210.

Brainfuse is a free online tutoring service available to help you with math, all types of writing and many other subjects. You can access Brainfuse through your Desire2Learn account.

## Cyber Center

The Cyber Center, located on the first floor of the Confluence Building, is a bank of 40 computers that serves as CCD's registration lab for new and current students. You can access CCD's website, CCDConnect and your student email year-round to stay up to date on the college's important dates and events. While you cannot print classwork or access D2L in the Cyber Center, you can apply to CCD as well as complete important registration and financial aid requirements during the enrollment process. The Cyber Center serves as a one-stop-shop for you to get a successful start at CCD and is surrounded by the following offices: Office of Registration and Records, Admissions, Recruitment and Outreach, Financial Aid and Scholarships, Academic Advising and Student Success Center, Cashier's Office, Accessibility Center and Testing Center.

## KEYS Support Program

Funded by Colorado Department Labor and Employment

CCD.edu/KEYS | 303.352.6342

Through our KEYS Support Program for displaced homemakers, we assist individuals who have spent much of their time caring for family member(s) in the home and/or who have lost their primary source of income and now must support themselves and/or their family. This can be due to a number of factors, which can include but is not limited to divorce, separation and other special circumstances determined by program staff. We assist with:

- tuition/fee assistance
- books and supplies required for major
- GED
- career exploration
- job readiness development
- workshops
- support services

## Foundational Skills Institute

CCD.edu/FSI | 303.556.3805

The Foundational Skills Institute conducts high school equivalency test preparation classes, community English-as-a-Second-Language (ESL) classes, and basic skills for math classes. More information, including locations, class schedules and admission requirements is available online.

### Student Life

CCD.edu/StudentLife | 303.556.2597 | Tivoli Student Union, Room 309

Student Life provides opportunities for personal and social growth outside of the classroom. Student Life offers a variety of services, including

- referrals for day care, health, housing, and employment services,
- in-house food bank and textbook lending library to help students who are struggling financially,
- Student Government Association,
- student organizations and clubs,
- leadership training, and
- student conduct procedures oversight.

### Testing Center

CCD.edu/Testing

The Testing Center offers a variety of testing services, including

- assessment testing for English, reading and math placement,
- placement exams for Spanish, French, Chinese and biology,
- Prior Learning Assessment, such as CLEP and DANTES,
- licensure exams and entrance exams, such as the Graduate Record Exam (GRE) and Test of English as a Foreign Language (TOEFL),
- GED testing, and
- test proctoring for CCD and distance learning students.

### Transcript Requests

You may request copies of your CCD academic records from the Office of Registration and Records. All transcripts must be requested in writing or ordered online through your student account at CCD.edu/Transcripts.

Transcripts will not be released for you if you have financial or academic holds on your account. This includes past due balances and other financial obligations due to CCD or any other Colorado community college.

The cost of transcripts depends on the service option selected by you. See the chart below for available service options and charges. Payments may be made by cash, check or credit card and are due at the time of the request. Processing time does not include delivery time. Transcripts are processed within the time specified, sent to the Auraria Campus mail room and forwarded on to USPS.

Transcripts requested for pick-up will be destroyed if not picked up within 30 days of the request.

### Service Options Available

| Service Option (electric or paper)        | Delivery Option | Service Charge <sup>1</sup> |
|---|-----------------|-----------------------------|
| Electronic Transcript                     | Electronic      | \$3.00 each                 |
| Paper Transcript (Mailed)                 | Standard USPS   | \$3.00 each                 |
| Paper Transcript                          | Pick-up         | \$10.00 each                |
| Paper Transcript with Attachment (Mailed) | Standard USPS   | \$10.00 each                |
| Paper Transcript with Attachment          | Pick-up         | \$10.00 each                |

<sup>1</sup> Prices subject to change. Expedited mailing incurs an additional fee.

### TRIO Programs

TRIO Programs - Funded by the U.S. Department of Education

#### Educational Opportunity Center (EOC)

CCD.edu/EOC | 303.352.8746 (TRIO) | Cherry Creek Building, Suite 137

The Educational Opportunity Center (EOC) is a community service program that provides educational planning, information and assistance. These services, which are free and open to the general public, include:

- career counseling
- college/university admission
- vocational-technical school enrollment
- academic assessment coordination
- federal and state student financial aid application (FAFSA) assistance
- scholarships search assistance
- educational planning workshops

#### Student Support Services (SSS)

CCD.edu/TRIO | 303.352.TRIO | Cherry Creek Building, Suite 137

TRIO Student Support Services (SSS) is a federally funded program that works specifically with students overcoming obstacles to education, including limited income, first generation to college and disability. The SSS staff and peer mentors empower students to graduate from Community College of Denver and transfer to a four-year institution of choice by providing them with services that include:

- academic planning
- tutoring and skills development
- applying for financial aid and scholarships
- career development
- social and cultural activities that broaden their perspectives

#### Summer Bridge Program

CCD.edu/SummerBridge | 303.352.TRIO

Prior to each fall semester, TRIO SSS facilitates a Summer Bridge Program to incoming freshman who are starting college in the fall. The TRIO Summer Bridge program provides an educational foundation to program participants to develop their skills for a successful first semester and beyond. Students are connected to faculty and staff to build a sense of community and introduce them to available resources on campus. During the TRIO Summer Bridge Program, students are also given services that

- Prepares students for classes.
- Teaches students about financial assistance.
- Provide an exploration of career options.
- Offer a variety of enrichment activities.

#### Veteran Support Services

CCD.edu/Veterans

Veterans seeking Veterans Affairs (VA) educational benefits must apply through the VA website (GIBill.va.gov). It is the veteran's responsibility to assemble and submit all needed materials to the VA Regional Office and CCD's VA Certifying Official.

CCD's VA Certifying Official provides information about veterans' benefits and certifies enrollment throughout the veteran's attendance at the college. It is the veteran's responsibility to notify CCD's VA Certifying Official of any registration updates.

Veterans who are eligible for educational benefits may apply for advanced payment with CCD's VA Certifying Official. The last day to apply for advanced payment is 30 days prior to the first day of classes. Although students may apply for advanced payment, the VA may not issue funds prior to the first day of class. Students must pay their tuition in full or set up a payment plan by the deadline posted at CCD.edu/Academic-Calendar.

For more information, visit the VA Certifying Official in the Office of Registration and Records or visit CCD.edu/Veterans.

#### Required Documentation

Students must provide all of the following documents to CCD's VA Certifying Official before CCD will begin the VA Certifying Process:

- Copy of original application for benefits (22-1990 or 22-5490) or change of training place (22-1995 or 22-5495).

- Copy of the Certificate of Eligibility (sent by the VA to eligible students six to eight weeks after the student has applied for benefits).
- VA Enrollment Form (available at [CCD.edu/Veterans](http://CCD.edu/Veterans)).
- Notice of Student Responsibility Form (available at [CCD.edu/Veterans](http://CCD.edu/Veterans)).
- Copy of DD 214 member 4

### Course Selection

The VA does not generally pay for courses that are not required for the student's program of study. VA benefits cannot be used towards a repeated course that has been successfully completed, even if the student intends on repeating the course in order to raise their cumulative GPA. A course for which a grade of D was assigned may be repeated if a higher grade is required for the program of study. The VA will not pay for online developmental courses. Only developmental courses taken on campus are eligible for VA benefits.

CCD's VA Certifying Official will send certification of classes to the VA once the student has registered and submitted the required documentation. If students increase or decrease their credit hours after the initial certification has been submitted, it can result in significant delays to benefits and may also increase the likelihood of overpayment.

### Attendance

Students who stop attending class but do not officially withdraw will earn an F grade for the course. Veterans who fail to inform CCD's VA Certifying Official that they have stopped attending a course may receive an overpayment or debt notification from the VA.

### Overpayment

An overpayment may occur if a student withdraws, drops, or decreases the number of credit hours for which they are registered. Courses dropped on or after the start date will create a student debt. It is the responsibility of the student to pay back the VA if an overpayment occurs. For questions concerning this, please ask CCD's VA School Certifying Official.

### Veterans' Academic Standards of Progress

Students using VA educational benefits are responsible for following CCD's academic progress policy, which explains student GPA requirements and academic probation processes.

### Special Grades

AU - The VA will not certify a grade of AU, which indicates that a course was audited or taken for no credit.

I - An incomplete or I grade must be made up no later than the next consecutive 15-week semester. If an I grade is not completed during the required period, the incomplete will become an F and the veteran's enrollment certification will be adjusted back to the beginning date of the term in which the I grade was received.

### Mitigating Circumstances for Veterans

When mitigating circumstances prevail, CCD will attempt to intervene on behalf of the veteran with the Veterans Administration. Mitigating circumstances (as defined by P.L. 94-502) that directly hinder an eligible veteran's or dependent's pursuit of a course and are judged to be out of the student's control include but are not limited to:

- serious illness of the eligible veteran or dependent.
- serious illness or death in the eligible veteran's or other dependent's immediate family.
- immediate family or financial obligations that require a change in terms or place of employment and preclude the veteran or dependent from pursuing coursework.
- the college discontinues a course.
- active military duty, including active duty for training.
- withdrawal from a course or receipt of a non-punitive grade upon completion of a course because of unsatisfactory work may be considered mitigating circumstances if the student can demonstrate good faith pursuit of the course up to the point of withdrawal or completion. Students must submit evidence that they applied for tutorial aid, consulted CCD's VA Certifying Official, or consulted a CCD academic advisor in an attempt to remedy the unsatisfactory work before withdrawal or completion.

## Campus Services

**Auraria Higher Education Center**  
[www.AHEC.edu](http://www.AHEC.edu)

The Auraria Campus is a dynamic and vibrant higher education community located in the heart of downtown Denver. The 150-acre campus is shared by three separate and distinct institutions of higher learning: Community College of Denver, Metropolitan State University of Denver, and University of Colorado Denver. The Auraria Higher Education Center is a separate state entity whose role is to provide and manage shared services, facilities and property to support these prominent institutions in achieving their goals. The collective student population is nearly 42,000, with an additional 5,000 faculty and staff.

### Auraria Early Learning Center

[www.AHEC.edu](http://www.AHEC.edu) | 303.556.3188

The Auraria Early Learning Center (AELC), a four-star Colorado Shines-rated center, provides full- and part-time programs for children 12-months to 5-years-old with a fully accredited kindergarten program and summer camp for children through age 8. The center serves the students, faculty and staff of the Auraria Campus and is fully licensed by the Colorado Department of Human Services

### Auraria Library

[Library.Auraria.edu](http://Library.Auraria.edu)

The Auraria Library provides a wide range of learning resources, research services, and study environments to support student learning. The Auraria Library collection contains nearly one million print books and e-books, more than 65,000 print and e-journals, and media including CDs, DVDs, and streaming videos. Nearly 300 databases provide access to full-text articles, journal citations, images, statistics, legal and business data, and a multitude of other disciplines. These materials can be found at the Auraria Library website, [Library.Auraria.edu](http://Library.Auraria.edu).

### Ask Us Desk

You may visit the "Ask Us Desk" for assistance with basic research questions, to borrow items for a class (Course Reserves) or from the library's collection, to request materials from regional libraries, via Prospector, or from national libraries, via inter-library loan, and more.

For more in-depth research questions, visit the "Research Help Desk" or go to the "Ask A Librarian" website [Library.Auraria.edu/services/ask-us](http://Library.Auraria.edu/services/ask-us) where you can contact librarians who are able to assist you via walk-in, appointment, phone, email, IM or text message.

For more information about Auraria Library services, call 303.556.2639.

### LGBTQ Student Resource Center

[GLBTSS.org](http://GLBTSS.org) | 303.615.0515 | Tivoli Student Union, Room 213

The Lesbian, Gay, Bisexual, Transgender & Queer Student Resource Center offers support, educational programs, special events, and advocacy services for Auraria Campus students exploring sexual orientation and gender identity issues.

### Health Center at Auraria

[MSUDenver.edu/HealthCenter](http://MSUDenver.edu/HealthCenter) | 303.556.2525 | Plaza Building, Suite 150

CCD students who are enrolled in at least one credit hour and have a current student ID are eligible for services at the Health Center at Auraria. The facility is staffed by physicians, physician assistants, nurse practitioners, radiology technologists, and medical assistants. The Health Center provides low-cost services. These include, but are not limited to, immunizations, treatment of illness and injuries, lab testing, medications, physical exams, annual gynecological exams, sexually transmitted disease information and testing, birth control information/services, minor surgery, cholesterol screening, HIV testing, blood pressure checks, casting, suturing, and X-rays.

Payment is required at time of service. While student health insurance is not required to use the Health Center at Auraria, the facility is an in-network specialty provider for Blue Cross/Blue Shield (BC/BS) insurance. BC/BS members should have their BC/BS card available when seeking care. Free health related classes are also offered to students each semester.

**Walk-in Services**

Walk-in services begin at 8 a.m., Monday through Friday. Access is on a first-come, first-served basis. The daily closure time for walk-in care varies depending on when all patient slots are filled. Patients are encouraged to check in as early as possible.

Students who have concerns about infectious diseases should contact the Health Center. The college will follow procedures defined by the Colorado Department of Human Services in order to ensure the health and safety of all students, faculty and staff.

**Parking & Transportation Services at Auraria**

AHEC.edu/Parking | 303.556.2000 | 7th Street Parking Garage, First Floor

Parking is available in daily fee lots. Check the campus map or view the parking map online. A limited number of permits are available as are pre-paid parking passes. Both are sold at the beginning of each semester. You may park free for 20 minutes in the Tivoli Parking Garage. Four-hour parking meters are available for student use on the east side of the Cherry Creek Building. The parking office is open Monday - Friday, 7:30 a.m. to 5:30 p.m.

Parking and Transportation Services also offers the following services:

- carpool parking discounts,
- free on-campus transportation for disabled students on the wheelchair-accessible Handivan (303.556.2001), and
- free campus shuttle service for evening students on the Auraria Night Rider Service (Monday through Thursday, dusk to 10 p.m.) (303.556.2001).

**The Phoenix Center at Auraria**

ThePCA.org | Tivoli Student Union, Room 227

24/7 Free & Confidential Helpline: 303.556.CALL (2255)

The PCA provides free support services, education, training, referral for people who have experienced relationship violence, sexual assault, or stalking.