

STUDENT DEVELOPMENT AND SERVICES

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

Academic Advising

Academic advisors help students successfully meet their educational goals. Meetings with an academic advisor are designed to provide students with the information needed for a successful academic career. Contact us at: (541) 440-4610, advising@umpqua.edu

Services include:

- Assist with class scheduling, registration, adding or dropping classes and appeals
- Develop a Student Educational Plan
- Degree exploration and change of majors
- Connect students with UCC support services and community resources
- Provide support when students are facing challenges

Accessibility Services

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

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

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

Authorized Testing Center

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

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

Basic Needs

UCC's Resource Navigator helps connect students to various on- and off-campus resources to help eliminate barriers to academic success. Contact the Resource Navigator 541-440-7675 for assistance with housing or food insecurity, clothing and personal needs, or transportation issues, etc.

Bus Service

Umpqua Transit provides transportation to and from the college. UCC Student bus passes may be purchased by currently enrolled students from Student Accounts in the Accounting and Finance department, located in the LaVerne Murphy Student Center, for a discounted rate. Students must present their student ID card at the time of purchase. The bus stop is located between Jacoby Auditorium and the Administration building; it is recommended to check umpquatransit.com (<http://umpquatransit.com/>) or call 541-440-6500 for up-to-date route information. Umpqua Transit requires that both the bus pass and valid student ID are shown to the driver; the student ID is available through the Information Desk in the LaVerne Murphy Student Center during regular business hours. Financial assistance is available for students with limited income. Call 541-440-4600 for more information.

CARE Advocacy Services

The Campus Advocacy, Resources and Education (CARE) Advocate from Peace at Home offers confidential services for harassment, dating violence, sexual assault, stalking, human trafficking, and related issues. Support groups, education, and awareness events are hosted throughout the year. Call 541-440-7866 or Peace at Home's 24/7 CRISIS LINE: 541-673-7867 or 1-800-464-6543 to connect.

Child Care

The College hosts Maple Corner Montessori School for on-campus childcare services. Please visit maplecornermontessori.com (<http://maplecornermontessori.com>) or call 541-391-4777 to learn more about signing up. Other resources available include 211 (<https://www.211info.org/agency/22628/18945/>), Douglas ESD (<https://douglasesd.k12.or.us/preschool-promise/>) and umpqua.edu/student-resources (<https://www.umpqua.edu/student-resources/>).

Counseling

The Mental Health Counselor provides confidential counseling services to UCC students. The overall goal of a college counseling center is to help students address mental health issues that negatively impacts their education. The UCC Mental Health Counselor can assist with any personal issue that is impacting academics such as work-life balance, stress management, managing symptoms of anxiety and depression, and/or coping with loss or trauma. Weekly group sessions on topics of stress management and support strategies are offered. To learn more, call 541-440-7896.

Food Services

Options for purchasing food items are available at the Hawk Shop and the Friendly Kitchen, operated by Meals on Wheels. A variety of options are available including quick snacks, frozen meals, daily specials, and seasonal choices. Students have a choice of beverages including soft drinks, protein drinks, milk, juices or options at the coffee cart. Vending machines are also located throughout the campus, providing beverages and snacks.

Gas Voucher Program or Bus Pass

The gas card program is intended to assist students who cannot afford gas at the beginning of the term, in the period between the time school starts and financial aid is disbursed. Each voucher is in the form of a \$25 gas card. A student is only eligible to receive one (1) gas card per term, maximum four (4) cards per academic year. Students may instead opt for 1 bus pass per term.

Housing

UCC offers a limited number of affordable, community-oriented housing options for the diverse population of students from out of area. Housing units are conveniently situated near local restaurants and shops in downtown Roseburg. Students must be registered full-time, and housing costs are in addition to tuition and fees. All residents will sign and abide by the Housing Agreement. For more information, call 541-440-7732. Interested students should apply here: UCC Housing Application (<https://forms.umpqua.edu/Forms/housing-interest-application/>)

Information Technology

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

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

Library

The Library provides services for all UCC students, faculty, staff, and Umpqua Community College Service District residents at no cost. Professional degreed librarians and staff members are knowledgeable, friendly, and happy to help anyone who needs it. The library maintains a carefully curated collection of print and digital materials, and offers interlibrary loan services for students, faculty, and staff.

Our building provides study spaces (individual and group), a computer lab with free black and white printing, and a dedicated student-facing technology help desk. We also offer resources like course reserve textbooks, laptops, and calculators for checkout to current UCC students. Visit the library, e-mail (library@umpqua.edu), call (541-440-4640), or make an appointment for research help for all your information needs. Visit us at umpqua.edu/library.

The Librarian offers a 3-credit online class, LIB 127. Introduction to College Research & Information Literacy. It is designed to give students the tools necessary to search, find, evaluate, cite, create, and publish responsible, ethical scholarship.

STEP

STEP is for students who receive SNAP (and are not on TANF), and are completing GED® tests, building out English skills, or pursuing a career focused program. The STEP program has added support and resources to help cover: transportation, books, tools, tuition/fees not covered by financial aid, utilities, and phone or internet services. In addition to

financial support, STEP includes job search training and support and personalized career coaching. For more information, call 541-440-7949.

Student ID Cards

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

Student Veteran Center

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

Tutoring Center

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

TRIO

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

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

Student Support Services – Transfer Opportunity Program (TOP)

The Student Support Services (SSS) Transfer Opportunity Program (TOP) is a TRIO project funded through the Department of Education. This federal grant program is granted \$320,797 every year to serve 165 students who transfer from UCC to a college or university. The program offers a variety of free resources, assistance in developing an educational

plan, guidance in making informed career decisions, and help gain the skills necessary to complete their goal of earning a bachelor's degree.

What does the Program Offer?

TOP Students get access to specialized academic and career coaching. The program offers several campus tours of Oregon universities each year and several cultural enrichment events, such as theater events throughout Oregon, volunteer opportunities, museum visits, and many other events that expose students to new experiences. Students will also receive personalized academic coaching, textbook resources, and assistance filling out financial aid and scholarship applications.

How to Qualify

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

HOW TO APPLY

Apply online at: umpqua.edu/student-support-services (<http://umpqua.edu/student-support-services/>) or pick up an application from the TOP office located in the Educational Support Building. For further information, call the Transfer Opportunity Program office at 541-440-7746, or email TRIO@umpqua.edu.

Educational Talent Search (ETS)

Talent Search programs serve young people in grades six through twelve. In addition to academic advising, participants receive information about college admissions requirements, scholarships and various student financial aid programs, financial literacy and career exploration. This early intervention program helps students from families with lower incomes or where neither parent has a bachelor's degree to better understand their educational opportunities and options. UCC's Educational Talent Search is funded by the U.S. Department of Education on a \$328,413 per year grant to serve 592 students. ETS has on-site advisors at South Umpqua, Riddle, Glide, Douglas, Roseburg and Sutherlin High Schools, as well as in middle schools. Along with academic and career advice, students are also exposed to numerous cultural and educational field trips during the school year. Applications are available in paper form, or electronically at umpqua.edu/educational-talent-search (<https://umpqua.edu/educational-talent-search/>). For more information on ETS, please call 541-440-4606.

Upward Bound

Upward Bound is funded by the Department of Education on a \$312,480 per year grant to serve 65 students. Upward Bound is a college preparatory program that offers assistance to high school students that are either lower income or will be first generation college graduates.

UCC's UB advisors are on-site at Douglas, Roseburg, Days Creek and South Umpqua High Schools assisting students with their academic, college and career exploration needs. Students also participate in a 6-week summer academy where they take classes at UCC to prepare them for the upcoming academic year. Students are invited to attend cultural and educational experiences throughout the year to help them realize their college and career dreams. Applications are available in paper form, or electronically at umpqua.edu/upward-bound (<https://umpqua.edu/upward-bound/>). For more information on Upward Bound, please call 541-440-4606.

UCC Hawk Shop

The UCC Hawk Shop is located in the LaVerne Murphy Student Center Building, on the main campus. The store offers textbooks and course

materials, laptops, apparel, gifts, cards, snacks, a wide variety of school supplies and a coffee cart where you can get your favorite coffee treat. The store has daily food services with a variety of cold grab and go options. The store is a certified SNAP retailer so customers may purchase food and drink that are approved under Federal SNAP guidelines with their EBT card.

When purchasing textbooks/course materials a student ID and class schedule are required to ensure that students receive the correct textbooks for their classes. Students can compare pricing and purchase textbooks and course materials on the UCC Hawk Shop website. Payment can be made using financial aid, VISA or Mastercard. Online orders can be designated for shipment or pick up in the store. Please allow a 24-hour ship time from the time the order is placed during the work week. Orders are not filled on weekends.

Textbooks can only be returned based on the following conditions.

1. The return must be completed before the end of the first week of the term in question.
2. The student has dropped the class and provides a copy of their new schedule.
3. The original receipt is with the return.
4. The textbooks, activation codes, and software are in the same condition as at the time of purchase.

The store will have a textbook buy-back Wednesday through Friday of finals week during the fall, winter and spring terms. Buy-back will be held during August for the summer term. We encourage students to bring any and all textbooks to buy back as we buy for the store, based on need, as well as for a wholesaler. Textbooks eligible for book buy-back usually include texts that will be used the next term on our campus; buy-back is not guaranteed. Price paid at buy-back varies with each book, but can be as much as one-half the amount paid. The Hawk Shop is a non-profit self-sustaining operation owned by UCC.