



# Student Handbook

## 2022 - 2023



**CCV** COMMUNITY  
COLLEGE  
OF VERMONT

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# **SECTION 1**

## **Welcome to CCV**

# Welcome

**THE COMMUNITY COLLEGE OF VERMONT** is one of four Vermont State Colleges and is accredited by the New England Commission of Higher Education (NECHE). CCV is an open-admissions, nonresidential college providing affordable education to 10,000 students each semester.

With 12 locations and extensive online learning options, you don't have to travel far from your community to access our degree and certificate programs, workforce, secondary and continuing education opportunities, and academic and veterans support services.

## Mission, Vision, and Values

### VISION

CCV is deeply rooted in Vermont communities, providing students opportunities for academic and professional growth through flexible, innovative programs and exemplary support services. CCV will cultivate a rich network of partners through collaboration and workforce development to create vibrant and economically thriving Vermont communities.

### MISSION

The Community College of Vermont supports and challenges all students in meeting their educational goals through an abiding commitment to access, affordability, and student success.

### VALUES

CCV holds at its core the belief that education has the power to transform lives, inspire families, and strengthen communities. We believe all people are entitled to a high-quality, affordable post-secondary education, and all students have the ability to learn. The following values guide CCV's work:

#### **Collaboration**

CCV values teamwork across the College and actively reaches out to its diverse communities, developing deep partnerships to achieve shared goals.

#### **Empowerment**

CCV empowers its students, faculty, and staff to change their lives in positive ways and become active members in local and global communities.

#### **Engagement**

CCV offers small classes, embracing active learning and student engagement as the core of its teaching and learning environment.

#### **Innovation**

CCV fosters creative problem solving, responsiveness, entrepreneurship, and the ability to adapt to a rapidly changing world.



## **Integrity**

CCV promotes institutional and individual responsibility, honest and ethical conduct, fairness, and transparency.

## **Learning**

CCV develops the capacity of students, faculty, and staff to fulfill their potential and continually grow.

## **Respect**

CCV embraces inclusion and diversity, and provides welcoming, safe, and supportive learning environments.

## **Sustainability**

CCV is committed to the wise use of resources to offer an affordable college education to Vermonters and to ensure the long-term health of the College.

# **Accreditation**

**The Community College of Vermont (CCV)** is accredited by the New England Commission of Higher Education (formerly the Commission on Institutions of Higher Education of the New England Association of Schools and Colleges, Inc.).

Accreditation of an institution of higher education by the Commission indicates that it meets or exceeds criteria for the assessment of institutional quality periodically applied through a peer review process. An accredited college or university is one which has available the necessary resources to achieve its stated purposes through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation.

Accreditation by the Commission is not partial but applies to the institution as a whole. As such, it is not a guarantee of every course or program offered, or the competence of individual graduates. Rather, it provides reasonable assurance about the quality of opportunities available to students who attend the institution.

Inquiries regarding the accreditation status by the Commission should be directed to the administrative staff of the institution. Individuals may also contact:

### **New England Commission of Higher Education**

3 Burlington Woods Drive, Suite 100, Burlington, MA 01803-4514

(781) 425 7785

E-Mail: [info@neche.org](mailto:info@neche.org)

# Facts at a Glance

## THE COLLEGE

- Classes offered in 12 locations statewide and online
- Associate and associate of applied science degrees: 12
- Career certificates: 22
- Associate and/or certificate programs that are available 100% online: 30
- Accredited since 1975 by the New England Commission of Higher Education
- Admission: open to all students who can benefit
- Credits transferable to bachelor's programs
- Awarded in AY 2021:
  - Associate and associate of applied science degrees: 420
  - Career-focused certificates: 91
  - Industry-recognized credentials: 179
- Number of part-time faculty: 455
- Number of staff: 156
- Most affordable college in Vermont
  - In-state cost per credit: \$280
  - Out of state rate: \$560

## OUR CLASSES

- Average class size: 15
- Fall/spring semester courses: 757/683
- Summer courses: 322
- On-ground courses typically meet once a week for three hours
- Offered days, evenings, weekends, and online
- Over 200 online, hybrid, accelerated, and flexible start courses offered each semester
- Year-round learning: three semesters: fall, spring, summer
- Rank among colleges for enrollment by VT high school students ('09-'15): 1\*

## OUR STUDENTS

- Attending fall '21 semester: 5,987
- Attending CCV each year (3 semesters): 9,770
- Vermonters: 93%

- Average age: 27
- Dual Enrollment: Taking courses for college credit while still in high school: 1,871
- Female: 70%
- Self-identified member of minority racial or ethnic group category other than white or non-Hispanic: 14%
- Seeking degrees: 59%
- Degree students with full- or part-time jobs: 79%
- Degree students enrolled part-time: 82%
- Degree students enrolled full-time: 18%
- First generation in their family to attend college: 55%
- Degree students receiving a Pell Grant: 46%
- Graduates since 1973: 13,705
- Graduates in the class of 2019 who reported being employed, continuing their education, or serving in the military within 6 months of graduating: 95%

*Based on fall 2021 semester numbers.*

## Student Outcomes

Of the first-time, full-time, degree- or certificate-seeking students who enrolled in fall 2017, 24% have graduated from CCV, 26% transferred to another institution, and 11% were still enrolled in fall 2020. This group of students represented 4% of CCV's total fall 2017 enrollment; 72% of these students received some form of financial aid: 47% received a Pell Grant, 28% had a subsidized Stafford Loan and no Pell Grant, and 25% had neither. Within this first-time, full-time graduating cohort of students, 45% were male, 55% female, and 18% identified as a member of a minority racial or ethnic group.

[Click Here](#) for additional information related to student progress.

[Click Here](#) for information related to cost, earnings of graduates by field of study, average amount borrowed, and loan default rate.

[Printable version](#)

\* VT Agency of Education, February 2016

## Non-Discrimination Statement

CCV is committed to non-discrimination in its learning and working environments for all persons. All educational and employment opportunities at CCV are offered without regard to race, creed, color, national origin, marital status, sex, sexual orientation, gender identity, veteran status, or any other category protected by law. CCV is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

# CCV on the Web

- **Website:** [ccv.edu](http://ccv.edu)
- **News Site:** [ccv.edu/ccv-now](http://ccv.edu/ccv-now)
- **Student Portal:** [portal.ccv.edu](http://portal.ccv.edu)
- **Student Resources:** [ccv.edu/resources](http://ccv.edu/resources)
- **Student Email:** [mail.o365.vsc.edu](mailto:mail.o365.vsc.edu)
- **Facebook:** [www.facebook.com/communitycollegeofvermont](http://www.facebook.com/communitycollegeofvermont)
- **Instagram:** [www.instagram.com/ccv\\_vermont/](http://www.instagram.com/ccv_vermont/)
- **Twitter:** [twitter.com/CCV\\_VT](http://twitter.com/CCV_VT)
- **YouTube:** [youtube.com/communitycollegeofvt](http://youtube.com/communitycollegeofvt)
- **Hartness Library:** [hartness.vsc.edu](http://hartness.vsc.edu)



## **SECTION 2**

# **Important Dates**

# Academic Calendar

## FALL 2022 SEMESTER

Registration begins .....	April 4
Late registration week begins.....	August 29
Late registration ends .....	September 2
Classes begin.....	September 6
Classes end .....	December 19

## SPRING 2023 SEMESTER

Registration begins (Spring and Summer).....	November 7
Late registration week begins/MLK Day (centers open) .....	January 16
Late registration week ends (summer registration continues) .....	January 20
Classes begin.....	January 23
Classes end .....	May 8

## SUMMER 2023 SEMESTER

Registration begins.....	November 7
Late registration week begins.....	May 15
Late registration week ends (all registration continues).....	May 19
Classes begin.....	May 22
Classes end .....	August 14

## FALL 2023 SEMESTER

Registration begins.....	April 3
Late registration week begins.....	August 28
Late registration week ends .....	September 1
Classes begin.....	September 5
Classes end .....	December 18

## COMMENCEMENT

CCV graduation (at Norwich University).....	June 3, 2023
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*Deadlines for dropping without a grade or withdrawing (W grade) vary by course. To find this information, review the course description in your Canvas course site or in the online course schedule.*

## 2022-23 Holiday Closures

Independence Day (Observed).....	July 4
Labor Day.....	September 5
Thanksgiving Holiday.....	November 24 - 25
Holiday Break .....	December 26-30, January 2
Memorial Day .....	May 29

*Please note that schedules (start and end dates, drop and withdrawal dates, etc.) vary for short classes and accelerated classes. Please consult your class syllabus and contact your center with questions.*

# **SECTION 3**

## **Withdrawal and Refunds**

# DROP DATES TO RECEIVE TUITION REFUNDS\*

## FOR CREDIT-BEARING COURSES:

Must Drop By**	If Using Financial Aid	All Other Payment Methods
Day before first class.....	0% owed by student.....	100% refund
Day before second class.....	20% owed by student.....	80% refund
Day before third class.....	50% owed by student.....	50% refund
On or after day of third class.....	100% owed by student.....	0% refund

### How Dropping A Course Affects Federal Financial Aid

- If you drop a course by the day before the 3rd class meeting, you will not receive federal and state grants for that class.
- If you have a loan and you drop below six credits, you will lose your loan if it has not been disbursed to CCV.
- If you stop attending all of your classes or drop all of them, your Federal financial aid (Direct Stafford loans and Pell, and SEOG grants) will be prorated to the last date of attendance. This will most likely result in owing a balance to CCV.
- Pell, VSAC, SEOG grants, Direct Stafford loans, and work-study ALL are affected by dropping a class.
- Scholarships may be withdrawn or reduced.
- Veteran's benefits may also be reduced or cancelled. Check with your academic center.

**If you choose to drop a course, the administrative fee is not refundable.** You may be eligible for a partial or full refund of tuition and course fees when officially dropping a course using one of these methods (see above table for specifics):

1. **Log onto the portal**, go to Web Services, choose Student Registration, and click on Register and Drop Sections.
2. **Complete, sign, and discuss the drop form** with your CCV advisor and financial aid counselor in your local CCV academic center.

CCV's Refund Policy can be found by visiting [ccv.edu/about/policies/](http://ccv.edu/about/policies/), and selecting the Drop, Add, and Refund Policy.

If you enroll in a degree program at another Vermont State College, the refund policies of that institution may apply rather than CCV policies. Please consult that institution for information about its policies.

\*A 100% refund is provided for non-credit courses, independent studies, and field experiences that the student drops by the day before the first class meeting. On or after the first day of class, no refund is provided. The administrative fee is non-refundable.

\*\*Online classes generally start on the first Tuesday of each semester. Each online class meeting begins on a Tuesday and ends the following Monday.

## **SECTION 4**

# **Paying for and Affording College**



# Tuition & Fees

For accurate and current tuition and fee information visit our website or refer to the current CCV Course Schedule.

## RESIDENCY FOR IN-STATE TUITION

In-state tuition rates apply to students who have maintained legal residence in Vermont for at least one continuous year prior to enrollment. Out-of-state students seeking in-state status must submit a completed In-State Tuition Application, available at [ccv.edu/financial/residency-requirements-state-tuition](http://ccv.edu/financial/residency-requirements-state-tuition).

Permanent residents of other New England states may be eligible for the New England Board of Higher Education (NEBHE) Tuition Break Program which allows them to enroll in a CCV degree or certificate program and pay the current in-state tuition rate. The same tuition rate applies to New York residents of Washington and Rensselaer counties who enroll as degree students.

## AUDIT

CCV allows students who are not interested in receiving academic credit to audit courses. Audit students pay full tuition and fees and must declare their audit status at the time of registration. Audit students receive a grade of AU and do not receive credit or documentation for the course.

# Financial Aid

Financial aid is there to help you afford your education. CCV is committed to helping its students apply for and receive needed financial aid. Visit the financial aid section on the CCV website at [ccv.edu/financial/financial-aid](http://ccv.edu/financial/financial-aid) or see the financial aid counselor at your local CCV office for assistance.

## RIGHTS & RESPONSIBILITIES OF FINANCIAL AID RECIPIENTS

An important part of the financial aid process is to know and understand your rights and responsibilities regarding state and federal financial aid.

### Student Rights

#### A financial aid recipient has the right to:

- Know what financial aid is available, how financial aid will be distributed, how decisions on that distribution are made, and the basis for those decisions.
- Know how financial need was determined, including how costs for tuition and fees, room and board, travel, books and supplies, personal and miscellaneous expenses are considered in the budget.
- Know what resources (such as parent and/or student contribution and other financial aid) were considered in the calculation of need.
- Know how much of financial need, as determined by the institution, has been met by the award.

- Request an explanation of the various programs in the student aid package.
- Know the College's refund policy.
- Know how the school determines whether satisfactory academic progress is being made and what the consequences are if it is not.
- Appeal financial aid decisions through the CCV Complaint Resolution Policy.

**Remember:** The financial aid counselor at each CCV academic center provides assistance to students who wish to apply for financial aid. Complete all required application materials on time and return them to the appropriate source. Early application will result in a smoother financial aid process. You must attend classes. Successful completion of your courses helps ensure your continued eligibility for aid. If you already have a college degree or have done college-level work elsewhere, special circumstances may apply to your aid eligibility. Talk to a CCV financial aid counselor about your previous degree. As federal and state regulations may change, CCV reserves the right to change our policies and procedures without notice in order to comply.

## Student Responsibilities

- Complete all application forms accurately and submit them in accordance with the directions and in a timely manner.
- Attend all classes.
- Provide correct information, including social security number.
- Promptly return all additional documentation, verification, corrections, and/or new information requested to either the financial aid office or the agency to which you submitted the application.
- Read and understand all forms that require a signature and keep copies of such forms.
- Accept responsibility for all signed agreements.
- Purchase your textbook(s).
- Perform the work that is agreed upon in accepting a federal college work study award.
- Be familiar with the consequences of dropping a class, not making satisfactory academic progress, and/or not attending regularly.
- Notify CCV of any change in address, name, or any other information which may affect CCV's ability to contact you or maintain records.
- Notify CCV of the receipt of any outside scholarships or other financial aid.
- Seek resolution of complaints regarding the award of financial aid at CCV through procedures as they are outlined in the Complaint Resolution Policy.

- Complete a student loan exit interview if you are a loan recipient and your attendance falls below six credits or you are planning to graduate or leave CCV.

Visit [studentaid.ed.gov](http://studentaid.ed.gov).

## TYPES OF FINANCIAL AID

Financial aid at CCV includes grants, scholarships, a student employment program, and loans. Specific eligibility requirements apply to the federal aid programs. The College administers or participates in the following financial aid programs:

- **Federal Pell Grant** – Need-based grant for a student without a first bachelor's degree. The exact award amount varies, depending on the student's course load and financial need.
- **Federal Supplemental Educational Opportunity Grant (FSEOG)** – Need-based grant for a student without a first bachelor's degree. Award amounts vary based on student's course load and financial need and availability of funds. The maximum award depends on availability of funds.
- **Federal Work-Study Program (FWSP)** – Need-based financial aid offered in the form of part-time employment at CCV or at other eligible employers. Students interested in work-study employment should check with local CCV academic center staff.
- **Federal Direct Subsidized Loan** – Need-based, low-interest student loan available to students with financial need who are enrolled at least half-time (6 credits) per semester and are completing their coursework in a timely manner. Interest is paid by the federal government while you are in school.
- **Federal Direct Unsubsidized Loan** – Low-interest student loan designed to assist students enrolled at least half-time who are not eligible, or are only partially eligible, for the subsidized Stafford Loan. Interest does accrue while enrolled in school.
- **Federal Direct PLUS (Parent) Loan** – Low-interest loan available to parents of dependent students who are enrolled at least half-time.
- **Vermont Student Assistance Corporation (VSAC) Grant Program** – Need-based grant program available to Vermont residents enrolled as full-time, part-time, or non-degree students.
- **Scholarship Programs** – CCV offers or participates in several scholarship programs. Contact your financial aid advisor for more details.

## APPLYING FOR FINANCIAL AID

### Who Should Apply?

Anyone who thinks they may be eligible and who requires financial aid to attend CCV should apply. To be eligible for federal financial aid and most VSAC grants, you must be enrolled in a CCV degree program.

### Who Is Eligible?

To be eligible to receive federal and state financial aid, you must:

- be a United States citizen, national, or permanent resident, or in another specified status;
- have a high school diploma or G.E.D., or have completed a home school course of study;
- not be in default on a federal student loan or owe a refund on federal grants;
- maintain satisfactory academic progress once enrolled at CCV; and
- be registered for at least 3 credits in a given semester.

## How to Apply

To learn how to apply for financial aid, visit [ccv.edu/financial/financial-aid](http://ccv.edu/financial/financial-aid).

## HOW AWARDS ARE CALCULATED & DETERMINED

You and/or your family are expected to contribute to your education from your own earnings and assets according to your and your family's means. This takes into account income, assets, household size, and other relevant information. Financial aid is made available after a determination that your or your family's resources are insufficient to meet your educational expenses. Federal, state, and College guidelines and regulations of the various financial aid programs are also considered, as well as current funding levels. Selection of financial aid recipients is made in accordance with CCV's Non-Discrimination Policy.

In most cases, the amount of financial aid offered will not exceed the amount needed to meet the difference between your total educational expenses and your (or your family's) resources. In cases where funds are limited, priority is given to students who complete all relevant paperwork in a timely manner.

The College determines cost of attendance for its students. The cost reflects a reasonable allowance for room and board, books, supplies, travel, personal expenses, and any applicable loan fee. (Purchase of a car or a computer are not calculated in the cost of attendance.)

You are responsible for obtaining textbooks before the first class meeting. If your financial aid is adequate, up to \$500 of textbook costs may be charged against it. The CCV Financial Aid Advance to Purchase Textbooks (FAAPT) can be completed online.

We realize that there may be great disparity between the amounts of travel required for students to attend classes that are held in locations all over the state. In order to treat all students equally, an average travel allowance is computed each academic year and is applied uniformly to all student budgets.

If you have attended another college within the last 12 months, CCV will access the National Student Loan Data System (NSLDS) to determine your past federal financial aid. The result could affect the amount of aid for which you are eligible for the balance of the financial aid year.

Your enrollment status also influences the amount of financial aid you can be awarded. Enrollment per semester, for financial aid purposes, is as follows:

3 - 5 credits.....less than half-time  
 6 - 8 credits.....half-time  
 9 - 11 credits.....three-quarter time  
 12 or more credits .....full-time

## HOW YOU ARE NOTIFIED OF YOUR ELIGIBILITY

We will officially inform you of your eligibility for financial aid via an offer letter through Self-Service. You can view your awards online through Self-Service, accessed through the student portal. If you wish to decline or modify the Direct Loan amount you have been awarded, you must notify us in writing. If you haven't received an award letter by the fifth week of classes, contact your financial aid counselor.

If you have applied and been approved for a Federal Direct Loan, you will receive a loan disclosure notice from the federal Department of Education. We will notify you within 30 days of the date your loan funds are placed on your student account.

Your financial aid eligibility may change within a semester based on changes in your enrollment status, receipt of other financial aid, or other circumstances. We will email you a revised award notification if your eligibility changes for these or other reasons.

## HOW FINANCIAL AID IS PAID TO YOUR ACCOUNT

At the end of the College's add/drop period, we will disburse your grant or loan to your account based upon your enrollment at that time. You must attend classes to receive your financial aid. All financial aid is applied to your bill to cover the cost of tuition and fees. Any financial aid in excess is considered a cash disbursement (refund) to help you defray the costs of books, supplies, travel, and other expenses. These funds will be sent to you within 14 business days of the credit balance.

If you are eligible for a cash disbursement from SEOG, Pell, VSAC grant, or other grant/scholarship aid, and part of your charges are paid by a third party (a relative, your employer, or an agency) we will reimburse the third party's portion first.

## ADJUSTMENT OF AID BASED ON STUDENT DROP OR WITHDRAWAL

Your financial aid is initially awarded based on your intended or actual enrollment status at the start of a given semester. If courses are added or dropped within the add/drop period, your financial aid will be adjusted to reflect your eligibility, based on your enrollment status at the end of the add/drop period.

If you withdraw from all courses in a given semester, CCV is required to determine if any federal financial aid has to be returned to the federal financial aid programs, and whether or not any financial aid funds have already been given to you as a cash disbursement (refund). Where required, CCV must repay the federal financial aid programs in the following order: Federal Direct Unsubsidized loans, Federal Direct Subsidized loans, Federal Direct PLUS loans; Federal Pell grants; Federal SEOG Program aid; other assistance.

A financial aid student dropping their full academic program (all semester courses) will have a remaining bill ranging from the \$100 administrative fee to possibly the entire bill for tuition and fees. If loans are involved, the student could be liable for repaying a percentage of that total amount as well.

**NOTE:** For optimal use of Federal Title IV financial aid, the student must attend classes and complete courses. If circumstances arise that impede attendance, students should seek advice

from a CCV financial aid counselor regarding the financial impact of terminating enrollment in the CCV academic program.

## **MAINTAINING YOUR FINANCIAL AID ELIGIBILITY**

### **Attendance**

You must attend classes regularly in order to get your financial aid award. To stop attending has serious consequences for your financial aid eligibility. CCV may have to return funds to the funding agency. The College, in turn, will bill you. If you think you have to drop courses or leave the College, discuss your decision with your academic advisor and financial aid counselor before you stop attending classes.

### **Satisfactory Academic Progress**

Financial aid awards are conditional on you making satisfactory academic progress in your course of study according to CCV's Satisfactory Academic Progress and Financial Aid policies. (Review the complete Satisfactory Academic Progress policy at [ccv.edu/about/policies](http://ccv.edu/about/policies) or request a written copy from your financial aid counselor.)

CCV tests 3 standards to determine if you are making satisfactory academic progress: grade point average, pace and progression, and maximum time frame. You must maintain a cumulative grade point average of 2.0 or better (1.75 GPA with fewer than 30 attempted credits) and satisfactorily complete 50% of basic skills courses you attempt in any semester. You must be successful in 16 of your first 30 credits attempted. After attempting 31 or more credits, you must successfully complete 67% of all attempted credits. All transfer credits (accepted toward your program), basic skills, withdrawals, incompletes and nonpassing courses are counted as attempted credits. The maximum time frame is 150% of the published length of your academic program. For example if your program requires 60 credits, the maximum time frame allowed is 90 credits (60 credits x 150% = 90 credits).

**NOTE:** If you already have a college degree, special circumstances may apply to your aid eligibility. Please talk to a CCV financial aid counselor about your previous degree.

### **Basic Skills Limit**

You are not eligible for federal financial aid for more than 24 credits of developmental coursework. Courses in English Language Learning (ELL) do not count in the total of attempted basic skills credits. In addition, any developmental skills course work you take must be considered necessary for you to pursue a regular post-secondary program.

### **Repeated Coursework**

If you repeat a course it will be included in your total number of credits attempted. However, only the most recent grade received in the course will be included in the calculation of your grade point average and your pace and progression. Federal financial aid will pay for only one repeat of a previously passed course. Please be aware that if you wish to enroll in a course for a fourth (or more) time you must obtain permission from the Academic Dean. Please talk to your academic advisor for more information and see the Evaluation System Policy on our website.



## FINANCIAL AID APPEALS

If your financial aid eligibility has been suspended due to not making satisfactory academic progress you may appeal to have your financial aid eligibility reinstated. If you wish to appeal a financial aid eligibility decision you must submit an appeal to the Satisfactory Academic Progress (SAP) Appeals Board, consisting of the Academic Dean, the Dean of Students, and the Director of Financial Aid (or their designees). The SAP Appeals Board will consider the likelihood of successful degree completion based on evidence submitted in the full SAP appeal packet. If a decision is made to reinstate your financial aid eligibility you will be placed on financial aid probation for one semester. If it is determined that you cannot meet SAP standards after the probationary period you will be placed on an academic plan to enable you to meet SAP standards by a specific point in time or successful program completion. Financial aid eligibility for students placed on an academic plan will be extended on a semester-by-semester basis pending a review of progress toward the plan. Decisions of the SAP Appeals Board are final.

### **Appeal must contain:**

1. Demonstrated evidence of college-level skill readiness. If Accuplacer assessment scores are used to demonstrate college-level skill readiness, the assessments must have been taken within the last three years.
2. A course-by-course plan for the next two semesters
3. A detailed explanation of the circumstances that contributed to your lack of satisfactory progress and how these circumstances have changed to allow you to be able to achieve and maintain satisfactory academic progress
4. A Habits of Success reflection
5. A copy of your degree plan
6. A copy of your unofficial CCV transcript

## COMPLAINT RESOLUTION

If you wish to file a complaint relating to financial aid or the application of the Academic Standing Policy at CCV, you may do so by following the procedures outlined in CCV's Complaint Resolution Policy. See [ccv.edu/about/policies/](http://ccv.edu/about/policies/).

### **Department of Education Student Loan Ombudsman's Office**

If you are unable to clarify or resolve a federal student loan issue, the Department of Education offers an ombudsman service.

**Via telephone:** 877-557-2575

**Via mail:** FSA Ombudsman Group, P.O. Box 1843, Monticello, KY 42633

## STUDENT RECORDS, CONFIDENTIALITY & ACCESS

CCV complies with confidentiality requirements as they are outlined in the Family Educational Rights and Privacy Act (FERPA). See the VSC FERPA Policy at [ccv.edu/about/policies/](http://ccv.edu/about/policies/).

## **Life Gap Program**

The CCV Life Gap Grant is here to help you bridge the gap when small financial emergencies get in the way of your education. Life Gap Grants are available to all CCV students at all CCV centers and online. This grant can be used for: textbooks, car trouble, unexpected medical fees, utilities, child care, lab feeds, computer expenses, and groceries. Talk with your advisor or a financial aid counselor to learn more.

## **SECTION 5**

# **Understanding, Finding, and Registering for Classes**

# Class Formats

## Accelerated Courses

provide the same content and the same number of credits as standard courses, but are delivered in a condensed time frame. Accelerated courses take place online and can range in length up to seven weeks.

## Flex Courses

are online courses with flexible assignment submission, allowing students to manage their completion pace during the semester. Flex courses remain open for enrollment throughout the first half of the semester.

## Hybrid Courses

combine online instruction with limited in-person meetings throughout the semester. Hybrid courses can take place in standard or accelerated formats.

## Online Courses

take place 100% online via Canvas, without required in-person or Zoom meetings.

## Standard Courses

meet in person at CCV centers, typically once each week for the duration of the semester.

## Synchronous Courses

are delivered through a combination of online and regularly-scheduled Zoom sessions. In synchronous classes, students must attend Zoom sessions and actively engage with each other and faculty in course activities and discussions.

## Telepresence Courses

are available at multiple CCV centers through the use of videoconference technology. For example, a telepresence course that takes place in-person at CCV-Rutland can be beamed to classrooms in St. Johnsbury and Newport. Telepresence courses typically follow the standard weekly class meeting schedule for the duration of the semester.

# Course Descriptions

Course descriptions are available in the CCV Catalog ([catalog.ccv.edu](http://catalog.ccv.edu)). Though all listed courses are approved, some of these courses may not be offered during the current academic year. Several months before the start of each semester, CCV publishes a [Course Schedule](#) that indicates what courses are available in particular locations and the exact times and dates for that semester. In the Course Schedule, specific course descriptions that include a weekly syllabus and other information about a particular section of a course can also be found.

# Self-Serve to Register

## Before you register you must:

- Complete CCV's admissions and [application process](#) (for new students only).
- Activate your account in CCV's Portal by going to [portal.ccv.edu](http://portal.ccv.edu) and clicking on the link for New Users. **Note:** Newly admitted students will be able to use the portal web registration within several days of completing the admissions process.
- Consult with your advisor about your class choices. Students new to online courses can visit our [Center for Online Learning page](#) for more information. CCV also offers [Canvas Basics for Students](#), an online learning orientation.

## Direct Web Registration

- Check the [web schedule](#) to find the course code or the course and section number for your classes, e.g. **CIS-1234-VU01**. Students can also use [CCV's Course Sections Search](#) tool to find classes using keywords or instructor name.
- Log onto [Self Service](#) using your CCV username and password.
- Click on the Student Planning tile.
- Enter your course or section code into the search field in the top right corner.
- Choose your section and click "Add Section to Schedule".
- Return to Schedule, click on the selected course and select "Register".
- Verify your class schedule by returning to the Schedule page.
- View your bill by clicking on the Student Finance tile on the home menu. You can pay your bill by clicking Payments/Authorized Users under Helpful Links. Web registrations may be paid with eCheck (no service fee), or by credit or debit card.
- **This service is for returning students without holds on their account.** You must have been enrolled at CCV in one of the last four semesters.

**Ready to move forward?** Grab this PDF and head over to [CCV's Portal](#).

**Rather see a demo first?** [Watch this quick video](#).

[Download the printable Web Registration Guide](#) (PDF)

# CCV Credentials

## Apprenticeships

Registered apprenticeships are a combination of credit-bearing college classes and on-the-job training, meaning that students can continue to work and earn money at the same time that they gain college credits and valuable workplace skills.

## **Certificates**

A certificate is a group of related courses designed to provide entry-level workplace skills in a particular field. Certificates are often recognized by employers as a demonstration of job-readiness, self-organization, and a commitment to lifelong learning. Credits earned in a certificate program can be applied to an associate degree. Certificate programs typically include 24-30 credits.

## **Degrees**

An associate of arts or associate of science degree includes at least 60 credits in a chosen field of study, and provides the knowledge students need for employment or further study at the bachelor's degree level.

## **Digital Credentials**

Digital credentials acknowledge skills, competencies, accomplishments, and the mastery of knowledge. Digital credentials provide important information to employers and demonstrate highly valued competencies. Digital credentials are encoded with “metadata” that showcase a student’s skills.

## **Industry-recognized Credentials**

Industry-recognized credentials demonstrate mastery of skills in a chosen field or sector, and are verified by a nationally recognized organization. Industry-recognized credentials are widely accepted by employers in a given sector as a preferred credential for recruiting, hiring, or retaining employees.



**SECTION 6**  
**Student Services and Information**

## Accessibility Services

CCV has established guidelines to provide equal access to educational programs and employment. No otherwise qualified individual with a documented disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of CCV. Students with disabilities are advised and supported by a coordinator of student advising, who will arrange appropriate accommodations. It is your (or “the student’s”) responsibility to make the College aware of a documented disability and the need for accommodation. To allow reasonable time for arranging services, you (or “the student”) should provide documentation as soon as possible, ideally four weeks before classes begin.

Visit [ccv.edu/resources/accessibility-services](http://ccv.edu/resources/accessibility-services) for more information.

## Advising Services

Every student receives academic advising at CCV, either in person or by email. Advisors provide general information on course selection, academic programs, career options, and resources available to students. Contact your local CCV office to make an appointment.

Visit [ccv.edu/academics/academic-support-services/](http://ccv.edu/academics/academic-support-services/) for more information.

## Career Services

CCV's Career Services team can help you navigate your career-planning process from exploring occupations to landing a job. We offer online tools, guides, and one-on-one assistance with learning about careers that match your interests, exploring options with your major, finding experiential learning opportunities such as informational interviews and internships, searching for jobs, writing dynamic résumé and cover letters, and preparing for interviews.

To contact Career Services, visit [ccv.edu/resources/career-services](http://ccv.edu/resources/career-services) to chat with us (the chat box will appear at the bottom of the page when chat is available), email us at [careerservices@ccv.edu](mailto:careerservices@ccv.edu), or call us toll-free at 833-528-7468.

## Learning Support Services

### Tutoring On Demand

All enrolled students can access 24/7 assistance in dozens of content areas: math (all levels), writing, accounting, social science, computer science, and more. Tutor.com provides real-time assistance and drop-off essay support. Students receive feedback for submitted papers within 12 hours. Learn more about this service at [ccv.edu/academics/academic-support-services/tutoring](http://ccv.edu/academics/academic-support-services/tutoring).

### Learning & Career Center

CCV Learning Centers provide a welcoming environment for students to get the academic support they need. Each of our 12 academic centers offers students access to computer labs and study areas, providing open and friendly spaces for studying, one-on-one or group assistance, and study groups.

CCV students have access to Academic Mentors who support you with assignments and study habits; they may also guide you through coursework and promote confidence, motivation, autonomy, and academic achievement.

Drop-in Academic Mentoring is available in the CCV Winooski, Montpelier, Rutland Learning Centers and via Zoom through the Learning Center Online Live. As a CCV student, you may use a Learning Center at any CCV location.

## **Veteran and Military Services**

We are committed to supporting our 400-plus veteran and military-connected students in everything from accessing education benefits to transferring for a bachelor's degree. CCV Veteran & Military Services support student success, both inside and outside the classroom:

- Dedicated veteran & military resource advisors who serve as your best point of contact throughout your time at CCV
- Veteran and military student network connected through an exclusive online community of CCV students
- Trained staff and faculty familiar with the unique experiences and needs of veteran and military students
- Professional tutoring to supplement services available in CCV's Learning & Career Centers
- Specialized career services to help you leverage military experience on your résumé and in job interviews
- Prior Learning Assessment (PLA) for earning college credit for life and military experience to maximize your education benefits
- Adaptive learning technologies to enhance your classroom experience
- VA Vet Center resources to connect with community resources

Contact us at [veteranservices@ccv.edu](mailto:veteranservices@ccv.edu), or at [ccv.edu/veterans/advisors](https://ccv.edu/veterans/advisors).

## **TRIO**

TRIO is a federally funded program designed to increase persistence, graduation, and transfer rates for its participants. CCV's TRIO students are recognized as potential leaders who possess the commitment necessary to meet their academic goals. CCV is funded to serve 225 students annually at several of our academic centers. TRIO SSS students receive intensive advising, financial literacy education, assistance with the financial aid process, and study skills assistance. Professional tutoring services may also be available. Qualified TRIO students are also eligible to apply for TRIO grants. Contact us at [studentservices@ccv.edu](mailto:studentservices@ccv.edu) and mention TRIO or at [ccv.edu/academics/academic-support-services/trio](https://ccv.edu/academics/academic-support-services/trio).

# CCV Bookstore

CCV partners with eCampus to provide students with more choices to help reduce textbook costs. eCampus is a full service bookstore that provides a robust used and rental market as well as access to purchasing textbooks on the open marketplace from independent sellers.

## **For classes in all locations, including online:**

**Order online:** [bookstore.ccv.edu](http://bookstore.ccv.edu)

**Order by phone:** 1-877-284-6744

## **To access digital textbooks:**

1. Log in to [bookstore.ccv.edu](http://bookstore.ccv.edu) using your CCV username and password
2. Click on eBookshelf in the upper right corner

You are responsible for ordering books and materials and for bringing them to class.

## **Financial Aid Advance to Purchase Textbooks**

### **You may charge up to \$500 of your textbook expenses against your financial aid if:**

- You have enough financial aid to cover the semester tuition and fees.
- You purchase your books from eCampus.

### **Visit the Buy & Sell Textbooks page on the CCV website for detailed information:**

[ccv.edu/resources/current-students/buy-sell-textbooks](http://ccv.edu/resources/current-students/buy-sell-textbooks)

# Student Organizations

CCV encourages you to take advantage of all that the College has to offer both within and beyond the classroom. Avail yourself of the opportunities to make new friends, cultivate leadership skills, and build new networks. CCV is most vibrant when students are getting engaged and making connections with one another.

## **Why should I get involved in CCV organizations and activities?**

- Develop leadership skills
- Build a competitive résumé and transfer application
- Gain confidence and develop an image as a successful leader
- Meet other students, faculty, and staff across the College
- Foster creative problem solving, effective communication, and project management skills

## **Student Advisory and Leadership Council (SALC)**

### **What is the Student Advisory and Leadership Council (SALC)?**

SALC offers students the opportunity to develop leadership skills while identifying issues that matter to students, engaging in local campus projects, and working on College initiatives. As a SALC member, you will have the opportunity to

- Recommend improvements to CCV programs, policies, and services
- Collaborate and network with fellow students, faculty, and staff across the College
- Plan activities and participate in community events
- Serve on various statewide committees and councils including Academic Council, Vermont State Colleges Student Association (VSCSA), and other special task forces and groups
- Qualify for special scholarships and opportunities
- Work toward earning a CCV Leadership Endorsement on your transcript

### **How do I join SALC?**

All students are welcome to participate in SALC. Contact [Melissa Holmes](#), CCV's SALC advisor, or your advisor to learn more.

Visit the CCV [events calendar](#) to find the descriptions, dates, and times of SALC hosted events.

## **Phi Theta Kappa**

Phi Theta Kappa Honor Society (PTK) is recognized as the official honor society for two-year colleges by the American Association of Community Colleges.

### **What are the eligibility requirements to join?**

To be eligible to join CCV's PTK Chapter, a student must meet the following criteria:

- 12 semester hours of associate degree coursework earned
- Minimum cumulative 3.70 GPA
- Adherence to CCV's Student Code of Conduct and recognized qualities of citizenship

### **How does a student join?**

Eligible students will receive an email invitation to join PTK. Students should check firstname.lastname@ccv.edu. There is an enrollment window each fall and spring semester.

### **Is there a fee to join?**

There is a one-time enrollment fee paid directly to PTK. There are no recurring annual fees.

### **Does a student need to maintain a high GPA to remain enrolled in PTK?**

PTK students must maintain a 3.70 GPA to remain in good standing, with the exception that an active member of the charter will be allowed one semester with a current grade point average below the 3.70 standard. Failure to re-attain a 3.70 cumulative GPA after one semester will result in the member being removed from good standing.

## **What do students gain from being a PTK member?**

Learn about PTK membership benefits [here](#).

## **How can students learn more information?**

Interested students are encouraged to contact CCV's PTK Chapter Advisor, [Melissa Holmes](#).

## **CCV Leadership Endorsement**

### **What is the Leadership Endorsement?**

The Leadership Endorsement is designed to help you enhance and explore leadership potential through participation in CCV leadership activities and trainings. The endorsement acknowledges verified leadership participation and training to future employers and transfer colleges.

The Leadership Endorsement will appear on your transcript, verifying your leadership engagement and training.

The endorsement will appear in the credential box on your transcript when a CCV degree or certificate has been earned.

*\*Students must earn a degree or certificate for the endorsement to appear on the transcript.*

### **How do I earn the CCV Leadership Endorsement?**

Students complete 80 hours of approved leadership activities and training and submit a Leadership Portfolio for review. Visit the [Leadership Endorsement Canvas site](#) for more information.

### **Why is the value of earning a CCV Leadership Endorsement?**

All job and college-transfer candidates look for ways to stand out from the crowd and to get noticed for the qualities employers and universities want most. Among the qualities in short supply these days is leadership — the personal insights and skills of a leader, as well as the experience to go with them. By earning a CCV leadership credential, you not only gain those skills and polish your natural leadership capabilities, but you can also verify to potential employers that you've demonstrated them in a variety of challenging circumstances. Leadership credentials can position graduates for immediate workforce success while establishing solid foundations for future academic achievement.

### **What advantages will earning a Leadership Endorsement provide?**

- Build a competitive résumé and transfer application
- Collaborate and network with other students, faculty, and staff across the College
- Foster creative problem solving, effective communication and project management skills
- Gain confidence and develop an image as successful leader
- Attain leadership skills to assume leadership roles in a career and in the community
- Develop your leadership style



Interested students are encouraged to send an inquiry to [ccvdeanofstudents@ccv.edu](mailto:ccvdeanofstudents@ccv.edu).

## **Vermont State Colleges Student Association (VSCSA)**

Membership on the VSCSA includes three student representatives from each of the four Vermont State Colleges. This organization discusses and provides recommendations to the VSCS on student-related issues, advocates for the rights and interests of VSCS students, and fosters collaboration and dialogue among our state colleges. Two representatives and one alternate from CCV are appointed for one year of service.

Interested students are encouraged to send an inquiry to [ccvdeanofstudents@ccv.edu](mailto:ccvdeanofstudents@ccv.edu).

## **Voting Information**

The Community College of Vermont is committed to its role in fostering an empowered and informed electorate in a democratic society. We encourage all students to visit the Vermont Secretary of State website ([sos.vermont.gov/elections/voters/registration/](https://sos.vermont.gov/elections/voters/registration/)) to explore their eligibility to vote in local, state, and federal elections, and to register as a voter in the state of Vermont. Click the “Register Online” and “Mail in Registration Form” links on the left. Questions or comments? Please write to Dave Amsden at [dave.amsden@ccv.edu](mailto:dave.amsden@ccv.edu).

## **SECTION 7**

# **Understanding and Using CCV Technology Tools**

# Technology Tools

CCV students should visit [support.ccv.edu](https://support.ccv.edu) to learn more about the technology and tools available to them. Here students can find information about accessing their accounts, downloading software, and getting help with their technology questions. We also encourage students to review our [technology requirements](#) before enrolling in an online course. Students requiring accessibility services should contact their local [accessibility coordinator](#) for assistance.

# **SECTION 8**

## **Student Email**

# Student Email

## CCV Email is Important!

CCV sends important messages to you at your CCV address, including messages from your advisor and financial aid counselor. Your faculty will also send messages to your @ccv.edu account to communicate with you.

## Check CCV Email Often

CCV sends official communication to your @ccv.edu address. It is a best practice to check your CCV email account four to six days a week.

## To Access:

1. Visit [mail.o365.vsc.edu](mailto:mail.o365.vsc.edu) or [ccv.edu/mail](http://ccv.edu/mail). You can also access webmail using the Access Webmail link found in the footer of every ccv.edu page.
2. Log in using your Portal username and password.
3. You will now be logged into your Office365 account. You may be presented with the home screen or your Outlook mail account.

## To Forward Your Email:

1. Click on the gear icon in the top right corner.
2. Enter **Forwarding** in the search field.
3. Choose **Enable forwarding** and enter the email address you would like your email forwarded to. You may also elect to save a copy of the email in your Outlook mailbox.
4. Click **Save** before closing the window.

# **SECTION 9**

## **Canvas**

# Canvas

## **To Access:**

To access your Canvas classroom, visit [vsc.instructure.com](https://vsc.instructure.com) or [ccv.edu/canvas](https://ccv.edu/canvas). You will need your CCV username and password to log in. For further instructions on how to navigate and use Canvas, visit our [IT support page](#) or the [Canvas Student Guide](#).

## **SECTION 10**

### ***Aviso***



# Aviso

Aviso is an online tool designed to help you stay on track to complete your college goals. At CCV, you have a team to support you on your journey, and Aviso links you with your team.

## **What are the features of Aviso Engage?**


- Find email addresses for your advisor, financial aid counselor, and faculty
- Schedule meetings with your advisor and other CCV support staff
- View tasks that you need to complete
- Access college and community resources
- View academic alerts
- View course grades
- View your semester schedule and unofficial transcript

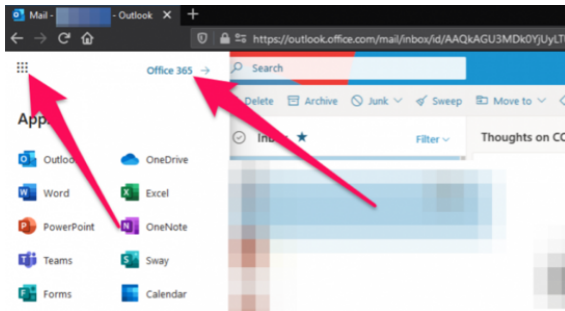
# **SECTION 11**

## **Office 365 for Students**

# Office 365 for Students

Everyone going to school or working for the Vermont State Colleges can download the full Microsoft Office client suite for free on their Windows or Mac computer. The Microsoft Office suite can be installed and activated on up to five computers at once.

1. Log into your CCV email at [ccv.edu/mail](https://ccv.edu/mail).
2. Click on the app launcher  in the upper left corner and choose **Office 365**.



3. Click **Install Office** and follow the on-screen prompts to download and install the Microsoft Office software compatible with your computer.

## **SECTION 12**

# **Internet and Technology Access**

# Internet and Technology Access

## Digital Access and Equity Statement

Digital devices (like computers and cell phones) have become essential to succeeding in college and the workplace. At CCV, you may need digital devices to access readings, complete and submit written assignments, complete online quizzes, conduct research, verify your attendance, take in-class polls, collaborate and communicate with other students, and submit group projects. You may also use a device to check your grades, access tutoring services, and use Self Service to plan your degree and register for classes.

While accessing the tools and reliable internet connection to meet these requirements can sometimes present a challenge, we want you to know that there is help. CCV students can access internet services, use computer labs, and seek assistance in our 12 academic centers. Visit the [CCV Student Resources page](#) for information and contact links for help with Canvas, reliable internet and other technology requirements. Your CCV advisor is available to help you with any of these issues as well.

**SECTION 13**  
**Wellness, Safety, Community  
Resources**

# Emergency Situations

CCV does not employ a campus security force, but fosters a close relationship with local police departments. Incidents that occur at a CCV academic center, and may be criminal in nature, are reported promptly for investigation by the local law enforcement authority. The CCV community is notified of emergency situations by posting alerts at the affected center and on the CCV website and by emailing the College community. In addition, emergency notifications will also include voice and text messages to the phone numbers that you provide to us. For guidelines on how to be safe or what to do if you think you are the victim of a crime, consult the safety and security page on our website: [ccv.edu/about/safety-security](http://ccv.edu/about/safety-security).

In case of a College emergency, CCV will issue an alert using text, phones, and email messages. When appropriate, information will be posted and updated on the homepage of the CCV website at [ccv.edu](http://ccv.edu).

The Crime Awareness and College Security policy further addresses safety and security, hate crime reporting, emergency response and evacuation procedures, and timely warnings.

## Sexual Misconduct, Domestic Violence, Dating Violence, Sexual Assault & Stalking

Any CCV student, faculty, or staff member who has experienced sexual assault, sexual misconduct, domestic violence, dating violence, or stalking is urged to immediately seek help. Help includes seeking medical assistance, notifying law enforcement, seeking counseling or crisis response, and making a report to the College. CCV will provide assistance upon request.

Emergency Response.....911

VT Sexual Violence Hotline .....800.489.7273

VT Domestic Violence Hotline.....800.228.7395

# Inclement Weather

## Policy

Occasionally there will be health or safety conditions that necessitate the temporary closing of an academic center. CCV staff members are encouraged to use their judgment about conditions that may jeopardize the personal health or safety of those who are traveling to or using the academic center.

## Procedures

1. The regional director of an academic center decides if health or safety conditions require closing the center.
2. Academic center staff will determine procedures for canceling classes in the event of a center closure.

3. If the regional director determines that an academic center will be closed, staff will not be required to make up work time missed during the closure.
4. If an academic center remains open, but an individual staff member judges that it would be unsafe to travel to or work at the center, s/he will notify the executive director of this decision and make appropriate arrangements for the work time missed.

## **CCV United Way Working Bridges Coordinators**

United Way Resource Coordinators are your first contacts for all resources and supports outside of CCV. They can connect you to support for child care, healthcare, mental health, financial resources, transportation, and everything in between! Reach out to CCV's Working Bridges Resource Advisor, Liz Jarvis (802-735-4599 / [liz@unitedwaynwvt.org](mailto:liz@unitedwaynwvt.org)).

## **Food Assistance**

### **List of Food Assistance Resources**

- Vermont Foodbanks – Looking for help getting the food you need? Find your local food shelf or call the Vermont Foodbank at 1-800-585-2265.
- Vermont Foodbank – MRE Distribution
- 3SquaresVT – A federal program that helps college students buy groceries every month.
- Everyone Eats – Find out where and when to get free community meals at locations throughout Vermont.

## **Domestic & Sexual Violence**

### **RESOLVE**

VSCS Resource and Reporting Guide for incidents of harassment, discrimination, child abuse, stalking, domestic/dating violence, sexual assault, or other sexual misconduct.

## **LGBTQI+ Community Resources**

CCV students may access supports, resources, and advocacy through our community organizations. Pride Center of Vermont is a comprehensive community center dedicated to advancing community and the health and safety of Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI+) Vermonters. [www.pridecentervt.org](http://www.pridecentervt.org)

Outright Vermont serves youth (generally 22 and younger) and works to build a Vermont where all LGBTQI+ youth have hope, equity, and power. [www.outrightvt.org](http://www.outrightvt.org)



# College Intervention Team

CIT is a team dedicated to assisting students, faculty, and staff who may be in distress or experiencing difficult life circumstances. The primary focus of the team is to take a proactive approach to identifying students who are struggling and provide early intervention, resources, and community referrals.

## Scope of Care

Recognizing that many factors play into academic success, CCV's goal is to support our students' persistence as they encounter challenges that are both academic and personal in nature. For academic/career supports, students may access tutoring, study skills, and career consultation through the Learning and Career Centers in each academic center and online. Coordinators of student advising provide academic advising, while financial aid counselors assist with aid resources and personal budgeting tools. For impediments outside of academics, such as child care, transportation, and personal health and wellness issues, CCV works with the United Way's 211 Resource Coordinator to provide referrals to local agencies and resources that can help. Sometimes academic success is hindered by sexual misconduct in the form of dating or domestic violence, stalking, or sexual assault. CCV provides trained Title IX contacts to determine if there are accommodations the College can make to keep victims of such abuse safely enrolled while they pursue redress through law enforcement or social service agencies. Veterans who are attending CCV and find their progress hindered by outside factors such as housing, transportation, or health and wellbeing issues can access assistance through our Veteran & Military Services Team. For students who face serious mental health concerns and appear at risk of harming self or others, the College Intervention Team acts to assess the level of risk and respond in supportive ways to safeguard the student at risk as well as the larger CCV community. Referrals for CIT help can come to us from faculty, staff, or students. Learn more by visiting our [Report a Concern page](#).

# Substance Use and Abuse & Tobacco Free Policies and Resources

## All Campuses are Tobacco-Free

**VSCS Policy 314:** Tobacco Use Reduction and Prevention Policy prohibits the use of tobacco on all Vermont State Colleges System properties, including all CCV campuses. The policy prohibits tobacco use both indoors and outdoors.

It is the responsibility of all members of the VSCS's communities to comply with this policy. It is expected that peer support, supervisory oversight, and voluntary compliance will lead to behavioral and cultural change. However, repeat offenders of the policy may be subject to CCV's Student Code of Conduct.

"Tobacco" is defined as any manufactured product containing tobacco or nicotine, including but not limited to cigarettes, cigars, pipe tobacco, snuff, chewing tobacco, dipping tobacco, shisha, pipes, water pipes (hookah), dissolvable tobacco products, electronic cigarettes, other electronic or battery-powered vaping devices, and all forms of smokeless tobacco.

**VSCS Policy 314** can be found [here](#).

# Substance Use & Abuse

## POLICY

Community College of Vermont (CCV) intends to maintain a positive working and learning environment in its academic centers, classrooms, and at its related events. CCV restricts the use of alcohol and prohibits the use of illicit drugs and/or controlled substances, tobacco products and devices, or any substances that may inhibit healthy academic or professional interaction by staff, students, or faculty members.

## PROCEDURES

1. In accordance with VSC policy 314, tobacco use is prohibited in all CCV academic centers. Tobacco use is defined as the burning, lighting, or use of a tobacco product and any other smoking or vaping device that includes, but is not limited to, cigarettes, cigars, electronic cigarettes (e-cigarettes), and pipes.
  - a. The College will make available educational materials and programs related to alcohol and substance use and abuse, including referral information on counseling and rehabilitation.
  - b. Persons whose behavior violates the VSCS Tobacco Use Reduction and Prevention Policy may be subject to the provisions of either the Student Code of Conduct Policy and Procedures, the VSCS Non-Bargaining Unit Personnel Handbook, or the CCV United Faculty Agreement.
2. Alcohol may not be served or consumed at CCV academic centers.
  - a. In rare instances, exceptions to serving alcohol may be made. Alcohol may not be present or provided without the expressed written permission of the executive director and the president.
  - b. At appropriate off-site CCV functions, alcohol may be served if it is legally permitted and where non-alcoholic beverages are also available.
  - c. Alcohol may not be paid for by the College, under any circumstances.
  - d. Anyone in violation of the College's alcohol policy will be subject to an investigation under the "Responding to Imminent and/or Serious Incidents" provisions of the Student Code of Conduct Policy. The College may notify the appropriate authorities if anyone under 21 years of age is found to be procuring, possessing, or consuming alcohol illegally under the provisions of Title 2, Vermont State Statutes Annotated, Chapter 21.
3. The possession, use, or distribution of illicit drugs and prescription drug misuse are prohibited at the College or College-related events.
  - a. Any persons suspected of possessing, using, or distributing illicit drugs or misusing prescription drugs at the College or College-related events may be

questioned immediately by a supervisor or other appropriate College official.

- b. Anyone who possesses, uses, or distributes illicit drugs or misuses prescription drugs at the College or College-related events may be dismissed from employment, other contractual or professional responsibilities, or academic programs.
- c. Despite the change in Vermont state law, federal law continues to classify marijuana as a controlled substance and prohibits marijuana use, possession, and distribution at educational institutions and on the premises of all recipients of federal funds. Accordingly, CCV prohibits the use, possession, and distribution of marijuana at the College and College-related events.
- d. Violations of the College's drug policy or of state or federal law will likely result in disciplinary action and/or criminal charges. Any student found to be in possession of any drug declared illegal under the provisions of Title 18, Vermont State Statutes Annotated, Chapter 84, or in possession of any associated paraphernalia may be subject to investigation under the CCV Student Code of Conduct policy and procedures.
- e. The Anti-Drug Abuse Act of 1988 requires that employees convicted of illicit drug use in the workplace report such convictions to their employer within five (5) days; the College must then report such convictions to the appropriate federal agency within ten days.
- f. Under federal regulations, a student convicted of a drug-related felony or misdemeanor that took place while the student was receiving federal student aid, will become ineligible to receive further aid for a specified period of time upon conviction. Federal Student Aid includes grants, loans, and work assistance otherwise provided to eligible college students under Title IV of the Higher Education Act.

## **SECTION 14**

# **Rights & Responsibilities**

# Student Code of Conduct

When you enroll at CCV, you agree to follow the policies and guidelines established by the College. You are responsible for familiarizing yourself with the content of this handbook and with CCV policies on the College website. Visit the Policies and Procedures webpage under Learn More about CCV.

As a CCV student, you are responsible for ensuring that your conduct complies with the CCV Student Code of Conduct. The Code of Conduct defines the positive and educationally supportive behaviors that are expected within the CCV community. It also clearly outlines adjudication procedures and due process.

If you have any questions about this policy you may contact CCV's associate dean of students, at [CCVDeanofStudents@ccv.edu](mailto:CCVDeanofStudents@ccv.edu).

CCV policies available on the web at [ccv.edu](http://ccv.edu) supersede those that appear in any printed publication.

## Report a Concern

All members of the CCV community share in the responsibility to create and maintain a healthy and safe learning environment. If you are worried about someone or are aware of discrimination or harassment, you can report your concerns through the forms available on CCV's [Report a Concern page](#).

## Complaint Resolution

This policy provides the mechanisms whereby students can register a complaint and pursue satisfactory resolution. Complaints are described as academic, administrative, and other (which includes ADA, nondiscrimination, and sexual harassment).

## Consumer Information

As members of the Community College of Vermont community, all students have rights and responsibilities. If you would like a written consumer notice or further information on any of these items, please contact a staff member at your [local academic center](#).

Si tiene problemas para leer este mensaje en inglés y quiere ayuda para traducirlo, por favor visite [translate.google.com](http://translate.google.com).

Si vous avez des difficultés à lire ce message en anglais, s'il vous plaît, visitez [translate.google.com](http://translate.google.com) pour le traduire.

## Academic

- **Academic Programs** – CCV offers associate degree programs leading to associate of arts (A.A.), associate of science (A.S.) and associate of applied science (A.A.S.) degrees and several certificates. [Explore our programs](#).
- **Withdrawal Procedure** – For information on how to drop a course see the [Drop, Add and Refund Policy](#).

- **Study Abroad Credit** – Students who seek to enroll in a study abroad program which has been approved for credit by the College may be eligible to receive federal student aid. To explore their eligibility for federal student aid, students should contact their financial aid counselor. Students should work with their academic advisor to learn how a study abroad offering meets program requirements.
- **Policies Related to Academic Programs**
  - [VSC Policy 111: Academic Data Management](#)
  - [Academic Integrity](#)
  - [Academic Standing](#)
  - [Academic Forgiveness Policy](#)
  - [Attendance](#)
  - [Basic Skills](#)
  - [Degree Completion Requirement Policy](#)
  - [Evaluation System Policy](#)
  - [Graduation Honors](#)

View the full list of CCV [policies and procedures](#).

## Admissions Information

- **Transfer and Articulation** – Students can take advantage of CCV's flexible scheduling, small classes, expert advising, and affordability to earn an associate degree and then transfer to a 4-year institution to complete a bachelor's degree. CCV academic advisors are available to assist you with the [transfer process](#).
- **Policies Related to Admissions**
  - [CCV Admissions Policy](#)
  - [CCV Enrollment Policy](#)
  - [VSC Policy 301: Determination of In-State Residency for Tuition Purposes](#)

## Student Financial Assistance

- **Costs, Expenses and Financial Assistance**  
Learn about options for [paying for college](#).
- **Refunds**  
Learn [how CCV determines refunds](#).
- **Federal Financial Aid**  
Learn [how to access financial aid](#) at CCV.  
See what [federal loans](#) are available to you and learn about loan exit counseling.

- **Policies Related to Financial Aid**
  - [CCV Financial Aid Policy](#)
  - [CCV Satisfactory Academic Progress Policy](#)
- **Student Loan Information**  
Learn about [federal loan options](#).
- **Financial Aid Counselors**  
Contact a CCV [financial aid counselor](#) with questions or for help applying.
- **Code of Conduct**  
CCV Financial Aid acts in compliance with a [code of conduct](#).

## General Institution Information

- **Accreditation** – The Community College of Vermont is accredited by the New England Commission of Higher Education (formerly the Commission on Institutions of Higher Education of the New England Association of Schools and Colleges, Inc.).
- **Student Outcomes**
  - [Graduation Rates](#)
  - [Transfer Rates](#)
  - [Placement Rates](#)
- **Career Services** – CCV's [career services](#) are designed to help you get the job you want or go further in the job you have. Career consultants, tools, and resources are available to ensure you're on the right path.
- **Student Activities**
  - [Get Involved with Student Governance](#)
  - [Get Involved with Student Organizations and Leadership](#)
- **Student Communication** – One of CCV's major methods of communicating with students is via email. CCV expects all students to actively use their ccv.edu account to communicate with the College. Alternatively, students may set up automatic forwarding to send their ccv.edu email to their preferred email account. To receive help with your email account, please contact the Help Desk through the [CCV student portal](#).
- **Nondiscrimination Statement** – Every member of the Community College of Vermont (CCV) should work to ensure non-discriminatory processes and practices with faculty, staff, and students. Qualified students are recruited for, admitted to, and participate in all College programs without discrimination on the basis of race, creed, color, national origin, marital status, sex, sexual orientation, gender identity, veteran status, or any other category protected by law. CCV will provide reasonable accommodations to create equal opportunity for students with known disabilities. CCV is an equal opportunity employer. Faculty and staff are employed without discrimination against individuals on the basis of race, creed, color, national origin, marital status, sex, sexual orientation, gender identity, veteran status, or disability unrelated to job requirements.

CCV will make reasonable accommodations to the known disability of an otherwise qualified applicant or employee. Auxiliary aids and services are available upon request to individuals with disabilities. Additionally, CCV will engage in efforts to recruit, admit, and support students and to recruit, employ, and support employees in order to achieve the diversity which advances the educational mission. CCV complies with state and federal laws related to equal opportunity and non-discrimination. Please contact Jenney Izzo, CCV Americans with Disabilities Act Compliance Officer/504 Coordinator, if auxiliary aid or service is needed to apply for admission or employment.

Any questions or complaints about potential or perceived discrimination in violation of any state or federal law should be directed to [Angie Albeck](#), CCV Equity Officer/Title IX Coordinator and Americans with Disabilities Act Compliance Officer/504 Coordinator (802-654-0690; 1 Abenaki Way, Winooski, VT 05404), [Bo Finnegan](#), Deputy Title IX Coordinator (802-828-2816; 660 Elm St., Montpelier, VT 05601); the VSC Office of the Chancellor; the Vermont Office of the Attorney General; the Regional Office of Civil Rights; or the Equal Opportunity Employment Commission, Washington, D.C.

- **Family Educational Rights and Privacy Act (FERPA)** – [VSC Policy 312: FERPA Family Educational Rights and Privacy Act](#), addresses this Act.
- **Voter Registration** – See local CCV academic centers for current information about registering to vote. Information and voter registration forms are also available from the Vermont Secretary of State.
- **Copyright Infringement** – [VSC Policy 416, Use and Ownership of Copyrighted Materials](#), and [VSC Policy 502, Computing and Telecommunications Technology Conditions of Use](#) address copyright infringement policies and sanctions.
- **General Institutional Policies**
  - [Complaint Resolution Policy](#)
  - [Computing & Telecommunications Technology Conditions of Use](#)
  - [Computing Network Use for Recreational or Entertainment Purposes](#)
  - [Disruptive Person Policy](#)
  - [Tuition and Fees Policy](#)
  - [Whistleblower Hotline](#)

## Health and Safety

CCV is committed to providing a safe environment for students, faculty, and staff. We have policies regarding academic center safety, drug and alcohol use and abuse, sexual harassment, and disruptive persons, as well as CCV's [Emergency Reference Guide](#) and a complete [crime report](#).

- **Emergency Situations** – CCV does not employ a campus security force, but fosters a close relationship with local police departments. Incidents that occur at a CCV academic center, and may be criminal in nature, are reported promptly for investigation by the



local law enforcement authority. The CCV community is notified of emergency situations by posting alerts at the affected center, on the CCV website, and by emailing the College community. In addition, emergency notifications will also include voice and text messages to the phone numbers that are provided to us.

- In case of a College emergency, information will be posted and updated online. Always consult our [website](#) for the latest information.
- For guidelines on how to be safe and what to do if you think you are the victim of a crime, consult the [Safety and Security page](#).
- The [Crime Awareness and College Security policy](#) further addresses safety and security, hate crime reporting, emergency response and evacuation procedures, and timely warnings.
- **Drug-Free Schools and Communities** – CCV offers [A Guide for a Drug-Free Campus & Workplace](#), available in academic centers.
- **Policies Related to Health and Safety**
  - [Crime Awareness and College Security Policy](#)
  - [Immunization Information](#)
  - [Sexual Misconduct, Domestic Violence, Dating Violence, Sexual Assault, and Stalking policy](#) and its Implementing Procedures
  - [Student Assistance Policy](#)
  - [Substance Use and Abuse policy](#)
  - [Visitors Policy](#)
  - [Weapons Policy](#)

## Title IX

All CCV students have rights afforded to them under Federal Title IX which says:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

Under Title IX, schools are required to respond and remedy hostile educational environments. CCV has several policies that address Title IX and other federal protections.

- [Non-Discrimination and Prevention of Harassment and Related Unprofessional Conduct \(VSC Policy 311\)](#)
- [VSC Policy 311 Implementing Procedures](#)
- [Sexual Misconduct, Domestic and Dating Violence, & Stalking \(VSC Policy 311a\)](#)
- [VSC Policy 311a Implementing Procedures](#)
- [Disability Compliance Policy – Americans with Disabilities \(ADA\)](#)
- [Lactation](#)

Students with questions regarding Title IX should contact Angie Albeck, CCV Equity Officer/ Title IX Coordinator, 802.654.0690 or [angela.albeck@ccv.edu](mailto:angela.albeck@ccv.edu).

For questions on web and electronic accessibility, contact EIT (Electronic Information Technology) Coordinator Jennifer Alberico at [jennifer.alberico@ccv.edu](mailto:jennifer.alberico@ccv.edu) or 802-828-4063.

## **Title IX**

VSCS policies [311 \(Non-Discrimination and Prevention of Sexual Harrassment and Related Unprofessional Conduct\)](#), [311A \(Sexual Misconduct, Domestic Violence, Dating Violence, Sexual Assault, and Stalking\)](#) and [316 \(Protection of Minors and Mandatory Reporting of Child Abuse and Neglect\)](#) describe prohibited behaviors, procedures for complaints (formal and informal) and information about accommodations and supportive measures. For additional information, resources and FAQs, students may access the VSC RESOLVE website: [resolve.vsc.edu](http://resolve.vsc.edu).

## **VSCS Whistleblower**

Employees, students, and others are encouraged to report good-faith concerns about fraudulent, illegal, or improper activities to a supervisor, advisor, or administrator. The Whistleblower policy ([www.vsc.edu/wp-content/uploads/2017/08/Policy-211-Whistleblower-Policy.pdf](http://www.vsc.edu/wp-content/uploads/2017/08/Policy-211-Whistleblower-Policy.pdf)) and the Whistleblower Implementation Procedures, including methods of reporting anonymously ([www.vsc.edu/wp-content/uploads/2017/08/Policy-211-Whistleblower-Implementing-Procedures-8-7-17.pdf](http://www.vsc.edu/wp-content/uploads/2017/08/Policy-211-Whistleblower-Implementing-Procedures-8-7-17.pdf)) can be found on the VSCS website.

# **SECTION 15**

## **Academic Tools**

# Habits of Success

Successful students demonstrate a number of important habits inside and outside the classroom. Students who demonstrate these skills and behaviors will be better positioned to meet CCV's expectations and achieve their own educational goals.

## Personal Responsibility

- Make commitment to attend every class
- Demonstrate follow-through
- Accept responsibility for disagreements
- Understand your rights & responsibilities
- Be able to locate policies

## College Communication Tools

- Check email & mail regularly
- Update contact information on the portal
- Monitor your grades & overall progress in each course
- Read instructor feedback & provide feedback to others

## Professional Etiquette

- Demonstrate professional conduct electronically & in person
- Arrive prepared & on time
- Call ahead when late or absent
- Raise concerns respectfully

## Academic Planning

- Use academic planning tools (e.g., program evaluation)
- Understand what's required in your degree & when
- Track your progress toward completing degree

## Project & Assignment Management

[illegible]

# Calendars in Canvas

Students can access their calendar in Canvas by clicking the calendar icon on the left-hand navigation in Canvas. Here you can track assignments and log important tasks.

## Tips for Successful Online Learning

With CCV's online, hybrid, and accelerated online courses you can go to college at any time and from any place you choose. Online learning offers you maximum convenience and flexibility, the experienced faculty, and the academic support for which CCV is known.

- **Information about the Center for Online Learning can be found here:**  
[ccv.edu/find/center-for-online-learning/](http://ccv.edu/find/center-for-online-learning/)
- **Learn strategies for conducting successful online discussions:**  
[Tips for Discussions in your Online CCV Courses - PDF](#)
- **Familiarize yourself with online etiquette:**  
[Proctive for Online Civility - PDF](#)

**SECTION 16**  
**Policies and Information**

## **Academic Program-Related Policies**

- [Academic Forgiveness Policy](#)
- [Academic Freedom Policy](#)
- [Academic Integrity Policy](#)
- [Academic Standing](#)
- [Acceptance of Transfer Credit Policy](#)
- [Certificate Completion Requirements Policy](#)
- [Degree Completion Requirements](#)
- [Evaluation System Policy](#)
- [Honors Policy](#)
- [Incomplete Policy](#)

## **Admissions and Enrollment-Related Policies**

- [Admissions Policy](#)
- [Basic Skills Policy](#)
- [Course Audit Policy](#)
- [Drop, Add, and Refund Policy](#)
- [Enrollment Policy](#)

## **Financial Aid Policies**

- [Financial Aid Policy](#)
- [Satisfactory Academic Progress Policy](#)
- [Scholarships Policy](#)
- [Student Financial Obligations Policy](#)
- [Tuition and Fees Policy](#)

## **Health, Safety, and Behavior-Related Policies**

- [Crime Awareness and Campus Security Policy](#)
- [Policy 311: Non-Discrimination and Prevention of Harassment and Related Unprofessional Conduct](#)
- [Policy 311-A: Sexual Misconduct, Domestic Violence, Dating Violence, Sexual Assault, and Stalking](#)
- [Policy 502: Computing and Telecommunications Technology Conditions of Use Policy](#)
- [Security Camera Policy](#)
- [Student Code of Conduct Policy](#)



- [Substance Use and Abuse Policy](#)
- [Weapons Policy](#)

## **Governance-Related Policies**

- [Governance Policy](#)
- [Student Advisory & Leadership Council Policy](#)

## **General Institutional Policies**

- [Attendance Policy](#)
- [Complaint Resolution Policy](#)
- [Computing Network Use for Recreational or Entertainment Purposes Policy](#)
- [Disability Accommodation Policy- Americans with Disabilities Act \(ADA\)](#)
- [Lactation Policy](#)
- [Service Animal Policy](#)
- [Visitor Policy](#)

**View our full list of [Policies and Procedures](#).**



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