

The College at Brockport
**ROCHESTER EDUCATIONAL
OPPORTUNITY CENTER**

State University of New York

161 Chestnut Street
Rochester, New York 14604
Telephone: (585) 232-2730
www.REOC.Brockport.edu

2017-2018
STUDENT HANDBOOK AND POLICIES

NAME _____

ADDRESS _____

CITY/TOWN _____ ZIP CODE _____

PHONE _____

STUDENT NO. _____



PLEASE NOTE: The front cover is sensitive to extreme heat. Do not leave in direct sunlight!

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REOC Mission

SUNY EOCs are a system of educational enterprises that serve eligible adult learners.

As a part of this system, the Rochester Educational Opportunity Center will deliver comprehensive, community-based academic and workforce development programs and provide support services leading to enhanced employment opportunities, access to further education, personal growth and development.

REOC Vision

To maintain a high-quality learning environment, REOC will focus on teaching excellence, student learning, career development and technological initiatives. REOC will prepare students to demonstrate competency in the following:

- Citizenship
- Computer Literacy and Information Resources
- Critical Thinking
- Mathematics
- Oral Communication
- Professionalism
- Reading
- Writing

REOC Values

Our focus is to serve with compassion, dignity and respect.

We pursue *EXCELLENCE* and quality in education and training through collaboration, continuous improvement, student and customer satisfaction and innovation.

We conduct our work with *INTEGRITY*, honesty, and fairness and meet the highest ethical and professional standards.

We accept *RESPONSIBILITY* for using our resources in a prudent and efficient manner.

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First Floor	Third Floor
Welcome Center/Reception	Student Commons
Security	Classrooms
Bookstore	Health Care Labs
Computer Kiosk	Faculty Offices
B-STRO Restaurant	Student Lockers
Copier/Fax/Faculty & Staff Mailroom	Computer Labs
Barbering/Cosmetology Salon	Fourth Floor
Barbering/Cosmetology Classroom	Classrooms
Classroom	Model Office
Demonstration Classroom	Faculty Offices
Multipurpose Room	Student Lockers
Second Floor	T-Lab
Enrollment Management: Admissions, Registration & Records, Testing & SNAP Employment & Training Program	Student Commons
	Administrative Offices
Student Life: Career & College Services, Counseling, Community & Alumni Relations and C.A.S.H.	
Student Lounge/Vending	
Student Commons	
ATTAIN Lab	
Library/Learning Resource Center	
IT Services	
Classroom	

**2017-2018 Rochester Educational Opportunity Center
Academic Calendar***

JULY/AUGUST	
8/9 & 8/10	NYS TASC
SEPTEMBER (Fall semester: 9/6/17 – 12/15/17)	
4	Labor Day – Center Closed
6	First Day of Classes
8	New Student Orientation/Convocation
13 & 14	NYS TASC (Spanish)
OCTOBER	
3	College Fair (Blue Cross Arena)
4 & 5	NYS TASC
9	Columbus Day - Center Closed
13	College & Career Connection Day
26	Community Leaders' Appreciation Breakfast
NOVEMBER	
1 & 2	NYS TASC
3	No Classes
9	Multicultural Celebration
15	Career Fair (Convention Center)
22	No Evening Classes after 3 p.m.
23 & 24	Thanksgiving Recess – Center Closed
DECEMBER	
6 & 7	NYS/HSE Test
15	Semester Ends
16	Holiday Break (12/16/17-1/1/18) – No Classes – Center Closed
JANUARY (Spring semester: 1/8/18-5/11/18)	
1	New Year's Day – Center Closed
8	Classes Begin/Resume
12	Rev. Dr. Martin Luther King Celebration
15	Rev. Dr. Martin Luther King Day – Center Closed

*All dates subject to change. Program start and end dates may vary.

**2017-2018 Rochester Educational Opportunity Center
Academic Calendar***

FEBRUARY	
3	RocREOC Showcase
7 & 8	NYS/HSE Test (Spanish)
19	President's Day – Center Closed
19-23	Winter Break – No Classes
MARCH	
7 & 8	NYS/HSE Test
9	College and Career Connection Day
16	No Classes
22	Cosmetology and Barbering Pinning Ceremony
APRIL	
11 & 12	NYS/HSE Test
13	Career Fair
2-6	Spring Break
26	Student Recognition Ceremony
MAY	
2 & 3	NYS/HSE Test
11	Last Day of Classes
14	Make Up Day
15	Graduation
22	Licensed Practical Nursing Pinning Ceremony
28	Memorial Day – Center Closed

*All dates subject to change. Program start and end dates may vary.

III. STUDENT SERVICES

NOTE: Specific reference to policies may be made throughout this handbook. Please consult your Program Counselor for specific information.

A. Admissions

The Admissions Office is responsible for all student intake activities. If a student is interested in pursuing another program after completion of his or her current program, he/she must contact the Admissions Office.

1. Program Transfer

If a student is interested in pursuing another program after completion of his or her current program, he/she should contact an admissions advisor for eligibility and other admissions requirements. Acceptance into a desired career and technical program is not guaranteed.

2. Immunization Requirements

New York State requires that all students (born after 1957) attending post-secondary educational institutions document their immunization status related to the following: Measles, Mumps and Rubeola.

B. Alumni Services

REOC Alumni are critical to the success of REOC programming and recruitment. Any graduate interested in participating in REOC special events or assisting in promoting REOC programs and services by sharing his or her success with others should call the Alumni Coordinator at (585) 327-4074.

C. Career Services

The Office of Career Services assists in employment placement activities. Career advisors assist both current and former REOC students. Call the Job Placement Coordinator at (585) 327-4062 for assistance.

REOC students are provided individualized advisement to help ensure success in obtaining and keeping a job. Job search assistance is provided.

D. College Connections/SUNY Outreach

The Office of College Connections/SUNY Outreach assists students in going on to college. Students are assisted with the college and financial aid process, choosing the right college and college survival skills. Staff also sponsors the Current Events Club and the REOC Book Society. Staff is available to assist both current and former REOC students. They are also available to speak to those in the community. Call the College Connections Coordinator at (585) 327-4073 for assistance.

E. ATTAIN

Advanced Technology Training and Information Networking (ATTAIN) is a statewide technology based employment initiative funded by the New York State Legislature. ATTAIN provides communities access to new technologies, education, and technology training. These services are designed to ensure that adult learners succeed not only in college and the workplace, but also meet the emerging needs of employers in New York State.

F. Learning Resource Center (Library)

The Learning Resource Center (LRC) is designed to provide students access to materials, information, and computers which will enhance their learning while at the REOC. The Learning Resource Center Coordinator is available for research and technology assistance. Resource Center material can be borrowed, however, lost or destroyed material is the responsibility of the student. A monthly calendar of events will be posted offering a range of community-related services including: High School Equivalency pre-testing and Test of Adult Basic Education (TABE) preparation.

G. SNAP Employment & Training Program

The SNAP Employment & Training Program (SNAP E&T Program) provides supportive services to

recipients of Department of Human Services (DHS) Supplemental Nutrition Assistance Program (SNAP/Food Stamp) Benefits. These services include case management, financial assistance, job readiness training, career coaching, job search & placement assistance, etc. Eligibility for this program is determined by DHS and includes those who are receiving SNAP-only, as well as, Safety Net with SNAP benefits. Any interested REOC applicant, student or alumnus may contact the SNAP E&T Program Office at (585) 232-2730 x. 443.

H. REOC CASH Program

REOC has partnered with the Empire Justice Center/United Way Coalition in order to offer free e-filing tax preparation services through the **Creating Assets, Savings and Hope (CASH)** Program. CASH participants are connected to free credit reports, home buying programs, affordable banking and more. The REOC CASH Program is offered to REOC students and community members during the IRS tax season which runs in late January through April 15th.

Looking to enhance your resume, college application, or obtain REOC Leadership Challenge credit? Take advantage of volunteer opportunities with REOC's CASH Program. You can learn how to prepare federal and state income tax returns, as well as, become an advisor with knowledge of county-wide community resources. Please see the REOC CASH Program Coordinator for further information.

I. Registration and Records

All student records are maintained in the Registration & Records Office. Transcripts of grades and letters to agencies verifying enrollment may be obtained from the Registration & Records Office. Requests for information require written authorization from the student in advance. Call the Registrar at (585) 327-4037 for assistance.

Self-service computers are available in the lower level and on the first floor for students to change personal information and print schedules.

Instructions on how to utilize self-service computers are near each kiosk area.

1. FERPA (Family Educational Rights and Privacy Act):

REOC provides all students the right to confidential records. REOC will not disclose any information without written consent from the student, except in those instances which are permitted under the Family Educational Rights and Privacy Act, as amended. Other exceptions may apply, subject to federal and state law and regulations.

J. Security

Security is designed to assist REOC in cases of safety and emergency. The responsibility of the Security department is to protect students and property. All lost and found items should be promptly taken to the Security Office. Students obtain lockers from the Security Office. A first aid kit is available in the Security Office. In emergency situations, use REOC classroom phones to reach Security and file incident reports.

1. Accidents/Injuries

All accidents/injuries occurring on REOC property must be reported to REOC Security (585-327-4064) immediately.

2. Lockers

Lockers are the property of REOC. REOC reserves the right to open lockers at any time.

Lockers and locks are available and provided free for student use. Students requiring lockers should contact the Security Office. Lockers need to be emptied upon program completion or termination. Items left in the lockers are kept for 60 days and then disposed of by Security. REOC is not responsible for lost or stolen items.

3. Lost and Found

If students find anything that does not belong to them or if they have lost an item, see the Security Office at REOC to report or retrieve lost items.

4. Parking

There is no student parking at REOC before 4:00 p.m. Parking spaces are available only to faculty and staff members with a valid College at Brockport permit. Students or others parking in the REOC lot will be ticketed and towed at the owner's expense. Students may be able to park in the REOC parking lot during the summer class session. Please see Security for carpooling and parking privileges.

K. Counseling Services

Counseling services are available to each student. Conversations and counseling sessions between the student and counselor are confidential. Counselors assist students with personal, family, health and social services concerns. Any time a student has concerns, he or she is highly encouraged to seek the guidance and support of REOC counselors.

Counseling Center Hours

Counselors have specified day and/or evening hours that are posted.

Counselor Name	Telephone Number	E-mail Address
Lisa Gerst	327-4063	ligerst@brockport.edu
Jennifer Jones	327-4028	jjones@brockpot.edu
Amber Rivera	327-4061	arivera@brockport.edu

L. Welcome Center

Staff at the Welcome Center provides general information regarding program admission requirements, directory information, and security assistance. The Welcome Center works closely with

the REOC security staff to ensure a safe environment for all students and visitors to the Center. All currently enrolled students must visibly display his/her student ID upon entering the building. All visitors must first stop at the Welcome Center to sign in. Please see section VI.Q. for further details.

IV. REOC BUILDING RULES AND REGULATIONS

Individual programs have additional policies with which you must comply. The information will be provided to you at the beginning of your program.

- A.** Vandalizing, defacing, damaging, or maliciously destroying any REOC property is prohibited.
- B.** Loitering is not permitted in the halls, bathrooms, or stairways. When not in a scheduled class or activity, students may use the library or the vending area.
- C.** Eating or drinking is not permitted in classrooms, computer labs, library, hallways or elevators. Students should use the designated eating/vending area or eat outside of the building. Students will be asked to remove the food and/or leave the classroom.
- D.** When used inside the REOC building or at an REOC function, cellular phones and any other electronic devices must be on silence only at all times.
- E.** Bicycles are not permitted in the building. Bicycle racks are provided outside the building. It is strongly encouraged to keep bicycles locked at all times. REOC is not responsible if bicycles are stolen.
- F.** Smoking is prohibited in the REOC building and on REOC grounds.
- G.** Children or family members are not permitted in the Center except for designated special events.

- H. Surveillance Notice: REOC property is under video surveillance.
- I. Solicitation is prohibited at REOC.
- J. Bulletin Boards: Information on events, programs and services offered by the REOC or by local agencies and organizations may be posted with prior approval. Upon approval from the Executive Director/Dean (or designee), notices and signs may be posted on the appropriate bulletin boards within the Center. Notices and signs on all windows, walls and doors will be prohibited. Information will be removed after the date of the event.

V. USE OF ELECTRONIC DEVICES IN THE CLASSROOM

Technology use in the classroom is intended to **enhance** the learning environment for all students, and any use of technology that substantially degrades the learning environment, promotes dishonesty, or illegal activities is prohibited by the instructor.

https://www.brockport.edu/support/policies/docs/use_of_electronic_devices_in_the_classroom.pdf#search=use%20of%20electronic%20devices%20in%20the%20classroom

- A. **Classroom disruptions:** Consistent with College policy, it is the course instructor who decides whether student behavior is disruptive or not in her/his classroom. While use of electronic devices will usually be infrequent and a minor annoyance, such uses could become disruptive. Disruptions should be handled with reference to the College policy—“Procedures for Dealing with Students who are Disruptive in Class” which applies to these behaviors and empowers course instructors to warn students and to ask persistently disruptive students to leave the classroom.

https://www.brockport.edu/support/policies/docs/procedures_for_dealing_with_students_who_are_disruptive_in_class.pdf#search=classroom%20disruptions

- B. Cellular telephones/Smart phones:** Students **must not** abuse the use of cell phones/smart phones or social media in class. Ringtones **must** be turned off in class and phones must be in SILENCE mode. If there is a need to check for and/or receive a call (New York Alert or parent with sick child and similar needs), the student **must** inform the instructor in advance that the student may need to excuse him/herself to take an important call. Students **must not** engage in text messaging, audio/video recording or any social media activities (not directly related to classwork or an approved class assignment) in the classroom. Students who create disturbance with ringing cell phones/smart phones or text messaging will be warned and may be asked to leave the class. Instructors may prohibit the use of cellular/smart phones or social media in class.
- C. Laptop computers, tablets, head devices and other computers:** Using laptop computers, tablets, head devices and other computers in the classroom to take notes and for any other use authorized by the course instructor may be allowed. However, the instructor may restrict the use of laptops, tablets, head devices and other computers to this (these) purpose(s) and prohibit other uses such as instant messaging, game playing, and Internet surfing during class time.
- D. Electronic devices and academic dishonesty:** The course instructor also may evaluate the potential for academic dishonesty with various devices and ban or limit their use on this basis. Incidences of dishonesty should be handled with reference to College policy—"Policy on Student Academic Dishonesty." Cell phones with text messaging or photo/video capabilities and PDAs, for example, could be used for cheating on examinations and instructors will inform students that having a cell phone in hand during an examination will bring a suspicion of (and possibly charges of) violating College policy. Other electronic devices may also be

used for these purposes and similar inappropriate uses may be handled in the same way.

https://www.brockport.edu/support/policies/docs/policy_on_student_academic_dishonesty.pdf#search=academic%20dishonesty

- E. Electronic devices and illegal activities:** REOC prohibits activities that will violate laws, such as those related to intellectual property, copyrights, invasions of privacy, and/or sexual harassment. Examples of this might include activities such as using a camera phone to videotape choreography, or taking inappropriate photos without the subject's permission. These violations should be handled with reference to College policy—Use of Electronic Devices in the Classroom.

https://www.brockport.edu/support/policies/docs/use_of_electronic_devices_in_the_classroom.pdf#search=use%20of%20electronic%20devices%20in%20the%20classroom

- F. Electronic devices in non-classroom facilities including health-related clinical sites:**

Directors or coordinators in charge of non-classroom facilities such as internships sites, labs, Learning Resource Center, and others may enforce existing rules and policies concerning appropriate use of cellular telephones, cameras and other electronic devices in their facilities. Students must adhere to the same policy as at REOC when at external locations. Students must follow the protocol of the location. Students who do not adhere to those rules may be asked to leave the facility or be suspended or terminated from the program.

VI. GENERAL INFORMATION

A. Affirmative Action

The Rochester Educational Opportunity Center is an Affirmative Action/Equal Opportunity Employer. The REOC is committed to fostering a diverse community of outstanding faculty, staff, and students, as well as,

ensuring equal educational opportunity, employment, and access to services, programs, and activities, without regard to an individual's race, color, national origin, religion, creed, age, disability, sex, gender identity, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, or criminal conviction. Employees, students, applicants or other members of the REOC community (including, but not limited to: vendors, visitors, and guests) may not be subjected to harassment that is prohibited by law, or treated adversely or retaliated against based upon a protected characteristic.

B. Title IX: Education Amendments

The REOC's policy is in accordance with The College at Brockport policy and with federal and state laws and regulations prohibiting discrimination and harassment. These laws include the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964 as Amended by the Equal Employment Opportunity Act of 1972, and the New York State Human Rights Law. These laws prohibit discrimination and harassment, including sexual harassment and sexual violence.

For more information about Title IX Guidelines and Procedures contact the REOC Executive Director's Office.

https://www.brockport.edu/about/title_ix/

C. Policy on Sexual Violence Prevention

The College at Brockport/REOC is committed to providing services and resources to students who have experienced sexual assault or relationship violence, as well as those who want to support victims. Reaching out for assistance for yourself or someone you know is an important step. We are here to help. Students are encouraged to discuss any issues regarding sexual violence/misconduct with

their REOC Program Counselor. The College at Brockport/REOC cultivates and supports a community of sexual respect along with providing a safe environment for all students. Sexual assault prevention and education is a collaborative effort at The College at Brockport/REOC. The goal is to increase awareness of sexual assault beginning with the basic definitions of sexual violence, what sexual consent is, information on the Code of Student Conduct concerning sexual misconduct, and the relationship of alcohol and sexual assault.

D. Sexual Harassment

The REOC is under the auspices of The College at Brockport and follows the University's Sexual Harassment Guidelines and Procedures. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature are expressly forbidden and prohibited within the REOC, its facilities, and outside activities or programs.

If a student thinks he/she has been sexually harassed, he/she should speak directly to his/her program counselor.

Students proven to have violated the Sexual Harassment Policy shall be immediately terminated.

For more information about the Sexual Harassment Guidelines and Procedures, contact the REOC Executive Director's Office.

<https://www.brockport.edu/hr/procedures/documents/harassmentpolicy.pdf>

E. Veteran's Information

Based on information provided during the registration process, a student may be entitled to receive educational benefits under the GI Bill. Please see the Registrar for more information. The Rochester EOC is not responsible for decisions of the VA, which affect payment of benefits, nor is the Rochester EOC

responsible for either the amount or timeliness of VA benefits.

F. Students with Disabilities

REOC provides services and reasonable accommodations to all students with disabilities who provide the required documentation, and who make a personal request for services.

Submission of documentation is not the same as a request for services on the part of the enrolled student.

Program counselors have knowledge of services that are available to assist students with disabilities. It is the responsibility of the individual student to disclose a disability and seek out services and accommodations using a special, confidential form. See program counselors for forms.

Request for services and/or accommodations *must be initiated by the student*. All information related to student disabilities is confidential.

G. Awards, Honors and Recognition

Throughout the academic year, REOC holds many activities for students. Students are recognized for their academic achievements, professionalism, talents, community service and related activities.

Graduation Ceremony

The May Graduation Ceremony highlights each student's success. This ceremony is attended by faculty and staff from the REOC, community leaders, The College at Brockport, and the University Center for Academic and Workforce Development. Family and friends are invited to attend. Students are honored with a program completion certificate upon successful completion and verification of all program requirements.

Academic Honors

Students displaying a gold cord at graduation have achieved academic excellence with a GPA of 3.5 or higher.

REOC Leadership Challenge

Students complete coursework and requirements related to interpersonal, communication and decision-making skills. All skills learned in the Leadership Challenge promote “life-long learning” and prepare students for a successful career. Students displaying a green cord at graduation have successfully fulfilled all of the requirements for the REOC Leadership Challenge.

Please see REOC College Connections Coordinator for further details.

College Acceptance

Students who are able to successfully verify that they have been accepted to college via a college acceptance letter will be awarded a purple cord.

Please see REOC College Connections Coordinator for further information.

Student Recognition Ceremony

Each spring the REOC honors its outstanding students. Students are celebrated and certificates are presented.

Executive Director’s Award

The Executive Director’s Award is given to a current year graduate who has excellent interpersonal skills and attendance, exhibits a positive attitude to faculty, staff, and fellow students both in scholastic work and personal environments, and who has demonstrated exceptional scholastic merit and leadership skills.

REOC Scholarship in Memory of Maxine Gooden

Two REOC Scholarships (\$500 each) are awarded each year. Scholarships are for academic

achievement and/or for career and technical achievement. A committee chooses recipients upon completion of an application process. Strict guidelines are followed. Information about applying will be posted by the committee.

The Dr. Betty Marian Anderson Scholarship

The Dr. Betty Marian Anderson Scholarship (\$500) is granted each year to an eligible REOC student or alumnus. This scholarship provides financial assistance to an individual who matriculates into college and is committed to the continued pursuit of higher education.

H. Building Hours

Standard operational hours for the REOC building are posted at the main entrance and on the website.

Changes to the posted schedule may occur without prior notice and will be posted to the REOC website. Building hours are routinely shortened during breaks and holidays.

I. Change of Student Information

Students may use self-service Banner to make changes to address, telephone number, emergency contact information and/or any other personal information provided to REOC at time of application/registration. Please see a Program Counselor for directions on using self-service Banner.

Requests for name changes on official documents must be completed in the Registration & Records office. Official verification of name change must be provided.

J. Class Cancellation (Due to Weather or Other Emergencies)

The REOC may cancel classes in the event of extreme weather conditions or other emergencies. Students are instructed to call (585) 232-2730, refer to the REOC website (www.REOC.brockport.edu), or the following stations to check for class cancellations:

WDKX 103.9 FM (radio)
WHAM 1180 AM (radio)
WARM 101.3 FM (radio)
WPXY 98 FM (radio)
WROC TV 8 (TV)
13WHAM (TV)
TWC Channel 9 (TV)
10NBC (TV)
REOC Website (will state, for example, "REOC classes are cancelled")

K. Day Care

REOC does not provide day care. Students are not allowed to bring children in the classroom or the Center while attending class or conducting office business.

L. Dress Code

Students are expected to dress appropriately and must wear footwear. In addition, some programs have established dress codes and uniforms based upon professional work standards. Neatness, cleanliness, and attention to personal hygiene are expected. Clothing that detracts from activities or is considered offensive will **not** be permitted. Such inappropriate attire includes, but is not limited to:

- Any piece of clothing or jewelry bearing words or drawings that refer directly or indirectly to vulgarity, sex, drugs, alcohol, or tobacco.
- Any piece of clothing or jewelry bearing words or drawings that refer directly or indirectly to gangs; personal or group violence; or other illegal or offensive behaviors, actions, or suggestions.
- Hats, doo-rags, and/or bandanas.
- Clothing that bears the midriff of the wearer when standing in a natural stance.
- Pants or skirts with waistline worn below the hips.
- Shorts or skirts that are not at least fingertip length when the wearer stands in a natural stance with shoulders relaxed.

- Clothing that is considered to be too tight, revealing, or in any way creates a distraction from daily activities in the Center.
- Tinted glasses or sunglasses that are not required for medical reasons.
- Wallet chains or other chains long and/or wide enough to be used as a weapon.
- Cleats or other additions that may damage floors.
- Clothing that resembles pajama pants and bedroom slippers.
- Leggings that are not covered under other clothing.

Note – Any student found to be in violation of any or all parts of the REOC Dress Code may be asked to leave the building/function to change into appropriate dress and return immediately to REOC.

M. Dropping or Withdrawing from a Class/Program

A student must contact the Counselor's Office immediately if he or she intends to withdraw from a class. See the REOC Withdrawal/Drop policy for further information and deadlines.

For any questions regarding withdrawing or dropping a class/program, please contact the Program Counselor.

N. Emergencies – Center-Wide

REOC is required by law to hold at least three fire drills each calendar year that may be unannounced. If the REOC building needs to be evacuated in the case of a fire (drill) or other emergency, all occupants must quickly and safely exit the building in an orderly manner through the nearest exit. Once outside the building, students should follow the instructions of the faculty, staff and security guards. Authorities need free access to the parking lot and building entrances.

In order to evacuate people with disabilities as quickly as possible, it is necessary that any student who needs special assistance see a security office

representative as soon as possible upon enrollment. The student will be asked to provide specific information so a safe evacuation plan can be provided for his/her safety.

Instructors are responsible for sharing and reviewing classroom emergency evacuation procedures.

For the complete REOC Evacuation Procedures, please see Security or the REOC Director of Business Affairs.

O. Emergencies - Personal

In the case of a true personal emergency (medical, sick child, life threatening situation, etc.) where someone (babysitter, family member) needs to reach a student in class, he/she must call the REOC Security Office (585-327-4064). The person calling should reference the name of the student and, if possible, the name of the student's instructor, program and classroom. **Students are advised to provide class schedule information to individuals who may need to contact the student in case of emergency.**

In the case of a medical emergency where 911 is called and a student leaves the REOC as a result of the medical emergency, it is required that the student provide acceptable medical documentation to the Director of Academic Affairs or the Dean/Executive Director for review and approval prior to being admitted back to classes.

P. Enrollment Verification

If a student requires a letter verifying his/her REOC enrollment (Enrollment Verification Letter), the student should contact the Registration & Records Office. All requests to the Registration & Records Office must be submitted in writing. This letter includes the following information: program enrolled, start/end dates and start/end times. This letter should be requested at least 48 hours in advance. Students

are responsible for the safe delivery of signed documents.

If a student requires documentation of his/her daily attendance in a class or program, the student should access his/her information using the self-service Banner or contact the Registration & Records Office.

Q. Student ID Badges

ID badges help to create a safe learning environment for students, faculty, and staff. Students are given an REOC Student Identification Badge (ID Badge) at the time of registration. This badge allows students to gain access to the REOC facility. **ID's must be visible at all times while students are in the building.** Students who do not display their ID will be requested to do so by faculty and staff. Students who refuse to display their ID may be subject to dismissal.

Students who do not have their ID will be requested to sign in at the Welcome Center and will be provided a temporary ID. The student will be allowed into the building utilizing a temporary ID for up to two separate occasions. If the student comes in a third time without the ID, the student will be asked to purchase a new one, or leave the Center, and return with the ID.

IDs are the property of the Rochester Educational Opportunity Center, and must be surrendered upon request.

R. ID Replacement

If a student loses or misplaces his/her student ID, a replacement ID can be obtained at the student's cost for \$5.00.

Cash or money order payment is accepted. Replacement IDs are available in the Registration and Records Office.

S. Licensing/Certification (State) and Convictions

Clinical and internship sites may not admit students with prior convictions. Students are encouraged to contact Program Counselors for assistance.

A student may not be employable in some fields if licensure is not granted or due to the student's prior convictions. A graduate seeking employment may be subject to fingerprinting and a background check.

See an admissions advisor or program counselor for further information.

T. Program Listing

REOC offers a variety of academic and career and technical programs. See the Welcome Center receptionist, Admissions Office representative, or the REOC website for program entrance requirements.

U. Student Break Areas/Vending/Student Kiosks

A student break area is available on the second floor of the REOC building. The area has vending machines and microwave ovens. All students must keep this area clean. If money is lost in the vending area, students should contact Security to inquire about a refund.

Self-service computers are located throughout the building (main lobby and student common areas). These computers are available for student use in obtaining class and other information regarding REOC programming.

V. REOC Communication Methods: REOC makes every attempt to communicate important information to students using the following, but not limited to: US Postal Services, electronic mail, text messaging, television/radio, REOC website, media boards, posters, and telephone calls.

W. REOC B-Stro Student Conduct: REOC Students are not permitted to loiter at the REOC B-Stro and are expected to utilize the facility for purchasing menu items. Students should not request utensils, condiments etc., unless a REOC B-Stro purchase has been made. Students may be asked to leave the REOC B-Stro if they are found in non-compliance of this request.

VII. ATTENDANCE POLICY

A. Program Attendance

Attendance is required for ALL classes in which students are registered.

B. Class Attendance/Tardiness

1. Students are required to attend classes as assigned and must assume responsibility for notifying instructors of tardiness and absences. Students are expected to arrive to class on time. Any student who arrives late to class may be locked out of class and/or marked absent. Any student who leaves a class early may not receive credit for attending class for that day.
2. Students are responsible for completion of all assigned work for all classes. **Absences can result in a lower grade; being dropped from the class, the program, or REOC; and, in some cases, denial of federal, state, and county benefits.**
3. Students with excessive absences (see program policy) in one or more classes may be dropped from the REOC program. When students are dropped for poor attendance, appropriate agencies (i.e., Monroe County Department of Human Services (DHS), Division of Veterans' Affairs, etc.) are promptly notified.

4. Students absent from a class for three consecutive days without contacting the instructor will be dropped from their program at the end of the third day.
5. Students who are dropped for attendance reasons may have to wait one year from the term that they were dropped before they can be considered for re-admittance.
6. Students who are dropped for no show, behavior, or academic failure may be ineligible to reapply for up to one year.
7. Programs and departments may have additional attendance policies.

C. No Shows

If for any reason a student cannot stand the first day of his or her class, they must call or email the contact person listed below (designated by program). Students who do not come to the first day of a class and who do not contact the program's contact person listed below are dropped from the program.

Your Program	Contact Person	Telephone Number	E-mail Address
I don't know my program	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
Barbering	Jonathan Perkins	327-4014	jperkins@brockport.edu
Certified Nursing Assistant	Dr. Gloria Morgan	327-4013	jathomas@brockport.edu
Child Development Associate	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
College Preparation	Linda Hendrix	327-4095	lhendrix@brockport.edu
Cosmetology	Jonathan Perkins	327-4014	jperkins@brockport.edu
Culinary Arts	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
Customer Service Professional	Marie Chapman	327-4072	mchapman@brockport.edu

Emergency Medical Technician	Valerie Joseph	327-4031	vjoseph@brockport.edu
English for Speakers of Other Languages	Linda Hendrix	327-4095	lhendrix@brockport.edu
Academic Foundations/High School Equivalency	Linda Hendrix	327-4095	lhendrix@brockport.edu
Home Health Aide	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
Licensed Practical Nursing	Valerie Joseph	327-4031	vjoseph@brockport.edu
Medical Secretary/Medical Office Assistant/Office Support Specialist	Marie Chapman	327-4072	mchapman@brockport.edu
Pharmacy Technician	Matthew Rewald	327-4035	mrewald@brockport.edu
Pre-Vocational Studies	Linda Hendrix	327-4095	lhendrix@brockport.edu
Security Guard	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
Sterile Processing Technician	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu
Teacher Assistant	Dr. Gloria Morgan	327-4001	gmorgan@brockport.edu

VIII. REOC WITHDRAWAL/DROP POLICY

A. Withdrawal

A student should withdraw from a class or program if he/she is no longer able to attend. A student is allowed to withdraw up to the last week of class of a particular term. After that point, a student will be given a grade by his/her instructor.

If a student withdraws from a class or program, it will appear as a "W" for withdrawal on student records (transcript).

Students are encouraged to see their program counselor before making a formal decision on withdrawing or leaving school. The counselor will help the student create a plan for returning to school.

B. Drop

A student may be dropped from a class or program by his/her instructor or Department Chair for the following: not attending classes, inappropriate behavior or disciplinary reasons.

IX. GRADE POLICY

A. Grading Scale

Students receive an individual grade for each registered class. Class grading scales are either letter grades or pass/fail depending on the course. Department Chairs determine the grading scale for each class. The two grading scales are as follows:

<u>LETTER GRADE</u>	<u>PASS/FAIL</u>
A = 100 – 90	S = Satisfactory
B = 89 – 80	U = Unsatisfactory
C = 79 – 70	
D = 69 – 60	
F = below 60	

In some programs, grades below a stated percent constitute unsatisfactory performance. Students should see the Department Chair or their instructor for further clarification.

B. Grade Change

A grade change is made by the instructor when appropriate.

C. Incomplete Grade

1. An “I” (Incomplete) shall be given as a grade for a class at the discretion of the instructor and Department Chair when it is expected that the student can complete all required coursework within a specified time period.
2. An “I” contract is completed between the instructor and student to clarify expectations and

time frame to complete the coursework for a passing grade.

3. It is the responsibility of the instructor or Department Chair to provide grade change information to the Registration & Records Office once all coursework has been completed by the student.
4. All "I" grades will be converted to a grade of "U" or "F" if coursework is not satisfactorily completed according to the terms of the contract.

X. PROGRAM COMPLETION POLICY

Each REOC program has specific courses and additional requirements that must be met in order to complete that program and receive a certificate. Program completion requirements for each program are available from the faculty or the Registration & Records Office.

Upon verification of satisfactory program completion, a student will be mailed an REOC certificate.

XI. REOC STUDENT CODE OF CONDUCT

The REOC requires each student to conduct him or herself in such a manner as to uphold the good name of the REOC and that of his/her fellow students. Each student, in his/her relationships with other students, faculty, staff and/or administrators, shall respect the rights and privileges of the other party and act accordingly.

Students who violate the REOC Code of Conduct and who fail to comply with directions of REOC officials acting in the performance of their duties to comply may be suspended and/or terminated.

Examples of non-compliance Student Code of Conduct includes but may not be limited to:

- Dressing inappropriately
- Violation of Electronic Device policy
- Engaging language or gestures that are offensive

- Use and smell of non-prescription medication (i.e., marijuana, etc.)

XII. RELATIONSHIPS

It is inappropriate for EOC students to develop personal relationships with EOC employees. Personal relationships include relationships that consist of interactions not related to the learning activities at the EOC. Intimate relationships are personal and therefore unacceptable. All relationships should be professional in nature. Transporting students in employee vehicles is unacceptable. Touching and hugging students is discouraged because this may lead to unacceptable future behavior and may be misinterpreted by either of the two parties. It is generally not acceptable for EOC employees to share intimate details of their lives with students. This changes the roles from “teacher/staff – student” to “friend – friend.”

XIII. ZERO TOLLERANCE POLICY

Any student engaging in any of the following behaviors while he/she is attending classes or representing REOC at an off-site location or function will be terminated from the Center immediately and will not be allowed re-entry into REOC. REOC enforces a ZERO TOLERANCE policy for REOC owned or controlled property, at events, clinical/internship sites, or at a REOC sponsored or supervised function. Including:

- A. Possession, display or use of alcohol**
- B. Possession, display or use of drugs and/or illegal substances.**
- C. Possession, display or use of weapons or firearms.**
- D. Unprofessional conduct as indicated by gambling, the use of profanity, verbal and/or physical abuse, bullying, harassment, or stalking/intimidation by any student to another student, faculty, staff, or REOC guest.**

- E. Use of Internet sites that REOC administration considers pornographic, unlawful or otherwise inappropriate for an educational setting.**
- F. Dishonesty, such as cheating or plagiarism, in any academic instance.**
- G. Knowingly falsifying information to the REOC activities or classes, such as forgery, alteration, or misuse of REOC documents, records or identification.**
- H. Obstruction or disruption of REOC activities or classes.**
- I. Theft, defacing, damaging, or maliciously destroying any REOC property is prohibited.**
- J. Unauthorized entry to, or use of, REOC facilities.**
- K. Disorderly, lewd, indecent, or obscene conduct or expression on REOC-owned or controlled property or at a REOC sponsored or supervised function.**

XIV. SUSPENSION POLICY

A student may be suspended when he/she violates any portion of the REOC Student Code of Conduct and will be escorted from the premises immediately. Any REOC employee (faculty or staff) can suspend a student. Some violations are grounds for immediate dismissal from the Center. Where appropriate, the school will also notify appropriate authorities (i.e., Rochester Police Department).

If suspended, the student's daily attendance record reflects his/her absence from class. The Dean/Executive Director or designee reviews all student suspensions and has the right to terminate a student from his/her program and/or his/her right to return to the REOC in the future.

A. Suspension Guidelines

1. The student should understand the reason for the suspension.
2. The REOC employee who suspends a student must complete the REOC Student Suspension Form indicating:
 - a. Why the student is suspended;
 - b. Recommendation for program dismissal (if applicable).
3. The suspended student can receive a copy of the REOC Student Suspension Form at the time of suspension.
4. The REOC employee will submit a written report on the suspension details to the Dean/Executive Director or the REOC Director of Academic Affairs within 24 hours (excluding weekends and holidays) of the suspension.
5. Within 24 hours prior to returning to class, the suspended student **MUST** contact the Dean/Executive Director or the REOC Director of Academic Affairs to review classroom rules, regulations and expectations.
6. As a result of the incident, the student may be dismissed/terminated from the program immediately. If this is the case, the Dean/Executive Director or the REOC Director of Academic Affairs will discuss the situation with the student and determine the final outcome.
7. If the student is in disagreement with dismissal/termination from his/her program, he/she has the option to file a student appeal within 24 hours (excluding weekends and holidays) of the dismissal notification.

8. **If the dismissal is the result of violating the Zero Tolerance Policy, the student may not appeal.**

XV. DISMISSAL/TERMINATION POLICY

During a term, a student may also be dismissed/ terminated from his/her program for the following reasons:

- Unsatisfactory attendance.
- Unsatisfactory completion of class work or homework assignments.
- Unsatisfactory academic progress.
- Disruptive behavior in the classroom.
- Disruptive/inappropriate behavior in any REOC building.
- Disruptive/inappropriate behavior or actions while representing REOC at an off-site function or at an event where the student is representing REOC.
- Unsafe or unsatisfactory conduct and/or inappropriate behavior in an internship site, clinical or practical setting.

If any of these behaviors are displayed, the student may meet with his/her instructor (or Department Chair or Program Coordinator) and the program counselor to develop a written contract for improvement. If the behavior does not improve, the student will be dismissed/terminated from the program.

XVI. STUDENT APPEALS (GRIEVANCE) POLICY

If a student disagrees with a decision made by an REOC official, the student can file a student appeal, except if it is in violation of the Zero Tolerance policy. The student must file the appeal within **24 hours** (excluding weekends and holidays) of the occurrence for which he/she is appealing. A student who wishes to file an appeal should contact his or her program counselor.

The following steps are followed for a student appeal:

- A. The REOC Student Appeal Form will be completed by the student and submitted to the Chairperson of the Student

Appeals Committee within **24 hours** (excluding weekends and holidays) of appealed situation (i.e., drop or dismissal).

- B.** The Chairperson of the Student Appeals Committee (or designee) will set up the Student Appeals Hearing. The hearing will include members of the Student Appeals Committee, a program (department) representative and the student.
- C.** This committee will review any information provided by the student or department prior to the hearing.
- D.** During the hearing, the student and department representative will have an opportunity to discuss the incident and the reason for the appeal.
- E.** The Committee will ask questions for clarification. The student, department representative or Student Appeals Committee members may ask questions for clarification.
- F.** The student and the department representative will be excused when the Student Appeals Committee has collected enough information.
- G.** The Student Appeals Committee will discuss information gathered at the hearing and forward their recommendations to the Dean/Executive Director within **24 hours** (excluding weekends and holidays).
- H.** The Dean/Executive Director will review the committee's appeal summary/recommendations and will make the final determination on the appeal. The Dean/Executive Director will inform the student, the department representative, Leadership Team members, and the Student Appeals Committee Chairperson of the final decision in writing, within **48 hours** (excluding weekends and holidays).

Please Note:

- Hearings will be audio taped as a matter of record.
- Postponement of a scheduled hearing may be allowed at the discretion of the Student Appeals Committee Chairperson.

XVII. READMISSION POLICY

Upon completion of an REOC academic or career and technical program, each student is expected to obtain employment or further his/her education. Once a student completes an REOC program, the student is not allowed re-entry into that same program.

If a student has completed an academic program, the student may talk to his/her instructor for possible referral to a REOC career and technical program.

Additional training is to support REOC's mission of upward mobility for students. Employment in the field of training is expected upon completion of REOC programs. A minimum of one year employment is required before a student will be considered for additional REOC training.

If a student is dropped or withdraws from his/her program, the student must contact the Admissions Office to seek possible re-admission. Re-admission is based on both seat availability within the program and a student's REOC enrollment history. There is no guarantee that a student will be re-admitted to a program.

IMPORTANT NOTICE: If a student has been dismissed/terminated from his/her program, has been in violation of the REOC Student Code of Conduct (or the REOC Building Rules and Regulations), the student will NOT be re-admitted into REOC without a written request from the student, and prior approval from the Dean/Executive Director or the REOC Director of Academic Affairs.

TIPS FOR REOC STUDENT SUCCESS

Survive in Class:

1. Attend the entire class every day.
2. Respect yourself and others and be courteous.
3. Do not loiter in the halls or rest rooms.
4. Exercise self-control.
5. Use acceptable language at all times (no name calling, insults or profanity).
6. Be a good listener.
7. Think before you speak or act.
8. Develop a positive attitude.
9. Take schoolwork seriously to finish your program.
10. Turn off or silence your cell phone.

Develop Good Study Habits:

11. Take notes. Review them and rewrite them.
12. Study at least 10-15 minutes every day for every hour spent in class.
13. Form study groups and do not skip classes.
14. When studying/completing assignments at home, do not allow distractions (phone calls, visits, etc.).

Get Along With Your Teachers and Counselor:

15. Get to know your teachers and counselor.
16. Make an appointment to get extra help from teachers.
17. Get assignments from teachers or classmates when absent.
18. Before complaining, think about what you may be doing that may need to be improved.
19. Contact your teachers when you must be absent and find out what assignments you must do.
20. Talk to your counselor for help with problems.

Organize Your Life Outside of School:

21. Budget your time and money.
22. Try to arrange outside appointments after school hours.
23. Disassociate yourselves from people with negative attitudes, anti-social behavior and who do not want you to succeed.
24. Get proper rest; eat healthy and smart.
25. Remember your goals and work toward them.
26. Make new friends.

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