

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

State University of New York

Life-Changing Opportunities.

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

**2019-2020
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!

Printed on recyclable paper



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 (REOC) 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.

REOC Brand Personality

Welcoming. Supportive. Inclusive. Professional.
Transformational.

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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
	Fifth Floor
Student Life: Career & College Services, Counseling, Community & Alumni Relations and C.A.S.H.	The College at Brockport
Student Lounge/Vending	
Student Commons	
ATTAIN Lab	
Library/Learning Resource Center	
IT Services	
Classroom	

**2019-2020 Rochester Educational Opportunity Center
Academic Calendar***

JULY/AUGUST	
7/10 & 7/11 8/7 & 8/8	NYS TASC
SEPTEMBER (Fall semester: 9/5/19 – 12/20/19)	
2	Labor Day – Center Closed
4	New Student Orientation/Convocation
5	First Day of Classes
11 & 12	NYS TASC (Spanish)
OCTOBER	
1	College Fair (Blue Cross Arena)
2 & 3	NYS TASC
14	Columbus Day - Center Closed
24	College & Career Connection Day
NOVEMBER	
1	No Classes – Professional Development Day
6 & 7	NYS TASC
7	Multicultural Celebration
11	Veteran's Day – Center Closed
27	No Evening Classes after 3 p.m.
28 & 29	Thanksgiving Recess – Center Closed
DECEMBER	
4 & 5	NYS TASC
12	Health & Community Resource Fair/Blood Drive
12/21	Holiday Break (12/21/19-1/1/20) – No Classes – Center Closed
JANUARY (Spring semester: 1/6/20-5/22/20)	
1	New Year's Day – Center Closed
6	Classes Begin/Resume
17	Rev. Dr. Martin Luther King Celebration
20	Rev. Dr. Martin Luther King Day – Center Closed

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

**2019-2020 Rochester Educational Opportunity Center
Academic Calendar***

FEBRUARY	
1	RocREOC Showcase
5 & 6	NYS TASC
17	President's Day – Center Closed
17-21	Winter Break – No Classes
MARCH	
4 & 5	NYS TASC (Spanish)
6	No Classes – Professional Development Day
12	College and Career Connection Day
19	Cosmetology and Barbering Pinning Ceremony
APRIL	
1 & 2	NYS TASC
8	Career Fair
13-17	Spring Break
30	Student Recognition Ceremony
MAY	
6 & 7	NYS TASC
13	Last Day of Classes
14 & 15	Make Up Days
18	Licensed Practical Nursing Pinning Ceremony
19	Graduation
25	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, they 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, they 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 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 continuously updated computer-based education, and technology training including Microsoft certifications. 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 Supplemental Nutrition Assistance Program Employment & Training Program (SNAP E&T Program) provides supportive services to those who receive SNAP/Food Stamps benefits through the Department of Human Services (DHS). These services include case management, financial assistance, job readiness training, career coaching, and job search and placement assistance. 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 alumni 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.

Individuals looking to enhance a resume, college application, or obtain REOC Leadership Challenge credit, can take advantage of volunteer opportunities with REOC's CASH Program. Participants 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 on the first floor for students to change personal information and print schedules. Computers are also conveniently located on floors 2 – 4 in the student common areas for student use. 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. Students may obtain the consent form from the REOC website or in the Admissions Office.

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, contact the Security Office at x264 (REOC internal telephones) or (585) 232-2730, x264 (external telephones).

1. Emergency

REOC facility is equipped with security telephones located in all classroom areas. These telephones are black handsets that rest in silver cradles. They are installed in all classroom areas only. These telephones dial directly to the Security/Welcome Center areas. Please use these telephones in the event of any classroom emergency.

To access any REOC Classroom Security Telephone:

- Please locate the black telephone on the wall of any REOC Classroom
- Lift up the handset
- Press the black button beneath the handset
- The emergency phone will ring the Security\Welcome Center area
- An attendant in the Security\Welcome Center area should pick up the phone and assist the caller
- Simply place the black handset back on the cradle on the wall when finished making a call

AED device locations in case of emergency.

AED devices are located throughout the REOC building on floors 1-5.

2. Accidents/Injuries

All accidents/injuries occurring on REOC property must be reported to REOC Security (585-327-4064) immediately. An incident report must be filed within 24 hours.

3. Lockers

Lockers are the property of REOC. REOC reserves the right to open and inspect lockers at any time. Lockers and locks are available and provided free for student use. All locks must be REOC issued. 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. There are a limited number of lockers available for students to use.

4. Lost and Found

If a student finds anything that does not belong to him or her or if they have lost an item, see the Security Office at REOC to report or retrieve lost items. Proper identification may be required to retrieve the item.

5. Parking

Understanding student options for parking will make access to the REOC building easier. Parking will be made available to registered REOC students. Students should see their Program Counselor for additional information. Students need to make sure their vehicles are registered and that they get a parking permit that will allow them park on the REOC Campus or in the Washington Square Parking Garage. REOC has an extremely limited supply of student parking permits that will be issued to registered REOC students only as the supply last. Permits will be offered on a first-come, first-served basis. REOC students who are granted parking may be audited at any time to verify use of the permit.

There is limited student parking at REOC after 4:00 p.m. Students are encouraged to use the lot after 4:00 p.m.

Please see Security for 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 at the entrance of the Student Life suite.

Counselor Name	Telephone Number	E-mail Address	Programs
Lisa Gerst	327-4063	ligerst@brockport.edu	COS, CUL, EMT, MED, MSA, PHT, SGT
TBD	TBD	TBD	CDA, CDR, CDT, NAP, HHA, LPN, SPT
Amber Rivera	327-4061	arivera@brockport.edu	CPP, ESOL, HSE, PVS
Keniel Ferguson	327-4081	kferguson@brockport.edu	BAR, SEOL, HSE, TA, Male Initiative

L. Welcome Center

Staff at the Welcome Center provide 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 students must comply. The information will be provided to students at the beginning of their program. These rules and regulations apply to all students and visitors.

- 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, common areas, 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.** REOC is a smoke-free campus. Smoking, including electronic devices, are prohibited in the REOC building and on REOC grounds. Possession of any smoking paraphernalia or nicotine dispensing device, including, but not limited to e-cigarettes, smokeless tobacco, vaporized tobacco, chewing tobacco, any incendiary devices used to heat and enable the administration of a tobacco product.

Students suspected of being under the influence of a substance may be asked to leave the REOC campus.

- G.** Children or family members of enrolled students 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/Smart Watches and all related electronic devices: Students **must not** abuse the use of cellular and/or wireless devices 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 (e.g. parent with sick child), 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 disturbances with ringing cell phones/smart phones or text messaging will be warned and may be asked to leave the class. The above devices are prohibited in class unless authorized by the instructor/staff.

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 record 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:

Chairs 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 this policy when visiting external locations. Students must follow the policies and procedures of the location. Students who do not adhere to those policies and procedures 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 or contact the Title IX and College Compliance Officer at 585-395-5066, or by email at titleix@brockport.edu.

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/about/title_ix/suny_harassment_policy.html

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 make a personal request for services. Request for services and/or accommodations must be initiated by the

student. All information related to student disabilities is confidential.

Program counselors have knowledge of services that are available to assist students with disabilities. The Confidential Form for Students with Disabilities must be completed. See program counselors for forms. All appropriate documentation for services must be submitted to the Special Accommodations Coordinator for review. It is the responsibility of the student to disclose a disability, seek services and accommodations to their program counselor, instructors and the Special Accommodations Coordinator.

Once the confidential form is completed and submitted, the Special Accommodations Coordinator will follow up with the student.

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 the 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 the 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. The student will receive a monetary award and a special gift, speak at the graduation ceremony, be recognized at the annual Student Recognition Awards Assembly, and participate in The College at Brockport Honors and Awards Ceremony. Details and applications are available each spring in the Student Life Suite.

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. Students may self-nominate. Strict guidelines are followed.

Information about applying will be posted each spring in the Student Life Suite. .

The Dr. Betty Marian Anderson Scholarship

The Dr. Betty Marian Anderson Scholarship (\$500) is granted each year to an eligible REOC student or alumnus. Students may self-nominate. This scholarship provides financial assistance to an individual who is currently enrolled and has successfully completed one semester of college with a 3.0 grade point average or higher. Details and applications are available each spring in the Student Life Suite.

Rochester Area Colleges Continuing Education (RACCE) consortium's Outstanding Adult Student (OAS) Award

The RACCE consortium seeks to recognize and honor adults who have been especially successful at combining college study with their other responsibilities of family, job, career, and community service. Students are nominated for the award by REOC faculty and staff. Three award recipients, two (2) from The College at Brockport and one (1) from the Rochester Educational Opportunity Center will be selected. Students will be honored at the RACCE awards dinner in April.

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 legal name change must be provided.

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

The REOC may cancel classes in the event of extreme weather conditions or other emergencies. REOC 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)
WRMM 101.3 FM (radio)
WPXY 98 FM (radio)
WROC TV 8 (TV)
13WHAM (TV)
Spectrum 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 related instructional activities.

L. Dress Code

Students are expected to dress appropriately and must wear footwear for school functions. 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 allows undergarments or bare midriffs to be exposed.
- 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. Student and staff are requested to not block these areas.

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

Student Identification (ID) badges help to create a safe learning environment for students, faculty, and staff. Students are given an REOC Student Identification 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 REOC, 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 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 Lounge Areas/Vending/Student Commons Areas

A student lounge 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.

Student Commons Areas are located on floors 2-4. The Commons Areas contain media display boards and televisions for your viewing pleasure.

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 an 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. No external food and/or beverages are allowed in the REOC B-Stro at any time.

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 unsatisfactory academic progression may be ineligible to reapply for a minimum of one year.
7. Programs and departments may have additional attendance policies.

C. No Shows

If a student cannot attend 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	327-4034	gmorgan@brockport.edu
Barbering	Jonathan Perkins	327-4014	jperkins@brockport.edu
Certified Nursing Assistant	Janice Priestler-Bradley	232-2730 x 446	vjoseph@brockport.edu
Child Development Associate	Tricia Crissman	327-4080	tcrissman@brockport.edu
Civil Service Exam Preparation	Wendy Vonhold	327-4057	wvonhold@brockport.edu
College Preparation	Dr. Gloria Morgan	327-4034	gmorgan@brockport.edu
Cosmetology	Jonathan Perkins	327-4014	jperkins@brockport.edu

Culinary Arts	Jim Liebow	327-4021	jliebow@brockport.edu
Customer Service Professional	Wendy Vonhold	327-4057	wvonhold@brockport.edu
Emergency Communications	Wendy Vonhold	327-4057	wvonhold@brockport.edu
Emergency Medical Technician	Valerie Joseph	327-4031	vjoseph@brockport.edu
English for Speakers of Other Languages	Wendy Vonhold	327-4057	wvonhold@brockport.edu
Academic Foundations/High School Equivalency	Wendy Vonhold	327-4057	wvonhold@brockport.edu
Home Health Aide	Valerie Joseph	327-4031	vjoseph@brockport.edu
Licensed Practical Nursing	Valerie Joseph	327-4031	vjoseph@brockport.edu
Medical Secretary/Medical Office Assistant/Office Support Specialist	Wendy Vonhold	327-4072	wvonhold@brockport.edu
Pharmacy Technician	Cynthia Walton	327-4053	cstewart@brockport.edu
Pre-Vocational Studies	Wendy Vonhold	327-4057	wvonhold@brockport.edu
Security Guard	Dr. Gloria Morgan	327-4034	gmorgan@brockport.edu
Sterile Processing Technician	Valerie Joseph	327-4031	vjoseph@brockport.edu
Teacher Assistant	Tricia Crissman	327-4080	tcrissman@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/Coordinator 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 Chair/Coordinators 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/Coordinator 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/Coordinator 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/Coordinator 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 in 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 TOLERANCE 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, stalking/intimidation, or other indirect/direct**

threats, 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 termination from a program. The student must leave the REOC Center or REOC sponsored events and clinical/internship sites. Where appropriate, the school will also notify appropriate authorities (i.e., Rochester Police Department).

REOC Administration reserves the right to suspend a student based upon mitigating factors.

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 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 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 Director of Academic Affairs will discuss the situation with the student and determine the final outcome.

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

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 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. This additional training is available 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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