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IMPORTANT TELEPHONE NUMBERS

Prefix 691-

Admissions and Records _____	7411
Assessment Center _____	7332
Bookstore (Hawk's Nest) _____	7319
Business, Allied Health, & Family Science Division _____	7226
CalWORKs _____	7465
Careers & Technology Division _____	7391
Child Development Center _____	7380
College Police	
On Campus _____	2221
Off Campus _____	558-2221
Communication, Visual & Performing Arts Division _____	7170
Computer Science Lab _____	7297
Counseling Center _____	7316
Disabled Student Services (Voice) _____	7275
Disabled Student Services (TDD) _____	7273
EOP&S _____	7365
Financial Aid _____	7325
Humanities & Social Science Division _____	7359
Learning Resources & College Technology Division _____	7337
Library _____	7266
Math Center _____	7459
Nurse _____	7254
Physical Education & Athletics Division _____	7261
Reading/Writing Lab _____	7123
Science, Math & Engineering Division _____	7204
Student Development Office _____	7315
TES Registration _____	286-4400
Transfer/Career Services _____	7456
Tutorial Services _____	7425
Veterans Assistance _____	7412

DEGREES/GRADUATION

Is it worth my time to even try to earn an associate degree?

The answer is a resounding “YES!” Transfer students who plan ahead with careful choices in classes can attain some AA degrees with very few additional units. Getting a degree from a community college can be an important short-term goal. Who knows how long it may take to get a degree from a transfer university?

Some job situations also will pay higher wages to employees who have a 2-year degree. This would be important to those students who may be working after they transfer.

Some students’ plans change after they transfer, and they are unable to complete their education at the 4-year school. Rather than not having any degree, they can still be proud of the achievement of their AA degree from CRC. They will always have an extra line on their resume that indicates they succeeded in their 2-year college goal.

Don’t leave CRC without it!

Why won’t I receive my diploma at the graduation ceremony? Why does it take so long to receive my diploma?

Approximately one thousand degrees and certificates are awarded each year. The Admissions and Records evaluators actually perform two evaluation processes per student. The first is to determine if the student is eligible for graduation (if all requirements have been completed). After the first evaluation, the student will receive a letter regarding their standing at the present time. The second evaluation is after the semester grades are recorded, and successful completion of required courses is verified. Diplomas are ordered, and then mailed to the student. The process usually takes six to eight weeks after the semester has ended.

How and when do I petition for graduation?

A student begins the petition process at the Counseling Center. The deadlines are listed in the class schedules, but are typically early in the semester of graduation. Do not wait until the end of the semester.

Do students participating in the graduation ceremony wear a cap and gown?

Yes! Caps, gowns and tassels are purchased at the Hawk’s Nest (Bookstore). Check with the Student Development Office for more details.

GENERAL INFORMATION

Where do I get a list of classes offered?

The class schedule list is posted online at www.crc.losrios.edu. The online version is always the most current. Printed copies are available at the Bookstore, at the Cashier window in the College Center. The Summer/Fall schedule is \$1.50 and the Spring schedule is \$1.

When does school start?

Fall classes begin in August; Spring term begins in January; Summer session begins in June. Always refer to the current Class Schedule, either the printed copy or online, for all registration dates and academic deadlines.

If school starts Monday, and I have a Tuesday class, do I have to go on Monday?

No. Once the semester begins, you attend class on the days your classes are scheduled to meet.

How many units are required to be considered full-time?

Twelve (12) units per semester is considered full-time during Fall and Spring. Seven units is considered full-time for Summer session. A minimum of 15 units per semester is needed to graduate with an associate degree in two years. Talk with a counselor for recommendations about number of units for your enrollment plan.

How do I contact an instructor?

Instructors are available by telephone/voice mail through the appropriate area office. Most instructors provide a means of contacting them via telephone or email in the syllabus or other handouts at the beginning of a course. Office hours may vary; students are advised to check with the area office for a particular instructor’s office hours. It is the student’s responsibility to contact an instructor if the student will miss a class due to an absence.

How do I get in touch with my friend? He/she’s taking a class at CRC.

Students registered at Cosumnes River College are protected by the Family Rights Education and Privacy Act. Only in cases of extreme emergency, such as sudden illness or accident, may students be contacted (by College Police) on campus. Call College Police at (916) 691-7393. Non-emergency messages will not be delivered.

Where is the Lost & Found Department?

Lost & Found is located in Police Services on the east side of campus. Reports of lost items are recorded, and include an item description, name and phone number. Items found on campus should be turned in to the Police Services office.

How/where do I get assistance for money lost in the vending machines?

Beverage and snack machine problems are addressed by the Business Office (Cashier Window) in the College Center. Daily parking permit machines are serviced by the College Police.

GENERAL INFORMATION

I have housing to rent/need housing or need a roommate. What assistance is available?

There is a housing bulletin board located near the Library. Contact the Student Development Office on the first floor of the Library building for posting notices.

How do I get information approved for posting on bulletin boards on campus?

The Student Development Office in the Library building, room 103, handles posting approval. Posted materials must be stamped, and include an expiration date for posting, or they will be removed and destroyed.

I'm locked out of my car/need a jump-start. Where can I get assistance?

College Police Department personnel provide limited assistance based on vehicle type for those vehicles parked on campus. Contact the police via the blue Emergency Phones in each parking lot.

Is there bus service to the college?

Regional Transit and Elk Grove's E-Tran provides service at the east side of campus. Transportation to some areas may require a transfer of buses. Check with the Student Development Office for schedule information, or call the 24-hour TeleTransit line at 321-BUSS (2877) for route and trip-planning information.

I need to use a computer to type a term paper. Where can I go?

If you're a current CRC student, and have your proof of enrollment (copy of class list or transcript), you may use the Computer Lab in LRC-204 for class assignments only. That lab also maintains an Internet connection for BlackBoard and taking online classes.

The computer facilities listed below are available for specialized use by students. Please call for days and hours of operation.

Name of Lab	Location	Phone
Accounting Lab	L-303	691-7449
Business Computer Lab	BS-145A	691-7297
Campus Computer Lab	LRC-204	691-7220
ESL/Foreign Language Lab	LRC-217	691-7166
Library	Library 2nd Floor	691-7266
Math Lab	LRC-205	691-7459
MESA Center	L-309	691-7338
Reading and Writing Lab	LRC-203	691-7123
Transition/Career Center	L-217	691-7456

STUDENT SUPPORT SERVICES

I have a disability. Where should I go for assistance?

You can go to the Disabled Students Program and Services (DSP&S) office on campus. It is located in Building P57 on the east side of campus or call 691-7347.

What is EOPS?

Extended Opportunity Program and Services (EOPS) is an academic support program for students who are educationally and economically disadvantaged. The goal is to help students be successful in college by offering a comprehensive array of services and assistance. To inquire about eligibility, see the staff at the Student Support Center in L-106 or call 691-7365.

I need help with studying. What can I do? What is available?

Tutorial assistance is available at no charge for all students who need academic help. Inquire at the Tutorial and Learning Support Center in the Library Gallery, L-303 or call 691-7425. Also consider taking one of the Human Career Development classes, which help students with academic planning, study skills, and other knowledge necessary to reach educational objectives. See a counselor for more information about the courses.

Where is the college nurse?

The CRC Health Services Office is in OPS-126, adjacent to College Police. The office provides health counseling, first aid, health and accident insurance information, literature on a variety of health topics/problems and advising on functions/use of community agencies. The office does not provide physician service, dental service, eye refractions or glasses or excuses for class absences. Call 691-7584 for more information. In an emergency, call College Police at 691-7777.

What clubs are available on campus?

Over thirty clubs are active on campus. A list of clubs is available from the Student Development Office in the Library Building. Each club has a faculty advisor, and a mailbox in the Student Development Office. Call 691-7315 for information about joining or organizing a club.

FINANCIAL AID

Does Cosumnes River College help students pay for enrollment fees and college expenses?

Yes, the college has a Financial Aid Office for students who qualify. To apply for an enrollment fee waiver (BOG Waiver), students must complete the application available at the Financial Aid Office or at the Information Desk in the College Center. To apply for Federal student aid (grants, work study, loans), students must complete the Free Application for Federal Student Aid (FAFSA). The FAFSA process begins in January for the following school year. See the Financial Aid Office staff or representatives in the College Center for assistance or questions.

Are there any programs that help pay for books?

The EOP&S program provides book grants to students who meet the eligibility requirements. Contact the EOP&S Office at 691-7365. The Student Support Center offers a book loan program. Also, check with the CRC Library for possible text books on reserve.

Does CRC help students find work to help pay for college expenses?

Yes, the Federal College Work Study Program offers student employment to eligible students (check with the Financial Aid Office regarding eligibility). The Cooperative Work Experience and Internship Program helps student earn money or college credit for jobs off campus (691-7372). Also, check the Los Rios Job Connection site at www.losrios.edu where students and alumni can register to find employment or post a resume.

GENERAL INFORMATION

I'm having problems with childcare.

Check with the campus Child Development Center, EOP&S CARE Program and/or the New Horizons Program in the Student Support Center to see if you meet the eligibility requirements. The Child Development Center can advise you about space, cost, and times available.

I'm having problems with transportation.

Check with the Student Development Office regarding Regional Transit bus schedules and car pool availability.

ADMISSIONS/REGISTRATION

Must I have transcripts on file from my other college before I enroll? Are they required?

You may enroll in classes without having other official transcripts on file with the Admissions Office. However, you need to have with you transcripts of any courses attempted or completed at other institutions when you meet with your counselor. Make sure you request transcripts be sent to the CRC Admissions Office from other schools as soon as possible. A form for requesting transcripts is available online at the Admissions page.

How do I request my CRC transcript?

A written request with your signature is required to obtain a transcript. Forms are available online or at the Admissions Office windows in the College Center. You may submit a request in person, by mail or by sending a fax to (916) 691-7467. Include your name, student ID number, date of birth, social security number, where you wish the transcript sent, and your signature. You may request two official transcripts at no charge, and there is a \$2 fee for each one thereafter. A \$10 charge is required for same-day, hand carried official transcripts.

What is the difference between official and unofficial transcripts?

Official transcripts include the college seal imprint and the signature of the Vice President of Student Services. The transcript is then given to the student (or mailed to the requested destination) in a sealed envelope. A hand-carried transcript is considered Unofficial if opened before reaching its final destination. The Unofficial transcript is similar to a grade report which contains work completed and work in progress (not acceptable at most institutions), and can be generated online by current students thorough eServices at www.crc.losrios.edu.

How do I add a class?

You may add classes online, over the automated phone system, or in person. If you are unable to add a class during the regular priority or open registration period, attend the first class meeting. Although wait-listed students get first consideration for available seats, it is still possible to add a class. If there is space available, the instructor will give you a Permission Number. Use that number along with the class number to register online or in person by the appropriate deadline.

How do wait lists work?

If a class is filled at your time of registration, students must use the online system (or in person) to be placed on the waiting list. Students should put their names on the waiting lists only if they intend to take the class if a seat becomes available. Wait-listed students must be present at the first meeting of the class. A student may not be on wait lists for more than 12 total units, nor already enrolled in another section of the same course.

It is the student's responsibility to monitor the status of their wait list position. Because of student drops before the class begins, a student may move up on the list and even into an enrolled status. If the system enrolls a wait-listed student into a class, the student has ten days from the day of enrollment to pay the enrollment fees or drop the class.

COUNSELING/ADVISING

If I want to transfer to a four-year college or university, what should I do?

You need to meet with a counselor who will assist you in choosing the appropriate courses necessary for transfer. Students may also talk with representatives from various four-year colleges and universities about course work, housing, financial aid and more.

I was placed on probation last semester but received passing grades this semester. Why do I need to see a counselor?

Once a student is placed on probation, the probation status remains until the student's overall (cumulative) grade point average is 2.0 or better. Students are encouraged to meet with a counselor to discuss their academic progress; however, they will not be restricted from registering for classes unless they have been dismissed. Students who have been academically dismissed are required to meet with a counselor to file a "Readmission Petition" prior to registering for the subsequent semester. If the student achieves a 2.0 grade point average or better during the semester of readmission, he/she will achieve a new standing and the dismissed status will be removed.

Where can I get help with Time Management and Study Habits?

Enroll in the Human Career Development 310 – College Success course or HCD 122 – Study Skills, where topics covered include: motivation and discipline, memory development, time management, communication skills, career planning, study skills and techniques, question-asking skills and personal issues that face many college students. Also, check for flyers on additional workshops on these topics offered by other Student Services programs.

COUNSELING/ADVISING

What is matriculation?

Matriculation is a state-mandated program designed to assist students in accomplishing their educational goals. It is an agreement between the college and the student. Cosumnes River College agrees to provide an organized process of admissions, assessment and testing, orientation counseling and student progress follow-up. Students agree to declare a specific educational objective, attend class regularly, complete assigned course work and maintain satisfactory progress toward the achievement of their educational plans.

Why do I need to go through the assessment process? I'm a high school graduate.

Everyone is not at the same level of math and English skills. By taking the assessment (placement) test, you can be placed in a course where you can succeed.

How do I take the assessment test?

The assessment test has a printed date/time/schedule advertised on CRC's Counseling web page at www.crc.losrios.edu/~counsel/. This schedule is also available upon request in the Assessment Office located in L-106 C on the 1st floor of the Library Building and at the College Center Information Desk.

Do I need an appointment for assessment testing?

No. Assessment is done without scheduling an appointment. It is on a drop-in, first-come, first-served basis. You will need your student ID number, photo identification, and #2 pencils for the testing. Testing schedules are in the Counseling Center, the Information Desk in the College Center, and posted online.

When will my assessment scores be ready?

Assessment test results are available immediately upon conclusion of the computerized test. "Paper and Pencil" tests require 48 hours for scoring and Assessment Center Staff will provide information about obtaining results at the time of testing.

What is an SEP (Student Educational Plan)?

The Student Educational Plan is a planning tool designed to assist you in completing your educational goals at Cosumnes River College. It is recommended that all students have a plan on file. Your educational plan can be completed during scheduled SEP sessions or by making an appointment to see a counselor.

Do I need to make an appointment to see a counselor?

Appointments may be made to see a counselor, although at certain peak times of the semester you may only see counselors on a drop-in basis. Call the Counseling Center at 691-7316 for information.

ADMISSIONS/REGISTRATION

How do I drop a class?

As a student, YOU are responsible (not the instructor) for withdrawing from classes in which you are officially enrolled. A student should drop the class online or through TES (Telephone Enrollment System) by calling (916) 286-4400 or (800) 700-4144. If you fail to attend a class in which you are officially enrolled and do not drop the class by the appropriate deadline, you are still liable for the fees and may receive an "F" or "W" grade.

What is a "W" grade?

"W" stands for withdrawal. It is not computed in your GPA, but affects progress, probation and dismissal. Grade symbols of "F" (Failing), "NC" (No Credit), and "W" (Withdrawal) will not be considered as completed nor contributing to satisfactory academic progress.

What is the maximum number of units I can take?

College policy for the maximum number of units per semester is 18 (full-time status is 12 units). Students wishing to take more than 18 units during a semester must obtain approval from a counselor and submit appropriate documentation to the Admissions Office.

Do I have to repeat a class in which I received a D or F grade?

It is to the student's benefit to repeat a class in which he/she received a grade of D or F in order to raise the GPA. In order to satisfy major requirements and General Education Requirements for CSU breadth and IGETC, the student must have a minimum of C grade in all coursework. If you received a grade of D or F in a course, you may petition to enroll in the course again. You should fill out the Course Repetition form and submit it to the Admissions Office at the time you re-enroll in the course.

FEES/REFUNDS/PARKING

What are the current fees to attend CRC?

Fees are subject to change. Please refer to the Schedule of Classes for current fees. At the time of publication, the General Enrollment Fee is \$20 per unit for students who have met the California Residency Requirement. Out of State Tuition for students who have not met the California Residency Requirement is \$193 per unit (includes the \$26/unit enrollment fee). International Student Tuition for students who are both a resident and citizen of a foreign country is \$211 per unit (includes the \$20/unit enrollment fee).

Other fees include the \$1 Student Representation Fee, and the Universal Transit Pass fee of \$5 - \$15, depending upon total number of units enrolled. Parking permits are \$30 for automobiles (\$20 for BOGW recipients) and \$15 for motorcycles.

What is the UTP (Universal Transit Pass) fee?

Students approved a Universal Transit Pass fee, which allows students to use all public transit bus and light rail systems in Sacramento, Yolo, Folsom, El Dorado and Elk Grove areas at a greatly reduced rate. Your Student Access card is your transit pass and is good seven days a week for the semester in which it's purchased. The UTP fee is charged when a student registers for classes. The fee is \$5 per semester for less than 6 units; \$10 per semester for 6 to 11.9 units; and \$15 per semester for 12 units or more. The fee is not charged for Summer Session, nor are passes available. BOG Fee Waiver students are only charged half of regular fee (\$2.50, \$5.00, \$7.50)

The UTP fee is refundable if a student drops courses within the fee refund period. A charge of \$5 will be withheld from the refund if a Student Access card has already been issued to the student.

The UTP fee is waived for students enrolled in the Criminal Justice Training Consortium; students enrolled in Apprenticeship programs; and those UC Davis students taking classes on the UC Davis main campus.

What is the Student Access Card?

Your Student Access card is your official college ID card. Use it to get into college sports events and other campus activities where student identification is required. The card is also your Regional Transit Pass for the semester, your college Library card, and your GoPrint card for making photocopies at any college in the Los Rios District. Some stores and merchants also offer discounts to students using the Student Access card to prove qualification for the discount.

Pick up your Student Access card in the College Center. Present proof of enrollment (your Class List) and proof of fee payment or your BOG fee waiver. There is a \$15 fee to replace a lost or stolen Regional Transit Pass. You can pay the fee at the Business Services Office (Cashier window in the College Center), and show your receipt at the ID card station in the College Center to receive an immediate replacement.

FEES/REFUNDS/PARKING

I dropped one of my classes. How do I get a refund?

To be eligible for a refund, classes must be dropped by appropriate deadline dates. It is the student's responsibility to drop the class as well as file for a refund. Refunds are not automatic. The request form for enrollment fee refunds must be filed by the last day of the semester or session. Forms are available in the College Center at the Information Desk or Cashier window, or you may file online (see Fees and Payment section on the home page)

For parking permit refunds, check the application deadline in the current Class Schedule. Parking permits must be attached to the refund form when submitted. Fees paid do not carry over to the next semester.

How do I obtain a parking permit?

Pre-pay for the permit and avoid standing in line! Use the payment coupon (download online or pick one up in the College Center) to pre-pay for the permit, and it will be mailed to your address of record (Be sure your address on file is current and accurate). You may also purchase the permit at the Cashier window in the College Center. Parking permits are not available online.

Do I need an additional parking permit if I'm taking classes at another location?

No. One parking permit is valid for every location in the Los Rios Community College District, including centers such as El Dorado or West Sacramento.

I lost my parking decal. Why do I have to pay for another decal?

If you lose a parking decal, you need to pay for a new decal. It's the same as losing any article you own. If you buy an item at a store and then lose it, the store will not replace it for free.

I have a disabled placard for my car. Do I need to purchase a parking permit?

Yes. Semester parking permits or daily permits are required for all vehicles. The disabled placard or license plate allows the student to park in the designated disabled parking areas, but all students must purchase a permit in order to park a vehicle on campus.

How can I avoid getting a parking ticket?

Vehicles with valid permits may park only in spaces designated for student parking. Vehicles not displaying a semester or daily permit, or parked in undesignated spaces or out-of-zone areas may be subject to citation and/or tow-away. Always park in the proper spaces and display a current permit. For further information, contact the College Police Office at 691-7393.