

CAPITAL DISTRICT
SUNY UCAWD



STUDENT HANDBOOK

2020 - 2021

The Educational Opportunity Center does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, creed, sexual orientation, marital status, veteran status or political affiliation. All inquiries, reports and requests for consultation and counseling or complaints should be directed to EOC Coordinator of Student Services/Civil Rights Compliance Officer at 431 River Street, Troy, NY 12180; (518) 273-1900 ext. 2217 or email e.harwood@hvcc.edu.



Dear Students:

Welcome to the Capital District Educational Opportunity Center!

You have made an excellent choice in selecting an organization that stands ready to assist you in meeting your educational and employment goals.

Over its fifty four-year history, the EOC has helped over 50,000 individuals gain employment, succeed on the job, and enroll in college. By selecting the EOC, you have taken the first step on a journey leading to the fulfillment of your goals for a better life.

The EOC provides you with a great team of dedicated individuals committed to helping you reach these goals. Faculty will work with you to acquire the academic and vocational skills needed to improve your skills, obtain a new or better job, and grow personally and professionally. Counselors will help you overcome personal barriers to success. Employment staff will help to put into place all the things you will need to transition from the EOC to placement in a great job or college. Support staff will work diligently behind the scenes to keep everything running smoothly.

I strongly encourage you take advantage of all the EOC has to offer. We welcome you to our educational family and thank you for selecting the Capital District EOC.

A handwritten signature in black ink, appearing to read "Lucille Marion". The signature is fluid and cursive, with a long horizontal stroke at the end.

Lucille Marion, Ph.D.

Vice President/Executive Director

Educational Opportunity Center

A division of Hudson Valley Community College // State University of New York
431 River Street, Troy, New York 12180 // (518) 273-1900 // www.hvcc.edu/eoc // eocinfo@hvcc.edu



Roger A. Ramsammy, Ph.D.
President

Dear Students:

It is a pleasure to welcome you to the Capital District Educational Opportunity Center, a division of Hudson Valley Community College.

The knowledge you gain here at the EOC will greatly improve your chances for a rewarding and challenging career. I congratulate you on taking the first step on an important educational journey. Many EOC graduates choose to continue their education at Hudson Valley Community College and find that the EOC prepares them well for college-level coursework.

This handbook has been designed to help you get acquainted with the Educational Opportunity Center and the many services it offers its students. Please refer to the handbook for guidance and let us know if we can assist you in any way to make your educational experience here more rewarding.

I wish you success here at the EOC. You have made a smart choice.

Sincerely,

A handwritten signature in black ink, enclosed within a hand-drawn oval border. The signature appears to read "R. Ramsammy".

Roger A. Ramsammy, Ph.D.

President

INTRODUCTION

MISSION

The Capital District Educational Opportunity Center (EOC) is an educational enterprise that serves eligible adult learners. The EOC delivers comprehensive, community-based academic and workforce development programs and provides support services leading to enhanced employment opportunities, access to further education, personal growth and development.

VISION

The Vision of the Educational Opportunity Center (EOC) is to be recognized as a leader in New York State for

Educational excellence, the ability to

Optimize opportunity, and for

Caring commitment to the students and community it represents.

Non-discrimination Policy

*The Educational Opportunity Center does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, creed, sexual orientation, marital status, veteran status, or political affiliation. The following person has been designated to handle all inquiries, reports and requests for consultation and counseling or complaints: **EOC Coordinator of Student Services / Civil Rights Compliance Officer, 431 River St., Troy, N.Y. 12180, 518-273-1900 ext. 2217 or email e.harwood@hvcc.edu***

How a Student may file a complaint of alleged discrimination, harassment, or civil rights violation at the Educational Opportunity Center

A student who believes he or she has been subjected to discrimination on the basis of race, color, national origin, sex, religion, age, disability, marital status, veteran status, or political affiliation, harassment or a violation of his or her civil rights at the Educational Opportunity Center (EOC) by an employee of the EOC or by another student should contact the EOC Coordinator of Student Services who acts as the EOC Civil Rights Compliance Officer for EOC students. The Coordinator shall receive initial inquiries, reports and requests for consultation and counseling. Assistance will be available whether or not a written complaint is contemplated. It is the responsibility of the Coordinator to respond to all such inquiries, reports and requests as promptly as possible and consider all such facts in an objective manner and in a manner appropriate to the particular circumstance.

Students who wish to file a written complaint must:

- File it within 120 calendar days following the last act or occurrence of an alleged unlawful discriminatory act or act of harassment.
- Must present the complaint in writing, either on the Student Statement form provided or in a narrative.

The complaint shall contain:

- the student's name and address and phone numbers.
- a statement of facts explaining what happened and what the complainant believes constituted the unlawful discriminatory act(s) in sufficient detail to give each respondent reasonable notice of what is claimed against him/her.
- the date(s), approximate time(s) and place(s) where the alleged act(s) of unlawful discrimination or harassment occurred. If the act(s) occurred on more than one date, the statement should also include the last date on which the acts occurred as well as detailed information about any prior acts.
- the names of any potential witnesses should be provided, if appropriate. The complaint should also contain
- the name(s) of the respondent(s)
- if known, the address(es) and telephone number(s) of the respondent(s), i.e., the person(s) claimed to have committed the act(s) of unlawful discrimination.
- the status of the person(s) charged should also be identified, i.e. faculty, staff, or student.

A verbal complaint may also warrant an investigation by the EOC based on the nature and extent of the complaint.

A statement should be included indicating whether or not the complainant has filed or reported information concerning the incidents referred to in the complaint with a non-college official, court, or agency, under any other complaint or complaint procedure. If an external complaint has been filed, the statement should indicate the name of the court, person, department, or agency with which the information was filed and its address or to which it was reported.

The Coordinator will complete an investigation within ten (10) EOC school days of the receipt of the complaint, offering the complainant, respondent(s) and all interested parties an opportunity to offer relevant evidence. The Coordinator will seek to resolve the complaint informally and will keep a written record of the investigation and resolution attempt. If a resolution satisfactory to all parties is reached, the Coordinator shall close the case pending written notice to all parties.

If a resolution is not reached, the Coordinator will convene within ten (10) EOC school days the Civil Rights Compliance Committee to address the student complaint. This committee will consist of the EOC Associate Director, acting as the chairperson, a non-involved EOC Program Coordinator, and a non-involved EOC Counselor. The Committee shall review all relevant information, interview pertinent witnesses and, at their discretion, hear testimony from and bring together the complainant and the respondent(s), if desirable. Both the complainant and the respondent(s) shall be entitled to submit written statements or other relevant and material evidence and to provide rebuttal to the written record compiled by the Committee. The Committee will send a written decision within fifteen (15) EOC school days of the convening of the Committee to the complainant and respondent(s). Either the complainant or the respondent(s) may appeal this decision to the Vice President/Executive Director in writing within ten (10) EOC school days of the Civil Rights Compliance Committee's decision. Appeals must be based on new evidence that was not available to the Civil Rights Compliance Committee or an allegation of improper practices. A final written decision will be sent to all involved parties by the Vice President/Executive Director within thirty (30) EOC school days of receipt of the appeal. If the complainant is dissatisfied with the result, nothing precludes the complainant from filing a complaint with state and/or federal agencies or a court of competent jurisdiction. The EOC Coordinator of Student Services will provide to the best of his/her knowledge, general information concerning the processes relevant to outside agencies or courts but since he/she is not an attorney at law, he/she can provide no advice as to procedural or substantive rights concerning these agencies, or courts, including deadlines for filing.

Efforts to circumvent the time frames associated with each stage of the process or the sequential progression from one stage to another is prohibited. Time limits may be extended based on just cause (e.g. vacation or extended hospital stay).

For further information on notice of discrimination, or to file a complaint with an alternative agency (federal, state or non-governmental) you may also contact:

**New York Office
Office for Civil Rights**
U.S. Department of Education
32 Old Slip, 26th Floor
New York, NY 10005-2500

Telephone: 646-428-3800
Fax: 646-428-3843
Email: OCR.NewYork@ed.gov

NYS Division of Human Rights Office

Agency Building 1, 2nd Floor
Empire State Plaza
Albany, New York 12220

Telephone: 518-474-2705 (or 2707)

eFax: 518-473-2955

InfoAlbany@dhr.ny.gov

The New York Civil Liberties Union (NYCLU) is a non-profit organization (non-governmental) so filing a complaint with a private organization like the NYCLU would not pause or delay the deadline for filing with a governmental civil rights compliance agency like the Office of Civil Rights at USDOE and /or NY Division of Human Rights.

NYS Civil Liberties Union

<http://www.nyclu.org/content/contact-nyclu>

(212) - 607-3300

125 Broad Street, 19th Floor

New York, N.Y. 10004

Telephone: 212-607-3300

Fax: 212-607-3318 and 212-607-3329

Appeals to the Office for Civil Rights (OCR) or to the NYS Division of Human Rights should be made after the Educational Opportunity Center has made a determination upon completion of their investigation.

History - Capital District Educational Opportunity Center

Since 1966, the Capital District Educational Opportunity Center (EOC), a division of Hudson Valley Community College, has offered tuition-free academic and workforce development opportunities to economically disadvantaged and educationally under-prepared New York State residents 16 years and older. As a result, thousands of Capital Region residents have gained self-confidence in their own potential, realized career goals, and obtained self-sufficiency and economic independence.

The Capital District Educational Opportunity Center began as a direct result of the movement in the Sixties that recognized that segments of our population were not being served adequately by traditional educational methods. Through the efforts of Governor Nelson Rockefeller and the State Legislature, funding was provided through the State University of New York to establish Educational Opportunity Centers in Troy, Buffalo, Manhattan, and Brooklyn. There are now ten Educational Opportunity Centers and two Career Counseling Centers funded by the State University of New York through the University Center for Academic and Workforce Development. Each center is attached to a higher education institution within the SUNY or CUNY System. All are committed to provide access to higher education and employment to under-served populations.

Hudson Valley Community College has continuously administered the Capital District Educational Opportunity Center. Today, the center serves around one thousand individuals a year between its facilities in Troy, Albany and through its outreach programs in community locations.

The center offers a wide array of vocational programs to enhance employability in today's competitive job market. Program curriculum and development is specifically designed to support employment opportunities and the demands of the employers in the Capital Region. Certificate programs include building trades, welding, cosmetology, culinary arts, nursing assistant, energy technician, medical office programs. Many of these programs include nationally recognized certifications.

The Capital District Educational Opportunity Center also offers a comprehensive array of academic programs ranging from Math Preparation through College Preparation and includes a High School Equivalency Preparation program. The center's English as a Second Language (ESL) Program offers three levels of classes to allow students with limited English proficiency the opportunity to master speaking, listening, reading, and writing skills in English. Vocational training programs are integrated with academic instruction coursework, resulting in a comprehensive approach to learning.

Unique features are offered to make educational opportunities more accessible to the non-traditional learner. All programs are individualized to allow students to progress and learn according to their individual learning styles while maintaining the integrity of fulfilling the requirements of graduation. Continuous enrollment for the majority of its academic and vocational programs offers students the ability to begin programs when they are ready to do so as well as to offer ongoing opportunities for employment as students complete programs. Support services and individualized instruction are provided so adults can adapt more easily to their return to school and/or transition to the work force. Students are offered career assessment, employability skills, employment support services, and life skills presentations. The center's College and Career Services Center has staff to help individuals seek and obtain jobs through resume preparation and cover letter assistance, computer and internet access, research assistance, job development and placement activities, and other job hunting aids. The Capital District Educational Opportunity Center is proud of our past and look forward to our future of serving the Capital Region.

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COVID- 19

Safety Guidelines

In order to safeguard public health to the extent possible, the EOC has developed plans in accordance with the NYS Department of Health and Centers for Disease Control guidelines, the NYS Governor's Executive Orders, and additional best practices identified by other organizations.

Guidance and directives from these entities are subject to change and/or additional information may be given.

Activities and expectations related to the EOC's plans will be communicated to students and must be strictly followed.

Activities and expectations include, but are not limited to:

- Visitor Check-in: At reception, markers will be placed on the floor to ensure that visitors and students remain 6 feet apart.
- Temperature check station and log: Temperatures will be checked daily at the temperature check station. If the temperature is above normal (100.4), the student will be required to leave and HVCC Health Services will be notified immediately. Students should refer to the section titled "**Instructions for Individuals Who Are Asked to Go Home**"
- Daily Inquiries:
 - Have you had COVID-19 symptoms in past 14 days (cough, difficulty breathing, loss of taste and/or smell and fever (100.4)?
 - Have you tested positive COVID-19 test in past 14 days?
 - Have you come in close contact with confirmed or suspected COVID-19 case in past 14 days?
 - Have you traveled to a state on the NYS Restricted States list in the past 14 days.

If the answer to any of these questions is yes, the individual will not be admitted to the EOC. HVCC Health Services will be notified immediately.

- Students can return when they can answer all of the above questions with a "no".

Should students begin displaying COVID-19 symptoms, they will be required to gather their personal items, and immediately exit the building without coming in close proximity to others or touching any surfaces. HVCC health services will be notified and students should follow the "**Instructions for Individuals Who Are Asked to Go Home**" section.

- Masks or other CDC recommended face coverings are required to be worn by all occupants of the building at all times even when coming within 6 feet of another person, or while occupying a shared area (classroom, bathroom, hallway, elevator, etc.)
 - Students and community will be required to bring and wear their own masks or face coverings.

- Students should have a backup mask or face covering on them at all times in case one is damaged or soiled. Students will be given a disposable mask if needed for extenuating circumstances.

Students will be asked to sign an agreement that they will abide by the mask requirement.

Students not following guidelines will be reminded of the expectation and expected to comply immediately. Students who do not comply or have already been asked to comply, will be required to leave the EOC. Students will be allowed to return after they meet with an administrator and state that they are willing to comply with the terms of the EOC safety plan. If the student is again asked to leave for not following guidelines or are in violation of the agreement after given a warning, they will be suspended while these guidelines are in place.

Instructions for Individuals Who Are Asked to Go Home:

Any individual who comes to the EOC while sick, or becomes sick while at the EOC should immediately tell their instructor, counselor, or staff member, gather their things, and go home immediately. Once home, the person should contact HVCC's Health Services at 518-629-7468 or healthservice@hvcc.edu. Additionally, any person who arrives at the EOC and does not pass the in-person health screening will not be admitted to the EOC and will be given directions to follow.

For all of the above situations, a nurse from HVCC's Health Services office will communicate with you via a Zoom health appointment or telephone interview to answer questions and provide guidance on the need for further care, testing, and contact tracing, and to advise you on communicating with the appropriate health department. Please answer any phone call you receive during this time. Free testing for COVID-19 is available by calling the New York State COVID-19 Hotline at 1-888-364-3065.

In addition to communicating with HVCC's Health Services office, you may also wish to communicate with your primary care provider for symptom-based supportive therapy.

When to Seek Emergency Medical Attention:

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

** This list does not include all possible symptoms. Please call your medical provider about any other symptoms that are severe or concerning to you.*

When seeking care for COVID-19-related symptoms, call 911 or call ahead to your local emergency facility and notify the operator that you are seeking care for someone who has or may have COVID-19.

Covid-19 Resources:

- Rensselaer County Department of Health COVID-19 questions: coronainfo@rensco.com or
- RCDOH COVID-19 Hotline (518) 270-0450
- CDC Coronavirus (COVID-19) information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- NYS COVID-19 webpage: <https://coronavirus.health.ny.gov/home>

Enrollment & Records

The University Center for Academic and Workforce Development (UCAWD) is responsible for the oversight of Educational Opportunity Centers (EOCs) throughout New York State. UCAWD has established guidelines which provide a framework for the operation of these EOCs.

Eligibility to Attend the EOC

Individuals are eligible for enrollment at the Educational Opportunity Center if they:

- Are adults or legally out-of-school youth who have attained the age of 16;
- Have been residents of New York State for the previous 12 months;
- and meet both academic and economic criteria established in the EOC Guidelines.

Eligibility is established at the time of registration and maintained while the student is continuously enrolled. If enrollment is interrupted, eligibility must be re-evaluated to determine if the former student meets all of the above eligibility requirements.

Falsification of one's eligibility documentation is prohibited.

Enrollment and Registration Verification

Students may request verification that they have registered or enrolled in classes at the EOC by contacting Enrollment Management Services (EMS).

Requests for Document Completion for Other Agencies

Students should submit all requests for documents that require information from the EOC to EMS. The forms must be properly completed by the student prior to submission. These forms may include forms from Social Security, Departments of Social Services, Department of Labor, medical insurance plans etc. Please note: Students attending the EOC are not eligible for federal school loan deferments.

Enrollment Days/Times

Days and hours open are subject to change and may be impacted in relation to COVID-19. Please check our website www.hvcc.edu/eoc or call the main number (518)273-1900 for current status of days, hours, and offices open for students and visitors.

You may meet with EMS to submit an application in our Troy location as follows:

- Troy: 8:30am to 4:00pm Monday through Friday (excluding holidays and EOC closures).

Please call EMS to discuss options outside of this time frame.

You may also start your application online at: <http://www.hvcc.edu/eoc> and will need to plan to meet with EMS once your application is complete.

Enrollment Policy (NEW)

"Program-Level Enrollment– Students are able to withdraw themselves from their program of study at any time. At the same time, we expect them to be committed to their learning. Therefore, students are able to withdraw themselves and re-enroll in each program in which they are enrolled 3 times before being required to find an alternative path."

Withdrawal from Courses/Programs

Administrative Withdrawal:

Students who are dismissed from the EOC or stop attending classes without notice will be withdrawn from their program.

Re-Enrollment

Students who wish to re-enroll should contact EMS. Depending on the circumstances of dismissal or discontinuation, a student may be asked to meet with a Counselor and/or complete the admissions process to ensure eligibility.

There may be occasions when students complete a program, disengage with the EOC, and upon re-enrolling do not meet the requirements of the next sequential program or other program of interest. In such cases, the applicant may work with the tutor and in the ATTAIN lab to gain the competencies necessary to meet the requirement of the subsequent program.

Transcripts

Students may request an official transcript of the course work attempted and completed at the EOC by contacting EMS. A signed written request indicating where the official transcript is to be mailed is required. Official transcripts will only be sent to appropriate organizations (schools, employers etc.). Unofficial transcripts will be provided to students, upon a similar written request.

Support Services

Counseling

Every student is assigned a counselor whose role is to help each student be successful at the EOC. While each student/counselor relationship is unique, common concerns brought to counselors are:

- barriers that are getting in the way of success at the EOC;
- career and educational decisions;
- unstable home situations;
- lack of self-confidence;
- issues regarding alcohol and other drug abuse; and,
- financial difficulties.

To address those concerns, some of the counseling services provided include:

- counseling/academic advising;
- support to assist in successful program completion;
- linkages to resources (both within the EOC and with outside agencies);
- feedback on student progress; and,
- help solving problems.

Frequently Asked Questions about Counseling Services

Why does EOC offer counseling services?

Counselors work to ensure that students gain the academic, social, and emotional support needed to successfully complete their program of choice.

What can I talk about in counseling?

Students should feel comfortable bringing to the attention of their Counselor any subject that may be affecting their attendance or performance at the EOC. For areas that fall outside the Counselor's role, referrals are made to other organizations and providers that can best help students.

Where can I find my Counselor?

Each Counselor has a private office where students may meet with them to discuss issues and concerns.

What do I do if my Counselor is unavailable?

If a Counselor is unavailable (not in the office, out sick, with another student, in a meeting) individuals can do one of the following: check back later, call the Counselor's voice mail and leave a message, write a note and slide it under the Counselor's door, meet with another Counselor, or leave a message for the Counselor with the receptionist. If the issue is urgent and no Counselor is available, students should ask to speak to a Program Coordinator, the Coordinator Instructional Services or the Coordinator of Student Services.

When is counseling available?

A sign indicating each Counselor's hours is posted outside their office door.

Counselors may also be reached by the following:

| | | |
|------------------|---------------------|--|
| Barb Talbot | 518-273-1900 x 2249 | b.talbot@hvcc.edu |
| Simone Rodriguez | 518-273-1900 x 2248 | s.rodriquez@hvcc.edu |
| Kaitlin Beam | 518-273-1900 x 2246 | k.beam@hvcc.edu |
| Susan Settler | 518-273-1900 x 2303 | s.settler@hvcc.edu |

Is counseling confidential?

Conversations with counselors are confidential, consistent with the legal obligations of the Counselors and regulatory requirements. When there is a clear and imminent danger to individuals or others, the Counselors will take reasonable action and/or inform the authorities, as required by law. Consultation with other Counselors or the Coordinator of Instructional Services and the Coordinator of Student Services may occur to ensure the best possible support. These conversations are professional in nature. Even when confidentiality cannot be guaranteed, your privacy will be maintained to the greatest extent possible.

Career Services

The EOC's goal is to help you start a career in your new field. The Career Services team will work with you from the time of enrollment until your program completion and beyond to help you meet your career goals.

Every student is strongly encouraged to use Career Services in their employment search. Services include:

- Regularly scheduled job fairs
- Employment-related workshops
- Resume preparation assistance
- Job search assistance
- Help completing job applications
- Mailing services for resumes
- Technical support for all of the above

RISE

RISE is a series of employment related workshops designed to improve career-readiness. RISE stands for R=Resume, I=Interview, S=Soft Skills, E=Employment.

The purpose of RISE is to connect students with College and Career Services staff to help students find and keep jobs that match their career goals. Students enrolled in a vocational program are asked to complete the RISE checklist as a part of their program or could be referred to College and Career services to work

on these areas. Students enrolled in academic programs are encouraged to attend as well.

During RISE sessions, students meet with Career Services staff in groups and/or individually to:

- Develop a training-related resume
- Complete references
- Complete a job application
- Attend an employment-related field trip and/or job fair

College Connections

The College Connections Initiative is designed to help students develop an interest in college and assist students in gaining the necessary skills to be successful there. Services provided include:

- Career exploration
- College application assistance
- Financing your education
- Financial aid application assistance
- College tours
- Skills workshops to assist in the transition to college

Lifetime College & Career Services

EOC graduates remain eligible for assistance from the College & Career Services office at no cost.

National Work Readiness Credential

The EOC offers the National Work Readiness Credential (NWRC) program and testing on site. The NWRC is a national, portable certificate that defines, measures, and certifies that jobseekers have the knowledge, skills, and abilities they need to succeed at work in the 21st century workplace. With the NWRC students can:

- Take the first step on a career path
- Demonstrate to employers that you have the skills to successfully perform in jobs
- Identify the skills that need to be strengthened to improve workplace performance

ATTAIN Labs

Advanced Technology Training and Information Networking (ATTAIN) computer labs are located in both Troy and Albany, and are open to EOC students as well as the surrounding community. ATTAIN offers:

- Computer training from beginning to advanced
- Internet access
- Software for education, language study, workforce skills development, and career exploration
- Microsoft Office workshops
- Microsoft Office Digital Literacy certifications

- Microsoft Office Specialist (MOS) certifications in Word, Excel, PowerPoint, Access, and Outlook

Tutoring

Tutors are available to provide academic support and to help students develop effective study skills as they make progress in their program(s). In addition, Tutors offer a wide array of books, worksheets, and computer tools to meet each student's individual needs. A sign indicating the tutor's hours are posted outside of the tutoring room.

Pathways to obtaining your High School Equivalency

Anyone who wishes to earn a high school equivalency diploma in New York State must go through a pathway approved by the New York State Department of Education.

- TASC test (offered at the EOC)
- Regents Pathway (Application R though NYSED, see below - EOC will assist)
- 24 Credit Hour Program (offered at Hudson Valley Community College)
- National External Diploma Program (NYSED)

NYSED Website: <http://www.acces.nysed.gov/hse/national-external-diploma-program>)

TASC Testing

The TASC is the Test Assessing Secondary Completion. One of the pathways is to pass the TASC.

Any high school equivalency diploma earned before 2014 in New York State is called a GED.

TASC Testing at the EOC

The EOC is a TASC Test Center. TASC tests are scheduled monthly and are administered on a computer. All interested community members and EOC students are encouraged to submit their applications as early as possible. To learn more or sign up for a TASC Test, contact Enrollment Management Services.

The New York State Education Department (NYSED) requires all examinees to meet eligibility requirements for HSE/TASC™ Testing. You may earn high school equivalency credit for qualifying Regents examination scores by submitting a completed Attachment R form to the NYSED. EOC students may seek assistance with this process from their Counselor.

TASC Readiness Test

The EOC offers a TASC Readiness Test to help students determine whether they are ready to take the full exam or if they would benefit from additional study and preparation. To learn more or schedule a TASC Readiness Test, contact EMS.

Accommodations

- Accommodations may be needed for chronic illness/disability, testing, or religious purposes. Students should contact their Counselor for assistance with requests for accommodations.

Accommodations due to Chronic Illness or Disability

Students who indicate that they have a chronic illness that would qualify as a disability or a disability as defined under the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act will be offered reasonable accommodations after sufficient documentation has been received. The attendance policy and/or other EOC policies or requirements may be varied according to the nature of the illness or disability.

Testing Accommodations

Students who can provide sufficient documentation to justify reasonable testing accommodations due a disability or disorder will be allowed such accommodations as intended by the Americans with Disabilities Act. The EOC can provide testing accommodations such as:

- Allowable resources (e.g., tools, procedures or materials)
- Alternate formats
- Special testing accommodations (e.g., extra time, separate location)

Documentation may be established through a physician or a copy of the student's academic-based Individualized Education Program (IEP) or 504 plan.

Religious Accommodations

The EOC complies with the provisions of Section 224-a of the New York State Education Law. Under these provisions: "It shall be the responsibility of the faculty and of the administrative officials of each institution of higher education to make available to each student who is absent from school, because of his or her religious beliefs, an equivalent opportunity to make up any examination, study or work requirements which he or she may have missed because of such absence on any particular day or days."

Policies & Procedures

Engagement, Attendance & Progress Policies

In order to achieve their academic and vocational goals, students have to come to class and engage in their work to make progress. The following policies outline our expectations and students' responsibilities in each of these areas:

Attendance Policy for On-Site Learning

Students attending classes in the building are expected to be present at least 80% of the scheduled module. 80% attendance will be monitored every two weeks at the end of each module.

Engagement Policy for Remote Learning

Student engagement means doing written and online assignments, participating in class discussions and lessons, reading and responding to texts. For engagement in remote learning, students must complete and submit assigned work at least once a week. Students' engagement will be monitored weekly.

Academic Progress Policy for Remote and Face-to-Face Learning

Students are expected to make reasonable progress in their respective programs. What is reasonable may vary depending on students' background knowledge and/or learning challenges. At the same time, we ask that students make a commitment to their learning. Progress will be monitored on a monthly basis based on Monthly Student Reports.

Grading System

Students are provided with monthly written reports of their progress by the faculty. This includes feedback on significant personal skills important for obtaining and maintaining employment. Students will receive a letter grade on this progress report when they complete the course/program.

Progress

Students are expected to make consistent, satisfactory progress through their program(s) and stay engaged in their learning until they complete their program(s).

Students show they are making satisfactory progress in the following ways:

- by earning a "C" or better on in-class assessments;
- by submitting sufficient class work that provides evidence of learning;
- by showing improvement on standardized assessments, i.e. Cosmetology State Board tests, components of the TASC, welding certifications, or the TABE assessment; and/or
- by earning a "Satisfactory" on their Monthly Student Report.

Our Wrap-Around Process

If students are unable to meet the engagement, attendance and/or academic progress expectations, we will support them in the following ways:

1. *Check-in with Counselors:* Students not meeting minimum standards will receive either written or verbal reminders from their counselors. Counselors will check in with students to determine the barriers they are experiencing and problem-solve ways to address their issue(s).
2. *Plan for Success (PfS):* If the issue persists, the student and counselor will work together to develop a PfS that details the steps that the student feels will address the barrier. As part of the PfS, there will be a follow-up within a week to ensure that the steps initially put in place are effective. At that time, the counselor and student may make any adjustments or revisions to the original plan.
3. *Meeting with Program Coordinator:* Students unable to meet the conditions of their PfS will meet with their Program Coordinator. The purpose of the meeting will be to explore barriers to implementing the PfS and to discuss if this is the right time for the student to commit to being at the EOC. If it is, then final adjustments to the original PfS will be made.

4. *Program Withdrawal:* After meeting with the Program Coordinator, students who are unable to meet the expectations of the attendance, engagement and/or academic progress policies will be administratively withdrawn until the following semester.

Attendance Requirements for Nursing Assistant Program

If students miss one full day or two partial days of the course, they will be issued a written attendance warning indicating the consequences of additional absences/tardiness and required to meet with their Counselor to prevent additional absences.

If students miss a second day or any additional partial day, the student will meet with the Coordinator of Student Services, Program Coordinator and/or the Coordinator of Instructional Services to determine the students' standing in the program. The students' performance, discipline, attendance, and tardiness will be reviewed and a determination will be made. If students are allowed to continue, any additional time missed from instructional class will cause immediate dismissal from the program.

If students miss a clinical day, the student will need to meet with the Instructor to explain the reason for the unavoidable absence and request to remain in the program. If permitted to remain and the student misses another clinical day, the student will be dismissed. Clinical days canceled by the EOC due to various circumstances will not apply to the above.

Nursing Assistant students dismissed for poor attendance are not eligible to re-enroll in the same course section. These students may request re-enrollment in a future course section based on the recommendation of the Counselor and the Instructor.

Tardiness in the Nursing Assistant Program

Each C.N.A. session has a total amount of hours required to sit for the state exam. If you do not have enough seat time, you will not be able to sit for the exam. Students arriving after the scheduled start of class will have the amount of time they were late added to their total time absent in the course. If the Instructor has already started a lesson or a test, the tardy student may have to wait until break or until the Instructor finishes the lesson/test. You will not earn seat time if you are not in the classroom.

Attendance Requirements for Cosmetology Program

Introduction to Cosmetology

Students are allowed a maximum of three (3) absences during the Introduction to Cosmetology course. Students exceeding three absences will be dismissed from the program, and may request reenrollment in a future section of Introduction to Cosmetology based on the recommendation of the Counselor and Instructor.

Cosmetology students dismissed for any reason, including poor attendance, at any time during the program must wait until the next start date (September, January, or April) to reenroll. Students are allowed no more than three start dates unless they make special arrangements with the Counselor and Instructor. Students who are dismissed and seeking reenrollment should contact the Enrollment Management Services department.

Tardiness in the Cosmetology Program

Students arriving after the scheduled start of class may have to wait until break to enter. The time missed will not count toward total completed hours.

Pre- and Post-Program Assessments

Students may be expected to take a diagnostic assessment to determine the program to best meet their needs. These assessments are mandated by the State University of New York. It is expected that students' demonstrate competency for all academic programs (Intro to HSE, Pre-HSE, Pre-College Prep, and Math Prep, Vocational Foundations, HSE Preparation, College Preparation, ESL III) Program-specific assessments will be used on a regular basis to measure academic progress, and to evaluate the students' readiness to complete their current program or enroll in another EOC program. Alternate assessments may be used in place of post-assessments.

Cheating

Academic integrity refers to the expectation of honest behavior in an academic setting. Acts such as cheating, plagiarism, forgery, sabotage another's work, and unauthorized collaboration are examples of academic dishonesty. These and any other form of academic misconduct are strictly prohibited.

Textbook Deposit

Students are eligible to take home textbooks for use as long as they are enrolled at the EOC.

A textbook deposit fee of \$40 is required. The textbook deposit can be paid with cash, Money Order, or an official DSS check or check from another agency. No personal checks will be accepted.

To pay the textbook deposit fee: The student should bring the deposit fee to the receptionist. The receptionist will accept the deposit and give the student a textbook user deposit agreement to sign. This will act as a receipt.

To receive the textbook(s): The student should take the receipt to his or her instructor. This receipt allows the instructor to issue textbook(s) to the student. No books will be allowed to be taken home by the student without this receipt.

NOTE: Students must keep the receipt. This receipt will be needed to obtain books for other classes and/or to receive a refund of the textbook deposit when the student has completed his or her studies.

When a student leaves a class or program: The student must return the textbook(s) in good condition to the instructor. The instructor will note the return on the receipt. Students may return their textbooks prior to completing their program.

If the student moves into another class or program: The receipt will be used to obtain textbook(s) for the new class or program. This process will continue until the student completes the program or leaves the EOC for another reason.

If the student leaves the EOC: The student is entitled to a refund of the textbook deposit fee as long as he or she returns all books in good condition to the EOC and requests the refund **within 90 days of leaving the EOC.**

To receive a refund: Program Coordinators will verify that the textbook(s) have been returned in good condition and will request the student's deposit be returned. The student's current address must be provided in order for the refund check to be mailed.

If a student does not return textbook(s): If a student leaves the EOC and does not return his or her textbook(s) and request a refund within 90 days, the student will forfeit his or her textbook deposit. All forfeited deposits will be used to purchase replacement textbooks.

Parking

The EOC's parking policy is administered by EOC Business Services and property management.

Parking passes are made available at Reception. The appropriate parking pass must be displayed at all times on vehicles using the EOC parking lots. Any vehicle not displaying the appropriate parking pass will be subject to towing at the owner's expense.

Student Parking in Troy: The student parking lot is located directly south of 431 River Street.

Student Parking in Albany: Student parking is available on the street in front of the building, in the designated parking lot behind the building, or next to the building but only where signs designate EOC parking. Parking is not permitted in areas restricted and signs are posted. Parking in restricted areas are subject to towing.

Visitor Parking: Visitor parking in Troy is located in the EAST parking lot directly across from 431 River Street in clearly marked Visitor parking spaces only. Visitors not parked in Visitor parking spots must get a temporary parking pass from Reception and place it in their vehicle. Visitor parking in Albany is anywhere not otherwise restricted.

Towing: Any vehicle not displaying an appropriate parking pass, parked so that is blocking an exit, or otherwise creating a potential hazard will be subject to immediate towing by the property management at the vehicle owner's expense.

The EOC has no jurisdiction or legal responsibility for any vehicle parked on the street surrounding any EOC facility. EOC staff will attempt to identify individuals if a problem arises with their vehicle. A properly displayed decal/tag helps in this process.

Identification Badges

Student ID Badges

All students will be issued an identification (ID) badge by the first day of classes. Students must wear their ID badges at all times while at the Capital District Educational Opportunity Center. The badge must be worn so that it is easily seen, i.e., on the outside of coats or sweaters. This is easily done by using the lanyard or clip provided with the ID badge. ID badges help to create a safe learning environment for students, faculty, and staff. Students who do not display their ID will be requested to do so by security and staff. Students who refuse to display their ID will be subject to disciplinary action, up to and including dismissal.

Students without their ID badges will be sent to the receptionist in Albany or to Enrollment Management Services (EMS) in Troy, where they may be issued a temporary ID. Students who lose their ID badges will be issued new ones in a timely manner, though it is not always possible for a new ID badge to be issued immediately.

The first additional ID badge will be noted in the student file. For an additional request for a new ID, the student will need to meet with their Counselor prior to receiving a new one. If there is a request after the third ID is issued, the student will need to get permission from the Coordinator of Student Services or the Coordinator of Instructional Services.

Faculty and Staff ID Badges

Faculty and staff also wear ID badges at all times while in the center. You can identify Faculty and staff by the red border around their ID badges.

Visitor ID Badges

Visitors are all individuals on EOC premises who are not a current students or current employees. All visitors are required to check in at the reception desk and are required to wear a visitor's ID badge while inside the EOC.

CDTA Bus passes

The EOC has a program that allows students who are actively enrolled in an EOC program, to have 24/7 full access rider pass. This pass is given to students at the end of Orientation and is also your student ID. The purpose of the bus pass is to enable you to get to the EOC when you need to and be able to take care of other tasks outside of class so you can focus when you are in class or doing your school work. This program is a privilege and an incentive to work towards reaching your goal of completing your program.

If you are withdrawn for disciplinary reasons or attendance/engagement issues, your pass will be turned off and will no longer work. You must be re-enrolled and participating in your program to keep the pass active.

You are given a pass when you begin your program and are expected to keep it. If it is lost or stolen, it should be reported to EMS immediately and a new one will be issued and the other one deactivated.

If you lose more than one, you will need to meet with the Coordinator of Student Services prior to receiving another one. You will only receive one more pass. If you lose the third one, you will not be issued any more passes.

The EOC will not give notice that the bus pass will be deactivated if you have been dismissed from the EOC, withdrawn from the EOC, are a no show to your first day of class, report it stolen, or cannot produce your id/pass when asked. If you have any questions about your pass, please contact Enrollment Services.

Children on the Premises

Children are not permitted on the EOC premises except under direct adult supervision while the adult is working with Enrollment Services, and only in designated areas. Designated areas include: the first or second floor reception areas in Troy and the student lounge in Albany. The EOC does not provide childcare services. Students who need to make child care arrangements should contact their Counselor for referral assistance. No children are permitted in any other areas.

Internet Access and Computer Use

All individuals who access the internet through computers and/or software provided by the EOC are bound by this policy. This policy applies to all EOC computers, inclusive of those in ATTAIN computer labs. Access to and use of the internet must be consistent with the mission of the EOC. Therefore, certain behaviors or actions on the internet are prohibited. Disciplinary actions range from verbal warnings to termination of Internet access to suspension or termination from the EOC.

Because not all possible inappropriate actions can be anticipated, the list below is representative only. Disciplinary action may also be warranted for actions not listed below:

- Hacking, or attempting to break into any other computer, system, network, and/or software program
- Using EOC resources to conduct a business
- Sending threatening or harassing messages, including racially or sexually harassing messages
- Copying or stealing electronic files without permission
- Sending the digital equivalent of chain letters via email
- Accessing any kind of pornographic/sexually explicit website or materials
- Refusing to cooperate with a security investigation
- Participating in unauthorized online gaming
- Accessing web sites unrelated to your course of study or job search, except in ATTAIN labs.

Cellphones and Other Electronic Devices

Any electronic devices that produce sound, such as cell phones or music players, may not be used in instructional classrooms or laboratories unless authorized by an instructor. Such devices may be used in other areas of the building as long as the noise does not interfere with instruction or disturb other students or staff.

Dress Code

- The Capital District Educational Opportunity Center (EOC) provides students with educational training and preparation for a career path. Appropriate dress is a critical element in entering the world of work as well as succeeding at work. The EOC has established the following dress standards and rules for students to address this significant issue.
- All students are expected to wear clothing appropriate for an adult educational institution. If you are in doubt of the appropriateness of your clothing, please discuss it with your Counselor. If faculty or staff have a concern about your clothing or outfit, it will be brought to the attention of the Counselor to discuss it with you and come up with a solution that will be appropriate for your attendance at the EOC.

Inappropriate clothing may include:

- clothing worn in a sexually suggestive or provocative manner (including showing underwear)
- clothing that is worn in a manner that is disruptive to the classroom or the learning environment
- sleepwear or pajama pants

- headgear or clothing directly relating to a gang or gang activity
- clothing or accessories that prohibit the safety of the students or staff (baseball hat worn to disguise the face, hoodies worn with the hood over your head to hide behind)

Some programs require specific clothing to be worn while in class. These are described in program specific Appearance Codes distributed during the Orientation process. In addition, some programs have established dress codes based on the standards and expectations of the work field. Students who are dressed inappropriately will be notified that their clothing or appearance needs to be corrected by a Counselor. They will be permitted to return to class only when they meet the expectations of the Center.

Personal Hygiene and Grooming

All students should maintain good personal hygiene and grooming. This not only promotes good health but also good employment opportunities. Students not meeting this expectation may be asked to correct the issue prior to returning to class.

Food and Drink

- In order to maintain the appearance and cleanliness of the facilities, and minimize the possible infestation of pests, the Capital District Educational Opportunity Center has established the following policy concerning food and drink consumption:

The consumption of food and beverages (other than water) should be confined to the student lounge and the cafeteria (SPOONS) located in Troy and the student lounge in Albany. All beverages, including water, are prohibited from computer classrooms, laboratories, ATTAIN, and the TEC room.

Smoking

Smoking, including vaping, is not permitted within any EOC facility. Smoking on EOC grounds is only permitted in designated smoking areas. Tobacco use is prohibited on all EOC and Hudson Valley Community College grounds, college/EOC-owned or leased properties, and in campus/EOC-owned leased, or rented vehicles. This includes any buildings or grounds that are located off campus.

Faculty/Staff and Student Boundary Guidelines

- Boundaries protect the “space” that must exist between faculty/staff and students by controlling the power differential in the relationship. This provides a safe, consistent, and predictable environment, which maintains the optimum environment for students to risk change and learn new skills/behaviors. If students feel that a member of the faculty or staff has not respected their boundaries, they should talk with their Counselor. If there is an issue with the Counselor, please see the Coordinator of Student Services.

Business Dealings

It is inappropriate for students to enter into business dealings with EOC Faculty and Staff. Business dealings would include buying or selling things, and loaning or receiving money and/or objects. Students should also refrain from employing or being employed by EOC Faculty and Staff.

Relationships

It is inappropriate for students to develop personal relationships with EOC Faculty and Staff. Personal relationships would include relationships that consist of interactions not related to the learning activities of the EOC. Intimate relationships are personal and therefore unacceptable. All relationships should be professional in nature. Contact outside the EOC, other than chance meetings, is strongly discouraged.

Gifts

Students should not give or receive gifts from EOC Faculty and Staff unless it is a prize or gift from the EOC as a whole. Students should refrain from giving gifts, including food, to Staff and Faculty. Although some students may want to thank EOC Faculty and Staff in some special way, this again is strongly discouraged.

Student Responsibilities

Students who violate the policies, procedures, or rules of the EOC or the Student Agreement(s) shall be subject to disciplinary action. The most serious form of disciplinary action is the Administrative Withdrawal from all courses and programs. Severe violations may cause Administrative Withdrawal without re-enrollment or re-admission privileges.

Rule Observance

Students who do not observe the policies and procedures outlined above, discusses as Student Expectations, and in their Student Agreement(s) will be reminded of the rule(s) and/or policy and asked to comply. Non-compliance may result in disciplinary action ranging from a verbal warning to the 3 responses identified below.

1) Educational Team Meeting (ETM)

For those students who repeatedly violate rules or policies, an Educational Team Meeting (ETM) will be held. Participants include the Coordinator of Student Services, the Program Coordinator, the student's Counselor, and may also include the student's instructors. The purpose of an ETM is to develop a Plan for Success to address the issue(s) identified in the ETM request.

The Plan for Success (PFS) must include:

- a description of the issue(s),
- clear expectations, i.e. student actions to be taken or discontinued,
- a clear timeline for reassessment.

A follow-up meeting will be held on or around the designated date of reassessment. Students who have successfully and consistently met the expectations of their PFS will be taken off of their Plan. If a student fails to adhere to the PFS, responses may include placement on Behavioral Probation or Administrative Withdrawal.

2) Behavioral Probation

Students placed on Behavioral Probation will either have their PFS extended or a revised PFS may be developed, using the same criteria identified above. Students who have successfully met the expectations of their Plan will be taken off of probation. Students who have not met the expectations of their Plan while on Behavioral Probation may be subject to Administrative Withdrawal.

3) Administrative Withdrawal

The length of Administrative Withdrawal will be determined by the Coordinator of Student Services in conjunction with the Coordinator of Instructional Services. A Re-Entry Plan must be developed prior to re-enrollment so that the student understands the term(s) of their return (the Re-Entry Plan may be based on the items outlined in the PFS). Students choosing to withdraw themselves in step 2 above may still require a re-entry plan. Students who are administratively withdrawn and seeking reenrollment will need to contact the Enrollment Management Services department to re-enroll.

Alcohol/Drugs/Illegal Substances

The possession, transportation, sale, use, or being under the influence of alcoholic beverages, drugs, or illegal substances on EOC grounds is prohibited. If a student is perceived to have consumed any of these substances, they will be removed from their class and asked to leave the EOC for the day. A re-entry plan for either consumed or perceived consumption will be required prior to returning to the EOC.

Illegal Gambling

Illegal gambling of any kind is prohibited on EOC grounds.

Weapons and Firearms

- **All weapons and firearms of any kind are prohibited from all EOC premises and surrounding grounds.** Possession of a firearm or weapon of any kind will result in an automatic permanent dismissal from the EOC and anyone in possession will be prohibited from being on EOC premises. State and federal law also prohibit weapons on school grounds and legal authorities may also be notified.
-

Vandalism and Theft

Defacing, damaging, or maliciously destroying or theft of any center, faculty, or student property is prohibited.

Disruptive Behavior

Disruptive behavior is any behavior that interrupts or interferes with the normal operation of the EOC. This includes but is not limited to physical assault, threatening behavior, illegal gambling, possession or attempted sale of illegal drugs or weapons, theft, yelling, swearing, and refusing to follow directions. Students engaging in these behaviors may be asked to leave the EOC

immediately. The Coordinator of Student Services will conduct an investigation to determine the facts of the incident. The result of this investigation will determine disciplinary action, if any, up to and including Administrative Withdrawal.

If the investigation determines that the student's behavior was disruptive but of a less severe nature, the student may be placed on Behavioral Probation rather than Administratively Withdrawn. Counselors will meet with such students to develop a Plan for Success (PFS) to prevent a reoccurrence of the behavior. This plan will follow the criteria previously noted for a PFS and must be approved by the Coordinator of Student Services and the Coordinator of Instructional Services prior to the student's return to the program. If the student subsequently violates the PFS while it is still in place, they will be Administratively Withdrawn from their program.

In each case, the length of Administrative Withdrawal will be determined by the Coordinator of Students Services in conjunction with the Coordinator of Instructional Services. All students who are dismissed for disruptive behavior will be notified in writing by the Coordinator of Student Services. The students may appeal the Administrative Withdrawal by filing a grievance with the Coordinator of Student Services.

Grievance Process

Students with a complaint of an alleged discrimination, harassment or civil rights violation should not use the grievance process below and should see "How a student may file a complaint of alleged discrimination, harassment, or civil rights violation at the Educational Opportunity Center" in the introductory pages of the Student Handbook.

Students having a complaint against a fellow student or faculty member in which an act of Domestic Violence, Dating Violence, Sexual Assault or Stalking is alleged shall be governed by the policies and procedures set forth in Hudson Valley Community College's Code of Conduct which can be found at: <https://catalog.hvcc.edu>.

On those occasions when students feel that a decision made by a member of the Educational Opportunity Center's faculty or staff is inappropriate or unfair, they may utilize a variety of means to rectify the problem.

Informal Resolutions:

In all instances, students may try to resolve the issue with the individual directly, in an informal manner. Students should indicate why the decision was inappropriate or unfair and how they feel it should be corrected. This initial attempt to resolve the problem can only be successful if both parties approach it with respect and a true problem-solving attitude.

If this informal attempt to resolve the issue is not successful, the formal process is available to resolve the situation.

Formal Grievance Procedure:

1. Students must present the complaint *in writing* within ten (10) EOC school days of the event to the Coordinator of Student Services.
2. The Coordinator will complete an investigation within ten (10) EOC school days of the receipt of the complaint.

3. The Coordinator will seek to resolve the complaint, keeping a written record of the investigation and resolution attempt, and provide written notification to both parties. If a resolution satisfactory to both parties is reached, the Coordinator shall close the case.
4. If a resolution is not reached, or in cases where a decision by the Coordinator of Student Services is being grieved, a Student Grievance Review committee will evaluate the complaint within ten (10) EOC school days. This committee will consider procedural error (if any), new evidence, whether the Coordinator's decision was supported, and whether the sanction (if any) was proportionate. The committee will send students a written decision within fifteen (15) EOC school days of that review.
5. Students may appeal this decision to the Vice President/Executive Director in writing within ten (10) EOC school days of the Grievance Review Committee decision. A final written decision will be sent to the student by the Vice President/Executive Director within thirty (30) EOC school days of the receipt of the appeal.

Efforts to circumvent the timeframes associated with each stage of the process or the sequential progression from one stage to another is prohibited. Time limits may be extended based on just cause (e.g. vacation or extended hospital stay).

The burden of proof needed to substantiate the grievance shall rest with the student. Students must demonstrate that there is the presence of a wrong or loss, that the specific alleged incident caused damage, and that there is a remedy available to "right the wrong."

Building Safety Information

Security

Security services are provided to the EOC by HVCC security personnel. Guards may enforce EOC rules and initiate actions to assist with the safe and secure operation of the EOC. Students are expected to cooperate with the security guards.

Medical Assistance

All accidents that occur on the EOC premises must be reported to EOC staff as soon as possible, who will assess the severity of the incident. An ambulance may be called. An accident report form will be completed by staff members and signed by the students involved.

Students in need of emergency medical assistance should immediately notify EOC staff. The EOC staff member will notify the receptionist, who will call for an ambulance.

Emergency Exits

All emergency exits are well marked. They are to be used only in case of an emergency. An alarm will sound when the doors are opened. The EOC floor plans show specific locations.

Fire Alarms/Drills

New York State law requires that the EOC conduct fire drills every year. When the alarm sounds, students should leave the building in an orderly fashion, quickly and quietly. Designated staff will direct students to the closest exit. Staff will notify students when it is safe to return to

the building. The alarm will also sound in the event of a true emergency. **Respond to every alarm as if it is a real incident.**

Evacuation Plan

Fire drills to ensure occupants are familiar with emergency evacuation procedures are held a minimum of three times per year. All students should become familiar with the emergency exit routes for rooms and spaces they frequently occupy. Emergency exit maps have been posted in classrooms and common areas throughout the building. Advance knowledge of these routes can save your life.

Evacuation Procedures

When the fire alarm system is activated, students should follow the protocol below when evacuating the building:

- Respond to every alarm as if it is a real fire.
- Immediately evacuate the building by the nearest exit (**never use an elevator**). Refer to emergency exit maps located in classrooms and common areas as well as exit signs for the closest exit.
- Instructors will oversee the evacuation of their students.
- Take personal belongings only if they are immediately accessible and within arm's reach, as your primary objective is to exit the facility immediately.
- Do not panic or run. These actions can be as deadly as a fire.
- Close all doors and turn off lights when exiting a room (**do not lock**).
- Exit the building quickly and assemble at the designated assembly area for the EOC Troy and Albany facilities listed below:
 - EOC Troy Facility: The southwest corner of the parking lot directly south of the building is the **ONLY** designated assembly area. Gather near the individual(s) holding the sign labeled EOC. Remain there until instructed otherwise by an administrator.
 - EOC Albany Facility: Those exiting the front of the building through the main entrance should assemble in the Price Chopper parking lot. Those exiting the rear of the building should assemble in the rear parking lot and away from the building.

Other fire emergency & evacuation information

- Students should wait in designated areas to assist with communications.
- Always remain a safe distance from the building and never attempt to reenter the building until an all clear designation has been issued.
- Be cautious of and stay away from emergency vehicles that may be responding to the incident.
- EOC staff have been designated as Fire Marshals to assist in the evacuation – **Follow their Directions.**

Evacuation Guidelines for Mobility-Impaired Persons

If you are a mobility-impaired person with a permanent or temporary disability who, for whatever medical reason, is unable to evacuate a building via the stairwell or may have difficulty responding to the fire alarm system, you must identify yourself as such to your Counselor. Students who have identified themselves will be provided with an individually prepared Personal Emergency Evaluation Plan developed with the Student Services Coordinator.

Mobility-impaired students, their faculty, and the respective Fire Marshal(s) will be aware of and implement the individuals Personal Emergency Evacuation Plan, when one exists.

If an alarm or building evacuation takes place prior to a Personal Emergency Evacuation Plan being developed and you are unable to evacuate safely, follow the protocol below:

- EOC Troy Facility: proceed to the main staircase on 2S.
- EOC Albany Facility: proceed to either staircase.

If a mobility-impaired person cannot go to a designated area of rescue assistance, the individual should proceed to an area of the building furthest from the fire or danger area. An enclosed area, such as office or enclosed stairwell with a phone, is best.

Once in a safe location, one of the following steps should be taken:

- If a phone is available, call 911 and notify emergency personnel of your location.
- If no phone is available, the individual assisting the mobility-impaired person should notify emergency personnel, if necessary by leaving the building and informing a fire marshal or the administrator in charge.
- If no phone is available and no assistance was given, the mobility-impaired person should wait for emergency personnel to arrive.

Emergency School Closing

In the event of heavy snow, flooding, wind, or other severe weather conditions, students may obtain information regarding school closings in multiple ways: television, radio, newspaper publications, and Facebook (Capital District Educational Opportunity Center).

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|---------------------------|------------|--------------|
| • Television | • AM Radio | • FM Radio |
| • WRGB Channel 6 | • WGY 810 | • WFLY 92.3 |
| • Spectrum News Channel 9 | • | • WYJB 95.5 |
| • WTEN Channel 10 | • | • WRVE 99.5 |
| • WNYT Channel 13 | • | • WGNA 107.7 |
| • WXXA Channel 8 | • | • |

Information will also be listed at The Times Union www.timesunion.com and The Post Star www.poststar.com. This is the fastest way to get up to the minute information.

- The Capital District Educational Opportunity Center is listed as EOC (Capital District). Therefore, in alphabetical listings look for information under “E;” in listings by county, look under Rensselaer County.

Students may also call the EOC switchboard at (518) 273 – 1900

Should classes be in session during an emergency situation, the administrator in charge will inform students and staff if the school is to be closed.

REMIND APP – students who choose to participate in the REMIND app notification system, will receive a notification of closing or delays through the app.

Remind APP

All students are encouraged to sign up for the REMIND app. You can go to the APP store on your device or go to REMIND.com and set up your account. You have the option of choosing how you would like to receive notifications and put in your email, phone or texting information.

Once you have your sign in, join the school Capital District Educational Opportunity Center Troy @fc2g23

You can then join your counselor’s group and your Instructor’s group.

The REMIND app also works as the EOC system for closings, delays and EOC information for all students.

Building Amenities/Services

Lockers

- Lockers are available throughout the Troy facility and are available on a first come–first served basis. To request a locker, students should speak to their Counselor. Students must provide their own locks. Students should remove the lock and empty the locker when they complete their program. At the end of the school year all lockers need to be emptied and all items removed for maintenance purposes. Lockers are available to students enrolled in summer classes, following the same procedure.

Lounges

- Student lounges are located at both the Albany and the Troy facilities. Tables, chairs, a microwave, and vending machines are available for student use. Food and drink are permitted in the lounge. Use of electronic audio devices is permitted with ear phones/ear buds. The volume must not disturb other individuals in the lounge. Cell phones may also be used in the lounges. Cell phone conversations, both volume and content, must be undertaken in such a manner as to not disturb others in the lounge. Please remember that the lounge is not the best place for “private” phone conversations.

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Plans developed in relation to COVID-19 response may result in the Student Lounge being inaccessible to students as outlined above.

Special Events

For information about upcoming events, please refer to flyers posted throughout the building. EOC events will also be posted on the EOC Facebook page, EOC Instagram account, and periodic announcements through the REMIND APP.

Lost and Found

The EOC is not responsible for any item left on the EOC premises. Check with the receptionist at either location if you are missing something.

Messages for Students

Messages left for students will be held at the Reception Desk until picked up by the student. If the matter is an emergency (urgent and important), Reception will contact the student's instructor in class and notify the instructor that the student has an emergency call at the reception desk.

Bulletin Boards

Bulletin boards throughout the center facilities exist to display information important to students. All items posted must be reviewed and approved prior to being posted. A bulletin board located in the student lounges in both facilities will be used for student-initiated materials. Contact the Coordinator of Institutional Advancement for more information.

Cafeteria/SPOONS

In response to COVID-19 Spoons may be closed. Students will be notified when SPOONS will be open and areas where students can eat during breaks.

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- The Troy facility operates a cafeteria affectionately known as SPOONS. The cafeteria is open for lunch on Tuesday and Thursday from 12:00–1:00 and a light breakfast on Monday and Wednesday from 10:00–10:30 when classes are in session. Food is prepared by the students in the Culinary Program. Students are encouraged to try out SPOONS.

Cosmetology Services

In response to COVID-19 Cosmetology Services may be suspended. Students will be notified when services will be open.

The Cosmetology program provides salon services to the EOC community and the public on designated days. Appointments can be made by calling (518) 273-1900 ext. 2206. Students must make appointments at times they are not scheduled to be in class.

Awards

The EOC acknowledges student achievement, service, and leadership in multiple ways:

CAPTAINS Awards

CAPTAINS awards are presented on a regular basis throughout the academic year. CAPTAINS awards are presented to students nominated for demonstrating leadership in the following areas: Communication, Attitude, Problem-solving, Teamwork, Attendance, Initiative, Neighborliness, Spirit/Service.

Recognition of Service to the EOC

Recognition of Service to the EOC awards are presented to students who have gone above and beyond in their service to the EOC during the previous academic year.

University Center for Academic and Workforce Development (UCAWD) Certificate of Achievement

UCAWD Certificates of Achievement are presented to students who have earned an average of “B” or better in one or more programs.

Educational Opportunity Center Honor Roll

Educational Opportunity Center Honor Roll awards are presented to students who have earned an average of “A” or better. All Honor Roll recipients also receive a UCAWD Certificate of Achievement.

Students of Excellence

Students of Excellence recipients are identified by the faculty in each program. The awards are presented to students who consistently exemplify a positive attitude, solid work habits, and high-quality workmanship. These important attributes have allowed the students to be successful at the EOC and will carry with them into the future, in college or in the workplace.

Alliance Awards

Alliance Awards nominations are submitted by EOC faculty, tutors and Counselors. Selections are made by committee based on exceptional attendance, citizenship, attitude, scholarship, perseverance and personal growth.

Student Recognition Ceremony

A Student Recognition Ceremony is held annually to celebrate the achievements accomplished by students throughout the past year. Students are encouraged to attend and bring family and

friends. This event may be done virtually or at a different time of year at the discretion of the Center.

Beyond the EOC

Scholarships

EOC students who attend local two and four year colleges are eligible for numerous scholarship opportunities. The following awards through HVCC are especially relevant for EOC students:

Joseph J. Bulmer Scholarship

Joseph J. Bulmer was the third president of Hudson Valley Community College and served from 1979 through 1996. He was born and raised in South Troy and was a strong supporter of the EOC. Upon his retirement, Dr. Bulmer established a scholarship fund for EOC students who subsequently enroll at the college. This HVCC \$500 scholarship is awarded to a full-time EOC transfer student enrolled for the fall semester at HVCC. Each applicant must have a minimum 3.0 G.P.A. and must have a financial need application on file. For further information, students are encouraged to contact their Counselors or the HVCC Scholarship Director.

Holly Lainhart Memorial Scholarship

This HVCC \$100 scholarship was named in memory of the daughter of the former EOC Vice President/Executive Director, James E. Sharp. Applicants must be a full-time matriculated EOC transfer student enrolled in either a Business or Individual Studies Program at HVCC with the intent of transferring into a business curriculum. The student must be a single parent, be in good academic standing, and have a financial need application on file. The scholarship is also based on financial need. For further information, students are encouraged to contact their Counselors or the HVCC Scholarship Director.

Richard J. Spence Health Services Career Award

Richard J. Spence committed 21 years to the EOC and its students. This scholarship was established by his colleague Ann Marie (Tina) Mone to commemorate that service and honor his legacy. This \$500 merit-based scholarship will be awarded annually to a graduate of the EOC's Nursing Assistant program, who, due to financial difficulties, may not otherwise have the opportunity to pursue a college degree. The scholarship is renewable for a second year if the student maintains the original eligibility criteria of an 85 average or above.

Articulation Agreements

Students transferring from the EOC to institutions with whom we have articulation agreements may earn credit or be waived from certain requirements as identified below.

Articulation Agreements with Hudson Valley Community College (HVCC)

College Preparation Graduates

College Preparation Algebra is considered fully equivalent to HVCC's MATH 099, Elementary Algebra I. This equivalency will give students completing the course the same standing as they would receive if they had taken the course on the HVCC campus. Students must receive a minimum grade of B- (80–82%) or better.

College Preparation Language Skills IV is considered fully equivalent to HVCC's ENGL 092, English Fundamentals I. This equivalency will give students completing the course the same standing as they would receive if they had taken the course on the HVCC campus. Students must receive a minimum grade of B- (80–82%) or better.

Articulation Agreements with Schenectady County Community College (SCCC)

Culinary Arts Graduates

- Complete the Culinary Arts program at the EOC with a final grade of 75% or higher
- Pass the National Restaurant Association ServSafe Exam with a grade of 75% or higher
- Complete the course within two years prior to matriculating at SCCC
- Submit a copy of the ServSafe Certification to SCCC's Registrar's Office
- Meet SCCC's standards for acceptance and for advanced credit
- Matriculate at SCCC in the Culinary Arts AOS degree program or Assistant Chef Certificate program
- Receive recommendation in writing from their EOC instructor

Every student meeting the above criteria can be awarded up to four credits at SCCC for HOT 132 Sanitation Techniques and HOT 131 Math for Food Service Records upon matriculation in the Culinary Arts AOS or Assistant Chef Certificate programs and successful completion of six credit hours of college-level course work at SCCC.

Articulation Agreements with Maria College

Nursing Assistant Graduates

Nursing Assistant graduates may be eligible for reserved seats in the Maria College Practical Nurse Certificate program.

Nursing Assistant graduates who are licensed to practice as nursing assistants in New York State are exempt from the TEAS requirement for the Practical Nurse Certificate program at Maria College.

Students must complete and file the Maria College application.

Students must secure a current license to practice as a nursing assistant prior to initiating the Practical Nurse Certificate program at Maria College.

Students must meet college and clinical agency health requirements and must have appropriate health clearance requirements on file in the Maria College Nursing Department prior to clinical facilities visits.

New York State and Federal Laws

FERPA – Family Educational Rights and Privacy Act

- The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

The right to inspect and review the student's education records within 45 days of the day the EOC receives a request for access. Students should submit to the Coordinator of Student Services, written requests that identify the record(s) they wish to inspect. The Coordinator or designee will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the EOC Records Office, the Coordinator shall advise the student of the correct official to whom the request should be addressed.

A parent or guardian of a student, with proper documentation, who claims the student as a dependent on his/her Federal Income Tax form has the same rights as the student explained above.

The right to request the amendment of the student's education records that the student believes is inaccurate. A student may ask the EOC to amend a record that he/she believes is inaccurate. The student should write the Coordinator of Student Services, clearly identify the part of the record they want changed, and specify why it is inaccurate. If the EOC decides not to amend the record as requested by the student, the EOC will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

Disclosure without Approval of the Student or Eligible Parent: One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the EOC in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the EOC has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees, or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

- Authorized federal and state representatives may have access to student and other records in connection to the audit and evaluation of programs, or in connection with the enforcement of or compliance with legal requirements which relate to educational programs.
- Records will be disclosed upon the receipt of a judicial order or lawfully issued subpoena. A reasonable attempt will be made to notify the student or the eligible parent of the disclosure.
- In the event of an emergency involving the health or safety of a student, appropriate officials may be provided information from a student record.

Directory Information: The EOC may disclose the student's name, program, honors / awards and the dates of attendance without consent of the student or eligible parent, unless, within 30 days of enrollment, the student and/or the eligible parent request such information not be disclosed.

The right to file a complaint with U.S. Department of Education concerning alleged failures by the EOC to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

The Solomon Amendment

- Under the 1997 rule adopted by the United States Department of Defense, the EOC must provide to the military, if requested, the student's name, address, telephone listing, and date of birth, level of education, current program and programs completed. If the student places a hold on his/her record through the Family Educational Rights and Privacy Act (FERPA), information will not be given to the military. However, the student would then need to authorize, in writing to the Records Office, each individual disclosure of any information.

Title IX Compliance

Consistent with Title IX of the Education Amendments of 1972, the EOC does not discriminate against students, faculty or staff based on sex in any of its programs or activities, including but not limited to educational programs, employment and admission. Sexual harassment, including sexual violence, is a kind of sex discrimination and is prohibited by Title IX and the EOC.

The EOC is committed to responding promptly and effectively when it learns of any form of possible discrimination based on sex, sexual harassment or sexual violence.

Policies and Programming Pursuant to the Campus SaVE Provisions of the Violence Against Women Act can be found in the Student Planner you receive during orientation, which identifies policies and programming to prevent sexual assault, dating violence, domestic violence and stalking, and to support survivors. Additionally, SUNY provides a Sexual Assault & Violence Response (SAVR) Resources website at <http://response.suny.edu>.

Questions should be directed to the Title IX Coordinator:

Elaine Harwood
Room 217
(518) 273-1900, x2217
E.harwood@hvcc.edu