



City Colleges of Chicago

Richard J. Daley College
Harold Washington College
Kennedy-King College
Malcolm X College
Olive-Harvey College
Harry S Truman College
Wilbur Wright College

STUDENT POLICY MANUAL

www.ccc.edu/studentpolicymanual

Effective: September 2013

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PART I: PREFACE

Mission Statement

The City Colleges of Chicago delivers exceptional learning opportunities and educational services for diverse student populations in Chicago. We enhance knowledge, understanding, skills, collaboration, community service, and life-long learning by providing a broad range of quality, affordable courses, programs, and services to prepare students for success in a technologically advanced and increasingly interdependent global society. We work proactively to eliminate barriers to employment and to address and overcome causal factors underlying socio-economic disparities and inequities of access and graduation in higher education.

Officers of the District

District Administration

Cheryl L. Hyman, Chancellor

Joyce Carson, Vice Chancellor of Business Enterprise

Dr. Vernese E. Edghill-Walden, Provost & Chief Academic Officer

James T. Frankenbach, Chief Operating Officer

Craig E. Lynch, Chief of Staff & Enterprise Services and Interim CIO

Rasmus Lynnerup, Vice Chancellor of Strategy, Research & Organization Effectiveness

Diane Minor, Vice Chancellor of Administrative Services & Procurement

Eugene Munin, General Counsel

Laurent Pernot, Executive Vice Chancellor

Melanie Shaker, Vice Chancellor of Finance & CFO

Stephanie Tomino, Vice Chancellor of Human Resources & Staff Development

Thomas Wheeler, Vice Chancellor of Safety & Security

College Presidents

Dr. Jose Aybar, President, Richard J. Daley College

Donald Laackman, President, Harold Washington College

Arshelle Stevens, Interim President, Kennedy-King College

Dr. Anthony E. Munroe, President, Malcolm X College

Dr. Craig T. Follins, President, Olive-Harvey College

Dr. Reagan F. Romali, President, Harry S Truman College

Dr. David Potash, President, Wilbur Wright College

Student Policy Manual Applies to All Students

The ***Student Policy Manual*** defines the rules and policies that apply to any and all students enrolled in any academic program, plan, or course, or accessing any service offered by the City Colleges of Chicago. The purpose of this document is to provide student policies and procedures and outline students' rights and responsibilities.

Students are responsible for reading and understanding the ***Student Policy Manual***. Students who have questions regarding their academic status should consult with a [College Advisor](#) or the [Office of Student Services](#) at their college. The rules and policies contained in this document stem from the [Board Policies and Procedures for Management & Government](#) and the [Academic Policy Manual](#) of the City Colleges of Chicago.

Vision

The City Colleges of Chicago aspires to be a premier, first choice educational destination highly accessible to diverse student populations in Chicago and around the world and widely recognized for excellence and leadership. Through the power of education, we inspire and transform the lives of our students and those connected to them, enhance the communities we serve, and catalyze positive socio-economic change.

Core Values

The City Colleges of Chicago believe that knowledge, skills, education, and life-long learning are fundamental to the achievement of equal access and the opportunity to make a better life. Accordingly,

- **We are student centered.** Our students always come first. We provide the academic programs and support required to ensure student success. Their success is our success.
- **We value teaching and learning.** We believe an engaging student learning environment fosters growth and development. We actively seek faculty who meet globally competitive standards, collaborate and foster exceptional learning environments, and who utilize innovative practices that enhance student learning.
- **We value rigorous assessment of the academic process.** We believe in providing valid and reliable assessments to measure and improve student learning and effective teaching.
- **We are an open-door institution.** We welcome one and all to visit, enroll, learn, and reap the rich rewards that education enables.
- **We provide an individual educational plan for each student.** We welcome students “wherever they are” and assist them in achieving their educational goals and full potential.
- **We are committed to affordable and accessible education.** We actively strive to deliver quality educational services at costs that are within the reach of our diverse student population.
- **We value and actively promote diversity.** We believe diversity enhances the richness of the educational experience and leads to understanding, tolerance, and an appreciation of the differences embodied in each of us. We believe that faculty and staff diversity should reflect the demographics of our student body.
- **We believe in excellence** regarding hiring standards and performance expectations as applied to teaching, management, operations, and services.
- **We are responsive and aligned** with the dynamically changing curricular needs of our stakeholders, and we value community service and partnerships.

- **We value the creation of paradigms for change** to ensure social and economic barriers to employment are eliminated.
- **We are committed to ethical conduct.** We operate with the highest level of integrity, respect, honesty, and accountability in a fully transparent environment.

Service Excellence Mission Statement

The City Colleges of Chicago is committed to addressing the diverse needs of our college community by developing and implementing system-wide customer-service standards and practices that will permanently improve the quality and consistency of services delivered to our students, faculty, and staff. This will in turn fulfill the educational and career needs of our college constituencies by vastly improving student recruitment and retention, raising student course completion rates, elevating overall student performance levels, expanding student career and educational opportunities, and successfully transitioning those students seeking to bridge over to four-year institutions.

Service Excellence Initiative Vision Statement

The City Colleges of Chicago will be recognized as the premier provider and model for excellence in customer service to its students, faculty, and staff constituencies, and the neighboring communities, amongst all two-year educational institutions in the metropolitan Chicago area, thus making us the first-choice educational destination and provider for all diverse populations preparing for the demands of the twenty-first century.

Statement of Service Excellence

Service Excellence is a guiding value in the day-to-day operations of the City Colleges of Chicago. At City Colleges, when we say “Service Excellence”, we mean a comprehensive, collaborative, and system-wide approach that applies critical thinking which initiates a customer/student-centered approach to attracting, maintaining, and fostering relationships of lifelong learning.

The City Colleges of Chicago demonstrates Service Excellence by:

- **Professionalism** – friendly demeanor, willingness to serve, respectful, acknowledgment of customer, “on- stage” demeanor
- **Accountability** – owning the issue/concern, knowing your job, following up
- **Active listening** – anticipating the issue, knowing the student’s needs
- **Respect** – service with a smile, the Golden Rule
- **Training** – educating all CCC employees, educating the customer

Statement of Non-Discrimination

The City Colleges of Chicago does not discriminate on the basis of race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation, marital status, disability or handicap, veteran status, membership or lawful participation in the activities of any organization, or the exercise of rights guaranteed by local, state, or federal law with respect to hire, terms and conditions of employment, continued employment, admissions, or participation in Board programs, services, or activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990 and the Amendments Act, Section 504 of the Rehabilitation Act of 1973, Title VI or Title VII of the Civil Rights Act of 1964, and other applicable statutes and City Colleges of Chicago policies.

PART II: ADMISSIONS POLICIES AND PROCEDURES

Admissions Requirements

The City Colleges of Chicago are open admission colleges. Everyone is welcome. All students are required to take the District assessment and placement tests unless a waiver is granted. Waivers may be granted to qualifying transfer students and students with recent and sufficiently high ACT test scores (see [Assessment & Placement on page 14](#)). Incoming students who have earned a grade of “C” or better in college level English or math courses from a regionally accredited institution (see www.chea.org) are exempt from being tested, provided official transcripts (printed or electronic) are submitted verifying successful completion of courses. (See *Testing & Placement Guidelines* for more information regarding testing.)

Students who are admitted to college credit programs include:

- Graduates of accredited high schools or foreign equivalents
- GED® completers
- Transfer students from other colleges or universities
- Adult students 18 years of age or older who have not earned a high school diploma or a GED® (the placement exam will be used to determine course placement)
- Students 16-18 years of age, recommended by their principal or accepted for participation in a special area of study, who score at college-level on the placement exam
- Students who successfully completed high school through home-schooling

International Students

City Colleges of Chicago serves international students in the following non-immigrant visa classes who live or work in the City of Chicago:

- A-1, A-2 – foreign government officials and dependents
- B-1, B-2 – visitor for business or pleasure
- E-1, E-2 – treaty traders/investors and dependents
- F-1 – academic student
- G-1, G-2 – representatives to international organizations and dependents
- H-1B, H-1C, H-4 – temporary workers and dependents
- J-1, J-2 – exchange visitors and dependents
- K-1, K-2 – fiancé(e)s and spouses of US citizens and dependents
- L-1, L-2 – intra-company transferees and dependents
- O-1, O-2 – workers with extraordinary abilities and dependents
- P-1, P-2 – artists, athletes and entertainers and dependents
- Q-1, Q-2 – international cultural exchange visitors and dependents
- R-1, R-2 – religious workers and dependents
- S-1, S2 – witnesses/informants and dependents
- T-1, T-2 – alien victims of human trafficking and dependents

- U-1 U-2 – alien victims of certain crimes and dependents
- V-1, V-2 – certain second preference beneficiaries and dependents

General Admissions Procedures

New Credit Students (degree/certificate seeking)

New full-time and part-time students who are seeking a degree or certificate must complete the following steps:

1. Complete and submit an [Online Admissions Application](#);
2. Verify identity and residency (see [Residency on page 21](#));
3. Attend [New Student Orientation](#);
4. Take the appropriate City Colleges of Chicago placement test(s) as required of all new students. Placement test waivers may be granted in certain situations (see [Assessment & Placement on page 14](#));
5. Meet with a College Advisor (www.ccc.edu/advising) to discuss career and education goals and to select an academic plan of study, and register for classes;
6. Submit official transcripts from all regionally accredited colleges and universities previously attended (for more information, see [Transfer Credit on page 17](#)); and,
7. Make payment arrangements. If desired, apply for financial aid and meet with a [Financial Aid Advisor](#).

Former Students Returning to the City Colleges of Chicago

Returning students who are in good standing and have not attended another college or university do not need to apply for readmission. Upon returning to CCC, returning students may be required to verify their residency (see [Residency on page 21](#)). Note: students who have not enrolled for two (2) academic years are discontinued and, therefore, will need to be readmitted. Visit the [Office of the Registrar](#) for further information.

Academically Dismissed Students

Any full-time or part-time student who has been academically dismissed from any of the City Colleges of Chicago must appeal for readmission. Appealing students must submit the following:

1. Satisfactory Academic Progress Appeal Form; and
2. Any additional documentation needed to satisfy the requirements of the Satisfactory Academic Program

For more information, see [Academically Dismissed on page 49](#).

Admission for Signature Program/Plan

Admission to one of the City Colleges of Chicago does not guarantee admission to signature academic programs/plans such as Nursing, Physician's Assistant, Dental Hygiene, etc. Signature programs/plans are offered on a limited enrollment basis and have special admissions requirements in addition to the general admissions criteria. Students who apply for admission

to a signature program/plan must follow special procedures. [Browse CCC programs](#) for further information or speak with the program director at the college where the signature program is offered.

Students are not automatically readmitted into a signature program. For readmission into a signature program, students are required to consult with the program director and comply with program policies. Degree requirements for students who are accepted into signature programs are based on the calendar year for which they are accepted.

International Students with F-1 Academic Student Visas

It is expected that international students (www.ccc.edu/internationalstudents) will have successfully completed the equivalent of primary and secondary education prior to enrollment. International students must comply with the following requirements:

1. Submit an [International Students Admissions Application](#)
2. Submit transcripts from all secondary (high school equivalent) institutions attended
3. Pay the Form I-20 student visa processing fee
4. Submit proof of English proficiency unless the applicant is from a country where English is the official language (see [English Proficiency Requirement on page 15](#)).

International students already in the United States on F-1 academic student visas must:

1. Complete the [International Students Admissions Application](#)
2. Complete the transfer verification form
3. Submit transcripts:
 - If no previous U.S. college or university attendance, submit the secondary (high school equivalent) transcript showing diploma award
 - If previous U.S. college or university attendance, submit official transcripts from all U.S. colleges or universities attended
4. Pay the Form I-20 student visa processing fee
5. Submit proof of English proficiency unless the applicant is from a country where English is the official language (see [English Proficiency Requirement on page 15](#))

F-1 academic students are required to enroll in at least twelve (12) credit hours per semester. Those students [seeking foreign transfer credits](#) must submit evaluated results completed by a CCC approved vendor. F-1 academic students must [purchase and maintain medical/health insurance](#) for themselves and their dependents during their course of study and must present proof of such insurance upon every registration and/or upon request. Failure to obtain such insurance or willful violation of this insurance requirement will be considered a violation of status.

International Students in All Other Visa Classes (Not F-1 Academic Student)

Students holding non-immigrant visas other than F-1 academic student visas (see [International Students on page 10](#)) must complete the same steps as new students (see [New Credit Students \(degree/certificate seeking\) on page 11](#)). Additionally, the prospective student may be required to submit additional documentation proving his or her eligibility to study.

High School Students

High school students are required to meet the same standards as any other college student and are awarded the same college credit for courses successfully completed.

Students age 16 years or older enrolled in a high school in the City of Chicago may be considered for enrollment in credit courses at the City Colleges of Chicago. Students under age 16 must receive approval by the College President or designated official to enroll in college credit courses.

All high school students must have the written consent of their parents or guardian. In addition, students must have the written consent of their high school principal or counselor and must qualify for college classes through placement testing or previous course completion. Registration and parental/guardian consent forms are available by visiting www.ccc.edu/earlycollege. Questions regarding enrollment of high school-age students should be referred to the [Admissions](#) and/or [Advising](#) Offices.

High school students – including those enrolled in CCC’s [Early College Program](#) – do not qualify for financial aid.

Concurrent Enrollment within the District

Concurrent enrollment within the District (at more than one of the City Colleges) is permitted. If the student is enrolled in equal number of hours at more than one college, the first college in which the student is enrolled is considered the home campus.

Concurrent Enrollment outside the District

Students who receive financial aid and are enrolled concurrently at the City Colleges of Chicago and another (non-CCC) institution must have prior written approval (a consortium agreement) from the Financial Aid Office (www.ccc.edu/financialaid) to receive financial aid based upon their enrollment at both institutions. Be sure to discuss any potential consortium agreements with the Director of Financial Aid prior to enrolling at two colleges concurrently.

Admissions Requirements and Procedures – Adult Education Students

The Adult Education Program offers classes to students who want to:

- Prepare for the General Educational Development (GED®) examination;
- Study English as a second language (ESL); and/or
- Improve their basic skills in reading, writing, and mathematics (Adult Basic Education – {ABE}).

All Adult Education classes are tuition-free to eligible students who show proof of residency in Illinois and who are not international students (see [Adult Education Students on page 24](#)). Students enrolled in Adult Education classes do not earn college credit in these classes. All Adult Education students must take placement tests to determine level of instruction (see

[Assessment & Placement – Adult Education Students on page 16](#)), including Spanish GED® students. Spanish GED® students are highly encouraged to dually enroll in ESL classes.

Adult Education Program classes are open to adults age 17 or older who do not have a high school diploma or a GED® certificate and/or who lack English language proficiency. Students who are 16, 17 or 18 years of age may enroll only if they are not attending traditional high school. These students (aged 16, 17, or 18) must provide one of the following forms of documentation to be admitted into the Adult Education Program:

- Documentation verifying the separation by the school district based upon the student's current residence (applies ONLY to students aged 16 or 17). This documentation must be received prior to a student's enrollment in an Adult Education program;
- Transcript with withdrawal date from the last high school that the student attended;
- A letter from the last school of attendance, stating that the student is no longer enrolled;
- A letter from the high school within the student's district that states that the student does not attend that school; or

Students age 18 or older whose high school classes have graduated do not need documentation of separation from high school.

Students who have a high school diploma or a GED® certificate may only be served in Adult Education programs if they show basic skills deficiency.

Students who have not continuously enrolled and regularly attended classes from one term to the next will need to be reassessed by a designated administrator before reenrolling in classes.

Students who wish to enroll are required to participate in orientation (provided by their college), take a placement test, complete a Student Information Card and outcome form, and may be asked to supply additional documentation.

Assessment & Placement – Credit Students

To ensure proper academic placement, all first time credit students must take a placement test prior to registration. Students may enroll in a credit course which does not require a prerequisite (without taking a placement test), but will not be permitted subsequent enrollment in a course which requires a prerequisite without taking a placement test. Placement test scores (COMPASS Test) expire after one (1) year. Note: see *Testing & Placement Guidelines* for more information about assessment and placement testing.

Placement test waivers may be granted to:

- Transfer students who submit an official transcript from a regionally accredited college or university showing successful completion of college level math, English (particularly English 101/Freshman Composition), and reading with a grade of “C” or higher;
- Students who have already earned an Associate degree or higher; or,
- High school graduates who submit official and sufficiently high ACT test scores. ACT test scores are valid for a period of two (2) years. A writing test may still be required.

Admission to the City Colleges of Chicago does not guarantee entrance into a particular course or program of study. Students will be given assessment and placement tests appropriate to their academic program/plan of choice; some academic programs/plans have special entrance requirements and procedures. Assessment and placement tests are used to determine the enrollment level in the program/plan of choice (in accordance with program/plan requirements).

Placement Testing for Spanish & French

Effective April 8, 2013, placement tests are required prior to registration for the student’s first course in Spanish or French. Students have the option to complete placement testing the semester before they enroll in their first Spanish or French course. Students who choose another World Language (other than Spanish or French) are not required to take a placement test.

English Proficiency Requirement – International Students

The City Colleges requires prospective F-1 academic students whose native language is not English to take the Test of English as a Foreign Language (TOEFL®) test (www.ets.org/toefl) and meet one of the following criteria (depending upon testing method):

- 500 on the TOEFL written (paper and pencil) test
- 61 on the Internet-based TOEFL test with at least 15 points in each category
- 173 on the computerized TOEFL test

Prospective F-1 academic students may be waived from the TOEFL requirement if comparable proof of English proficiency is provided. This includes but is not limited to:

- 5.5 overall score and at least 5.0 on each band score on the International English Language Testing System (IELTS™) (www.ielts.org/) exam
- Submission of a U.S. college or university transcript showing satisfactory completion (grade “C” or better) in an English composition course
- Completion of the City Colleges of Chicago placement test scoring into at least developmental English 98 and Reading 99 or its equivalent

The TOEFL test requirement will be waived when F-1 academic students originate from a country where English is the official language and English is their native language. F-1 academic students from the following countries are not required to submit proof of English proficiency:

Anguilla	Antigua/Barbuda	Australia
Bahamas	Barbados	Belize
Bermuda	British Guyana	Canada (except Quebec)
Cayman Islands	Dominica	Falkland Islands (Islas Malvinas)
Grenada	Guam	Guyana
Ireland	Jamaica/other West Indies	Liberia
Montserrat	New Zealand	South Africa
St. Helena	St. Kitts & Nevis	St. Lucia
St. Vincent	Trinidad & Tobago	Turks & Caico Isle
United Kingdom	Virgin Islands	

The testing requirements of this rule may be waived by the College President upon the recommendation of the English Department Chair, providing the F-1 academic student has demonstrated proficiency in English as a foreign language.

Assessment & Placement – Adult Education Students

Prior to registering in Adult Education classes, students are required to take necessary placement examinations, which include CASAS and/or TABE. All students are also required to complete an outcome plan with an advisor or an Adult Education instructor during registration each year.

Students with Disabilities

No qualified individual with a disability shall, by reason of such disability, be academically dismissed from participation in or be denied the benefits of its services, programs or activities, or be subjected to discrimination. CCC's goal is to promote equality of opportunity and full participation in our services, programs and activities. CCC endeavors to provide reasonable accommodations to qualified individuals in accordance with the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and all pertinent federal, state and local anti-discrimination laws. Students who believe they have a need for disability accommodations are responsible for requesting such accommodation(s) and are responsible for providing all requisite documentation to verify eligibility to the Disability Access Center (DAC). DACs (www.ccc.edu/DAC) will provide reasonable accommodations for qualified students with disabilities as required by law.

Students with disabilities may request accommodations by doing the following:

1. Provide documentation of disability(ies). Students with disabilities should arrange an appointment for an intake interview with DAC staff at least thirty (30) days prior to enrollment, bringing current documentation of disability(ies). Students may request

an academic adjustment at any time, but are advised to do so as early as possible. Some academic adjustments may take more time to provide than others. Students should follow DAC procedures to ensure sufficient time to review requests and provide appropriate academic adjustments. Documentation should include an evaluation by an appropriate professional that makes evident the current impact of the disability as it relates to the accommodations requested. The documentation will be kept in a confidential student file in the DAC. Examples of documentation include:

- Diagnostic evaluation
 - Medical records
 - Audiogram evaluation
 - Vision report
 - Psychological evaluation
2. Request accommodations every semester. It is important to request accommodations at least thirty (30) days before the start of the semester. Requests that are not made in a timely manner may result in delays in receiving accommodations. Students should pick-up Accommodation Letters from the DAC and give them to their instructors on or before the first day of class. Additionally, students should meet with their instructors during office hours to discuss their specific accommodation needs.

Note: students enrolled in Center for Distance Learning (CDL) courses should follow the above instructions. The DAC will forward a copy of the Accommodation Letters for CDL students to the CDL Associate Dean of Student Services, who is available to assist if needed.

3. Inform the DAC of schedule changes. Students with disabilities should inform the DAC immediately of any changes in course schedules (e.g., if a class is moved to a different classroom or in case of withdrawal from a class).

Transfer Credit

Students transferring credit to the City Colleges of Chicago are required to submit official transcripts reflecting all college credits earned at other regionally accredited institutions (www.accreditedschools.org) previously attended. Successful completion of courses with a grade of "C" (including grades of "C-") or better will be evaluated. If accepted as satisfying degree requirements, transfer credits will be counted towards graduation subject to certain limits (see [Graduation Requirements for Degrees on page 51](#)). Transfer credit is not included in Grade Point Average (GPA) calculations. However, transfer credit hours do count toward Satisfactory Academic Progress (SAP) requirements and calculations (see [Satisfactory Academic Progress on page 31](#)). Posting transfer credit is important and will improve accuracy in [advising](#) and course selection.

Students who wish to transfer credit to the City Colleges of Chicago should request their official transcripts be sent to the [Office of the Registrar](#) at their college. Approved transfer hours will be posted to degree seeking students' academic records by the [Office of the Registrar](#).

Note: eligible transfer hours (including college credits earned at foreign institutions) will be awarded based upon the number of credits earned at the transfer institution. Transfer credit hours earned at a quarter system institution will be converted to a City Colleges semester hour equivalent, as follows: one (1) credit hour earned on the quarter system is equivalent to 0.67 semester hours. College credits earned at foreign institutions must be evaluated by an [approved transcript evaluation service](#).

Military Credit

Credit toward graduation may be granted for certain armed forces/military service experiences and armed forces schooling. Veterans and military service personnel who wish to have their military experiences and schooling evaluated should request official military transcripts be sent to the [Office of the Registrar](#). For more information about Military Credit, please visit www.ccc.edu/veterans. Also see [PART V: VETERANS SERVICES on page 38](#).

Credit by Assessment or Prior Learning

College credit may be granted for specialized courses, general education courses, or elective courses through the assessment of appropriate prior learning experiences. Grades will not be awarded and credit earned will not be included in Grade Point Average (GPA) calculations. Financial aid is not available for any credit awarded by examination or evaluation. The City Colleges of Chicago may grant credit for college-level knowledge and skills acquired outside the classroom in two ways:

Credit by Examination (Assessment)

A student may earn college credit by successfully completing one or more of the following examinations:

- [College-Level Examination Program \(CLEP\) General Examinations](#)
- [CLEP Foreign Language Examinations \(French or Spanish\)](#)
- [American Council on the Teaching of Foreign Languages \(ACTFL\) Foreign Language Examinations \(Italian, Arabic, Polish, Chinese or Japanese\)](#)
- DANTES Examination, and

Testing fees apply. Financial aid and veteran benefits are not available for credit by assessment.

Credit by Evaluation (Prior Learning)

A student may request evaluation for City Colleges of Chicago credit for life experiences, on-the-job training or development courses, or courses taken at non-collegiate institutions. A student may earn City Colleges of Chicago credit through one or more of the following evaluation processes: articulation agreements with other institutions, portfolio evaluation,

Standardized Credit Final Exams (Adult Education bridge students), and/or Evaluation for Licensed/Practical Nursing Bridge Programs.

Evaluation fees apply. Financial aid and veteran benefits are not available for credit by evaluation. Contact the [Office of Transfer & Articulation](#) for further information.

Advanced Placement Program

High School students completing advanced placement courses and receiving scores of 3 (Qualified), 4 (Well Qualified) or 5 (Extremely Well Qualified) on the [College Board Advanced Placement Examinations](#) will be awarded transfer credit for the equivalent college credit course. For more information about the Advanced Placement Program, please contact the [Office of the Registrar](#).

Sunset Policy

The purpose of the Sunset Policy is to ensure the prompt completion or smooth transition (to a new academic program) for students enrolled in an academic program that is identified for discontinuation by a college(s) or its funding agency, the Illinois Community College Board (ICCB). Students enrolled in an academic program identified for discontinuation are highly encouraged to meet with their [College Advisor](#). Students have two choices:

- Complete all academic program requirements prior to the “sunset date” (official inactive date), or
- Change to another active academic program prior to the sunset date

After the sunset date, students will not be able to continue nor complete the discontinued academic program.

Student Communications & Tools

Student Email Account

The City Colleges of Chicago (CCC) provides a free email account to all students. Students may setup their accounts by visiting my.ccc.edu, and then clicking on [username](#). Email may be accessed both on campus and off campus. CCC sends all official correspondence via the CCC email account only, and takes measures to ensure that email services operate in a reliable and secure environment. Students may manage preferences, including forwarding CCC email to a personal email account if preferred. More information is available by visiting the [student portal](#).

Email correspondence between students, faculty, and staff and auto-generated email messages sent as a part of certain districtwide processes occur via the CCC email account. **Students are responsible for checking their email account frequently** for important information regarding financial aid, academic advising, grades, registration, communications from faculty, general information of interest, etc. Faculty often use email to communicate important course

updates, including assignment deadlines and quiz and exam dates. In certain cases, email is the only notification students may receive.

Student Self-Services

Students have access to the student system via my.ccc.edu. By accessing my.ccc.edu, students may register for or drop classes (exceptions apply), view their class schedule, check grades and academic history, upload documents required by the [Financial Aid Office](#), review their student account, and much more.

Other Systems & Tools

Students also have access to [other systems and tools](#), such as [Blackboard](#), [GradesFirst](#), and a suite of [productivity tools](#).

PART III: TUITION, FEES, WAIVERS AND REFUNDS

Tuition, fees, and charges are determined by the Board of Trustees of Community College District 508, which operates the City Colleges of Chicago. All tuitions, fees, and charges are subject to change at any time by the Board of Trustees.

Tuition and fees are payable at the time of registration. Other charges are payable when incurred.

Residency

For purposes of determining tuition and fee charges, the following student classifications are used: in-district, out-of-district, out-of-state, or international.

Definition of an Independent Student

City Colleges of Chicago uses [Federal Student Aid's definition](#) of an independent student. A student is considered independent if one or more of the following applies: is over the age of 24; is married; is a ward of the court or an orphan; has dependents he/she is supporting; is an active duty member of the U.S. Armed Forces; is a Veteran of the U.S. Armed Forces; is in a documented homelessness situation; is emancipated in the State of Illinois; or has been declared independent by the Director of Financial Aid. Dependency status may be confirmed with the [Financial Aid Office](#).

Residency Verification – New Students

New students must submit at least one of the preferred documents listed below at the time of first enrollment or upon a change in academic career, and may be asked to verify residency more than once depending upon the length of his/her enrollment. Note: document(s) submitted as proof of residency may be subject to further verification.

Residency Verification – Independent Students

Independent students must verify residency by presenting at least one of the preferred documents listed below:

- Driver's license
- Voter registration card
- Copy of lease or mortgage statement
- Utility (water, electric, gas, or home telephone) bill
- State of Illinois identification card
- Mexican Consular ID card
- Current orders or a letter from Command for military service persons
- Signed letter on letterhead from a homeless shelter confirming residency in the shelter

Residency Verification – Dependent Students

Dependent students are those who do not meet the definition of an independent student, above. Dependent students must verify residency by presenting the above (Independent Students) documents and/or the following document(s) in the parent's name at the student's address:

- Copy of lease or mortgage statement
- Utility (water, electric, gas, or home telephone) bill

New students should verify their residency at the [Admissions Office](#).

Residency Verification and Updates – Continuing and Returning Students

Returning students who have not enrolled for two (2) consecutive terms (excluding the Summer term) must verify their residency. Residency verification and updates may be accomplished at the [Office of the Registrar](#).

Note: if the City Colleges of Chicago sends mail to a student which is returned by the post office, a "bad address" indicator will be placed on the student's account. The bad address indicator will prevent future enrollment until a valid address is confirmed. If a student receives a bad address indicator, he/she must provide two separate verification items from the list above to have the indicator removed.

Student's Responsibility to Maintain Current Address

Students are responsible for ensuring that their official address on file at the City Colleges of Chicago is current and correct. Students are required to notify the [Office of the Registrar](#) and officially update their address within thirty (30) days of an address change. Students are responsible for any additional tuition and/or fee charges – for current or prior terms – associated with address changes not previously reported.

Note: students may view their official address by visiting my.ccc.edu. Students can [update their official address](#) by visiting the [Office of the Registrar](#).

In-District Students

To qualify as in-district, a student must reside within the City of Chicago for at least thirty (30) days immediately prior to the start of classes for the term. Active duty military service members are exempt from the thirty (30) day timeframe if they submit a copy of their current orders or a letter from their Command as verification of their residency.

Out-of-District Students

Students who reside in Illinois but outside of the City of Chicago for at least thirty (30) days prior to the start of classes for the term are considered out-of-district students. Students are required to furnish evidence proving residence.

Out-of-district students working thirty-five (35) or more hours per week in the City of Chicago may qualify for in-district tuition by showing proof of full-time employment. Proof of

employment may be subject to additional verification. Verification must be submitted for each term of enrollment. Acceptable documentation includes:

- A recent pay stub,
- A letter from the student's employer on the employer's letterhead signed by an authorized representative of the employer certifying the student's in-district employment of at least thirty-five (35) hours per week.

Out-of-district students seeking to obtain a degree or certificate offered by one of the City Colleges of Chicago, but which is not offered at the community college in their own district, should refer to [Tuition Chargeback on page 25](#).

Out-of-State Students

Students who reside outside of the State of Illinois for at least thirty (30) days prior to the start of classes for the term are considered out-of-state students. Students are required to furnish evidence proving residence.

International Students

In-district tuition rates may be granted to international students with H-1B, H-1C, H-4, J-1, J-2, L-1, and L-2 visas who live or work in the City of Chicago. The prospective international student's application should be accompanied by documentation including but not limited to:

- Copies of employment documents and visa
- Proof of City of Chicago residency
- Letter from employer authorizing college attendance
- Proof of age for dependent visa holders

Once submitted, the H-1B, H-1C, H-4, J-1, J-2, L-1, and L-2 visa holder's application will be complete and the prospective international student may enroll in the maximum hours authorized in their employment contract or allowed by their visa category.

Students holding F-1 academic student visas and all other non-immigrant visa classes listed in the [International Students](#) section [on page 10](#) must pay international tuition rates regardless of residency.

Students who change their visa status will retain the tuition rate of their current visa status until their change of status is approved by U.S. Citizenship and Immigration Services. Their new tuition rate will begin with the next term of enrollment.

Likewise, international students who become U.S. permanent residents (green card) will retain the tuition rate of their previous visa status for the duration of the current term. Their new tuition rate, if applicable, will begin with the next term of enrollment. A copy of the permanent residency card (green card) is required to process any change in tuition rates.

Distance Learning Students

For purposes of determining tuition and fee charges, students enrolled in courses offered by the Center for Distance Learning (CDL) are subject to the same residency requirements as all other students.

Adult Education Students

All Adult Education classes and instructional materials are provided free of charge to students. The following students are ineligible for Adult Education classes:

- Students who reside outside of the State of Illinois, and
- International students; that is, students admitted to the City Colleges of Chicago holding F-1 academic student visas, B-1/B-2 tourist visas, or any other non-immigrant visa (see [International Students on page 10](#)).

Fees

Fees assessed to students are determined by the colleges or Board.

Required Fees

The following fees associated with course registration are required. They include, but are not limited to:

- Registration fees
- Activity fees
- Partial payment fees
- CDL licensing fees
- Lab fees

Non-Refundable Fees

The following fees associated with course registration are non-refundable. They include, but are not limited to:

- Registration fees
- Partial payment fees
- Activity fees (activity fees may be refunded if courses are dropped before the term begins)
- CDL licensing fees
- Non-sufficient funds fees
- Book charges

Financial Obligation

Students are required to make payment arrangements at the time of registration. Failure to make payment arrangements may result in the student being dropped from his/her courses.

Acceptable forms of payment include: cash, check, credit/debit cards, enrollment in the City Colleges of Chicago's online payment plan, or a Financial Aid Deferment. Enrollment in City

Colleges of Chicago's payment plan requires a credit card, checking account, or debit card. Note: international students are permitted to participate in the payment plan.

Note: If a student fails to make payment but is not automatically dropped from course enrollment, the student is still responsible for paying any outstanding tuition and fees because the student is responsible for taking appropriate steps to withdraw from a course (see [Student Initiated Withdrawal on page 27](#)).

A student with a delinquent account will have a delinquency service indicator placed on his/her record. Students with delinquency service indicators for any career program/plan will not be allowed to register or receive transcripts, diplomas, or certificates until their outstanding balances have been resolved and the service indicator has been released. Payment of all outstanding delinquent balance(s) must be made in full before a student will be permitted to register at any of the City Colleges of Chicago.

If a student defaults on his/her payment plan due to insufficient funds or an invalid account, he/she may be required by the Business Services Office to pay in full at the time of enrollment for subsequent terms. Additionally, CCC may charge a non-sufficient funds fee if a student's method of payment is unable to be processed for any reason.

Tuition Chargeback

Chicago residents who wish to enroll in an academic program not available at any of the City Colleges of Chicago may apply for tuition assistance to attend another public community college in Illinois where the desired program is offered. Applications for tuition chargeback assistance are due no later than thirty (30) days prior to the first day of class at the college the student plans to attend. Application forms and further information is available by visiting www.ccc.edu/chargeback.

The City Colleges of Chicago does not provide tuition chargeback tuition assistance for courses offered by the City Colleges of Chicago.

Non-Chicago residents who plan to enroll in a college level academic program that is not available at a community college in their district should apply for tuition assistance to their local community college board office or to their high school district in those districts having no community college board. A student must present his/her Chargeback letter to the Business Office of the City College of Chicago with which he/she enrolls at the time of registration.

Tuition Waiver Programs

Tuition Waiver – Senior Citizens (age 65 or older)

Senior citizens (age 65 or older) may register in credit classes tuition-free (see [Repeating Courses Under a Waiver Program on page 27](#)). Seniors are not required to apply for financial aid to receive a Senior Tuition Waiver. Details are as follows:

- **Qualifications:** Senior Citizens (Seniors) must:
 - Be residents of the City of Chicago (see [Residency on page 21](#)).
 - Be age sixty-five (65) or older on the date of registration; acceptable documents to verify age include a valid state issued driver's license, state issued ID card, or U.S. Passport.
 - Have an annual household income less than the threshold amount provided in Section 4 of the "Senior Citizens and Disabled Persons Property Tax Relief Act", approved July 17, 1972, as amended. (Source: P.A. 97-689, eff. 6-14-12.)
- **When to register:** Tuition-free registration is available each term beginning on Monday of the week prior to the week during which classes start, subject to space availability. Seniors may register at any other time during the registration cycle, but will not qualify for the Senior Tuition Waiver.
- **Fees:** Seniors are responsible for paying all applicable fees.
- **Credit:** As for all enrolled students in academic courses, Seniors will earn a course grade and credit unless the Senior is auditing the course. Note: audited courses do not qualify for Senior Tuition Waivers.

Tuition Waiver – Public Aid Recipients

Public Aid recipients with public aid card categories beginning with "0" may apply for tuition waivers only after they apply for Financial Aid and have been determined as Financial Aid ineligible. Public Aid recipients may be eligible for a tuition waiver (does not cover fees charges) of up to six (6) credit hours. All fees and credit hours above six (6) will be paid by the enrolled public aid recipient at the regular tuition rate per semester/term. The student must present his/her public aid card at the college Business Office at the time of registration. See [Repeating Courses Under a Waiver Program on page 27](#).

Tuition Waiver – City Colleges Employees

All full-time employees are eligible to receive free tuition at City Colleges for themselves, a spouse, and dependent children up to age 25. Free tuition is limited to credit classes only. The employee is required to pay all student fees. Employees are required to accompany the spouse or dependent child to college registration. After the student has registered, the student and the employee should proceed to the Business Office, where tuition is normally paid. At the Business Office, the employee must present his/her CCC-issued ID card and a copy of their latest Federal Income Tax Return (Form 1040), proving that the student is a dependent. If the employee does not claim his/her child on the tax return, discuss alternative documentation with the Business Office. At that time, tuition is waived and any required fees are paid. See [Repeating Courses Under a Waiver Program on page 27](#).

Post 9/11 GI Bill (Chapter 33)

Veterans who qualify for the Post 9/11 GI Bill (Chapter 33) and reside out-of-district will qualify for a waiver of the out-of-district portion of their tuition. The Veteran Certifying Official (located in the [Financial Aid Office](#)) can assist a Veteran with obtaining this waiver. For more

information about Veteran's benefits and repeating courses, see [PART V: VETERANS SERVICES on page 38](#) and [Repeating Courses on page 50](#).

Repeating Courses Under a Waiver Program

Tuition Waiver Programs for Senior Citizens, Public Aid Recipients, and City Colleges Employees may not be used to repeat a course, except in the following cases:

- Allowed Repeatable Courses – tuition waivers may be used up to the allowable limit (see [Allowed Repeatable Courses \(ARC\) on page 50](#))
- All other courses – a tuition waiver may be used one (1) time to repeat a course to improve a final grade of "D" or "F". A tuition waiver may not be used to improve a final grade of "C" or higher

Student Initiated Withdrawals & Refunds

It is the student's responsibility to officially withdraw from courses. Failure to withdraw may result in mandatory payment of tuition, fees and book charges, forfeiture of financial aid eligibility, and/or a failing grade. Refer to your study list for specific deadline dates (www.ccc.edu/viewmyschedule). Note: non-refundable fees and any book charges will not be waived once incurred (see [Non-Refundable Fees on page 24](#)). Financial Aid will be adjusted as appropriate for students who withdraw from classes.

Refunds – Credit Courses

Refunds for Student Initiated Withdrawals (WTH; see [WTH – Student Initiated Withdrawal on page 44](#)) are available at one hundred percent (100%) of tuition and applicable fees (see [Non-Refundable Fees on page 24](#)) only if processed during the first seven (7) calendar days from the start of class in a regular session during the Fall and Spring terms (or equitable time period for special sessions, including the Summer term). No refund will be allowed if a student withdraws after the first seven (7) calendar days of class. Refer to your study list for specific deadline dates (www.ccc.edu/viewmyschedule). Book charges are refunded per the policy of the college bookstore.

Refunds – Continuing Education

Refunds for Student Initiated Withdrawals (WTH) are available at one hundred percent (100%) of tuition and fees if processed before the first day of class (less applicable course withdrawal charges and non-refundable charges). No refunds are issued once classes have begun.

Refunds – Center for Distance Learning Online with Video Component Courses (TW)

Center for Distance Learning (CDL) courses combine Internet-based instruction with video and may be accessed on WYCC-TV Channel 20. Refunds will not be issued for lack of access to WYCC Channel 20. Note: some areas of Chicago and surrounding suburbs **DO NOT** have access to WYCC Channel 20.

Refunds – Class Cancellation

If the college administration cancels a class, all tuition and fees for that course will be fully refunded and students will be notified by an email message sent to their CCC email account.

No-Show Withdrawals (NSW) & Refunds

Refunds – No-Show Withdrawal (NSW)

No refunds (or adjustments) of tuition and/or fees will be issued for classes with no-show withdrawals (NSW). Students will be held accountable for the payment of tuition and fees for NSW courses. Financial aid may not be used to cover the cost of NSW classes. See [NSW – No-Show Withdrawal on page 43](#) for more information about NSWs, specifically, under what circumstances an NSW will be applied.

Refunds – No-Show Withdrawal (NSW) from Center for Distance Learning (CDL) Courses

No refunds (or adjustments) of tuition and/or fees will be issued for Center for Distance Learning (CDL) classes with no-show withdrawals (NSW). Students will be held accountable for the payment of tuition and fees for NSW courses. Financial aid may not be used to cover the cost of NSW classes. See [NSW – No-Show Withdrawal from Center for Distance Learning \(CDL\) Courses on page 43](#) for more information about NSWs, specifically, under what circumstances an NSW will be applied.

Adult Education Program Enrollment Exclusions

Adult Education students who are unable to complete coursework must officially withdraw from classes by completing withdrawal forms in the [Office of the Registrar](#) or in the [Adult Education Office](#).

Students who have been marked “NSW” (no-show withdrawal) or “ADW” (administrative withdrawal) for two consecutive terms will not be allowed to register for Adult Education classes for one term (see [NSW \(No-Show Withdrawal\) & ADW \(Administrative Withdrawal\) – Adult Education Students on page 45](#)).

PART IV: FINANCIAL AID ELIGIBILITY AND POLICIES

The eligibility of students to participate in federal student financial aid programs is determined by several criteria. Enrollment status, financial need, and satisfactory academic progress are just three of many requirements. As it is impossible to list all financial aid policies and procedures in this manual, students should contact the [Financial Aid Office](#) for more detailed information or a personal review of eligibility. All seven of the City Colleges of Chicago participate in the following federal and state financial aid programs:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Federal Work Study
- Federal Direct Student Loans
- Federal Parent Loan for Undergraduate Students (PLUS Loan)
- Monetary Award Program Grant (MAP Grant)

Please visit the Financial Aid Office for a listing of the eligibility criteria for each of these programs. Effective July 1, 2012, all new students are required to have completed a high school diploma (foreign or domestic), GED, or have completed high school through home-schooling to qualify for financial aid. If you have not completed one of these requirements and attended an accredited college prior to enrolling at City Colleges of Chicago, please check with the Financial Aid Office to determine if you qualify for an exception to this rule.

Federal student financial aid is available for students whose educational intent is to earn a financial aid eligible degree or certificate. Your Financial Aid Office can provide a comprehensive listing of programs that are financial aid eligible at the City Colleges of Chicago. Note: students can only receive financial aid for courses that apply to their academic program. Therefore, it is important that students meet with a College Advisor prior to registration to ensure that their courses are program applicable and eligible for financial aid. For information on repeating courses and Financial Aid, see [Repeating Courses on page 50](#).

The first step in the financial aid process is to complete the FAFSA (www.fafsa.gov) and to list the college code for the City College of Chicago at which the student plans to complete his/her degree or certificate. If the student is unsure as to which City College of Chicago he/she plans to attend, then the student should list multiple school codes on the FAFSA. Once the college receives the FAFSA, the Financial Aid Office will follow-up with the student by sending a detailed email to his/her City Colleges of Chicago student email account. The email will either list additional requirements that are part of the financial aid process, or it will be a notification of the student's financial aid awards. The financial aid process should be completed prior to registration as a financial aid deferment will not be granted unless a student has completed all outstanding financial aid requirements.

A student's estimated financial aid award is determined based on a number of factors, including but not limited to, his/her enrollment status in eligible courses at the financial aid census date

for the term, Expected Family Contribution as derived from the FAFSA, academic program duration, and federal and state eligibility limits by program. The Financial Aid Office can provide detailed information on each of these requirements.

Book Vouchers are typically available one week before classes begin for the term. A financial aid book voucher is available when a student has a Pell Grant and/or a Federal Direct Loan that exceeds his/her charges for the term. The dates and times for book vouchers will be posted in the Financial Aid Office. To receive a book voucher, a student must log into my.ccc.edu, navigate to their current year financial aid information, and select “yes” in the book voucher authorization section of the portal. The book voucher authorization will remain for the duration of the student’s enrollment at CCC unless he/she logs into my.ccc.edu and updates the book voucher authorization to “no”. Please visit the [Financial Aid Office](#) for additional information on book vouchers.

Financial aid is disbursed at different times throughout the academic year. For the Fall and Spring terms, multiple disbursements of financial aid dollars will occur throughout the payment period/term. The first half of the disbursement will be scheduled 4 - 6 weeks after the term begins, and the remaining disbursement will be scheduled 2 weeks after mid-term. For the Summer term, 100% of the disbursement will be scheduled 2 weeks after mid-term. A student can expect his/her financial aid refund approximately 14 days after he/she has a credit balance on his/her student account due to a financial aid disbursement. Some academic programs will qualify for a different financial aid disbursement schedule. Disbursement date information can be obtained in the Financial Aid Office.

Financial aid recipients have many rights and responsibilities. A brief summary of these rights and responsibilities are detailed below. Students must:

- Complete all requested forms accurately
- Use all financial aid received solely for educational expenses related to attending the City Colleges of Chicago
- Submit in a timely manner all additional documentation requested by the Financial Aid Office
- Meet all Satisfactory Academic Progress (SAP) policies

Students have the right to:

- Know how financial need was determined
- Know how financial aid will be distributed
- Request an explanation of programs in the financial aid package
- Refuse any aid offered
- Request an explanation of the City Colleges of Chicago's refund policy
- Know what portion of financial aid must be repaid and what portion is a grant. If a loan has been received, students have the right to know the interest rate and loan repayment options and procedures

- Examine the contents of financial aid records provided a written request is made to the Financial Aid Office. Students may not review confidential records submitted by parents without the written consent of the parent whose information has been submitted.

City Colleges of Chicago is required to establish Satisfactory Academic Progress (SAP) policies for federal and state financial aid recipients in accordance with United States Department of Education regulations [34CFR668.16(e)]. These standards ensure that only students demonstrating satisfactory academic progress towards the completion of their documented educational intentions and goals can continue to qualify to receive financial aid.

Students must satisfy the conditions described in the Student Policy Manual, as well as all other federal and state requirements, to be eligible for financial aid. The City Colleges of Chicago will review the enrollment status and progress of students at the end of each semester/term.

Federal Financial Aid Refund Policy

Students who officially withdraw (WTH), are administratively withdrawn (ADW), and/or no-showed (NSW) from all of their financial aid eligible classes prior to completing 60% of the term, will be required to return a portion of the Title IV funds they have received. Title IV funds include Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, and Federal Direct Loans. The City Colleges of Chicago will apply a federally regulated calculation, "Return to Title IV," to determine the percentage of financial aid the student has earned, which is based on the percentage of the term he/she completed. If it is determined that a student has received financial aid in excess of his/her eligibility, the college will return the financial aid overpayment to the Department of Education on the student's behalf. If this return of funds results in a balance on the student's account, he/she is responsible for paying that balance. If the student does not pay his/her balance, a delinquency hold will be applied to the student's account, and the student will not be permitted to register or order transcripts until the balance is satisfied. Per federal regulations, there is no appeal policy for the Return to Title IV calculation.

Satisfactory Academic Progress

City Colleges of Chicago's Satisfactory Academic Progress (SAP) policy applies only to Title IV (financial aid) applicants and students. The Academic Standing policy applies to all students, including Title IV recipients (see [Academic Standing on page 48](#)).

Maintaining satisfactory academic progress is one of the principle requirements students must meet to maintain eligibility for financial aid funds from programs authorized under Title IV Higher Education Act (HEA) programs. SAP is cumulative in nature and takes into account all classes attempted at any CCC college, not just the activity from the previous academic term at one CCC college. SAP assessments are performed at the end of each term – Summer, Fall, and Spring – and are based upon each student's:

- Cumulative Grade Point Average (GPA);
- Earned Credit Rate (ECR), often referred to as Pace; and

- Credit Hour Limit (CHL), often referred to as Timeframe.

Students are required to take ownership of their academic performance and progress, including understanding SAP requirements, the consequences of failing to meet SAP requirements (including loss of financial aid eligibility and/or automatic denial of subsequent appeals), and the SAP appeal process.

Grade Point Average (GPA) Threshold

Students are required to remain in Good Academic Standing based upon their Cumulative Grade Point Average (GPA) at the end of each term (see [Academic Standing on page 48](#)).

Earned Credit Rate (ECR) or Pace Threshold

To receive financial aid, students must enroll in a financial aid eligible academic program/plan and successfully complete at least sixty-seven percent (67%) of their cumulative attempted graduation credit hours¹ at the end of each term. Final grades of A, B, C, or D are included as successfully completed in the SAP calculation. The Earned Credit Rate (ECR), often referred to as Pace, is calculated by dividing the sum of the cumulative graduation credit hours plus total transfer hours by the sum of the cumulative attempted graduation credit hours plus transfer hours. The Pace calculation may be expressed as a percentage by multiplying the quotient by one hundred (see the formula below).

$$\text{Pace} = \frac{\text{Cumulative graduation credit hours} + \text{Transfer credit hours}}{\text{Cumulative attempted graduation credit hours} + \text{Transfer credit hours}} \times 100$$

Students who fail to achieve and maintain the 67% Pace threshold may have to complete the SAP appeal process to continue their financial aid. It is important to understand what impacts Pace, both positively and negatively:

- Positive impact (raises the Pace calculation): earning final grades of A, B, C, or D in enrolled courses
- Negative impact (lowers the Pace calculation): earning a final grade of F, an Incomplete ("I"), or withdrawing from enrolled courses (NSW or ADW at any time, or WTH after classes have begun). (See [I – Incomplete on page 42](#); see [NSW – No-Show Withdrawal on page 43](#); see [ADW – Administrative Withdrawal on page 43](#); and see [WTH – Student Initiated Withdrawal on page 44](#).)

Satisfactory Academic Progress (SAP) Appeals

Students who fail to meet the GPA and/or Pace thresholds may be placed on Financial Aid Hold (FAH), which automatically cancels the student's financial aid eligibility for subsequent terms (unless or until eligibility is restored). Students who wish to regain their financial aid eligibility MUST submit an official SAP appeal to the [Office of Student Services](#) at the college they plan to

¹ Graduation credit hours = all credit hours for which the student registers minus remedial credit hours. That is, graduation credit hours are college credit hours only; remedial (pre-college level) credit hours are excluded.

attend (and where their financial aid will be processed). Students are not allowed to receive financial aid from a college that has not approved their SAP appeal. Note: students may be required to attend a mandatory SAP workshop.

Students are required to complete an SAP appeal for each subsequent term until their performance has attained the GPA and Pace thresholds required of their academic program. As part of the appeal form and packet, students may be required to provide documented mitigating circumstances (facts and/or circumstances that were unanticipated, unavoidable, and/or beyond their control) that caused or significantly impacted the student's progress for the term. SAP appeals must be completed, documented, placed on file, and must meet established criteria before a student's eligibility for federal financial assistance programs may be reestablished. Through the SAP appeal process, students must show either:

- *Administrative error* – defined as changes or timing differences in systems processing or clerical error(s), including an inappropriate academic program code assignment, approved grade change request, erroneous course requirement, and/or corrections to credit hours and/or registered hours. Misplacement in inappropriate classes by college personnel during the registration or advising process is also considered an administrative error.
- *Extenuating circumstances* – legitimate reason(s) beyond the control of the student for failing to successfully complete the minimum number of required credit hours per term. Documentation must relate to the applicable semester(s)/term(s) of enrollment. Acceptable causes may be:
 - Personal illness
 - Personal circumstances
 - Imposed employment changes
 - Other mitigating circumstances approved by the college in accordance with the CCC ***Satisfactory Academic Progress Guidelines for the Appeal Process***.

An offset for the loss of attempted hours caused by extenuating and/or mitigating circumstances may need to be determined. Note: mitigating circumstances presented in SAP appeals require third party documentation for each term for which the student appeals for reinstatement.

The requirement to provide student narrative and documentation is waived if the following occurs:

- Significant progress has been attained by satisfying the SAP academic plan set by the academic advisor in the previous appeal
- Compliance with academic and or financial aid suspension
- Academic problems occurred more than three years ago and recent terms show improvement
- Incomplete grades changed to letter grade and SAP conditions improve

Denial of Satisfactory Academic Progress (SAP) Appeals

Student appeals may be denied if:

- The student's failure to achieve satisfactory academic progress was not attributable to mitigating circumstances, or
- The student fails to provide satisfactory third party documentation that demonstrates mitigating circumstances over a period determined by the Policy guidelines, or
- The student fails to follow or achieve the goals of their SAP academic plan set in previous term appeal.

Financial Aid Suspension: If the basis of the denial includes a deficient Cumulative GPA or deficient Pace, students may be allowed to continue their enrollment at one of the City Colleges of Chicago without the assistance of financial aid. After one successful term without the use of Title IV HEA funds, students may be allowed to submit a new SAP appeal for the reinstatement of Title IV HEA funds.

Academic Suspension: If the basis of the denial includes academic dismissal (see [Academically Dismissed on page 49](#)), students shall not be allowed to continue their enrollment at any of the City Colleges of Chicago in Credit (CRED) or Skills (SKIL) class sections. Students who have been academically dismissed (suspended) are prohibited from enrolling in Credit or Skills courses for a minimum of two (2) academic terms (excluding the Summer term). Upon completion of academic suspension, the student will be allowed to submit an appeal and re-enroll with the reinstatement of Title IV HEA funds.

Note: the City Colleges of Chicago permits only one (1) academic suspension with the use of Title IV HEA funds. That is, if a student successfully appeals an academic suspension, the student's financial aid funding may be reinstated. However, if the student is academically dismissed again, he/she becomes disqualified from receiving financial aid through CCC.

Credit Hour Limit (CHL) or Timeframe Threshold

Credit Hour Limit (CHL), often referred to as Timeframe, is the third evaluation component of student performance, and is used to determine the number of Credit, Skills, and Transferred credit hours to be covered by Title IV HEA programs. The grand total is called the Credit Hour Limit and is defined as follows:

$$\text{Credit Hour Limit} = \text{Maximum Timeframe} + \text{Remedial}^2 \text{ (up to a maximum of 30 credit hours)}$$

where:

$$\text{Maximum Timeframe} = 150\% \times \text{Minimum Program Length}$$

² Remedial refers to pre-college level coursework and credit hours. Remedial credit hours do not count toward graduation.

For example, if a student has completed 24 remedial hours and is in a 60 credit hour associate degree program, the Credit Hour Limit is 114 cumulative credit hours, calculated as follows:

$$CHL = (60 \text{ credit hours} \times 150\%) + 24 \text{ remedial credit hours} = 114 \text{ credit hours}$$

A student's Maximum Timeframe and Credit Hour Limit are zero (0), regardless of their Remedial credit hours, whenever their academic program/plan is not eligible under Title IV HEA. Conversely, a student's Maximum Timeframe and Credit Hour Limit will be greater than zero (>0) when the student has enrolled in an academic program/plan that is eligible for Title IV HEA assistance.

All registered Credit hours and Skills hours, including remedial and transfer hours (but excluding Credit and Skills classes taken in the Adult Education or Continuing Education careers³), will be counted in the CHL determination. Any terms when a student did not receive financial aid at the City Colleges of Chicago will also be included. No more than thirty (30) credit hours can be used for the Remedial component of the formula. Eligibility for Title IV HEA funds are blocked by a Financial Aid Hold (FAH) whenever a student's Load (the sum of Credit Registered, Skills Registered, and Transferred Hours) exceeds the CHL. Final grades of A, B, C, or D are included in the SAP calculation. Students should earn enough credits each term to successfully complete their degree or certificate requirements within 150% of the length of their academic program plans, regardless of funding source.

Students will be placed on Timeframe Alert status whenever their Load falls within twelve (12) credit hours of their CHL. Alerts are not equivalent to probationary statuses. Students with Loads exceeding their CHL must use the Appeal for the Release of the Timeframe SAP Hold forms to apply for reinstatements of their financial aid eligibility.

Credit Hour Limit (CHL) Appeals

Students may file a CHL appeal with the [Office of Student Services](#). (Note: students may be required to attend a mandatory SAP workshop). The appeals will be reviewed by designated college officials. Students may file only one appeal for the Release of the Timeframe. Based on the appeal calculations, a maximum of thirty (30) credit hours of financial aid eligibility may be extended.

Credit Hour Limit (CHL) – Regaining Financial Aid Eligibility

Students who successfully appeal their negative service indicator (hold) status may regain financial aid eligibility. Students whose appeals are unsuccessful may attend the college at their own expense, provided all other academic requirements are met.

³ The City Colleges of Chicago offers courses in four (4) "careers" as follows: Credit (CRED), Skills (SKIL), Adult Education (ADED), and Continuing Education (CONT).

Credit Hour Limit – Transfer Students

Students who attend more than one of the City Colleges will have their cumulative registered credit and clock hours, earned at any of the colleges, applied toward their CHL. Students transferring to the City Colleges of Chicago from outside the District will have their cumulative accepted credit hours applied toward their CHL. Accepted transfer hours from schools outside of the District are all hours earned in college-level courses in which the student received a grade of C or better and are applicable towards a degree or certificate at the City Colleges of Chicago. Exceptions may be appealed to the [Office of Student Services](#).

Remedial/Developmental Courses

Financial aid will pay for up to 30 credit hours of remedial/developmental course work specified as prerequisites to classes required for the completion of the student's financial-aid-eligible academic program.

Note: financial aid is not available for foundational studies courses.

Harold Washington Academic Achievement Scholarship

Upon the recommendation of the College President, the Board of Trustees may award Harold Washington Academic Scholarships to students with academic potential shown by:

- High school grade average of B/grade point average (GPA) of 3.00 or above
- GED® score of 2600 or above
- Current GPA of 3.00 or above
- Chicago residency and eligible for in-district tuition rates
- Full-time enrollment in a degree or certificate program
- Expectation of maintaining a GPA of 3.0 or higher; Harold Washington Academic Scholars must maintain a Graduation GPA of 2.0 or higher
- Any other attributes recognized in the College President's judgment as warranting consideration

Students should inquire at the [Financial Aid Office](#) as to the application process and deadline for this scholarship, as it may vary by college. This scholarship will cover tuition and the registration fee only. All other fees incurred are the responsibility of the student.

Harold Washington Service Award

Upon the recommendation of the College President, the Board of Trustees may award Harold Washington Service Awards to students who provide services to the colleges via Student Government, athletics, college ambassadors, etc. or who are enrolled in the Chicago Police and Firefighters Training Program. Minimum requirements include:

- Current GPA of 2.00 or above
- Chicago residency and eligible for in-district tuition rates
- Full-time enrollment in a degree or certificate program
- Expectation of maintaining a GPA of 2.0 or higher
- Recognized service to the college community

- Any other attributes recognized, in the College President's judgment, as warranting consideration

Students should inquire at the [Financial Aid Office](#) as to the application process and deadline for this scholarship, as it may vary by college. This scholarship will cover tuition and the registration fee only. All other fees incurred are the responsibility of the student.

PART V: VETERANS SERVICES

The City Colleges of Chicago has two team members at each college who are dedicated to serving Veterans and their dependents. The Veteran Certifying Official, located in the [Financial Aid Office](#), is available to assist Veterans and their dependents with utilizing state and/or federal Veteran educational benefits. The [Veteran Services Specialist](#), located in the Student Services Office, can assist the Veteran with issues related to his/her education, and assist a Veteran with connecting to external agencies (healthcare providers, counseling services, housing assistance, etc.). The Veteran Services Specialist can also assist a Veteran in obtaining an official copy of his/her [military transcript for evaluation and college credit](#).

Veterans Education Benefits

CCC participates in the following Veteran educational benefit programs:

State Programs

- Illinois Veteran Grant
- Illinois National Guard Grant
- MIA/POW Scholarship

Federal Programs

- Montgomery GI Bill (Chapter 30)
- Post 9/11 GI Bill (Chapter 33) (see [Post 9/11 GI Bill \(Chapter 33\) on page 26](#))
- Transfer of Entitlement (TOE)
- Montgomery GI Bill Selected Reserve (Chapter 1606)
- Reserve Education Assistance Program (Chapter 1607)
- Vocational Rehabilitation and Employment Program (Chapter 31)
- Veterans Educational Assistance program (Chapter 32)
- Survivors and Dependents Educational Assistance Program (Chapter 35)
- Veterans Retraining Assistance Program (VRAP)
- Marine Gunnery Sergeant John David Fry Scholarship
- Tuition Assistance
- Tuition Assistance Top-Up
- VA Work Study

Registration Process for Veterans

Veterans and their dependents who plan to use their federal and/or state Veteran educational benefits must meet with the Veteran Certifying Official prior to registering for courses for the first time. Veterans who are registering for the first time should follow the process outlined below:

1. Visit the Veteran Certifying Official to submit a copy of his/her DD214 (or other applicable separation document) and documentation that supports his/her eligibility for the Veteran educational benefit he/she plans to use.

2. Meet with a [College Advisor](#) to obtain an Education Plan and register for courses that are required per the Education Plan.
3. Submit a copy of his/her Class Schedule and Education Plan to the Veteran Certifying Official. If the Veteran's benefit includes a tuition component, he/she will also be asked to complete a deferment form in lieu of paying his/her tuition and fees at the time of registration.
4. Visit the Business Services Office to make payment arrangements for his/her registration and/or submit the deferment form in lieu of payment.
5. Submit official transcripts for all colleges he/she previously attended to the Office of the Registrar and complete the form to evaluate the transcripts.
6. Request an official copy of his/her military transcripts to be sent to the college and complete a form in the Office of the Registrar to have the transcripts evaluated.

For each subsequent term of course registration, the Veteran must bring his/her Class Schedule to the Veteran Certifying Official after registering and must complete the deferment form and submit it to the Business Services Office if the Veteran benefit includes a tuition component.

Advance Pay for Veterans

In order to ease the transition to college, the City Colleges will request Advance Pay for a new or returning student if he/she meets certain eligibility criteria. In order to qualify for Advance Pay, a Veteran student must:

- Be enrolled at least half-time in program-applicable coursework, and
- Qualify for the certification of VA benefits in an eligible program (Chapters 30, 32, 35, 1606, and VRAP only), and
- Not have received GI Bill benefits through CCC in the previous semester, and
- Submit a CCC Advance Pay Form to the VA Certifying Official no later than forty-five (45) days before the start of his/her classes.

At the discretion of the Veteran Certifying Official, some exceptions may be made to these eligibility criteria if documented mitigating circumstances prevented the Veteran from applying forty-five (45) days prior to the start of his/her classes.

Per the VA, an Advance Pay will pay the first and second month of benefits. If a Veteran's first month of classes is a partial month, the payment will be prorated for the number of days in that month. Since the VA normally pays after a month is completed, a Veteran wouldn't receive another payment from the VA for up to 3 months. CCC advises that a student consider this gap between payments before he/she chooses to participate in Advance Pay.

If a Veteran requests Advance Pay and decides not to attend CCC or does not qualify for federal Veteran educational benefits for any other reason, he/she will be responsible for repaying the amount of the Advance Pay to the Veteran Administration. The earliest that an Advance Pay check will be available for pick-up from the Business Services office is 30 days prior to the start of his/her courses. The Business Services office will notify the student when his/her check has

arrived. If a Veteran requests that his/her Advance Pay be applied to his/her tuition and fees, any remaining credit balance will be refunded to the Veteran according to CCC's regular refund schedule.

Academic Standards and Veterans

Students who use federal and/or state Veteran educational benefits are required to adhere to CCC's Academic Standing Policy (see [Academic Standing on page 48](#)). However, they are not subject to the financial aid Satisfactory Academic Progress standards unless they are also applying for financial aid (see [Satisfactory Academic Progress on page 31](#)).

A Veteran receiving federal Veteran educational benefits can only be certified for courses that are required per his/her Education Plan. Non-required courses will not be eligible for certification. For information about repeated courses and federal Veteran benefits, see [Repeating Courses on page 50](#).

If a Veteran who is receiving federal Veteran educational benefits changes his/her enrollment (NSW, ADW, WTH), the change will be reported to the Veteran Administration within thirty (30) days (see [NSW – No-Show Withdrawal on page 43](#); see [ADW – Administrative Withdrawal on page 43](#); see [WTH – Student Initiated Withdrawal on page 44](#)). The Veteran is responsible for any overpayments due to enrollment changes and may owe a debt to CCC and/or the Veteran Administration as a consequence of the enrollment change.

A Veteran who is receiving federal Veteran educational benefits is required to submit official transcripts for all colleges he/she previously attended to the [Office of the Registrar](#) by the end of his/her second term of enrollment at CCC. CCC will not certify future terms of enrollment for any Veteran who fails to submit his/her transcripts within this timeline.

PART VI: GRADE DESIGNATIONS AND POLICIES

Grades are awarded to students based on their academic performance or attendance in each class. Official grades are maintained in the District’s student information management system, currently the PeopleSoft Student Administration system.

Protection Against Improper Academic Evaluation

Instructors will inform students, via the syllabus, of the grading requirements at the beginning of the course.

Grade Designations

Grades issued to degree seeking students are recorded on a student’s permanent academic record and transcript, are used to calculate a student’s Grade Point Average (GPA), serve as the basis for a student’s academic standing, and may apply towards graduation.

Grading Basis for Remedial, Credit and Skills Classes

Grade	Description	Grade Points
A	Excellent	4
B	Good	3
C	Average	2
D	Below average	1
F	Failure	0

Grading Basis for Foundational Studies & Continuing Education Classes

Grade	Description	Grade Points
S	Satisfactory	-
F	Failure	-

Grading Basis for Adult Education Classes

Grade	Description	Grade Points
P	Student has completed all course and level requirements and should take a course at the next level.	-
R	Student has completed all course requirements; however, more work is needed at this level. The student should be placed in another course at the same level.	-
F	Student has failed to meet the requirements of this course.	-

All academic transactions are recorded in a student's permanent academic record. All credit courses and letter grades earned plus ADW courses and WTH courses (if the WTH occurred after the Statistical Date) appear on a student's transcript.

Non-Grade Designations

Non-grade designations issued to degree-seeking students do not apply towards graduation, but are recorded on a student's permanent academic record and appear on the transcript. Non-grade designations are not used in Grade Point Average (GPA) calculations:

I – Incomplete

"I" designations (Incomplete) are non-grade designations received by students who have actively pursued a course and are doing passing work at the end of the course, but who have not completed the course's final examination and/or other specific course assignments due to extenuating circumstances. "I" grades are awarded upon request of the student and at the discretion of the instructor and must be supported by documentation that explicitly explains the extent of the extenuating circumstances.

If an "I" grade is listed, the instructor must document all requirements which must be met by the student to remove the "I" grade and replace it with a final grade. Either the instructor or the Department Chair must inform the student in writing of the requirements needed for removal of the "I" grade and the date the requirements must be met. Until the "I" grade is removed, a student who receives an "I" grade may not enroll in any new course for which the "I" grade course is a prerequisite.

To remove an "I" grade, a student must make arrangements with the instructor to complete the course work and/or take the final examination no later than the mid-point of the following semester (excluding the Summer term). If the course work is not completed and turned in to the instructor by this deadline, the "I" grade will convert to an "F" grade.

If the instructor is not available, the student should contact the Department Chair. A student who has an "I" grade may not re-register in that course. However, if the "I" grade is changed to an "F" grade, the student may then re-register for the course.

The Department Chair shall verify that a copy of all assignments and/or tests required for the removal of each "I" grade have been placed in the department files and shall so certify to the Academic Vice President.

AUD – Audit

Students may register for courses as auditees (that is, without receiving credit) if space is available in the class after all credit-earning students have been enrolled. Auditees must be eligible to enroll in the course, must follow all registration procedures, and must pay all tuition and fee charges associated with the audited course. Once registration has closed, registered students may not change their registration status from AUD to grade seeking (or vice versa).

Students are required to attend and pursue the completion of all required assignments while attending the audited class. A student who audits a class will be issued the final grade of AUD. This grade will not be included in the student's Grade Point Average (GPA) calculation, or as registered hours for the purpose of academic warning or academically dismissed status. Audited classes appear on the student's permanent academic record and transcript. Financial aid and federal veteran benefits are not available for audited courses.

NSW – No-Show Withdrawal

Students will be issued a no-show withdrawal (NSW) under the following circumstances (see [Refunds – No-Show Withdrawal \(NSW\) on page 28](#) for information about NSW refund policies):

- Courses that meet more than once per week: students who do not attend the first two (2) class sessions will be withdrawn from the class by the instructor and issued an NSW.
- Courses that meet once per week: students who do not attend the first class session of a course which meets only once per week will be withdrawn from the class by the instructor and issued an NSW.

Students who have been issued an NSW by the instructor may, at the request of the instructor, be reinstated (RNS) into the class.

NSW – No-Show Withdrawal from Center for Distance Learning (CDL) Courses

Students registered in Center for Distance Learning (CDL) courses will be issued a no-show withdrawal (NSW) if they fail to log-on to the [Blackboard website](#) and enter into the course content areas (in **each course** in which they are registered) at least once on two different days prior to the statistical (STAT) reporting day of the term (see [Refunds – No-Show Withdrawal \(NSW\) from Center for Distance Learning \(CDL\) Courses on page 28](#) for information about NSW refund policies for CDL courses).

ADW – Administrative Withdrawal

A student may be awarded an administrative withdrawal (ADW) at midterm if the instructor determines that the student is not actively pursuing completion of the course, based upon the instructor's active pursuit criteria. Instructors are required to publish their measures of active pursuit and distribute them to students via their class syllabus during the first week of class.

A student who receives an ADW at midterm and is reinstated (RNS) by the instructor may not elect to withdraw from the class at a later time. Students may not be reinstated after the last date for student initiated withdrawals (WTH). If a student receiving an ADW repeats that course, only the last grade received will be included in the Grade Point Average (GPA) calculations; however, both grades will appear on the permanent academic record, will appear on the transcript, and will be counted as registered hours to determine satisfactory academic progress, academic warning, and academically dismissed status. ***ADWs received from Fall 1982 through Spring 1988 will be counted as F's in a student's GPA calculation.***

ADW – Administrative Withdrawal for Center for Distance Learning (CDL) Students

Instructors monitor the academically-related activities of students enrolled in Center for Distance Learning (CDL) course(s). If a student ceases to be engaging in academically-related activities for a period of seven (7) calendar days from the last expected such activity (regardless of when that may occur during the term), the instructor must issue the student an administrative withdrawal (ADW) and submit it to the [Office of the Registrar](#). The student's last day of attendance (i.e., the date of the ADW) must be accurately recorded as the last day the student engaged in an academically-related activity.

Academically-related activities include, but are not limited to:

- Completing an exam
- Completing a tutorial
- Participating in computer-assisted instruction
- Turning in an assignment
- Meeting with a [College Advisor](#) or [tutor](#) regarding coursework
- Attending a study group
- Contributing to an online discussion
- Corresponding with an instructor regarding the class

Note: a student who logs into [Blackboard](#) or another e-learning platform and engages in no other activities has NOT completed an academically-related activity. That is, merely logging in to an online course does not constitute an academically-related activity.

WTH – Student Initiated Withdrawal

It is the student's responsibility to officially withdraw from courses. Failure to withdraw may result in mandatory payment of tuition, fees and book charges, forfeiture of financial aid eligibility, and/or a failing grade (see [Student Initiated Withdrawals & Refunds on page 27](#)).

A student may withdraw from a course prior to or on the date (Last Day for Student Initiated Withdrawal) specified in the College Class Schedule if the student has not already received an NSW or ADW from the instructor. Thereafter, the student may withdraw during the remainder of that term only with the approval of the College President or designee upon demonstration of extenuating circumstances.

A student may [drop a class](#) (student initiated withdrawal, WTH) by visiting [my.ccc.edu](#) or the [Office of the Registrar](#). The WTH will appear on the student's permanent academic record but will be excluded from Grade Point Average (GPA) calculations. Student initiated withdrawals occurring after the Statistical date will be counted as registered hours. See [Office of the Registrar](#) for more information.

NSW (No-Show Withdrawal) & ADW (Administrative Withdrawal) – Adult Education Students
NSW – no-show withdrawal. A student enrolled in an Adult Education class who is absent for the first three (3) class meeting days will be withdrawn from the class and issued an NSW.

ADW – administrative withdrawal. After five (5) consecutive absences, if the student is absent on the next scheduled class day, the student will be assigned an ADW.

Midterm Grades

Midterm Grades – Credit Students

Midterm grades are issued to students after the mid-point of the session and/or term. They are provided as an indicator to let students know how they are progressing through their course work. Credit students receiving midterm grades below “C” should meet with their instructor and [College Advisor](#) immediately to seek ways to improve their standing in the course.

A student whose prerequisite course midterm grade is below “C” may still register for the next course in a sequence. However, the final grade in the prerequisite course will ultimately determine eligibility to take the next registered course in the sequence. Grades may be accessed by visiting my.ccc.edu.

Midterm Grades – Adult Education Students

At midterm, a non-grade designation or grade on the midterm class list, as appropriate, will be issued to each Adult Education student. The course instructor/Adult Educator is required to maintain on file documentation to support the basis of non-grade designations given.

Appeal Procedure for Instructional Grading

This process must be accomplished within one term (excluding the Summer term) of the original final grade’s assignment. One additional term will be allowed for Incomplete (“I”) grades.

1. A student who wishes to [appeal a final grade](#) must first meet with the faculty member to review the criteria applied in assigning that grade. The student must initiate this appeal within thirty (30) calendar days after the student’s final grade has been posted in the student system by submitting a Grade Appeal Form to the faculty member with copies to the Department Chairperson and Academic Dean.
2. The faculty member shall respond to the appeal by meeting with the student and rendering a written decision within seven (7) calendar days after receipt of the appeal.
3. If after this initial review the student is not satisfied, he or she may next appeal in writing to the Department Chairperson within fourteen (14) calendar days of the conclusion of discussions with the instructor. If the instructor is the Department Chair, the appeal must be submitted to the Dean of Instruction or equivalent College Officer.

The Chairperson or Dean shall investigate the matter and communicate the outcome of the investigation to the student in writing. Said investigation shall include a meeting with the faculty member to review the criteria applied to the student's performance in assigning the final grade and a meeting with the student to hear the basis of the grievance. When the faculty member and the Chairperson or Dean has reached a decision, the Chairperson or Dean will communicate that decision in writing to the student. The Chairperson or Dean shall complete the investigation and issue a decision within fourteen (14) days after receipt of the appeal.

4. If the student does not agree with the Department Chair's decision, the student may appeal in writing to the Academic Dean within seven (7) calendar days of receipt of the Department Chair's decision. The Academic Dean shall review the matter and issue a decision in writing within seven (7) calendar days after receipt of the appeal.
5. If the student does not agree with the Academic Dean's decision, the student may appeal in writing to the Academic Vice President within seven (7) calendar days of receipt of the Dean's decision. The Academic Vice President shall review the matter and issue a decision in writing within seven (7) calendar days after receipt of the appeal.
6. If the student does not agree with the Academic Vice President's decision, the student may appeal in writing to the College President within seven (7) calendar days of receipt of the Academic Vice President's decision. The decision of the College President is final.
7. If at any step in the appeal the student does not receive a decision on the appeal by the deadlines stated above the student may proceed to the next level of appeal. The sole exception being a showing of good cause to be determined by the administrator assigned to the next level of appeal.

A grade may be changed by someone other than the instructor of the course or the Department Chairperson, only in the event there is objective evidence to do so. In that event, another instructor in the discipline shall be appointed by the College President to conduct an evaluation of the student's performance and award the final grade.

Appeal Procedure for Instructional Grading – Center for Distance Learning (CDL) Courses

This process must be accomplished within one term (excluding the Summer term) of the original final grade's assignment. One additional term will be allowed for Incomplete ("I") grades.

1. A student who wishes to [appeal a final grade](#) must first contact the faculty member to review the criteria applied in assigning that grade. The student must initiate this appeal within thirty (30) calendar days after the student's final grade has been posted in the

student system by submitting a Grade Appeal Form to the faculty member with a copy to the CDL Associate Dean of Student Services.

2. The faculty member shall respond to the appeal by communicating with the student a written decision within seven (7) calendar days after receipt of the appeal.
3. If after this initial review the student is not satisfied, he or she may next appeal in writing to the CDL Associate Dean of Student Services within fourteen (14) calendar days of the conclusion of discussions with the instructor. The CDL Associate Dean of Student Services shall investigate the matter and communicate the outcome of the investigation to the student in writing. Said investigation shall include a discussion with the faculty member to review the criteria applied to the student's performance in assigning the final grade and a discussion with the student to hear the basis of the grievance. When the faculty member and the CDL Associate Dean of Student Services have reached a decision, the CDL Associate Dean of Student Services will communicate that decision in writing to the student. The CDL Associate Dean of Student Services shall complete the investigation and issue a decision within fourteen (14) days after receipt of the appeal.
4. If the student does not agree with the CDL Associate Dean of Student Services' decision, the student may appeal in writing to the Dean of CDL within seven (7) calendar days of receipt of the department chair's decision. The CDL Dean shall review the matter and issue a decision in writing within seven (7) calendar days after receipt of the appeal.
5. If the student does not agree with the CDL Dean's decision, the student may appeal in writing to the Academic Vice President within seven (7) calendar days of receipt of the Dean's decision. The Academic Vice President shall review the matter and issue a decision in writing within seven (7) calendar days after receipt of the appeal. The decision of the Academic Vice President is final.
6. If at any step in the appeal the student does not receive a decision on the appeal by the deadlines stated above, the student may proceed to the next level of appeal. The sole exception being a showing of good cause to be determined by the administrator assigned to the next level of appeal.

Graduation Grade Point Average

Graduation Grade Point Average (GRAD-GPA) is calculated on the basis of all credit hours and grades, "A" through "F", earned while enrolled in the Credit Career at the City Colleges of Chicago with the following exceptions: 1) All credit hours and grades earned in Allowed Repeatable Courses (ARC) appear on the permanent academic record and transcript, but only the last credit hours and grades earned in an ARC repeat sequence up to the allowable maximum are included in the GRAD-GPA, and 2) All credit hours and grades earned in Other Repeated Courses appear on the permanent academic record and transcript, but only the last grade earned is included in the GRAD-GPA. Transfer Credit (including Military Credit), Credit by

Assessment, and Credit by Test are excluded from the GRAD-GPA, although such credits appear on the transcript and may apply towards graduation. Credit hours and grades earned in pre-college level (remedial) coursework are excluded from the GRAD-GPA, although such credits appear on the permanent academic record and transcript. ADW's received from Fall 1982 through Spring 1988 will be counted as F's in a student's GPA.

Cumulative Grade Point Average

Cumulative Grade Point Average (CUM-GPA) is calculated the same way as GRAD-GPA, but includes credit hours and grades earned in pre-college level (remedial) coursework.

Academic Standing

Students must maintain a minimum Cumulative Grade Point Average (CUM-GPA) to remain in good academic standing (see [Cumulative Grade Point Average above](#)). Students who fall below the minimum CUM-GPA requirement will be placed on academic warning (see [Academic Warning on page 49](#)) and are encouraged to immediately seek [advising](#) support to determine a course of action to return to good academic standing.

Credit Academic Programs / Plans

Students must maintain a minimum Cumulative Grade Point Average (CUM-GPA) of 2.0 to remain in good academic standing.

Skills Academic Programs / Plans, Effective thru the Summer 2014 Term

Skills Academic Programs / Plans with 30 or Fewer Credits

Registered Credit Hours	Registered Clock Hours	Cumulative Minimum GPA Required to Remain in Good Academic Standing
1 to 15	1 to 450	1.75
16 to 30	451 or above	2.00

Skills Academic Programs / Plans with 31 or More Credits

Registered Credit Hours	Registered Clock Hours	Cumulative Minimum GPA Required to Remain in Good Academic Standing
1 to 30	1 to 900	1.75
31 or more	901 or above	2.00

Skills Academic Programs / Plans, Effective Fall 2014 Term

Students must maintain a minimum Cumulative Grade Point Average (CUM-GPA) of 2.0 to remain in good academic standing.

Academic Warning

Academic warning is a probationary condition. Students who are on academic warning may still be eligible for financial aid.

Students on academic warning are encouraged to repeat courses in which they received a “D” or “F.” They should meet with a College Advisor to select their courses. Students on academic warning whose GPA does not reach the minimum standard by the end of the warning term will be academically dismissed.

Early Registration Options: Academic warning students who are currently enrolled **MAY NOT** register early for the next term. Academic warning students who are not currently enrolled may register early for the following term with the recommendation of the [Office of Student Services](#) or [College Advisors](#).

Academically Dismissed

Students on academic warning who do not achieve the minimum cumulative GPA by the end of the probationary term will be academically dismissed. Academically dismissed students are ineligible for Financial Aid until they complete the Appeal for Readmission process. Students academically dismissed from one City College may register at their college of exclusion, or at another City College, provided they successfully complete the proper readmission procedure and are successfully approved for readmission.

Academically dismissed students must appeal at the college where they are seeking their degree or certificate. Appeal forms are available in the [Office of the Registrar](#), the [Office of Student Services](#), or the [Advising Center](#). A readmission appeal may be approved by the college administration for good and sufficient reasons. An appeal is valid for the term for which it is submitted. A readmitted student may be subject to specific course and credit hour restrictions. Academically dismissed students who are readmitted must repeat courses in which they received a “D” or an “F”. The appeal facts, circumstances, and outcomes must be documented in the institution’s records in order to establish a student’s eligibility for assistance under federal financial assistance programs (see [Satisfactory Academic Progress on page 31](#)). Students will be required to produce corroborative documents to complete the appeal process.

Note: students who have been academically dismissed may register for Continuing Education courses.

Early Registration Options: An academically dismissed student who is readmitted and is currently enrolled may not register early for the following term. An academically dismissed student who is not currently enrolled and whose appeal is approved for the following term or semester may register early.

Repeating Courses

There are two categories of courses that a student may repeat. Note: although a student may be permitted or required to retake a course for graduation, there are limits as to how many times a course can be repeated and be eligible for financial aid and federal Veteran educational benefits.

- For financial aid purposes, once a student receives a passing grade (D or better) in a course, he/she can only be paid for one more graded attempt (A, B, C, D, and F). Although withdrawals do not count as paid graded attempts, they can impact a student's Satisfactory Academic Progress (SAP).
- For the purpose of federal Veteran educational benefits (see [PART V: VETERANS SERVICES on page 38](#)), a student may be certified for a repeated class if his/her program requires that the student repeat the class to earn a higher grade. However, repeating a class more than twice may lead to a revision of the student's enrollment certification in a previous term which may create a debt for the student with the Veteran's Administration. Veterans are advised to discuss the impact of repeated courses with the Veteran Certifying Official (in the [Financial Aid Office](#)) prior to requesting that the repeated course be certified. Note: this paragraph also applies to Post 9/11 GI Bill (Chapter 33) tuition waivers (see [Post 9/11 GI Bill \(Chapter 33\) on page 26](#)).

Allowed Repeatable Courses (ARC)

Certain courses are considered Allowed Repeatable Courses (ARC) because the course content changes each term (for example art, music, physical education, student newspaper, etc.) All credit hours and grades earned appear on the student's permanent record and transcript, but only the **last credit hours and grades** earned in an ARC repeat sequence up to the allowable maximum are included in GPA calculations.

Before registering, students should meet with their College Advisor to confirm the maximum allowable credits for the ARC course. Note: students who wish to repeat an ARC course to improve a previous grade **MUST**, at the time of registration, submit a CCC grade improvement request form to his/her College Advisor. The completed request form must be submitted to the Office of the Registrar.

Other Repeated Courses

Students may repeat a course to improve a grade: students who earn a "D" or "F" grade in a course may repeat the course; students who earn a grade of "C" or better may repeat the course only once. All credit hours and grades earned appear on the student's permanent record and transcript, but only the **last credit hours and grade** earned (even if the last grade is not the highest grade earned for the course) is used in the student's GPA calculations.

Before registering, students should meet with their College Advisor to review the benefits and consequences of repeating the course.

Repeating a Course – Adult Education

A student may take an Adult Education course up to four times if required.

Repeating a Course – Continuing Education

Courses designated as repeatable by the Illinois Community College Board (ICCB) may be repeated for the approved number of times. Courses not designated by ICCB as repeatable may be repeated only if a failing grade has been received.

Graduation Requirements for Degrees

To be eligible to graduate from any credit degree program, students must earn a grade of “C” or better in all courses used to satisfy core curriculum and/or general education requirements and hold a minimum GRAD-GPA of 2.0 or higher. Elective courses with a “D” final grade may count towards graduation. Students who graduated prior to August 1, 2013 must hold either a minimum GRAD-GPA or CUM-GPA of 2.0 or higher.

All students must complete a minimum of fifteen (15) credit hours of residency (credit hours earned in City Colleges classes). Although there is no limitation on the number of transfer credit hours which may be evaluated and posted to a student’s academic record (see [Transfer Credit on page 17](#)), only a maximum of forty-five (45) semester credit hours from sources outside the City Colleges of Chicago (transfer credit) may be counted toward the completion of an Associate degree.

Credit Hour Requirements for Academic Program Completion

Students are required to fulfill total credit hours and all course requirements needed to satisfy their academic program. Transfer credit hours earned at a quarter system institution are converted to CCC semester hour equivalents (see [Transfer Credit on page 17](#)). After conversion, students who have earned transfer credit from a quarter system institution may be deficient in overall credit hours required to complete a degree. In such cases, students are not required to retake the same or an equivalent course to satisfy course/discipline credit hour deficiencies, but may need to take additional elective courses to fulfill the total hours required to complete the desired academic program. Students should meet with their [College Advisor](#) for further information.

Graduation College

- Students enrolled in a signature (selective enrollment) program: Students enrolled in a signature program will graduate from the college where the student is enrolled.
- Students enrolled in all other programs: Students will graduate from the college that offers the academic program where the majority (or greatest number if no majority) of the student’s Graduation Credit Hours (excludes remedial hours) were earned. In case of a tie between two or more colleges (equal number of Graduation Credit hours earned from each college and each college offers the academic program), then the student may select his/her Graduation College.

Second CCC Degree

A student may earn a second degree from the City Colleges of Chicago. The second degree must be different from the first degree earned and the student must enroll in and successfully complete a minimum of fifteen (15) additional credit hours at the City Colleges of Chicago after the first degree has been posted to the student's academic record. The second degree will be awarded in accordance with the Graduation College statement above, based upon the second degree additional credit hours earned.

World Language Requirement

EFFECTIVE FALL 2009: All students entering or returning to CCC seeking an Associate in Arts (AA) degree are required to complete with a grade of "C" or better two courses of the same World Language offered at CCC. Alternatively, students may demonstrate (via a recognized foreign language examination) proficiency equivalent to that of successful completion of a second semester course.

Degree or Certificate Conferral Date

Degrees and certificates are conferred, as follows:

- For degrees: last day of the term during which the student applies for graduation
- For certificates: last day of the term during which the City Colleges of Chicago confirms that all academic program requirements have been met (see [Certificate Completion Requirements on page 53](#))

Human Diversity Requirement (HD)

Effective Fall 2010, newly enrolled students, or returning students who have not been enrolled for six consecutive semesters, seeking any Associate Degree at the City Colleges of Chicago are required to take at least one course to fulfill the State of Illinois Human Diversity (HD) requirement for an Associate Degree; no additional credits are to be added to the student's degree completion requirements. Students may select either a course that is approved by the Illinois Articulation Initiative (IAI) or a general education course that has not been IAI approved.

Students should meet with a College Advisor to select general education courses shown on the City Colleges of Chicago Associate Degree template under Humanities/Fine Arts, and Social Behavioral Sciences in order to fulfill the requirement. IAI approved courses are designated as "D" (diversity within the USA) or "N" (diversity from a non-western perspective, which are designed specifically to examine aspects of human diversity from a non-European perspective). HD courses are listed in the [Academic Catalog](#).

Students seeking an Associate in Applied Science (AAS) Degree in the following programs (subject to change without notice) are exempt from fulfilling this requirement:

- Communications Technology
- Electrical Construction Technology
- Mortuary Science
- Nephrology/Renal

- Nursing
- Nursing (RN Completion Program)
- Occupational Therapy
- Physician Assistant
- Radiography
- Surgical Technology

Certificate Completion Requirements

To be eligible for a Certificate of Completion in any credit certificate program, students must successfully complete all certificate specific courses which constitute a Basic Certificate or an Advanced Certificate with a grade of "C" or better and in certificate specific courses.

The City Colleges of Chicago reserves the right to auto-award certificates when a student completes all certificate requirements.

Adult Education Graduation Requirements

To participate in the Adult Education Program graduation ceremony, students must pass the GED® and U.S. Constitution examinations. Those who wish to participate should visit the [Adult Education Office](#) of their college for information and procedures.

Revocation of Degrees or Certificates

The City Colleges of Chicago reserves the right to revoke an awarded degree or certificate for the discovery of previously unknown fraud or academic integrity violations in receipt of the degree or certificate, or for the discovery of previously unknown egregious disciplinary violations committed by a student prior to the conferral of such degree or certificate.

The President of the College that awarded the degree or certificate will convene a special hearing to review the evidence surrounding the alleged violations. Upon recommendation of the College President and with the concurrence of the Provost and Chief Academic Officer, the recommendation to revoke the award will be forwarded to the Chancellor for final approval.

Note: upon revocation, the student's permanent academic record, official transcript, and any other relevant CCC documents will be updated to reflect the revocation of the degree or certificate. Both the conferred award and revocation will be included in the student's permanent academic record and will appear on the student's official transcript.

Scholastic Honors

Full-time students (those completing at least 12 credit hours within a term) are awarded scholastic honors based upon their term grade point average, as follows:

- Honor's List: 3.0 – 3.49
- Dean's List: 3.5 - 3.99
- Presidential Scholars List: 4.0

Graduates of Associate Degree programs are awarded scholastic honors based upon their Graduation GPA (prior to August 1, 2013, the requirement is based upon the higher of Graduation GPA or Cumulative GPA), as follows:

- High Honors: 3.5 or higher
- Honors: 3.0 - 3.49

Phi Theta Kappa International Honor Society

[Phi Theta Kappa \(PTK\)](#) is a two-year international honor society that has as its hallmark scholarship, leadership, and service to the community. PTK is the two-year equivalent of, and is in international partnership with, Phi Beta Kappa. To join, students must:

- Be invited to join by the chapter at the college where presently enrolled
- Have completed at least twelve (12) college credit hours of coursework that may be applied to an associate degree
- Have earned a Graduation Grade Point Average (GPA) of 3.5 or higher
- Adhere to the moral standards of the society

Psi Beta Honor Society

The mission of [Psi Beta Honor Society](#) is to promote professional development of psychology students in two-year colleges through promotion and recognition of excellence in scholarship, leadership, research, and community service. To join, students must have completed:

- A college psychology course with a grade of B or higher; and
- Twelve (12) credit hours of college level coursework with a Graduation GPA of 3.0 or higher on a 4.0 grading scale

Sigma Kappa Delta

[Sigma Kappa Delta](#) is the English Honor Society for two-year colleges. Students who join this honor society earn the recognition and prestige of membership in a national honor society. Students must meet the following eligibility requirements:

- All English course grades must be a “B” or higher; and
- Graduation GPA of 3.0 or higher on a 4.0 grading scale

National Adult Education Honor Society

To be eligible for the [National Adult Education Honor Society](#), a student must obtain a score of 2850 or higher on the GED® examination and pass the Constitution examination. Eligible students should speak with the [Dean of Adult Education](#) of their college.

PART VII: ACADEMIC POLICIES

Students who expect to complete an Associate Degree program (60+ credit hours) in two years will need to take fifteen (15) or more credit hours per term or enroll in one or more Summer terms. The length of associate degree programs can vary from 60 to 78 program credit hours. Additional credit hours may be necessary if remedial and/or prerequisite coursework is required. Students who wish to enroll in nineteen (19) or more credit hours during a term (10 or more credit hours during the Summer term) must have a minimum Cumulative Grade Point Average (GPA) of 3.0 or higher and written permission of the Vice President (or designee).

Number of Semesters/Terms Needed to Earn 60 Credit Hours

Credit Hours per Semester/Term	Semesters/Term Needed to Earn 60 Hours
15	4
12	5
9	7
6	10
3	20

Full-Time & Part-Time Status

Credit Hour

- Full-time status: Students enrolled in twelve (12) or more credit hours per semester (6 or more during the Summer term) are considered to be full-time students.
- Part-time status: Students enrolled in eleven (11) or fewer credit hours per semester (5 or fewer during the Summer term) are considered to be part-time students.

Clock (Skills) Hour

- Full-time status: Students enrolled in twenty-four (24) clock hours per week are considered full-time students.
- Part-time status: Students enrolled in twenty-three (23) or fewer clock hours per week are considered part-time students. In addition, a minimum number of contact hours per day are required to comply with other accrediting agency requirements.

Definition of a Freshman

Students who have earned twenty-nine (29) or fewer Graduation Credit Hours (excludes remedial/pre-college level credit hours), including college level credit hours transferred from another institution, are considered Freshman.

Concurrent Enrollment

Concurrent Enrollment within the District

Concurrent enrollment within the District (at more than one of the City Colleges) is permitted.

Concurrent Enrollment outside the District

If a student receives financial aid and wishes to receive financial aid for courses taken outside of the District, the student must have written approval from the Financial Aid Office for concurrent enrollment outside the District.

Concurrent Enrollment in More than One College – Adult Education

Students may enroll in Adult Education classes at only one of the City Colleges per term.

Concurrent Enrollment in More than One Academic Program/Plan

Concurrent enrollment within the District in more than one program/plan is not permitted. However, concurrent enrollment in courses within different careers may be allowed. Restrictions may apply depending upon the program or department requirements. Please consult the appropriate department with questions regarding admissions requirements, financial aid eligibility, etc.

Concurrent Enrollment in More than One Academic Program – Adult Education

Students enrolled in Adult Education classes may enroll concurrently in credit classes.

Class Attendance

City Colleges of Chicago is a non-attendance taking institution. For program specific attendance policies, please refer to the Program Coordinator. For course specific attendance policies, please refer to the instructor's syllabus. The Instructor has the right to establish his/her own attendance policy for a course. ***It is the student's responsibility to officially withdraw from classes. Failure to withdraw may result in mandatory payment of tuition/fees and/or a failing grade.***

Class Attendance – Adult Education

Students enrolled in Adult Education classes should attend all scheduled days. Instructors/Adult Educators are required to record student attendance for each class meeting during the term. Students who do not attend regularly may fail class assignments and/or not achieve course objectives; such students may be administratively withdrawn from the class by the Adult Educator. Students who must miss more than three days of class must contact their instructor or other Adult Education staff about missed assignments and their standing in class. Instructors and/or other Adult Education staff will attempt to contact students who have not communicated after three consecutive absences. Students who miss five consecutive days of class shall be administratively withdrawn (**ADW**) by the Adult Educator and shall not be readmitted into that course for the remainder of the term.

Matriculation Requirements

Students taking prerequisite courses must successfully complete the prerequisites with a grade of “C” or higher to advance to the next course level. Students taking selected general education courses must show proof of eligibility for English 101 - Composition.

Governing Student Policy Manual

All students at all times are subject to the current Student Policy Manual, unless a new board rule has superseded the text in the policy manual.

Governing Academic Catalog

Governing Academic Catalog, Effective thru the Summer 2014 Term

- Newly enrolled students are required to follow all degree requirements in the catalog in effect at the time of their enrollment.
- Returning students are required to follow all degree requirements in the catalog in effect at the time of their enrollment if they have not been enrolled for six consecutive semesters.
- Students who stop out for fewer than 6 consecutive semesters may choose the catalog they enrolled under or a newer catalog.
- With the exception of students who have stopped out for 6 consecutive semesters or longer, any student may follow a newer catalog but may not follow a catalog with an effective date prior to the date the student first enrolled.

Governing Academic Catalog, Effective Fall 2014 Term

All students are assigned an academic career, program, plan, and subplan upon enrolling (consistent with Focus Area and Pathway choices made by the student). Students are required to follow the academic program/plan requirements in the Academic Catalog in effect at the time of their enrollment, subject to the following:

- Students who have not enrolled in at least one course and received a final grade for two (2) consecutive semesters (excluding the Summer term) are required to follow the academic plan requirements of the Academic Catalog in effect on the re-enrollment date.
- Students enrolled in the same academic program/plan for four (4) calendar years or more (whether consecutively enrolled or not) are required to follow the academic plan requirements in the current Academic Catalog. Such students will continue to be governed by the current Academic Catalog for an additional two (2) years at which time they will then be governed by the next current Academic Catalog and so on.
- Whenever students change their academic program, plan, or subplan of record they are required to follow the academic plan requirements of the Academic Catalog in effect on the date the change is made.

Notwithstanding the above, students may at any time choose to follow the academic program/plan requirements in the current Academic Catalog. Once selected, students may not return to a prior Academic Catalog.

Name Change

Name change requests must be made in writing; forms are available in the Office of the Registrar. Three identification documents must accompany the request. All documents must indicate the student's new name, and at least one of the documents must be a valid photo ID.

Approved identification documents include:

- Marriage certificate
- Divorce decree
- Driver's license (with picture)
- State ID (with picture)
- Mexican Consular ID (with picture)
- Social Security card
- Passport

The completed name change request and supporting documents will be maintained on file in the Office of the Registrar. Upon verification, the student's name will be changed in the student system and on the student's record; the former name will remain as history in the student system. Note: for financial aid purposes, a student's legal name is the name that is on file with the Social Security Administration.

Students Called to Active Military Service

The District supports federal initiatives in times of national emergency which require the activation of individuals and/or the call to active duty of reserve units. In such events, the student will not be disadvantaged due to military service prior to or after the call to active duty.

- Call to active duty on or before the midterm date. Upon receipt of verifiable documentation, e.g., military orders, the college will withdraw the student from all classes and refund all tuition and fees paid.
- Call to active duty after the midterm date. Upon receipt of verifiable documentation, e.g., military orders, the student may, at his/her option:
 - Request of instructors an early final examination or the assignment of an Incomplete "I" grade, provided the individual is in good academic standing in affected courses. If the instructor grants an "I" grade, the student will be subject to the normal rules regarding Incomplete Grades (see [I – Incomplete on page 42](#)); or
 - Choose to withdraw from courses and receive a full refund of all tuition and fees paid.

Any dispute in matters controlled by this policy will be resolved by the College President after involvement of all parties to the issue. See [PART V: VETERANS SERVICES on page 38](#).

Part VIII: STUDENTS' RIGHTS AND RESPONSIBILITIES

Educational Records – Student Access

Students and former students have the right to inspect and review their educational records. Students and former students must put their request to inspect and review their educational records in writing. This request must be submitted to the chief administrator of the office in which the desired education records are located. The requested educational records will be made available to the student within forty-five (45) calendar days of the student's written request. A staff member of the college office where the student's records are located must be present at all times during the course of the inspection.

During the inspection, the student has the right to request an explanation and interpretation of the records. The student has the right to a copy of the educational records, with the following exceptions:

- The college may refuse the copy, but may not limit the student's right to inspect and review that record. For example, a copy of a student's transcript may be refused if a negative service indicator (hold) for a financial obligation exists. In such a case, no transcripts will be released to other educational institutions.
- The City Colleges does not provide original or copies of third party educational records that have been submitted to the City Colleges.

Educational Records – Limitations of Students' Rights to Inspect and Review

The college is not required to permit students to inspect and review the following:

- Financial information submitted by parents.
- Confidential letters and recommendations placed in their files prior to January 1, 1975, provided these letters were collected under established policies of confidentiality and were used only for the purpose(s) for which collected.
- Confidential letters and recommendations associated with admission, employment or job placement, or honors to which students have waived right of inspection and review.
- Education records containing information about more than one student; however, in such cases the institutions must permit access to that part of the record which pertains only to the inquiring student.

Educational Records – Challenge of the Contents

Students have the right within two (2) calendar years to challenge the contents of their records which they consider to be inaccurate, misleading, or otherwise in violation of their privacy or other rights. The students must utilize the following procedure in order to properly raise their challenge (see [Appeal Procedure for Instructional Grading on page 45](#) for the procedure to appeal a final grade):

- The challenge must: (1) be made in writing, (2) include the title and date of the document being challenged, and (3) include the reason(s) for such challenge as well as any documented evidence that the student desires to submit.

- The written challenge must be submitted to the college administrator in charge of the department from which the record being challenged is located, within ten (10) school days of the date of knowledge, but in no event later than two (2) years from when the record was placed in the student's record. The administrator will make a determination regarding the matter within a reasonable period of time and notify the student in writing of the decision.
- If the administrator's resolution to the challenge is not satisfactory, the student will have the right of appeal to the College President within ten (10) school days of receipt of the administrator's decision. The College President will investigate the matter and respond in writing with his/her decision within ten (10) school days.
- If the College President decides not to amend the record as requested, the College President shall inform the student of his or her right for a hearing to challenge the content of the student's education records on the grounds that the information contained in the education records is inaccurate, misleading or in violation of the privacy rights of the student.
 - If, as a result of the hearing, there is a determination that the information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, the college shall 1) amend the record accordingly, and 2) inform the student of the amendment in writing.
 - If as a result of the hearing, there is a determination that the information in the education record is not inaccurate, misleading, or otherwise in violation of the privacy rights of the student, the college shall inform the student of the right to place a statement in the record commenting on the contested information in the record and stating why he/she disagrees with the decision. The student will have thirty (30) calendar days to submit a statement. If received, the college shall 1) make the statement a part of the student's official record, 2) maintain the statement with the contested part of the record for as long as the record is maintained, and 3) disclose the statement whenever it discloses the portion of the record to which the statement refers.

Educational Records – Disclosure

Disclosure with written consent of the student – The City Colleges may not release information from a student's record without the student's written consent, except as noted below. Written consent must positively identify the student (student ID number or otherwise), be signed and dated by the student, and specify:

- Records to be released
- Purpose of the disclosure
- Identity of the party(ies) to whom disclosure may be made

Disclosure without written consent of the student – Written consent of the student is not always required. The college must release a student's record, as follows:

- Students who request information from their own records; such requests must be appropriately documented.
- Authorized representatives who audit and evaluate federally supported programs or for the enforcement of or compliance with federal legal requirements related to those programs:
 - Comptroller General or Attorney General of the United States
 - Secretary of the United States Department of Health, Education and Welfare
 - United States Commissioner of Education, Director of National Institute of Education
 - Assistant Secretary of Education
 - State or local educational authorities
 - External auditing firms who contract with the District for the purpose of annual compliance reviews
- Student education records may be disclosed to the following:
 - College personnel determined by the college to have a legitimate interest in or need for such records.
 - Officials of other colleges in which a student seeks to enroll, on condition that the issuing institution makes a reasonable attempt to inform the student of the disclosure, or makes such transfer of information a stated institutional policy.
 - Persons or organizations providing to the student financial aid or determining financial aid decisions concerning eligibility, amount, condition, and enforcement of terms of said aid.
 - Organizations conducting studies to develop, validate and administer predictive tests, to administer student aid programs, or to improve instruction. Those organizations may not disclose personal identification of students, and information secured must be destroyed when no longer needed for their projects. Institutions are advised to obtain such assurance in writing.
 - Accrediting organizations carrying out their accrediting functions.
 - Parents of a student who has established that a student's status as a dependent according to Internal Revenue Code 4 of 1954, Section 152.
 - Persons in compliance with a judicial order or a lawfully issued subpoena provided that the institution first make a reasonable attempt to notify the student. In such cases, a letter will be sent to the student at his/her last known address. A copy of this letter should be retained along with the subpoena in the student's file.
 - Persons in compliance with a lawfully signed release form from the student.
 - Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of the student or other persons.
 - In specific circumstances, to state and local officials or authorities to whom such information is specifically allowed to be reported or disclosed pursuant to state statute if the allowed reporting or disclosure concerns the juvenile justice system and the system's ability to effectively serve the student whose records are released.

- In specific circumstances, final results of disciplinary proceedings held against a student for a crime of violence or a non-forcible sex offense may be disclosed including disclosure to the victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense.
- In specific circumstances, to a parent of a student under the age of 21 years old regarding the student's violation of any federal, state or local law or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance.

Educational Records – Records of Requests and Disclosures

The college office where the records are located will be required to maintain separated records of requests and disclosures, or personally identifiable information. The records of requests, whether granted or not, will include the name and address of the person(s) requesting the information and his/her legitimate interest in the information. Records of requests and disclosures should not be maintained for the following:

- Those requests made by students for their own use.
- Those disclosures made in response to written requests from students.
- Those made by college officials, administrators, faculty or other college staff member deemed to have the right of access by the administrator in charge of the office from which the student records are being requested.
- Those specified as Directory Information.

Documentation of requests and disclosures of student information must also be made by the college office where the records are kept, and kept in the student's file. This document, once completed, is deemed part of the student's education record and should be incorporated as such; thereby, it must be retained as an official student record for the life of the document to which it refers.

Educational Records – Parental Access to Information

A student's parent may obtain personally identifiable information from a student's educational records by:

- Obtaining the student's written consent, or
- Having the parent establish the student's dependency as defined by Internal Revenue Code 4 of 1954, Section 152. If the parent is claiming dependency, proof of such must be submitted at the time the request is made.

Wellness Center Records

Wellness Center records are never part of a student's educational record. Specifically, Illinois and federal laws subject mental health information, including psychotherapy, counseling, and case management records, to special protections. Generally, the [Wellness Centers](#) release such client records only with the client's written authorization or with an appropriate court order.

The Wellness Centers release confidential records to an individual or agency outside of the Wellness Center only when at least one of the following conditions is present:

- The client provides written permission to release the confidential information by signing an Authorization for Release of Information form.
- There is a clear and substantial risk that the client is in imminent danger of causing serious physical harm to him/herself or others. In these circumstances, staff is legally required to take action for safety and life preservation.
- The client discloses information indicating that a minor child or a vulnerable adult is being abused; in these cases, staff is legally required to report the abuse to the appropriate child or adult protective services agency.
- A court subpoena mandates that the information must be disclosed to a court of law.
- A Wellness Center staff member, intern, therapist, case manager, or counselor is subjected to an investigation or charges against the individual by a state licensing or professional board.

College Responsibility Regarding Released Information

A college is responsible for informing parties to whom personally identifiable information is released, that the recipients are not permitted to disclose the information to others without written consent of the student(s). When a response is made pursuant to any request for student information, other than those requests by students, a document with the following statement should be attached to the disclosed information:

“The attached information has been forwarded to you at the request of the student with understanding that it will not be released to other parties. The Family Educational Rights and Privacy Act of 1974 prohibits release of this information without the student’s written consent. Please return this material to us if you are unable to comply with this condition of release.”

Student Records Maintenance

The following records may be maintained by the [Office of the Registrar](#):

- Admissions data and information
- Educational information which constitutes a student’s academic record, including bio/demographic information, terms enrolled, course enrollments and class schedules, midterm and final grades, non-grade designations, course withdrawals, service indicators (holds), transferred in courses and credits, credits earned by testing or assessment, grade point average, etc.
- International student records
- Test scores
- Permanent record cards
- Student information cards and class scheduling cards
- Class revisions cards
- Transcripts from other educational institutions
- Appeals for readmission

- Attendance records
- Correspondence from Social Security, Department of Homeland Security, etc.

The following records may be found in the [Financial Aid Office](#):

- Applications for financial aid
- Grants awarded
- Supplemental documentation in support of financial aid applications

The following records may be found in the Business Office:

- Student financial records, including tuition and fee charges, payment and credit transactions, amounts owed, etc.

Directory Information

City Colleges of Chicago hereby designates the following student information as “Directory Information.” Such information may be disclosed by the colleges for any purpose, at their discretion.

Student’s name, address, telephone listing, electronic mail (email) address, photograph, date and place of birth, major field of study, dates of attendance, grade level, enrollment status (e.g., full-time or part-time), participation in officially recognized activities and sports, weight and height of members of athletic teams, degrees/certificates, honors and awards received, and the most recent educational agency or institution attended.

Currently enrolled students may withhold disclosure of any of the above “Directory Information” under the Family Educational Rights and Privacy Act of 1974 (FERPA). To withhold disclosure, written notification must be received in the Office of Admissions and Registration. Forms requesting the withholding of “Directory Information” are available in the Office of Admissions and Registration at each of the City Colleges of Chicago.

Failure on the part of a student to specifically request the withholding of “Directory Information” indicates individual approval for disclosure. The FERPA hold remains on the student's record until removal requested in writing by student and they apply districtwide. For additional information regarding FERPA, please check its web site at <http://www.ed.gov/policy/gen/guid/fpc/ferpa/index.html>.

Student Responsibilities

It is the responsibility of each student to become knowledgeable of the policies, procedures, requirements to satisfy the conditions of registration, and criteria for enrollment in and completion of courses and academic programs. Students are responsible for developing their class schedules, enrolling in the required laboratory courses, and satisfying the prerequisite and/or co-requisite course requirements. Each student must accurately record and provide proof of their residential status (see [Student’s Responsibility to Maintain Current Address on page 22](#)) and demographic data to complete their registration. Failure to fulfill these

responsibilities can cause additional fees and/or affect enrollment status. The Colleges will provide a variety of services to help students satisfy their responsibilities.

Student Citizen Rights

Students who are citizens of the United States enjoy the same basic rights and are bound by the same responsibilities to respect the rights of others. Foreign-born students have the same rights and responsibilities, except as limited by law. Among these basic rights are freedom of speech, freedom of press, freedom of peaceful assembly and association, freedom of political beliefs, and freedom from personal force and violence, threats of violence, and personal abuse. The exercise of such rights will be subject to the necessity for the orderly functioning of the college, and are subject to valid and constitutional regulations by the college.

Right to Organize

Students have a right to form or join any college organization or club provided that they submit to (and receive approval from) the director of student activities (or designee). Such organizations or clubs will be permitted to use college facilities during normal operating hours when such use does not interfere with instructional or other activities at the college. Such organizations or clubs must comply with the rules and regulations of the District.

Academic Integrity

The City Colleges of Chicago is committed to the ideals of truth and honesty. In view of this, students are expected to adhere to high standards of honesty in their academic endeavor. Plagiarism and cheating of any kind are serious violations of these standards and will result, minimally, in the grade of "F" by the instructor. Such violations may result in the revocation of a previously awarded degree or certificate (see [Revocation of Degrees or Certificates on page 53](#)).

Academic Dishonesty

Academic dishonesty is a serious offense, which includes but is not limited to the following: cheating, complicity, fabrication and falsification, forgery, and plagiarism. Cheating involves copying another student's paper, exam, quiz, or use of technology devices to exchange information during class time and/or testing. It also involves the unauthorized use of notes, calculators, and other devices or study aids. In addition, it includes the unauthorized collaboration on academic work of any sort. Complicity, on the other hand, involves the attempt to assist another student to commit an act of academic dishonesty. Fabrication and falsification, respectively, involve the invention or alteration of any information (data, results, sources, identity, etc.) in academic work. Another example of academic dishonesty is forgery, which involves the duplication of a signature in order to represent it as authentic. Lastly, plagiarism involves the failure to acknowledge sources (of ideas, facts, charges, illustrations, etc.) properly in academic work, thus falsely representing another's ideas as one's own.

In individual cases of academic dishonesty, sanctions may range from a written warning to a failing grade for the course; the severity of the penalty is left to the discretion of the instructor.

Additional sanctions may be imposed up to and including dismissal from the City Colleges of Chicago when circumstances warrant it and/or the revocation of a previously awarded degree or certificate (see [Revocation of Degrees or Certificates on page 53](#)).

Standards of Conduct

City Colleges of Chicago students are expected to conduct themselves in a manner which is considerate of the rights of others and which will not impair the educational mission of the college. Specifically, all students assume an obligation to conform to Board Rules, the statement of Student Rights and Responsibilities, and the following policies.

“The Standards of Conduct applies and discipline may be imposed for conduct which occurs on College premises, at off campus recreational or instructional sites, at any College-sponsored event, or at any College supervised or provided activity, transportation or facility.”

A copy of these Board Rules governing student conduct is available from the [Dean of Student Services](#). Misconduct for which students are subject to college discipline, up to and including expulsion from the college, falls into the following categories:

- All forms of dishonesty such as stealing, forgery, alteration or improper use of college documents, records, or identification cards with intent to defraud, and knowingly furnish false information to the college.
- Intentional obstruction or disruption of teaching, research, administration, disciplinary proceedings or other college activities.
- Physical abuse, verbal abuse, threats, intimidation, harassment, hazing, coercion, and/or other conduct which threatens or endangers the health or safety of any person or creates a hostile working or learning environment which includes but not limited to any telecommunication devices.
- Carrying or possession of unauthorized weapons, ammunition or other explosives, or creating a clear and present danger to persons or property by the misuse of combustible or biological materials.
- Theft or damage to college premises or damage to property of a member of the college community on institution premises.
- Unauthorized or inappropriate use of City Colleges’ facilities and resources.
- Failure to comply with college officials acting in the performance of their duties.
- Violations of the following City Colleges of Chicago Policies: (1) Academic Integrity, (2) Policy on Equal Opportunity in Employment (EEO), Programs, Services and Activities, (3) Drug and Alcohol Free Campus Policy, (4) Safety and Security Policy, (5) Responsible Computer Use Policy, (6) Smoke Free Policy, and (7) Headcovering Policy.
- Retaliation against any students, program participants, employees or other persons who made complaints or who cooperate in the investigation of EEO matters and complaints, Student Grievances and/or Student Disciplinary matters.

Per federal regulations, if a student is found to have provided fraudulent information to any entity in the school for the purpose of receiving federal financial aid, the U.S. Office of the Inspector General will be notified.

Student Misconduct

Any violation of the above stated categories may result in an informal or formal hearing resulting in one or more of the sanctions as deemed appropriate by a City Colleges of Chicago official:

<i>Disciplinary Warning</i>	A written reprimand stating that further misconduct will bring more serious action.
<i>Disciplinary Probation</i>	A written statement disqualifying a student for a specific period of time up to one (1) calendar year from participating in extra/co-curricular activities at any college. Additionally, written sanctions may be detailed describing more serious action if further violations occur.
<i>Restitution</i>	A written requirement that the student provide reimbursement for misappropriation of funds or damage to City Colleges' property, or that of an individual. Reimbursement may take the form of appropriate service to repair or compensate for damages.
<i>Community Service</i>	A written requirement that a student perform a certain number of community service hours either at the college or at a partnering community based agency prior to end of term at the City Colleges of Chicago. Completion will afford students full reinstatement of privileges.
<i>College Suspension</i>	A written notice of exclusion from the college, and/or class(es), privileges, and all college activities for a specified period of time of up to one (1) calendar year after which the student may be eligible to return. Conditions for readmission may be specified.
<i>College Dismissal</i>	Privileges to attend a certain college are permanently revoked. Attendance at another City College are contingent on the other college's approval.
<i>Expulsion</i>	Student indefinitely restricted from enrolling or attending classes, or accessing any extra or co-curricular activities or privileges offered at any of the City Colleges of Chicago. A permanent notation of expulsion will be placed on the student's transcript.
<i>Revocation of a Previously Awarded Degree or Certificate</i>	The revocation of a previously awarded degree or certificate. Note: both the student's previously awarded degree or certificate and the revocation of such award will be included in the student's permanent academic record and will appear on the student's official transcript.

Districtwide Effect of College Expulsions

The terms of any College Expulsion imposed on a student by one college campus is effective for the duration of the expulsion at all college campuses. A student at a college campus who under the terms of expulsion is barred from registering in courses, denied entry to campus property, or otherwise restricted, is thereby subject to these same restrictions at all other college campuses.

Disciplinary Hearings

Informal Hearing (for suspensions of up to 5 days)

If, based upon existing evidence, the College President or designee determines that the alleged student misconduct warrants proactive intervention, college representatives are authorized to conduct an informal hearing with a student to address the infraction. The college representative may recommend that the student be disciplined by suspension up to five (5) scholastic or academic days. The student will be given a written statement of the charges against him/her and provided an opportunity to present his/her version of the facts in writing no later than two (2) scholastic or academic days after receipt of the statement of charges. The College President or designee will make a final decision based upon the evidence in support of the charge and the student's response, if any. The College President or designee may suspend the student pending such hearing where it is deemed that the student's presence on the campus is likely to interfere with the maintenance of proper order, but in no event may such a suspension endure for more than five (5) scholastic or academic days without convening a formal disciplinary hearing.

The College President's or designee's decision will be communicated to the student in writing. The College President or designee may decide that:

- No discipline should be issued.
- The student should be disciplined by suspension of up to five (5) scholastic or academic days, the student should be deprived of some privilege(s) afforded other students, or a combination of both.

If evidence and circumstances suggest that discipline of expulsion or a suspension of six (6) or more scholastic or academic days is appropriate, the College President or designee may convene a formal disciplinary hearing. Except where the College President or designee decides to convene a formal disciplinary hearing, the College President's or designee's decision will be effective immediately.

Formal Hearing (Suspensions of 6 or more days or expulsion)

If a disciplinary hearing may result in the expulsion of a student or a suspension for a period of six (6) scholastic or academic days or more, the student will be accorded a formal hearing on the charges upon which such disciplinary action could be based. A representative of the student government, and such other persons as the College President designates, will be entitled to attend the hearing. Formal disciplinary hearings will be conducted as follows:

- The College President may suspend the student pending such hearing where it is deemed that the student's presence on the campus is likely to interfere with the maintenance of proper order. When a student has been suspended pending the hearing, the student will have a right to a hearing within five (5) scholastic or academic days of the first day of the suspension.
- The hearing will be conducted by a hearing committee designated as follows: two (2) administrators will be appointed by the College President or designee, two (2) faculty members will be appointed by the college Faculty Council, and two (2) student representatives (at least one of which must be an elected officer) will be appointed by the college Student Government Association.
- The College President will designate a Chairperson from among the appointed committee members who will be charged with ensuring the orderly conduct of the hearing, plus the maintenance of the record, including all materials and evidence admitted in support or in opposition to the charges. The accused student may waive the technical composition of the hearing committee if it is impractical to make the necessary appointments. At least twenty-four (24) hours prior to such hearing, the student will be advised in writing of the charges against him or her. The hearing will be scheduled to reasonably accommodate the student's schedule within the time frame for due process to occur.
- The student will be given an opportunity to testify and to present evidence, as well as witnesses, and will have an opportunity to hear and question adverse witnesses. In no case will the committee consider statements against the student unless he/she has been given an opportunity to rebut unfavorable inferences, which might otherwise be drawn.
- If an accused student fails to attend a formal disciplinary hearing after notice of the hearing in accordance with this rule, the hearing committee may convene the hearing, take evidence on the charges against the student, and render a recommendation to the College President without the student's participation.
- The hearing committee's written recommendation to the College President will be based solely upon evidence submitted at the hearing.

After the hearing, the hearing committee will advise the College President of its recommendation in writing within five (5) scholastic or academic days. The recommendation will include a summary of the evidence on which that recommendation is based. The College President may accept or reject the committee's recommendation. The College President will advise the student, in writing, of his/her decision within five (5) scholastic or academic days of the receipt of the written recommendation of the committee.

- The College President's written decision to suspend the student in excess of five (5) days or expel the student shall be forwarded to the Provost for approval and shall contain a summary of the evidence on which the decision is based. The student shall be notified that the decision is effective immediately.
- In the event the student charged disagrees with the decision of the College President, the student may appeal the decision in writing to the Provost within ten (10) scholastic or academic days of the student's receipt of the College President's decision. The written appeal must specify the aspect(s) of the decision with which the student disagrees. The Provost shall decide the appeal in writing within ten (10) scholastic or academic days after receipt of the student's appeal. The Provost may uphold the College President's decision, limit its duration, reverse the decision, permit the student to enroll in another college in the system or make such other disposition as the Provost deems just and proper in the circumstances. The Provost's decision on the appeal shall be final and shall be effective immediately upon issuance.

Student Grievances (Non-Academic)

If any student feels he/she had been mistreated by another student, or a member of the college staff, the following "non-academic grievance" procedure should be followed:

- I. If the student believes he/she is in immediate danger, or is threatened in any way, security should be notified immediately and a report filed.
- II. If the student feels aggrieved by a staff person, the student should submit a written complaint within five (5) days of the incident, describing the aggrieved incident to the staff person's supervisor. The supervisor will investigate the incident and report back to the student their finding within five (5) school days. Based on the supervisor's findings the necessary action will be taken in accordance with the City Colleges of Chicago - Rules of the Board of Trustees, or the appropriate procedures outlined by the Collective Bargaining Unit. If the student's grievance is sexual harassment or discriminatory related, they should follow the procedures outlined by the Policy on Equal Opportunity in Employment, Programs, Services and Activities.
- III. If the student feels aggrieved by a fellow student, the student should submit a written complaint within five (5) days of the incident to the [Dean of Student Services](#) or their designated representative detailing the aggrieved incident. The matter will be investigated and a response will be provided to the student within five (5) school days. If it is determined that a hearing is warranted to resolve the matter, a Student Disciplinary Committee (comprised of students, faculty, and administrators) will be convened to hear the grievance and render a recommendation. The Dean will receive the Disciplinary Committee's recommendation and make a final decision on the matter within five (5) school days from receiving the ruling from the Committee. The student filing the non-academic grievance should be notified in writing of the final ruling within

five (5) school days of the hearing. If the student's grievance is sexual harassment or discriminatory related, they should follow the procedures outlined by the Policy on Equal Opportunity in Employment, Programs, Services and Activities.

PART IX: GENERAL POLICIES AND NOTIFICATIONS

Policy on Equal Opportunity in Employment, Programs, Services and Activities

(EQUAL EMPLOYMENT OPPORTUNITY POLICY, TITLE IX – GENDER DISCRIMINATION POLICY, SECTION 504/ADA COMPLIANCE POLICY:

[www.ccc.edu/departments/Pages/Equal-Opportunity-Office-\(EEO\).aspx](http://www.ccc.edu/departments/Pages/Equal-Opportunity-Office-(EEO).aspx))

Policy Statement

The City Colleges of Chicago does not discriminate on the basis of race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation including gender identity, marital status, disability, unfavorable discharge from the military or status as a protected veteran, genetic predisposition or carrier status, status as a victim of domestic violence, or other protected classes under the law including Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990 and the Amendments Act, Section 504 of the Rehabilitation Act of 1973, Title VI or Title VII of the Civil Rights Act of 1964 with respect to hire, terms and conditions of employment, continued employment, admissions, or participation in Board programs, services, or activities.

EEO Office and Complaint Resolution Process

The EEO Office addresses all equal opportunity concerns of City Colleges of Chicago employees, applicants for employment, students or applicants for admission or any other person including complaints of discrimination, harassment or hostile work or learning environment, retaliation, intimidation and requests for accommodation due to religion or disability. Students' requests for accommodation due to disability should be made with the Disability Access Center. With respect to employees, complaints of discrimination may concern hiring, wages, salary, benefits, promotions, transfers, work environment or any other term or condition of employment. With respect to students or other persons, complaints of discrimination may concern admissions, participation, application of academic policies, educational or learning environment, or any other term or condition of participation in Board programs, services and activities.

For purposes of this policy, "discrimination" includes harassment or the creation of a hostile working or learning environment because of a person's race, creed, color, national origin, ethnicity, citizenship, gender, sexual preference or orientation, marital status, disability, age, veteran status, or membership or lawful participation in the activities of any organization. Prohibited harassment under this policy includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, sexual violence, and other verbal or physical conduct of a sexual nature, where the conduct is made a condition of employment or participation in a Board program, service or activity, or where submission to or rejection of such conduct is the basis for an employment or educational decision, or where such conduct interferes with the individual's work or academic performance or creates an intimidating, hostile, or offensive working or learning environment.

EEO complaints must be made to the EEO Office in writing within 180 days of the discriminatory act. A Discrimination and Harassment Complaint Form is available on the EEO Office's [website](#). The EEO Office shall act as the Board's designated Title IX Officer. The Disability Access Center shall act as the Section 504/ADA Compliance Coordinator. Complaints may be made by or against employees, students or other participants in Board programs, activities and services.

Employees must report incidents of discrimination, harassment or hostile work environment to the EEO Office. Complaints and reports shall be held in confidence to the extent that such confidence is consistent with the policy of eliminating and correcting incidents of discrimination or harassment and bringing the Board and its facilities into compliance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act.

All employees, students and complainants must provide their full cooperation to the EEO Office when that cooperation is requested. Retaliation against employees, students, program participants, witnesses or any other persons who make complaints or who cooperate in EEO investigations is strictly prohibited.

When a complaint of discrimination is made to the EEO Office, the EEO Office will conduct an investigation of the complaint and bring the complaint resolution process to a conclusion as soon as possible. In investigating and resolving EEO complaints, the EEO Office will do the following:

- I. Determine whether the complaint concerns an equal opportunity issue or whether it is more appropriately addressed in the grievance or problem-solving procedures provided in the *Employee Manual* or *Student Policy Manual*.
- II. Work with disabled employees, student or other persons and appropriate Board personnel to find reasonable accommodation for disabilities. Reasonable accommodation requests for students should be made to the College's [Disability Access Center](#).
- III. Investigate all complaints of discrimination, including harassment and retaliation in a fair, impartial and expeditious manner, by allowing the complainant and the responding employee or student a full and fair opportunity to present evidence to the EEO Office in support of or in mitigation of their respective positions, either through interviews or in writing.
- IV. Where the complaint is determined to be without substantive merit, issue a determination to the complaining employee advising the employee that no further EEO action will be taken and, where appropriate, refer the employee to other processes or services to address the employee's issues.
- V. Where discriminatory conduct or non-compliance with statutory or regulatory mandates is found to exist, consult with the College President or vice chancellor on a corrective

action recommendation, which may include discipline up to and including termination of employment, student disciplinary action, up to and including expulsion, transfer or other remedies deemed feasible and appropriate to correct the discrimination and ensure that there is no recurrence of the discrimination.

- VI. Where discriminatory conduct or non-compliance with statutory or regulatory mandates is found, issue a corrective action determination to the College President or vice chancellor as appropriate, via the Vice Chancellor for Human Resources.
- VII. Where it is found that a corrective action determination has not been followed, issue a report to the Vice Chancellor of Human Resources to seek assistance in enforcing the corrective action determination.

Filing Equal Employment Opportunity (EEO) Complaints

Complaints must be filed within 180 days of the discriminatory act complained of, preferably on the Complaint Form located on the EEO Office's [website](#). All complaints must be directed to the EEO Office in the Office of Human Resources and Staff Development at the District Office or at eeofficer@ccc.edu.

Students with equal opportunity concerns may contact the EEO Office through the Office of Human Resources at 312/553-2865, via e-mail at eeofficer@ccc.edu or via mail addressed to City Colleges of Chicago, Attention: EEO Office, 226 West Jackson Blvd., 12th Floor, Chicago, IL 60606.

Reporting

The EEO Office shall make an annual report of all EEO complaints and dispositions to the Chancellor no later than July 15th each year.

Chaperone Policy

Students must follow the same guidelines regarding travel as City College personnel. All Out-of-Town and or overnight more than 50 miles outside the City of Chicago travel by students requires an administrative and or faculty advisor chaperone. No out of state travel will be approved unless administrative chaperones accompany students on out of state travel. Tourist-class air travel, rail, or other modes of public transportation shall be used. Travel by personal automobile may be authorized when feasible at a cost not to exceed tourist air travel or rail costs (whichever is lower). Only one person may submit a bill for car transportation when two or more ride in an automobile. Students must occupy reasonably priced rooms at current rates and purchase moderately priced meals. Reimbursements will only be made for authorized expenditures accompanied by receipts.

College Rules

- Except on special occasions, all food consumption is limited to the student lounges and cafeteria. Food and drink may not be taken to other unauthorized places.
- Students must leave college premises at closing time unless written permission has been received from an authorized official.
- Every student is required to carry an official college identification card at all times and to display it upon request of any member of the faculty, staff, administration, and security officers.
- Children must not be left unattended and should not be on campus for extended periods.
- Gambling is not allowed on college premises.
- Changes of names and addresses must be reported promptly to the Office of the Registrar.

Drug and Alcohol Free Campus

Students are expected to behave in a manner appropriate to a place of study and learning. The following kinds of behavior are contrary to those expectations and will be cause for college disciplinary action:

- Possession and/or consumption of alcoholic beverages except at an off-campus activity where all in attendance meet the minimum age established by state law and where the location of the activity does not prohibit such beverages.
- Possession, sale, use or distribution of any narcotic drug, marijuana or other addictive or hallucinogenic substance prohibited by law.

More information is available on our [Consumer Information](#) webpages.

Headcovering Policy

Students entering City Colleges of Chicago buildings are required to remove all head coverings unless such coverings are associated with religious beliefs or documented medical conditions.

Religious Accommodations

City Colleges of Chicago will reasonably accommodate the religious observance of individual students in regard to admissions, class attendance, and the scheduling of examinations and work requirements. Students who are unable to attend classes or to participate in any examination, study, or work requirement on a particular day for religious reasons may be excused and have an opportunity to make up the examination, study or work requirement missed because of such absence on a particular day. To be excused for such absences, students must notify their instructors well in advance of any anticipated absence or a pending conflict between a scheduled class and the religious observance, provided that the make-up examination, study, or work does not create an unreasonable burden upon the college. No fees of any kind shall be charged by the institution for making available to the student such an opportunity. No adverse or prejudicial effects shall result to any student because of his or her availing himself or herself of the provisions of this policy. Students may raise any claim that

they have been denied an educational benefit due to their religious beliefs or practices under this policy through the EEO Office.

Health Examinations

All students must comply with any requirement of the Department of Health of the City of Chicago as a precondition to their admission or continuance as students of the City Colleges of Chicago and must submit to a health examination when directed to do so by the College President.

Infectious Diseases

The Chancellor, College President or their designees will report all incidents of infectious diseases to the City of Chicago Department of Health or other responsible public agency as required by law upon report, to the Chancellor, College President or their designees will follow the direction of the responsible public agency.

Smoke Free Campus

In accordance with the Illinois Clean Indoor Air Act, and in recognition of the U.S. Surgeon General's Report indicating that secondary smoke (smoke that exists in the air because of a smoker nearby) is hazardous to the health of non-smokers, *smoking is prohibited in all college buildings.*

In accordance with Chicago Ordinance # 3930 smoking is prohibited within fifteen (15) feet of any entrance to any City Colleges of Chicago facility. Students may smoke outside City Colleges of Chicago facilities but only in areas designated for that purpose. Students are expected to use ashtrays provided in such locations.

Responsible Computer Use Policy

The City Colleges of Chicago's computer and technology resources are provided for educational and administrative purposes and are to be used in a manner that is consistent with those purposes. Students using college technological services and facilities have access to valuable City Colleges of Chicago resources. It is important for all students to conduct themselves in a responsible, ethical, and legal manner when utilizing these resources. Students must respect the rights of others and must abide by the licenses and other contractual and legal obligations by which the City Colleges of Chicago makes technology resources available to all. In addition, all students have a responsibility to help the City Colleges Chicago maintain a secure technology network that can be shared by everyone. The complete Responsible Computer Use Policy is as follows:

I. Introduction

All users shall abide by the following provisions contained herein, or otherwise may be subject to disciplinary action or referral to the appropriate legal authorities for failing to comply.

II. Scope of Policy

This policy is applicable to all users of CCC information resources. This policy refers to all CCC “information resources” which means all computer and communications equipment installed on CCC property or otherwise furnished by CCC, whether individually controlled or shared, stand-alone or networked, and whether owned, leased, operated, or controlled by CCC, and including networking devices, personal digital assistants, wireless devices, cell phones, personal computers, work stations, mainframes, minicomputers and any associated peripherals and software regardless of whether used for administrative, research, teaching or other purposes. No one, other than authorized personnel for authorized purposes, shall attempt to modify or remove CCC information resources or any other computer equipment, software or peripherals that are owned by others without proper authorization from CCC or the owner.

III. Legal Compliance

All users of CCC’s information systems must comply with all federal, Illinois, and other applicable law; all generally applicable CCC rules and policies, including, but not limited to those which apply to personal conduct and those specific to computers and networks; and all applicable contracts and licenses. Users are responsible for ascertaining, understanding and complying with the laws, rules, policies, contracts, and licenses applicable to their particular uses.

IV. Authorized Uses

All users of CCC’s information systems shall use only those computing resources that they are authorized to use and use them only in the manner and to the extent authorized. Ability to access computing resources does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding. Accounts and passwords may not, under any circumstances, be shared with, or used by, persons other than those to whom they have been assigned by CCC. Attempts to circumvent these mechanisms in order to gain unauthorized access to the system or to another person’s information violate CCC’s policy and may violate applicable law. All users must use systems and resources in ways that do not interfere with or disrupt the normal operation of these systems, nor interfere with the access and use of these systems and resources by others allowed to do so.

V. Prohibited Conduct

A. Harassment

No user may, under any circumstances, use CCC’s computer systems or networks to libel, slander, or harass any other person.

B. Capacity Used

All users of CCC’s information systems shall respect the finite capacity of those resources and limit use so as not to consume an unreasonable amount of those resources or to unreasonably interfere with the activity of other users. Although there is no set bandwidth, disk space, CPU time, or other limit applicable to all uses

of CCC computing resources, CCC may require users of those resources to limit or refrain from specific uses in accordance with this principle. The reasonableness of any particular use will be judged in the context of all of the relevant circumstances and may be deemed in violation of this policy.

Users must be good stewards of the computing and network resources offered by CCC. Users rely on shared computing and networks simultaneously and, therefore, each user must consider the needs of other users when using these resources. Examples of poor stewardship of information resources include: excessive personal use in a lab facility; excessive game playing; excessive personal use at staff and faculty workstations; continuous running of background programs and reception of large files or running intensive multi-media network applications (digital radio or other media) during high-use times.

C. Illegal File Sharing

Sharing copyrighted materials without a license (i.e., P2P file sharing which is often automatically shared) is against the law and also prohibited under this policy and subject to discipline. Copyright abuse can subject both the user and CCC to legal sanctions. Federal law requires CCC to take action when it is notified that someone on its network is distributing copyrighted materials. CCC will not protect any individual users, faculty, staff, or students who distribute copyrighted material without license, nor will it protect or defend individuals who have improperly used CCC information resources.

D. Personal Gain or Benefit

All users shall refrain from using CCC information systems resources for personal commercial purposes or for personal financial or other gain without proper authorization. All users shall refrain from seeking personal benefit or permit others to benefit personally from any confidential information that has come to them by virtue of their work assignments. Personal use of CCC computing resources of other purposes is permitted when it does not consume a significant amount of those resources, does not interfere with the performance of the user's job or other CCC responsibilities, and is otherwise in compliance with this policy. Further limits may be imposed upon personal use in accordance with normal supervisory procedures.

E. Software License Abuse

CCC requires strict adherence to software vendor's license agreements. Copying of software in a manner not consistent with the vendor's license is strictly forbidden on CCC information resources. Questions regarding copying should be referred to OIT.

VI. Privacy

All users of CCC's information systems shall respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected. Ability to access other persons' accounts does not, by itself, imply authorization to do so. Users should be aware that their uses of the CCC computing resources are not completely private. The normal operation and maintenance of CCC's computing resources require the backup and caching of data and communications, the login of activity, the monitoring of general usage patterns, and other such activities that are necessary for the rendition of service. CCC may also specifically monitor the activity and accounts of individual users of CCC computing resources, including individual login sessions and communications, without notice, when (a) the user has voluntarily made them accessible to the public, (b) it reasonably appears necessary to do so to protect the integrity, security, or functionality of CCC or other computing resources or to protect CCC from liability; (c) there is reason to believe that the user has violated, or is violating, this policy or any CCC policy; (d) an account appears to be engaged in unusual or unusually excessive activity, as indicated by the monitoring of general activity and usage patterns; or (e) it is otherwise required or permitted by law or for any other legally permitted reasons associated with the evaluation, testing, repair or general operation of the CCC information resources.

CCC, in its discretion, may disclose the results of any such general or individual monitoring, including the contents and records of individual communications, to appropriate CCC personnel or law enforcement agencies and may use those results in appropriate CCC disciplinary proceedings. Communications made by means of CCC computing resources are also generally subject to the Illinois Public Records Statute to the same extent as they would be if made on paper. Authorized system administrators may access computer users' files at any time for maintenance purposes. System administrators will report suspected unlawful or improper activities to the proper authorities.

VII. Security

CCC employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that CCC cannot guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts and guarding their passwords.

VIII. Additional User-Specific Provisions

A. Website Reproduction

In addition to fully complying with this policy's general provisions identified in sections I through IX, inclusive, all users that have their own websites housed on CCC web servers (i.e., colleges, departments, faculty, etc.) which reproduce material available over the internet must be done in compliance with all applicable copyright laws. In addition, all CCC information that a school, department or employee desires to post on their websites should only be done with appropriate permission and authority.

B. Third-Party Connections to the CCC Network (vendors, contractors, consultants and external entities)

In addition to fully complying with this policy's general provisions identified in sections I through IX, inclusive, all third-party connection users are subject to the following additional provisions:

1. Information and Systems Protection

Protect the security of CCC systems, the confidentiality and privacy of CCC students, employees and records.

2. Equipment and Resource Inspection

All information resources and equipment must be inspected by a CCC IT employee. The inspection is intended to verify that the appropriate level of security is in place as well as verify the existence of proper communication equipment, technical settings, hardware compatibility and anti-virus protection. Any equipment deemed insufficient or risky to the CCC network may be denied access until deemed acceptable. Any external equipment and network devices not made available for the inspection may be disconnected from the CCC network until proper inspection is completed. If any equipment or network device is suspected of endangering network health, performance or security is subject to immediate disconnection.

3. Intruded or Impaired Service

Any intrusive security audits or tests which may impair the connectivity, functionality and health of the CCC network must be scheduled and approved by the Vice Chancellor for Information Technology in advance of any such audit or impairment.

4. Authorized Agency Connection

Generally, no direct connection to the CCC network from non-centrally-contracted third parties providing computing or network support is allowed. However, if any such connection is authorized, it cannot enable the outside agency to compete with any services already provided by agencies with exclusive agreements to provide such services to CCC. Instead, the connection must be limited solely to improving a service provided to CCC.

5. Terminated Connection

Agencies granted special connections must comply with CCC's computer use policy. A violation of the policy will cause immediate termination of connectivity.

6. Internal Connection to Outside Agency

Any CCC staff requiring a connection to outside agencies must provide a written request to OIT and shall explain the nature of the desired connection to outside agencies and the benefits expected there from.

C. Community at Large

In addition to fully complying with this policy's general provisions identified in sections I through IX, inclusive, all users without access to the CCC network but instead only have access to the internet via CCC's wireless internet service are subject to the following additional provisions:

1. Access to the Service

The service is a free public service provided by CCC. Your access to the service is completely at the discretion of CCC and your access may be blocked, suspended or terminated at any time for any reason including, but not limited to, violation of this policy, reasons that may lead to liability for CCC or its constituency, disruption of access to other users or networks, and any violation of applicable laws, policies, rules or regulations. All users are subject to the terms of this policy and any future revisions.

2. Acceptable Use of the Service

Your access to the service is conditioned on your legal and appropriate use of the service. Your use of the service and any activities conducted online through the service shall not violate any applicable law, policy, rule or regulation of the rights of CCC and its constituency.

IX. Enforcement

All users of CCC's information resources who are found to have violated any of these policies will be subject to disciplinary action up to and including (but not limited to) warnings, probation, suspension, discharge, dismissal, expulsion, and/or legal action. All users, when requested, are expected to cooperate with system administrators in any investigation of system abuse. Users are encouraged to report suspected abuse, especially any damage to or problems with their files. Failure to cooperate may be grounds for cancellation of access privileges, or other disciplinary actions. CCC employees should be aware that e-mail on their CCC account and files on CCC computers may be subject to public disclosure under the Illinois Public Records Law. Further, CCC reserves the right to access employee e-mails and files on CCC computers when needed for work-related purposes.

CCC may temporarily suspend or block access to an account prior to the initiation or completion of such procedures, when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of university or other computing resources or to protect the university from liability. The university may also refer suspected violations of applicable law to appropriate law enforcement agencies.

A. Incident Response

The CCC Incident Response Team (IRT) will receive, review and respond to any and all computer security incident reports and activity including any real or suspected adverse event in relation to the security of CCC computer systems or computer networks. The IRT will review, report, analyze and respond to incidents in accordance with its operating guidelines.

City Colleges of Chicago students who violate this policy are subject to appropriate disciplinary action including, but not limited to the suspension of their computer privileges. Serious violations of this policy may result in expulsion or discharge. Individuals who violate state or federal privacy laws, copyright laws, or software licensing agreements also may be subject to criminal or civil action by the appropriate authorities or by the owner of the copyright.

Safety & Security Policy

The City Colleges of Chicago has an obligation to provide a safe environment free from violence and threats of violence where civility is valued. To that end, it is the intent of the City Colleges of Chicago to make reasonable efforts to provide for the safety and security of its students, faculty, staff, public, and property. More information is available at the [Office of Safety & Security](#).

Alert System

In case of emergency CCC students will be notified via email, home or cell phone, and/or text message as indicated by registering with the CCC Emergency Alert System.

PART X: GLOSSARY OF TERMS

AA The Associate in Arts degree is designed to prepare students for transfer leading to a baccalaureate degree from four-year colleges and universities. Incoming students may choose from a broad selection of liberal arts and science courses leading to an AA degree. All students new to CCC seeking an Associate of Arts (AA) degree are required to demonstrate proficiency in a language that has a recognized literature or culture. The level of proficiency must be equivalent to that of successful completion of a second semester language course.

AAS The Associate in Applied Science degree is designed for students primarily interested in acquiring technical-occupational skills to enter the job market immediately upon graduation. Although the AAS is not considered a transfer degree program, it may permit students to transfer to a four-year college or university that could lead to a baccalaureate degree.

AES The Associate in Engineering Science degree is designed to prepare students to transfer with junior class standing to a baccalaureate engineering program. Students will complete general education core courses; required Mathematics, Physical and Life Sciences and Computer Science courses, as well as specialty courses in Engineering Science. Admission to the AES degree program is competitive, and students must meet program admission requirements.

AFA The Associate in Fine Arts degree is designed to prepare students to transfer with junior class standing to a baccalaureate institution. Students may major in one of the following areas: Music Education and Music Performance. All majors are not offered at all colleges. Students completing general education core courses; required music or art courses; and courses required for Illinois Teachers' certification if applicable. Application to the AFA program is competitive and students must meet program admission requirements.

AGS The Associate in General Studies degree is an attractive alternative for students to explore a range of subject areas without concentrating on any particular one or who are undecided about future educational or career goals. The program requires successful completion of a total of 60 semester hours (20 general education and 40 elective courses) with a minimum Graduation Grade Point Average of 2.00. The AGS is neither a transfer nor a career entry degree. While other colleges may accept credit earned toward this degree, no articulation agreements guaranteeing that the student will enter a Bachelor's Degree program with junior standing has been established.

AS The Associate in Science is designed to prepare students for transfer leading to a baccalaureate degree from four-year colleges and universities. Incoming students may choose from a broad selection of liberal arts and science courses leading to an AS degree.

AAT The Associate in Arts Teaching degree is designed to prepare students for transfer leading to a baccalaureate degree from four-year colleges and universities. Students may earn

an AAT degree with a specialization in high school mathematics, biology, or physical science. Students must meet program admissions standards.

CCC [The City Colleges of Chicago](#).

Student All persons taking courses at City Colleges of Chicago both full-time and part-time, credit or noncredit. Persons who are not officially enrolled for a particular term but who have a continuing relationship with City Colleges of Chicago are considered students.

Full-Time Student Full-time students carry a course load of 12 or more semester/term hours (6 credit hours or more during the Summer term).

Part-Time Student Part-time students carry a course load of less than 12 semester/term hours (5 credit hours or fewer during the Summer term).

Program Type of degree, certificate, or course of study pursued (i.e. AA, AAS, AAT, AES, AFA, AGS, and AS Degrees).

Session A time period within a term in which a group of classes begin and end.

Service Indicators Used to indicate either an academic, financial, or business issue which may affect a student's ability to register or receive financial assistance.

Transfer Refers to the process of enrolling at a four-year institution to pursue a baccalaureate degree after attending a City College of Chicago or to students who enroll at a City College after attending another two-year institution or a four-year institution.

Adult Education Program for students without a high school diploma, who wish to prepare for the GED® examination, who want to improve their basic skills, or for whom English is a second language.

Continuing Education Educational programs designed to provide students lifelong learning opportunities. These non-credit courses include enrichment, career advancement, customized training for businesses and organizations, and certificate training programs.

Vocational Skills Program Short-term training in business, health, and industrial occupations.

Disciplinary Warning A written reprimand stating that further misconduct will bring more serious action.

Disciplinary Probation A written statement disqualifying a student for a specific period of time from participating in extra/co-curricular activities at any college. Additionally, written sanctions may be detailed describing more serious action if further violations occur.

Restitution A written requirement that the student provide reimbursement for misappropriation or damage to City Colleges property, or that of an individual.

Community Service A written requirement that a student performs a certain number of community service hours either at the college or at a partnering community based agency prior to end of term at the City Colleges of Chicago. Completion will afford students full reinstatement of privileges.

College Suspension A written notice of exclusion from the College, classes, privileges, and all College activities for a specified period of time. Reinstatement would be contingent on an appeal to the Dean of Student Services.

College Dismissal Privileges to attend a certain College are permanently revoked. Attendance at another City College are contingent on the other College's approval.

Expulsion Student indefinitely restricted from enrolling or attending classes, or accessing any extra or co-curricular activities offered at any of the City Colleges of Chicago.

FERPA Family Educational Rights and Privacy Act. More information may be found at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

Careers CCC has four careers in which students can enroll: Credit, Skills, Continuing Education, and Adult Education.

ISIR Institutional Student Information Record is the college electronic output document of student's Free Application for Federal Student Aid (FASFA).

PART XI: REFERENCE LINKS

Student Policy Manual	www.ccc.edu/studentpolicymanual
Equal Opportunity Officer	http://www.ccc.edu/departments/Pages/Equal-Opportunity-Office-(EEO).aspx
High School Verification	www.accreditedschools.org
International Students	www.ccc.edu/internationalstudents
Financial Aid Application	www.fafsa.gov
iTransfer	www.itransfer.org
u.Select	www.transfer.org/uselect