

ACADEMIC INFORMATION

The following information about academic policies and procedures is provided to assist students in attaining their academic goals as effectively as possible. Students should seek the advice of a counselor or faculty advisor if they have questions about the regulations and procedures stated in this or any other section of the College catalog.

Absences and Tardiness

Since excessive absences or tardiness may affect the quality of a student's academic performance, the College expects all students to attend classes regularly. Faculty members may determine their own policies regarding irregular class attendance. **Students should be aware that non-attendance at classes will not result in automatic withdrawal from a course.** Unless the student initiates a formal course withdrawal request through the Registrar's Office, non-attendance will result in an "F" grade.

Students must complete all assignments, examinations, and other requirements in all of their courses. Absence does not constitute exemption from such obligations, and it is the student's responsibility to take the initiative to make up any work missed. Students must be aware, however, that the opportunity to make up an examination is not a student right, rather it is a privilege granted under special circumstances. Make-up examinations must be offered for absences due to religious observances, hazardous weather conditions, verifiable medical reasons or field trips that are related to an academic program. In the case of academic field trips, students should inform their instructors prior to the trip so that arrangements to submit work or to schedule a make-up exam can be made. In all other cases, faculty members are free to determine their own policies regarding make-up examinations. Students must be informed, in writing, at the beginning of each semester of the make-up examination policy for each course.

Absences Due to Inclement Weather

On days when the College remains open during inclement weather, students should make their own determination whether to attempt to travel to class based on the safety of road conditions in their own locale. Students will not be penalized for missing class under this circumstance, although students are responsible for the work missed and are expected to make it up in a reasonable time as determined by the instructor.

Absences Due to Religious Beliefs

Any student at the College who is unable, because of his or her religious beliefs, to attend classes on a particular day or days will be excused from any examination or any study or work requirements. College faculty will provide an equivalent opportunity for the student to make up any work that he or she may have missed because of such absence. (Section 224, New York State Education Law)

Academic Honesty

All members of the College community are assured the right to work in an environment of academic honesty. This is especially crucial in an academic community that seeks to evaluate students fairly on their own merits. Consequently, the College will rigorously uphold academic honesty, and instances of dishonesty will be punished.

At the beginning of every semester, each faculty member must inform students, in writing, of specific expectations and practices for each course. Academic dishonesty is considered a violation of the Campus Code of Conduct. Serious incidents may result in dismissal from the College or other disciplinary action. Decisions of a faculty member concerning incidents of unethical behavior may be appealed to the department head for the course, then to an appeal committee, and finally to the dean of academic affairs.

A complete description of the formal academic dishonesty appeal process may be found in the Rights and Responsibilities Handbook. Types of academic dishonesty, from cheating to unauthorized duplication of computer software, are listed. The Handbook is available online at www.sunydutchess.edu/student-services.

Students are expected to maintain high ethical standards in their academic work. This means they shall neither give nor receive assistance during quizzes or examinations and shall present only their own work for graded assignments. To avoid plagiarism, students should prepare papers and other work according to the guidelines established by the English Department and included in the Rights and Responsibilities Handbook.



Academic Honors

As an expression of its commitment to academic excellence, the College recognizes superior scholarship by its students in several ways.

President's List: Students who distinguish themselves by earning a QPA/CPA of 3.75 or better, with no grade below C, based on a minimum of 12 academic or degree credits, in the semester or semesters under consideration, are named to the President's List.

Dean's List: Students who distinguish themselves by earning a QPA/CPA of 3.2 to 3.74, with no grade below C, based on a minimum of 12 academic or degree credits of work, in the semester or semesters under consideration, are named to the Dean's List.

Academic Citation: A notation is made on the transcript for students who earn a QPA/CPA of 3.0 to 3.19 based on a minimum of 12 academic or degree credits of work, in the semester or semesters under consideration.

Honors Courses: Honors courses challenge liberal arts students through interdisciplinary study. These courses introduce students to all aspects of the college experience including library research, academic advisement, extra curricular opportunities and transfer possibilities. Students who have taken Honors courses in the past have transferred to a variety of quality colleges including Colgate University, Cornell University, New York University, Vassar College, and Williams College as well as to SUNY's most competitive four-year campuses. Students are selected for the Honors Program on the basis of high school achievement, standardized test scores, and an individual interview. Honors courses are open to qualified full-time and part-time students.

Phi Theta Kappa: This is an international honor society established to recognize and encourage scholarship and service among two-year college students. Phi Theta Kappa provides opportunities for the development of leadership, service, and academic excellence. Many four-year colleges have set aside scholarships for community college transfer students who are Phi Theta Kappa members. Students are invited to become members of the DCC Alpha Psi Kappa chapter of this honor society if they have a 3.5 CPA or a total of 12 hours of college-level work completed at the community college and maintain a 3.2 CPA throughout their community college career.

Alpha Beta Gamma: This is an international business honor society established in 1970 to recognize and to encourage scholarship among two-year college students in business curricula. The organization reserves more than \$500,000 in scholarships for initiated members of Alpha Beta Gamma who transfer to four-year colleges and universities. To be eligible for membership in the Delta Zeta Chapter of Alpha Beta Gamma at the College, a student must be enrolled in a business curriculum and have completed 15 credit hours with at least 12 hours of work taken in courses leading to a business degree recognized by the College. In addition, the student must have demonstrated academic excellence by attaining a 3.5 CPA in business courses as well as a 3.5 overall CPA.

Academic Standing

Students are considered "in good academic standing" if they are making satisfactory progress toward completion of a certificate or degree, and have met the required cumulative grade point average for the number of credits that they have attempted.

Auditing

Students may register to audit courses on a space-available basis beginning with the first day of classes each term. The approval of the registrar and instructor are required for an audit status. Payment is the same as for students taking the course for credit. Under normal conditions, students may not change from audit status to credit status or from credit status to audit status after the third week of the semester.

Senior citizens, 60 years of age or older, may audit college credit courses on a space-available basis. There is no auditing charge for senior citizens. The College maintains no official records of courses so audited.

Change of Curriculum

Students may change their curriculum if they find that their abilities and interests are better suited to another program of study. When considering a curriculum change, the student should explore the possibilities and realities of the new program with his/her academic advisor. Length of time needed to complete degree requirements, prerequisites, and suitability of a new curriculum can be discussed at this time. The student may be referred to the chairperson of the curriculum in which the student is interested for additional information. In changing curriculum, a student should understand that no credit will be granted for courses previously taken that do not apply to the new program. Eligibility for TAP awards for students changing academic programs will be based on the student's CPA and accrued credits in the old curriculum prior to the effective date of the program change.

Completion of Degrees

Students should complete degree requirements within 10 years, especially those enrolled in curricula with scientifically and technically oriented content. Students experiencing a break between courses in a sequence of scientific or technical courses may need to repeat one or more prerequisite courses or take qualifying examinations when re-entering the sequence. Consultation with the appropriate department head will be the determining factor. Students absent from the college for three or more years may need to re-matriculate upon their return. They may choose to re-matriculate in the current version of their original degree program or in a different degree program.

Cross-Registration

Full-time students at Dutchess Community College may concurrently enroll in one or two courses at the Culinary Institute of America, Marist College, Orange County Community College, Rockland Community College, the State University of New York College at New Paltz, Sullivan County Community College or Ulster County Community College. Students must be in good academic standing. They should secure the approval of the registrar in order to cross-register. Cross registration is not in effect during the summer and does not apply to SUNY Learning Network courses.

Degrees and Certificates

Dutchess Community College is authorized by the Board of Regents of the University of the State of New York to award the following degrees and certificates:

Associate in Arts (A.A.)

Programs that lead to this degree are designed for those students who plan to receive a baccalaureate degree from a senior college or university. The A.A. degree may be completed in two years and consists primarily of courses in the liberal arts and sciences, special liberal arts and science courses related to the student's major field of interest, and electives.

Associate in Science (A.S.)

These programs are designed primarily to prepare students to continue their education for the baccalaureate degree in scientific or professionally related programs at a senior college or university. The A.S. degree may be completed in two years and consists of a core of liberal arts and science courses, additional required special courses related to the student's field of interest, and electives.

Associate in Applied Science (A.A.S.)

These programs may be completed in two years and prepare their graduates for immediate employment in specific occupations or careers. Many graduates, however, do transfer some or all of their credits toward more advanced study at a senior college or university. The A.A.S. degree consists of a basic core of liberal arts and science courses, special courses related to a specific career area, and electives.

Certificate Programs

DCC offers two types of credit certificate programs: an academic certificate and an applied academic certificate.

The Academic Certificate includes career-oriented courses and at least nine credits of liberal arts courses.

The Applied Academic Certificate includes career-oriented or technical courses and at least one liberal arts course, ENG 101. Certificates may be of varying length. However, it is expected that the majority of certificate programs can be completed in one calendar year. Courses in certificate programs are applicable to associate degree programs at Dutchess Community College.

Online Learning

Each semester, the College offers numerous online courses in a variety of disciplines. In online courses, communication with the professor and the other students occurs electronically and assignments, papers and tests are done from your computer. The quality of teaching and expectations for learning are the same whether the course is taken online or on-campus. Students should be aware that success in online learning requires organization, self-discipline and good time management skills. DCC's online courses are offered through the SUNY Learning Network (SLN).

Students registering for an online course should review the "What is SLN" information and complete the self-assessment that is posted on the SUNY Learning Network site at <http://sln.suny.edu>. All continuing students enrolling in online courses must have a cumulative grade point average (CPA) of 2.5 or higher. All full-time students must have successfully completed 12 credits before enrolling in an online course.

Fresh Start Rule

Students who have not enrolled in credit classes at DCC for a minimum of three consecutive years, and who have Ds, Fs and Ws on their transcript, may apply for the Fresh Start Rule. All grades of D, F and W will be made non-applicable on the student's transcript. The rule can be used only once. Students are expected to apply prior to completing their first semester returning in order to be eligible. All other requirements for graduation remain in effect. Students apply through the Registrar's Office.

Grade Appeals

If a student wishes to discuss a grade that he/she has received for a test, an assignment or the final grade in a course, the initial step is for the student to meet with the instructor to resolve the concern in an informal manner. The meeting must be requested within 30 calendar days after receipt of a grade for a test or assignment, or by the end of the second week of the following semester after receipt of a grade for the course.

If this meeting does not result in a satisfactory resolution of the concern, within 14 days, the student should obtain a Grade Appeal Form from the academic department secretary, the Office of Student Services or from the Office

of Academic Affairs, and initiate a formal grade appeal. The student should bring the completed form for Step 1 to the instructor's department head, who will convene a meeting with the student and the faculty member in an attempt to achieve an equitable outcome. A complete description of the formal grade appeal process may be found in the Rights and Responsibilities Handbook available online at www.sunydutchess.edu/student-services.

Grade Point Averages (GPA)

The overall quality of a student's work for a semester is measured by current term GPA, while the quality of all the work a student has done at the College through one or more semesters is indicated by cumulative GPA or CPA. The student's term GPA is determined in the following manner:

Using quality points for each grade as defined in the Grading System section, multiply the number of quality points equivalent to the letter grade received in each course by the number of credit hours for the course to get total quality points received for the course. Divide the sum of the quality points received in all courses by the total number of credit hours. Round to the nearest hundredth. The quotient represents the student's current term GPA for the semester.

The student's cumulative GPA is determined in the same way, except that it includes all credit work completed at the College. In the event a course is repeated, the highest grade and quality points are used in the computation of the cumulative GPA.

Example:	Total Credit	Grade	Quality Points	Total Quality Points
ENG 101	3	A	4.00	12.00
CHE 121	4	C+	2.33	9.32
MAT 118	3	D	1.00	3.00
HIS 102	3	F	0.00	0.00
BHS 103	3	A -	3.67	11.01
PED 101	<u>1</u>	B	3.00	<u>3.00</u>
	17			38.33

Calculate GPA = $38.33/17 = 2.25$

Grading System

The following grading system is used at Dutchess Community College:

Grade	Quality	Grade Points	Numerical Equivalent
A	Excellent	4.00	93-100
A-		3.67	90-92
B+		3.33	87-89
B	Good/Above Average	3.00	83-86
B-		2.67	80-82
C+		2.33	77-79
C	Satisfactory/Average	2.00	70-76
D	Acceptable as an individual course grade.	1.00	60-69

If received in a prerequisite course, the student may not qualify for the next course in sequence. "D" grades do not typically transfer to other institutions.

F Failing 0.00 0-59

I Incomplete, a temporary grade given in cases where students have not completed course requirements due to reasons beyond their control. The course requirements must be completed and a grade submitted within the first four weeks of the following semester (fall or spring) or the "I" automatically becomes an "F."

J Proficiency, a grade that meets graduation requirements, earned by examination or life experience. To earn credit by proficiency, a student must perform at the level of C or better.

P Passing (given only as a midterm grade with permission of the dean of academic affairs)

U Audit (No Credit)

W Withdrawn

Normally, no grade change will be processed for any student later than one year after he/she has completed the course.

This indicator is used to designate a grade in a developmental course. Any grade followed by a # is not calculated into the student's grade point average.

Graduation Requirements

All candidates for degrees and certificates from Dutchess Community College are required to:

1. Fulfill the requirements of the approved and registered program for which the student is registered.
2. Successfully complete the minimum number of credits required in the program.
3. Complete, at Dutchess, at least 24 hours of the course work offered for credits toward a degree.
4. Have a Cumulative Point Average of 2.0 or better in courses applicable to the curriculum in which the student is a candidate for graduation.
5. Be recommended for graduation by the Academic Standards Committee.
6. Apply for graduation by submitting the graduation application.
7. Have paid or satisfactorily adjusted all College fees and met all other obligations.

After graduation, a student may continue to study at Dutchess on a non-matriculated basis or matriculate in a second degree or certificate program. The second degree application can be obtained in the Registrar's Office. See also: Second Degree.

Matriculation

Matriculation is the process by which a student becomes an official candidate for a degree or certificate at the College. Full-time students become matriculated through the initial registration process. Part-time students are not automatically matriculated, but are eligible to apply for matriculation after enrolling in one or more credit courses and submitting the Application for Admission. Part-time students are encouraged to matriculate to declare intent to complete the degree requirements as of the time of matriculation.

Student status is defined as follows:

Full-Time Student: A student enrolled for 12 or more credit hours during a semester.

Part-Time Student: A student enrolled in fewer than 12 credit hours during a semester.

Although the College reserves the right to modify courses or programs where appropriate, matriculated students in that circumstance will have an opportunity to use the waiver process to apply equivalent courses toward the completion of the degree or certificate. See also: Waiver of Program Requirement.

Prerequisite Courses

Prerequisites are intended to ensure that a student has sufficient preparation before advancing to the next course in a sequence. Prerequisites, where stated, must be met before enrollment will be permitted.

Probation and Dismissal

A student “in good academic standing” is eligible to matriculate and may register for academic course work for the term in question. Students whose academic performance falls below the standards normally required by the College may either be placed on probation or recommended for dismissal by the Academic Standards Committee. Probation is a status assigned to those students showing reasonable promise of improving their performance. Students are recommended for dismissal when, in the opinion of the Academic Standards Committee, they fail to demonstrate the ability and interest required for successful completion of a given program. Students who are not in good academic standing, will be dismissed.

Academic probation, which may include constraints upon a student’s activities, is intended as an educational device to encourage greater effort on the part of students who appear to be having difficulty in meeting certain academic standards. Placement on academic probation may include denial of the right to register for academic course work unless certain conditions are met. Full-time students on academic probation will generally be limited to 14 credits. Although a student on academic probation is performing below the standards normally required by the College, that student is still considered to be in good academic standing. Any question concerning whether or not a student is in good academic standing will be determined by the Academic Standards Committee.

Any student may appeal the decision of the Academic Standards Committee to the dean, or assistant dean of student services, who may extend special consideration to those students whose circumstances or academic records indicate that such consideration is warranted.

The following guidelines are used to determine the status of matriculated students:

CREDITS	PROBATION**	DISMISSAL***
ATTEMPTED	CPA	CPA
0-18*	lower than 1.50	lower than 1.00
19-36	lower than 1.75	lower than 1.40
37-54	lower than 1.90	lower than 1.70
more than 54	lower than 2.00	lower than 1.90

*Applies to part-time students once they have attempted 12 credits.

**Full-time students on probation will generally be limited to 14 credits.

***Loss of matriculation - student must complete six credits with C or better to be re-matriculated.

Repeating Courses

Students receiving an “F” in a course or failing to achieve the required grade for enrolling in the next course in sequence may repeat the course in question once. However, they may not repeat it again without written permission from the head of the department responsible for the course. The decision of the department head may be appealed to the Academic Standards Committee. After hearing the case, the committee will make a recommendation to the dean of academic affairs.

Second Degree

Students who feel that they will gain significant educational or career advantage by earning more than one associate degree from DCC may pursue study toward another degree with the written approval of the registrar. In order to qualify for the second degree, a student must complete at least 15 applicable credits beyond those used to satisfy requirements for the first degree. Nine of the 15 credits must be specifically required in the second curriculum.

Students who wish to qualify for the degrees simultaneously should request approval as soon as they are aware of their plans to earn two degrees. Those who already have received one degree should seek approval prior to matriculating in the second degree program. Interested students should contact the Registrar’s Office.

Special Studies Courses

Special studies projects provide students the opportunity to earn academic credit by participating in independent study, group research, seminars, community service, work experience, and other educational activities under the supervision of a faculty member. Special study projects normally are available only to matriculated students who have completed 30 or more credits, applicable to their degree, at Dutchess Community College. Students may not earn more than six credits from special studies courses. Before registering for a special studies project, the student must develop a project with a faculty member who volunteers to serve as the student's mentor and the project must be approved by the head of the sponsoring department. Students should consult their academic advisor for further information.

Study Abroad

The College can make arrangements through cooperating colleges and universities for students who wish to study abroad for a semester or a full academic year, with full academic credit. Recently, students have taken advantage of this option to study in Spain, Italy, Russia, Scotland and New Zealand. The College also sponsors short-term academic programs to various countries. Students and advisors who wish to learn more about this option should contact the Office of Academic Affairs at 431-8950.

Summer Sessions

Credit and non-credit courses – day, evening and online – are offered each summer. The Summer Session is designed to provide students with an opportunity to catch up or get ahead on coursework. Information on course offerings and registration procedures is available in the spring.



Transcripts

Official transcripts of a student's academic record will be issued at his/her request and sent to other educational institutions and prospective employers. Requests for official transcripts must be filed in writing in the Office of the Registrar. A \$5.00 fee is charged for each transcript requested. An additional fee may be charged for rush requests. If a student owes money to the College from any previous semester, no academic transcripts will be forwarded to any other institution until the debt is paid.

Waiver of Program Requirement

It is expected that a student will complete all the requirements of his/her curriculum. Under exceptional circumstances, certain requirements may be waived. New York State Education Department regulations, such as the minimum number of credits required for graduation and the required number of liberal arts and science credits, may not be waived. It should be noted that waivers are never automatic. Examples of when a requirement may be waived include: when a course scheduling problem has made it impossible for a student to meet a graduation requirement, or when a student needs to meet a specific requirement of a four-year college to which the student intends to transfer.

When a required course is waived, a course of an equal or a greater number of credits must be substituted. A Waiver or Modification of Curriculum form should normally be approved before the student enrolls in a substitute course. The approval process is initiated by the academic advisor, reviewed by the appropriate department heads, and finally acted upon by the dean of academic affairs.

Withdrawal from College or Courses

Students who withdraw from either the College or a particular course must initiate such action in the Office of the Registrar. **Failure to attend class or providing informal notification to instructors will not be considered official notice of withdrawal.**

A student may withdraw from the College (all courses) at any time prior to the first day of final examinations. Withdrawals initiated during the 75% refund period result in deletion of the course(s) from the record. Withdrawals initiated after the 75% refund period result in the appearance of the individual courses on the student's transcript with grades of "W."

A student may withdraw from an individual full-semester course either during the 75% refund period, in which case the course will not appear on the transcript, or from the second week through the ninth week withdrawal deadline, in which case the course will appear on the transcript with a grade of “W.” For other courses that do not meet for the entire semester, a student may withdraw and receive the grade of “W” through the date on which sixty percent of the course has been completed. This is the equivalent to the ninth week of a full-semester course. Students should check with the Office of the Registrar for the final withdrawal date for other courses that do not follow the standard schedule. A student may be administratively withdrawn by the College for lack of attendance, documented medical reasons, service to country or as a result of disciplinary action.

If a student feels he or she has an extenuating circumstance which justifies an exception to the standard withdrawal policy, he or she may appeal to the Withdrawal Appeal Committee.

- The appeal process is limited to enrolled courses taken within the last three (3) semesters prior to the semester when the request is made. (Appeals for semesters beyond this limit will not be reviewed.)
- All requests must be submitted in writing to the Withdrawal Appeal Committee and must include supporting documentation (e.g. copies of registration form, drop/add forms, medical verification) and the Tuition Refund Appeal Form.
- Appeals received without the proper documentation and form will not be reviewed.
- Appeals must be made by the student. Appeals made “on behalf of” a student will not be reviewed.

Withdrawal procedures and add/drop refund dates are widely publicized (see page 14). Therefore, appeals based on lack of awareness of these issues will not be reviewed. The Committee’s decisions are final.

Criteria for Appeals

- Death in the student’s immediate family (parent, sibling, offspring, spouse).
- Unforeseen medical incapacitation of student or immediate family:
 - Illness or injury of the student of such severity or duration that competent medical authority certified that completion of the course is/was precluded.
 - Family circumstances of such severity that the student’s presence is/was required away from school and precluded completion of the course.

- Involuntary call to Military Duty – orders must accompany appeal.
- Advising error by College employee (includes failure to meet course prerequisites – documentation required)

The Withdrawal Appeal Committee does not, under any circumstances, take phone calls or schedule appointments. All appeals must be submitted in writing.

Before requesting retroactive cancellation and/or tuition refund appeal, students receiving financial aid should discuss the implication with a financial aid advisor so a determination will be based on a clear understanding of the consequences of withdrawing from courses. Retroactively canceling courses may result in being billed for financial aid that has been disbursed based on your original enrollment.

Rematriculation After Dismissal/Readmission

Students who are academically dismissed lose their matriculated status. They may appeal the dismissal through the Office of the Dean of Student Services. If the appeal is successful, the student is rematriculated and may resume full-time or part-time matriculated study.

If the dismissal is upheld, the student must meet one of three conditions in order to rematriculate: 1) Participate in a student success workshop and work with an assigned advisor/counselor; 2) Register for part-time studies for the next semester on a non-matriculated basis. If the student receives grades of C or better in six credits or more, he/she may then return to full-time or part-time matriculated study in the following semester; or 3) Register on a non-matriculated basis or remain non-enrolled for two semesters. The student may then reapply for full-time study (or part-time matriculated study) without meeting special conditions.

Dismissed students who have met the conditions for rematriculation must apply for rematriculation. Application for rematriculation should be initiated in the Office of the Registrar. In all cases, the conditions specified to be rematriculated must have been satisfied or be in the process of being met at the time of application.

Students who are dismissed from either full- or part-time status and lose their matriculation are not eligible for financial aid from either federal or New York state sources. A one-time appeal may be granted by the Dean of Students Services Office with sufficient documentation.

If a student’s dismissal is successfully appealed, her or his financial aid may still be in jeopardy due to a lack of satisfactory academic progress.

Academic Support Services

Academic Services and Testing

Located in Hudson Hall, Room 315, Academic Services and Testing provides programs and services designed to help students prepare, advance and excel in their college courses. Two key components of Academic Services are the Student Academic Success Center and developmental education programs designed to fully prepare students for success in college.

The **Student Academic Success Center** assists students of all ability levels by supporting and improving academic skills. Specific services include: tutoring, study groups, academic workshops, academic planning and advisement, computer-assisted instruction and individual assistance in writing, reading, mathematics, ESL and study skills. At DCC South, students will find these services replicated to meet their needs.

Academic Services' developmental education programs provide access to higher education to students who will benefit from additional preparation for college-level work. The **SMARTSTART** Summer Program improves students' academic skills and accelerates their progress toward graduation at no additional cost. The **FOCUS** program improves students' academic skills and creates a learning community to enhance college success during the first semester on campus. The **Bridges to Excellence (B2E)** program works with qualifying students throughout their two years at DCC facilitating transfer to – and success at – Marist College. Academic Services coordinates additional programs throughout the year for students seeking review of reading, writing and mathematics skills. For further information, please contact the Office of Academic Services and Testing at (845) 431-8090.

Business Resource Center

The Business Resource Center is located on the second floor of Taconic Hall in Room 316 and provides academic support to the Business Department's programs. Students receive basic instruction in the use of computers and software required for business courses. All of the business programs require students to prepare written assignments using word processing. Many business programs also require proficiency with software packages used in the workplace. The Business Resource Center offers computers and printers in addition to various software packages. A teaching lab assistant orients students to equipment and all materials. All students are welcome to use the Business Resource Center.

DCC Help Desk

The DCC Help Desk provides a single point of contact for campus technology support. Please contact the Help Desk for any and all technology related issues.

The DCC Help Desk is located on the second floor lobby of the Student Services Center and in CBI 130. Normal hours of operation are Monday through Friday from 8 a.m. to 9 p.m. Call (845) 431-8000 ext. HELP (4357). The DCC Help Desk website is accessible through the myDCC college web portal.

MyDCC

MyDCC is the college web portal. It provides online access to library databases, campus e-mail, student grades and student schedules. Online registration and online learning systems also are accessible through myDCC. MyDCC is the place to find out about activities on campus, important dates and class cancellations.

The Math Center

The Math Center, in Washington Center rooms 224 and 226, is a place for students to work on math- or science-related homework and projects. There are tables for students to work in groups, on their own or one-on-one with a peer or professional tutor, as well as a room of fully networked computers with two printers and a scanner.

No appointment is needed to use the Center. Students may drop in when it's convenient, and work on their own or ask one of the many available tutors for help. Tutors can help with math, physics, chemistry or computer science courses. The role of Math Center tutors is to guide students through the process of problem solving and to explain the concepts and techniques with which the student is having difficulty.

The computers in the Math Center are equipped with the necessary tools for students working on math and science assignments and projects, including interactive computer tutorials for some classes. Textbooks and calculators are available for use while in the Center, and a limited supply of calculators may be taken out for quizzes and tests.

For more information about the Math Center, visit www.sunydutchess.edu/mathlab, or call (845) 431-8538.



The Francis U. and Mary F. Ritz Library

Located on the second and third floors of Hudson Hall, the DCC Library is a vital educational resource center providing outstanding service to the College community. Collections consist of books, media and subscriptions to electronic resources including academic journals, electronic books, streaming media, newspapers and magazines supporting the curriculum. All electronic resources are accessible from any computer on the main campus, DCC South and most are available from off campus as well.

DCC's outstanding reference staff can provide knowledgeable assistance locating, analyzing and applying information. DCC students and faculty have reciprocal access to other SUNY libraries through the SUNY Open Access program. We offer quick and efficient interlibrary loan service allowing our students to borrow from other libraries and have the materials delivered either to DCC or electronically. Faculty may take advantage of our information literacy sessions by inviting librarians into the classroom for general orientations or more specific instruction matching resources with particular assignments. In the online environment, the Ritz Library creates research guides helping students choose appropriate resources within a particular class or discipline. Several of our database vendors provide mobile applications so that DCC students can continue to explore academic resources while on the go.

The library maintains hours to coordinate with the College's academic schedule, including Saturdays and during intercession, and is closed on official College holidays. When the Library is closed, students may use Ask Us 24/7 — a chat reference service connecting them to an academic librarian at another college. For further information on library services, please call (845) 431-8630.

The Writing Center

Located in Hudson Hall, Room 503, the College Writing Center is home to tutoring services and a full computer lab. The Center offers a friendly, informal atmosphere where students work one-on-one with professional and peer tutors on any writing assignment or task. Students visit during various stages of their writing process to clarify assignments, brainstorm, outline, review rough drafts, plan revisions, or consider final editing. In addition, the Center provides a resource library of reference books and handouts, files of sample student essays from various courses, a space for readings and other special events like "Write All Night," and a quiet place to write. Online tutoring is available through the Writing Center's website. Throughout the semester, the Writing Center conducts workshops on topics such as writing scholarship and college application essays, and assists College faculty with classroom writing activities.

The Center's computer lab offers computers, printers, a scanner, a variety of word processing programs, course-related software, and Internet access for research purposes. A teaching lab assistant and student aides orient students to computer operations and demonstrate programs for word processing, spreadsheets, and computer-based research. For more information about the Writing Center, visit www.sunydutchess.edu/writingcenter or call (845) 431-8095.

Online Tutoring

On the My Courses tab in myDCC you'll find NetTutor, a free online service that connects students to professional tutors in a variety of subjects, including math, writing, world languages and more. Tutors are available evenings and weekends for most subjects, with select subjects available 24/7.

Dr. Mary Louise Van Winkle Professional Staff Teaching Learning Center (TLC)

The TLC serves to promote active teaching and learning by making current instructional technologies available and accessible to the faculty and professional staff at Dutchess Community College. The TLC provides a resource and support center where faculty and professional staff can obtain technical assistance and training on the use of various technologies that can enhance, augment, organize and manage online and on-campus course content. Training and materials to support faculty use of administrative educational software also is provided. The Dr. Mary Louise Van Winkle Teaching Learning Center is located on the lower level of the Francis U. and Mary F. Ritz Library in Hudson Hall.

NON-CREDIT AND COMMUNITY SERVICES PROGRAMS



Through its Office of Community Services and Special Programs, the College offers a large variety of non-credit courses designed to meet the needs of civic, cultural, business and professional groups and the community at large. For the adult student interested in exploring new technical areas, non-credit courses offer an attractive alternative. The non-credit environment makes it possible for people to continue to learn in an informal and noncompetitive environment where interest in learning is the only consideration. Tuition for non-credit courses varies by course type.

The majority of the courses are vocational in nature, offering the opportunity for professionals in a variety of fields to obtain the continuing education necessary to maintain needed skills, develop new skills or qualify for recertification of professional licenses. Other courses are avocational in nature, offering an opportunity to individuals to develop ways of using leisure time creatively.

A variety of contract training programs is offered for business and industry, government, and non-profit organizations. These programs are customized to meet the needs of the business community, to upgrade the workforce, and to prepare for new business opportunities in a changing economy. Details can be obtained from the Office of Community Services, at (845) 431-8906. Community Services offers a series of courses (both on and off campus) to prepare students for the General Education Diploma® (GED), and to improve English language skills

for English as a Second Language (ESL) learners. Basic skills and college preparatory classes also are available.

The Music School at DCC offers music lessons and classes for all ages from infants to seniors.

Non-Credit Tuition Refund Policy

Refunds for withdrawal from non-credit courses will be given if requested prior to the end of the business day preceding the day the course starts. If a refund request is approved for a course, a \$10.00 processing fee will be deducted from the refund.

Refunds for withdrawal from summer enrichment programs, institutes, or sports academies will be given if requested prior to the end of the business day preceding the first day of the program. If a refund is approved, a \$20.00 processing fee per section will be assessed. No refunds will be given after the business day preceding the first day of the program. Exceptions may be made for extenuating circumstances by the dean of community services and special programs. Full refunds are given for all programs that are canceled by the College.

Senior Citizen Tuition Policy

Individuals 65 or older may register for a non-credit course for half of the published tuition. A picture ID with birth date must be presented to the Office of Community Services at the time of first registration.