

# STUDENT DEVELOPMENT AND SERVICES

UCC offers a wide range of student services to meet a variety of needs. Academic, financial, social, and personal services are available at little or no cost.

## Academic Advising

Academic advisors help students successfully meet their educational goals. Meetings with an academic advisor are designed to provide students with the information needed for a successful academic career. Contact (541) 440-4610, or [advising@umpqua.edu](mailto:advising@umpqua.edu)

Services include:

- Assist with class scheduling, registration, adding or dropping classes and appeals
- Develop a Student Educational Plan
- Degree exploration and change of majors
- Connect students with UCC support services and community resources
- Provide support when students are facing challenges

## Accessibility Services

Students who experience barriers to access will find UCC's campus accessible and accommodating. Support services are available to students with many types of disabilities including mobility, auditory, visual, learning, chronic illness, and psychological. Services include, but are not limited to, alternate testing, note takers, readers, interpreters, mobility assistance, assistive technology, and consultation/collaboration with faculty, and Accessibility Services.

Students will receive accommodations and other accessibility support services only when they submit appropriate documentation and register with the Accessibility Services office. New students are encouraged to make an appointment with the coordinator prior to taking the placement test, and as soon as possible each term for ongoing services.

When requesting accommodations for performances and other public events, please contact Special Events at 541-440-4704. Accessibility Services can be reached at 541-440-7900, 541-440-7655, or Oregon Relay at 1-800-735-2900. The Accessibility Services office is located in the LaVerne Murphy Student Center.

For more information visit [umpqua.edu/accessibility-services](https://umpqua.edu/accessibility-services) (<https://umpqua.edu/about/our-campus/campus-resources/accessibility-services/>).

## Authorized Testing Center

Testing Services provides proctored testing with: Accuplacer and ALEKS testing, online courses and industry based tests. UCC is the official GED test center for Douglas County.

Testing is offered for CLEP, and is a certified test center for Prometric, Metro Institute, Pearson Vue, Castle Worldwide and NHA, offering Information Technology, Pesticide, ASE and GED testing. The Testing Center is located in the Educational Support Building (ESB).

For information call the Testing Coordinator, at 541-440-7659.

## Basic Needs

UCC's Resource Navigator helps connect students to various on- and off-campus resources to help eliminate barriers to academic success. The primary goal is to work with students to develop a budget and become self-sustainable through their college experience and beyond. To request assistance, students complete the Umpqua Resource Hub (URH) form on [umpqua.edu/complaints-concerns](https://umpqua.edu/complaints-concerns) (<https://umpqua.edu/about/our-campus/campus-resources/complaints-concerns/>), then coordinate with Peer Navigators to set up an appointment.

For more information, contact (541) 440-4600.

## Bus Service

Umpqua Transit provides transportation to and from the College. UCC Student bus passes may be purchased by enrolled students from Student Accounts in the Accounting and Finance department, located in the LaVerne Murphy Student Center, for a discounted rate. Students must present their student ID card at the time of purchase. The bus stop is in the Jacoby Auditorium parking lot. For up-to-date route information, check [umpquatransit.com](https://www.umpquatransit.com/) (<https://www.umpquatransit.com/>) or call 541-440-6500. Umpqua Transit requires that both the bus pass and valid student ID are shown to the driver; the student ID is available through the Information Desk in the LaVerne Murphy Student Center during regular business hours. Financial assistance is available for students with limited income.

For more information, call 541-440-4600.

## CARE Advocacy Services

The Campus Advocacy, Resources and Education (CARE) Advocate from Peace at Home offers confidential services for harassment, dating violence, sexual assault, stalking, human trafficking, and related issues. Support groups, education, and awareness events are hosted throughout the year.

Call 541-440-7866 or Peace at Home's 24/7 Crisis Line: 541-673-7867 or 1-800-464-6543 to connect.

## Child Care

The College hosts Maple Corner Montessori School for on-campus childcare services. Please visit [maplecornermontessori.com](http://maplecornermontessori.com) (<http://maplecornermontessori.com>) or call 541-391-4777 to learn more about signing up.

Other resources available include 211 (<https://www.211info.org/agency/22628/18945/>)info, and the Southern Central Early Learning Hub (<https://www.scelh.com/preschool-promise2/>).

## Counseling

The UCC Counseling office provides confidential counseling services to UCC students. The overall goal of our counseling center is to help students address mental health issues that negatively impact their education. Providers can assist with any personal issue that is impacting academics such as work-life balance, stress management, managing symptoms of anxiety and depression, and/or coping with loss or trauma. In-person, via phone, and telehealth video appointments are available depending upon our current providers. Students may call the 24/7 Crisis and Support Line 833-434-1217 at any time.

For more information, call 541-440-7896.

## Food Services

Food can be purchased at UCC's Hawk Shop campus bookstore and the Friendly Kitchen, operated by Meals on Wheels, in the La Verne Murphy Student Center. The Hawk Shop offers a range of options such as snacks, frozen meals, cold sandwiches, beverages and specialty coffee options along with UCC logo merchandise, textbooks, and school supplies. The Hawk Shop is a certified SNAP retailer so customers may purchase food and drink that are approved under Federal SNAP guidelines with their EBT card. The Friendly Kitchen offers hot and cold breakfast and lunch options, daily specials, and fountain drinks. Additionally, there are vending machines across campus with additional beverage and snack options.

## Bus Passes

As bus transportation is available to and from campus, as well as to our UCC Housing in Roseburg, we have bus passes available at a discount rate for students as needed.

To inquire about a bus pass, please contact our information desk at 541-440-4600.

## Housing

UCC offers a limited number of affordable, community-oriented housing options for the diverse population of students from out of area. Housing units are conveniently situated near local restaurants and shops in downtown Roseburg. Students must be registered full-time, in good standing, and be participating in a UCC program beyond academics. Housing costs are in addition to tuition and fees, with an application fee due at signup. Housing payments are due monthly, with an expectation for students to reside in housing for Fall, Winter and Spring terms. Summer term housing options are available upon request.

For more information, contact our Housing Director at 541-440-7732..

## Information Technology

UCC offers excellent computer facilities to students, faculty, and staff. Over 400 computers are available for use in computer laboratories located in the various buildings on the main campus as well as the various outlying centers. Lab assistants are generally available for assistance. UCC also provides extensive wireless accommodation for use with wireless devices.

All use of college-owned computer equipment and network services must be in compliance with applicable UCC policies, procedures, and guidelines as well as federal and Oregon state law. Please refer to materials posted in labs or the college web page for details [umpqua.edu/acceptable-use-policy \(https://umpqua.edu/wp-content/uploads/3720-AP-Computer-Network-Use-20230201.pdf\)](https://umpqua.edu/wp-content/uploads/3720-AP-Computer-Network-Use-20230201.pdf).

## Library

The Sue Shaffer Learning Commons & Library provides services for all UCC students, faculty, staff, and Umpqua Community College Service District residents at no cost. Professional degreed librarians and staff members are knowledgeable, friendly, and happy to help anyone who needs it. The library maintains a carefully curated collection of print and digital materials, and offers interlibrary loan services for students, faculty, and staff.

Study spaces (individual and group), a computer lab with free black and white printing, and a dedicated student-facing technology help desk are available. The library also offers resources like course reserve textbooks, laptops, and calculators for checkout to current UCC students.

For more information or to make an appointment, visit the information desk, [library.umpqua.edu](https://library.umpqua.edu) (<https://library.umpqua.edu/home/>), e-mail [library@umpqua.edu](mailto:library@umpqua.edu), ([Library@umpqua.edu](mailto:Library@umpqua.edu)) or call 541-440-4640.

## STEP

STEP (SNAP Training and Eligibility Program) is for students who receive SNAP (Supplemental Nutrition Assistance Program) benefits and are completing GED® tests, building out English skills, or pursuing a career focused program. The STEP program also has the resources to assist with transportation, books, program required supplies, utilities, and phone or internet services specifically for the student in eligible programs. The STEP program also includes job search training and personalized career coaching on a monthly basis. Please note, qualifying for STEP may cause an adjustment in federal financial aid awards and is only available on a first-come, first serve basis.

For more information, call 541-440-7949.

## Student ID Cards

Students registered for classes are eligible for a free UCC student ID card, which serves as official UCC photo identification. The ID card is required for students who have a student bus pass. The student ID card is available through the Information Desk in the LaVerne Murphy Student Center during regular business hours. ID cards are validated each term with a sticker available from the Information Desk or Student Accounts in the Accounting and Finance department, located in the LaVerne Murphy Student Center.

## Student Veteran Center

The Student Veteran Center, located in the Educational Support Building (ESB), provides dedicated space for our student veterans, where they can go for resources, quiet study, and relaxation. It features a small kitchenette, a computer lab with scanning, and a TV lounge. To receive a required access code visit the Veterans Educational Benefits Office in the LaVerne Murphy Student Center.

## Tutoring Center

The Tutoring Center supports classroom instruction by providing assistance to students. Services are designed to reinforce course content and to emphasize good study habits. Tutors can help with a variety of subject areas, technology skills, organization and time management, test review and much more. Tutoring Center staff are committed to a welcoming, safe, and stimulating environment that encourages our students to become independent, life-long learners and to achieve success. The Tutoring Center is located in the Sue Shaffer Learning Commons & Library.

For more information and access to online resources provided through the Tutoring Center, visit [library.umpqua.edu/TutoringCenter](https://library.umpqua.edu/TutoringCenter) (<https://library.umpqua.edu/TutoringCenter/>), email us at [tutoring@umpqua.edu](mailto:tutoring@umpqua.edu) ([tutoring@umpqua.edu](mailto:tutoring@umpqua.edu)), or call 541-440-7831

## TRIO

TRIO services are free for qualified students. TRIO Student Support Services is 100% funded through a grant from the U.S. Department of Education.

The Federal TRIO Programs (TRIO) are federal outreach and student services programs (<https://www.ed.gov/grants-and-programs/grants-higher-education/trio/>) designed to identify and provide services for individuals from disadvantaged backgrounds. These programs are funded under Title IV of the Higher Education Act of 1965 and are referred to as the TRIO Programs (referencing the fact that there were initially only three programs-Upward Bound, Talent Search, and Student Support Services.)

While student financial aid programs help students overcome financial barriers to higher education, TRIO programs help students overcome class, social, and cultural barriers to higher education. UCC is home to three TRIO Programs: Student Support Services, Educational Talent Search, and Upward Bound.

For more information or to apply visit [umpqua.edu/trio](http://umpqua.edu/trio) (<http://umpqua.edu/student-support-services/>), call 541-440-7771, or email [TRIO@umpqua.edu](mailto:TRIO@umpqua.edu).

## UCC Hawk Shop

The UCC Hawk Shop is located in the LaVerne Murphy Student Center, on the main campus and online at the bookstore.umpqua (<https://bookstore.umpqua.edu/>). The store offers textbooks and course materials, laptops, apparel, gifts, cards, snacks, daily food services with a variety of cold grab and go options, a wide variety of school supplies and a coffee cart. The store is a certified SNAP retailer so customers may purchase food and drink that are approved under Federal SNAP guidelines with their EBT card.

When purchasing textbooks/course materials a student ID and class schedule are required to ensure that students receive the correct textbooks for their classes. Students can compare pricing and purchase textbooks and course materials on the UCC Hawk Shop website. Payment can be made using financial aid, VISA or Mastercard. Online orders can be designated for shipment or pick up in the store. Please allow a 24-hour ship time from the time the order is placed during the work week. Orders are not filled on weekends.

Textbooks can only be returned based on the following conditions.

1. The return must be completed before the end of the first week of the term in question.
2. The student has dropped the class and provided a copy of their new schedule.
3. The original receipt is with the return.
4. The textbooks, activation codes, and software are in the same condition as at the time of purchase.

Textbook buy-back is available year-round, Monday through Friday, from 9 a.m. to 3 p.m., except during the first three days of each term. We encourage students to bring all textbooks for buy-back, as we purchase them for the store based on need, as well as for a wholesaler. The price paid during buy-back varies by book and can be up to half of the original price. Please note that buy-back is not guaranteed.

The Hawk Shop is a non-profit, self-sustaining operation owned by UCC.