

NOTE: All Rochester Educational Opportunity Center policies apply to learning delivery methods whether in person (classroom), on site (161 Chestnut Street), offsite (clinical locations, internship sites, or any REOC-sponsored or associated event), or during remote learning. Policies are subject to adjustment.

III. STUDENT SERVICES

NOTE: Specific reference to policies may be made throughout this handbook. Please consult your Program Counselor for specific information.

A. Admissions

The Admissions Office is responsible for all student intake activities. If a student is interested in pursuing another program after completion of his or her current program, they must contact the Admissions Office via email at reocadmissions@brockport.edu or telephone at (585) 327-4035.

Once a student completes a vocational program, verification of working in the field for a minimum of 12 months is required. Once the verification has been confirmed, an application for a second program can be created. There may be exceptions based on the program.

1. Program Transfer

If a student is interested in pursuing another program after completion of his or her current program, they should contact an admissions advisor for eligibility and other admissions requirements. Acceptance into a desired career and technical program is not guaranteed.

2. Immunization Requirements

New York State requires that all students (born after 1957) attending post-secondary educational institutions document their immunization status related to Measles, Mumps and Rubella.

B. Alumni Services

REOC Alumni are critical to the success of REOC programming and recruitment. Any graduate interested in participating in REOC special events or assisting in promoting REOC programs and services by sharing his or her success with others should call the Alumni Coordinator at (585) 327-4074.

C. Career Services

The Office of Career Services assists in employment placement activities. Career advisors assist both current and former REOC students. Call the Job Placement Coordinator at (585) 327-4062 for assistance. REOC students are provided individualized advisement to help ensure success in obtaining and keeping a job. Job search assistance is provided.

D. College Connections

The Office of College Connections assists students in going on to college. Students are assisted with the college and financial aid process, choosing the right college and college survival skills. Staff also sponsor the Current Events Club and the REOC Book Society. Staff is available to assist both current and former REOC students. They are also available to speak to those in the community. Call the College Connections Coordinator at (585) 327-4073 for assistance.

E. ATTAIN

Advanced Technology Training and Information Networking (ATTAIN) is a statewide technology-based employment initiative funded by the New York State Legislature. ATTAIN

provides communities access to continuously updated computer-based education, and technology training including Microsoft certifications. These services are designed to ensure that adult learners succeed not only in college and the workplace, but also meet the emerging needs of employers in New York State.

REOC students may be assigned mandatory computer-based training in the ATTAIN Lab as a supplement to their regular programs. Students should check with their individual instructors concerning these requirements.

The lab is fully accessible and also has a handicapped accessible desk. Other special needs can be accommodated as needed or required.

F. Learning Resource Center (Library)

The Learning Resource Center (LRC) is designed to provide students access to materials, information, and computers which will enhance their learning while at the REOC. The Learning Resource Center Coordinator is available for research and technology assistance. Resource Center material can be borrowed, however, lost or destroyed material is the responsibility of the student. A monthly calendar of events will be posted offering a range of community-related services including: High School Equivalency pre-testing and Test of Adult Basic Education (TABE) preparation.

G. SNAP Employment & Training Program

The Supplemental Nutrition Assistance Program Employment & Training Program (SNAP E&T Program) provides supportive services to those who receive SNAP/Food Stamps benefits through the Department of Human Services (DHS). These services include case management, financial assistance, job readiness training, career coaching, and job search and placement assistance. Eligibility for this program is determined by DHS and includes those who are receiving SNAP only, as well as Safety Net with SNAP benefits. Any interested REOC applicant, student or alumni may contact the SNAP E&T Program Office at (585) 232- 2730 x 443.

H. REOC CASH Program

REOC has partnered with the Empire Justice Center/United Way Coalition in order to offer free e-filing tax preparation services through the **Creating Assets, Savings and Hope (CASH)** Program. CASH participants are connected to free credit reports, home buying programs, affordable banking and more. The REOC CASH Program is offered to REOC students and community members during the IRS tax season which runs in late January through April 15th.

Individuals looking to enhance a resume, college application, or obtain REOC Leadership Challenge credit, can take advantage of volunteer opportunities with REOC's CASH Program. Participants can learn how to prepare federal and state income tax returns, as well as become an advisor with knowledge of county-wide community resources. Please see the REOC CASH Program Coordinator for further information.

I. Registration and Records

All student records are maintained in the Registration & Records Office. Transcripts of grades and letters to agencies verifying enrollment may be obtained from the Registration & Records Office. Requests for information require written authorization in advance from the student in advance. Students may obtain the information request form found on the REOC website or in the Admissions Office. The Registrar can be reached at (585)-327-4037 or kames@brockport.edu for assistance.

Self-service computers are available on the first floor for students to change personal information and print schedules. Computers are also conveniently located on floors 2 – 4 in

the student common areas for student use. Instructions on how to utilize self-service computers are near each kiosk area.

1. FERPA (Family Educational Rights and Privacy Act):

REOC provides all students the right to confidential records. REOC will not disclose any information without written consent from the student, except in those instances which are permitted under the Family Educational Rights and Privacy Act, as amended. Other exceptions may apply, subject to federal and state law and regulations. Students may obtain the consent form from the REOC website or in the Admissions Office.

J. Security

Security is designed to assist REOC in cases of safety and emergency. The responsibility of the Security department is to protect students and property. All lost and found items should be promptly taken to the Security Office. Students obtain lockers from the Security Office. A first aid kit is available in the Security Office. In emergency situations, contact the Security Office at x264 (REOC internal telephones) or (585) 232-2730, x264 (external telephones).

1. Emergency

REOC facility is equipped with security telephones located in all classroom areas. These telephones are black handsets that rest in silver cradles. They are installed in all classroom areas only. These telephones dial directly to the Security/Welcome Center areas. Please use these telephones in the event of any classroom emergency.

To access any REOC Classroom Security Telephone:

- Locate the black telephone on the wall of any REOC Classroom.
- Lift up the handset and press the black button beneath the handset.
- The emergency phone will ring the Security/Welcome Center area.
- An attendant in the Security/Welcome Center area will pick up the phone and assist the caller.
- Simply place the black handset back on the cradle on the wall when finished making a call.

2. AED device locations in case of emergency.

AED devices are located throughout the REOC building on floors 1-5.

3. Accidents/Injuries

All accidents/injuries occurring on REOC property must be reported to REOC Security (585-327-4064) immediately. An incident report must be filed within 24 hours.

4. Lockers

Lockers are the property of REOC. REOC reserves the right to open and inspect lockers at any time. Lockers and locks are available and provided free for student use. All locks must be REOC issued. Students requiring lockers should contact the Security Office. Lockers need to be emptied upon program completion or termination. Items left in the lockers are kept for 60 days and then disposed of by Security. REOC is not responsible for lost or stolen items. There are a limited number of lockers available for students to use.

5. Lost and Found

If a student finds anything that does not belong to him or her or if they have lost an item, see the Security Office at REOC to report or retrieve lost items. Proper identification may be required to retrieve the item.

K. Parking

Understanding student options for parking will make access to the REOC building easier. Parking will be made available to registered REOC students. Students should see their Program Counselor for additional information. Students need to make sure their vehicles are registered and that they get a parking permit that will allow them to park on the REOC Campus or in an off-site location designated by REOC. REOC has an extremely limited supply of student parking permits that will be issued to registered REOC students only as long as the supply lasts. Permits will be offered on a first-come, first-served basis. REOC students who are granted parking may be audited at any time to verify use of the permit.

There is limited student parking at REOC. After 4:00 p.m. weekdays and during Saturday classes, students are encouraged to use the lot.

Please see Security for parking privileges.

L. Counseling Services

Counseling services are available to each student. Conversations and counseling sessions between the student and counselor are confidential. Counselors assist students with personal, family, health and social services concerns. Any time a student has concerns, he or she is highly encouraged to seek the guidance and support of REOC counselors.

Counseling Center Hours

Counselors have specified day and/or evening hours that are posted at the entrance of the Student Life suite.

Counselor Name	Telephone Number	E-mail Address	Programs
Sharon Crews Perkins	327-4007	sperkins@brockport.edu	CSE, CUS, MED, SGT, SAC
Steven Fugle	327-4053	sfugle@brockport.edu	CDA, CDR, CDT, NAP, HHA, LPN, SPT
Amber Rivera	327-4061	arivera@brockport.edu	CPP, ESL, HSE, PVS, COS, CUL, SAC
Keniel Ferguson	327-4081	kferguson@brockport.edu	BAR, ESL, HSE, TAP, ETC, PHT, EMT, Male Initiative

M. Welcome Center

Staff at the Welcome Center provide general information regarding program admission requirements, directory information, and security assistance. The Welcome Center works closely with the REOC security staff to ensure a safe environment for all students and visitors to the Center. All currently enrolled students must visibly display his/her student ID upon entering the building. All visitors must first stop at the Welcome Center to sign in. Please see section VI.Q. for further details.