President’s Welcome

Welcome to Des Moines Area Community College (DMACC). We are honored that you have selected DMACC to pursue your personal and professional goals. This year DMACC is celebrating its 41st Anniversary and we are proud that we have grown to become the largest two-year college in Iowa, still emphasizing small, personalized classes and caring staff and faculty.

We are pleased that you will become a part of our history and our future. DMACC was officially created March 18, 1966, and was designated as Merged Area XI. In 1968, the Board of Directors adopted Des Moines Area Community College as the official name of the institution.

- The first classes were held at the current Ankeny Campus location in 1968.
- Administrative and operational control of Boone Junior College was assumed in 1969.
- The Carroll Campus in Carroll, Iowa, opened in 1979.
- The Urban Campus in Des Moines began operation in metropolitan Des Moines in 1972 and the current facility was constructed in 1980.
- The first classes were held in the fall of 1993 at Newton Polytechnic as a result of the cooperative effort of the Maytag Corporation, Iowa State University, the City of Newton and the DMACC Foundation.
- In October 2001, the state-of-the-art technology facility, West Campus, opened in West Des Moines.
- In 2006, the DMACC Career Academy/Hunziker Center opened in Ames.

Our college will continue to adapt and grow to meet your needs. We will focus on the positive, build on our strengths, expand capabilities and seek new ways to collaborate with Iowa’s employers and schools. Our goals are Quality, Service and Affordability. We intend to achieve them.

If you have any suggestions on how we can improve our services to help you succeed, please feel free to contact me personally. Our mission is Creating Opportunities for Your Success. This is not a slogan but a promise.

Sincerely,

Robert J. Denson, President, Des Moines Area Community College
Note to Students: This Handbook does not address all of the services available, or all of the policies and regulations affecting DMACC students. If students have questions or concerns not addressed in this Handbook, it is their responsibility to consult appropriate DMACC staff, or the full text of policies and procedures available at all DMACC campuses. DMACC students are responsible for being familiar with policies and procedures affecting their activities. Failure to read the policies and procedures will not be an excuse for noncompliance. DMACC reserves the right to change, without notice, the services, policies and procedures of the College.

Des Moines Area Community College shall not discriminate on the basis of race, color, national origin, creed, religion, gender, sexual orientation, age, disability, or status as a U.S. veteran. Inquiries may be directed to the EEO/AA Officer, Ankeny Campus, Building 1, (515) 964-6301.

PLEASE NOTE: The front cover is sensitive to extreme heat. Do not leave in direct sunlight! Printed on recyclable paper.
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Have you opened your DMACC email yet?

Did you know you have it?

Open the DMACC web site: www.dmacc.edu

Click on the “Webmail” button under the right-hand “Apply Today”

Enter your User Name:
(First Name initial, Middle Initial, and Full Last Name.
No spaces, all lower-case letters (Example efhutton)
Your initial password was sent to you in the mail. You will be prompted to change your password the first time you log in. Contact the HelpDesk if you forgot your password.
(8 characters in length, case sensitive).

Your email address is First Name Initial, Middle Initial, and Full Last Name. No spaces, all lower-case letters.
(Example efhutton@dmacc.edu)

For more information, contact the HelpDesk at www.dmacc.edu/helpdesk or call 965-7300.

See page 34 for more information.
Registration & Payment Tips

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Registration Tips

- Review the course requirements for the specific degree program as listed on the Program Information Brief.
- Contact an advisor, counselor or program instructor with any questions or problems. If the courses for the program are listed term by term, follow that sequence as closely as possible.
- Review test scores (ACT/SAT scores or COMPASS scores), high school grades and relevant college courses to help determine the level of classes in which to begin. Be honest with yourself about your academic abilities and schedule college preparatory courses if necessary. Remember, college preparatory courses are developmental classes with the purpose of helping to increase skills in English, mathematics and writing, i.e., skills necessary to complete an educational degree.
- Plan on a minimum of 2 hours of study time for each hour spent in class.
- Write down the classes needed or desired for the term. Plan your schedule to achieve a balanced course load. It is best to fill class schedules with a variety of subjects in order to avoid overloading in one subject area or overloading with classes requiring a lot of reading. For example, a student may choose to register for a math class, an English class, a psychology class and an interesting elective class.
- Refer to the Course Descriptions in the catalog to make sure all prerequisites have been met.
- Check the Credit Course Schedule to determine which classes are available and how many sections are being offered for each relevant class.
- Start with the classes that have the fewest sections being offered, and work around those while planning class schedules. Then fit in the classes with the most sections being offered.
- You can register for classes in person, by phone, FAX and via the Web Info System.

Course Load

When planning class schedules and deciding on the number of classes to take, it is important to consider individual abilities, work obligations, family obligations and commitments to other outside activities.

During a fall or spring term, a course load of 12 credits or more is considered full-time; during the summer term, 8 credits is considered full-time. Suggestions for determining a course load are outlined below. These suggestions refer to the fall or spring terms only and are not appropriate for determining summer term course load.

<table>
<thead>
<tr>
<th>High School Record</th>
<th>Suggested Course Load if Not Working</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mostly A's and B's</td>
<td>15–16 credit hours</td>
</tr>
<tr>
<td>Mostly B's and C's</td>
<td>14–15 credit hours</td>
</tr>
<tr>
<td>Mostly C's</td>
<td>12–13 credit hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Obligations</th>
<th>Suggested Course Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>40+ hours/week</td>
<td>3–4 credit hours (1 course)</td>
</tr>
<tr>
<td>30–40 hours/week</td>
<td>3–6 credit hours (1–2 courses)</td>
</tr>
<tr>
<td>20–30 hours/week</td>
<td>6–9 credit hours (2–3 courses)</td>
</tr>
<tr>
<td>Less than 20 hours/week</td>
<td>12–16 credit hours (4–5 courses)</td>
</tr>
</tbody>
</table>
Course/Program Changes

Adding a course: Students may add a credit course through the first five days of a full-length semester. Students who add courses during this time period are advised that classes have already begun, and missed classes are the same as any absence. Courses may be added in person, by phone and fax and via the Web. Students are not permitted to attend a course unless officially registered for the course.

Dropping a course: Students may drop a full-length credit course through the 50th class day of the fall and spring semesters, and the 30th class day of the summer term. The last day to drop a course that does not run the full length of the fall and spring semesters or summer term depends on the beginning and ending dates of the course; the applicable date is published in the DMACC Credit Schedule, and is also available by contacting the Registration Office on any campus. Courses dropped during the first week of the semester will not show on the student transcript.

Deadlines for dropping courses are different than refund deadlines. Information about tuition refund deadlines is published in the DMACC Credit Schedule, on the Web and is also available by contacting the Registration Office on any campus.

Students who have withdrawn from a course will not be permitted to continue attending the course.

Dropping or Adding Courses after the Deadlines: A student who feels extenuating circumstances prevent compliance with the established dates for “drop,” “add” or “tuition refund” may ask for special consideration by completing a PETITION FOR POLICY WAIVER form (ES4650). The petition may be obtained from the DMACC webpage at www.dmacc.edu/student_services/policies_procedures.asp and submitted to the Registrar’s Office (Ankeny) or the Student Services Office (all other campuses). Students are required to work with the Campus Ombudsperson, who can explain the petition procedures and ensure students’ rights are understood by the student. Petitions shall be submitted no later than midterm of the semester immediately following the semester about which the student is petitioning. A committee reviews the petitions and notifies the student in writing of the outcome of the petition.

Auditing a Course: Up through the final drop date, students may change a class to audit status by completing a drop/add form. Check with the Registration Office for the drop deadline for the course. Tuition and fees for an audit course are the same as for credit. If a student takes a course as an audit, it will not count as credit toward their program of study. Once this procedure is completed, the course may not be changed back to credit status. Students auditing a course are expected to attend the course, but are not required to complete regular assignments or exams.

Changes in Program: Students who want to change their program should first visit with a counselor/advisor for details about the program, including entry requirements and enrollment availability. Next, students must complete a new admission application. The completed application should be returned to the Student Services Office at any campus. Program changes will become effective once students have been officially accepted into the new program. Changes in program need to be made prior to registering for courses in the new program.

Enrollment Verification: Students needing official verification of enrollment statements for insurance purposes, loan deferments or any other reason may submit a written request either in person, by mail or by fax to the Registrar’s Office (Ankeny) or the Student Services Office (all other campuses). Phone requests are not accepted. Student signatures are
required for release of information. All enrollment verification requests will be processed through the Ankeny Campus.

**Name Changes:** A request for name change should be made in writing and may be delivered in person, by fax or mail with the appropriate documentation to the Student Services Office on any DMACC campus. Name changes cannot be made online.

**Address Changes:** Address changes are accepted each time a student registers for classes. Students wishing to change an address at another time should submit written notification to the Student Services Office on any campus either in person, by fax, mail or online using the Web Info System.

**Tuition & Fees**

Please refer to the current Credit Course Schedule or [www.DMACC.edu/tuitionfees.asp](http://www.DMACC.edu/tuitionfees.asp) for tuition and fee rates.

**Payment Instructions**

**HOW DO I MAKE A PAYMENT?**

1. In person at any DMACC campus with cash, personal check, cashier's check, money order, MasterCard, VISA or Discover. Online service is also available through Nelnet Business Solutions (formerly FACTS Management Company).
2. By mail to: DMACC, Student ACCT., 2006 S. Ankeny Blvd., Ankeny, IA 50023
3. Online: [www.dmacc.edu/gonnapay.asp](http://www.dmacc.edu/gonnapay.asp)
4. By telephone: 515-964-6446 or 800-362-2127 Ext. 6446 with credit card.

**Payment Policy**

Payment for credit class enrollment must be made by the published due date. If fees will be paid by a third party or employer, it is the student’s responsibility to make sure the documentation is provided to Student Accounts prior to the payment due date. Financial Aid may hold your enrollment if all of the proper documents have not been provided to that office. A payment plan is available online with Nelnet Business Solutions (formerly FACTS). Please refer to the current Credit Course Schedule for payment due dates and payment plan options.

**Important:** Credit class enrollment MAY be canceled if payment or payment arrangements are not made by the payment due date. STUDENTS are responsible for dropping classes if they DO NOT plan to attend. Please refer to the current Credit Course Schedule for payment due dates, payment plan options and the refund policy for each term.
Payment by Check
When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day you make your payment and you will not receive your check back from your financial institution.

If your payment is returned unpaid, you authorize the collection of your payment and a return fee of $30 by EFT(s) or drafts(s) drawn from your account.

Indebtedness Policy
Students who have a balance due to the College should contact Student Accounts to resolve their debt. Unpaid debts may be referred to a collection agency and/or a credit bureau. Students with unpaid financial obligations MAY have a “hold” put on their record. The hold may permit students to withdraw from credit courses provided the withdrawal deadline is met, but will prohibit students from enrolling in courses, obtaining or sending transcripts, and graduating.

Tuition Refund
Students who withdraw from a class or classes and complete the formal withdrawal/drop procedure MAY receive a tuition refund. The amount of refund is dependent upon the number of credit hours dropped, the part of term (dates the course is offered), and the date notification is received by the Registration Office. Please refer to the current Credit Course Schedule for tuition refund deadlines.
**What's an Easy Refund?**

An Easy Refund is a same day deposit of your refund money into a **FREE FDIC insured** checking account called the “OneAccount”, offered by Higher One. The OneAccount is directly linked to your DMACC OneCard, which is also a Debit MasterCard®. With money in your OneAccount you can use your card wherever Debit MasterCard® is accepted.

**What's the Benefit of Choosing an Easy Refund?**

There is no faster or more convenient way to receive your refund money than through the Easy Refund option.

**How Do I Get an Easy Refund?**

When you activate your DMACC OneCard at www.DMACCOneCard.com simply choose the Easy Refund option.

**How Can I Change My Refund Preference to Easy Refund?**

If you didn't choose the Easy Refund option when you activated your DMACC OneCard, you can change your preference anytime by logging into your account at www.DMACCOneCard.com. From the main menu bar select "Financial Refunds" then “Refund Preferences.” Select, the Easy Refund option and click the “Update Preferences” button.

**How Refunds Are Handled at DMACC**

DMACC has partnered with Higher One to provide disbursement services for financial aid and tuition refunds. Students have three choices as to how they want to receive financial refunds. This chart illustrates the time frame in which a student will receive their refund, based on the refund preference that they selected.

### Be Financially Responsible

Keeping track of your account balance is easy and very important for you to do. Remember, avoiding overdrafts is your responsibility.

**Look for Your Card in the Mail!**

Each DMACC student will receive a card in the mail. Once you receive your card, go to www.DMACCOneCard.com to activate your DMACC OneCard refund preference.

Questions? Go to www.DMACCOneCard.com/easyhelp

---

<table>
<thead>
<tr>
<th>Day</th>
<th>Refund File Released and Money Sent to Higher One</th>
<th>Process Completed</th>
<th>Final Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>- Easy Refund</td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 2</td>
<td>- ACH Transfer</td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 3</td>
<td>- Paper Check</td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 4</td>
<td>- Federal ACH</td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 5</td>
<td></td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 6</td>
<td></td>
<td></td>
<td>Final Step</td>
</tr>
<tr>
<td>Day 7</td>
<td></td>
<td></td>
<td>Final Step</td>
</tr>
</tbody>
</table>

**Simplify Your Life With an Easy Refund**

**DMACC**

**Higher One**
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Grading System
The grading scale and designations for DMACC coursework are listed below. Please note that it is the option of each faculty member whether or not to incorporate the plus/minus values into their grading scale. The course syllabus should specify the grading scale.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Numerical Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.00</td>
</tr>
<tr>
<td>A-</td>
<td>3.67</td>
</tr>
<tr>
<td>B+</td>
<td>3.33</td>
</tr>
<tr>
<td>B</td>
<td>3.00</td>
</tr>
<tr>
<td>B-</td>
<td>2.67</td>
</tr>
<tr>
<td>C+</td>
<td>2.33</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
</tr>
<tr>
<td>C-</td>
<td>1.67</td>
</tr>
<tr>
<td>D+</td>
<td>1.33</td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
</tr>
<tr>
<td>D-</td>
<td>.67</td>
</tr>
<tr>
<td>F</td>
<td>.00</td>
</tr>
</tbody>
</table>

Other Grade Designations:
- W: Withdrawn/Dropped
- I: Incomplete
- N: Audit
- P: Pass
- T: Testing
- L: Life Experience

Computing GPA
The method of computing grade point average (GPA) is as follows:

- a. Multiply hours of credit in each course by the appropriate numerical grade value to find the quality points.
- b. Total the quality points earned.
- c. Divide the total quality points earned by the total number of semester hours taken (excluding courses in which a “W,” “I,” “N,” “P,” “T” or “L” were received).

Example:

<table>
<thead>
<tr>
<th>Course</th>
<th>Semester Hours</th>
<th>Grade</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Composition I</td>
<td>3</td>
<td>B+</td>
<td>3.33</td>
</tr>
<tr>
<td>Fundamentals of Speech</td>
<td>3</td>
<td>A</td>
<td>4.00</td>
</tr>
<tr>
<td>Finite Mathematics</td>
<td>4</td>
<td>C-</td>
<td>1.67</td>
</tr>
<tr>
<td>Intro to Computer Literacy</td>
<td>3</td>
<td>C+</td>
<td>2.33</td>
</tr>
<tr>
<td>U.S. History</td>
<td>4</td>
<td>D+</td>
<td>1.33</td>
</tr>
</tbody>
</table>

Total 17 Semester Hours 40.98

Divide 40.98 points by 17 semester hours = 2.411
Repeat Coursework

Students may repeat a course previously taken at DMACC if the course is currently being offered. When a course is repeated, only the hours and the grade point value of the last grade earned will be included in calculating the grade point average. Earlier grades recorded for the repeated course will remain on the transcript record, but will be excluded from the GPA calculation. Withdrawing from a course that is being repeated and receiving a grade of "W" does not constitute a course repeat.

Repeat Symbols on the Transcript

I - Grade value included in the GPA calculation
E - Grade value excluded in the GPA calculation

The repeat symbol will be noted in the far right column on the transcript record next to the respective course.

Example:

<table>
<thead>
<tr>
<th>Term</th>
<th>Course Code</th>
<th>Grade</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>FL 06–07</td>
<td>PSY111</td>
<td>D</td>
<td>3.00 E</td>
</tr>
<tr>
<td>SP 06–07</td>
<td>PSY111</td>
<td>A</td>
<td>3.00 I</td>
</tr>
</tbody>
</table>

Incomplete Coursework

Students unable to complete some portion of assigned coursework during the regular term may sign a contract, with the instructor's approval, for an "I" (Incomplete grade). Students must complete the course by the deadline established by the instructor and specified in the "I" contract. This date may not exceed the midterm date of the following term. If there are extenuating circumstances, the instructor may complete an Extension of Time Contract, granting an extension to the end of the following term. No extensions may be granted beyond the end of the following term. "I" grades are automatically converted to "F" if the grade earned is not recorded within the specified time period.

Grade Reports

Final grade reports are issued approximately one to two weeks after the end of a term. Progress grade reports are issued prior to midterm and the deadline for dropping classes. This report notifies students who are not progressing satisfactorily (receiving F, D-, D, D+ or C-grades) of services available to help them improve their academic performance.

Grade Appeals

Students should first attempt to resolve the matter with their instructors. If students wish to proceed further, they should follow the steps outlined in The Appeal of Final Grade procedure. A copy of the procedure is available in any DMACC Student Services Office. There is an ombudsperson available on each campus to assist students with the appeal process. (See Policies & Procedures)
Academic Integrity

Academic integrity, doing one’s own work in course assignments and in tests, is one of the most important values in higher education. Receiving credit for plagiarizing or cheating violates the value of all degrees conferred. It is unacceptable for students to submit another person’s work as their own. If students quote, summarize, paraphrase or use an author’s idea, they must acknowledge the source, otherwise they are plagiarizing. Allowing others to accept credit for work not their own in tests or in written and oral reports is also cheating. Students who plagiarize or cheat will be held accountable by their instructor and are subject to the sanctions outlined in the Academic Misconduct Procedure.

Academic Standards

Please see the Policies & Procedures section of this handbook.

Course Substitutions

On a limited basis, students may request course substitutions in their programs of study. Course substitution is defined as “the replacement of one course with another.” Course substitutions will be allowed only:

- In clearly warranted situations, such as a scheduling conflict beyond the student's control.
- When the student clearly demonstrates knowledge/competency in the subject area for which the substitution is requested and when such knowledge/competency is accurately assessed through measures such as testing, documentation of prior coursework, or certification.
- When the substituted course reflects similar or complementary content/skills.
- As a reasonable accommodation for a student with a disability.

Non-core courses may not be substituted for courses designated as core requirements for a particular academic award. Adjunct courses may not be used to meet degree requirements other than electives. In programs exceeding twenty-four (24) semester credit hours, no more than one-eighth (1/8) of the total number of credits may be substituted. In programs of fewer than twenty-four (24) semester credit hours, only one (1) course of up to four (4) semester credit hours may be substituted.

Students who wish to request a course substitution should contact the program chairperson in their area of study.

Academic Semester Awards

Dean’s List: Students who have earned at least 6 credits in any term with a 3.50 to 3.99 grade point average are honored by being named to the Dean’s List. Students are mailed a certificate from their respective Dean and the names of students on the list are published in their “hometown” newspaper.

President’s List: Students who have earned at least 6 credits in any term with a 4.00 grade point average are honored by being named to the President’s List. Students are mailed a certificate from the president and the names of students on the President’s List are published in their “hometown” newspaper.
Phi Theta Kappa

Phi Theta Kappa recognizes and encourages scholarship among two-year college students. To achieve this purpose, PTK provides opportunities for leadership and service, exchange of ideas and ideals, lively fellowship and stimulation of interest in continuing academic excellence. A number of institutions offer scholarships for transferring PTK members. Students are encouraged to contact their campus Student Services Office for more information.

Terminology

Articulation: The movement of academic credits from one college to another.

Audit: To attend a class without receiving credit.

College Preparatory: Courses designed to aid students whose educational background requires additional strengthening to achieve success in regular college-level courses. These courses do not transfer or apply to a student’s program of study.

Core: Those courses that constitute the body of traditional liberal arts curriculum in the first two years of a baccalaureate degree. Generally, these courses have universal transfer status among receiving institutions.

Corequisite: A course that must be taken concurrently with another course.

Course Description: Statements identifying the contents of a course. Course descriptions are found in the college catalog and online.

Cross Enrollment: Under a special agreement, DMACC students may enroll in a class at Drake, Grand View or Iowa State. Students must have earned 12 semester hours at DMACC and be a current, full-time student in good standing. The credits earned while on the cross-enrollment plan will be added to the DMACC transcript. Not available summer term.

Degrees: A title conferred by a college or university upon completion of a particular program of academic work. Some typical college degrees are Associate in Arts (AA), Associate in Science (AS), Associate in Applied Science (AAS), Bachelor of Arts (BA) and Bachelor of Science (BS).

Drop/Add: After completing registration, students may change their schedules by “adding and/or dropping” classes. Students may add a class during the first week of classes and drop a class up to the end of the tenth week of the term for a full semester class. The drop period is prorated for classes with a duration less than the full term.

Elective: Courses students choose to take outside of the core requirements. Depending on the number of elective courses required, electives may cover a variety of subject areas or concentrate on one major area.

Full-time Student: Students who take a minimum of 12 credit hours during the fall and spring terms and 8 hours during the summer.

Part-time Student: To be classified as part-time, students carry from 1 through 11 credit hours during the fall and spring terms. During the summer term, 1 to 7 credit hours is considered part-time.

Prerequisite: A skill, course or other criterion necessary for students to succeed in a course.

Semester Credit Hour: A unit of measurement used to determine approximately how many hours students are required to spend in class each week, and how many units will be accumulated toward graduation.

Term or Semester: An enrollment period (15 weeks in the fall and spring sessions and 10 weeks in the summer).

Transfer: Student movement from one college to another.
Transcript Requests

Des Moines Area Community College will send or issue a transcript when students, or former students, mail, fax or phone in requests to the Registration Office. Transcript request forms are available at each campus, but a letter requesting a transcript will be honored. Transcript requests should include the student’s name, Social Security number or DMACC ID number, telephone number, dates of attendance and the address to which the transcript should be mailed.

Except during peak periods, transcripts are sent within two working days after the receipt of the request. During peak periods, transcript requests are processed in the order they are received. There is no fee for transcripts unless special services are requested. In order for the transcript to be official, it must be sent directly to the receiving institution. Any copy of a transcript that is issued to a student is considered to be unofficial. Transcripts will not be issued for students who have an unpaid financial obligation to DMACC. Students may view an unofficial copy of their academic record on the DMACC Web Info System (see page 35).

Transferring from DMACC to Another Institution

Students considering transfer to another college or university should contact an admissions or transfer counselor at that institution early in the planning process. The following outline provides tips for a successful transfer:

- Meet with a DMACC counselor or advisor each semester to schedule classes for the upcoming semester and discuss transfer plans.
- Keep a copy of the college catalogs from all colleges you attended and course syllabi from courses you have taken. These may be needed when discussing transfer credit.
- Research and visit four-year colleges as soon as possible if you have not decided on a transfer college. Students may research different colleges in the Career and Transfer Resource Center or on the College Source Online website at www.collegesource.org.
- Schedule a campus visit as soon as possible. When scheduling a visit, ask for an appointment with an advisor. It is important to take good notes. Also, write down the names of contact people at the transfer college.
- Request a college catalog, an application and scholarship information.
- Complete an application for admission to the selected college or colleges. Apply early! Many colleges set firm application deadlines.
- Request to have all college transcripts sent to the transfer school. In order for transcripts to be sent to the transfer school, students must contact each college attended and request that they release all academic transcripts to the selected transfer college.
- Complete financial aid, scholarship and housing applications. Watch for deadlines and complete all materials as early as possible.
- Attend a registration/orientation day at the transfer college. Some colleges allow students to preregister for classes. Be alert to any registration/orientation procedures and stay in touch with the transfer college.
Services for Students

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Academic Achievement Centers
The Academic Achievement Centers located on each campus are available to all students seeking assistance in the following categories:

1. College course work, especially in the areas of math, science, English, reading and study skills.
2. High school completion (GED or adult high school diploma) or completing a program of basic literacy skills (ABE).
3. Academic upgrading, prerequisites or enrichment.

Instructors will diagnose academic skill levels, establish individual programs of study, and assist in the learning process. Students progress at a pace based on ability, interest, needs and time available for learning. Computer services are also available in the Academic Achievement Centers. These services include various educational and support programs in many areas, and a computer-based educational system (PLATO). Contact the Academic Achievement Centers at each campus for additional information.

Academic Advising
Educational advisors are available to assist students in planning their educational programs, meeting graduation requirements, developing their academic skills and using resources of the College to meet their educational needs. Assistance is given in selecting a transfer institution and the transferring of credits. The value of the degree, diploma and certificate programs is explained. For more detailed information on advising services, please go to our advising website at [www.dmacc.edu/advising](http://www.dmacc.edu/advising).

Bookstores
College bookstores are located at all DMACC campuses to serve students, faculty and staff. Textbook purchases should be made at the campus location of the class. Textbooks for TV and online classes are carried by the Ankeny bookstore only. Arrangements may be made to deliver the books to other DMACC bookstores. MasterCard, VISA and Discover credit cards are accepted. Picture IDs are required for all Financial Aid, voucher and check purchases. Students with prewritten checks from parents must also present a picture ID. Checks must be written for the amount of purchase only and payable to DMACC or Knowledge Knook Bookstore. Hours of operation vary at each campus.

A cash register or financial aid receipt is required for a full refund or exchange of any textbook. Textbooks may be returned within 14 days from the beginning of each semester, as long as the textbook is in the same condition as when purchased. Check with the bookstore for further details of the Bookstore Return Policy. Materials purchased with a check require ten working days for a refund check to be issued. Students receiving funds from an agency must pick up a voucher in Student Accounts before purchasing books and supplies. Financial Aid recipients may use their excess aid to purchase books and other educational-related supplies. Visit the Knowledge Knook Bookstore website for more information: [www.dmacc.edu/student_services/bookstore.asp](http://www.dmacc.edu/student_services/bookstore.asp)

Campus Security
Law enforcement and security are provided to help ensure the safety and security of our campuses. DMACC provides 24-hour/7-day security officer patrol of the Ankeny Campus. At the Urban Campus, security officer patrol is 7:00 a.m. through 10:30 p.m., Monday through
Thursday; 7:00 a.m. through 3:00 p.m. Friday; and 8:00 a.m. through 12:30 p.m. Saturday. Security measures may include uniformed security guards, closed circuit-television, building security systems, exterior lighting, courtesy phones and attention to landscape materials. In addition, the Ankeny, Des Moines, Boone, Carroll, Newton and West Des Moines Police Departments patrol and assist the College in their respective jurisdictions. DMACC Security personnel administer traffic and parking regulations, ensure safety and security, and provide assistance to the college community.

Career Planning & Employment Assistance

Students who pursue general education at DMACC may find it advantageous to research the area or areas in which they will be majoring. Students need to gather information, evaluate the information, consider their personal values and goals, and make meaningful decisions based on consideration of alternatives and on the information gathered.

CAREER ASSESSMENT TOOLS TO AID PLANNING

Career assessment tests and inventories are available to help students learn more about their interests, abilities and skills, personalities and values. Some of the more frequently used instruments are the Strong Interest Inventory, the Self-Directed Search, and the Myers-Briggs Type Indicator (MBTI).

A computerized career guidance system called CHOICES helps users identify careers based on a personal interest checklist and provides up-to-date information for approximately 656 occupations. The Kuder computerized system with information on more than 1,200 occupations is also available.

For assistance in choosing an educational program or career goal, contact the Counseling and Advising Offices in Building 1, Ankeny Campus, or the Student Services Office at Boone, Carroll, Newton, Urban or West Campuses. The Career and Transfer Resource Centers located on the Ankeny and Urban Campuses provide educational and occupational information.

STUDENT EMPLOYMENT ASSISTANCE

Placement services include: lists of job openings (full-time and part-time) available in the area; assistance to students wanting to obtain work in the College Work-Study Program; referrals for internship and summer employment; on-campus recruitment and interviews by employers; and information about companies and the labor market. Individual assistance with resume writing, application letters, interviewing and job-seeking skills is readily available.

For further information, contact the Student Employment Assistance Office 515-964-6463, or the Student Services Offices on the Boone, Carroll, Newton, Urban and West campuses or www.dmacc.edu/student_services/job_placement.asp.

Child Care

The DMACC Child Development Center on the Ankeny Campus provides child care for the children of students and staff. Children ages 2-5 are eligible for child care during normal College business hours. Children must attend on a full- or part-time regularly scheduled basis. The child care center is open year-round on student contact days only. There is generally a waiting list. To apply or for more information, call 515-964-6988. For additional child care information on the other campuses, contact the Student Services Office or www.dmacc.edu/handbook/servstudents/childcare.asp.

Children should not be brought to class or left unattended at any time at clinical sites, attendance centers, in a classroom or on College property.
Counseling

The College provides professional counselors to assist students in career and educational planning and in solving problems of a personal nature. Counselors help students make decisions and plan for a successful future. Counselors are available to help students choose an educational program or career direction, recommend and interpret career tests and inventories, examine mid-career options, discuss anticipated academic difficulties, and develop an appropriate course of study.

Students who experience difficulty or dissatisfaction with their curriculum are encouraged to make use of DMACC counseling services to explore options or an alternative course of action with a counselor. Counselors can also provide assistance with study skills, developing satisfying personal and social relationships, solving financial problems, and getting through a crisis.

The Student Assistance Program is available to help students with ongoing problems involving school, family, relationships, work, substance abuse, etc. Call the Student Assistance Program at 515-244-6090 to arrange a confidential visit with a counselor. The initial evaluation and referral services are available at no cost to DMACC students. For more information, please visit the counseling website at www.dmacc/counseling.

DMACC OneCard (College ID)

The DMACC OneCard is the official picture, College ID for credit students providing access to student services such as library resources and events and activities. Students can choose to receive DMACC refunds from Higher One.

- The DMACC OneCard will be mailed to students by Higher One at their current mailing address on file with DMACC.
- Students desiring to have a photo added to the OneCard should visit the following website for a list of photo taking locations, dates and times www.dmacc.edu/onecard
- Students must go to www.DMACCOneCard.com to activate their card and select a refund option choice.
- Lost cards will be replaced for a fee of $20.00.

Dental Services

Dental Hygiene students on the Ankeny Campus provide the following preventive dental services for DMACC students and the community at a reduced fee: oral health assessment, cleaning of teeth, home care instruction, sealants, amalgam polishing, fluoride treatment, x-rays, nutritional counseling and oral cancer screenings. To schedule an appointment, call 964-6280. Online at: www.dmacc.edu/student_services/dental.asp
Emergency Auto Service

Campus Security is available on the Ankeny Campus to assist students with cars that won’t start, have low tires, or locked keys in their cars. Campus Security can be contacted at Ext.#6500 (964-6500 off-campus). Assistance may be obtained from the Security officer or, if Security is not available, a commercial car service in Ankeny may be called. DMACC security service is provided free of charge, but charges of any commercial car service will be the full responsibility of the student. At the Boone, Carroll and West Campuses, maintenance staff will assist with starting cars. At the Newton Campus, jumper cables may be borrowed from the Newton SAC through the Information Desk. At the Urban Campus, jumper cables may be borrowed from Security.

Financial Aid & Scholarships

Financial aid is any source of funds available to assist students in paying for the costs of a college education. Students who believe they will need assistance are encouraged to apply for financial aid.

Most assistance is based on demonstrated financial need; however, some is based solely on merit. Merit programs, including most scholarship programs, help students who have special abilities. Often students do not have to show financial need to receive money through merit-based programs, but in many instances, will be required to complete the Free Application for Federal Student Aid (FAFSA).

There are four main types of financial aid. Usually students are offered a combination of aid (known as a “package”) from these four programs: Grants, Loans, Scholarships, and Work-Study.

Students are encouraged to visit the financial aid website at www.dmacc.edu/financial.asp for more information.

Food Services

Vending machines are available at each campus. The Ankeny, Boone, Urban and West Campuses have food services where food is prepared on-site. For formal dining, the Culinary Arts students on the Ankeny Campus operate the Bistro, located in Building 7.

Housing

For student housing options and area apartment information, please refer to www.dmacc.edu/student_services/housing.asp. For more information about student housing at the Boone Campus, contact the housing liaison, Steve Krafcisin, at 515-433-5078. The Borgen Housing Guidelines can be accessed at the aforementioned website.

Iowa New Choices

Iowa New Choices (located at the Boone, Carroll and Urban Campuses) is a statewide program to prepare qualifying single parents, displaced homemakers, single pregnant women and female offenders for work. For more information, see the contact information listed on the individual campus directories in this handbook.
Library

Full library services are provided at the Ankeny, Boone, Carroll and Urban Campuses. Interactive Resource Rooms are available at Newton and West Campuses. The DMACC Libraries' Web page at [www.library.dmacc.edu](http://www.library.dmacc.edu) provides all students with access to the library online catalog, numerous research databases, links to Internet search tools and other useful websites, links to other Iowa libraries, “Ask a Librarian” email reference service, and more detailed information about the library and its services. Information about individual campus libraries can be located by linking to that library from the main library homepage. Students with Internet access at home can access research databases using their name and library card number. DMACC also participates in the State Library of Iowa's Open Access Program, which allows cardholders to borrow materials from other participating libraries. [www.library.dmacc.edu](http://www.library.dmacc.edu)

Lost & Found

Lost and found is maintained in the Student Activities Office at the Ankeny and Urban Campuses, the main office at Boone and Carroll and the Information Desk at the Newton and West Campuses.

Notary Public

Free Notary Public service is located at both the Information Center and the Student Activities Office on the Ankeny Campus, the main office at the Carroll Campus, the Business Office at the Boone and Urban Campuses, the Information Desk at the Newton Campus and the Provost's Office at the West Campus.

Recreation and Wellness Programs

All current Des Moines Area Community College students, staff/faculty and alumni are eligible to participate in Recreation/Wellness Activities. Indoor recreational facilities are located on the Ankeny and Boone Campuses. At the Ankeny Campus, fitness members or students may bring a guest for a $2.00 fee and must accompany them at all times. Children under 12 years of age are not permitted in the fitness center.

At the Ankeny Campus, indoor facilities accommodate basketball, volleyball and indoor track. Free weights, CYBEX equipment, exercise bikes, stair climbers, treadmills and locker rooms are also available for student use. Lockers, padlocks and towels may be rented on a daily or semester basis. Fitness classes and personal training services are also available.

The Boone Campus facilities include a gymnasium, weight room, fitness room, tennis courts, sports medicine room, and locker rooms. Wellness programming includes annual blood screens, “lunch & learns,” fitness walks, exercise classes, fitness assessments and special events.

Please see schedule for operation hours and offerings. [www.dmacc.edu/wellness/welcome.asp](http://www.dmacc.edu/wellness/welcome.asp).

Vocational Rehabilitation Counseling

Through an agreement with the Iowa Vocational Rehabilitation Services, a vocational rehabilitation counselor is assigned to the College to provide rehabilitation services to eligible
students with disabilities. Individualized services to help the student achieve his/her vocational goal are identified in a jointly developed written rehabilitation plan. Vocational rehabilitation counseling is provided to eligible students by a professional counselor who has expertise in disability and vocational areas. On the Ankeny Campus, the counselor is located in Building 1. For services at the other campuses, contact the local area Vocational Rehabilitation Office.

Students with Disabilities

DMACC is committed to providing an accessible environment that supports students with disabilities in reaching their full potential. Support services are available for students who have visual, hearing, mobility, learning or other types of disabilities to ensure equal access to educational opportunities. Specialized software, adaptive equipment, alternative testing, classroom accommodations and interpreting are examples of the support services offered.

DMACC employs a special needs coordinator to work with students to develop and coordinate services based on individual student needs. Any student with a disability who requires reasonable accommodation to participate fully at DMACC should follow these steps.

1. Contact the special needs coordinator at 515-964-6850 V, 515-964-6809 TTY or the counseling and advising office on any of the six campuses for an Application for Accommodations.
2. Submit the completed application and supporting documentation to Des Moines Area Community College, 2006 South Ankeny Boulevard, Bldg. 6-10b, Ankeny, Iowa 50023. Attention: Special Needs Coordinator.
3. Schedule a time to meet with the special needs coordinator, counselor or advisor to discuss coordination of these services.

Student Health Services

Student Health Services is located on the Ankeny Campus in Building 5 with some services extending to other campus locations. Student Health Services offers limited medical care, emergency treatment, and referrals for students who become ill or injured while on campus. The Campus Health Specialist is available during student contact days. A Nurse Practitioner is available for walk-in, one day per week during the fall and spring semesters. Please call Student Health for more information. Student Health Insurance is also available.

Testing Centers

The Testing Center on each campus provides a site for makeup testing when students have missed class on a test day. The center also serves as a site for administering correspondence tests for courses taken at other institutions and challenge tests for DMACC courses. Students must arrange with their instructors to have tests sent to the Testing Center. When students arrive to take their exams, they will be required to present picture identification, such as a driver's license. For Testing Center hours, students should contact the Information Desk at the Newton Campus and the Testing Center or Academic Achievement Center at the Ankeny, Boone, Carroll or Urban Campuses, and the Interactive Resource Center at the West Campus.
Tutoring

The Tutoring Office provides peer tutors to assist students who have difficulty in a particular course or courses. Knowledgeable tutors can assist students by reviewing the course material, answering questions and reviewing for exams. Students can be scheduled individually or with a group. The Tutoring Offices also hire students as peer tutors. Come work in a fun, flexible environment and earn extra money while on campus.

For more information, call the Tutoring Office on the Ankeny Campus at 515-965-7004 or stop by Bldg. 6, Room 20. Students interested in tutoring on the Boone, Carroll, Newton, Urban or West Campuses should contact the Academic Achievement Center at the campus attended. The College does not guarantee the availability of tutors.

Veterans’ Services

For information on Veterans’ Benefits, please refer to the following website: www.dmacc.edu/student_services/veterans_affairs.htm or call 515-964-6284.

HELP IS JUST A CLICK AWAY!

Contact the Helpdesk today for assistance with the following:

- Logging on to an on-campus, networked computer
- Accessing email/webmail
- Username, Passwords, PINs & User IDs
- Web Info System

www.dmacc.edu/helpdesk • 515-965-7300
OVERWHELMED
and don’t know
where to turn?

Find out more about DMACC
Counseling Services by
visiting our website at
www.dmacc.edu/counseling/

Helpful links are available for
information on mental health
and local emergency contacts.
PROVIDING GUIDANCE FROM ADMISSION THROUGH GRADUATION

As part of your educational planning, include a visit with an advisor.

Some of the things advisors can help with include:

- Information about majors
- Questions about college policies and procedures
- Course selection and registration
- Adding or dropping courses
- Selecting a transfer college
- Understanding how credits transfer
- Checking progress towards graduation

Check out the advising website at www.dmacc.edu/advising. It provides tips on course selection, transfer information, and answers to frequently asked questions.

All DMACC students have access to an advisor. Check the advising website to find out how to schedule an appointment or email an advisor.
Student Life

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Student Activities

Much of students’ growth is the result of participation in activities, clubs and organizations. It is the philosophy of the College that cocurricular activities complement the academic program. The activities are financed by a portion of the service fee that is charged each term in addition to regular tuition. Student representatives elected to the Student Activities Council are responsible for assessment and disbursement of these funds.

Clubs & Organizations

Students are encouraged to participate in student clubs and organizations. The Student Activities Office on each campus has a listing of all clubs available and provides a Campus Club Handbook that contains instructions and information regarding official recognition, funding, membership requirements and college rules and regulations. Students interested in forming a new club may contact the Student Activities Office for guidelines on the process.

Most recognized organizations fall into one of the following classifications:

1. Preprofessional and departmental clubs are joined by students wishing to pursue interests that contribute to the development of career fields.
2. Service organizations have as their primary purpose activities that will contribute positively to the College and the community.
3. Scholastic honorary organizations offer membership on the basis of academic excellence and performance.
4. Special interest organizations are planned by students who desire to develop or broaden their interest in some particular aspect of their lives.

Student Activities Council

As the primary student representative body, the Student Activities Council (SAC) promotes college spirit, provides a focal point for discussions between students and college staff, and gives students a voice in college affairs. This governmental body is responsible for the assessment and disbursement of student activity fees. With these funds, the Council plans a variety of activities and offers a wide range of services designed to enhance campus life. Through its work, students are provided an opportunity to participate in the democratic process. Meetings are held on a regular basis. Any student, administrator or faculty member may attend meetings of the Student Activities Council and take part in discussion, but only members may vote.

Voter Registration

Students wishing to become registered voters can visit the Iowa Voter Registration website www.sos.state.ia.us/PDFS/elections/voteapp.pdf for a registration form. Those wishing to vote may also visit the following locations: County Clerk’s office, city and community offices, military recruitment offices, and the Iowa Drivers’ License facilities.
Ticket Sales

Discount tickets to various activities and attractions are available at the Student Activities Office at Ankeny, the Advising Office at Carroll, or the Business Offices at Boone, Newton, Urban and West Campuses. Discount tickets include amusement parks, Civic Center events, movie theaters, sporting events and discounted bus passes for DART. Check in the main offices for details. Cash and personal checks are accepted at all campuses. Credit cards are accepted at the Urban Campus.

Intramurals

Intramural activities provide an opportunity for students to participate in a wide variety of sports activities on a recreational basis. A variety of sports and recreational equipment is available for checkout. A year-round program of tournaments and team sports provides for participation on an individual or team basis. Online registration is available for intramural activities on the Ankeny Campus. For more information, [http://my.dmacc.edu/sites/RecreationWellness/default.aspx](http://my.dmacc.edu/sites/RecreationWellness/default.aspx).

Intercollegiate Athletics

The DMACC athletic department, located at the Boone Campus, provides opportunities for student-athletes to compete on a national level. DMACC is a member of the Iowa Community College Athletic Conference (ICCAC) and the National Junior College Athletic Association (NJCAA). The College offers women's intercollegiate athletics in basketball, cross-country, volleyball and golf. The men compete in basketball, golf and baseball. Intercollegiate athletics has received national recognition. For more information, [www.dmacc.edu/athletics](http://www.dmacc.edu/athletics).

DMACC Choirs/Drama

DMACC offers Concert Choir (MUS 143), a two-credit, elective course on the Ankeny and Boone Campuses. See the current DMACC Course Schedule for times. Also, Ankeny Campus offers, by audition, Chamber Ensemble (MUS 150—formerly Chamber Choir) for one credit. All persons who audition for Chamber Ensemble must register for Concert Choir first. Volunteer/noncredit choral ensembles, which do not require choir registration, are organized on the Ankeny Campus. For more information, call 515-964-6633 or visit [www.dmacc.edu/music](http://www.dmacc.edu/music).

The DMACC drama program offers opportunities for students to gain practical experience in theatre production. Students can earn college credit in a variety of areas, including acting, lighting, costumes, promotion, directing and scenery work. In addition, annual student playwriting contests at the Ankeny Campus allow students to see their work produced. Course offerings include acting, playwriting, elements of production and Intro to the Theatre, which provides a survey of theatre history.

DMACC also offers the opportunity for musicians to participate at the Boone Campus in the DMACC Bears Pep Band.
Bookstore Information

SEE US ON THE WEB:
www.dmacc.edu/student_services/bookstore.asp

FOR INFORMATION ON:
• Knowledge Knook Bookstore Hours
• Return and Refund Policies
• Payment Methods
• Book Buyback Schedules

DMACC's bookstore, The Knowledge Knook, offers many services to provide for student convenience. In addition to material for course requirements, the bookstores stock supplemental study aids, paper products, office supplies, magazines, calculators, cassette recorders, computer supplies, greeting cards, postage stamps, imprinted gift items and up-to-date college fashions. They also offer faxing and lamination services.

PHONE NUMBERS
Ankeny Bookstore ················ 515-964-6302
Boone Bookstore··················515-433-5034
Carroll Bookstore·················712-792-8310
Newton Bookstore················ 641-791-1770
Urban Bookstore ·················· 515-248-7212
West Bookstore ····················515-633-2423

ONLINE TEXTBOOKS
Ship textbooks to your home
Fall Online Textbook Sales
Begin mid-August
Spring Online Textbook Sales
Begin mid-December

THE KNOWLEDGE KNOOK BOOKSTORE IS THE OFFICIAL BOOKSTORE SERVING ALL CAMPUSES OF DES MOINES AREA COMMUNITY COLLEGE.
Graduation

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Graduation Evaluation Report (GER)

The credentials/graduation office mails Graduation Evaluation Reports in the fall term. For additional reports, students may visit the credentials/graduation office or mail a request to receive a report of their progress toward completion of requirements for a program of study. Students are encouraged to request a GER at least one semester prior to their planned graduation date to assist with planning their final semester.

Graduation Requirements

All requirements of the chosen program must be satisfied, although adjustments may be made where the program curriculum has changed and courses are no longer available. If program requirements are not satisfied within five years of the first term of enrollment in their program of study, students can no longer use those requirements effective at the time they initially enrolled in their program and must complete the program requirements effective at the time of their graduation. It is the responsibility of the students to know and to observe the requirements of their curriculum and the rules governing academic work.

Application for Graduation & Commencement

Candidates for graduation must complete an application for graduation in order to receive their diploma. Students who do not complete requirements for graduation in the term for which they applied must submit a new application. Students who plan to participate in one of the annual commencement ceremonies must indicate their intent on the application for graduation. There is no graduation fee. Students who plan to receive more than one degree, diploma or certificate need to complete a graduation application for each program. Candidates for graduation should submit their applications to the credentials/graduation office at the Ankeny Campus or the Student Services Office at the other DMACC campuses by the following dates:

- Fall: October 1
- Spring: February 1
- Summer: February 1*
- Summer: June 1

*If student plans to participate in the Annual Commencement Ceremonies

Students who graduate at the end of Fall, Spring and Summer terms are invited to participate in the annual commencement ceremonies in May. Participation in commencement ceremonies is free of charge.
Graduation with Honors

Students who earn a program grade point average of 3.50 or higher in their program of study will graduate with honors. Honor students may wear a gold cord at the commencement ceremony. Their distinction may be noted in the printed commencement program and recorded on their final transcript.

Diplomas

Diplomas are mailed to students approximately three to four weeks after final grades are posted. Students seeking degree verification may request a copy of their transcript showing the degree awarded and date granted from the Academic Records Office. Prior to the end of the term, transcripts may be ordered for delivery after grades and graduation status are finalized.

DMACC Alumni Association

Des Moines Area Community College has an active Alumni Association. Headed by a volunteer Alumni Board of Directors, the Association strives to remain in contact and provide service and benefits to alumni. Through annual fund-raising activities, the Association provides scholarships and grants to deserving DMACC students. For more information, contact the Alumni Office at 515-964-6376 or visit www.alumni.dmacc.edu.
Financial Aid
is Every Student’s Business

HELPFUL FINANCIAL AID RESOURCES
www.dmacc.edu/financial.asp
www.finaid.org
www.studentaid.ed.gov/completefafsa
www.fafsa.ed.gov
www.pin.ed.gov
www.studentaid.ed.gov

SCHOLARSHIPS
www.dmacc.edu/foundation
www.fastweb.com

Direct Loan Website
www.dl.ed.gov

Direct Loan Servicing Center
1-800-848-0979

Federal Student Aid Information Center
1-800-4-FED-AID (1-800-433-3243); TTY users
1-800-730-8913

Internal Revenue Service (IRS)
1-800-829-1040; TTY users
1-800-829-4059

STUDENT FINANCIAL AID
2006 South Ankeny Boulevard
Ankeny, Iowa 50023-3993
1-800-362-2127, ext. 6282
Fax: 515-964-6391
www.dmacc.edu/financial.asp
DMACC Federal School Code: 004589
College Communications

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DMACC Website

DMACC's website www.dmacc.edu offers a wide variety of information about the College's educational offerings and services.

All official communication with students will be done through the student's DMACC email address. Contact the DMACC helpdesk via email helpdesk@dmacc.edu or visit www.dmacc.edu/helpdesk for assistance using webmail.

User Name, DMACC ID Number, PIN & Password

Upon acceptance to DMACC, students are mailed their DMACC user name, DMACC ID Number and a temporary PIN (Personal Identification Number). It is important for students to remember this information because it provides them access to college networked computers, the Web Info System, my.dmacc.edu and DMACC coursework via WebCT. For assistance, see www.dmacc.edu/helpdesk.

USER NAME: The User Name, usually the student's first initial, middle initial and last name (example: djsmith) is used in conjunction with a password to log on to DMACC computers and access webmail. If you have a common name, then a number is usually assigned at the end of the User Name (example: djsmith23).

PASSWORD: Upon admission to DMACC, students receive a temporary password that, used in conjunction with your User Name, can be used to log on to DMACC computers and access DMACC webmail. Students will be required to create an 8-character password when they log in the first time.

DMACC ID NUMBER: DMACC issues students a randomly generated identification number called the DMACC ID Number. This number is confidential and should be protected in the same manner as your Social Security number. Social Security numbers, which must be provided to the College for reporting purposes, will be kept confidential. The DMACC ID Number is referred to as the User ID on the Web Info System.

PIN: The PIN, a randomly assigned number you received in the mail upon admission to DMACC, is used in conjunction with your DMACC ID/User ID Number to access the Web Info System to conduct business at DMACC. When students initially log in they will be required to change from the temporary PIN to a 6-character PIN of their choice. Students should not share this with anyone because doing so may give individuals access to the student's confidential educational records.

Technology Assistance

1. Logging on to an on-campus, networked computer:
   a. Enter your User Name and Password. For assistance, see www.dmacc.edu/helpdesk.
   b. DMACC computer lab locations and hours can be accessed at www.dmacc.edu/helpdesk/pc_labs.htm.

2. Accessing Webmail (email)
   a. Same User Name & password as logging on to an on-campus computer (see #1 above). Open the DMACC web site: www.dmacc.edu.
b. For assistance or information about how to access your DMACC email off-campus, see www.dmacc.edu/helpdesk/webmail.htm.

c. DMACC personnel will send all email correspondence to your DMACC email address.

d. You may also forward your DMACC email to a personal email account by completing the following steps: On campus, go to www.dmacc.edu/helpdesk/forward_email.htm. From an off-campus location, go to www.dmacc.edu/helpdesk/forward_email_webaccess.htm.

3. Online/Blended Course Information

Students enrolled in Online and Blended Courses should see www.dmacc.edu/online for additional information or contact the helpdesk at 515-965-7300 or email them at helpdesk@dmacc.edu.

4. Accessing or providing Financial Aid Information through the FAFSA website:

a. On the Web address: www.fafsa.ed.gov

b. Your PIN is a four-digit code assigned by the Federal Student Aid Program.

Web Info System

DMACC’s Web Info System is a service that provides a convenient method for students to obtain their academic and personal information via the Internet to:

1. Change PIN (Personal Identification Number), view/update your mailing address and telephone number; view your DMACC email address;
2. View student records and personal information (such as academic holds, past grades, unofficial academic transcript, emergency contacts and DMACC ID Number);
3. View Financial Aid information (such as loan history and summary of financial aid awards);
4. Perform registration activities (such as add or drop classes, check registration status, view class schedule, and view account balance with DMACC).

Steps to access and use the Web Info System:

2. Scroll down to the bottom of page. Next to ‘User ID,’ enter your DMACC ID number or your Social Security number. Next to ‘PIN,’ enter your 6-character Personal Identification Number (PIN). (This was mailed to you upon admission to DMACC.)
3. You will be asked to create a new PIN. Your PIN must be 6 characters in length (numbers or letters).
4. You are now at the Main Menu page. Click on Personal Information.
5. Click on Update Address and Phone. Make sure your address and phone numbers are correct. If correct: Click on the Return to Menu link—top right corner of the screen. If not correct: Click on Current next to your address. This brings you to the Update/Insert screen. Fill in all areas on the form that need updating and click on Submit. Click on the Return to Menu link (top right corner of the screen) or the Personal Information tab.

6. Click on Student Services and Financial Aid link at the top of the page. If you have transfer credit that has been evaluated from another college, it can be viewed by clicking on Student Records, and then click on Academic Transcript.

7. To Add or Drop Classes, Click on Registration. Click on Add/Drop Classes. Choose appropriate semester and click on Submit. You are now at the Register for or Add/Drop Classes page and will need to use the Credit Course Schedule to find days and times for the courses you want to take, or click on class search if you know the subject of the course you want to find.

8. When your schedule has been entered and is correct, scroll to the bottom of your screen. Click on Week At A Glance. If you do not see all of your classes listed, scroll to the bottom and choose a different Date Range. Print a copy of your schedule. Click on Detail Schedule and print. You are responsible for the accuracy of your schedule.

9. Scroll to the bottom and click on View Fee Assessment or Registration Fee Assessment. This is your bill. Print a copy of your bill.

10. If you wish to pay your tuition and fees online or set up a payment plan, click on Pay Online at the bottom of the Registration Fee Assessment page.

11. If you have Financial Aid information that you want to view, click on Student Services and Financial Aid at the top of the screen, then click on ‘Financial Aid.’

12. Click on Exit in the upper right-hand corner and then click on ‘Return to Homepage.’ This will log you out of the system.

my.DMACC.edu (Portal)

my.dmacc.edu The user name and password are identical to your DMACC webmail user name and password.

WebCT

DMACC currently uses one main method for offering our online courses: WebCT. You can find that out by looking at the DMACC schedule or logging in to www.dmacc.edu/online to verify the method. For assistance with your user name or password, see the previous section in this chapter. For information about Online and Blended courses, see the Online Web Page www.dmacc.edu/online/.

WebCT COURSES:
To access WebCT courses, go to webct.dmacc.edu or link to WebCT from the Courses and Program tab on the main www.dmacc.edu web page. Your user name and Password are the same as what you use for DMACC Webmail.
Information Center

The Information Center provides general DMACC information, specific program descriptions and current course listings. Information can also be obtained at the Student Life or Student Development/Counseling & Advising Offices of the Boone, Carroll, Newton, Urban and West campuses.

Bulletin Boards

Bulletin boards are for information or announcements relevant to the College, students and staff. Items for posting must be approved, stamped and dated by the Student Activities Office on the Ankeny Campus, the Provost’s Office at the Urban Campus, the front office at the Boone Campus, the Information Desk at the Newton Campus and at the Concierge’s Desk at the West Campus. The Student Activities Council Advisor approves items for posting at the Carroll Campus. Items must not be affixed to glass or painted surfaces.

Student Publications

On the Boone Campus, students publish the “Boone Banner.” On the Ankeny Campus, students publish “The Chronicle.” Carroll Campus students publish “The Chatter” and “Kid’s Korner.” On the Urban Campus, students publish the “Urban Vibe.” These news publications are written, designed and managed by students, giving staff members experience in all aspects of publication production. Each emphasizes news, features, entertainment, sports and opinion. For additional information, contact the publication faculty advisors at the Ankeny, Boone or Urban Campuses or email The Chronicle at chronicle@dmacc.edu, and the Urban Vibe at urbanvibe@dmacc.edu.

College Closings

If there is inclement weather such as a blizzard or ice storm, DMACC students, faculty and staff should listen to radio or television stations for possible college closing announcements. If DMACC is not mentioned, students may view the DMACC website: www.dmacc.edu, or call the following phone numbers for a message:
Ankeny 515-964-6200; Boone 515-432-7203; Carroll 712-792-1755;
Newton 641-791-3622; Urban 515-244-4226; West 515-633-2407.
DMACC gives very serious consideration to all inclement weather and is committed to making decisions to close the College as soon as possible. Weather conditions are monitored continuously in advance of winter storms and decisions are targeted to be made by 6 a.m. for day classes and 4 p.m. for evening classes. Students are encouraged to use their best judgment when determining to attend classes in inclement weather. If students decide not to attend classes due to weather, it is their responsibility to contact their instructors.
## OMBUDSPERSONS

Need support or information regarding institutional policies and procedures? The campus ombudspersons are here to help students with the following procedures:

- Complaints Concerning Faculty/Staff Actions
- Discrimination/Harassment Complaints
- Petition for Policy Waiver (late add/drops or refunds)
- Grade Appeals

<table>
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<tr>
<th>ANKENY</th>
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<tbody>
<tr>
<td>Sheila Aukes</td>
<td><a href="mailto:sraukes@dmacc.edu">sraukes@dmacc.edu</a></td>
<td>515-964-6294</td>
</tr>
<tr>
<td>Jeff Kelly</td>
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<td>515-964-6441</td>
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<tr>
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<td>515-964-6442</td>
</tr>
<tr>
<td>Thomas Tweedy</td>
<td><a href="mailto:tntweedy@dmacc.edu">tntweedy@dmacc.edu</a></td>
<td>515-964-6846</td>
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<tr>
<td>Rita Davenport</td>
<td><a href="mailto:rldavenport@dmacc.edu">rldavenport@dmacc.edu</a></td>
<td>515-433-5030</td>
</tr>
<tr>
<td>Shelby Hildreth</td>
<td><a href="mailto:sdhildreth@dmacc.edu">sdhildreth@dmacc.edu</a></td>
<td>515-433-5024</td>
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<th>CARROLL</th>
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<tr>
<td>Karen Friedlein</td>
<td><a href="mailto:klfriedlein@dmacc.edu">klfriedlein@dmacc.edu</a></td>
<td>712-792-8507</td>
</tr>
<tr>
<td>Cathy Lawyer</td>
<td><a href="mailto:calawyer@dmacc.edu">calawyer@dmacc.edu</a></td>
<td>712-792-8316</td>
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<tr>
<td>Doug Frazer</td>
<td><a href="mailto:dlfrazer@dmacc.edu">dlfrazer@dmacc.edu</a></td>
<td>641-791-1722</td>
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<td>641-791-1723</td>
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<td>Anne Howsare</td>
<td><a href="mailto:amhowsare@dmacc.edu">amhowsare@dmacc.edu</a></td>
<td>515-697-7717</td>
</tr>
<tr>
<td>Barb Moses</td>
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<td>515-697-7727</td>
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<tr>
<td>Heidi Heilskov</td>
<td><a href="mailto:hahelilskov@dmacc.edu">hahelilskov@dmacc.edu</a></td>
<td>515-633-2405</td>
</tr>
<tr>
<td>Jim Koopman</td>
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<td>515-633-2412</td>
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<tr>
<th>SUCCESS CENTER</th>
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<tr>
<td>April Dameron</td>
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<td>515-287-8704</td>
</tr>
<tr>
<td>Zoë Thornton</td>
<td><a href="mailto:zmthornton@dmacc.edu">zmthornton@dmacc.edu</a></td>
<td>515-964-6898</td>
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<tr>
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<tr>
<td>Keith Knowles</td>
<td><a href="mailto:kaknowles@dmacc.edu">kaknowles@dmacc.edu</a></td>
<td>515-964-6029</td>
</tr>
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Policies & Procedures

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Student Responsibilities and Rights
(Educational Services Procedure 4615)

DMACC offers each student the freedom to learn and the freedom to enjoy community college life in an orderly and lawful manner. In return, DMACC expects every student to assume the obligation and responsibilities that accompany those freedoms. By voluntary enrollment at DMACC, students assume the obligation and responsibility of conducting themselves in accordance with the reasonable and lawful requirements of DMACC in its educational functions and processes. Violations of these responsibilities may result in sanctions that can include expulsion from the institution.

Students at Des Moines Area Community College are guaranteed those rights and freedoms contained in the constitutions and laws of the United States and the State of Iowa, consistent with quasi-judicial decisions pertaining to educational bodies. More particularly, students are guaranteed their constitutional right to due process. Due process is the procedure that grants persons the right to address college actions as outlined below.

All DMACC students have the right to be evaluated in the classroom on the basis of satisfactory progress, academic achievement, and fulfillment of educational requirements, with freedom of expression protected and respected. All DMACC students have the right to obtain clear statements of their academic obligations and responsibilities. A student will have the right to appeal through the established College procedures any action brought or taken by the College against the student that can reasonably be expected to affect the student's status within the College.

Satisfactory Academic Progress
(Procedure 4560)

Students who have attempted 12 or more credits with any of the grades listed (except “I”) in Procedure ES4552 at Des Moines Area Community College are subject to the following academic progress standards:

1. Satisfactory academic progress is indicated by a cumulative grade point average (G.P.A.) of 2.00 or higher.
2. Guidelines for placing a student on "ACADEMIC PROBATION":
   a. A student whose cumulative G.P.A. falls below 2.00 at the end of any term will be placed on ACADEMIC PROBATION for the next term of enrollment.
   b. A student on ACADEMIC PROBATION who is assigned more than one grade of C- or less at progress report time will be restricted from registering for future credit course work until he/she has developed an Educational Achievement Plan with a counselor/advisor and obtained the appropriate signatures.
   c. A student on ACADEMIC PROBATION will return to a status of "good academic standing" when his/her cumulative G.P.A. is raised to 2.00 or higher.
   d. A student on ACADEMIC PROBATION will continue on probationary status if his/her term G.P.A. for the term following his/her placement on probation is 2.00 or higher but the cumulative G.P.A. remains below 2.00. This rule will also apply for subsequent terms of enrollment.
3. **Guidelines for placing a student on “CONDITIONAL ENROLLMENT”:**
   
a. A student on probation who earns a term G.P.A. of less than 2.00 will be placed on CONDITIONAL ENROLLMENT for the following term of enrollment.

b. If the student is registered for the following term and is placed on CONDITIONAL ENROLLMENT for that term, he/she will be required to meet with a counselor/advisor no later than the fifth day of the CONDITIONAL ENROLLMENT term to review his/her course selections. Failure to comply will result in canceled classes.

c. If the student placed on CONDITIONAL ENROLLMENT is not yet registered for the next term, he or she must meet with a counselor/advisor prior to registering for any credit course work.

d. A student on CONDITIONAL ENROLLMENT who is assigned more than one grade of a C- or less at progress report time will not be allowed to register for the following term until his/her current-term final grades are recorded.

e. A student on CONDITIONAL ENROLLMENT who earns a term G.P.A. of 2.00 or higher but whose cumulative G.P.A. remains below a 2.00 will be placed on ACADEMIC PROBATION.

f. A student on CONDITIONAL ENROLLMENT who earns a term G.P.A. and a cumulative G.P.A. of 2.00 or higher will be placed in good standing.

4. **Guidelines for placing a student on “ACADEMIC SUSPENSION”:** A student on CONDITIONAL ENROLLMENT who earns a term G.P.A. of less than 2.00 will be placed on ACADEMIC SUSPENSION and will not be allowed to enroll in credit course work for a period of one semester (or one summer term plus one semester in the case of a suspension at the end of the spring semester).

5. **Guidelines for re-enrollment of SUSPENDED students:**
   
a. After non-enrollment for a minimum of one semester, as defined above in “Guidelines for placing a student on “Academic Suspension”, a student on ACADEMIC SUSPENSION may apply for re-enrollment.

b. In all instances, a re-enrolled student will be placed on CONDITIONAL ENROLLMENT.

c. A student seeking re-enrollment must develop an Educational Achievement Plan with a counselor/advisor and obtain the appropriate approval signatures.

d. A student on Academic Suspension for a second or subsequent time may re-enroll only after receiving the written approval of the Director of Student Development.

e. Individual programs of study may impose additional re-enrollment requirements.
6. A student placed on ACADEMIC SUSPENSION may appeal that placement to the Director of Student Development before the start of classes. The appeal must be made in writing, and must at a minimum explain the reasons for the past unsatisfactory academic performance and how the student proposes to improve his/her performance. The Director may grant or deny the appeal based on the written statement or may choose to conduct a personal interview with the student or require the student to undergo counseling or academic assessment before making a decision. If the appeal is granted, the Director is authorized to impose reasonable restrictions on the student’s subsequent enrollment.

7. Establishing additional Academic Progress Standards: No program of study at Des Moines Area Community College may establish academic progress standards lower than those specified above. A program of study at Des Moines Area Community College may establish academic progress standards higher than those specified above, but such standards must first be recommended by the respective academic dean or campus executive dean, approved by the Academic Standards Commission, and approved by the Executive Vice President, Academic Affairs.

Attendance & Enrollment

The Academic Records Office will send preliminary rosters to all faculty at the beginning of each term. Faculty are asked to check these rosters to identify any students who never attended class and return the roster to the Academic Records Office or report over the internet. Students who are reported as never attending will be sent an email. Students may remain in class if they obtain instructors’ signatures and return a copy of the email notification to the Academic Records Office on the campus they attend by the deadline stated in the letter. Students who do not return the letter may be administratively dropped from the class(es) they did not attend. If students decide not to attend Des Moines Area Community College, it is still their responsibility to drop their classes. The Financial Aid Office may adjust the financial aid of students who were administratively dropped.

When one-third of the term has passed (i.e., 5th week of a regular term; 3rd week of a summer term), faculty members will be asked to report students with grades less than 2.0 (“C-” or less) and report students who have stopped attending class.

The Financial Aid Office and Academic Records Office will notify students if low grades are reported or if they have reportedly stopped attending class(es). The Financial Aid Office will determine which students have quit attending all classes or have “unofficially withdrawn.” If students have stopped attending all classes and receive financial aid, they will be withdrawn as of the most recent date of attendance or as of midterm if the date is unknown. Financial aid programs will be refunded accordingly. Any cash payments awarded to students will be repaid according to the federal repayment formula. The Financial Aid Office will notify the students of the amount to be repaid.

If students wish to reenroll after an administrative withdrawal has taken place, they will need the written permission of instructor(s) and will need to pay tuition and fees in full. The students will have the option to an appeal in writing to the Financial Aid Appeals Committee or the Petition for Policy Waiver Committee.
Discrimination/Harassment
(Educational Services Procedure 4645)

A College student who believes that College policies or procedures on equal opportunity in employment or education have been violated, resulting in discriminatory treatment on the basis of race, color, national origin, creed, religion, gender, sexual orientation, age, disability, or to the extent covered by law, veteran status, may file a formal complaint through the College Discrimination Complaint Procedure for Students. Harassment that is based upon the aforementioned categories is a form of discrimination. Subjecting a person to coercion or retaliation for filing a complaint or providing information regarding a complaint is prohibited. This is a companion procedure to HR 3005

A. Harassment

Harassment is verbal or physical conduct or graphic display which is offensive or shows malice toward an individual because of his/her race, color, creed, religion, gender, sexual orientation, national origin, age, disability or, to the extent covered by law, veteran status. Examples of prohibited behavior include:
1. Abuse that diminishes the dignity of an individual through insulting or degrading remarks or conduct such as racial or ethnic slurs, written or graphic material which shows malice or ridicule toward an individual or group, jokes which are demeaning to a racial or religious group or to a particular nationality or to one’s gender.
2. Threats, demands or suggestions that an employee's work status, a student’s academic progress, or an applicant's employment opportunity is contingent upon his/her toleration of or acquiescence to harassment.

B. Sexual Harassment

Sexual harassment is a form of harassment which is based upon an individual's gender. It includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:
1. Submission to such conduct is made either explicitly or implicitly a term or condition of status as an employee, a student or an applicant for employment;
   OR
2. Submission to or rejection of such conduct by an individual is used as the basis for decisions affecting such individual's work status, academic progress or employment opportunities;
   OR
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work status, academic progress or employment opportunities or creating an intimidating, hostile, or offensive working or academic environment.

C. Complaint Procedures

If an individual believes s/he is being harassed on the basis of a protected status (e.g. sex, race, etc.), s/he should make his/her objections known to the alleged harasser. If this fails to stop the objectionable behavior, or if the individual is not comfortable confronting the alleged harasser, s/he should immediately bring the matter to the attention of the employee's current supervisor, a College administrator, ombudsperson, or the Judicial Officer.
Harassment complaints may be filed formally (in writing on the Discrimination Complaint Form for Students) or informally (verbally). If an individual elects not to file a formal complaint, the College shall still be obligated to investigate the individual’s allegations.

Arrangements shall be made if the complainant wishes to speak specifically to a male or female investigator.

All reported complaints shall be investigated. Investigators shall maintain the role of a neutral in the investigation process. Investigations shall be conducted in a thorough and objective manner to determine the facts. Investigations may involve the collection of data/evidence from 3rd parties and witnesses.

Information related to a complaint shall be kept confidential to the maximum extent possible. Selected information, including the name of the reporting party, may be disclosed as deemed necessary by the person in charge of the investigation.

Time limits may be extended by written mutual agreement of the parties. If a complainant fails to proceed to the next step within the prescribed time limits, the complaint shall be considered closed based upon the last response. If the administration fails to respond within the prescribed time limits, the complainant may proceed to the next step.

The College expressly prohibits the intentional filing of a false discrimination claim. An intentional false claim is different from a claim where the conclusion is unfounded or of no eventual determination. Filing of a false discrimination claim may result in sanctions according to Student Conduct, Discipline and Appeals, ES 4630.

If an individual believes he/she is being harassed on the basis of a protected status (e.g., sex, race, etc.), they should make their objections known to the alleged harasser. If this fails to stop the objectionable behavior, or the individual is not comfortable confronting the alleged harasser, they should immediately bring the matter to the attention of the Dean/Provost, campus Ombudsperson, or Judicial Officer, who can provide the student with the Discrimination Complaint Procedures (ES 4645) located at www.dmacc.edu/handbook/polprocedures/es4645.pdf.

All reported complaints shall be investigated and information related to a complaint shall be kept confidential to the maximum extent possible. Selected information, including the name of the reporting party, may be disclosed as deemed necessary by the person in charge of the investigation. The College expressly prohibits the intentional filing of a false discrimination claim. An intentional false claim is different from a claim where the conclusion is unfounded or of no eventual determination.
Confidentiality of Student Records/FERPA
(Educational Services Procedure 4600)

Des Moines Area Community College complies with the laws of the United States and the State of Iowa in the maintenance of, access to, and release of student records. All procedures conform to the Family Educational Rights and Privacy Act (FERPA).

A student has the right to inspect and review his/her educational records. The Student Records Office at DMACC has been designated by the institution to coordinate the inspection and review of such records. A student must make a written request to the Student Records Office. Only records covered by the Act will be made available within 45 days of the receipt of the written request. Educational records do not include: records of instructional, administrative, and educational personnel, which are the sole possession of the maker and are not accessible or revealed to any individual except a temporary substitute; records of the Security Office; student health records; employment records; and alumni records. Health records, however, may be reviewed by physicians of the student's choosing.

A student has the right to request and receive a response that explains or interprets his/her educational records.

A student may not inspect and review the following as outlined by the Act: financial information submitted by their parents; confidential letters and recommendations associated with admissions, employment or job placement, or honors to which they have waived their rights of inspection and review; or education records containing information about more than one student, in which case DMACC will permit access only to that part of the record that pertains to the inquiring student.

DMACC will not permit students to inspect and review confidential letters and recommendations placed in their files prior to January 1, 1975, provided those letters were collected under established policies of confidentiality and were used only for the purposes for which they were collected.

Students who believe that their educational records contain information that is inaccurate, misleading, or is otherwise in violation of their privacy or other rights may discuss their problems informally with the Registrar. The Registrar may agree to amend appropriate records. If not, the student will be notified within a reasonable period of time that the records will not be amended and will be informed by the Registrar of his/her right to a formal hearing.

Requests for a formal hearing must be made in writing to the Executive Dean of Student Services, who, within a reasonable period of time after receiving such written requests, will inform the student of the date, place and time of the hearing. Students may present evidence relevant to the issues raised and may be assisted or represented at the hearing by one or more persons of their choice, including attorneys at the student’s expense. The hearing panels, which will adjudicate such challenges, will contain five members from the staff of DMACC appointed by the Executive Dean of Student Services who will insure that the panel members have no vested interest in the outcome of the hearing.

Decisions of the hearing panels will be final, will be based solely on the evidence presented at the hearing, will consist of written statements summarizing the evidence and stating the reasons for the decisions, and will be delivered in writing to all parties concerned. If the decision is in favor of the student, the education records will be corrected or amended in accordance with the decision of the hearing panel. If the decision is unsatisfactory to the student, the student may place with the education records statements commenting on the information in the records or statements setting forth any reasons for disagreeing with the
decision of the hearing panel. The statements will be placed in the education records and released whenever the records in question are disclosed.

A student who believes that the adjudication of his/her challenge was unfair, or not in keeping with the provisions of the Act, may request in writing assistance from the Executive Vice President of Academic Affairs. Further, students who believe their rights have been abridged may file complaints with the: Family Policy Compliance Office, U.S. Dept. of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-5901, concerning the alleged failure of DMACC to comply with the Act.

A student who wishes to have information about his/her educational record released or exchanged may 1) sign an Authorization for Release/Exchange of Information Form in the Student Record Office; 2) sign a comparable form, which may be provided in certain circumstances by the appropriate DMACC employee.

At its discretion, DMACC may release Directory Information in accordance with provisions of the Act. DMACC considers the following Directory Information: student name, address, telephone number, date and place of birth, major field of study, dates of attendance, degrees and awards received, previous educational agencies or institutions attended by the student, participation in officially recognized activities and sports, weight and height of members of athletic teams, and email address.

Students may withhold Directory Information by notifying the Student Records Office in writing within the first two calendar weeks of any semester. (See Notification of Retention of Directory Information Form ES4600.) Requests for non disclosure will be honored by the institution for only one calendar year after the date of the written request; therefore, authorization to withhold Directory Information must be filed annually in the Student Records Office.

DMACC will maintain a record of access to student’s education records. This record is accessible only to the student and the staff in the Student Records Office or as provided for in the Act. The record of access to educational records will not include references to personnel at DMACC or others who have a legitimate educational interest.

One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including security personnel and the campus nurse); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Directors, members of an external accreditation committee, an employee of a state/federal approving agency, or a student serving on an official committee, such as the Petition for Policy Waiver Committee, College Review Board or College Judicial Hearing Board, or assisting another school official in performing his or her tasks. A school official has legitimate educational interest in the official needs to review an educational record in order to fulfill his or her professional responsibilities. “College officials” include students serving on institutional committees. College officials who have access to student records in the course of performing their professional responsibilities shall not be permitted to release the record to persons outside the College, unless authorized in writing by the student or unless one of the exceptions stated earlier applies.

A student may request and receive copies of all or part of his/her educational records, with certain exceptions. For example, a student may not receive a copy of academic records for which a financial “hold” exists or a copy of a transcript from another institution. There will be a fee of $.10 per sheet for records that are copied.
Advisors for Students in Academic or Disciplinary Hearings
(Educational Services Procedure 4625)

Students who have been charged with violations of the academic or disciplinary policies may have up to two advisors (including legal counsel) present during a hearing. The advisor(s) may be a parent, legal counsel, friend, or other individual of the student's choosing, but may not be the student's academic advisor or a Campus Ombudsperson. The student must sign an authorization for release of information form giving the advisor(s) permission to hear the testimony and have access to written documentation discussed at the hearing that is normally a confidential part of the student's educational record.

Des Moines Area Community College will make this procedure available to advisor(s) of students charged with violations of the academic or disciplinary procedures of the College so that the roles and purposes of these proceedings will be clear to all participants.

The hearings conducted by the College Review Board and College Judicial Hearing Board are not quasi-judicial proceedings. Therefore, advisor(s) may be present (at the student's expense) to advise the student, but may not actively participate by questioning witnesses, cross-examining witnesses or other participants, or formally addressing the hearing board. The role of the advisor(s) is to advise the student, and assist the student in performing such questioning. The chairperson of the College Review Board or College Judicial Hearing Board will determine whether offered evidence is admissible.

Students who are involved in these hearings are provided with the complete policy and procedure statement of the college and should provide their advisor(s) with this information. An ombudsperson is available on each campus for additional assistance. (See ES 4620 Ombudsperson Responsibilities Procedure.)

Ombudsperson Responsibilities
(Educational Services Procedure 4620)

The Campus Ombudsperson is an individual employed by the College to work with the students and instructors to provide information and support regarding institutional policies and procedures such as ES 4640 Student Complaints Concerning Faculty/Staff Actions, ES 4645 Discrimination Complaint Procedure for Students, ES 4650 Petition for Policy Waiver, and ES 4660 Appeal of Final Grade Procedure. The Ombudsperson seeks to maintain confidentiality, neutrality and independence. The Campus Ombudsperson is appointed by the administrator in charge of student services at each campus. A list of ombudspersons and their contact information can be found on page 38.

Students and instructors seeking advice about the above policies and procedures are to be referred to the Campus Ombudsperson. It is the responsibility of the Campus Ombudsperson to explain relevant College policies, procedures, and problem-solving alternatives. The Ombudsperson can also serve as an impartial and objective listener to help students and instructors evaluate problems and decide what action they want to take.

The Ombudsperson can gather information about a complaint in order to generate options for resolution. If a student decides to file an appeal, the Ombudsperson can provide suggestions on how to prepare and can review documentation for completeness. The Campus Ombudsperson cannot provide legal advice, render judgments, make decisions on
complaints, or represent students or instructors in formal hearings. The Ombudsperson from the respective campus may attend the College Review Board meeting as an observer only to provide clarification of the proceedings to the student.

Appeal of Final Grades & College Review Board
(Educational Services Procedure 4660 & 4680)

The purpose of the Appeal Process for Final Grades is to provide the student with a safeguard against receiving an unfair final grade, while respecting the academic authority of the instructor. This procedure recognizes that every student has a right to receive a grade assigned upon a fair and unprejudiced evaluation based on a method that is neither arbitrary nor capricious. Furthermore, instructors have the right to assign a grade based on any method that is professionally acceptable, submitted in writing to all students, and applied equally.

1. Assigning of final grades is the responsibility of the faculty member teaching the course. The faculty member is the person best qualified to judge the academic progress of the student enrolled in that course.

2. When a student believes he or she has received an incorrect final course grade, the student will first collect information about the course requirements to help in making an informed decision. Those sources of information will include 1) the course syllabus for the course objectives and instructor's grading system and 2) an informal discussion with the instructor. Grade disputes can be resolved when the errors are computational, computer errors, misunderstandings in completion of assignments, or other easily resolved issues. This is an INFORMAL STEP in the process. Only if the instructor is no longer working at the college or is otherwise unavailable may the student proceed to appeal the final grade without discussing the matter with the instructor.

3. Students are to work with the ombudsperson (See ES 4620) in working through the appeal process. The ombudsperson assures that the student's rights and procedures are understood by the student. The ombudsperson's signature is required on the form.

4. A student may submit a formal grade appeal when he/she believes that a final grade is unfair, arbitrary or capricious. However, the student bears the burden of providing verifiable evidence that there are sufficient grounds for changing a grade. The form must be submitted to the instructor within the first three (3) weeks of the next college term (an equivalent exception will be allowed for non-regularly reported grades).

5. To initiate an appeal, a student must complete the Appeal of Final Course Grade Form (Final Course Grade Appeal Form – ES 4660), which will include a detailed description of all relevant information and documentation in support of the appeal and the remedy sought. The form must be submitted to the instructor within the first three (3) weeks of the next college term (an equivalent exception will be allowed for non-regularly reported grades). The instructor will discuss the appeal with the student within five (5) full college class days following receipt of the appeal form; response to STEP ONE on the appeal form will be made to the student within five (5) full college class days of date of this meeting. The original copy of the appeal form will be returned to the student.
6. If resolution of the appeal cannot be made with the instructor, the student may submit the original copy of the appeal to the chairperson/group leader/director within five (5) full college class days of notification of the instructor's decision. The chairperson/group leader/director will discuss the appeal with the student and instructor within five (5) full college class days following receipt of the appeal form; response to STEP TWO on the appeal form will be made to the student within five (5) full college days of the date of this meeting. The original copy of the appeal form will be returned to the student.

7. If resolution of the appeal cannot be made with the chairperson/group leader/director, the student may submit the original copy of the appeal to the academic dean/provost within five (5) full college class days of notification of the chairperson/group leader/director's decision. The academic dean/provost will discuss the appeal with the student, instructor and chairperson/group leader/director within five (5) full college class days following receipt of the appeal form, and response to STEP THREE on the appeal form will be made to the student within five (5) full college days of the date of this meeting. The original copy of the appeal form will be returned to the student.

8. If resolution of the appeal cannot be made with the academic dean/provost, the student may submit the original copy of the appeal to the Chairperson of College Review Board within five (5) full college days of notification of the academic dean's/provost's decision. The academic dean/provost will inform the student of this right. The academic dean/provost will also certify to the Chairperson of the College Review Board that the steps in the grade appeal have been fulfilled and will forward a copy of all actions taken up to this point in the appeals process. The hearing will be held within five (5) full college class days of receipt of the student's original appeal form, and response to STEP FOUR on the appeal form will be made to the student within five (5) full college days of the date of this meeting.

9. The College Review Board will reach one of the following decisions:
   a. The College Review Board may reach a resolution that is mutually acceptable to the student and the instructor who issued the grade or sanction. Should the acceptable conciliation involve a grade change, the instructor will submit a change of grade form.
   b. The College Review Board may determine that it would be unjust to allow the original grade or sanction to stand. The new grade may be higher than, the same as, or lower than the original grade. The Chairperson of the College Review Board and three members from the College Review Board will sign and submit the change of grade form to the Director Student Affairs/Registrar.
   c. The College Review Board may determine that the original grade or sanction stands.

10. Decisions reached and implemented by the College Review Board are final and binding on all parties.

11. The instructor and student will be advised in writing of the College Review Board decision.

12. Under no circumstance may persons other than the original faculty member or the College Review Board change a grade.

13. The original copy of the appeal form will be returned to the student.
14. If any timelines are not met by college personnel, the appeal automatically goes to the next higher level. If timelines are not met by the student, the appeal process is cancelled.

   A. The College Review Board shall hear and receive evidence regarding the appeal of final grades. The College Review Board shall hear all testimony relevant to the appeal. The College Review Board has the final authority to make determinations regarding the appeal of final grades.
   B. Throughout the process, the student must consult with the Campus Ombudsperson. The role of the Ombudsperson is defined in ES 4620 Ombudsperson Responsibilities.
   C. The College Review Board will be comprised of the following voting members: the Chairperson of the College Review Board, as appointed by the Executive Vice President of Academic Affairs or his/her designee; one student representative from each campus appointed by the Student Activities Council President and approved by the Student Activities Council (SAC), one faculty/staff member from each campus as appointed by the Provost or his/her designee for each respective campus from a preselected trained pool, and approved by the Executive Vice President of Academic Affairs or his/her designee for the Ankeny Campus; and the appropriate Campus Ombudsperson, who will serve as an ex-officio member.
   D. A quorum shall consist of seven (7) members of which two shall be students and two shall be faculty/staff. The Chairperson shall vote only in the event of a tie.
   E. In the event that the SAC president has not appointed student members, the Campus Coordinator of Student Activities may appoint the student representative.
   F. The Chairperson will appoint a substitute for any member when a conflict of interest disqualifies the board member from participating. A conflict of interest exists when a member of the College Review Board is a complaining or defending party to the incident involved or in any other way has a vested interest in the outcome of the hearing.
   G. The student has the following rights at a hearing: (1) to present his or her side of the story, (2) to present witnesses and evidence on his or her behalf, (3) to ask questions of witnesses presenting evidence against the student, and (4) to be accompanied by up to two advisors (at the student’s expense) as defined in ES 4625 Advisors for Students in Academic or Disciplinary Hearings.
   H. During deliberation, only voting members, the Chairperson, and the Campus Ombudsperson may attend.
   I. The College Review Board will reach one of the following decisions:
      1. The College Review Board may reach a resolution that is mutually acceptable to the student and the instructor who issued the grade. Should the acceptable conciliation involve a grade change, the instructor will submit a change of grade form.
2. Based on information presented in the hearing, the College Review Board may determine that a change of grade is warranted. The new grade may be higher than, the same as, or lower than the original grade. The College Review Board may request that the instructor submit a change of grade form. If the instructor is absent or unwilling to submit the change of grade form, then the Chairperson and three board members will sign and submit the change of grade form to the Registrar.

3. The College Review Board may determine that the original grade stands.

J. Decisions reached and implemented by the College Review Board are final and binding on all parties.

K. The instructor and student will be advised in writing of the College Review Board decision.

L. As an outcome of the College Review Board hearing, under no circumstances may an individual other than the original faculty member or the College Review Board change a grade.

M. The original copy of the appeal form will be returned to the student.

**Student Conduct, Discipline and Appeals**

*Educational Services Procedure 4630*

**STATEMENT OF GENERAL EXPECTATIONS**

All students (any person enrolled in credit or non-credit courses) are expected and required to obey college policies, rules and regulations and not violate municipal, county, state or federal law. In addition, all students are expected to conduct themselves in such a manner as to show respect for properly constituted authority, exhibit and maintain integrity and honor in all matters related to the College and not interfere with or disrupt the orderly educational processes of the College.

**JURISDICTION OF THE DMACC STUDENT CONDUCT POLICY**

The Student Conduct, Discipline and Appeals Procedure applies to conduct that occurs on DMACC College Property, at DMACC-sponsored activities (including study abroad programs), at clinical sites, attendance centers, or any College facility, and off-campus conduct that adversely affects the DMACC community and/or the pursuit of its educational mission. Each student shall be responsible for his/her conduct from the time of application for admission through the actual awarding of the degree or certificate. This includes conduct that may occur before classes begin, or after classes end, as well as during the academic year and during periods between terms of actual enrollment. The Student Conduct Policy shall apply to a student's conduct even if the student withdraws from school while a disciplinary matter is pending. The Judicial Officer shall decide whether the Student Conduct Policy shall be applied to conduct occurring off-campus, on a case-by-case basis.
STUDENT CODE OF CONDUCT

Students are expected to comply with all Board and Administrative Policies. The following student conduct may be grounds for discipline or suspension in accordance with these procedures. This is not an exhaustive list of all the behavior that may be subject to disciplinary sanctions.

A. Disruption of the orderly process and educational atmosphere of the College, both in the classroom and on all college property, including, but not limited to: Refusal to comply with faculty or staff direction regarding vocal or physical behavior, unauthorized entry into, obstruction of, or occupation of any room, building or area of the College.

B. Acting or failing to act in a manner which causes concern for the health and safety of oneself or others.

C. Assaulting; threatening; verbally or physically abusing; or any conduct which threatens or endangers the health or safety of any person.

D. Misusing or misappropriating College property or private property on campus or at off-campus college activities, including, but not limited to, theft or attempted theft, burglary, possession of stolen property and destruction, damage, defacement or mutilation of property belonging to or in the custody of the College or member of the College community or cooperating agencies.

E. Using, possessing or misusing any alcoholic beverage or other intoxicating beverage on College property or at College-sponsored functions except as authorized by College regulations or College authority.

F. Manufacturing, processing, selling, delivering, providing, using, purchasing, misusing or possessing any narcotic drug, marijuana, or other addictive, dangerous, or controlled substance, on College property or at college-sponsored functions. Drug paraphernalia is also prohibited.

G. Possession of a weapon or firearm on campus is prohibited. Weapons include, but are not limited to: knives with a blade exceeding five inches in length, guns, firearms, BB guns, tazers, explosives, fireworks or simulations of any such items (devices that appear to be real such as a realistic toy, replica, paint-ball gun, etc.). A weapon may also include an object designed for use or used in a manner to inflict harm or threaten harm to a human being or animal. Current or retired licensed law enforcement professionals with a current permit may carry concealed weapons while on campus; this does not apply to current or retired military personnel.

H. Engaging in a false alarm of a fire, bomb threat or other catastrophe by verbally reporting one or by tampering with the alarm system or safety equipment. Engaging in the intentional setting of fires or explosions within College buildings or on the campus without proper authority. Threatening to place or attempting to place any incendiary or explosive device or material in or about the College premises or at the site of a College-sponsored activity.

I. Engaging in forgery, alteration or misuse of any college records or documents, College keys or keycards, or student or staff identification cards.

J. Failing to identify oneself by name and/or to comply with a proper order of any faculty member or other College official, properly identified (by stating his or her name and title if requested by a student) and acting within the scope of his or her authority.
K. Disrupting the orderly processes of the College, or obstructing or denying access to services or facilities by those entitled to use such services or facilities. Interfering with the lawful rights of other persons on the campus. Inciting others to do any of the above.

L. Technology Misconduct defined by the Technology Usage Policy (IT 6100), including, but not limited to the following:
- Disrupting access of other students, faculty or staff members to College computers and other technology resources.
- Obtaining and/or gaining unauthorized access to College computer systems or an account assigned to another person which may include the use of another individual’s identification, account, personal identification number (PIN), or other password.
- Using an account belonging to another student, faculty, staff, department or organization for other than its intended purpose without permission from the owner.
- Using technological equipment to interfere with the lawful rights of others by such activities as falsifying or altering records or software, creating fraudulent documents, damaging programs belonging to the College or another individual.
- Sending harassing, threatening or sexually explicit material to another individual.
- Violating license agreements, copyrights or intellectual property rights including copyright, patents, etc., by copying, distributing, selling or publishing intellectual property.
- Permitting other persons—whether DMACC users or unauthorized users—to use a DMACC user’s accounts, passwords or access codes.
- Theft of DMACC hardware or software.
- Inappropriate or malicious use of technology resources including attempts to alter, erase, damage or intercept technological data or programs that are the property of DMACC or DMACC users.
- Misuse of the College’s computer systems during course registration as defined in the Registration Status Procedure ES4554.

M. Operating a motor vehicle recklessly, so as to pose a threat to the safety of others, on campus or at College-sponsored activities off-campus. (The Campus Traffic Appeals Committee generally deals with other violations in this area.)

N. Making noise in the vicinity of the College or College-sponsored activities, which disrupts the orderly, efficient and disciplined atmosphere of the College or College-sponsored activity.

O. Engaging in willful misrepresentation of any material fact to faculty or College staff or to others about one’s status or academic performance within the College or of the support, sponsorship or approval by the College of the services or activities of any person, group or organization. This includes knowingly submitting false information on College documents such as admissions applications or program materials.

P. Disorderly, lewd, indecent or obscene conduct.
Q. Any other willful or intentional conduct which seriously threatens (1) any educational process or other functions of the College, or (2) the health or safety of any member of the academic community.

R. Illegal or unauthorized use of College property.

S. Engaging in behavior which is discriminatory, including harassment of other students and staff, based on race, color, creed, gender, sexual orientation, national origin, religion, age, disability, or to the extent covered by law, veteran status; behavior of this nature will be investigated in accordance with the procedures set forth in the Discrimination Complaint Procedure for Students, ES 4645. Sexual Harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature (HR 3005).

T. Violation of any federal, state or local law. (Section III)

U. Academic Misconduct, as defined in the Academic Misconduct policy, ES 4670, including but not limited to the following:

• Engaging in any form of plagiarism, which is defined as the appropriation of and use of another person’s writing, and passing it off as the product of one’s own efforts or copying any work and submitting it as original work.

• Falsifying with respect to any examination, paper, project, application, recommendation, transcript, or test or by any dishonest means whatsoever, or by aiding or abetting another student to do so.

• Using materials or collaborating with another person (or persons) during a test or other assignments without authorization.

• Substituting for another student, or permitting another person to substitute for oneself, to take an examination, course, or test or to provide the work for any assigned project.

• The acquisition of grades, academic credits, degrees, honors, awards, certification or professional endorsements by means of cheating.

• Failing to comply with the policies of the student’s program or department stated in College publications.

V. Violation of DMACC Student Housing Guidelines.

INVESTIGATION AND CHARGE PROCEDURES FOR ALLEGED VIOLATIONS OF STUDENT CONDUCT

A. Any person may bring a complaint against a student under these procedures based on the student’s alleged violation of one of the above regulations.

1. All such complaints shall be made in writing on the Student Conduct/Discipline Report Form to the Provost/Dean or the Judicial Officer. The Provost/Dean or Judicial Officer, shall investigate and review the complaint, determine whether an informal resolution is possible, or whether formal charges should be instituted.

2. Following the period of investigation, the Provost/Dean, in consultation with the Judicial Officer shall determine if evidence exists for formal charges to be brought against a student for a violation of the Student Conduct Code.
3. If the charges are of a minor nature (suspension is NOT warranted) the case will be heard in a disciplinary conference (Section VIII.A.) before the Provost/Dean or Judicial Officer.

4. If the charges are of a major nature (suspension is warranted) the case will be heard by the College Judicial Hearing Board (Section VIII.B.). If expulsion is warranted, the case will be referred to the Office of the President (Section X).

5. If there is a lack of evidence or formal charges are not deemed necessary, an informal resolution may be sought. If an informal resolution is made, the student signs a letter by the Provost/Dean or Judicial Officer stating the terms of the resolution and indicating his/her consent to these terms.

6. If it is determined that formal charges should be brought, the Provost/Dean or Judicial Officer shall send to the student involved a Notice of Charge (Section VII.A & B.).

B. The complainant may be asked to provide additional written or oral testimony and will have the right to be informed of the final outcome of the disciplinary process.

INTERIM ACTIONS

A. Holds: The Provost/Dean, Judicial Officer or Executive Dean for Student Services may place a hold on the accused student’s registration, transcripts, new awards of financial aid and/or other College records until the case is adjudicated when the following circumstances occur:

1. The student has failed to appear for a hearing with the Provost/Dean or Judicial Officer
2. The alleged conduct is such that, if true, may pose a threat of harm to persons or property

B. Disciplinary Removal: A faculty or staff member may enact immediate temporary removal of a student from a class, office, attendance center, clinical site or other DMACC-related facility for disciplinary reasons. These include, but are not limited to:

1. An attempt or threat by words or actions which causes concern for the health and safety others.
2. Possession, use, sale or purchase of illegal drugs on campus.
3. Destruction or theft of College property or another person's personal property.
4. Possession or use of intoxicating beverages on campus.
5. Any activity(ies) causing a major disruption or disturbance.
6. Possession on-campus of any object appearing to be a potentially lethal weapon unless approved in writing by the appropriate Provost.
7. A violation of the student code of conduct (Section V).
8. Ignoring a summons for a hearing.

The faculty or staff member should complete a Student Conduct/Discipline Report Form documenting the incident and immediately notify the Provost/Dean or Judicial Officer of the disciplinary removal, who then will conduct an investigation pursuant to Section VI.
C. **Interim Suspension:** The Executive Dean for Student Services, Provost/Dean or Judicial Officer may take immediate interim action when the student’s continued presence may constitute a significant danger to the student, others or College property by suspending the student from class(es), clinical site, attendance centers or any College facility; denying the student privileges and the ability to participate in activities and/or altering the status of a student for a violation of a provision of Section V, and informing the student of such action and the procedures to be followed pursuant to Sections VI and VIII.

1. The alleged violation and removal must be immediately reported by the faculty/staff member in writing to the Provost/Dean or Executive Dean for Student Services who will review the allegation, contact the Judicial Officer, and then initiate disciplinary actions as set forth in these procedures.

2. Appeal of Interim Suspension: The student will meet with the administrator who issued the interim suspension no longer than three business days after the interim suspension was issued, who will take one of the following actions:
   a. Dismiss the allegation;
   b. Proceed with a formal hearing procedures as set forth in this policy.

3. Reinstatement: If the suspended student receives a favorable appeal or favorable hearing, the student shall be permitted to make up class work required for satisfactory completion of a course or courses begun prior to the beginning of the disciplinary process.

**HEARING PROCEDURES FOR ALLEGED VIOLATIONS OF STUDENT CONDUCT**

A. Disciplinary Conference Procedures

Alleged violations of a minor nature (do not warrant suspension) will be adjudicated in a disciplinary conference between the Provost/Dean or Judicial Officer and the student. No other witnesses will be present.

1. The Provost/Dean or Judicial Officer shall send to the student involved a Notice of Charge/Hearing.
   a. The Notice of Charge/Hearing details the alleged violations of the student conduct code, a summary of the alleged misconduct, the student’s rights, the time and date of a hearing, and a copy of the Student Conduct, Discipline and Appeals Procedure ES4630.
   b. The Notice of Charge/Hearing shall be sent by registered mail to the student’s last known address or delivered in person with receipt acknowledged in writing by the student.
   c. If the student charged cannot appear at the time specified, the student must contact the Dean/Provost or Judicial Officer at least two (2) business days before the hearing is scheduled to arrange a different time for the hearing.

2. If the student has not contacted the Provost/Dean or Judicial Officer and/or does not appear at the hearing, the Provost/Dean or Judicial Officer may make a decision of responsibility or non-responsibility and the sanction.
3. At the disciplinary conference, the Provost/Dean or Judicial Officer will review the charges, evidence and student’s rights with the student. The student will have an opportunity to present any evidence or testimony on their behalf.

4. After reviewing the evidence and hearing from the student, the Provost/Dean or Judicial Officer will determine if the student is responsible or not responsible for the alleged violation.

5. Any student who is found to have violated a regulation governing student conduct will be subject to the following sanctions:
   a. Reprimand. Written censure by the College. This written warning serves to remind the student that further violation of the student conduct code may result in more serious sanctions. Early Warning Referral and Student Action Report conferences are examples of sanctions of reprimand. A record of the disciplinary action is kept in the student’s disciplinary file.
   b. Restitution. Reimbursement for damage to or appropriation of Des Moines Area Community College property. Written notice will be sent to the student requiring restitution when the student has damaged or misappropriated Des Moines Area Community College property. Reimbursement may take the form of appropriate service to repair or compensate for damages.
   c. Conduct Probation. A period of review during which the student must demonstrate his/her ability to comply with the Student Code of Conduct, all DMACC policies, and other requirements stipulated for the probation period including limitation of activity or access to College facilities.
   d. Educational Sanctions. A requirement to participate in a project, class, counseling or other college-/community-sponsored activity that is relevant to the nature of the offense and appropriate for the violation at the student’s expense.

6. The Provost/Dean or Judicial Officer’s decision as to whether a student responsible for a student conduct violation and the appropriate sanction, if any, will be sent to the student within five business days by registered mail at the last known address provided by the student to the institution. This letter will include the reasoning by which the decision was reached. The action is effective upon the date the notification was written. A copy of the letter will be placed in the student’s disciplinary file maintained by the Judicial Officer. Students have the right to appeal this decision as described in section IX.

B. College Judicial Hearing Board Procedures

Alleged violations of a major nature (those that may warrant suspension) will be adjudicated by the College Judicial Hearing Board.

1. The Judicial Officer shall send to the student involved a Notice of Charge/Hearing.
   a. The Notice of Charge/Hearing details the alleged violations of the student conduct code, a summary of the alleged misconduct, names of any witnesses intended to be called at the hearing, the time and date of the hearing, the student’s rights and a copy of the Student Conduct, Discipline and Appeals Procedure ES4630.
b. The Notice of Charge/Hearing shall be sent by registered mail to the student’s last known address or delivered in person with receipt acknowledged in writing by the student.

c. If the student charged cannot appear at the time specified, the student must contact the Judicial Officer at least two (2) business days before the hearing is scheduled to arrange a different time for the hearing.

2. If the student has not contacted the Judicial Officer and/or does not appear at the hearing, the College Judicial Review Board may make a decision of responsibility or non-responsibility and the sanction.

3. The College Judicial Hearing Board (XIII.C.) will be comprised of five members (two faculty members, a student and two staff representatives). The board will hear all evidence in the case including witness testimony and documentation and make a decision as to whether the student is responsible or not responsible for the alleged violation and determine an appropriate sanction.

4. Each campus will have at least six trained members to serve on the College Judicial Hearing Board. Members will be appointed by the campus Provost and will serve for a term of three years.

5. One member of the College Judicial Review Board will serve as Chairperson and shall preside at the hearing; shall inform the student of the charge, the hearing procedures and his or her rights; and shall answer any questions the student charged may have on these matters.

6. The Judicial Officer may request that College personnel be present during a hearing without consultation with the student. Additionally, College personnel serving as witnesses may have their supervisors present during a hearing while testimony is being given.

7. The hearing will be recorded and a copy of the recording will be maintained for a period of five years. The recording will remain the property of the College.

8. The Provost/Dean or Judicial Officer shall present the College's case and shall offer information, which may include written testimony and witnesses in support of the charge. The student charged may then present his or her case and may offer information, which may include written testimony and witnesses in his or her behalf.

9. The student charged has the following rights at a hearing: Right to due process; Right to a hearing; Right to notice of allegations and summary of facts in the case; Right to have up to two advisor(s) present during the hearing; Right to attend the hearing and present on your behalf; Right to refuse to participate in the hearing; Right to present summary of case from their viewpoint; Right to present documentary, testimonial or physical evidence; Right to call witnesses which have a direct bearing on the case; Right to submit questions for witnesses; Right to the College Judicial Hearing Board's decision based on the evidence presented at the hearing and evaluated by the standard of preponderance of the evidence; Right to be notified of the final decision of the hearing; Right to appeal the final decision.

10. The College Judicial Hearing Board Chairperson may exclude irrelevant, immaterial or unduly repetitive information.
11. Advisors for the student may assist the student with the preparation of the hearing, but may not actively participate by questioning witnesses, cross-examining witnesses or other participants or formally addressing the hearing participants as stated in Procedure ES 4625.

12. The College Judicial Hearing Board’s decision based on the standard of preponderance of the evidence as to whether a student regulation was violated and the appropriate sanction, if any, will be sent within five business days to the student by registered mail at the last known address provided to the College by the student. This letter will include the reasoning by which the decision was reached. The action is effective upon the date the notification was written. A copy of the letter will be placed in the student’s disciplinary file maintained by the Judicial Officer.

13. Any student who is found to have violated a regulation governing student conduct will be subject to the following sanctions:

a. Reprimand. Written censure by the College. This written warning serves to remind the student that further violation of the student conduct code may result in more serious sanctions. A record of the disciplinary action is kept in the student’s disciplinary file.

b. Restitution. Reimbursement for damage to or appropriation of Des Moines Area Community College property. Written notice will be sent to the student requiring restitution when the student has damaged or misappropriated Des Moines Area Community College property. Reimbursement may take the form of appropriate service to repair or compensate for damages.

c. Conduct Probation. A period of review during which the student must demonstrate his/her ability to comply with all DMACC rules and regulations and other requirements stipulated for the probation period including limitation of activity or access to College facilities.

d. Reenrollment Requirements: A requirement to meet with the Executive Dean of Student Services and a designated group of College personnel and/or provide appropriate documentation relevant to the violation to demonstrate the student’s readiness to return to the College prior to reenrolling in courses at the institution. The College administrator will have the discretion to determine if the student can be reenrolled at the institution following the suspension period imposed by the College Judicial Hearing Board or if the suspension will be extended. A student may appeal this decision using the established procedures in section IX.

e. Educational Sanctions. A requirement to participate in a project, class, counseling or other College-/community-sponsored activity that is relevant to the nature of the offense and appropriate for the violation at the student’s expense.

f. Suspension or Termination of the Use of College Property, Resources or Activities. A student’s use of College property or resources involved in the offense or a student’s participation in activities associated with the offense, may be temporarily suspended or permanently terminated.
g. Suspension from the College or Certain Courses for a Specified Period. Suspension can be from a class, specific number of classes, program or a campus. The privilege of readmission may depend on the fulfillment of certain conditions imposed by the College and/or the program. A suspended student may be prohibited from appearing on the campus, at attendance centers, at off-campus classes at cooperating agencies, or any activity sponsored by the College.

h. A recommendation for expulsion (Section X below).

**APPEAL PROCEDURES**

A. The student may appeal the decision of a Provost/Dean, Judicial Officer or College Judicial Hearing Board. Appeals by the student must be made in writing and delivered to the Executive Vice President of Academic Affairs (or designee) (Appellate Officer) within ten (10) business days of receiving the decision. The notice of appeal shall contain the student's name, the date of the decision or action, and reasons for appeal. The following constitute reasons for an appeal:

1. The student's due process rights were substantially violated in the hearing process.
2. There was not substantial evidence to support the decisions reached.
3. There is new material evidence that could not have been discovered at the time of the hearing.
4. The sanctions imposed were too severe or not appropriate for the violation.

B. Failure to appeal or comply with appeal procedures will render the original decision final. In the event of extenuating circumstances, an extension in time may be requested by submitting a written request to the Executive Vice President of Academic Affairs (or designee), stating good reasons for the request of additional time.

C. Any sanction imposed as the result of a Disciplinary Conference or College Judicial Board Hearing will remain in effect during the process of appeal. The Appellate Officer has the authority, under extenuating circumstances, to defer the imposed sanction while the appeal is in process.

D. The Appellate Officer shall review the case file and if available, the tape recording of the hearing. The Appellate Officer may then ask to meet with each party for a short oral summary of the arguments. The Appellate Officer may do one of the following: Affirm the original decision; Reverse the decision by finding no violation occurred; Remand the case for a new hearing; Remand the case for consideration of new evidence; Reduce the sanction.

E. The Appellate Officer's decision and reasons for the decision will be delivered to the student and the Judicial Officer by registered mail to the student's last known address within five business days of the receipt of the appeal.

F. The Appellate Officer's decision is the final decision of the College.
EXPULSION
The Executive Dean of Student Services or College Judicial Hearing Board may recommend expulsion to the Board of Directors. In that event, the College shall serve the student with Notice of Charges and schedule the matter for hearing before the Board of Directors.

DISCIPLINARY RECORDS
If disciplinary action is taken against a student under the procedures outlined above, and a sanction imposed, a record of the action including a copy of the Student Conduct/Discipline Report Form, Notice of Hearing Letter, and Decision will be placed in the student's disciplinary file maintained by the Judicial Officer.

If the student is suspended or expelled from DMACC, a notation will be placed on the student's transcript for the entire term of the student's suspension indicating that the student is suspended due to disciplinary action.

Academic Misconduct
(Educational Services Procedure 4670)
The following acts by students are prohibited:

1. Engaging in any form of plagiarism, which is defined as the appropriation of and use of another person's writing, and passing it off as the product of one's own efforts, or copying any work and submitting it as original work.
2. Falsifying with respect to any examination, paper, project, application, recommendation, transcript or test, or by any dishonest means whatsoever, or by aiding or abetting another student to do so.
3. Using materials or collaborating with another person (or persons) during a test or other assignments without authorization.
4. Substituting for another student, or permitting another person to substitute for oneself, to take an examination, course or test, or to provide the work for any assigned project.
5. The acquisition of grades, academic credits, degrees, honors, awards, certification or professional endorsements by means of cheating.
6. Failing to comply with the policies of the student's program or department stated in College publications.

INVESTIGATION AND CHARGE PROCEDURE FOR ALLEGED VIOLATIONS OF ACADEMIC MISCONDUCT
An instructor who believes a student has violated the Academic Misconduct Policy should complete an Academic Misconduct Report Form, attach all documentation used to come to this conclusion (course syllabus, assignment, test, quiz, source of plagiarized material, etc.), and send a copy to the Dean/Provost Judicial Officer, and to the student.

The originator must make a good faith effort to communicate with the student to provide him/her an opportunity to respond to the charges. The instructor should communicate to the student the sanction to be imposed. If the student is unavailable, the instructor should
indicate the reason in Part 4 and document the sanction on the Academic Misconduct Report Form.

If the student admits responsibility for the violation, the student should indicate that by checking option one (1) on Academic Misconduct Report Form in Part 4. If the student does not agree with the proposed sanction or denies responsibility for the alleged violation by checking option two (2) or three (3) on Academic Misconduct Report Form in Part 4, the instructor, Dean/Provost or Judicial Officer should provide the student with Student Instructions for Completion of Appeal of Academic Misconduct Allegations Form and the Appeal of Academic Misconduct Allegation Form to be submitted by the student to the Judicial Officer within 10 (ten) business days of receipt of the Academic Misconduct Report Form. No sanctions can be imposed until responsibility is determined; however, if extenuating circumstances exist, a temporary grade can be issued by the instructor. See appeal procedures for additional information.

SANCTIONS

The instructor may reduce the student's grade, including the assignment of a failing grade (F) for all or any portion of the course.

Sanctions may only be imposed after the student has accepted responsibility for the alleged violation of Academic Misconduct, the student has been found responsible by the College Judicial Hearing Board, or if the student is unavailable to respond to the alleged violations.

Based on information presented in the hearing, the College Judicial Hearing Board may determine that a change of grade is warranted or they may determine that the original grade stands. The new grade may be higher than, the same as or lower than the original grade. The College Judicial Hearing Board may request that the instructor submit a change of grade form. If the instructor is absent or unwilling to submit the change of grade form, then the Chairperson and three board members will sign and submit the change of grade form to the Registrar.

An accused student has the option to stay in the course or drop the course within the approved time period as described in policy ES 4554 Registration Status Procedure. A student who has been found responsible for Academic Misconduct and has received the sanction of a failing grade in the course will not be permitted to withdraw from the course. A student who chooses to withdraw before the outcome of a College Judicial Hearing Board will be permitted to withdraw, but will be placed back into the course by the Registrar if he or she is found responsible and the instructor imposes a failing grade for the course.

Violations of the Academic Misconduct policy are also in violation of ES 4630 Student Conduct, Discipline and Appeals Procedure. The Judicial Officer will review Academic Misconduct Reports and may choose to file charges according to ES 4630. Such sanctions may include reprimand, restitution, conduct probation, educational sanctions, suspension or termination of the use of college property, resources or activities, suspension from the College or certain courses for a specified period, or a recommendation for expulsion from the College.
APPEAL PROCEDURES

Students have the right to appeal an alleged violation of Academic Misconduct and/or a sanction they believe is unjust for academic misconduct.

If the student believes he or she is not responsible for an alleged violation of academic misconduct, he or she may appeal to the College Judicial Hearing Board by completing an Appeal of Academic Misconduct Allegation Form and submitting it to the Judicial Officer within 10 (ten) business days of receipt of the Academic Misconduct Report Form. Failure to submit an appeal form within the scheduled time period will result in the sanction being imposed. The College Judicial Hearing Board comprised of five members (two faculty, a student and two staff representatives) will hear all evidence in the case including witness testimony and documentation and will make a decision about whether the student is responsible or not responsible for a violation of academic misconduct.

If found responsible, the instructor's sanction will be imposed and the board has discretion to impose additional sanctions outlined in ES 4630 Student Conduct, Discipline and Appeals Procedure. Details about the College Judicial Hearing Board's procedures are found in ES 4630. The student may appeal the College Judicial Hearing Board’s decision to the Executive Vice President of Academic Affairs using the procedures in ES 4630. A copy of the hearing board’s decision will be mailed to the student by registered mail at the last known address provided to the College by the student.

If the student is not satisfied with the College Judicial Hearing Board’s decision, the student may appeal to the Vice President of Academic Affairs (or designee) within 10 (ten) business days of receiving the decision. The student must complete the Appeal of Academic Misconduct Allegation Form and submit it to the Judicial Officer within 10 (ten) business days of the date the sanction was imposed. The appeal procedures are outlined in ES 4630 Student Conduct, Discipline and Appeals Procedure.

The Judicial Officer will meet with the student to discuss the hearing process and review the student's rights at the hearing listed in ES 4630 Student Conduct, Discipline and Appeals Procedure.

Technology Usage Policy

Technology resources and usage may be described as all College-owned print and electronic media and services including, but not limited to: computers, printers, modems, email communications, DMACC web content, wireless connections and fax transmissions. Personal equipment connected to the DMACC network is also subject to this procedure.

As a public learning institution financed and supported by public funds, it is incumbent upon the College to ensure that its technology resources are responsibly and effectively maintained and used by all persons affiliated with DMACC. Such persons include credit and noncredit DMACC students, faculty, staff, student employees, alumni, DMACC Pioneers, and guests at the institution who will be referred to throughout this procedure as DMACC technology users—or simply “Users.”

Students are provided 2 GB of network storage space on a designated P Drive. Students’ efforts to comply with this limit will benefit all network users. Accounts that exceed this limit will be contacted by the network administrator and will be asked to take steps to return to the 2 GB limit. Accounts that are not returned to 2 GB by the stated date are subject to possible removal of data at the discretion of the network administrator.
STATEMENT OF GENERAL EXPECTATIONS

All DMACC technology users must abide by applicable federal and state laws and regulations regarding technology usage, as well as existing College policies and procedures. Paramount to DMACC's mission as an institution of higher learning, DMACC values academic freedom and academic achievement. DMACC promotes openness to new ideas, sensitivity to multicultural issues, and unlimited access to a wide range of information and ideological perspectives. The College values the free flow of information and does not condone censorship.

INDIVIDUAL RESPONSIBILITIES

Technology resources users are expected to:

A. Use technology in a manner consistent with Federal, State and Local laws.
B. Support an educational environment free from harassment and discrimination as described in Institutional Harassment and Discrimination procedures (HR 3005 and 3010; ES 4645).
C. Use technology resources appropriately so as to not interfere with the educational mission of the institution or the daily business of the College.
D. Be aware of and employ security practices to prevent unauthorized access to their computers, accounts and/or personal identification numbers (PIN). This would include logging off from the computer following usage, avoiding sharing PIN and other passwords, and using insecure methods for sharing, storing or transferring information.
E. Use technology resources consistent with other institutional policies.
F. Assist in maintaining and enhancing the integrity of DMACC technology resources by taking measures to support the security and privacy of computer networks.
G. Report any systems interference, technological performance problem, or damage to equipment to the Help Desk or the computer lab supervisor on duty.

PROHIBITED CONDUCT

A. Disrupting access of students, faculty or staff members to technological resources.
B. Obtaining and/or gaining unauthorized access to College computer systems or an account belonging to another individual.
C. Using technological equipment to interfere with the lawful rights of others by such activities as falsifying or altering records or software, creating fraudulent documents, damaging programs belonging to the College or another individual.
D. Sending harassing, threatening material or information to another individual.
E. Violating license agreements, copyrights or intellectual property rights including copyright, patents, etc., by copying, distributing or publishing intellectual property.
F. Permitting other persons—whether DMACC users or unauthorized users—to use a DMACC user’s accounts, passwords or access codes.
G. Theft of DMACC hardware or software.
H. Inappropriate or malicious use of technology resources including attempts to alter, erase, damage or intercept technological data or programs that are the property of DMACC or DMACC users.
SECURITY AND PRIVACY

Security of technology resources is of the utmost importance—all users are expected to cooperate in maintaining and enhancing the integrity of these resources. The College reserves the right to inspect or monitor technology resources under its control, and to take appropriate action when there is reason to believe that a user has violated established policies. Every effort shall be made to protect the Constitutional rights of all DMACC technology users.

The College does not endorse the casual review of electronic communication and storage. However, users should be aware that their uses of DMACC information technology shall have no guarantee of privacy. Technology resources are considered property of the College and DMACC may initiate inspections or monitoring of information resources if it is deemed to be in the best interest of the College. DMACC may also be required to initiate inspections or monitoring if subject to subpoena or other legal requirements.

PERSONAL USE OF DMACC TECHNOLOGY

Personal use of DMACC technology by all DMACC technology users must be viewed in the context of the College’s academic mission. Usage preference shall be granted to users who are engaged in academic or work-related activity (as opposed to recreational usage) and should adhere to the following guidelines:

A. Users engage in no activity that harms the performance of technology, damages or defaces equipment, or knowingly exceeds the design parameters of the equipment, building or work facility.

B. Priority in student computer labs is given to users for the completion of academic activities.

ENFORCEMENT OF TECHNOLOGY USAGE POLICY

A. Interim Response: DMACC Information Technology personnel may temporarily disable an account or service to an individual when there is reason to believe an alleged violation of the Technology Usage Policy is believed to have occurred. This may happen when one of the alleged violations:

1. Violates Federal, State or Local law;
2. Could result in damage or interference with official College business; and/or
3. Could result in liability for the College.

B. Disciplinary Action: A student who is believed to have violated the Technology Usage Policy may be charged with a violation of the Student Conduct Code according to the Student Conduct, Discipline and Appeals Procedure, ES 4630.
**Clery Act Annual Security Report**

In 1991, the U.S. Congress passed the Student Right-to-Know and the Campus Security Act, which requires colleges to report the three previous years of statistics on murder, sex offenses, robbery, aggravated assault, burglary and motor vehicle theft, and statistics on arrests for drug and alcohol violations and weapons violations. In 1998, Congress passed an amendment renaming the act the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act and required that all crimes motivated by hate or bias be included in the statistics. DMACC recognizes the importance of maintaining a safe and secure learning environment. See [www.dmacc.edu/departments/physicalplant/security.asp](http://www.dmacc.edu/departments/physicalplant/security.asp) for the Clery Act Annual Security Report. Information concerning sex offenses in the DMACC district may be accessed at the following website: [www.iowasexoffenders.com](http://www.iowasexoffenders.com).

**Reporting Crimes**

Students, staff and faculty are encouraged to report all criminal incidents and/or suspicious activity to the following:

- **Ankeny Campus - Security Department** – 515-964-6500 24 hours a day (6500 on campus)
- **Urban Campus - Security** – 515-248-7200 (7200 on campus), 7:00 a.m.–10:30 p.m., Monday through Thursday; 8:00 a.m.–3:00 p.m. Friday and 8:00 a.m.–12:30 p.m. Saturday
- **Boone Campus - Campus Dean** – 515-432-5020 (or Building and Grounds Supervisor @ Ext.#5052 or 515-290-0553 cell phone)
- **Carroll Campus - Campus Operator** – 712-792-1755
- **Newton Campus - Campus Operator** – 641-791-3622
- **West Campus - Campus Operator** – 515-633-2407

In the event of an emergency situation, call 9-911 to expedite the appropriate response by authorities.

All criminal and suspicious incidents reported to the Security Department will be investigated. The local Police Department will be immediately notified of all incidents of murder, rape, robbery, assault, burglary, motor vehicle theft and any theft above $150 in value. Timely warnings about crimes considered to be a threat to students and employees will be disseminated to the College community by methods that may include the student newspaper, College Bulletin announcements, press releases for local newspapers, radio, TV and/or posted notices. Copies of the DMACC Safety and Security Brochure containing Security and Personnel Safety information are available in numerous locations on all campuses.

A copy of the Annual Security Report with crime statistic information can be accessed at: [www.dmacc.edu/student_services/annualsecurityreport](http://www.dmacc.edu/student_services/annualsecurityreport)
Dispute Resolution/General Complaints
(Educational Services Procedure 4640)

Students may file a General Complaint if they feel they have been mistreated by a staff member, if departmental policies and procedures are unclearly written or inconsistently applied, or if a student has extenuating circumstances that may directly affect the educational process. A General Complaint cannot be filed regarding final grades, discrimination or sexual harassment (see Appeal of Final Grades Procedure ES 4660).

If the complaint about the faculty or other staff member is one of discrimination, including harassment, based on sex, age, race, religion, national origin, sexual orientation, color, creed or disability, the student should contact the campus Ombudsperson, the campus Dean/Provost's Office or the Judicial Officer regarding the Discrimination Complaint Procedures for Students ES 4645.

Procedure

A. Student complaints concerning actions of faculty/staff members are pursued first through informal mechanisms.
   1. The student should first attempt to resolve the issue with the faculty/staff member involved.
   2. If this contact does not result in a satisfactory outcome, the student should follow the established chain of command (e.g., program chair, group leader, director, dean or provost) within the appropriate department of the College.
   3. Students who have concerns with individual faculty/staff members are required to contact the Ombudsperson on their respective campus for suggestions, support and procedures for dealing with complaints against the faculty/staff person. The Ombudsperson's signature is required on the General Complaint Form (ES 4640).

B. General Complaint Procedure
   1. A General Complaint will be limited to concerns about classroom management, classroom procedures, departmental policies or college policies.
   2. To initiate a complaint, the student must complete the General Complaint Form.
   3. Students are to work with the Ombudsperson in working through the complaint process. The Ombudsperson has the responsibility of assuring that the student's rights and complaint procedures are understood by the student. This form must be submitted to the faculty/staff member within 21 (twenty-one) calendar days of the event.
   4. The faculty/staff member to whom the general complaint has been directed has seven (7) calendar days to respond to the complaint. The faculty/staff member must respond in writing at Step One of the General Complaint Form. The original copy of the complaint form will be returned to the student.
   5. If the complaint cannot be resolved at Step One, the student must submit the original General Complaint Form that includes the Step One signature within seven (7) calendar days to the next appropriate Supervisor/Chairperson/Group Leader/Director. The Supervisor/Chairperson/Group Leader/Director will discuss the complaint with the student and faculty/staff member within seven (7) calendar days following receipt of the written complaint. A written response will be made to the student and faculty/staff member by completing the information
on Step Two of the General Complaint Form within seven (7) calendar days of the date of the decision. The original copy of the complaint form will be returned to the student.

6. If the complaint cannot be resolved at Step Two, the student may submit the complaint in writing on the General Complaint Form that includes the Step Two signature within seven (7) calendar days of the receipt of the Step Two decision to the appropriate dean or provost. The dean or provost will discuss the complaint with the student and faculty/staff member within seven (7) calendar days following receipt of the written complaint, and a written response will be made to the student and faculty/staff member by completing the information on Step Three of the General Complaint Form within seven (7) calendar days of the date of the decision. The original copy of the complaint form will be returned to the student.

7. If the complaint cannot be resolved at Step Three, the student may proceed to Step four, which is the final step, by submitting the complaint in writing on the General Complaint Form, which includes the Step Three signature, within seven (7) calendar days of the receipt of the Step Three decision to the appropriate Vice President. The Vice President will discuss the complaint with the student and faculty/staff member within seven (7) calendar days following receipt of a written complaint, and a written response will be made to the student and faculty/staff member by completing the information on Step Four of the General Complaint Form within seven (7) calendar days of the date of the decision. The original copy of the complaint form will be returned to the student, and the final form will be sent back to the Step Two decision maker. This is the final level of the appeal process.

8. Time Limits. If any time limits are not met by the College personnel, the complaint automatically goes to the next higher level. If time limits are not met by the student, the complaint is cancelled.

9. Records of Complaints. All records connected with a student General Complaint will be maintained by College personnel in a separate file at the “step” where resolution of the complaint was accomplished and a complete copy forwarded to the office of the Executive Dean of Student Services. This will not become part of the student’s academic record.

Parking & Traffic Regulations

Parking regulations apply at all DMACC campuses. The registered holder of a parking permit, regardless of who drives the vehicle, is responsible for that motor vehicle complying with all regulations. Violating parking regulations will result in fines. Vehicle operators who have four or more outstanding unpaid violations will have a warning of future denial letter attached to the vehicle. Operators will have three days to make payment before a letter of denial is attached to the vehicle and the car removed from campus at the operator’s expense until all fines have been paid. Parking tickets may be appealed in writing, within 10 student contact days from date of issuance, on the appropriate form provided in the Physical Plant Office, Building 12, on the Ankeny Campus or in the Business Offices at all other campuses.

Ankeny, Boone, Newton Campuses: Parking permits are required for all vehicles driven by daytime students. Stickers and Parking Regulations are available at no charge from the Security Office in Building 12 and at the Information Desk in Building 1 on the Ankeny Campus, and at the Business Office on the Boone and Newton Campuses. Evening and
Saturday students are not required to register their vehicles unless parked on the campuses during daytime hours, Monday through Friday.

**Urban Campus:** Parking permits are required for all vehicles driven on the Urban Campus by students and staff, including evening and Saturday students and staff. Stickers will be provided by the Business Office at the Urban Campus at no charge.

Skateboarding, rollerblading, roller skating, bicycle stunt riding or similar activities are prohibited on all DMACC buildings and grounds, including roads, drives, parking lots and sidewalks. Bikes and rollerblades are permitted on recreational trails at the Ankeny Campus. Exceptions may be allowed for official DMACC-sponsored programs.

**Tobacco & Alcohol**

The use of tobacco products, which includes smokeless and smoking Tobacco, is prohibited in all DMACC buildings. The use or possession of alcoholic beverages or other intoxicating beverages is prohibited on College property or at College-sponsored functions except as authorized by College regulations or College authority.

**Weapons & Firearms on Campus**

Students are prohibited from having weapons and firearms on campus except for current or retired licensed law enforcement professionals with a current permit who may carry concealed weapons while on campus; this does not apply to current or retired military personnel.

**Cellular Phone Use**

Cellular phones users should be respectful of others by following the guidelines outlined below.

- Turn cellular phone ringer off or set to ‘silent’ upon entering any classroom, computer lab, library, office or auditorium.
- Short, quiet cellular phone conversations may take place in corridors, away from doorways. Please move extended conversations outside of the building.
- Move immediately to a hallway when placing or receiving calls.
- Be courteous to others by keeping your voice at a low volume.
- Cell phones with picture-taking capabilities are not allowed in changing rooms or locker rooms. Individuals wishing to take photos in any recreation facility must have DMACC permission first.
- Faculty members have the right to limit the use of cell phones in their classrooms.
**MAPS**

**Making Academic Progress Successfully**

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Feel like you don't belong?  
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- Issues with a class
- Financial aid information
- Transfer planning
- Registration
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Success Center Map/Directory .................................................. 86
DMACC Career Academy, Hunziker Center ............................. 88
Ankeny Campus

2006 South Ankeny Boulevard, Ankeny, Iowa 50023
515-964-6200, Long Distance Call 1-800-362-2127, Campus Code # 1, and the last four digits of the phone number.

Extensions:

Academic Achievement ................................................................. 964-6558
Accidents-Auto (on campus) ......................................................... 964-6500
Address Changes ............................................................................ 964-6655
Advising ......................................................................................... 964-6200
Alumni Association ....................................................................... 964-6376
Assessment Center ........................................................................ 964-6595
Athletics/Recreation ..................................................................... 964-6333
Bookstore ....................................................................................... 964-6682
Campus Events ............................................................................. 964-6200
Career Planning/Counseling .......................................................... 964-6200
Career Transfer Resource Center .................................................... 964-6474
Disability Services ......................................................................... 964-6850
Drop/Add Courses ........................................................................ 964-6800
Emergencies .................................................................................. 964-6500
Information Center ........................................................................ 964-6200
Financial Aid .................................................................................. 964-6282 or 964-6283
Graduation ...................................................................................... 964-6647, 964-6507 or 965-7354
Student Health Services ................................................................. 964-6352
International Students ................................................................... 964-6471
Library ............................................................................................. 964-6317
Lost & Found .................................................................................. 964-6359
Program Changes .......................................................................... 964-6495
Scholarships ................................................................................... 964-6278
Security ........................................................................................... 964-6500
Student Accounts .......................................................................... 964-6446
Student Activities/Organizations/SAC ............................................ 964-6359 or 964-6376
Student Employment Assistance ..................................................... 964-6215 or 964-6463
Transcripts ....................................................................................... 964-6800
Transfer Evaluation ....................................................................... 964-6647, 964-6507 or 965-7354
Tutoring Services ........................................................................... 965-7004
Veterans’ Services .......................................................................... 964-6284

(Dial last four digits from an on-campus phone)
Boone Campus

1125 Hancock Drive, Boone, Iowa 50036
515-432-7203, Long Distance Call 1-800-362-2127, Campus Code #3.

Extensions:
 Academic Achievement ................................................................. 433-5096  
 Address Changes ................................................................................. 432-7203  
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 Assessment Center ............................................................................. 433-5096  
 Athletics/Recreation ........................................................................... 433-5050  
 Bookstore .......................................................................................... 433-5034  
 Campus Clubs ..................................................................................... 433-5078  
 Campus Events ................................................................................... 433-5026  
 Career Planning/Counseling ............................................................... 433-5030  
 Disability Services ............................................................................ 433-5024  
 Drop/Add Courses ............................................................................... 432-7203  
 Emergencies ........................................................................................ 432-7203  
 Financial Aid ..................................................................................... 433-5023 or 433-5022  
 Graduation .......................................................................................... 433-5026  
 Information ........................................................................................ 432-7203  
 Iowa New Choices ............................................................................... 433-5037  
 International Students ........................................................................ 433-5030  
 Library .................................................................................................. 433-5043  
 Program Changes ............................................................................... 432-7203  
 Scholarships ....................................................................................... 433-5027  
 Security ................................................................................................. 432-7203  
 Student Accounts ............................................................................... 433-5022 or 433-5023  
 Student Employment Assistance ......................................................... 515-964-6215 or 515-964-6463  
 Student Housing .................................................................................. 433-5078  
 Transcripts ............................................................................................ 515-964-6800  
 Tutoring Services ................................................................................ 433-5096  
 Veterans’ Services ............................................................................... 515-964-6284 or 800-362-2127
Carroll Campus
906 North Grant Road, Carroll, Iowa 51401
712-792-1755, Long Distance Call 1-800-622-3334.

Extensions:
Academic Achievement .............................................................. 792-8333
Accidents–Auto (on campus) ...................................................... 792-1755
Address Changes ................................................................. 792-8331 or 792-8332
Advising .................................................................................. 792-8331 or 792-8332
Assessment Center ................................................................. 792-8303
Bookstore .............................................................................. 792-8310
Campus Clubs ................................................................. 792-8303 or 792-8331 or 792-8332
Campus Events ................................................................. 792-8303 or 792-8331 or 792-8332
Career Planning/Counseling .................................................. 792-4350
Continuing Education Registration ........................................... 792-4350
Drop/Add Courses ............................................................... 792-4350 or 792-8331 or 792-8332
Emergencies ............................................................... 792-1755
Financial Aid ......................................................................... 792-8305
Graduation ................................................................. 792-8303 or 792-8331 or 792-8332
Health Insurance ............................................................... 792-8331 or 792-8332
International Students ......................................................... 792-8331 or 792-8332
Iowa New Choices ............................................................... 792-8304
Library ............................................................................... 792-8316 or 792-8317
Lost & Found ........................................................................ 792-1755
Program Changes ............................................................... 792-8331 or 792-8332
Security ........................................................................ 792-8312
Services for Students with Disabilities .................................... 792-8332
Student Accounts .............................................................. 792-8305
Student Employment Assistance ........................................... 792-8331 or 792-8332
Transcripts ....................................................................... 792-8331 or 792-8332
Transfer Evaluation .......................................................... 792-8331 or 792-8332
Tutoring Services .............................................................. 792-8333
UNI/DMACC 2+2 ECE, El. Education ..................................... 792-8332
UNI/DMACC 2+2 Tech. Management ................................. 792-4350
Veterans’ Services ........................................................... 515-964-6284 or 800-362-2127

DMACC STUDENT HANDBOOK 79 ONLINE: WWW.DMACC.EDU
Newton Campus

600 North 2nd Avenue West, Newton, Iowa 50208-3049
641-791-3622, Long Distance Call 1-800-362-2127, Campus Code #5, and the last four digits of the phone number.

Extensions:
Academic Achievement ................................................................. 791-1730
Accidents-Auto (on campus) ...................................................... 791-3622 or 791-1720
Address Changes ......................................................................... 791-3622
Advising ....................................................................................... 791-1722 or 791-1723
Assessment .................................................................................. 791-3622
Bookstore ................................................................................... 791-1770
BVU/DMACC 2+2 Elementary Educ. ............................................ 791-1723
Campus Clubs ............................................................................ 791-1722 or 791-1723
Campus Events ........................................................................... 791-3622
Career Planning/Counseling ....................................................... 791-1722 or 791-1723
Drop/Add Courses ...................................................................... 791-3622
Emergencies ............................................................................... 791-3622
Financial Aid ............................................................................. 791-1725
Graduation .................................................................................. 791-1722 or 791-1723
Health Insurance/Services .......................................................... 791-3622
Interactive Learning Center (Library) ........................................... 791-1731
International Students ................................................................. 791-1722 or 791-1723
Lost & Found ............................................................................... 791-3622
Program Changes ...................................................................... 791-1722 or 791-1723
Scholarships .............................................................................. 791-1725
Security ........................................................................................ 791-3622 or 791-1795
Services for Students with Disabilities ......................................... 791-1730
Student Accounts ....................................................................... 791-1725
Student Employment Assistance ............................................... 791-1722 or 791-1723
Transcripts ................................................................ ................. 964-6800 or 800-362-2127, ext. 6800
Transfer Evaluation ..................................................................... 791-1722 or 791-1723
Tutoring Services ....................................................................... 791-1730
Veterans’ Services ................................................................. 515-964-6284 or 800-362-2127
(Dial last four digits from an on-campus phone)
Urban Campus

1100 7th Street, Des Moines, Iowa 50314
515-244-4226, Long Distance Call 1-800-362-2127, Code #2, and the last four digits of the phone number.

Extensions:

- Academic Achievement: 248-7204
- Address Changes: 244-4226
- Advising: 244-4226
- Assessment Center/GED: 248-7218
- Bookstore: 248-7212
- Campus Clubs: 248-7515
- Campus Events: 244-4226
- Career Planning: 697-7717
- Counseling: 697-7717 or 697-7727
- Drop/Add Courses: 964-6800
- Emergencies: 244-4226
- Evening/Weekend Services Director: 248-7512
- Financial Aid: 697-7797 or 964-6282
- Graduation: 964-6647
- Health Insurance/Services: 244-4226
- Information: 244-4226
- International Students/ESL: 248-7515
- Iowa New Choices: 248-7320 or 248-7239
- Library: 248-7210
- Lost & Found: 244-4226
- Program Changes: 244-4226
- Security: 248-7200
- Services/Students with Disabilities: 697-7727
- Student Accounts: 248-7505
- Student Support Services: 248-7516
- Transcripts: 964-6800
- Transfer Evaluation: 964-6647
- Tutoring Services: 697-7798
- Veterans’ Services: 964-6284
- Work Study: 248-7236

(Dial last four digits from an on-campus phone)
West Campus
5959 Grand Avenue, West Des Moines, Iowa 50266-5302, 515-633-2407, Long Distance Call 1-800-362-2127, and Ext. 2407

Extensions:
Academic Achievement Center ................................................. 633-2472
Accidents on Campus ............................................................... 633-2400
Address Changes ..................................................................... 633-2408
Advising ..................................................................................... 633-2405 or 633-2412
Assessment Center ..................................................................... 633-2426
Bookstore .................................................................................. 633-2423
Campus Clubs/Events ............................................................... 633-2443
Career Planning/Counseling ..................................................... 633-2405
Drop/Add Courses ..................................................................... 633-2408
Emergencies on Campus ........................................................... 633-2400
Information ................................................................................ 633-2400
Financial Aid ............................................................................. 633-2411
Graduation ................................................................................ 633-2408
Health Insurance ..................................................................... 633-2408
International Students ............................................................... 633-2408
Lost & Found ............................................................................. 633-2400
Program Changes ..................................................................... 633-2408
Resource Center ....................................................................... 633-2426
Security ..................................................................................... 633-2400
Services/Students with Disabilities ............................................. 633-2408
Student Accounts ................................................................. 633-2400
Student Employment Assistance .............................................. 633-2411
Transfer Evaluation ................................................................. 633-2405
Tutoring Services .................................................................... 633-2472
Veterans’ Services .................................................................... 515-964-6284 or 800-362-2127
(Dial last four digits from an on-campus phone)
Directions from Interstate 35 South
Take the Hwy 5 Bypass Exit east, take the SW 9th Exit off Hwy 5 headed north. Continue on 9th until you get to Porter and turn right. Head east on Porter Ave to 800 Porter Ave, about a half-block. We are on the south side of the road.

From Interstate 235 or Downtown
Take the south Keo Way exit. Take Keo until 9th Street, turn south onto 9th. Take 9th Street for about 6 miles until you reach Porter Ave. Head east on Porter for a half-block. We are the building on the south side of the road.
DMACC Success Center
800 Porter Avenue, Des Moines, Iowa 50315
Phone: 515-287-8700, 1-800-362-2127, ext. 8700, Fax: 287-8739
www.dmacc.edu/success/

Extensions:
Director......................................................287-8701
Academic Advisors...............................287-8704, 287-8703 or 287-8713
ESL Consultant............................................287-8702
Front Desk/Information..............................287-8700
GED Consultant...........................................287-8723
GED Testing..................................................287-8400
GED Records Specialist.........................287-8720
High School Correspondence......................287-8707
Adult and Family Literacy..........................287-8722
Youth at Risk...............................................287-8709
Tops Pro Record Specialist.......................287-8721
DMACC Career Academy/Hunziker Center
1420 South Bell Avenue, Ames, Iowa 50010, 515-663-6700 or 1-800-362-2127, ext 6700

Extensions:
Director........................................................................................................515-965-6011
Administrative Asst .................................................................................515-663-6700
Academic Advisor ......................................................................................515-663-6707
For information on how to apply for accommodation services, contact the Special Needs Coordinator at (515) 964-6850 or (515) 964-6810 TTY or contact a counselor/advisor on any DMACC campus.

No time to call? Visit our website at www.dmacc.edu/student_services/disabilities.asp

Access an application for services online at www.dmacc.edu/student_services/disabilities.asp

Visit the Student Lounge at www.washington.edu/doit/Resources/postsec.html
RESOURCES FOR ACADEMIC SUPPORT:

Academic Achievement Centers are conveniently located on each DMACC campus.

Academic assistance is provided for writing, math and the sciences. On the web at: www.dmacc.edu/student_services/academic_achievement_center.asp

Check out DMACC's online tutoring resource on the web at: www.smarthinking.com

Contact the Academic Achievement Center for information regarding peer tutoring. Peer tutoring provides for scheduled, one-on-one academic support. On the web at: www.dmacc.edu/student_services/tutoring.asp

Sign up for a College Experience course (SDV 108) or Study Strategies (SDV 115). These courses provide fundamental academic and support information for student success. Give yourself that extra advantage. You're worth it!
EMPLOYMENT OPPORTUNITIES!

DMACC Student Employment Assistance on the web at www.dmacc.edu/student_services/job_placement.asp

Work as a peer tutor and earn extra money between classes. Contact the tutoring office to seek employment as a peer tutor. Check out www.dmacc.edu/student_services/tutoring.asp

Work study positions are available for Computer Lab Assistant, Peer Tutor and Textbook Reader. Check out the options on the web at www.dmacc.edu/fin_aid/workstudyjobs.pdf
You discovered yourself.
You studied abroad.
You became a professor.
You made friends for life.
You enjoyed the adventure.

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1119 5th St.

Ankeny Center
(515) 965-6050
1535 SE Delaware Ave.

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Fayette campus info: (800) 553-4150

desmoines@uiu.edu  ankeny@uiu.edu
At Buena Vista University, you're going to take big strides.
With a relentless, innovative and imaginative focus on learning, BVU students explore their passions and discover bold new possibilities.

"Sophomore interim saved my life. I thought I wanted to be an optometrist and shadowed an optometrist for three weeks. Hated it. That same year, a classmate interned with the Oakland Raiders and brought their PR director back to campus to speak. I thought what they were doing was so interesting that I arranged for an internship with the Vikings during junior interim - just as they fired their head coach. What an experience. I kept in touch with the Vikings, and about a year after graduation - while I was working in Hamburg with NFL Europe - they invited me back. Now I've got my dream job!" — Jeff Anderson, 2003 BVU Graduate

At BVU, students like Jeff realize their full potential. They engage in active learning and emerge with the skills needed to give them a competitive advantage in today's changing society.
Academic Calendar

FALL SEMESTER 2007
August 27, 2007  Fall Semester Begins (first day of classes)
September 3, 2007  Labor Day, No Classes, Offices Closed
October 1, 2007  Application Deadline for Fall Graduates
October 19, 2007  MIDTERM
November 5, 2007  Last Day to Withdraw from Regular Term Classes*
November 22–25, 2007  Thanksgiving Holiday, No Classes, Offices Closed
December 14, 2007  Last Day of Fall Semester
December 24, 2007–Jan. 1, 2008  Holidays, Offices Closed

SPRING SEMESTER 2008
January 7, 2008  Spring Semester Begins (first day of classes)
January 21, 2008  Martin Luther King Holiday, Offices Closed
February 1, 2008  Application Deadline for Spring/Summer Graduates
February 29, 2008  MIDTERM
March 7, 2008  All Staff In-Service, No Classes, Offices Closed
March 17–23, 2008  Spring Break, No Classes, Offices Open
March 25, 2008  Last Day to Withdraw from Regular Term Classes*
May 1, 2008  Last Day of Spring Semester

SUMMER SEMESTER 2008
May 28, 2008  Summer Semester Begins (first day of classes)
July 4, 2008  Holiday, No Classes, Offices Closed
August 7, 2008  Last Day of Summer Semester

*These withdrawal dates are for classes that are scheduled for the full semester. Classes that are shorter in length or have a different timetable may have different deadlines for withdrawals. Consult the Registration Office for specific dates.