



College of the Canyons

Parent Handbook

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College Information

Why College of the Canyons?

College of the Canyons is dedicated to being a leading two-year college, recognized locally, regionally, statewide and nationally for technical advancement, institutional effectiveness, student support, model academic and professional programs, excellence in teaching and learning, fostering a broad range of community partnerships, maximizing student access and for the sense of community that we provide to our students and staff.

Admission Criteria

Student admission criteria for attendance at a California Community College requires that the student be at least 18 years of age or a high school graduate and have the ability to benefit from instruction. To be admitted to the College, a student must fill out and submit an Application for Admission. Once the student has submitted this application, he or she must then complete the following steps to success. This process is known as *matriculation*.

Step 1: Take the free English and Math placement tests in the Assessment Center at either campus location – Valencia or Canyon Country. The Assessment Center on the Valencia campus is located in Bonelli Hall, Room 205, and on the Canyon Country campus it is located in the Student Services Office in Quad 1. No appointment is necessary. A photo ID is required to take the test. Your student may want to review the sample questions and check the [Assessment Center's](#) hours of operation before coming to campus to take the tests. Additional information is available at www.canyons.edu/offices/matric/assessment.

Step 2: Complete the [on-line orientation](#). Once your student has completed the orientation, a registration date will be assigned. **Note:** High School students must submit a Special Admission form to Admissions & Records prior to obtaining a registration date. See High School Concurrent Enrollment section. Your student may access their Student ID Number by creating an online registration user name and password through the *My Canyons* link at www.canyons.edu.

Step 3: See a counselor or program advisor for new student advisement. The Counseling Office is located in the Administration Building on the Valencia campus or at the Student Services Office in Quad 1 at the Canyon Country campus. Your student can make a counseling appointment at www.canyons.edu/offices/Counseling/Appointments/.

Step 4: Register for classes. Students may register using the College of the Canyons on-line registration system, *My Canyons* at www.canyons.edu anytime on or after their assigned registration date and time. For directions on how to register online, students can visit www.canyons.edu, click on the A-Z Index, then on Admissions & Records. If further assistance is needed, the student can visit the Admissions & Records Office located in the Administration Building on the Valencia campus or at the Student Services Office in Quad 1 at the Canyon Country campus in person.

High School Concurrent Enrollment

College of the Canyons has a special program allowing students to take college classes while they are still attending high school. Students wishing to be admitted to the College as a special admit student need to submit a Special Admission form, take the assessment test, and complete the online orientation. The student must meet with a high school counselor in order to obtain a Special Admission form and it must be signed by the student, parent, high school counselor, and principal. The completed form must be turned in to the Admissions & Records Office at the Valencia or Canyon Country campus prior to the high school registration period. They will be assigned a registration date and time and may register into the open classes selected on their Special Admission form.

Eleventh and twelfth grade students are eligible to take courses at College of the Canyons. There are limited exceptions for students in grades K-10. For more information, please visit our website at <http://www.canyons.edu/offices/Admissions/highschoolstudents.asp>.

Student Services offered at the College

Campus Safety

The Campus Safety Department is committed to protecting your student's safety and well-being. All of our officers are trained and certified as police officers, have extensive law enforcement experience, and are CPR certified. Trained uniformed student campus escorts are available to walk students, faculty, and staff from campus out to the parking lots Monday through Thursday 6:30 pm to 10:30 pm. To obtain an escort, please call (661) 362-3225. For more information, please visit www.canyons.edu/offices/CampusSafety.

Career Services

The Career Services and Job Placement Department is open to students and members of the community, at no cost to help people with undecided career goals and to assist those who are seeking immediate employment. For more information, please visit www.canyons.edu/offices/careercenter/.

Counseling

Counseling Services are designed to provide educational, career, and personal counseling to support student development and success at College of the Canyons. Please visit www.canyons.edu/offices/Counseling to see all services offered. The Counseling Office is located in the Administration Building at the Valencia Campus and at the Student Services Offices located in Quad 1 on the Canyon Country campus.

Cooperative Work Experience Education (CWEE)

The Cooperative Work Experience Education (CWEE) program brings employers and college students together in both paid and unpaid internships. For additional information, please visit www.canyons.edu/offices/cwee/.

Disabled Students Programs & Services (DSPS)

Disabled Students Programs & Services (DSPS) offers educational support services for students with disabilities who are enrolled in college classes. For more information, please visit www.canyons.edu/offices/dsps/.

Extended Opportunities Programs & Services (EOPS)

Extended Opportunities Programs and Services (EOPS) helps low-income and educationally disadvantaged students to enroll in college and succeed in their academic pursuits. For more information, please visit www.canyons.edu/offices/eops/.

Financial Aid

The financial aid process involves a series of steps.

Step1: The Application Process

- **Get a PIN!** – The Department of Education PIN (Personal Identification Number) serves as the electronic signature on the Free Application for Federal Student Aid (FAFSA) and other federal aid documents for students and parents. **Both student and parents need to apply for a PIN.**
- **Gather your information** – You will need your personal information such as your Social Security Number, driver’s license number, Alien Registration Number (if you are not a U.S. citizen), and Federal tax information or tax returns, including W-2 information to complete your FAFSA. Dependent students will also need to provide this information for their parents.
- **Submit your FAFSA!** – Complete your FREE financial aid application online at www.fafsa.gov. Completing your FAFSA is the first step to finding out if your son or daughter qualifies for money to help pay for college.

Step 2: Determining Eligibility & Financial Need

Eligibility: A student may be eligible for financial aid if he or she:

- Is a U.S. citizen or eligible non-citizen
- Is not in default on a federal student loan or has made satisfactory repayment arrangements
- Does not owe on a federal student grant or has made satisfactory repayment arrangements
- Has complied with Selective Service registration, if required
- Has a valid Social Security Number
- Is enrolled at College of the Canyons in a certificate, AA/AS degree or transfer program
- Is making satisfactory academic progress

This means as a student they must:

- ✓ Maintain a cumulative 2.0 GPA (grade point average)
- ✓ Complete at least 67% of all units attempted
- ✓ Finish their educational objective within 150% of the maximum allowable units

Financial Need: If you meet all of the above student eligibility criteria, the Financial Aid Office will calculate how much financial aid you are eligible to receive. This formula subtracts the ***Expected Family Contribution (EFC)*** from the estimated educational costs, called the ***Cost of Attendance***. The dollar amount remaining is *your* financial need. Your son or daughter’s financial need will be funded with various federal and state programs, plus any other resources for which they are eligible.

Step 3: Award Notification Process

When a student accurately files his/her FAFSA and submits all required documents, he/she will be notified of their financial aid eligibility in the form of an Award Letter. The student must log on to *My Canyons* to view their Award Letter under "Financial Aid Status."

Student Business Office

Fees/Refunds - Payment of student fees is due at the time of class registration each semester. If not paid, the student may be dropped from classes or have a hold placed on their record. All students are responsible for dropping their classes if they no longer plan on attending. For a list of applicable student fees check the Schedule of Classes or visit www.canyons.edu/offices/sbo/students/. Payments may also be made online through *My Canyons*, by mail, or in person at the Student Business Office in the Administration Building on the Valencia campus or in the Student Services Office in Quad 1 on the Canyon Country campus.

In order to be eligible for a refund, the student must drop his or her classes and request a refund with the Student Business Office prior to the refund deadline date. Refund deadline dates are printed on the Student Bill/Registration Statement and published in the Schedule of Classes. If classes are dropped after the beginning of the term, the student will be charged a \$10 processing fee. The refund deadline date also applies to student parking permits. A student must surrender his or her parking permit at the time a parking refund is requested.

Refund of Other Fees

To receive a refund for the Student Support Fee, the student must contact the Student Development Office in the Student Center, Room 103 on the Valencia campus or the Student Services Office in Quad 1 on the Canyon Country campus. A refund of this fee can also be requested in the Student Business Office. All refund requests must be submitted by the published refund deadline date.

Cancelled Classes

If a class is cancelled, the student will receive a refund of all fees associated with the cancelled class.

Student Development

The Student Development program develops, promotes and supports social, cultural and educational co-curricular activities and programs that promote student development and complement academic life. For more information, please visit www.canyons.edu/offices/Student_Development/.

Student Health Office

The Student Health and Wellness Center offers a variety of services in the clinic, online, and through classroom presentations. For more information, please visit www.canyons.edu/offices/Health/.

Transfer Center

The Transfer Center serves as a clearinghouse for four-year college and university transfer activities and information, providing catalogs, brochures, computer information databases and applications for California State University, the University of California and many independent colleges and universities. For more information, please visit www.canyons.edu/offices/transfercenter/.

University Center

The University Center, one of the first of its kind in the country, offers educational programs for bachelor, master, and doctoral educational programs by providing upper-division and graduate level educational opportunities and academic support services. For more information, please visit www.canyons.edu/offices/UnivCtr/.

Terms & Definitions

Add Deadline - The add deadline is a strict date set by California law in Title 5. A student cannot add a class once the add deadline has passed. The dates are published in the Schedule of Classes each term for full term classes and are on the course syllabus and instructor’s rosters for short term classes.

Attendance – Class attendance is the responsibility of every student. Each instructor has his/her own method of accountability for attendance which will be listed in the course syllabus.

Class Syllabus- A class syllabus is the contract between the student and the instructor. The class syllabus is distributed at the beginning of each term and reflects the class’ content, class assignments, textbooks, grading method, test dates, and much more. This document will also include the instructors contact information for his/her course.

Completion of Work- Students are required to complete the work necessary to fulfill the class requirements. The instructor’s syllabus will outline the coursework needed to be completed for the term. If the student does not complete the coursework, the student may not pass the class.

Co-requisite Course – This means there are two courses offered that are connected to each other and the student is required to enroll in both of them at the same time.

C/NC or P/NP Grading - Students can petition until the drop deadline date to change the grading of their class from a letter grade to a grading option of Pass/No Pass. Students are required to meet with a counselor to petition to change their grading option.

Drop Deadline - The drop deadline is a strict date set by California Law in Title 5. A student will not receive a “W” grade on their transcript if he/she drops the class by the drop deadline date. This date is published in the Schedule of Classes each term for full term classes and is included on the course syllabus and instructor’s rosters for short term classes.

Enrollment Status- Enrollment status is used by various businesses and colleges to determine a student’s status. For example, a student would need to have a status of full time in order to be eligible to play intercollegiate sports. This is also an important distinction that an automobile insurance company requires when verifying a student’s eligibility for a student discount as well.

Full Time	Enrolled in twelve units or more
3/4 Time	Enrolled in between 9 units and 11.9 units
1/2 Time	Enrolled in between 6 units and 8.9 units
1/4 Time	Enrolled in between 3 units and 5.9 units

Freshman	Completed 30 units or less
Sophomore	Completed 31 units or more

Enrollment Verifications- College of the Canyons has partnered with the National Student Clearinghouse to accept student enrollment verification requests on the internet via a secured site. You may request an enrollment or degree verification through My Canyons or visit www.studentclearinghouse.com.

Student Records Privacy (FERPA) – In accordance with the Family Educational Rights and Privacy Act of 1974, student information, excluding that designated as Directory Information cannot be released to a third party without the written permission of the student. This law expressly protects the privacy of each of our students. This law applies to all students attending College of the Canyons, regardless of the student’s age. This means we cannot release any information regarding the student, including grades, attendance, classes enrolled in, or any other information that is not defined as directory information to anyone except the student. The College will not release information to parents, spouses, children, or any other third party who is not the student or considered a school official. Students desiring to withhold "Directory Information" must file a written request with the Admissions & Records Office.

Please note: College of the Canyons ensures the privacy of all student records in accordance with statutes set forth in the Family Educational Rights and Privacy Act of 1974. By law, college personnel are not permitted to give access to or to release student records/information to anyone other than the student. This statute applies regardless of the age of the student.

Grade Point Average - the grade point average, or GPA as it is commonly referred to, is determined by calculating the letter grades with the following point values:

A	= 4 grade points
B	= 3 grade points
C	= 2 grade points
D	= 1 grade point
F	= 0 grade points
FW	= 0 grade points

Each grade has a specific unit value. Multiply the letter grade value by the attempted unit value to determine the total grade points. Then, divide the attempted unit total into the grade points to determine the GPA. To calculate your son’s or daughter’s cumulative grade point average, divide the total number of grade points earned for all classes by the total number of units attempted.

Grades- Final grades can be obtained through *My Canyons* at www.canyons.edu. Grades are available by the date listed in the Schedule of Classes or in the College Calendar at www.canyons.edu.

Grading Policy - awarding grades to students is the responsibility of the course instructor. The grading system and grade point equivalents are as follows:

A	Excellent	4 grade points/unit
B	Good	3 grade points/unit

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C	Satisfactory	2 grade points/unit
D	Unsatisfactory	1 grade point/unit
F	Failing	0 grade points/unit
FW	Failing	0 grade points/unit

The FW grade indicates a failing grade because the student has ceased to participate in the class sometime after the withdrawal deadline. The FW grade is treated in the same manner as an F grade for the purposes of calculating grade point average, course repetition, and academic standings for probation/dismissal. **NOTE:** All other grade designations, i.e. P (Pass), NP (No Pass), W (Withdrawal), are not used in computing the grade point average.

Official Transcripts- College of the Canyons has retained Credentials Solutions to accept transcript orders on the internet via a secured site. Official transcripts can be ordered anytime, 24 hours a day, online at www.canyons.edu and by clicking on *My Canyons*. Students are entitled to two free regular official transcripts. Free transcripts are not available online but can be requested in person or by mail from the Admissions & Records Office on either the Valencia or Canyon Country campus. The Admissions & Records Office is located in the Administration Building on the Valencia campus or in the Student Services Office in Quad 1 at the Canyon Country campus.

Prerequisite – A prerequisite is a course that must be completed, or a placement score that must be achieved, before more advanced coursework is attempted. All prerequisite courses must be completed with a satisfactory grade. "Satisfactory grade" means the grade that the student earned must be a C, CR, P or better.

Prerequisite Challenge Process - A prerequisite may be challenged for a variety of reasons. Prerequisite Challenge Petitions may be completed in the Admissions & Records Office located in the Administration Building on the Valencia campus or in the Student Services Office in Quad 1 at the Canyon Country campus.

Unofficial Transcripts- Students may print or have an unofficial transcript emailed to them from their *My Canyons* account. A picture ID is required of students who request an unofficial transcript in person at either the Valencia or Canyon Country campuses.

Withdrawal Deadline - The class withdrawal deadline is set and authorized by Board Policy. If the student drops the course between the drop deadline and midpoint (50%) of the term, he/she will receive a "W" grade for the course. If the student does not withdraw from the course, the student will receive a final grade for the course determined by the instructor. Please see the *Grades* section above for a description of grades.

Additional Information

Majors

College of the Canyons offers over 100 different programs for an associate degree, certificate, or transfer preparation. The majors and their requirements can be found online at <http://www.canyons.edu/offices/Counseling/majors.asp>.

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Website Information

The college website, www.canyons.edu is updated throughout the academic year with calendars, events and news items. Please browse the site anytime for information about College of the Canyons.

Parking

A purchased student parking permit is required to park in every parking lot at both the Valencia and Canyon Country campuses. There are two types of parking permits that can be purchased – a semester permit or a daily parking permit. There are specific parking lots designated for student parking as well as 30-minute visitor parking spaces available in parking lots at both campuses. For more information regarding parking, please visit <http://www.canyons.edu/offices/CampusSafety/ParkingRegulations/>.