



STUDENT HANDBOOK

AY 2023-2024

guamcc.edu

About this Student Handbook

The Guam Community College Student Handbook is designed to help students navigate their way through GCC, knowing about key resources, policies, and procedures. It also represents a contract between GCC and its students. GCC reserves the right to make changes to its policies and procedures, with updated information being included in future editions of the GCC Student Handbook.

GCC Student Handbook Contents Disclaimer

Guam Community College has made reasonable efforts to provide information that is accurate at the time of this handbook's publication. However, the College reserves the right to make appropriate changes in dates, procedures, and policies. When feasible, changes will be announced prior to their effective date.

Table of Contents

Welcome Message from the Dean	1	Student Classifications.....	18
Mission Statement	2	Schedule Adjustment Period	18
Philosophy of the College	2	Complete Withdrawal	19
Core Values	2	Change or Addition of Program/Major	19
Institutional Learning Outcomes	3	Change of Personal Data	19
Important GCC Contact Information	4	Class Attendance	19
AY 2023-2024 Academic Calendar	5	Cancellation of Classes	19
Officers of the College	6	Credit Load	19
Student Leaders AY 2023-2024.....	6	Credits.....	19
Campus Map	7	Prerequisite	20
Student Code of Conduct.....	8	Course Waivers and Substitutions	20
Student Rights.....	8	Repeating a Class.....	20
Student Responsibilities.....	8	Transcript Request.....	20
Academic Integrity	9	Grade Reports.....	20
Counseling Services.....	10	Grading System.....	21
Academic Advisement	11	Grade Point Average	22
Health Services Center.....	11	Satisfactory Academic Progress	22
Center for Student Involvement.....	12	Academic Probation	22
Student Governance	12	Dismissal	22
Student Organizations	13	Academic Probation and Dismissal Appeals.....	23
Accommodative Services	13	Deans' List.....	23
Learning Resource Center.....	13	President's List.....	23
Computer Labs	14	Graduation Honors	23
Tutoring Services.....	15	Time Limit for Coursework	23
Financial Aid Office	15	Commencement Ceremony	23
Safety and Security	15	Grievance Procedure	24
GCC Bookstore	16	Grade Appeal Procedure	26
Food Services	16	Student Conduct Policies and Procedures ...	28
Student ID Cards	17	Disciplinary Policies	30
Lost and Found.....	17	Administrative Structure	33
Alumni Relations	17	Sanctions	34
Registration.....	18	Student Appellate Procedure	36

College Policies and Procedures	37	Title IX	43
Family Educational Rights and Privacy Act ..	37	Equal Employment Opportunity / Affirmative	
Clery Act	37	Action	43
Tuition and Fee Refund Policy	37	Sexual Harassment Prevention Policy	43
Computer Usage	39	Sex Offender Notification	44
Email Account Policy	40	Student Complaint Procedure	45
College Officials.....	40	Emergency Procedures.....	48
Weapon-Free Campus	40	Evacuation Procedures.....	48
Cell Phone Usage/Texting in Class	40	Shelter in Place Instructions	48
Parking Policies	41	Emergency Text Alert	48
Alcohol and Drug Use Policy Notice.....	41	COVID-19 Guidance	49
Smoking and Betelnut-Free Campus Policy .	41	Emergency Phone Numbers	50
Drug & Alcohol Abuse Prevention Program	41	APPENDICES.....	51
Diversity, Equity, and Inclusion Policy	42	APPENDIX A - Grade Appeal Form	53
Non-Discrimination	42	APPENDIX B - Student Complaint Form ..	55
		APPENDIX C - Incident Report Form	58

Welcome Message from the Dean

Buenas yan Hafa Adai Students,

On behalf of GCC's faculty, staff, and administration, I wish to welcome you to academic year 2023-2024!

GCC is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia. In line with its mission, the College provides students with access to many support services and academic resources to help them attain their educational goals and prepare them for success in the workforce.

As GCC students, you have the responsibility to familiarize yourselves with this GCC Student Handbook. You will find it to be a great resource, as it provides essential information on available services, student-related policies and procedures, and your rights and responsibilities as a student.

All of us here at GCC are committed to ensuring your academic success. Please do not hesitate to let us know how we can address any of your questions or concerns or if you have any feedback on how we can improve your experience as a student. You will find that our respective contact information is listed in this handbook.

Thank you and have a fantastic year!

Sincerely,

A handwritten signature in black ink, appearing to be 'Michael Chan', written over a light blue horizontal line.

Michael Chan, Ed.D.
Dean
School of Technology and Student Services

Mission Statement

(Board of Trustees Policy 100)

Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.

Sinangan Misión

(CHamorú translation)

Guiya i Kulehon Kumunidåt Guåhan, i mas takhilo' mamanaguen fina'che'cho' yan i teknikåt na kinahulo' i manfáfache'cho' ya u na' guáguaha nu i manakhilo' yan manmaolek na tiningo' ni i manmafananågui yan i fina'na'guen cho'cho' para Maikronesiha.

Philosophy of the College

Our philosophy is to provide each individual seeking education at the College the opportunity to develop to their greatest potential by offering the following:

1. Responsiveness to the educational and cultural needs of the community;
2. Open door admissions and equal educational opportunity for all students regardless of sex, race, religion, past academic record, age, sexual orientation, national origin, disability, or financial resources;
3. Affirmative action for nontraditional students;
4. Quality teaching;
5. Adult Basic Education;
6. Career and Technical Education; and
7. Continuing Education and Lifelong Learning.

Core Values

Diversity

We value an engaged, inclusive culture that embraces diverse points of view and collaboration to accomplish the College's common goals.

Accountability

We value a culture of institutional and individual responsibility, transparency, and continuous assessment and improvement.

Service

We support and recognize service at all levels of the College. We strive to contribute to the benefit of the College, students, community, and our neighboring islands within Micronesia.

Integrity

We hold high standards of character and integrity as the foundation upon which the College is created.

Learning-Centered

We foster intellectual flexibility, knowledge, and skills by integrating teaching, assessment, and learning to promote continuous improvement of our programs and services to support our scholarly community.

Student-Focused

We are committed to education, inquiry and service in order to meet our students' ever growing and changing needs. We promote lifelong learning, civic and social responsibility, leadership, and career growth.

Institutional Learning Outcomes

Guam Community College students will acquire the highest quality education and job training that promotes workforce development and empowers them to serve as dynamic leaders within the local and international community.

Students will demonstrate:

Use of acquired skills in effective communication and quantitative analysis with proper application of technology

Ability to access, assimilate and use information ethically and legally

Mastery of critical thinking and problem-solving techniques

Collaborative skills that develop professionalism, integrity, respect, and fairness

Civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally

Important GCC Contact Information

Office	Phone Number	Email Address	Location
Accommodative Services	(671) 735-5641 Ext. 5594/97	accommserve@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2138/9)
Admissions and Registration	(671) 735-5531 Ext. 5529	gcc.registrar@guamcc.edu	Student Services & Admin. Building (Bldg. 2000)-Rotunda
Adult Education	(671) 735-6010 Ext. 5415	gccadulthoodeducation@guamcc.edu	Foundation Building (Bldg. 6000 2 nd floor)
Assessment & Counseling	(671) 735-5563 Ext. 5562/76/82/83/93	gcc.counseling@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2133/4/5/6)
Bookstore	(671) 735-6018 Ext. 6021/17	bookstore@guamcc.edu	Foundation Building (Bldg. 6000 1 st floor)
Center for Student Involvement	(671) 735-8887 Ext. 5518/9	csi@guamcc.edu	Student Center (Bldg. 5000, Rm. 5101)
Dean, School of Technology and Student Services	(671) 735-5641 Ext. 5620	deansoffice@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2228)
Dean, School of Trades and Professional Services	(671) 735-5589 Ext. 5578	deansoffice@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2223)
Environmental Health & Safety	(671) 788-2223 / (671)735-5554 Ext. 5568/9	gccsafety@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2219/15)
Financial Aid	(671) 735-5543 Ext. 5556/5544/5	financialaid@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2114/5/6)
Health Services Center	(671) 735-5586 Ext. 5577/5414/8889	gcc.healthcenter@guamcc.edu	Student Center (Bldg. 5000, Rm. 5116)
Learning Resource Center (Library)	(671) 735-0228 Ext. 0220/29/30/31	gcc.library@guamcc.edu	Learning Resource Center (Bldg. 4000)
Security	(671) 788-2223 / (671) 735-5554 Ext. 5568/9	gccsafety@guamcc.edu	Student Services & Admin. Building (Bldg. 2000, Rm. 2219/15)
	(671) 735-5555 (671) 637-8084 (Security Dispatcher, after regular business hours)	studentsupportservices@guamcc.edu	Building C (Rm. C-1)
Student Support Services	(671) 735-5555	studentsupportservices@guamcc.edu	Building C (Rm. C-1)

For additional information, please refer to the online [campus directory](#).

AY 2023-2024 Academic Calendar

Fall 2023	
08/14/2023	Faculty Start Date
08/16/2023	First Day of Monday – Wednesday Classes
08/17/2023	First Day of Tuesday – Thursday Classes
08/18/2023	First Day of Friday Classes
08/19/2023	First Day of Saturday Classes
09/04/2023	Labor Day – Holiday – Campus Closed
09/08/2023	Last Day to Withdraw - First 8 Week Courses
10/27/2023	Last Day to Withdraw - Full Term Courses
11/02/2023	All Souls’ Day – Holiday – Campus Closed
11/03/2023	Last Day to Withdraw - Second 8 Week Courses
11/10/2023 – 11/11/2023	Veterans Day – Holiday – Campus Closed
11/23/2023 – 11/26/2023	Thanksgiving Break
11/29/2023	Last Day of Monday – Wednesday Classes
12/05/2023	Last Day of Tuesday – Thursday Classes
12/08/2023	Santa Marian Kamalen Day – Holiday – Campus Closed
12/09/2023	Last Day of Saturday Classes
12/15/2023	Last Day of Friday Classes
12/18/2023	Grades Due
Spring 2024	
01/08/2024	Faculty Start Date
01/10/2024	First Day of Monday – Wednesday Classes
01/11/2024	First Day of Tuesday – Thursday Classes
01/12/2024	First Day of Friday Classes
01/13/2024	First Day of Saturday Classes
01/15/2024	Martin Luther King Jr. Day – Holiday – Campus Closed
02/02/2024	Last Day to Withdraw - First 8 Week Courses
03/04/2024	Guam History & CHamoru Heritage Day – Holiday – Campus Closed
03/18/2024	Last Day to Withdraw - Full Term Courses
03/25/2024 – 03/31/2024	Spring Break
04/01/2024	Last Day to Withdraw - Second 8 Week Courses
04/26/2024	Last Day of Friday Classes
04/27/2024	Last Day of Saturday Classes
04/30/2024	Last Day of Tuesday – Thursday Classes
05/06/2024	Last Day of Monday – Wednesday Classes
05/09/2024	Grades Due
05/17/2024	Commencement Exercise
05/27/2024	Memorial Day – Holiday – Campus Closed
Summer 2024	
05/31/2024	Faculty Start Date & First Day of Classes
06/20/2024	Last Day to Withdraw
07/04/2024	Independence Day – Holiday – Campus Closed
07/12/2024	Last Day of Classes
07/17/2024	Grades Due
07/22/2024	Liberation Day – Holiday – Campus Closed

Officers of the College

Mary A.Y. Okada, Ed.D.

President

Virginia Charfauros Tudela, Ph.D.

Vice President for Academic Affairs

Rodalyn A. Gerardo, CPA, CGA, CICA

Vice President for Finance & Administration

Michael L. Chan, Ed.D.

Dean, School of Technology and Student Services

Pilar P. Williams

Dean, School of Trades and Professional Services

Gerald A.B. Cruz

Associate Dean, School of Technology and Student Services

Mariesha P. Cruz-San Nicolas

Associate Dean, School of Trades and Professional Services

Christine B. Sison, Ph.D.

Associate Dean, School of Trades and Professional Services

Student Leaders AY 2023-2024

GCC Board of Trustees: Student Member

Kenly T. Magwili

Council On Postsecondary Student Affairs (COPSA)

Jennette N. Yara

President

Daniel Francis U. Iriarte

Vice President

Katrina Lin A. Lupera

Secretary

Katarina M. Hernandez

Treasurer

Benjamin J. Hernandez Jr.

Parliamentarian

Kaitlin C. Bautista

Public Relations & Social Media Officer

Campus Map



- | | |
|---|---|
| A Classrooms, Cosmetology | 600 Construction Classroom/Workshop, Maintenance Dept. |
| B (Under Construction) | 900 Autobody/Welding Shop/Classrooms, Construction Trades Office |
| C (Temporary) Student Support Services, Classrooms | 1000 Technology Center: Classrooms, Study Hall, Mac Lab, Electronics Lab, Offices, VisCom Studio, Test Center |
| D Classrooms, Management Information Systems (MIS), Faculty Office | 2000 Student Services & Administration: Admissions & Registration, Financial Aid, Cashier, Counseling, Accommodative Services, Continuing Education, Business Office, Administrative Offices |
| E Classrooms, Study Hall, Workout Room, Criminal Justice Offices, Developmental Education, Education/English Offices, Autocad Labs, Mansana Center | 3000 Anthony A. Leon Guerrero Allied Health Center: Classrooms, Lecture Halls, Offices. |
| F Foundation Building (6000): Classrooms, Bookstore, Café, Adult Education Office, Veterans Study Room | 4000 Learning Resource Center (LRC): Computer Lab, ATM |
| 300 Multipurpose Auditorium (MPA) | 5000 Student Center: Student Lounge, Computer Lab, Training Room, Health Services (Nurse) Center, Center for Student Involvement, Reach for College, Academic Advisement & Career Placement |
| 400 Under Renovation | Gregorio G. Perez Crime Lab Annex Science Classrooms |
| 500 Automotive Classroom/Shop, Automotive Technology Office | |

**1 SESAME STREET,
MANGILAO, GUAM**



DOWNLOAD MAP:
guamcc.edu/campusmap

CONTACT US:
guamcc.edu/contactus

Student Code of Conduct

The Guam Community College has broad responsibilities for the education of the student and the College's standards of behavior can be considered part of the educational process. Guam Community College expects that each student will obey federal and territorial laws as well as College regulations. Any act that interferes with the rights of others, disrupts or impairs the normal function of the College, damages or destroys property, or impairs health or safety is grounds for disciplinary action. Students who interfere with the personal liberty of others on campus are liable to expulsion and to such other penalties as may be imposed by law. Students are provided due process in disciplinary adjudication. Student conduct at all times should reveal mature judgment and a sense of moral, civic, and academic responsibility.

Student Rights

All students, as members of the GCC community, shall have the following rights:

- a. Freedom of expression and assembly subject to the limitations of the Student Conduct Policies and Procedures and other College regulations and policies.
- b. Freedom to pursue educational goals.
- c. The right to notification by the instructor, during the first week of class and in the form of a written syllabus, of all course requirements. Such notification should include, but not be limited to, course subject matter for each class meeting, assignments, and due dates, types of examinations, instructor's office hours, required texts, and procedures for determination of final grades. All students have the right to adequate notice of substantive changes in course content.
- d. Freedom from unreasonable search and seizure by College officials subject to the Student Conduct Policies and Procedures and other College regulations and policies. The College determines the reasonableness of searches and seizures. Generally, unreasonable searches and seizures are those that are not allowed by the Student Conduct Policies and Procedures, other College regulations and policies, or law.
- e. The right to privacy and confidentiality of student records according to the Family Educational Rights and Privacy Act (FERPA).
- f. The right to be evaluated fairly in all academic endeavors and to challenge an academic evaluation in accordance with the Grade Appeal Procedure.

Student Responsibilities

It is the student's responsibility to be familiar with the information presented in this Student Handbook.

Students, as members of the College community, shall have the following responsibilities. This should not be construed to exclude other responsibilities which students inherit as members of the student body or as citizens of the community at large:

- a. The responsibility for maintaining academic integrity and other standards of academic performance as established by College policies and regulations.
- b. The responsibility for acting in such a manner as to ensure that other students may enjoy the rights declared under the Student Rights.
- c. The responsibility for respecting and complying with the Mission Statement of the College, as well as the Student Conduct Policies and Procedures.

- d. The responsibility for respecting and complying with all provisions of local, state, and federal laws.
- e. The responsibility for acting in a manner that promotes an atmosphere of learning, free expression, and respect for the rights, dignity, and worth of every individual in the College community.
- f. The responsibility for meeting financial and other obligations to the College.
- g. The responsibility to utilize their Guam Community College email account as the primary means of communication as a student.

Academic Integrity

Academic integrity is fundamental to learning and is consistent with the Institutional Learning Outcomes (ILOs) espoused at Guam Community College. The concept of academic integrity lies at the very heart of any college, and learning and scholarship cannot thrive without this fundamental value. Academic dishonesty, therefore, will not be tolerated. Students who commit such acts expose themselves to sanctions as severe as expulsion from the College.

Academic dishonesty can take different forms, including, but not limited to cheating, plagiarism, and technology misuse and abuse. In any situation in which students are unsure of what constitutes academic dishonesty, it is the students' responsibility to raise the question with their instructor. It is also the students' responsibility to be familiar with the student guidelines on academic integrity. Some common violations of these basic standards of academic integrity include, but are not limited to the following:

- **Cheating:**
Providing unauthorized assistance, using or attempting to use unauthorized assistance, material, or study aids in examinations or other academic work, or preventing or attempting to prevent another from using authorized assistance, material, or study aids.
- **Plagiarism:**
The passing-off of someone else's work as one's own. This can range from failing to cite an author for ideas in a student's paper, to cutting and pasting paragraphs from different websites, to handing in a paper downloaded from the Internet. All are considered plagiarism. Students who plagiarize are likely to be caught, and the consequences will be severe and will include anyone who enabled the plagiarism to take place. College policy will be enforced, regardless of the feelings of either the students or the instructor. Students found guilty of plagiarism will have this offense entered into their record and may be expelled from the College.
- **Fabrication:**
Submitting contrived or altered information in any academic exercise. Examples: making up data for an experiment; "fudging" data; citing nonexistent or irrelevant articles; presenting fraudulent excuses, lies, and letters of recommendation.
- **Multiple Submissions:**
Submitting, without prior permission, any work submitted to fulfill another academic requirement is a form of plagiarism. Example: submitting the same paper for two different classes without the expressed consent of both professors.
- **Misrepresentation or Falsification of Academic Records:**
Misrepresenting, tampering with, or attempting to tamper with any portion of a student's transcripts or academic record, either before or after enrolling at Guam Community College.

- **Facilitating Academic Dishonesty:**
Knowingly helping or attempting to help another violate any provision of this code. Examples: working together with another student on a take-home exam or other individual assignments; discussing an exam with a student who has yet to take it; giving tests or papers to another student, etc.
- **Unfair Advantage:**
Attempting to gain an unauthorized advantage over fellow students in an academic exercise. Examples: gaining or providing unauthorized access to examination materials (either past or present); obstructing or interfering with another student's efforts in an academic exercise; lying about a need for an extension for an exam or paper; continuing to write even when time is up during an exam; destroying, hiding, removing, or keeping library materials, etc.

Student Services

Counseling Services

Assessment & Counseling Office

Student Services & Administration Building (Bldg. 2000), Rm. 2133/4/5/6

(671) 735-5563 Ext. 5583 / 5562 / 5582 / 5576 / 5593

gcc.counseling@guamcc.edu

A full range of counseling services is offered to students, including orientation to college programs and services, college placement tests, career counseling, limited personal counseling, and student rights advocacy. Counselors are available in the Student Services & Administration Building on a walk-in, virtual, or appointment basis. Counselor hours are posted in the Student Services & Administration Building and on the GCC website, <http://www.guamcc.edu/AssessmentandCounseling>.

Career Information and Guidance

Information, materials, and counselor assistance are available to students who need help in career educational planning and to learn about their interests, abilities, goals, and values. Computer-assisted career search programs and information on schools and colleges that provide additional training for occupations are also available.

Personal/Social Counseling Services

Counselors provide limited personal growth and development counseling. Students experiencing adjustment problems, stress, anxiety, difficulties in relationships with others, or other symptoms of emotional distress may receive individual counseling on an appointment basis or, in some cases, be referred to services in the community. All information related to the person receiving counseling is confidential and may be released only with the written permission of the student.

The College has contracted-out services to provide mental and behavioral health support to students and employees. Individual mental health counseling and consultation services are available, including screening, assessment, treatment, referrals, and linkages to community supports and organizations. Students and employees are able to meet with behavioral health care providers on-campus, off-site, or virtually. More information on how to avail of these counseling services will be posted on GCC's webpage and MyGCC.

Student Rights Advocacy

Counselors are responsible for promoting the welfare of students and assisting them in the protection of their basic human rights. Counselors will, when requested, take an active role in advising students of their rights to confidentiality, privacy, freedom of expression and viewpoints, and rights to due process. Counselors will assist in the mediation of disputes and grievances and act as the advocate of the student.

Academic Advisement

Academic Advising at the College is a process that assists students in clarifying their life and career goals as they develop their educational plans. Since academic advising is also a decision-making process, ongoing communication is the responsibility of both the student and their advisor. Students are expected to meet with their program advisor regularly to view progress with their educational plan, make necessary changes, and/or make referrals for resources to support retention and completion.

Program advisor assignments are made in accordance with the student's program of study and are intended to be continuous throughout the student's college career. For more information, visit <https://guamcc.edu/AcademicAdvising>.

Health Services Center

Student Center (Bldg. 5000), Rm. 5116
(671) 735-5586 Ext. 5577/5414/8889
gcc.healthcenter@guamcc.edu

The Health Services Center is staffed by one full-time registered nurse, a licensed practical nurse, and an administrative assistant. Students and employees of the College may utilize its services, which are available Monday through Friday. Please consult the Catalog for information on health-related student requirements.

Services available at the Health Services Center include:

- basic first aid for injuries and medical conditions that occur during school time;
- assessment and nursing management of chronic health problems based on the client's physician-prescribed therapeutic regimen;*
- annual screening of employees for tuberculosis (TB) as required by law;
- screening of students for TB in compliance with public law and school policy;
- administration and reading of TB skin test;
- immunization program;*
- immunization audit in compliance with public law and school policy;
- brief Tobacco Intervention program;
- screening of height & weight, blood pressure, vision, and pediculosis;*
- pregnancy testing and prenatal follow-up;*
- STI & HIV testing and family planning presentations, in partnership with DPHSS;
- lactation room for breastfeeding mothers;
- advocacy for persons with disabilities;
- referral services on health management;
- counseling on health and health-related issues; and
- health education class presentations.

*Services are rendered upon the availability of staff and resources.

Center for Student Involvement

Student Center (Bldg. 5000), Rm. 5101

(671) 735-8887 Ext. 5518/19

csi@guamcc.edu

The Center for Student Involvement (CSI) oversees New Student Orientation, Leadership Training and Development, Service-Learning, Student Governance, and Student Organizations. Each of these initiatives is guided by the belief that students must become intentionally involved in campus programs and activities in order to become fully prepared for the workplace and for other life commitments.

CSI works directly with students, student organizations, and the Council On Postsecondary Student Affairs (COPSA), GCC's student government, in planning and implementing activities, events, and campus-wide programs to address the needs and interests of GCC students. Through active involvement in their campus community, students will be instilled with a sense of ownership over their educational experience, inside and beyond the classroom.

CSI also oversees service-learning, a teaching/learning method that gives students the opportunity to connect academic classroom learning with a service that meets actual community needs.

Student Governance

Center for Student Involvement

Student Center (Bldg. 5000), Rm. 5101

(671) 735-8887 Ext. 5518/19

csi@guamcc.edu

GCC Board of Trustees Student Member

The GCC Board of Trustees adopts policies and regulations necessary for the operation of the College and to provide students with the highest quality, student-centered education and job training. Your voting Student Member on the Board ensures that your voice is heard and your concerns are addressed. The GCC Board of Trustees Student Member is annually elected during the spring semester and serves for a period of one year.

Council On Postsecondary Student Affairs (COPSA)

The Council On Postsecondary Student Affairs (COPSA) is the recognized representative body for student governance for all officially registered Postsecondary and Adult High School students. COPSA serves as a voice for which student concerns are addressed to the GCC Administration, plans student activities, guides the work of GCC Student Organizations, and ensures that the College fully considers the needs and interests of students in its decisions and offerings. COPSA Officers are annually elected during the spring semester and serve for a period of one academic year.

Student Organizations

Center for Student Involvement

Student Center (Bldg. 5000), Rm. 5101

(671) 735-8887 Ext. 5518/19

csi@guamcc.edu

Participating in a Student Organization at the Guam Community College provides an excellent opportunity for students to develop personally and professionally. Student Organizations work in conjunction with the Council on Postsecondary Student Affairs (COPSA) in planning and implementing activities, events, and campus-wide programs to address the needs and interests of GCC students. Through active involvement in their campus community, students expand their circle of influence, gain an understanding of diversity, are instilled with a sense of ownership over their educational experience, and create a greater commitment to making GCC and their community a better place. Please visit <https://guamcc.edu/studentorganizations> for a listing of active GCC Student Organizations.

Educational Resources

Accommodative Services for Students with Disabilities

Accommodative Services Office

Student Services & Administration Building (Bldg. 2000), Rm. 2138 & 2139

(671) 735-5641 Ext. 5597/5594

accommsserv.info@guamcc.edu

Students with disabilities may be provided with reasonable academic accommodations to pursue their academic/career and educational goals. Students with disabilities who are in need of academic accommodations should register with the Office of Accommodative Services (OAS). The OAS Handbook is available on the Guam Community College website at www.guamcc.edu (under Student Services and Accommodative Services).

Learning Resource Center (LRC)/Library

Bldg. 4000

Front Desk Services (671) 735-0228 Ext. 0220/29/30

Librarian/Reference Services Ext. 0231

gcc.library@guamcc.edu

Hours of Operation:

Fall & Spring Semesters

- Monday - Thursday: 8:00 a.m. – 8:00 p.m.
- Friday: 8:00 a.m. – 4:00 p.m.
- Saturday: 9:00 a.m. – 12:00 p.m.

Summer Semester

- Monday - Friday: 8:00 a.m. – 4:30 p.m.
- Saturday: 9:00 a.m. – 12:00 p.m.

The Learning Resource Center/Library includes a reading area/collection section, computer work areas, a computer lab, small group meeting rooms, audiovisual rooms, staff areas, and a large group meeting room. Small group meeting rooms may be reserved on a first-come, first-served basis. Reference and instructional services are available for classes and individual library users.

The library maintains a permanent collection of print books, e-books, print periodical subscriptions, EBSCO full-text e-Periodicals, videos, and other multimedia items. Reference books, multimedia materials, magazines, and newspapers are available for in-library use. Circulating books may be borrowed for two weeks, and videos may be borrowed for two days. Overdue fines are charged. A photocopier is also available in the library. Internet access is provided, as well as accessibility to the Online Catalog / OPAC and EBSCO e-Periodicals and books. For more information, visit the library's webpage, <https://guamcc.edu/library>.

Computer Labs

Student Center Computer Lab

Student Center (Bldg. 5000), Rm. 5213/4
(671) 735-8885 Ext. 8883

The open computer lab provides students with access to word processing, spreadsheet, database, the Internet, web email access, course-related applications/programs, teacher utilities, basic skills software programs, and a coin-operated printer/copier. The Student Center Computer Lab is located on the second floor of Building 5000, directly above the Health Services Center. Please note that printing and copying are available for a fee. All students utilizing the computer lab must have a valid GCC ID card in their possession at all times while in the labs. Students will not be able to use the labs without a valid GCC ID.

The Student Center Computer Lab has the following schedule:

Fall & Spring Semesters:

- Monday - Thursday: 8:00 a.m. – 8:00 p.m.
- Friday: 8:00 a.m. – 5:00 p.m.
- Saturday: 8:00 a.m. – 12:00 p.m.

Winter, Spring, and Summer Breaks:

- Monday - Friday: 8:00 a.m. – 5:00 p.m.

Library Computer Lab

Learning Resource Center (Bldg. 4000)
(671) 735-0228 Ext. 0220/29/30

The Library Computer Lab is available to students with a current GCC ID. It is located on the first floor of the Learning Resource Center (LRC), Building 4000, and has Windows and Macintosh computers available for use during the LRC's operational hours. If you are looking for high-quality copy and printing services for your professional-looking document, visit the Library Computer Lab. Currently, the LRC charges \$0.10 per page (black and white) to print/copy.

Tutoring Services

Reach for College

Student Center (Bldg. 5000), Rm. 5201/2

(671) 735-5641 Ext. 1121/1122

reachforcollege@guamcc.edu

Reach for College provides tutoring services and academic support for students in an effort to help them meet their educational objectives. The focus of these services centers primarily on English and math skills.

Other Services/ Resources

Financial Aid Office

Student Services & Administration Building (Bldg. 2000), Rm. 2114-2116

(671) 735-5543 Ext. 5544/45/56

financialaid@guamcc.edu

The Financial Aid Office provides information and advice on how students can gain financial assistance from various sources. Such assistance is available to students with financial need through the Federal Student Aid Programs: Pell Grant, Federal Work-Study, and Federal Supplemental Educational Opportunity Grant. Apply online using the Free Application for Federal Student Aid (FAFSA), <https://studentaid.gov/h/apply-for-aid/fafsa>.

We are honored to serve our Veterans. The Financial Aid Office is approved to assist Veterans who elect to use their education benefits. Students are also encouraged to apply for scholarships to help offset the cost of their degree or certificate. More information on available scholarships for GCC students can be found online at <https://guamcc.edu/scholarships>.

For more information, please visit the Financial Aid Office's webpage, <https://guamcc.edu/financialaid>.

Safety and Security

Environmental Health & Safety Office

Bldg. 2000, Rm. 2219

(671) 735-5554 Ext. 5568, Cell: (671) 788-2223

gccsafety@guamcc.edu

Student Support Services Office

Building C, Rm. C-1

(671) 735-5555

studentsupportservices@guamcc.edu

The College seeks to create an environment that is conducive to educational and personal growth and to maintain the safety and security of our campus. Suspicious activity, suspicious people, and criminal activity should be reported to the Environmental Health and Safety Office or Student Support Services Office immediately. Although security is available on campus, all community members are urged to practice personal safety.

Personal Safety Reminders and Precautions:

- Whenever walking between classes or driving, stay alert and tuned into your surroundings.
- Walk with a friend whenever possible.
- Taking late classes? Use the buddy system when leaving, or call (671) 735-5555 to request an escort.
- Watch personal belongings (i.e., purse, backpack, briefcase, and computer). Do not leave them unattended.
- Wait for rides outside the Student Support Services Office, where personnel are readily available.
- Be smart and stay safe.

GCC Bookstore

Foundation Building (Bldg. 6000), Rm. 6104

(671) 735-6018 Ext. 6021/6017

bookstore@guamcc.edu

The GCC Bookstore is located in the Foundation Building (Rm. 6104) and is open Monday through Friday from 9:00 a.m. to 3:00 p.m. Special Bookstore hours are set during the registration period and posted online on MyGCC.

Food Services

Café

SIP N' DIP (located in the Foundation Building (Bldg. 6000)

Regular Semester (Fall & Spring)

Monday – Friday: 7:30 a.m. – 5:00 p.m.

Summer

Monday – Friday: 9:00 a.m. – 3:00 p.m.

Vending Machines

The campus provides a variety of vending machines that sell water, soft drinks, and juices. Machines are located in the Student Center Lounge (Bldg. 5000) and outside Building 600. Private companies service the vending machines. Malfunctions should be reported to Student Support Services in Building C (Rm. C-1).

Water Stations

Water bottle filling stations are located in Building D, Building E (Lounge), Student Services and Administration Building (2000), Allied Health Building (3000), the Learning Resource Center (Building 4000), and the Student Center Lounge (5000).

Student ID Cards

Student Support Services Office

Building C, Rm. C-1

(671) 735-5555

studentsupportservices@guamcc.edu

While on campus, all GCC students and employees must have in their possession at all times a valid GCC identification (ID) card/badge, identifying them as a part of the GCC community.

Student Support Services is responsible for the issuance of all GCC IDs. Students must present a receipt or deferment letter showing proof of registration for the current semester to obtain an ID.

Students are required to obtain a Student ID card within two (2) weeks of the current semester/term. All students are required to present their GCC ID to access services at the library, bookstore, computer labs, and health center.

Lost and Found

Student Support Services Office

Building C, Rm. C-1

(671) 735-5555

studentsupportservices@guamcc.edu

Lost items such as textbooks, wallets, cell phones, and sunglasses should be brought to the Student Support Services Office. Unclaimed property is kept in a centralized lost and found area for sixty (60) days. Thereafter, unclaimed property will be donated or disposed of.

Alumni Relations

Development & Alumni Relations Office

Student Services & Administration Building (Bldg. 2000), Rm. 2214 & 2216

(671) 735-5516

alumni@guamcc.edu

The objective of the Alumni Relations Office is to promote the interest and welfare of Guam Community College and its alumni. The office seeks to inspire, develop, and maintain the interest of the alumni in the College; to help alumni keep alive the friendships, associations, and interests they formed as students at GCC; to foster giving to GCC; and to maintain close cooperation among alumni, officers of the College, the Board of Trustees, and the Board of Governors. Additionally, the office strives to establish a medium through which the alumni may support and advance the cause of higher education by the College.

Academic Information

Registration

Admissions & Registration Office

Student Services & Administration Building (Bldg. 2000)

(671) 735-5531 Ext. 5529

gcc.registrar@guamcc.edu

Hours of Operation:

Monday - Friday: 8:00 a.m. – 5:00 p.m.

Registration can be performed either at the Admissions & Registration Office or online by logging into MyGCC via the College's website, www.guamcc.edu. All students are encouraged to seek academic advisement prior to registration in order to discuss course prerequisites, program requirements, or educational goals. Students in certain programs are required to meet with their academic advisors to obtain approval of their schedule before they register. These students include those declared in the Industry Certification in Cosmetology, Adult High School Diploma, Culinary Arts, Practical Nursing, Criminal Justice, and Bachelor of Science in Career and Technical Education programs.

Student Classifications

Declared Student

A student pursuing a specific postsecondary certificate or degree.

Undeclared Student

A student taking courses who has not formally identified a particular degree, certificate or diploma program.

Enrichment Student

A student who does not intend to declare a major or pursue a degree program, but who plans to complete more than 18 credit hours of postsecondary work for enrichment purpose. Should an individual enrolled as an enrichment student subsequently decide to pursue a Certificate or Associate degree program, they would be limited to applying up to 18 GCC credits toward any chosen Associate or Certificate program.

Diploma Student

A student pursuing an Adult High School Diploma.

Schedule Adjustment Period / Dropping Classes

Students who are scheduled for classes may add or drop classes during the Schedule Adjustment Period. Online registration is not available during this period. Please consult the posted schedule at guamcc.edu for specific dates and more details. Classes officially dropped before the end of the schedule adjustment period of a term will not appear on a student's academic record. Classes officially withdrawn after the end of the schedule adjustment period of a term will be assigned a "W" on the academic record. Students are obligated to pay the tuition and fees for classes from which they withdraw after the schedule adjustment period. Please note that students requesting to drop their last

class must clear with the GCC Financial Aid Office before submitting their request to Admissions & Registration.

The deadline for withdrawing from a class is approximately six (6) weeks prior to the end of the term and is published in the Schedule of Classes for each term. Any student who fails to officially withdraw from a class by this deadline will be assigned any grade except “W” for the class.

Complete Withdrawal

Students who wish to withdraw completely from the College are subject to the same rules and procedures for adding or dropping classes. Students who completely withdraw from the College must re-apply for admission if they subsequently desire to re-enroll. Students requesting a complete withdrawal must clear with the GCC Financial Aid Office before submitting their request to Admissions & Registration.

Change or Addition of Program/Major

Declared Students enrolled at the College with a cumulative GPA of 2.0 or better may change their program or major or add a second program or major at any time during a regular semester, but it will not go into effect until the following semester. Request forms are available online and at the Admissions & Registration Office.

Change of Personal Data

Any change of personal data such as name, address, telephone number, and citizenship must be submitted to the Admissions & Registration Office. Copies of supporting documents are required for a change of name and citizenship. Some visa restrictions apply to international students.

Class Attendance

Regular and prompt class attendance is expected of all students. Each student is responsible for informing instructors of their absences (if possible) and arranging with instructors to complete work missed due to their absence from class.

Cancellation of Classes

Class cancellation is kept to a minimum. Unfortunately, issues occasionally arise that force either the institution or the faculty member to cancel classes. If the institution, due to extreme weather conditions or an extended power/water outage, cancels classes, efforts will be made to inform the media so public announcements will be made. If a faculty member postpones or cancels a class, a note will be posted on the door. The faculty member will work with the students to determine how the student learning outcomes for the course will be met.

Credit Load

A student may not register for more than 15 credits in any one semester except under special circumstances. If a student’s program of study requires registration for more than 15 credits in any one semester, counselor or advisor approval is required.

Credits

At the College, each credit hour represents one hour per week in class and two hours outside of class devoted to preparation. Credit is granted in recognition of successful work in attaining Student Learning Outcomes (SLOs) in specific courses.

Prerequisite

Course Prerequisite are courses to be completed or conditions to be met before a student is eligible to enroll in a specific course. A student who has enrolled in a course without first completing all course prerequisites may be dropped from that course. Prerequisites are identified in course descriptions. Waivers for course prerequisite can only be obtained from the Department Chairperson of the department which oversees the course. For example, SO130 requires the completion of EN110; therefore, only the Department Chairperson overseeing sociology courses may waive the Prerequisite. As a general rule, however, prerequisite waivers are strongly discouraged.

Course Waivers and Substitutions

Recommendation for a course waiver is made by the Department Chairperson or academic advisor. For each course waiver, there must be an accompanying recommended course substitution. Credit requirements cannot be waived. A declared student wishing to have a course waived or substituted must complete the following steps:

1. Submit a Course Substitution Form, which indicates the waiver, to a counselor/advisor who forwards the request to the Department Chairperson.
2. The Department Chairperson will confer with department members, and if they concur with the request, will forward the recommendation to the appropriate Dean for approval.
3. If the Dean concurs with the request, it will be forwarded to the Registrar for verification and recording. If the Dean does not concur with the request, it will be returned to the student with justification via the Department Chairperson. The Dean's decision is final.

It is important to note that course substitution takes the place of a required course in a program for as long as the course substitution meets the content and/or spirit of the requirement. The Department Chairperson must consult with the Dean to make this determination.

Repeating a Class

Credit is allowed only once for a course. A course may be repeated if a grade of "D," "F," "NC," or "Z" was received. Only the newly earned grade will be counted and used in computing the grade point average. If a student received a "C" or better and the course is repeated, the first grade will be counted towards grade points even if the second grade is higher.

Transcript Request

Official transcripts will be prepared for students upon request. Students may submit a transcript request either in person to the Admissions & Registration Office or online through the National Student Clearinghouse (<https://tsorder.studentclearinghouse.org/school/select>). There is a fee for transcripts, so please review the transcript request form for fees. The student must not owe any financial obligations to the school nor have any other holds preventing the release of an official transcript. It is the student's responsibility to update their address and mailing information in their student records. Such information may be updated online via MyGCC or submitted to the Admissions & Registration Office.

Grade Reports

Final grade reports are available via MyGCC after the official end of the semester date.

Grading System

Grades are earned for each course in which a student is officially enrolled. GCC uses a 4-point grading scale. Grade Point Average (GPA) is determined by letter grades A through F using the designated points assigned to each. The grade points assigned to the letter grades are as follows:

- A, 4.0 = Excellent achievement
- B, 3.0 = Above average achievement
- C, 2.0 = Average achievement
- D, 1.0 = Below average achievement
- F, 0.0 = Failing

The following are grades issued to students which do not impact the student's GPA:

- TF = Technical Failure (student is registered for a course and does not attend a class session)
- TW = Technical Withdrawal
- W = Withdrawal
- I = Incomplete
- CR = Satisfactory Completion
- NC = Unsatisfactory Completion
- P = Satisfactory Completion/Test-Out (Used for developmental courses only)
- Z = Unsatisfactory Progress made; repeated enrollment required (used for developmental courses only)
- AU = Audit
- TC = Transfer Credit

Incomplete or "I" Grade

Incomplete (I) grades may be assigned only when academic work has been interrupted by circumstances beyond the student's control. Incomplete grade requests must be initiated by the student and approved by both the instructor of record and Department Chairperson by filing an Incomplete Grade Request form. The form must be submitted by the student, along with appropriate documentation if deemed necessary, outlining the circumstances. The instructor and the program chairperson must approve the request before the last day of the semester in which the Incomplete will be granted. The student must complete all academic work to replace the "I" grade according to the terms of the agreement with the instructor of record by the end of the next consecutive academic term or the grade will be determined to be an "F" ("Z" for Developmental Education courses). The grade of "I" counts as credits attempted but does not affect GPA.

Technical Failure or "TF" Grade

If a student registers for a class but fails to attend the class, the instructor will award a "TF" grade indicating that the student never attended the class. The "TF" will be entered on the student's permanent record.

Technical Withdrawal or "TW" Grade

If a student registers for a class but fails to meet all College requirements for registration in that class (e.g., course prerequisite, immunization/health requirements, etc.), that student may be administratively withdrawn from that class. In such instances, a "TW" grade will be entered on the student's permanent record.

Grade Point Average

A student's grade point average (GPA) is computed by dividing the total grade points earned by the total credits attempted, excluding those credits for which "AU," "CR," "I," "NC," "P," "TF," "TW," "W," or "Z" grades are assigned and courses repeated (see section on Repeating a Class for more information).

Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) standards apply to all Declared Students, including all students who receive financial aid at the College. The Admissions & Registration Office evaluates SAP at the end of each semester. Student progress is reviewed for cumulative grade point average and progress toward completion. The minimum cumulative grade point average for degree and certificate postsecondary programs is 2.0. In addition, the College will determine the cumulative successful completion rate equals to at least 67% of credits attempted. In determining the total number of credit hours attempted, all credits attempted at GCC under the student's postsecondary academic history will be counted. Grades from transfer courses will not be included in the cumulative grade point average.

Academic Probation

At the end of each term, the academic record of each student pursuing a postsecondary degree or certificate enrolled for that term will be compared to the Standards for Satisfactory Academic Progress. Any Declared Student who is not making Satisfactory Academic Progress toward a degree or certificate will be placed on Academic Probation at the end of that term. Any student on Academic Probation may lose financial aid eligibility. Students will be notified of their academic standing by the Admissions & Registration Office.

A Declared Student who has been placed on Academic Probation may enroll for at least one subsequent, probationary term. If, after the probationary term, the student's cumulative academic record meets at least the minimum standards, the student will be taken off Academic Probation. If the student's cumulative academic record does not meet the minimum standards applicable to that student, but the academic record during the probationary term demonstrates progress toward meeting the cumulative minimum standards required for Satisfactory Academic Progress, then that student may enroll for another probationary term at the College at the discretion of the Vice President for Academic Affairs. Such action is limited to two consecutive semesters.

Dismissal

If the student does not meet at least the minimum standards applicable to that student and fails to demonstrate progress toward meeting the cumulative minimum standards required for Satisfactory Progress during the probationary period, then that student is re-classed as an Undeclared Student. Once satisfactory progress is achieved, the student may re-apply for admission as a Declared Student.

Reinstatement as a Declared Student

A student who has been re-classed as an Undeclared Student may continue to enroll at the College (does not apply to an international student, F-1 Visa). Coursework completed as an Undeclared Student may be used as a basis for application for readmission as a Declared Student. A student who applies for readmission to the College as a Declared Student must demonstrate the ability to meet current academic progress standards. A student who is readmitted to the College as a Declared Student following dismissal from the College will be readmitted on Academic Probation and will be subject to current standards as stated in the College Catalog at the time of reinstatement.

Academic Probation and Dismissal Appeals

Any student has the right to appeal placement on Academic Probation and Dismissal from the College as a Declared Student. Any appeal must be in writing and include supporting documentation. All appeals will be first submitted to the Registrar, who will adjudicate all appeals. A student may appeal the decision of the Registrar using the Student Grievance Procedure.

Deans' List

Guam Community College publishes the Deans' List in the fall and spring semesters of the academic year. Students qualify and earn the recognition by achieving a semester grade point average of 3.75 or higher with enrollment and completion of 12 or more credits for the semester (Pass/Fail and Credit/No Credit courses will not be counted). The Deans' List is published at the completion of the semester by the Admissions & Registration Office.

President's List

Guam Community College publishes the President's List in the fall and spring semesters of the academic year. Students qualify and earn the recognition by achieving a semester grade point average of 4.0 with enrollment and completion of 12 or more credits for the semester (Pass/Fail and Credit/No Credit courses will not be counted). The President's List is published at the completion of the semester by the Admissions & Registration Office.

Graduation Honors

Postsecondary students graduating from Guam Community College with a cumulative grade point average of 3.50 or higher based on 24 or more credit hours of credit completed at Guam Community College will graduate "With Honors."

Time Limit for Coursework

In areas of study in which the subject matter changes rapidly, material in courses taken long before graduation may become obsolete or irrelevant. Coursework that is more than eight (8) years old is applicable to the completion of degree requirements at the discretion of the department of the student's major course of study. Departments may accept such coursework, reject it or request that the student revalidate its substance.

The eight-year limit on coursework applies except when program accreditation agencies limit the life of coursework to less than eight (8) years. Departments may also require students to satisfy current major requirements rather than major requirements in earlier catalogs when completing earlier requirements is no longer possible or educationally unsound.

Commencement Ceremony

A Commencement Ceremony is held annually at the end of the spring semester. The College urges all of its graduates to participate in the Commencement Ceremony. Students who receive their degree, certificate, or diploma in the fall semester within the same academic year or the summer semester of the prior academic year may participate in the Commencement Ceremony. Students must submit an Application for Graduation to the Admissions & Registration Office by the applicable deadline and pay the graduation fee.

Grievance Procedure

Assessment & Counseling Office

Student Services & Administration Building (Bldg. 2000), Rm. 2133/4/5/6
(671) 735-5563 Ext. 5583 / 5562 / 5582 / 5576 / 5593

If a student encounters a problem considered to be academic in nature and an alleged violation of Student Rights (see GCC Student Handbook) such as, but not limited to, grading issues, student learning outcomes, course syllabus, course content, and course grading criteria that occurs prior to the posting of a final grade they should utilize the following grievance steps:

Step One

The student will meet with the faculty member within five (5) working days to discuss the concern related to their academic work or progress in an attempt to understand how the grading and/or other evaluation of the assignment, test, project, etc., was determined and to address the student's specific concern on that matter. If the student does not feel comfortable speaking with the faculty member, the student may meet with a counselor within ten (10) working days of the incident (before proceeding to Step 2). The counselor will act as a mediator between the faculty member and the student. If, within four (4) working days, the concern remains unresolved to the student's satisfaction, or if the student does not feel comfortable speaking with the faculty member, the student may proceed to Step Two.

Step Two

The student will meet with and discuss the problem with a GCC counselor. The counselor will attempt a resolution of the matter with the student and the faculty member involved. If, within five (5) working days of receipt of the grievance, the counselor is unsuccessful in mediating a resolution of the grievance, the counselor will advise the student of subsequent steps in the Grievance Procedure, and within four (4) working days, arrange for proceeding to Step Three of the Grievance Procedure if requested by the student. The counselor will also notify the faculty member's Department Chairperson of the student's request to proceed to Step Three.

Step Three

The student and counselor shall meet with the Department Chairperson. The Department Chairperson will attempt a resolution of the grievance to pursue an informal resolution to the dispute if they believe that a resolution is possible or decline involvement in addressing the grievance within five (5) working days of receipt of the request to proceed to Step Three of the Student Grievance Procedure. If the grievance is not resolved within this period, then the student, through written request, may proceed within two (2) working days to Step Four of the Grievance Procedure.

Step Four

The student and counselor shall meet with the faculty member's Dean to resolve the grievance. The Dean shall render a decision, in writing, within five (5) working days of receipt of the request to proceed to Step Four of the Grievance Procedure. If unsatisfied with the resolution at this step, the student, through written request, may proceed within four (4) working days to Step Five of the Grievance Procedure.

Step Five

The faculty member's Dean shall notify the President within four (4) working days of the student's request for a Step Five Grievance. The Dean shall convene a Grievance Board within seven (7) working days. The Grievance Board shall present the President with an advisory opinion within ten (10) working days. The President shall issue a final decision on the grievance within four (4) working days of receipt of the Grievance Board opinion. The Grievance Board shall be composed of five (5) impartial members: two (2) faculty members, two (2) students, and one (1) GCC administrator who are appointed by the faculty member's Dean. The Grievance Board shall have the power to review any evidence presented to it and may cross-examine witnesses presented in order to render an advisory opinion to the President on the grievance. Additionally, the Grievance Board shall seek the views of the student and faculty member involved in the grievance. The President's decision is final.

Grade Appeal Procedure

Assessment & Counseling Office

Student Services & Administration Building (Bldg. 2000), Rm. 2133/4/5/6

(671) 735-5563 Ext. 5583 / 5562 / 5582 / 5576 / 5593

gcc.counseling@guamcc.edu

The student must make an appeal within twenty (20) working days after the start of the semester (spring or fall) immediately following the semester in which the final grade in question was awarded. First, the student should attempt to resolve the problem with the appropriate instructor. If, after the initial meeting with the appropriate instructor, the concern regarding the grade in question is not resolved, the student must submit a Grade Appeal Form ([Appendix A](#)) requesting a review of their grade to the Department Chairperson, who will consult with the instructor and student in an attempt to reach a resolution. If needed, the student may consult with a counselor to assist the student with completing the Grade Appeal Form and with preparing the appropriate documentation: class work, tests, portfolio, etc.

If the grade in question is still not satisfactorily resolved through discussions led by the Department Chairperson, the Department Chairperson will forward the student's Grade Appeal Form and a memorandum from the Department Chairperson explaining the reason resolution to the grade in question was not met, to the Dean of the School in which the grade appeal is being made within two (2) working days.

The Dean will work with the Department Chairperson to convene the Grade Appeal Panel. The Dean of the School in which the grade appeal is being made will make every effort to convene the Grade Appeal Panel within five (5) working days of receipt of the Grade Appeal Form. If the appeal cannot be accommodated within the framework of a regular academic term, the process will be initiated at the start of the next regular academic term. If the grade in question is one that is awarded on the semester of the student's anticipated graduation, the Dean will decide if the student will be allowed to participate in the graduation ceremony pending the resolution of the student's grade appeal.

The Grade Appeal Panel shall:

1. Consist of one (1) faculty member or administrator selected by the faculty member whose grade has been appealed (if this faculty member is no longer with the College, the Dean of the School in which the grade appeal is being made will choose this committee member) , one (1) faculty member appointed by the chairperson of the Curriculum Review Committee, the chairperson of the appropriate department, one (1) faculty member or administrator selected by the student, and a fifth member appointed by the Vice President for Academic Affairs. If it is the Department Chairperson's grade that is being appealed, another member of the department, selected by the department, will serve in place of the chairperson.

2. Conduct hearings with the authority to review any evidence presented, the power to require additional evidence to be presented, and to call and cross-examine witnesses.
3. Render its written decision to uphold or change the faculty member's evaluation of the student's work within ten (10) working days from its first meeting. A simple majority is sufficient for a decision on the issue. All actions taken to review the grade appeal and the Panel's decision must be made before the end of the semester in which the appeal was filed. Copies of the decision will be given to the student, the faculty member, the Dean of the school in which the appeal was made, and the Vice President for Academic Affairs. If the student's final grade is changed, the Registrar will also be provided with a copy of the decision.

Appeal of the Panel's Decision

A limited right to appeal is afforded to the party that lost the grade appeal process. The reason for an appeal of the Grade Appeal Panel's decision must only be based on procedural rather than substantive grounds (i.e., the party believes that unfair treatment existed as a result of the appeals process not being properly followed, thereby affecting the result of the Grade Appeal Panel's decision). The party appealing the Grade Appeal Panel's decision may submit a letter to the Dean of the School in which the grade appeal was made.

The Dean will review the party's appeal of the Grade Appeal Panel's decision. If necessary, the Dean will conduct an investigation to determine whether or not the Grade Appeal Procedure was properly followed and whether the failure to follow proper procedures biased the Grade Appeal Panel's decision on the grade appeal. If it has been determined that proper procedures were not followed by any of the Grade Appeal Panel members, the Dean will vacate the judgment of the Grade Appeal Panel and direct that the process be repeated with a different panel. If the Dean rejects the appeal, the decision of the Grade Appeal Panel is final.

Student Conduct Policies

Any conduct incompatible with the College community and disruptive of our academic environment shall be subject to disciplinary action. To assist students, the College community has established policies for behavior to ensure that a healthy learning environment exists. Students are entirely responsible for the policies that are defined in this Handbook. Procedures do not relate to specific types of misconduct but depend on the magnitude of the offense as determined by the TSS Associate Dean, who oversees the student conduct adjudication process.

Philosophy

The Guam Community College has broad responsibilities for the education of its students and the upholding of the College's behavioral standards, which are considered an integral part of the educational process. Guam Community College expects that each student will obey federal and territorial laws as well as the College's regulations. Any act that interferes with the rights of others, disrupts or impairs the normal functioning of the College, damages or destroys property, or impairs health or safety is grounds for disciplinary action. Students who interfere with the personal liberty of a fellow student are liable to expulsion and to such other penalties as may be imposed by law. Student conduct, at all times, should reveal mature judgment and a sense of moral, civic, and academic responsibility.

The TSS Associate Dean, who oversees Student Support Services, administers proactive and intervention-oriented programs designed to communicate behavioral expectations to postsecondary, GED, Adult High School, and secondary students and to hold them accountable to these expectations. The Student Support Services Office seeks to provide students with the opportunity to have input into student-related policies and to adjudicate code violation cases. The Office ensures that students documented for policy violations are provided due process and, if found guilty of Code violations, are presented with sanctions commensurate to and appropriate for the infraction committed.

Furthermore, since the primary purpose of the College centers around educational functions, GCC's rules, regulations, and processes of enforcement are considered educational rather than punitive. Businesses and industry professionals are in need of employees dedicated to a life of high behavioral standards and commitments, and Guam Community College seeks to develop such employees and workforce. To that end, the Student Support Services Office strives to create an environment to empower students, developing a campus culture marked by a commitment to high behavioral standards, including honesty, respect, responsibility, courtesy, and consideration.

The College accepts its responsibility for encouraging good citizenship and endeavors to lead students to higher and better ideals of character and public service. The College is neither required nor inclined to prescribe a negative code of conduct covering each specific situation; however, the College expects all students to observe federal and territorial laws and to respect the rights and privileges of other individuals. GCC expects each individual within the College community to refrain from behavior that would disrupt the College's function as an educational institution, cause injury to persons, cause damage or loss of property on the campus, or interfere with the freedom of movement of students, school officials, employees, or guests at College facilities. The College will not tolerate interference in any manner with the public or private rights of other individuals or conduct that threatens or endangers the health and safety of any person.

Student Conduct Procedures

All officials of the College, which shall include faculty, administrators, and staff, shall be responsible for monitoring student compliance with the Student Conduct Policies and shall report all apparent violations to the Associate Dean who oversees Student Services. Upon an allegation or an appearance of a violation of the Student Conduct Policies, the Associate Dean shall conduct an investigation on the alleged violation. All investigations shall be conducted privately. Factors to be considered in sanctions shall be as follows:

1. The severity of the offense.
2. The likelihood of recurrence.
3. The prior offenses of the student in question.
4. The adult status of the offender.
5. Impact of the offense on the health and safety of other members of the student body and college personnel.
6. Other factors of mitigation or culpability as determined by the TSS Associate Dean.

The President (or designee) may summarily suspend a student for violating these standards, pending a hearing of the case before the TSS Associate Dean. Students should also be aware that such misconduct might also subject them to penalties, which may be prescribed by territorial or federal laws. The imposition of such additional penalties does not constitute double jeopardy, in as much as College sanctions represent administrative and not criminal prosecution.

If a territorial or a federal court has accepted an accused student's plea of guilty to a criminal offense or if the accused student has been found guilty of such an offense and the commission of the offense also clearly constitutes a violation of the College rules set forth in this publication, the TSS Associate Dean may adopt the determination of guilt without conducting a fact-finding hearing concerning guilt or innocence. A hearing for the purpose of assessing sanctions shall be afforded to all students. In any case, all students have the right to present mitigating evidence. Nothing in these rules shall prevent the College from hearing a case prior to its disposition in a Court of law. The findings of the Court do not limit the College in assessing appropriate disciplinary sanctions for violations of campus regulations.

Students are informed that their obligations to the College and fellow students are generally much higher than those imposed on all citizens by civil and criminal law. So long as there is no invidious discrimination, no deprivation of due process, no abridgment of a right protected in the circumstances, and no capricious nor clearly unreasonable or unlawful action of an employee, the College may discipline students to secure compliance with these higher obligations as a teaching method or to sever the student from the College community.

Disciplinary Policies

Level 1 Violations

A student found to have engaged in any of the following violations may be subject to a maximum sanction of college expulsion.

Being under the influence of drugs and/or alcohol does not diminish or excuse a violation of the Disciplinary Policy.

1.1 Violation of Probation - Violation of the code while on probation or violation of the terms of probation.

1.2 Disruption/Obstruction - Obstructing or interfering with College functions or any College activity to include, but not limited to: the disruption of teaching, research, administration, disciplinary proceedings, and other College activities, including its community service functions on or off campus, or other authorized non-College activities, when the act occurs on College premises. Please note that children are not allowed in classrooms/labs/shops unless their presence is directly related to instruction and the student learning outcomes for the course.

1.3 Failure to Comply or Identify - Failure to comply with directions of College officials, campus security, law enforcement officers, or any other official acting in the performance of their duties, and/or failure to identify oneself to these persons when requested to do so.

1.4 Campus Demonstration - Participation in a campus demonstration that disrupts the normal operations of the College and infringes on the rights of other members of the College community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area; and intentional obstruction which reasonably interferes with freedom of movement, either pedestrian or vehicular, on campus.

1.5 Mental or Bodily Harm -

- a. Inflicting mental or bodily harm upon any person;
- b. Taking any action for the purpose of inflicting mental or bodily harm upon any person;
- c. Taking any reckless but not accidental action from which mental or bodily harm could result to any person;
- d. Causing a person to believe that the offender may cause mental or bodily harm;
- e. Any act that demeans, degrades, or disgraces any person. "Any person," as used in this section, may include oneself.

1.6 Disorderly Conduct - Disorderly conduct is disturbing the peace and good order of the College by, among other things, fighting, quarreling, disruptive behavior (including displays of gang-like behavior or dress), indecent behavior, public urination, and/or lewd behavior.

1.7 Harassment - Any speech, action, or behavior that is focused on any individual or group based on the individual's or group's gender, race, sexual orientation, religion, or ethnicity is a form of harassment and will not be tolerated. Any speech, action, or behavior that demeans, degrades, is inflammatory, or could be considered "fighting words" are unacceptable.

1.8 Discrimination - Discrimination against a person on the basis of race, color, religion, national origin, sex, age, disability, veteran status, or sexual orientation, except where such distinction is required by law.

1.9 Destruction of Property - Recklessly damaging, destroying, defacing, or tampering with College property or the property of any person.

1.10 Theft - Theft or attempted theft of property or services from any person or department.

1.11 Possession of Controlled Substances - The College prohibits the possession, use, manufacturing, delivery, cultivating, sale, or transfer of controlled substances (illicit drugs) within the campus or as part of any college-sponsored activity. Any student reported in apparent violation of the prohibitions indicated in this paragraph shall be referred to local law enforcement officials for investigation and/or prosecution under the law. Under Guam laws, conviction of adults can result in fines from \$100.00 to \$100,000.00, imprisonment ranging from 60 days to life, or both. Conviction of a minor can result in court jurisdiction over the individual until age twenty-one and may result in detention by the Department of Youth Affairs.

1.12 Possession of Alcoholic Beverages - The consumption of alcoholic beverages on campus and at college-sponsored activities is prohibited except when specifically authorized, in writing, by the President of the College. Students are further prohibited from being on campus while under the influence of alcohol and from bringing alcoholic beverages onto College premises except as stated above. Any student reported in apparent violation of the prohibitions indicated in this paragraph may be referred to local law enforcement officials for investigation and/or prosecution under the law. The severity of the offense shall be considered in the determination of such referral.

1.13 Possession of Stolen Property - Possessing property suspected to be stolen and that may be identified as property of the College or any other person.

1.14 Forcible Entry or Trespass - Forcible or unauthorized entry to any building, structure, or facility and/or unauthorized entry or use of College grounds.

1.15 False Report of Emergency - Causing, making, or circulating a false report or warning of a fire, explosion, crime, or other catastrophe.

1.16 Misuse of Safety Equipment - Unauthorized use or alteration of firefighting equipment, safety devices, or other emergency equipment.

1.17 Plagiarism or Cheating - as defined in this Student Handbook.

1.18 Possession of Dangerous Weapons - Unauthorized possession of a firearm, weapon, dangerous chemicals, or any explosive device of any description (including compressed air guns, airsoft guns, pellet guns, BB guns, shotguns, or illegal knives) on College grounds. Other dangerous items may include fireworks and other devices dangerous to property or person(s) as deemed by the Associate Dean overseeing Student Support Services.

1.19 *Illegal Controlled Substances* -

- a. The manufacture, distribution, sale, the intent to sell illegal controlled substances, including but not limited to barbiturates, hallucinogens, amphetamines, cocaine, opium, heroin, or marijuana.
- b. Possession of any illegal controlled substances, including but not limited to barbiturates, hallucinogens, amphetamines, cocaine, opium, or heroin.
- c. Possession of drug paraphernalia, such as bongs, roach clips, or pipes, is prohibited.

1.20 *Failure to Appear* - Failing to appear at the request of any hearing authority.

1.21 *Falsification of Records* - Altering, tampering, forging, or knowingly using falsified documents or records of the College (including, but not limited to, student IDs), being party to falsification, giving or providing false statements, written or oral, and/or providing false information during any College proceeding.

1.22 *Misuse or Abuse of Computers* - Unauthorized use or misuse of any computer, computer system, service, program data, network, cable television network, or communication network, including, but not limited to:

- a. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose.
- b. Unauthorized transfer of a file.
- c. Unauthorized use of another individual's identification and/or password.
- d. Use of computing facilities to interfere with the work of another student, faculty member, or College official.
- e. Use of computing facilities to send obscene or abusive messages.
- f. Use of computing facilities to interfere with the normal operation of the College computing system.

1.23 *Violation of Criminal Law* - Alleged violation of any criminal law where the student's conduct interferes with the College's exercise of its educational objectives or responsibilities to its members.

1.24 *Repeated Violations* - After receiving penalties or sanctions for violations, any repeated violations similar in nature.

1.25 *Sexual Assault or Harassment* - Any violation specified under the College's sexual assault or harassment policy.

1.26 *Aiding and Abetting* - Assisting, hiring, or encouraging another person to engage in any violation.

Level II Violations

A student found to have engaged in any of the following violations may be subject to a maximum sanction of disciplinary probation.

Being under the influence of drugs and/or alcohol does not diminish or excuse a violation of the Student Disciplinary Policy.

2.1 Unauthorized Use of Property or Services - Unauthorized use of property or services, unauthorized possession of College property, or the property of any other person or business.

2.2 Misuse of Identification - Transferring, lending, borrowing, altering, or unauthorized creation of College identification.

2.3 Unauthorized Use of Alcoholic Beverages –

- a. Possession, distribution, or consumption of alcoholic beverages and/or failure to comply with Guam or College regulations regarding the use or sale of alcoholic beverages. (Exceptions will be during special events or in circumstances authorized by College officials.)
- b. Public intoxication - Presenting a threat to oneself or others due to being under the influence of alcoholic beverages.
- c. Underage possession and/or consumption violate state/local law and will be dealt with by College officials.
- d. Alcohol is present in a public area.

2.4 Aiding and Abetting - Assisting, hiring, or encouraging another person to engage in a Level II violation.

2.5 Violation of Any GCC Policy - Violation of any policy outlined in any College publication.

Administrative Structure

The TSS Associate Dean is the administrative officer who has the overall responsibility and authority to supervise student conduct and administer sanctions as delegated by the President, and in consultation with the Dean of the School of Technology and Student Services, as appropriate.

College officials complement the role of Student Support Services in terms of responsibility for the safety and security of persons and property.

In the absence of the TSS Associate Dean, the Dean of Technology and Student Services and Dean of Trades and Professional Services (in the event the student is cross-enrolled) may receive and investigate a complaint or allegation and administer appropriate sanctions for violations.

Sanctions

1. Official Warning - An official warning is a written description of the student's misconduct with the understanding that this type of behavior is inappropriate and violates the basic expectations of students as set forth by GCC. Furthermore, that further misconduct will result in more severe disciplinary action. The official warning will be placed in the student's judicial file and will be taken into consideration should there be any further behavioral violations.

2. Behavioral Agreement - A Behavioral agreement is written by the Associate Dean overseeing Student Support Services and the student for the purpose of improving behavior or attitude. The agreement will outline specific obligations or behaviors which the student must meet within a specific period. The agreement serves as a contract of understanding between the student and the administrator.

3. Disciplinary Probation - Disciplinary probation is imposed after a student has committed a serious violation or has repeatedly violated campus policy. Probation allows the student to remain at the College on the condition that they comply with College policies and the conditions of their particular probation or behavioral agreement. The TSS Associate Dean will determine the conditions of the probation. A student on probation is normally not allowed to represent the College in any official capacity, including participating in co-curricular activities, holding an office in a campus organization, or serving on a College committee during the time of probation. The student's parents (if a minor) will receive written notification of the probation status and the circumstances of the violation. Further violation of campus policy, including violation of the terms of the probation, may result in removal from the College. This must be considered an extremely serious probation.

4. Loss of Privileges - Loss of specified privileges on campus for a designated period.

5. Restitution - Restitution is compensation required of students who engage in theft or damage to property on or off campus. The amount of restitution is dependent upon the extent of damage as well as the determined method for the student to make amends for the damage caused. The TSS Associate Dean determines the amount, form, and method of payment.

6. Suspension - Suspension is the involuntary, temporary loss of student status for a specified period of time, after which the student may return. A suspended student may not attend classes or any College-sponsored event. The student will be required to leave campus and may not return until the period of the suspension has ended. The student will lose credit for the classes carried that term. Fees and tuition will be forfeited according to the withdrawal policy. The TSS Associate Dean may establish additional requirements in some cases, which must be completed prior to the student's return to the College. This disciplinary action will be recorded on the student's record in the Student Support Services Office.

7. Expulsion - Expulsion is the permanent termination of student status. This sanction is one of immediate involuntary separation from the College.

8. Discretionary/Educational Sanctions - Discretionary sanctions are actions required by a student outlined by an administrator, which may include referral to health services, student counseling, special seminars or workshops, field study, work detail, community service, or participation in appropriate educational programs.

9. Interim Suspension - Under situations determined to be potentially dangerous, the College may immediately suspend a student from GCC for a specified period. The decision will be based on whether the allegation of misconduct is apparently reliable and whether the continued presence of the student on the College campus may reasonably interfere with the educational or orderly operation of the College. Concerns may be, but are not limited to, the student's personal physical health or the health and/or safety of other members of the College community or property, or the orderly functioning of GCC. When a student is suspended for an interim period, the period and conditions of the suspension shall be provided to the student, along with a clear statement of what conditions must be met for the suspension to be lifted.

The decision to alter or suspend the rights of a student for an interim period will be communicated to the student in writing and will be effective immediately. Notification will be hand-delivered or sent by certified mail to the last address provided to the Registrar's Office. Failure or refusal to take receipt of notification will not negate or postpone said action. Students are responsible for updating directory information (including address) with the Registrar's Office. The notice will include a statement of the regulations or policies that the student(s) allegedly violated, a specific statement of facts constituting the alleged violation, and the time and place of the hearing.

In the event that there is a decision to suspend or expel the student, the sanction will take effect from the onset of the interim suspension.

In the event that a lesser sanction is imposed, the interim suspension will not become a part of the student's permanent record.

The interim suspension or altered privileges will remain in effect until a final decision has been made on the pending complaint or until the reason for imposing the interim suspension or alterations of privileges no longer exists.

If suspended or expelled, a student will not be reimbursed for the loss of tuition and fees.

10. Behavioral Health Clearance - A student may be required to obtain a medical clearance from a psychiatrist, psychologist, or other licensed behavioral health professional for possible behavioral issues that may cause harm to individuals on campus. This request is based on behavioral action(s) that the student caused while on campus.

Student Appellate Procedure

The student may only appeal through the Appellate Procedure on the grounds that an unreasonable sanction has been imposed or that due process was not followed within three (3) working days of the sanction given. In the event that a semester break inhibits the completion of this process, the process will continue upon the commencement of regular semester classes. Students may appeal written findings of guilt and accompanying sanctions, in writing, through the following steps:

Step One

The student and their counselor or other advisor shall submit to the Associate Dean overseeing Student Services a written appeal stating briefly the reasons for the appeal and shall meet with the Associate Dean to discuss the appeal. The Associate Dean may (1) uphold the previous decision or; (2) decline a decision on the issues appealed; or (3) modify the decision made. The Associate Dean must issue this written decision within five (5) working days of receipt of the student appeal.

Step Two

Upon receipt of the decision of the Associate Dean, the student may appeal the decision to the Dean for Technology and Student Services within three (3) working days. The student and their counselor or other advisor shall submit to the Dean a written appeal stating briefly the reasons for the appeal and shall meet with the Dean to discuss that appeal. The Dean may (1) uphold the previous decision or; (2) decline a decision on the issues appealed; or (3) modify the decision of the Associate Dean. The Dean must issue this written decision within five (5) working days of receipt of the student appeal.

Step Three

Upon receipt of the decision of the Dean for Technology and Student Services, the student may appeal the decision to the President of the College within three (3) working days. The student shall appeal to the President by presenting to the Dean written reasons for the appeal. This notice shall be addressed to the President of the College. Upon receipt of this notice, the Dean shall, within five (5) working days, convene the Student Appellate Board and forward the notice to the President. The Student Appellate Board shall present an advisory opinion to the President on the issues appealed and shall include five (5) impartial members, four (4) of which shall be chosen by the Dean for Technology and Student Services as follows: two (2) faculty members and two (2) students. The four (4) members appointed by the Dean shall choose the fifth member. The Student Appellate Board shall have the power to review any evidence presented to it and cross-examine witnesses in order to render an advisory opinion to the President on the issues appealed. Within ten (10) working days of convening, the Student Appellate Board shall issue its advisory opinion to the President. The President of the College shall issue a final written decision, which may or may not accept or incorporate the recommendations of the Student Appellate Board, within five (5) working days of receipt of their recommendation. If the student appellate procedure timeline cannot be accommodated within the framework of a regular academic term, the process will be initiated at the start of the next regular academic term. The decision of the President is final. The student will be informed of the President's decision via their Guam Community College email address.

College Policies and Procedures

Family Educational Rights and Privacy Act (FERPA)

FERPA, or the Family Educational Rights and Privacy Act of 1974, is a federal law that protects the privacy of student information. FERPA applies to any institution receiving money from the U.S. Department of Education. Student information includes records the College collects, creates, or maintains about the student and their academics. Some information is considered public information, while some are protected by the College. For details about GCC's FERPA policy, please refer to GCC College Catalog. Additional information is available at: <https://studentprivacy.ed.gov/>

Clery Act

The College makes available annual campus safety and security reports containing information on campus crime statistics. Data is collected through the Environmental Health and Safety and Student Support Services offices. You can obtain a copy of the report from the Student Support Services Office or online at <https://ope.ed.gov/campussafety> or <https://guamcc.edu/CampusSafety>.

Tuition and Fee Refund Policy

All students are obligated to pay for registered courses unless they officially drop a course(s) before the first day of class. Please refer to the Academic Calendar for specific dates and deadlines. If students do not officially withdraw from courses, they will be liable for the full amount of tuition and fees, even if they did not attend classes.

The "Regular Semester" refund policy will be applied as follows to semester-long courses offered:

1. If the course drop occurs on or before the last day of schedule adjustment, 100% of the tuition, special fees, and laboratory fees will be refunded.
2. After the last day of registration, no refunds will be made for semester-long courses.
3. Full (100%) refund of tuition and all special fees and laboratory fees will be made by the College to students for classes canceled by the College.

Refund Exceptions

Any student facing extenuating circumstances during a semester resulting in withdrawal from credit classes may submit the Tuition/Refund Waiver Request Form. Requests will only be considered if submitted with proper documentation. Requests may only be submitted within one year of the end of the registered semester.

Students withdrawing from a college or from courses for one of the following reasons must submit a written request for a refund.

1. Student with a serious illness, verifiable by a doctor's written statement that the illness prevents the student from attending all classes for the semester. The doctor's statement must be submitted with refund request and any other documents that will help substantiate your request.
2. Serious illness of an immediate family member that prevents the student from attending all classes for the semester. Immediate family members include spouse/partner, father, mother, grandfather, grandmother, child, foster child, grandchild, stepchild in any one incident. Serious illness verifiable by a doctor's written statement that the illness prevents the student from attending all classes for the semester.
3. Death of a student's spouse/partner, child, or parent that prevents the student from attending all classes for the semester. Copy of death certificate must be submitted.

4. Death of a student. Copy of death certificate must be submitted.
5. Student is in the Armed Forces and is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to withdraw and receive a 100% refund/waiver of tuition, provided courses have not been completed.

Requests for a total withdrawal from the College or courses for one of the above reasons may result in a class credit, provided courses have not been completed. All decisions made by the College are final.

Limitation

Never attending is not an allowable refund/waiver exception or an excuse of the debt incurred through registration.

Tuition Refund Process

Drop/add refund dates are widely publicized. Therefore, appeals based on lack of awareness of the dates will not be reviewed.

Submitting Your Request

Requests must be submitted in writing ONLY via:

Mail:

Guam Community College - Refund
c/o Admissions and Registration
P.O. Box 23069 GMF
Barrigada, Guam 96921

Email (preferred):

gcc.refund@guamcc.edu

A decision will be made within 6-8 weeks of submittal, and the student will be notified by either their Guam Community College email address or by mail. **Please note all decisions are final.**

Consideration for Students Receiving Financial

It may not be in your best interest to file a request. You may be responsible for the repayment of financial aid received. Please check with the Financial Aid Office before submitting a request.

Students receiving federal financial aid, including loans, who completely withdraw (officially or unofficially) before completing 60% of the semester will be subject to the federal return of Title IV funds calculation. This calculation is based on the percentage of the semester completed; generally, the student is required to repay a portion of the federal financial aid which has been paid to the student. This calculation is mandated and must be applied regardless of the circumstances for withdrawal. For more information, contact the Financial Aid office by email at financialaid@guamcc.edu or call (671) 735-5543 Ext. 5544/45/56.

DoD: Policy of Return of Unearned Military Tuition Assistance (TA) Funds

Military tuition assistance (TA) is awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws (officially or unofficially) on or before 60 percent of the course(s) meeting period has been completed, Guam Community College will comply with the Department of Defense policy to return unearned TA funds on a proportional basis through the 60 percent portion of the period for which the TA funds were provided. After a student completes 60 percent of the term, all TA funds are considered fully earned.

The return of unearned military TA funds will follow the same guidelines as the Department of Education Title IV funding, outlined in the Withdrawal Policy for Return of Title IV Funds policy. The calculation is completed for each course individually. Once the completion (earned) percentage is calculated, the College will multiply the percentage by the amount of TA funds awarded to determine the amount of TA funds earned. The unearned TA funds will be returned to the military service, not to the service member, within 45 days of the determination of withdrawal.

15-week course withdrawal

Before or by the 1st day of class:	100% returned to DoD
During Weeks 1 – 3:	75% returned to DoD
During Weeks 4 – 5:	50% returned to DoD
During Weeks 6 – 8:	25% returned to DoD
During Weeks 9 -15:	0% returned to DoD

Students Called to Active Military Service

Recognizing the need to accommodate students who are asked to serve their country during wartime, the College will allow students called to active military duty while enrolled in a given semester to be provided a refund of tuition and fees. As an alternative to refunds, students may opt for credit against future enrollment. Students will be required to provide to the Admissions & Registration Office and the Business Office written notice of active military status and indicate whether a refund or credit is preferred.

Computer Usage

Board Policy 197 supports the Online Policies and Procedures for students and employees of the College. Every Guam Community College student and employee is a computer user at some time during their school or work experience. Use of the College’s computer resources, including computer labs, network services, campus information services, library systems, and office computers, is a privilege provided by the College to students and employees. Computer users are expected to learn and follow the rules at each facility they use.

GCC encourages computer use that is consistent with the educational, academic, and administrative purposes of the College and which respects the rights of other computer users.

It is impossible to provide an exhaustive definition of inappropriate computer use or a complete set of examples to cover every situation. Two general criteria are important:

- Computer use should be consistent with the mission of the College; and
- Computer users should respect the rights of other computer users.

Students are also advised not to illegally download materials using GCC resources. Access to the complete online policies and procedures is available on guamcc.edu under the About GCC tab (click on Board of Trustees).

Computer Use Disclaimer: The Guam Community College provides students with access to various technological tools to help them successfully achieve their educational goals. Although the College takes steps to ensure these tools are accessible and operational, it is the student’s responsibility to safeguard and back-up working files at all times.

Email Account Policy

Guam Community College's students and employees are provided technical and informational resources to perform the tasks necessary to support student learning outcomes and the College's mission. These resources, including but not limited to computing devices and software, scientific equipment, email accounts, and access to informational systems, are the property of Guam Community College and not of the individual student or employee. All students and employees, while attending or working at GCC, are required to use their assigned GCC email account for any and all electronic communications related to official GCC business.

The use of a GCC email account is a privilege. Students and employees are assigned a Guam Community College email address while attending or working at GCC as per the eligibility guidelines below. GCC reserves the right to revoke email and related privileges at the point of separation from Guam Community College or at any time for failing to comply with this policy. (Administrative Directive 2006-01, dated July 18, 2013)

College Officials

All employees of Guam Community College are considered College officials. This includes, but is not limited to, vice presidents, directors, deans, associate deans, other administrators, security personnel, and all members of the faculty and staff. Students are to comply with all reasonable directions and requests of College officials. This includes the request to present a valid GCC student ID. Members of the faculty have full authority in their respective classes and any such activities related to the instructional process. Verbal and/or physical abuse directed toward any College official will not be tolerated and will be subject to disciplinary action.

Weapon-Free Campus

Public Law 27-116 prohibits all persons who enter the grounds of the College campus from carrying a firearm, regardless of whether or not the person is licensed to carry a firearm. An exception will be made for duly appointed peace officers performing official duties, authorized personnel using the firing range, and those with special, written permission of the College president.

Furthermore, the College strictly forbids the use, possession, display, or storage of any weapon, ammunition, or explosive device on College property or at College events.

Cell Phone Usage/Texting in Class

Our classrooms are learning environments, and as such, the College expects everyone in attendance to be respectfully engaged in the learning process. Cell phones, MP3 players, earbuds, headphones, and other electronic devices that have the potential to interfere with classroom instruction should not be brought to class. Each instructor has their own policies on electronic devices, which may be outlined in the syllabus for that class, but common courtesy requires that students turn off unnecessary electronic devices and refrain from using them for entertainment or communication during class. If you choose to bring a cell phone to class, please ensure the ringer is set to silent. Students who do not comply with their instructors' policies on the use of electronic devices in class may be asked to leave the classroom. Academic penalties may result from such absences or removals.

Parking Policies

The College reserves the right to control parking and the flow of traffic on its campus. Parking decals are NOT required to park on campus. All vehicles are expected to follow standard rules of the road and parking lots with regard to parking, speed limits, travel on campus, and compliance with federal, state, and local laws. Accessible parking for students with disabilities is clearly marked and available in all parking lots on campus. Abandoned and improperly parked vehicles may be towed away at the owner's expense. The College will not be responsible for any damage done to any vehicle parked on campus. The owner of the vehicle is responsible for all violations assessed against the vehicle.

Bicycle riding is restricted to roadways and parking lots. Bicycles may not be ridden in pedestrian areas on campus. The use of skates, rollerblades, non-motorized scooters, and skateboards is not permitted on campus. Non-compliance with this policy can result in confiscation of prohibited item. Motorized wheelchairs and motor-assisted scooters are allowed in pedestrian areas of the campus when operated in compliance with the Guam vehicle code.

Alcohol and Drug Use Policy Notice

Guam Community College endeavors to lead students and employees to higher ideals of character and public service. The College commits itself to the goals of developing the mind, clarity of thought, and the development of the human spirit. Abuse of alcohol and other drugs is recognized as an impediment to these goals and as a threat to the College's mission of education and training. Alcohol and drug usage are strictly prohibited on campus. Individuals found to be under the influence of drugs and alcohol will be removed from campus immediately. (See Board Policy 410).

Smoking and Betelnut (Pugu'a)-Free Campus Policy

Guam Community College is a tobacco and betelnut-free campus.

In compliance with the Board of Trustees Policy No. 175 and Administrative Directive No. 2006-05, all employees and students are expected to adhere to the following:

DO NOT use tobacco products, chew or spit betelnut (pugu'a), or use any electronic cigarette devices while on GCC property.

As per P.L. 30-63, smokers are prohibited from smoking within twenty (20) feet of campus entrances/exits. Any individual caught smoking on campus may be issued a citation for Tobacco Control violations, and disciplinary action will be enforced.

Drug and Alcohol Abuse Prevention Program (DAAPP)

Guam Community College recognizes the health risks inherent in alcohol and drug abuse. It actively prohibits the possession and use of them on campus or at any college-related activity. Students and employees who are found to be users of alcohol, drugs, tobacco, and betel nut may receive disciplinary action along with a referral for substance treatment. Continued use of these prohibited substances may result in suspension, expulsion, or termination of employment, as may be covered under Guam law.

GCC has developed and implemented a Drug and Alcohol Abuse Prevention Program (DAAPP). DAAPP members meet regularly to review how the College addresses drug and alcohol abuse concerns on campus and to ensure compliance with all DAAPP requirements.

The Guam Community College recognizes the severity that drug and alcohol abuse has on individuals and communities. As such, all reported instances of the use of prohibited substances are thoroughly investigated. Upon investigation, applicable actions are taken to make all responsible parties accountable. The College will impose sanctions on students and employees consistent with all Guam and Federal laws and consistent with the Code of Student Conduct, the Student Disciplinary Procedure, GCC's Personnel Rules and Regulations (Classified Services Employees), the Faculty – Union Contract Agreement Between the Guam Community College of Board of Regents and Faculty Union. These actions may include warnings, suspension, and expulsion for students/termination for employees.

On an annual basis, DAAPP disclosures will be distributed to students and employees in accordance with required procedures. The disclosures will include content related to laws, dangers of abuse, policies, disciplinary and other procedures, educational initiatives, treatment options, resources, and data findings.

A comprehensive biennial review of GCC's drug and alcohol prevention-related initiatives (educational and enforcement-related) will be conducted to determine the effectiveness of its DAAPP and institutional policies against students and employees found to be in violation. Actions will be taken continually to ensure that they best fit the needs of the campus.

Diversity, Equity, and Inclusion Policy

Guam Community College is committed to diversity, equity, and inclusion and is dedicated to maintaining an environment that supports the diversity of people and ideas. The College provides quality, student-centered educational programs, and services that are accessible and flexible to meet the educational needs of the community and is committed to developing strategies to ensure its organizational climate reflects the highest commitment to diversity and respect for individual differences. For more information, please see Board Policy 161.

Workplace Violence Prevention Policy

Guam Community College is committed to providing a safe environment for students and employees. GCC can best perform its missions of teaching, training, and public service when faculty, students, staff, and visitors share a climate that supports a safe learning environment that is free from disruptive, threatening, and violent behavior. Special Workplace Violence Policies and Procedures can be accessed at the Human Resources Office located in the Student Services & Administration (Building 2000), Room 2212 or 2213. For more information, please see Board Policy 171.

Discrimination and Harassment

The College values a community atmosphere that is free from all forms of discrimination and harassment and will strive to prevent such based on race, color, religion, gender, sexual orientation, national origin, age, disability, handicap, or military service. (See Board Policy 185)

Non-Discrimination

Guam Community College is an Equal Opportunity/Affirmative Action employer. It is the policy of Guam Community College to comply with federal and state laws which prohibit discrimination in college programs and activities, including but not necessarily limited to the following laws which cover students and applicants for admission to the College: Title VI of the Civil Rights Act of 1964 as amended (race, color, national origin); Age Discrimination Act of 1975 (age); Titles VII and VIII of the Public Health Service Act as amended (sex); Title IX of the Education Amendments of 1972 (sex, blindness,

severely impaired vision); Section 504 of the Rehabilitation Act of 1973 (physical or mental handicap); and to comply with federal and state laws which mandate affirmative action and/or prohibit discrimination in recruitment, hiring, training, promotion, and retention, including but not necessarily limited to the following laws which cover employees and applicants for employment:

Title VII of the Civil Rights Act of 1964 as amended (race, color, national origin, religion, sex, pregnancy); Executive Order 11246 as amended (race, color, national origin, religion, sex); Equal Pay Act of 1963 as amended by Title IX of the Education Amendments of 1972 (sex); Age Discrimination in Employment Act of 1967 (ages 40- 70); Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974 (veteran's status); Section 503 and 504 of the Rehabilitation Act of 1973 (physical or mental handicap); Chapter 76, 78, 378 (race, sex, age, religion, color, ancestry, political affiliation, physical or mental handicap, marital status, arrest and court record).

The Guam Community College strives to promote the full realization of equal opportunity through a positive, continuing program, including Titles I-IV of the Americans with Disabilities Act (ADA) P.L. 101-336.

Accordingly, educational programs and/or extracurricular activities will be offered without regard to race, color, national origin, gender, sexual orientation, or disability. American citizens or immigrants with limited English-speaking skills will not be denied admission to vocational education programs. In addition, employees and applicants for employment are protected under Title IX and Section 504.

Title IX

Title IX states that: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance." Per BOT Policy 185, GCC is committed to ZERO TOLERANCE toward sexual harassment, sexual assault, and fraternization in any part of the College's programs, services, and activities. Zero tolerance means any sexual harassment, sexual assault, or fraternization will result in immediate and appropriate action to stop such action and prevent its recurrence. For detailed information on Title IX, please see the *Guam Community College Sexual Misconduct Complaint Procedures* via the Title IX webpage: <https://guamcc.edu/title-ix>, or the Title IX Coordinator at (671) 735-8887 Ext. 5630 / (671) 735-5555 Ext. 5566.

Equal Employment Opportunity / Affirmative Action (EEO / AA)

The College EEO/AA Coordinator, Dr. Christine Sison (Rm. 2222, Student Services and Administration Building, 671-735-5589 Ext. 0205; christine.sison@guamcc.edu) addresses EEO / AA issues on campus. Students, employees, or applicants for admission or employment who believe that they have been discriminated against based on race, gender, age, religion, color, ancestry, physical handicap, marital status, sexual orientation, veteran's status, or arrest and court record may file a complaint with the EEO/AA coordinator. The EEO/AA coordinator will explain the available avenues of recourse and direct the person to the appropriate Hearing Officer. Students may also file complaints of discrimination with the Office of Civil Rights, U.S. Department of Education, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099. Phone: (206) 607-1600.

Sexual Harassment Prevention Policy

As required by the Higher Education Amendments of 1992, the College has a Sexual Assault Policy that explains the College's Sexual Assault Prevention Program and promotes awareness of rape, acquaintance rape, and other sex offenses and the procedures for reporting offenses. Excerpts from Policy 185 state:

- The College complies with all territorial and federal laws, all executive orders, and other applicable regulations that protect its employees, students, and applicants for employment or admission against sexual harassment.
- Sexual harassment will not be tolerated in any part of the College’s programs, services, and activities.
- Sanctions will be imposed on employees, students, or other members of the College community who violate this policy in accordance with adopted employee/student codes of conduct and disciplinary procedures, personnel rules and regulations, guidelines contained in employee/student handbooks, the College catalog, Board/Union collective bargaining agreements, territorial and federal law, and other procedures established by the College for purposes of implementing this policy.
- No faculty, administrator, staff, applicant for employment, or student will be subject to restraint, or reprisal for action taken in good faith seeking advice concerning a sexual harassment matter, filing a complaint, or serving as a witness or a panel member in a sexual harassment complaint.

Sex Offender Notification

Guam Community College considers the protection of its campus community to be of significant importance. The Campus Sex Crimes Prevention Act (section 1601) {(42 U.S.C., 1407) j and 20 U.S.C., 1092 (f) (1) (1)} is a federal law enacted on October 29, 2000. This law is intended to monitor the enrollment and/or employment status of convicted sex offenders at higher education institutions. The act requires that any sex offender who is obligated by law to register in a state also provide notice to each institution of higher education in that state where the person is employed, carries on a vocation, or is a student. Additionally, the Campus Sex Crimes Prevention Act requires that higher education institutions issue a statement advising the campus community of the availability of this information. In conjunction with the Campus Sex Crimes Prevention Act, our local Guam Sex Offender Law can be found in 9 GCA Crimes and Corrections, Chapter 25: Sexual Offense and Chapter 80; Crimes Against Minors and Sex Offenders Registry.

The College reserves the right to evaluate and document special cases and to refuse admission if the College determines the applicant (prospective student) is a threat or a potential danger to the College community or if such refusal is considered to be in the best interest of GCC. Students whose admission is revoked after enrollment or expulsion from GCC must be given due process. Individuals convicted of sex offenses are required to self-disclose such status to the Associate Dean overseeing Student Services prior to admission as a condition of enrollment. Failure to comply may be grounds for denial of admission or expulsion from GCC.

Student Complaint Procedure

Student Support Services Office

Building C, Rm. C-1

(671) 735-5555

studentsupportservices@guamcc.edu

A complaint covers any concern or issue regarding employees (faculty, support staff, and administrators) or visitors on campus about a matter related to a student's educational experience with GCC that is not academic in nature. Examples of non-academic concerns or issues could include perceptions and/or allegations of discrimination based on color, age, sex (to include sexual harassment and sexual/gender orientation), national origin, race, religion, political affiliation, or disability condition; other forms of harassment; disruptive, threatening, or violent behavior; conduct associated with drugs and/or alcohol; and violations of other College Board policies and/or administrative regulations/directives that do not have specified procedures in place.

The use of this procedure does not apply to student disciplinary actions outlined in the GCC Student Handbook and other issues, which are covered under separate Board policies and administrative regulations that have specific procedures in place. In the above instances, the Associate Dean responsible for overseeing Student Support Services (or designee) shall inform the student of the correct procedure to follow for the former and/or refer the student to the College official through whom the request should be addressed for the latter. Complaints against employees alleging forms of misconduct described in the GCC Code of Ethics (Policy 470) shall be referred to the Human Resources Administrator.

Whenever reasonably possible, a student who encounters a non-academic problem is encouraged to seek an informal resolution of the matter directly with the College employee or visitor. If the attempt to reach an informal resolution is not successful or if an informal resolution is not advisable, then the concern or issue can be filed at the Student Support Services Office during regular office hours in order to implement the following steps of the Formal Complaint Procedure.

Formal Complaint Procedure

Step One – Initiating a Complaint

A. Complaint Initiation:

The student has ten (10) working days from the date of the incident to file the complaint, utilizing the Student Complaint Form ([Appendix B](#)), to the Student Support Services Office. All supporting documentation must be submitted with the Student Complaint Form.

B. Notification of Charge:

Within five (5) working days, the School of Technology & Student Services (TSS) Associate Dean who oversees the Student Support Services Office (or designee) will begin the investigation and will meet with the person to whom the complaint is addressed (respondent) to inform the respondent(s) that a student has filed a formal complaint.

Step Two – Informal Resolution

The TSS Associate Dean (or designee) will verify if the student and the respondent met earlier in an attempt to informally resolve the matter. If not, and if the student complainant agrees, within five (5)

working days, the TSS Associate Dean (or designee) will attempt to schedule the meeting to allow for an opportunity for an informal resolution between the student and the respondent.

If a satisfactory resolution is reached through the informal meeting between the student and the respondent, both the student and the respondent shall sign or acknowledge receipt via GCC email of the written summary that verifies the resolution of the complaint.

If the student finds the response/resolution through the informal meeting unsatisfactory, the student may submit a written notice of their dissatisfaction to the TSS Associate Dean (or designee) within three (3) working days and request to proceed to Step Three.

If the student expresses concern about scheduling an informal meeting with the respondent that is determined by the TSS Associate Dean (or designee) to be a valid concern, the student may submit a written notice to the TSS Associate Dean (or designee) to proceed to Step Three.

For contract employees or campus visitors:

- 1) If the student finds the response/resolution through the informal meeting is satisfactory, the TSS Associate Dean (or designee) will prepare a written response of the resolution of the complaint to the student within three (3) working days. A copy will be forwarded to the affected GCC contract employee or campus visitor via email. A copy will also be filed with the original Student Complaint Form.
- 2) If the student finds the response/resolution through the informal meeting unsatisfactory, the student may submit a written notice of their dissatisfaction to the TSS Associate Dean (or designee) within three (3) working days. The TSS Associate Dean (or designee) will then schedule a meeting with the student and the respondent in an attempt to resolve the complaint.
- 3) If the student is still dissatisfied with the attempted resolution, the student may submit a written notice to the TSS Associate Dean (or designee) to proceed to Step Four.

Step Three – Formal Resolution

A. Additional Attempt to Resolve:

If a resolution is not reached at Step Two or the nature of the complaint is determined to require more than a resolution between the student and the respondent, the TSS Associate Dean (or designee) will:

1. Implement one (1) of the following:
 - a. For faculty members: refer the student and the faculty member to the faculty member's Dean. Within three (3) working days, the Dean will meet with the faculty member and the student in an attempt to resolve the complaint; OR
 - b. For other College employees: refer the student and the employee to the appropriate supervisor. Within three (3) working days, the supervisor will meet with the College employee and the student in an attempt to resolve the complaint;
2. Prepare a written statement summarizing the actions taken prior to the referral and submit this written summary along with a copy of the Student Complaint Form to the appropriate Dean/supervisor.

- B. Resolution Reached during Step Three with the appropriate Dean/Supervisor/TSS Associate Dean (or designee):
The appropriate Dean/Supervisor will prepare a written response of the resolution of the complaint to the student within four (4) working days. A copy will be forwarded to the affected GCC employee within five (5) working days. A copy will also be provided to the TSS Associate Dean (or designee) to file with the original Student Complaint Form.
- C. Resolution Not Reached during Step Three with the appropriate Dean/Supervisor/TSS Associate Dean (or designee):
The appropriate Dean/Supervisor will refer the student and the affected GCC employee to the President (Step 4). The referral will include a copy of the Student Complaint Form and the Dean's/Supervisor's written summary of the unresolved complaint. The student referral must be made within five (5) working days.

Step Four – Resolution by the President

The TSS Associate Dean (or designee) will include a copy of the Student Complaint Form and a written summary of the unresolved complaint to the President's Office. The student referral must be made within five (5) working days. The President will meet with the student(s) and affected GCC employee/contract employee/campus visitor in an attempt to resolve the complaint. The President's decision is final. The President's Office will provide a memorandum of the final decision to the student and the respondent.

Time for complaints and grievances: If GCC is not in session during part of these proceedings or in instances where additional time may be required because of the complexity of the case or unavailability of the parties or witnesses, any of the time periods specified herein may be extended by the Dean of Technology and Student Services. If a time period is extended, the complainant and the person against whom the complaint has been filed will be so informed.

Note: Communication with the student for conference(s) can be done through class, phone, or email. Class and phone communications will be first attempted. If it is difficult to contact the student through these methods, a notice will be sent via their GCC email address or mailed to the student's address on record.

Students and members of the public who desire to file a formal complaint to the ACCJC about one of its member institutions should become familiar with the requirements for doing so prior to contacting the Commission. Following is a link to the ACCJC's Policy on Student and Public Complaints Against Institutions (<https://accjc.org/wp-content/uploads/Policy-on-Student-and-Public-Complaints-Against-Institutions.pdf>) which will assist the user in understanding the issues the ACCJC can and cannot address through its complaint process. The ACCJC policy explains the procedures for filing a complaint (<https://accjc.org/?s=student+and+public+complaints>).

If you are a medical assisting student currently enrolled in a program or you are a former student, potential student, faculty, or any other interested party and you have a concern about a CAAHEP accredited program, please read the CAAHEP Complaint Policy (<http://www.caahep.org/Content.aspx?ID=37>). If, after reading the policy, you wish to file a complaint, please go to <https://www.caahep.org/students/complaint-policy>.

Emergency Procedures

Evacuation Procedures

If an emergency arises which requires evacuation, it is extremely important that you follow your instructor's directions for evacuating the building, including where to congregate. Although an evacuation plan is posted near the door of each classroom, circumstances could change the posted routes. An alarm system will be utilized to initiate an evacuation or upon notification by proper authorities or a College official. Once the reason for evacuation is resolved, the alarm will ring eight (8) times to signal everyone to return to their assigned buildings.

Evacuation Instructions

When it is dangerous to stay inside the building (i.e., fire, bomb threat):

- At the sound of the alarm and voice announcement, immediately evacuate using the nearest stairway or exit door. Look for exit signs. Do not use elevators because the elevator might take you to the location of the fire.
- If the alarm does not sound, but fire or smoke is present, immediately pull the nearest fire alarm and then evacuate. Fire alarm stations are located in the hallways of buildings 400, 500, 600, 900, 1000, 2000, 3000, 4000, 5000 & 6000 and outside buildings A, B, C, D, and E.
- Close doors behind you as you exit. This will restrict the spread of fire and smoke.
- If fire or smoke blocks your exit, seek an alternate exit. If smoke is present, keep low to the floor and take short breaths to avoid inhaling excessive smoke.
- If a door feels hot, do not open it. Seek an alternate exit.
- Do not return to an evacuated building unless directed to do so by the Guam Fire Department, Guam Police Department, a College official, or when the Mass Notification System indicates an "All Clear."

Shelter in Place Instructions

When it is dangerous to leave the building or room, e.g., for threats of violence:

- Stay inside
- Close doors and windows
- Close window shades to protect from flying glass
- Stay low to the floor
- Keep quiet
- Silence cell phone ringers
- Close and lock doors
- Turn off the lights
- Stay low to the floor
- Stay out of sight
- ONE person should call 911

Further, GCC conducts periodic emergency drills. Please abide by all directions from College officials during drills or emergencies. Please consult the GCC Safety Officer for additional information at (671) 788-2223.

Emergency Text Alert

GCC, in collaboration with Pacific Daily News (PDN), will be able to send emergency text alert messages when deemed necessary. GCC is requesting that all students subscribe to this text message feature in order to receive GCC's emergency text alert messages. Please subscribe to the PDN Text Alert Messaging feature and include the GCC Emergency Text Alert, or call Student Support Services at (671) 735-5555 for more information.

To sign up with your mobile device, visit <https://my.textcaster.com/asa/Default.aspx?ID=2f71bfbd-23a2-4fb6-884b-63dc0d4a2af9> and follow the instructions. Please select GCC Updates and GCC Emergency Alerts, as well as other SMS categories. This free service is FCC CAN-SPAM compliant. You may update message preferences or unsubscribe at any time. Check your wireless provider for any message and data rates that may apply.

COVID-19 Guidance - GCC Campus

The state of public health emergency, enacted as a result of the COVID-19 pandemic, ended on January 6, 2023.

Please be mindful of the following health and safety guidance:

- The use of a face covering is not required but ***encouraged***.
- Keep a comfortable distance between yourself and others to minimize the possibility of spreading or contracting COVID-19.
- Wash your hands or use hand sanitizer, especially when coming in contact with any surfaces.

If you are sick or experiencing any COVID-19-related symptoms, please stay home and get well.

The College ***strongly encourages*** the GCC community to get vaccinated and boosted for COVID-19.

Emergency Phone Numbers

For emergencies, call 911

Non-emergency lines:

- Guam Police Department: (671) 472-8911
- Guam Fire Department: (671) 642-3321

On-Campus Emergency Numbers:

- Student Support Services - (671) 735-5555
- Associate Dean, Technology & Student Services - (671) 735-8887 Ext. 5630 / (671) 735-5555 Ext. 5566
- Title IX Coordinator – (671) 735-8887 Ext. 5630 / (671) 735-5555 Ext. 5566
- Sexual Assault Response Team:
 - Environmental Health and Safety Officer
 - Building 2000, Room 2219, (671) 735-5554 Ext. 5568, Cell: (671) 788-2223
 - Student Support Services Administrator
 - Building C (Rm. C-1), (671) 735-5555
 - Registered Nurse
 - Health Services Center, Building 5000, Room 5116, (671) 735-5586 Ext. 8889
 - Safety Inspector I
 - Building 2000, Room 2215, (671) 735-5554 Ext. 5569
- Health Services Center - (671) 735-5586 Ext. 8889/5414/5577

Guam Hotline/Help-Line Numbers:

- Suicide & Crisis Lifeline - 988 (Call or Text) / 988lifeline.org (Chat)
- Victim Advocates Reaching Out (VARO) Hotline - (671) 477-5552
- Sanctuary Inc. Hotline - (671) 475-7100
- Rape Crisis Intervention (Healing Hearts) Hotline - (671) 647-5351
- Alee Women’s Shelter Hotline - (671) 648-HOPE (4673)
- National Domestic Violence Hotline - 1-800-799-SAFE (7233)
- National Sexual Assault Hotline - 1-800-656-HOPE (4673)
- National Dating Abuse Helpline - 1-866-331-9474
- Alcoholics Anonymous Hotline - (671) 646-SAFE (7233)
- Narcotics Anonymous Helpline - 1-888-599-4826
- Tohge Inc. Guam Warm Lines - (671) 686-WARM (9276) / (671) 787-WARM (9276)
- Victim Services Center Hotline - (671) 475-2587
- Child Protective Services (CPS) - (671) 475-2672
- Poison Help - 1-800-222-1222

APPENDICES

APPENDIX A

GRADE APPEAL FORM

Guam Community College

Prior to completing this form, please read the *Grade Appeal Procedure* located in the GCC Student Handbook. The GCC Student Handbook is available on the College website under the Student Services tab.

Name:		Student ID:
Street address:		
City/State/Zip:		
Telephone numbers:		
GCC email address:		
Semester/Year:	CRN:	Course/Section No:
Course Name:		
Instructor:		

Describe the basis for your grade appeal. Be as specific as possible. You may attach another sheet if necessary. You should also attach additional relevant documentation to support your basis for the grade appeal.

Have you attempted to resolve your grade dispute informally by speaking with your instructor?

Yes No

If no, please explain why not?

Signature

Date

Please submit this form to the Department Chairperson of the instructor whose grade you wish to appeal.

APPENDIX B

STUDENT COMPLAINT FORM

Student Support Services
Guam Community College

A complaint is an allegation of improper, unfair, arbitrary or discriminatory treatment by college personnel. Student should attempt to resolve concerns informally before filing a complaint. Any student or group of students may file a complaint concerning any campus issue and discuss it with the appropriate employees or administrators, but may carry it no further unless a complaint falls within the definition of a grievance. A complaint may constitute a grievance if the issue is not mutually resolved, and the complaint falls within the definition of a grievance.

Name: _____ Date: _____

Student ID: _____ Email: _____

Address: _____ Phone: _____

Complaint Filed With: _____

Describe the nature of your complaint. (Be factual. Include names, dates, and other specific information. Describe actions you have taken to resolve the issue.)

Response requested:

Administrative Awareness Meeting with person(s) involved and administration

Other, explain _____

Signature

STUDENT COMPLAINT FORM

Student Support Services
Guam Community College

FOR ADMINISTRATIVE USE ONLY

Interview Date: _____ SSS Personnel Present: _____

Interviewee(s): _____

Action or Resolution Taken:

Complaint Closed: Yes No

Reason:

Notification Date: _____

Notification Format: _____

Gerald A.B. Cruz
Associate Dean, Technology & Student Services

Date

APPENDIX C



INCIDENT REPORT

Report No.: _____

Reporter: _____
Last Name, First Name

Contact Number(s): _____

Email: _____ Report received from: Victim Witness Family/Friend
 Offender Other: _____

College Student (Post-secondary), *School ID #:* _____ Employee, *Employee ID #:* _____
 High School Student (Secondary), *School ID #:* _____ Visitor
 Vendor, *Company or Agency:* _____

INCIDENT DETAILS

Date of Incident: _____ Time of Incident: _____ Semester / Term: _____

Location: _____ Room # / Other: _____

TYPE OF INCIDENT

- Accident/ Personal Injury
- Aggravated Assault
- Arson
- Burglary
- Dating Violence
- Destruction/Damage/Vandalism of Property
- Domestic Violence
- Drug Abuse Violations
- Drugs/Alcohol
- Fondling
- Harassment
- Hit and Run (Person or Vehicle)
- Indecent Behavior (Language or Conduct)
- Intimidation
- Larceny/Theft
- Other: _____
- Liquor Law Violations
- Manslaughter by Negligence
- Missing Property
- Motor Vehicle Theft (Do not include theft *from* a motor vehicle)
- Murder/Non-Negligent Manslaughter
- Robbery
- Safety Concern
- Sex Offenses-Forcible (Rape)
- Sex Offenses-Non-Forcible (Incest and Statutory Rape)
- Sexual Harassment
- Simple Assault
- Smoking/Chewing/Betel Nut
- Stalking
- Trespassing
- Weapons: Carrying, Possessing, Etc.

Hate Crime

(In conjunction with above and/or below listed incidents)

- Bodily Injury
- Theft
- Other: _____
- Vandalism
- E-messaging
- Intimidation
- Telephone

Include Category of Bias

- Disability
- Ethnicity
- Gender
- Gender Identity
- National Origin
- Race
- Religion
- Sexual Orientation

INCIDENT REPORT

DESCRIPTION OF INCIDENT:

_____ **Signature**

_____ **Date**

Was a Police Report filed? Yes, *Date Filed:* _____ No Unknown

Case #: _____

Name of Officer: _____

Police Report Description:

Action Taken:

_____ **James Fathal**
Program Specialist, Student Support Services (SSS)

_____ **Date**