

CCAC is participating in the national Achieving the Dream initiative (ATD), which means that the faculty and staff are committed to assisting students with being academically successful. The dream catcher is the college's visible sign of participation in the ATD initiative. The dream catcher is a spider web, woven for the benefit of a particular person and carrying all the promise of the coming light each day.

#### **CCAC North Campus**

8701 Perry Highway  
Pittsburgh, PA 15237  
412.366.7000

#### **CCAC West Hills Center**

1000 McKee Road  
Oakdale, PA 15071  
412.788.7500

#### **College Nondiscrimination Policy**

The college does not discriminate and prohibits discrimination against any individual based upon race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, perceived gender identity, sexual orientation, disability, use of a service animal due to disability, marital status, familial status, genetic information, veteran status, age or other classification protected by applicable law in matters of admissions, employment, services or in the educational programs or activities that it operates.

Individuals with disabilities who are requesting accommodations should contact the Supportive Services for Students with Disabilities office at the campus that they will be attending. This publication is available in alternate formats. Questions may be addressed to the Civil Rights Compliance Officer.

Notifications of nondiscrimination and contact information can be found at [ccac.edu/nondiscrimination](http://ccac.edu/nondiscrimination).

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# ULTIMATE POCKET GUIDE TO STUDENT SERVICES

## North Campus 2015–2016

**This guide is  
provided by the  
Achieving the  
Dream initiative.**





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## How do I select the right courses?

### ACADEMIC ADVISING, North Campus

1004  
412.369.3740

### CCAC West Hills Center

S-1502  
412.788.7500

Academic Advising helps you to:

- select the right courses and get registered.
- interpret your student placement test scores.
- understand online learning (DVD/VCR and online) course requirements.
- develop a schedule of classes.
- research academic program requirements and selections.

Academic Advising is also available to:

- answer academic policy questions.
- assist with changing an academic major.
- assist with the graduation process.
- provide referrals to appropriate support services.

Talk with an advisor at any of the college's campuses or centers. Help is available year-round. Appointments are available on a walk-in basis or by scheduling an appointment online at [webapps.ccac.edu/](http://webapps.ccac.edu/AppointmentCentral) **AppointmentCentral** under "advising" on the drop-down menu.

## Where do I buy books and other stuff?

### BOOKSTORE

#### North Campus Bookstore

1007

412.369.3694

#### West Hills Center Bookstore

S-1402

412.788.7524

The CCAC college bookstores offer you the ability to:

- purchase textbooks, supplies, snacks, software, cards, CCAC clothing, magazines, pins, caps and gowns, class rings and more.
- take advantage of Textbook Buy Back days.
- order online—online book orders are delivered to you by FedEx.

Visit the bookstore at any of the four campuses or West Hills Center, or find more information at [ccac.edu](http://ccac.edu), search keyword “bookstore.”

## What is a college center? Where are they located?

### CCAC WEST HILLS CENTER

1000 McKee Road

Oakdale, PA 15071

412.788.7500

- Four centers located throughout Allegheny and Washington counties
- Credit and community education classes year-round
- Workforce training and Act 48 training
- State-of-the-art instructional facilities including multiple skilled training labs
- Enrollment, advising and registration services onsite
- Take courses close to home

Visit any of CCAC's four centers or find more information at [ccac.edu](http://ccac.edu), search keywords “CCAC centers.”

## Where are there computers that I can use?

### COMPUTER LAB, North Campus

2005

412.237.8700 (ITS Service Desk)

### West Hills Center

S-1312

412.237.8700 (ITS Service Desk)

The computer lab:

- verifies that you are a registered student with a photo ID.
- requires that you create a NetID (student network account).
- provides access to the Internet and creates a web-based student email account once you create a NetID.
- provides help from professional staff and student staff.
- provides answers to basic questions on software and programs.
- offers varying hours during the semester.
- is open year-round.

Visit the computer lab at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*computer lab*.”

## How can I find solutions? Your journey begins here.

### COUNSELING CENTER, North Campus

1003

412.369.3614

The CCAC Counseling Center offers you a wide variety of services including transfer, career, personal and academic counseling.

- Located at each campus
- Staffed by professional counselors
- Offers placement tests and other guidance tools
- Offers help with a wide range of academic and personal issues
- Assists with researching, defining and developing career choices and priorities for you
- Offers help to select courses appropriate for transferring to other institutions
- Offers individual confidential appointments
- Provides workshops, seminars, college fairs, resource libraries and Internet access

Appointments may be made for the West Hills Center by telephoning the North Campus Counseling Center.

Visit the Counseling Center at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*counseling services*.”

## You said it costs WHAT?!?

### FINANCIAL AID, North Campus

1003

412.369.3656

CCAC Financial Aid offices can help you to find:

- grants, scholarships, loans and work-study positions.
- professional help with FAFSA and PHEAA applications.
- millions of dollars in public money and scholarships.
- answers to financial aid FAQs.
- downloadable forms and aid brochures.

Please note: student financial aid (loan and grant) refunds are credited no earlier than the 30th calendar day of the fall and spring semesters.

Visit the Financial Aid office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*financial aid.*”

## Put it down—on Cybex, that is!

### FITNESS CENTER, North Campus

Co-curricular Center

412.369.3728

- Free to all CCAC students (must show current student ID card)
- Provides you access to a full range of fitness equipment and facilities
  - Treadmills, elliptical trainers, bikes and steppers
  - Strength training in the weight room offering free fitness assessments
  - Gymnasium, with open basketball gym times available
- Specialized fitness equipment for students with disabilities
- Open year-round, when credit Health and Physical Education (HPE) classes are not in session

Visit the physical education office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keyword “*fitness.*”

## Where do I find help for employment?

### JOB PLACEMENT & CAREER SERVICES, North Campus

1006

412.369.3674

CCAC Job Placement and Career Services assists you through a four-point path to success.

- Learn about occupations, employment, job outlooks and salaries.
- Build your resume, job search and interview skills.
- Gain valuable work experience through internships, co-ops, job shadowing experiences and on-campus work-study jobs.
- Find your place in the job market and get a full-time job in your field.

Take full advantage of [collegecentral.com/ccac](http://collegecentral.com/ccac).

- Register and search for jobs.
- Submit your resume for online approval by one of the professional staff of Job Placement and Career Services.

Visit the Job Placement and Career Services office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*career services*.”

## Welcome to the USA!

### INTERNATIONAL STUDENTS, located on Allegheny Campus, serving all campuses

SSC-120

412.237.2629

The International Students office is home base for international students attending CCAC. The office:

- assists you with the challenges of studying and living in a new culture.
- explains all international admittance requirements and forms.
- provides verification of student status to US Citizenship and Immigration Services.
- issues I-20s and provides appropriate documentation to US Citizenship and Immigration Services.
- provides downloadable required enrollment forms.
- provides links for housing websites.
- provides information about transferring to CCAC from another college or university.
- provides ESL information to all students whose first language is not English.
- coordinates a Facebook page for international students.

Visit the International Students office located in Allegheny Campus Admissions or find more information at [ccac.edu](http://ccac.edu), search keywords “*international students*.”

## You mean other sources exist besides the Web?

### LIBRARY, North Campus

1005

412.369.3681

The Library offers you a wide variety of resources to enable studying and research by:

- linking all four campus libraries electronically.
- offering more than 250,000 books, 80 periodical titles and 20,000 audio/visual titles.
- providing electronic resources, AlleyCat and useful links for Internet assignments.
- offering online resources, EBSCOhost, Facts on File, Gale, etc. for business, education, literature, medicine, arts, sciences and social sciences.
- supplying access to interlibrary loans, customized services for Online Learning (formally known as Distance Learning).
- offering many quiet study areas and professional staff.

The Library is open year-round.

Visit the Library at any of the four campuses or the Library's website at [ccac.edu/library](http://ccac.edu/library).

## Need some help?

### PERKINS OFFICE, North Campus

Room 2018

412.369.3710/4131

### CCAC West Hills Center

Room 1403,

412.788.7511/7516

Provides academic support to all students enrolled in Career and Technical Education (CTE) programs. Services include:

- student orientation.
- study groups.
- academic workshops.

Any CTE student who is struggling academically should stop in the Perkins office—appointments are not required. Visit your campus Perkins office or [ccac.edu](http://ccac.edu), search keyword “Perkins” for more information.

## Where do I sign up?

### REGISTRATION & ADVISEMENT, North Campus

1004

412.369.3700

### West Hills Center

S-1500

412.788.7500

CCAC's Registration and Advisement offices help you to register for any of the thousands of classes offered at CCAC every term.

- Guidance is necessary to enroll.
- In-person and online services (CCAC Central e-Services) are available.
- Mail and fax services can be used if needed.
- Residency requirements are verified.
- The Registration and Advisement offices can help you with a variety of needs:
  - Changing your course schedule
  - Dropping and adding classes
  - Transferring credits from other colleges and universities
  - Learning about academic calendars and deadlines
  - Learning about registration periods and payment dates
  - Pursuing cross-registration at other local colleges and universities
  - Completing graduation applications

Visit the Registration and Advisement desks at any of the four campuses or find more information by visiting [ccac.edu/registration](http://ccac.edu/registration) or emailing [no-registration@ccac.edu](mailto:no-registration@ccac.edu).

## How do I pay?

### STUDENT ACCOUNTS, North Campus

1006

412.369.3670

### CCAC West Hills Center

S-1500

412.788.7500

- Use VISA, MasterCard or Discover
- In person, use cash or debit card
- Pay online at CCAC Central e-Services
- Make all checks payable to CCAC
- Ask about tuition payment plans
- Learn about:
  - third-party sponsors and company checks
- Find student refund information
- Determine payment deadlines
- Settle outstanding accounts
- Find information about tuition and fees

Visit the Student Accounts office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*student accounts*.”



## What else is there to do?

### STUDENT LIFE, North Campus

1020

412.369.3692

### West Hills Center

S-1407

412.788.7390

Student Life provides you with access to the many activities available outside the classroom.

- Intercollegiate sports—ice hockey, golf, bowling, women’s basketball and cross country
- Open stage nights, lunchtime entertainment, art shows, discount tickets to Pittsburgh attractions
- Many clubs and organizations, leadership seminars, the World Cultures Club, PTK, Psi Beta and others
- Club meeting rooms, ping-pong tables, foosball table
- Student newspaper (*Voice*): writers, reporters and cartoonists needed
- Recreational events: flag football, ultimate frisbee, field trips
- Intramural events: in-line hockey, basketball, free time activities

Visit the Student Life office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*student life*.”

## Are any special accommodations available?

### SUPPORTIVE SERVICES, North Campus

1008

412.369.3649 (Voice)

412.369.4110 (TTY)

412.369.3661 (FAX)

### West Hills Center

S-1510

412.788.7508

CCAC Supportive Services for Students with Disabilities offices offer services for individuals with documented disabilities. Reasonable accommodations are required under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act. Services include:

- accessible facilities and parking.
- appropriate accommodations: extended time testing, note-taking assistance, American Sign Language interpreters, etc.
- assistive technology including: Kurzweil 3000, Dragon Naturally Speaking, Jaws, Zoom Text, TTYs, etc.
- alternate print formats.
- promoting Academic Success courses.
- grievance procedures for Individuals with Disabilities.

Visit the Supportive Services for Students with Disabilities office at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keywords “*supportive services*.”

## Stuck on a problem? Need some help?

### TUTORING (LAC), North Campus

1005

412.369.3717 or 412.369.3681

### CCAC West Hills Center

S1408

412.788.7390

- Offers free tutoring services at each campus
- Provides in-house tutoring of many subjects, study skills and writing skills
- Offers 10 hours of free online tutoring through SMARTHINKING at [onlinetutoring.ccac.edu](http://onlinetutoring.ccac.edu)

### Drop-in Assistance Centers—no appointment needed

- Math Café
  - North Campus (2100B)
  - West Hills Center (S2115)
- Learning Commons
  - North Campus (2101)

Visit the Tutoring offices at any of the four campuses or find more information at [ccac.edu](http://ccac.edu), search keyword “*tutoring*.”

## Serving those who serve us

### MILITARY & VETERANS SERVICES, located on Allegheny Campus (J-212), serving all campuses

Ph.: 412.237.6503 Fax: 412.237.2765

1006, North Campus representative, Ph.: 412.369.4191

[veteransservices@ccac.edu](mailto:veteransservices@ccac.edu)

The CCAC Veterans Services Center serves as a confidential single point of contact for veterans at all CCAC campuses in identifying available services in southwestern Pennsylvania.

- Center of Excellence for Veteran Student Success and Health Career Grants
  - Facilitator, success coaches and support network
  - Health career grant-funded opportunities
- All chapters of the Veterans Administration GI Bill and CCAC offer educational benefits and services to veterans, military-connected students and in some cases spouses and dependents, including:
  - Multiple programs and initiatives granting degrees and certificates
  - Academic advising and counseling
  - Career counseling
  - Disability services
  - Financial aid
  - Educational and vocational training for people with disabilities
  - GI Bill navigation through application, processing and securing benefits
  - Work-study opportunities
  - Support services and tutoring

Visit the Veterans Services Center located on Allegheny Campus or find more information at [ccac.edu](http://ccac.edu), search keyword “*veterans*.”

## What other services are available?

### **PITTSBURGH PROMISE SCHOLARS' INITIATIVE, located on Allegheny Campus, serving all campuses**

L-404A  
412.237.4601

Provides a full range of support services to students at all campuses and centers who are in the Pittsburgh Promise program. Visit the CCAC Pittsburgh Promise Initiative office or [ccac.edu](http://ccac.edu), search keywords "*Pittsburgh promise*" for more information.

### **STUDENT SUCCESS COACH, North Campus**

3008  
412.369.3679

Provides support services to students at all campuses and centers who are required to take *SDS 102 Academic and Personal Development*.

- Reviews students' goals for enrolling in college
- Explains college policies and procedures
- Monitors student attendance
- Refers students to tutoring and other services

## What services are available online?

### **ONLINE SERVICES**

**Appointment Central:** Make appointments on campus for specific services including advisement appointments.

**Blackboard:** Get useful information about your courses on the web. Join in online discussions and gain public access to important class documents.

**CCAC Central:** Current students can register and pay for classes, view grades and more.

**Course Information & Search:** Search for courses or download the CCAC catalog.

**Online Dean:** Contact the deans of Student Development with questions relating to more than 30 topics, such as student accounts, financial aid, graduation or career services.

**Online Student Orientation:** Become familiar with your campus, understand how to register for classes and learn about financial resources and many other services.

**Online Tutoring:** Take advantage of CCAC's online tutoring services, including live chat rooms and conference sessions, message boards and more.

**Student Portal:** Access important account information and online tools for managing your academic career.

## Who do I call if I need help on campus?

### NORTH CAMPUS EMERGENCY INFORMATION

#### Police • Fire • EMS

9-911

After calling 911 be sure to notify security of the incident and location

#### Security & Lost & Found

412.369.4100

#### Switchboard

“0” or 412.366.7000

### WEST HILLS CAMPUS EMERGENCY INFORMATION

#### Security & Lost & Found

412.788.7370

#### Switchboard

412.788.7500

### INCIDENT REPORTING, serving all campuses

#### [ccac.edu/incident](http://ccac.edu/incident)

Report any incidents of concern to you or your fellow students, including any disturbing, aggressive or inappropriate student behavior.

#### Severe Weather Hotline

412.237.4520

#### [ccac.edu](http://ccac.edu)

#### [twitter.com/CCACAlerts](https://twitter.com/CCACAlerts)

If you do not have a Twitter account, text “**follow CCACAlerts**” to 40404.

## Where can I find a quiet place to study?

### NORTH CAMPUS STUDY AREAS

North Lounge Area, Room 1022

North Front Area, Room 1104

North Library, Room 2101

### WEST HILLS CENTER

Room S-1715

Room S-1717

Room S-2001