





## TABLE OF CONTENTS

### Sixth Floor

Auditorium  
 Faculty Offices  
 Classroom  
 Science Lab  
 Urban League Youth Office Room 601

BRIDGE Office  
 290 Main Street  
 3<sup>rd</sup> Floor

EOC Mission Statement.....	2
Value Statement.....	2
Message from the Executive Director.....	3
Directory.....	5
About the EOC.....	6-7
Academic Calendar.....	8-9
Eligibility Requirements & Enrollment Process.....	10
Scheduling for Continuing & Returning Students.....	11
(EMS) Records Management.....	11-12
Instructional Methods.....	12
Waiver Policy & Procedure.....	13
Academic Progress & Attendance Policy.....	14
Student Withdrawal & Dismissal Policy.....	15
Grading Policy.....	15-16
Pre & Post Tests and Tutoring.....	16
Student Newsletter.....	16
ID Cards & Replacement Fee.....	16-17
Student Development Center.....	17
Vending Machines & Food Service Area.....	17
Independent Academic Center.....	17
Library and Media Center.....	17
Alumni Association.....	18
Student Recognition Program.....	18
Student Support Services.....	18
Counseling Services.....	18
Lockers.....	19
GED Test Site & GED Test Dates.....	19
Workforce Development Services.....	20
Career Planning and Placement Office.....	20
BRIDGE.....	20
Work Readiness Credential.....	21
Technology Resource Management.....	21-22
Medical Emergency Procedures.....	22-23
Fire Evacuation Procedures.....	23
People Unable to Evacuate.....	23
Security.....	24
Student Performance Standards & Expectations.....	24
Environment Standards & Expectations.....	24-25
Performance Standards & Expectations.....	25
Codes of Behavior.....	25-27
Administrative Dismissal/Withdrawal.....	27
Student Appeals Process.....	28
Sexual Harassment.....	28-29
Cancellation of Classes/School Closing.....	30
Floor Indicator (What is on each floor).....	31-32

## EOC MISSION STATEMENT

The mission of the University at Buffalo Educational Opportunity Center is to produce lifelong learners who are self-directed, empowered, and committed to excellence. Residents of the surrounding Buffalo community are provided a range of services designed to develop the academic and vocational skills that are necessary to become self-sufficient.

Programs and services are structured to adapt to the needs of our students, as well as to the demands of our community and serve as first steps toward the attainment of long-term educational and employment goals.

## VALUE STATEMENT

The faculty, staff, and community partners of the University at Buffalo EOC believe that our students entrust us with providing learning experiences that will enhance their life long success. As we emerge into the 21st century, we are dedicated to fulfilling that trust by providing an educational environment that addresses the needs of an increasingly diverse student population. In pursuit of that environment, we are committed to fostering personal growth, intellectual development and economic independence.

Non-Discrimination Policy -- EOC is committed to equal opportunity in educational programs, admissions, and employment. It is the policy of EOC to provide equal opportunity for all qualified applicants, students, and employees, and to prohibit discrimination on the basis of race, color, gender, religion, national origin, age, sexual orientation, disability, or marital status.

**In accordance with federal and state laws, NO person in whatever relationship with the State University of New York at Buffalo Educational Opportunity Center shall be subject to discrimination on the basis of age, religion or creed, color, disability, national origin, race, ethnicity, sex, marital or veteran status. Additionally, New York State Governor's Executive Order 28 and the University Board of Trustees Policy prohibit discrimination on the basis of sexual orientation.**

## EDUCATIONAL OPPORTUNITY CENTER FLOOR INDICATOR (WHAT IS ON EACH FLOOR)

### First Floor

Security  
Enrollment Management Services Room 100 – Picture ID, Class Schedule  
Bethel Head Start

### Second Floor

Classrooms  
Faculty Offices  
Media Center/Library Room 213B  
Independent Academic Center Room 213D  
Student Development Center (Student Leadership Association) Room 212  
Gear-Up Lab  
Vending Machines

### Third Floor

Computer Labs  
Attain Labs  
Faculty Offices  
Distance Learning Lab  
LAN Program Lab  
Computer Repair Lab  
ESL Classroom

### Fourth Floor

Administrative Offices  
Counselors' Offices  
Career Services Center Room 419  
Urban League Youth Programs Room 421, 422  
Youth Construction Initiative Program

### Fifth Floor

Allied Health Classrooms  
Faculty Offices  
Dental Labs  
Urban League AVE/PAVE Computer Lab  
Classrooms  
Food Service

“Snow Days” and other emergency closings will be announced on the radio.

WWKB-1520-AM,  
WEBR-970-AM,  
WBEN-930-AM,  
WKSE-KISS-98.5-FM,  
WBFO-88.7-FM,  
WBLK-93.7-FM and  
WUFO-1080-AM

are recommended as stations which regularly announce such listings.

Students can also obtain school closing information by calling 849-6727 ext. 935.

### **Class Cancellation**

When Buffalo Public Schools day and/or evening (including Parochial Schools) are closed due to a weather emergency - EOC classes are cancelled. Faculty are not expected to report to school. Professional and clerical staff are expected to report to work unless a directive is received by the Center Director and/or designee to suggest otherwise.

**To verify class cancellations call 849-6727 ext. 935.**

## **MESSAGE FROM THE EXECUTIVE DIRECTOR**

Dear Student:

You have made the right decision. The Educational Opportunity Center provides an excellent opportunity for you to define your goals. More importantly, the Educational Opportunity Center offers you the path for your personal goal achievement. However, in order for you to take full advantage of the Educational Opportunity Center you must be willing to accept three challenges. *First and foremost, we challenge you to make a commitment to your academic and career goals. Second, we challenge you to work hard toward meeting your goals. Finally, we challenge you to achieve your goals.*

I am certain that working to meet these challenges will be a positive experience. You have the benefit of quality services, the assistance of an outstanding faculty and professional staff, access to the latest and the best in educational technology and instructional programming, and an extensive student support network system. You are encouraged to take full advantage of the opportunities that are available.

On behalf of the EOC administration, faculty, and staff, I welcome you to the Educational Opportunity Center and thank you for helping us to lead the way by placing students first and making you our number one priority. I look forward to recognizing you and your accomplishments during our various recognition ceremonies held during the year.

Sincerely,  
Sherryl D. Weems, Ed.D.  
Executive Director

Dear Student:

Welcome to the Educational Opportunity Center. Your decision to select the Center as your educational institution is an important one. Our motto, at the EOC, is "Students First". This is an expression of the Center's commitment to you, our student. Our primary mission is to help you achieve your educational and vocational goals. Through rigorous academic and workforce development programs and comprehensive student support services, the EOC has a long tradition of preparing students to meet the challenges of the "world of work". Our faculty and staff also have a long history of supporting and encouraging the educational, personal, social and physical growth of every student.

The EOC commits itself to your learning and we ask you to do the same. Learning is about both the individual and the larger community. Mutual respect, concern for others, and academic integrity are among the cornerstones of this activity. As you become a part of the Educational Opportunity Center community, we encourage you to make your commitment to these values. When we do that together, we create an environment in which learning occurs all the time, in the classroom and outside.

As you look through this Handbook, we hope you will spend some time reviewing the numerous student organizations and services that are available to you. Two groups that we'd like to call your attention to are: The Student Leadership Association (SLA) and Student Development Center (SDC). We encourage you to consider becoming a member of the SLA and the SDC. You will gain valuable leadership skills as a result of your involvement in these groups. In addition other students will benefit from the programs and services that you help to develop and promote through the SLA and SDC.

Finally, there are also sections of the Handbook that address the Center's expectations for student behavior. As you review these, remember that we all share a responsibility for creating an environment in which everyone can learn. Your adherence to these rules and regulations are as crucial to your achievement as your completion of the academic requirements.

This handbook is intended as a guide to the services and resources that are available to students. We encourage you to keep this reference handy and to seek services when necessary. There is a directory which lists the names and contact numbers of staff members and descriptions of resources that will enrich your EOC experience.

As you settle in, you will have many questions and probably even a few struggles. Please do not hesitate to let others know when you need assistance. Best wishes for a successful educational experience.

Warmest regards,  
Director of Student Support Services

If either party is dissatisfied with the outcome of the informal complaint resolution process, or if either party elects to proceed directly to the formal complaint investigation process, then the Director of Student Support Services initiates that process. Full detail of the process can be obtained from the Office of the Director of Student Support Services.

A sexual harassment complaint shall be defined as any meeting or discussion by the complainant, with an EOC official, the purpose of which is to inform the University that sexual harassment may be occurring and to provide information sufficient to identify the accused. Once this meeting or discussion has occurred, the EOC is considered by law to be "on notice" and may be required to investigate such a complaint.

A complaint is an allegation of a violation of EOC/UB policy. Until an investigation process has been completed, no inferences can be drawn as to the truth or falsity of the allegation.

### **Reporting Bias-Related Confrontations and Incidents**

Student Support Services Office coordinates the Center's response to reports of intolerance toward students that are specifically manifested as bias-related incidents. In defining intolerant behaviors constituting bias-related acts, the following definition is used:

- An act of intolerance is any attempt to injure, harm, or harass a person because of race, religion, color, national origin, disability, age, sex, or sexual orientation. Such behavior includes acts or attempts that may pose physical or psychological harm or threat to individuals, groups, the University, or the community.
- An act of intolerance differs from other acts of intimidation or criminal behavior because it is motivated by hatred of the characteristics or beliefs of the victim. Acts of intolerance are conscious, deliberate behaviors in contrast to insensitive acts which may be the result of lack of awareness.

An EOC student who has a complaint may contact the Office of the Director of Student Support Services in Room 406 or at 849-6727 x159.

### **CANCELLATION OF CLASSES/SCHOOL CLOSING**

#### **School Closing**

The Educational Opportunity Center will observe the same closing day(s) as the University at Buffalo (UB), not to be confused with the State University College at Buffalo (Buffalo State).

drugs/firearms/weapons, will be subject to expulsion. Some violations may result in court action.

### STUDENT APPEALS PROCESS

If a student disagrees with certain decisions of faculty and staff, the Student Appeals Process allows students to request a formal review of these actions. The student can request an appeal of the following: grades from coursework, final class grades, termination from school, suspension from a program and/or class, or a department level decision being questioned.

Additional policy and procedural information regarding student conduct regulations is available upon request from the Student Support Services Director, Room 406. Sections included are:

- General purpose responsibility procedures for dealing with violations of the Student Conduct Regulations
- Student Disciplinary Procedures (describing Hearing and Grievance Procedures).

### SEXUAL HARASSMENT

The University at Buffalo Educational Opportunity Center is committed to creating and maintaining a community in which all persons who participate in University programs and activities can work together in an atmosphere free of all forms of harassment, exploitation, or intimidation, including sexual harassment. Specifically, every member of the University community should be aware that the University is strongly opposed to sexual harassment and that such behavior is prohibited both by law and by University policy. Retaliation is also prohibited toward an individual on the basis of her/his bringing a complaint of sexual harassment. It is the intention and responsibility of the EOC to prevent, correct and, if necessary, discipline behavior that violates this policy, including providing appropriate education and training with respect to the meaning, significance and impact of sexual harassment for all University at Buffalo EOC faculty, staff and students.

#### Sexual Harassment Complaint

Any student who believes he/she has been victimized by sexual harassment is encouraged to promptly contact the Office of the Director of Student Support Services. The Director of SSS has the primary responsibility of accepting and processing discrimination complaints, including complaints charging a faculty member, staff employee or student with sexual harassment. Complaints initially made to other EOC personnel must be reported to the Director of Student Support Services. Efforts to resolve complaints through informal intervention, mediation or investigation will be undertaken impartially and in as prompt and as confidential a manner as possible.

### DIRECTORY

<b>Executive Director's Office</b>	<b>849-6727 ext. 125 Room 425</b>
<b>Archie Hunter Library/ Media Center</b>	<b>849-6727 ext. 138 Room 215</b>
<b>BRIDGE (Employment Unit) 290 Main Street – 3<sup>rd</sup> Floor</b>	<b>849-6700</b>
Michelle Urbanczyk, Program Administrator	849-6709
Melissa Davis	849-6793
Carol Dozier	849-7135
Tara Fulgham	849-6791
David Maciejewski	849-6727 x187
<b>Career Planning and Placement</b>	<b>849-6727</b>
Margot Barrett Keysor, Supervisor	ext. 168 Room 400
Terry Patterson	ext. 162 Room 411
<b>Career Services Center</b>	<b>Room 419</b>
<b>Counseling Department</b>	<b>849-6727</b>
Patricia Moss, Supervisor	ext. 156 Room 408
Hector Alejandro	ext. 155 Room 410
Adell Fletcher	ext. 152 Room 413
Trudy Munford	ext. 153 Room 412
William Ridley	ext. 148 Room 417
<b>GED Exam Scheduling</b>	<b>849-6727 ext. 152 Room 413</b>
<b>Internship/Externship Office</b>	<b>849-6727 ext. 151 Room 414</b>
Darlene Mercado	
<b>Instructional Services Office</b>	<b>849-6727 ext. 163</b>
Debra Thompson, Supervisor of Faculty	
<b>Enrollment Management Services</b>	<b>849-6727 ext. 110</b>
Carolyn Malone, Interim Director	
<b>General Information</b>	<b>849-6727 ext. 500</b>
<b>Security</b>	<b>849-6739</b>
<b>Student Support Services</b>	<b>849-6727 ext. 159 Room 406</b>
Director	
<b>EOC Snow Emergency Hotline</b>	<b>849-6727 ext. 935</b>

website: <http://eoc.buffalo.edu>

## **ABOUT THE EDUCATIONAL OPPORTUNITY CENTER**

The Educational Opportunity Center was opened in 1973. The Center is administered by the University Center for Academic and Workforce Development of the State University of New York and is sponsored by the University at Buffalo. The Center reports to the Division of Continuing and Professional Studies.

Formed by the merger of the Urban Center and Cooperative College Center, its major purpose is to provide instructional programs and supportive services to those who have limited educational and financial opportunities. The Educational Opportunity Center's primary objectives are to help students qualify for college enrollment and/or meaningful employment. Instructional programs are divided into academic, remedial, vocational/technical, and allied health training areas.

### **Academic Programs:**

- College Pathway to Academic/Vocational Preparation
- College Pathway to Licensed Practical Nursing
- GED Exam Preparation (includes GED Practicum)
- Scholastic Aptitude Test (SAT)
- Workplace Essential Skills (Alden)

### **Remedial Programs:**

- Allied Health Career Exploration (Institute)
- Basic Education/Literacy (Academic Foundations)
- English-as-a-Second Language (ESL)

### **Vocational/Technical Programs:**

- Computer Repair
- Environmental Restoration Worker
- Fiber Optic Cable Network Termination (Installer)
- IC-3 Certification Training
- Incumbent Worker Series
- Local Area Network Administrator
- Nail Technician
- Skilled Trades and Career Development
- Tax Preparation

### **Allied Health Training:**

- Central Sterilization Technician
- Certified Nurse's Assistant
- Dental Assistant
- Medical Assistant
- Pharmacy Technician

**go to the Enrollment Management Services Office Room 100 to get an ID CARD.**

Students arriving at school before the beginning of classes may wait in the Independent Academic Center (located next to the Library Media Center on the 2nd floor). While in the building, students are to be in class, the Library or involved in a school related activity such as tutoring or counseling. Loitering in the hallways is not permitted at anytime.

Students must discourage their friends from "visiting" at the Educational Opportunity Center. Non-students are not permitted to sit in classes unless there is written permission from the Instructional Services Director/ designee or the instructor.

## **ADMINISTRATIVE DISMISSAL/WITHDRAWAL**

### **Discipline**

In accordance with standards set by the University at Buffalo, The EOC's disciplinary process takes appropriate action when student conduct directly and significantly interferes with the EOC's primary educational responsibility of insuring all members of its community the opportunity to attain their educational objectives in consonance with the institution's mandate. These regulations governing student behavior have been formulated to be reasonable and realistic for all students.

Each student is expected to observe these rules and regulations at all times, while in the building. Breaking these rules may result in suspension or expulsion, depending on the nature and severity of the offense.

All recommendations for the suspension of students are referred to the Director of Student Support Services, who will determine whether a student is to be warned, placed on probation, suspended, or recommended for expulsion. When making such a decision, usually one or more of the following are consulted: the student's counselor, a teacher, and/or the Director of Instructional Services.

Suspension is temporary and will be applied in less serious instances. Some of the violations for which a student may be suspended are loitering and loud talking. The length of suspension may range from three (3) days to five (5) weeks.

Only the Executive Director is authorized to expel students from the Educational Opportunity Center. Expulsion is for a longer term than suspension and may be permanent. If a student is expelled, that student may not be readmitted to the Educational Opportunity Center without a hearing. Any student guilty of fighting, property damage, theft, gambling, possession or use of

others is forbidden. Everyone is cautioned to be responsible for the security and protection of their own property.

4. The possession, use or sale of illegal drugs, or alcoholic beverages on the Educational Opportunity Center premises is prohibited.
5. Gambling is prohibited on the Educational Opportunity Center premises.
6. Smoking is prohibited on the Educational Opportunity Center premises as designated by the “NO SMOKING” signs. Smoking is not permitted anywhere in the building.
7. Fraud on examinations, on any required academic work, or any official document is prohibited and illegal.
8. Students are required to carry their Educational Opportunity Center identification card, validated for the current enrollment period. It must be presented to authorized personnel (faculty and staff members, security officers) upon request.
9. Food and beverages in classrooms, the library, and other locations as designated are prohibited.
10. Children are not allowed in the classrooms while parents are attending classes or in the building on official business for lengthy periods of time. Questions related to this policy should be directed to the Student Support Services Director or the Director’s Office.
11. There shall be no selling of goods and services on the premises of the Educational Opportunity Center. Approval for student related activities should be obtained from the Director of Student Support Services. All other requests must be approved by the Executive Director.
12. Approved notices and announcements shall be posted on the bulletin boards provided for that purpose in the Educational Opportunity Center building. No other wall space may be used for posting. Student postings must be approved by the Director of Administrative Services located in Room 426. All those who post notices and/or announcements shall be responsible for their timely removal.
13. Students are not permitted to bring bicycles into the EOC building.  
**Cellular phones, beepers, radios, walkmans and cassette players must be turned off during class time.**

**Students must present their IDENTIFICATION CARDS in order to enter the building at all times. If a student does not have an ID card, they are to**

### **EOC Services:**

Advanced Technical Training and Information Network Lab (ATTAIN Lab)

### **BRIDGE Programs:**

Fathers Forever

GOLD

### **Technology Based Learning (TBL) at EOC**

Technology Based Learning (TBL) at EOC offers students a flexible and convenient alternative to the traditional classroom setting. Students enrolled in a TBL course are fully integrated into a virtual learning environment. These environments function like traditional classrooms, but offer tech tools that create optimum learning experiences. TBL enrollees can review class notes, download course materials, link to online reading assignments, complete and hand in homework assignments, interact with instructors and peers online and receive grades and evaluations.

The EOC offers three Technology Based Learning (TBL) initiatives:

**The Distance Learning Center** – Global network of courses, seminars and workshops delivered digitally via the Distance Learning Center to EOC students and community partners.

**Distance Learning Online** – A flexible and convenient alternative to the traditional classroom. Students enrolled in EOC’s Distance Learning Online have 24 hour, 7 day a week access to course materials.

**The ATTAIN Lab** – (lab environment) offers over 30 occupational, academic and life skill courses to enrolled participants. Each course is individualized and self-paced.

**Supportive services include:** counseling (advisement, personal, academic, career, and vocational), college application, financial aid, and job placement assistance, case management, media center, career resources, GED testing exam, an on-site Bethel Head Start Program (for eligible families), tutoring and cultural/recreational activities. These services are available and accessible to all EOC students.

In all, the Center’s programs and services are designed to meet the special needs of a diverse student body. Courses and services for qualified individuals are offered tuition free through funding made available by the New York State Legislature.

**ACADEMIC CALENDAR  
2005-2006**

Wed, Aug 30, Thurs, Aug 31.....Faculty/Staff Planning and Development  
**Mon. Sept 4.....Labor Day  
Center Closed**

Tues. Sept 5, Wed. Sept 6, &.....Student Interviews, Scheduling, Notification  
 Thurs. Sept 7

Mon. Sept 11.....Classes begin-First Quarter  
 Program Orientations

**Mon. Oct. 9.....Columbus Day  
Center Open/Classes Cancelled**

Fri. Oct. 27.....Evaluation/Grades Due  
 First Quarter Ends  
 Scheduling for Second Quarter

Mon. Oct. 30.....Classes Begin-Second Quarter

**Tues. Nov. 7.....Election Day  
Center Open/Classes Cancelled**

**Fri. Nov. 10.....Veterans Day  
Center Open/Classes Cancelled**

**Thurs. Nov. 23-Fri. Nov. 24.....Thanksgiving Recess  
Center Closed**

Tues. Dec. 19.....Evaluations/Grades Due  
 Second Quarter Ends  
 Scheduling for Third Quarter

**Wed. Dec. 20-Tues. Jan. 2.....Winter Recess**

Wed. Jan. 3.....Center Open  
 Third Quarter Interviews/Scheduling  
 Classes for Continuing Students

Mon. Jan. 8.....Classes begin-Third Quarter

**Mon. Jan. 15.....Dr. Martin L. King, Jr. Day  
Center Closed**

- In the classrooms, food will not be allowed. Beverages will be allowed only if they have covers over the cups or caps on bottles. **No food or drinks are allowed in the computer labs.**

**PERFORMANCE STANDARD AND EXPECTATIONS**

- Regular class attendance is mandatory. Students are expected to report on time within five minutes of the assigned time.
- Students are expected to arrive to their appointments with EOC personnel on time.
- When classes are not in session, students are expected to report to a pre-assigned lab where work assignment will be specified and attendance will be taken.
- The student handbook details policy and procedure governing student behavior, no tolerance for offensive and/or inappropriate language, aggressive behavior, loud talking etc. Violations are not expected.
- Students are expected to remove hats, caps, hoodies, scarves, do-rags, and non religious hair apparel, sunglasses, outerwear [coats, jackets, etc.] upon entering offices, classrooms, and service areas.
- Students are expected to dress appropriately.
- Students are expected to report to school alert, and ready for learning. Sleeping in class, lounge areas, etc is not permitted and not tolerated.
- Students must maintain good academic standing to continue EOC enrollment.

**EOC is designated as a GUN FREE, DRUG FREE SCHOOL ZONE.**

**CODES OF BEHAVIOR**

**The EOC has a zero tolerance policy regarding fighting. Fighting will result in expulsion from the EOC.**

**VIOLATIONS OF THE FOLLOWING REGULATIONS ARE SUBJECT TO DISCIPLINARY ACTION.**

1. Students or student groups may not subject other students or Educational Opportunity Center personnel to any behavior that is abusive, demeaning, or physically harmful.
2. No individual is allowed to have in their possession firearms, knives, or any other dangerous object that can be used to inflict bodily harm on another individual, themselves and/or damage upon the building or premises of the Educational Opportunity Center.
3. Improper use, destruction (including graffiti), theft or any unauthorized removal of Educational Opportunity Center property and the property of

## SECURITY

Security guards are on continuous duty to help students, staff and faculty and to protect the Educational Opportunity Center building and property.

## STUDENT PERFORMANCE STANDARDS AND EXPECTATIONS

Students attending the Buffalo Educational Opportunity Center are required to obey the laws of the City, State and Nation, and the policies of the Educational Opportunity Center and University at Buffalo. They are to set and observe a proper standard of conduct both within and around the parameters of the Center.

Expectations of the workforce preparation coordinated with the development of the Work Readiness Credential Initiative presents a significant opportunity for EOC students to be considered among the best prepared this community has to offer.

Essential to adequate workforce preparation is the expectation that students will:

1. Demonstrate responsive behavior
2. Demonstrate promptness
3. Avoid Absenteeism
4. Comply and adhere to all institutional policy
5. Demonstrate respect
6. Demonstrate the ability and willingness to follow rules and regulations
7. Avoid the use of language, behavior, or comments that stereotype others

To this end, we require the consideration and adherence of all stated policies and procedures inclusive of those listed below, among our students and professional community members in order to achieve the overall standards and expectations of our EOC.

## ENVIRONMENT STANDARDS AND EXPECTATIONS

- Members of the EOC Community are expected to follow building safety procedures and environmental policies as stated in building - wide postings, policy notebooks and student handbooks.
- Students are expected to be in assigned/designated space at all times while in the building, classrooms, lab areas, student areas, internal centers, hallway loitering and restroom loitering is not expected and thus, will not be tolerated.
- Stairwells are expected to be kept free from loitering as well as the space immediately outside the building.
- Chairs are provided for seating, students are expected to use chairs instead of tabletops for seating

**Mon. Feb. 19.....Presidents Day  
Center Open/Classes Cancelled**

**Fri. Mar. 2.....Evaluations/Grades Due  
Third Quarter Ends  
Scheduling for Fourth Quarter**

**Mon. Mar. 5.....Classes begin-Fourth Quarter**

**Thurs. Apr. 5-Fri. Apr. 13.....SPRING RECESS**

**Fri. May 4.....Evaluations/Grades Due  
Fourth Quarter Ends**

**Date TBA.....Graduation**

## ENROLLMENT MANAGEMENT SERVICES (EMS)

The Educational Opportunity Center Office of Enrollment Management Services is located on the first floor of the building and assists applicants in the completion of EOC application forms, determines eligibility for enrollment, provides schedules for classes, issues student ID cards, and maintains official information on student participation data, retention data and statistics such as: Student Directory Information, Class Schedules, Class Attendance, Enrollment Verification, Graduation Verification, Certificates and Awards, Transcripts, and Placements in College and/or Jobs.

## EOC ELIGIBILITY REQUIREMENTS

### Applicants for EOC must:

1. Be a resident of New York State for the past 12 months.
2. Be an out of school youth, 17 years of age or older.
3. Meet the following guidelines established by the State University of New York:
  - a. have an income within the EOC guidelines
  - b. be lacking the educational skills or background required for college admission or to begin a productive career of your choice.

All students who apply for entrance to EOC are required to complete an application and document educational and financial background. The EOC is tuition-free. Students enrolling in certain programs might be required to purchase uniforms, textbooks, and work shoes.

### Enrollment Process for New Students

Once an applicant is determined to be economically and educationally eligible for EOC admission, he or she is given an appointment (day and time) to participate in the EOC Choices Assessment /Enrollment process. The Choices Enrollment/Assessment sessions are offered on most Tuesdays and Wednesdays throughout the academic year with one evening session per month and one Saturday session per semester.

The Choices Assessment/Enrollment Process is outlined in three phases:

1. **Placement Test:** The applicant will take the TABE (Test of Adult Basic Education) Full Battery Placement test. This Full Battery Test (includes practice test and locator) runs 3 ½ hours and is designed to establish reading, math, and language skill levels for program admission and class placement.
2. **Advisement:** The results of the test will be available to the applicant/student the same day, shortly after the test is ended. At this point, the applicant/student will meet with an academic program

- a. If the student's ailment prohibits the making of such an arrangement, counselors or other staff members may assist by calling the student's relative or emergency contact.
  - b. If financing a ride home is a problem, students will be referred to the SSS Director or designee.
6. Security, assisted by staff member(s) involved, will provide the SSS Director with a written incident report which will describe the incident and the action taken.

## FIRE EVACUATION PROCEDURES

If the Fire Alarm rings -- evacuate immediately and DO NOT USE THE ELEVATORS. DO NOT assume it is "just a drill".

Before an emergency, plan your escape route and have in mind an alternative escape route if necessary. Please remember the following evacuation routes:

- |         |  |
|---------|--|
| Floor 1 | Main Entrance (Headstart only - Mohawk Street) |
| Floor 2 | South Side Stairway - (near restrooms)         |
| Floor 3 | Mohawk Street Stairway                         |
| Floor 4 | South Side Stairway - (near restrooms)         |
| Floor 5 | Mohawk Street Stairway                         |
| Floor 6 | South Side Stairway (near restrooms)           |

Fire evacuation maps are posted on each floor.

**After evacuating, please stay with your class so that all students can be accounted for. Students should proceed down Washington towards Broadway on the sidewalk away from the building. Do not cross Washington Street or leave the area. Students must move as far away from the building as possible to allow access for emergency personnel and equipment.**

IF ALL ESCAPE ROUTES ARE BLOCKED - Close the door to the room (to keep fire out) and go to a window. Open the window and use whatever means to attract attention and remember - the Fire Department is on its way.

## PEOPLE UNABLE TO EVACUATE

A student with physical disabilities or health concerns - the Mohawk street stairway is your designated area. It is your responsibility to complete the **Student Emergency Form** so that we will be aware of your special needs. Security and the floor monitors will have a listing of all students with physical disabilities and health concerns. **Student Emergency Forms** can be obtained from your counselor.

## Basic Policies

- Students are not allowed to use the computer labs without the presence of a faculty or staff member.
- Music downloading and any other inappropriate information is **NOT ALLOWED**.
- Keep the Computer Labs clean: **no eating or drinking in the labs**.
- System security: **cannot install or remove any hardware or software in the computers**.
- Computers are to be used for educational purposes only. **Games/music and any non-educational software cannot be used in the classrooms**.
- **Students are expected to read and sign the EOC Technology Agreement, which outlines the rules and regulations regarding acceptable use of our computer facilities, equipment and Internet accounts**.
- In case of an emergency, the problem can be reported to any faculty, staff, or the Technology Resource Manager located on the 4<sup>th</sup> floor Room 415.

## MEDICAL EMERGENCY PROCEDURES

If a student is in need of emergency medical treatment, the following actions are to be taken:

1. Notify Security by calling 849-6739 or by using the red emergency phones located on each floor. The student's name, location and a description of the medical emergency should be provided.
2. Security will call 911 for assistance and notify the SSS Director or Administrator on duty.
3. The SSS Director/Administrator on duty or their designee will report to the scene of the emergency and will remain until the student has been taken from the premises. "The person to be notified in case of an emergency" should be contacted immediately. This information can be obtained from the student's file in the Enrollment Management Services Office.
4. A student involved in a medical emergency cannot return to class on the same day. This student should go to the hospital or home.
5. If a student refuses medical treatment, the student must arrange his/her own transportation. Security must have a release form signed by the student refusing medical treatment.

counselor to review test results, discuss concerns, and determine the appropriate courses/programs he/she is qualified to take.

3. **Scheduling:** All EOC programs require an interview with program faculty, counselors, or an interview committee. Students will be advised accordingly, pertinent to their program, as to how to proceed by receiving an appointment for an interview or receiving a class schedule.

## Scheduling for Continuing Students

In general, during the academic year, continuing students can select classes prior to new students coming into a program. The process requires students to meet with their instructors for evaluation as well as counselors for program advisement, prior to scheduling.

## Scheduling for Returning Students

Returning students are classified as being absent from EOC for more than one academic year. Returning students must document that they meet EOC eligibility requirements for income and education. In addition, they must complete the "Choices assessment/Enrollment" in order to meet with an academic program counselor for advisement and program interview and/or scheduling.

## EMS/Records Management

The Enrollment Management Services Office maintains a student database recordkeeping system to track student participation data, directory information and other relevant information. In addition to the recordkeeping system, a copy of student data and relevant information is on file.

It is the intent of the Enrollment Management Services Office to comply fully with the Family Education Rights and Privacy Act of 1974, as amended, which protects the privacy of educational records, establishes the rights of students to inspect and review their educational records, and provides guidelines for correction of inaccurate or misleading data.

Other than directory information or in a case where release is required by law, the Buffalo EOC will not release student records without the student's written consent. The consent must be signed and dated by the student and must indicate which records are to be released, the purpose of the release and the name of the agency to which the records will be released. The student must show picture ID as proof of identification.

Transcripts of grades and letters to agencies verifying a student's enrollment, attendance and progress may be obtained from the Enrollment Management Services Office by completing a short form which will allow an official copy to

be sent to an employer or college. A student may have an unofficial (not sealed) copy for him or herself. The student must have picture ID as proof of identification. A transcript request is generally filled by the next day.

### **Office Hours**

The Enrollment Management Services Office is open during the following days and hours: Monday, Tuesday, Wednesday, Friday 8:30 a.m. to 5:00 p.m. Thursday 8:30 a.m. to 6:00 p.m.

### **Change of Address**

Students who are actively enrolled in the Center should be sure to maintain a current address with the office. Students may change their address by personally filling out a “change of address” form at the Office or by mailing the new address information to: Enrollment Management Services, 465 Washington Street, Buffalo, NY 14203.

### **Outreach and Recruitment**

The Enrollment Management Services Office recruits students and promotes community awareness of the EOC. Recruitment efforts include outreach to area high schools, community centers; faith-based organizations; and presentations at career fairs and open houses. Students are encouraged to participate in recruitment activities and are encouraged to tell others about the EOC.

## **INSTRUCTIONAL METHODS**

To maximize adult learning, the EOC instructors use a variety of approaches such as lecture, demonstration, tutoring, independent study, workshops and externships. These approaches are used in the context of a major adult instructional tool called Mastery Learning.

Mastery Learning is a teaching strategy that aims to bring students to a high level of achievement and to instill high motivation for further learning. Both the faster and slower learning students thus become equal in achievement.

This approach holds that instructional time and resources be used to bring all students up to an acceptable level of achievement. In the traditional approach, the instructional time is held constant while the achievements of the students vary. In Mastery Learning, achievement level is held constant and time is allowed to vary.

- Transportation Assistance

## **WORK READINESS CREDENTIAL**

The Educational Opportunity Center will introduce to eligible students, the opportunity to obtain a Work Readiness Credential that will be used to complement their EOC Certificate program completion by providing added certification of entry-level job and soft skill mastery. The credential will be earned through a National Certification Exam process. Eligible EOC students must complete a “Career Portfolio” to be considered for the Work Readiness Credential.

The EOC Work Readiness Credential on-line Portfolio will be comprised of a collection of materials that demonstrate employability. The collection will showcase your interests, talents, experiences and accomplishments and will be used to demonstrate range of potential to an employer. The portfolio should reflect general competencies required for the workplace and should also reflect skills and abilities as they relate to specific job requirements and/or career field of interest.

## **TECHNOLOGY RESOURCE MANAGEMENT**

The Technology Resource Management Team administers the Center’s computer network, providing both infrastructure and technical support to students, faculty, staff and administration. EOC has a state-of-the-art computer environment with classrooms equipped with smartboards, symposiums and with intelligent desktops and laptops running on a Windows XP platform. The high-speed network is part of the University at Buffalo’s computer network system. The Center operates ten (10) computer labs 3 technology carts fitted with laptops and a Distance Learning Lab.

The Technology Resource Management Team maintains the Center’s Website, which is updated on a regular basis. Buffalo EOC website address is: **<http://eoc.buffalo.edu>**

Among the services provided are assistance in the selection and purchase of computer equipment and software, set-up and installation of computer equipment and software, assistance in the use of personal computers and supported software, staff training, and inventory of equipment and software. Assistance is also provided in the use of the Internet, the Buffalo EOC website and e-mail.

## WORKFORCE DEVELOPMENT SERVICES

The EOC has two units, Career Planning & Placement and the BRIDGE Program that assists students with preparation for employment and job search/attainment.

The **Career Planning and Placement Office (CPP)** and **BRIDGE Office** assist students in their search for a challenging and rewarding career. Career preparation requires early and continuous attention, planning and effort.

The Career Services Center in Room 419 offers many resources to help students in their employment search. Some of these include; job postings, career fair and community information, reference materials, newspapers, a career video series and access to computers for job search purposes. This room is “open entry”; students and alumni do not need an appointment to access information. Students are only asked to sign in at the door.

The Career Planning and Placement Office offers individual and group counseling pertinent to many career topics such as career development, resume and cover letter writing, interviewing skills, portfolio and reference development, job search skills and post employment issues.

For assistance regarding the usage of the Career Services Center or to make an appointment with a CPP professional, please call 849-6727 ext. 168 or ext. 162, or visit Room 400 or Room 411.

The **BRIDGE Program** located at 290 Main Street 3<sup>rd</sup> floor focuses on job training and job placement exclusively to parents. The goal of the BRIDGE Program is to help parents, with dependent children, attain the skills necessary to gain employment or provide opportunity for advancement. For further information, call 849-6700.

### Services provided:

- Case Management Support
- Clothes Closet: Business suits for interview
- Career Camp – Children Aged 7-12
- Family Services
- Father’s Forever Program
- Free Computer Classes
- Job Leads and Referrals
- Job Readiness Assessment
- Literacy Volunteers
- Portfolio Preparation
- Resource Center-telephone, fax machine, computer,
- Resume and Cover Letter Preparation

## WAIVER POLICY AND PROCEDURE

The Instructional Services Unit may consider approving a course waiver for a student under the following circumstances or conditions:

1. The student is able to provide written evidence that he or she has had an equivalent course in the past from an accredited educational institution.
2. The student is able to provide written or practical evidence that he or she has had a significant academic experience relevant and equivalent to the competency for which a mandatory course at EOC is designed to prepare the student.
3. The student is able to substantiate extenuating and/or unusual circumstances that prevent the student from participating in a specified mandatory course. This waiver must be approved by the Associate Director, Instructional Services.

### Procedures for Waiver:

1. Waiver forms are obtained from the Instructional Services Unit.
2. Waiver form must specify the reasons for the waiver and signed by the course instructor.
3. Faculty must specify the criterion in their course outline(s) for waiver eligibility.
4. The waiver is not valid until a completed waiver form has been submitted to the Associate Director, Instructional Services Unit accompanied with all required documentation, and signed by the Associate Director, Instructional Services Unit.
5. A copy of the approved waiver by the Associate Director, Instructional Services Unit provided to the instructor and student.

### Waiver at Request of Instructor:

- Obtain a waiver form from Instructional Services Unit.
- Complete and sign the waiver form. The instructor must cite the reason(s) he or she believes the student deserves to be waived. The reason(s) should be consistent with information in the course outline and requirements for a course waiver.
- Submit the waiver to the Associate Director, Instructional Services Unit for final approval.

### Waiver at Request of Student:

- Obtain Waiver form from Instructional Services Unit.
- Confer with course instructor and provide the required document or evidence to support eligibility to be waived.
- Secure the course instructor’s signature.

- Submit waiver form and any required documentation to the Associate Director, Instructional Services for approval.

The Associate Director, Instructional Services, is the only authorized person who can approve a course waiver. In the absence of the Director, Instructional Services his designated agent is authorized to approve a course waiver.

### **ACADEMIC PROGRESS POLICY**

#### **Academic Good Standing**

A student is in academic good standing if the student's cumulative grade point average (GPA) is 2.0 or greater.

A student in good standing is eligible for all EOC activities.

If a student's cumulative GPA is less than 2.0 after 1 instructional cycle, the student may be placed on academic probation.

#### **Academic Progress**

Any student not completing 50% of the student's attempted credits will be considered not to be making good academic progress, and after collaboration with program faculty and staff, may be placed on academic probation.

### **ATTENDANCE POLICY**

In order to successfully complete a course of study, a student must be in attendance 100% of the total course hours.

If a student has not reported to a class during the first two scheduled sessions after being scheduled, that student will be dropped.

Regular class attendance is absolutely necessary if a student is to enjoy the full benefits of his/her classes and complete all assignments.

It is the responsibility of the student to notify the counselors and/or instructors if he or she needs to miss classes for emergency purposes.

Students who miss several classes and fail to respond to their counselor's advice may be dropped from their courses.

Assist students who are applying for the GED Exam and seeking college admission.

Refer students to other Educational Opportunity Center and community services as appropriate.

### **LOCKERS**

There are a limited number of small lockers available for students. These lockers will be assigned after students have received their ID card. Students are advised to contact their counselor if a locker assignment is desired. Students are to understand that lockers are available as a convenience and on a "first come, first served" basis.

Students are responsible for emptying their lockers by the end of May. All lockers will otherwise be emptied at the end of the school year. All items found in unemptied lockers will be discarded.

Lockers may be searched in cases where there is reason to believe, as presented by an investigating officer, that a student is storing contraband, controlled substances and/or weapons in his/her locker. Included in the term "investigating officer" are Educational Opportunity Center Faculty and Staff, Educational Opportunity Center/Campus Security, and law enforcement officials.

#### **GED Test Site**

The Educational Opportunity Center is one of two official GED testing sites in the City of Buffalo. The GED test is offered once a month.

#### **2006-2007 GED Test Dates:**

September 21 & 22, October 26 & 27, November 16 & 17, December 14 & 15, January 18 & 19, February 15 & 16, March 8 & 9, April 5 & 6, May 10 & 11, and June 14 & 15.

All candidates must bring with them on the test day the following:

Two forms of Identification – Primary (Driver's License, Non-Driver's License, Passport, Military); Secondary (Social Security Card, Birth Certificate, Voter Card, Benefit Card with signature, Employee Card, Bus pass with Photo, School ID).

To take the official NYS GED Test you must take and pass the Mock GED Test. See instructor for a referral.

## EOC ALUMNI ASSOCIATION

The mission of the Educational Opportunity Center Alumni Association is to foster and facilitate the participation of EOC graduates into the life of the Educational Opportunity Center, University at Buffalo. EOC provides free services, information, and access to the University, events and volunteer opportunities for the benefit of alumni. Active members of the EOC Alumni Association receive additional benefits and services such as: job search and educational placement. Members may also represent EOC at various functions and activities (including marketing, speaker's bureau, video programming, newsletter profiles, etc.), soliciting specific interest groups on behalf of the EOC and possibly helping in searches to find qualified candidates for EOC job vacancies. To join, contact the Alumni Advisor in Room 401 or at 849-6727x164.

## STUDENT RECOGNITION PROGRAM

Throughout the year, Student Recognition Programs are conducted by faculty and staff to commend students on the completion of specific milestones and recognize student achievements.

## STUDENT SUPPORT SERVICES

The Student Support Services Unit is designed to provide a support mechanism that will assist students in meeting their goals and to provide leadership for the institution in student retention efforts. The specific components of this unit include: Counseling, Career Planning and Placement, and the BRIDGE Program.

## COUNSELING SERVICES

Counselors provide academic advisement, personal and group counseling to help students gain skills necessary to complete programs, obtain employment and/or college placement. All students are assigned to a counselor at the time of registration. The counselor's name is printed on the student's schedule. If a counselor is not assigned, see the Supervisor of Counselors in Room 408 or call 849-6727x156.

Counselors assist students with the following:

Review assessment and interpret test scores in order to advise students in the determination of academic and vocational choices.

Assist students in identifying and resolving problems that may hinder their academic progress.

## STUDENT WITHDRAWAL AND DISMISSAL POLICY

### Withdrawal

If a student finds it necessary to withdraw after enrolling in a program, the student is required to meet with the assigned counselor to discuss the reason for withdrawal and complete the appropriate paperwork that includes a Student Withdrawal Form.

### Unauthorized Withdrawal

If a student does not notify his/her counselor and/or complete the EOC Withdrawal Form, he /she will compromise his/her enrollment status and EOC reserves the right for re-admission. If a student is re-admitted he/she will be placed on probation and will be required to meet with his/her counselor to address the concerns or difficulties that may be interfering with satisfactory attendance and academic progress.

### Academic Dismissal

A student on probation who does not meet the specified requirements may be recommended for suspension for a period of up to one (1) year. Suspension is temporary and the student may apply for re-admission by contacting a counselor. **Expulsion** is for a longer term than suspension and **may be permanent**. Only the Executive Director is authorized to expel students from the Educational Opportunity Center.

Each dismissed student will receive written notification via mail. A dismissed student may appeal in writing to the Associate Director of Instructional Services during a period of time specified in the dismissal letter.

## GRADING POLICY

Letter grades are given at the end of each cycle. Instructors provide a course outline for students in each class, which includes an explanation of how grades are determined for that class.

Possible letter grades are as follows:

Grade/%	Equivalent Interpretation
A 90-100	High Distinction
B 80-89	Superior
C 70-79	Average
S	Satisfactory
U/I/W	Unsatisfactory/Incomplete/Withdrawal

A letter grade “I” (Incomplete) is given to a student who is normally obtaining passing grades but has not completed a required assignment or project. A student receiving an “I” grade shall endeavor to obtain a completion grade within the school year. Failure to do so will result in a student obtaining a “U” (Unsatisfactory) in the course.

The letter “W” (Withdrawal) is used when a student withdraws from a course. Students who find it necessary to withdraw from the Educational Opportunity Center before program/course completion are required to notify their counselor. The counselor will then notify the appropriate office.

Final grades for every student are kept on file in the Enrollment Management Service Office. Transcript(s) can be requested from this office.

### **PRE-TESTS AND POST-TESTS**

As part of every course at the Educational Opportunity Center, a student will take a pre- and post-tests. These tests measure subject mastery. The score on the pre-test does not count in determining the final grade for the course. It is expected that the student’s score will improve by the time the post-test is given at the end of the course.

In addition, if a student scores ninety percent or higher on the pre-test for a particular course, the student is entitled to a course waiver (with permission from the Associate Director of Instructional Services) that will allow him or her to register for the next higher level course available.

### **TUTORING**

Hours for tutoring will be posted. If students need tutoring they may see their teacher or counselor.

### **STUDENT NEWSLETTER**

“**The Alliance**” is the student newsletter, which is published during the year. Students are encouraged to submit poems, short stories, essays, or art work for publication. Members of the Student Leadership Association produce and edit the Alliance. The Student Development Center Coordinators advise and coordinate publication of the newspaper.

### **IDENTIFICATION CARDS (ID CARDS)**

Student Identification Cards are issued to all enrolled students. The cards must be presented to Security for entry into the building. They are also necessary to check materials out or use computers in the Archie Hunter Library and Media Center. Students may also be asked to present their ID cards for admission to other activities at the Center.

**There will be a \$5.00 replacement fee for lost, damaged or stolen cards.**

### **STUDENT DEVELOPMENT CENTER**

The Student Development Center (SDC), located in room 212, is a resource center provided for all EOC students. The center contains resource material supporting a holistic approach towards student retention services such as childcare, health care, transportation, employment, higher education, preventive services, housing, and wellness.

Social, educational and cultural activities are held throughout the year and are open to all students and alumni. Some activities in the past have been Financial Aid Fairs, Career Fairs, the “Taste of EOC” ethnic food sampling, poetry readings, and video showings.

Within the SDC, you will find the Student Leadership Association (SLA), which is a group of EOC students that implement special events throughout the year. Some of these events include the Allied Health Career & Wellness Fair, College Fair, Cultural Awareness, Voter Registration Drive, Spring Break Party, Blood Drive and other events in collaboration with community organizations. Members of the Student Leadership Association learn leadership skills, organizational skills and event planning. They also produce and edit the Student Newsletter. To become an SLA member see your counselor.

### **VENDING AREA/FOOD SERVICE/ INDEPENDENT ACADEMIC CENTER**

Food Services is available on the fifth floor. Hot and cold foods and beverages are available for purchase from 8:00 a.m-3:00 p.m. Vending machines are available on the second floor. The Independent Academic Center, located next to the Archie Hunter Library and Media Center, provides a place for student activities, e.g. seminars, mini job fairs, media presentations, as well as a quiet place for study.

### **LIBRARY AND MEDIA CENTER**

The Archie Hunter Library and Media Center is located on the second floor. A full-time Instructional Support Specialist is available to provide assistance to students whenever they have questions concerning informational needs. Computers are available in the Center for student use.