Contact Information:

ACE PLUS Program staff
Laura Matyas, Director of Early Outreach
Phone: (480) 857-5142
Email: myaceadvisor@cgc.edu
Location: CYT 2111.11

Carriann Dehiya, Hoop of Learning Coordinator
Phone: (480) 857-5142
Email: myaceadvisor@cgc.edu
Location: CYT 2111.10

ACE PLUS Program Advisor
Phone: (480) 857.5142
Email: myaceadvisor@cgc.edu
Location: CYT 2111.12

Front Desk, Early Outreach
Phone: (480) 857-5142
Location: CYT 2111

Webpage is currently undergoing a redesign and will be updated as of summer 2015

Chandler-Gilbert Community College Contact Information

Bookstore
Pecos Campus Bookstore
Phone (480) 732-7350

Fall/Spring hours
Monday - Thursday 8 am - 7 pm
Friday 8 am - 2 pm

Summer hours
Monday - Thursday: 9 am - 5 pm

Disability Resources and Services
Brenna Peck, DRS Specialist
Phone: (480) 857-5188
Email: brenna.peck@cgc.edu
Room Location: BRD101

CGCC Pecos Library:
Circulation Desk: 480.857.5102
Reference Desk: 480.857.5100

CGCC Pecos Library Hours of Operation:
Monday - Thursday: 7:30am - 9:00pm
Friday: 7:30am - 2:00pm
Saturday: 10:00am - 2:00pm
Sunday: Closed

Pecos Campus Testing Center
Phone (480) 732-7159
Monday-Thursday: 8:00am - 5:00pm
Location: CYT2110
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Introduction:
This handbook provides important program information, policies, and procedures to ensure active and successful participation in the Maricopa Chandler-Gilbert Community College (CGCC) ACE PLUS Program. The ACE PLUS Program expects students to utilize this handbook as reference for success. Students are held accountable for all information, policies, and procedures described herein and should consider this document an addendum to their course syllabus.

Mission Statement:
ACE is an acronym that stands for Achieving a College Education, and PLUS stands for the many services and programs provided to students and parents. Achieving a College Education (ACE) PLUS is a scholarship-based early outreach program designed to take the intimidation factor out of college for high school students. The program consists of students who are members of statistical populations that are not likely to continue onto college. The mission of the ACE Plus Program is to increase the success rate of first generation, financially disadvantaged, or underrepresented college bound students. ACE PLUS supports the successful completion of high school and assists with a smooth transition into higher education.

The Maricopa ACE PLUS Program strives to empower students in many facets by providing
- Students with the assurance that college is attainable and that they can be successful.
- The opportunity to attain up to 21 transferable credits.
- Academic and personal skills to ensure a smooth transition from high school to college.
- Provide tools for students to succeed academically, socially and personally.
- Assist students in identifying educational, career, vocational goals and interests.
- Familiarizing students with college life.
- To provide continuous follow up and support to each cohort to ensure retention and success.

The ACE PLUS Program also strives to demystify the fear associated with higher education by initiating and providing resources for topics such as the application process, tuition cost, financial aid and scholarships. By demystifying the fear associated with higher education, ACE empowers students and guardians alike to become actively involved in the student’s education and future.
Code of Conduct:

Academic Honesty: Plagiarism is an academic offense. Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own. This can range from failing to cite an author for ideas incorporated into a student's paper to cutting and pasting paragraphs from different websites to handing in a paper downloaded from the internet. All are deemed plagiarism.

Plagiarism is a serious academic offense. The penalties for committing plagiarism can result in expulsion from the ACE PLUS Program and all Maricopa Community Colleges.

All parties to plagiarism are considered equally guilty. If you share your coursework with another student and he or she plagiarizes it, you are considered as guilty as the one who has plagiarized your work, since you enabled the plagiarism to take place. Under no circumstances should a student make his or her coursework available to another student unless the instructor gives explicit permission for this to happen. For more information concerning plagiarism please visit the website www.plagiarism.org

FERPA: In 1974, Congress enacted the Family Educational Rights and Privacy Act (FERPA), which places restrictions on any school, college or university receiving federal funds over the release of student records. It is important to note that most ACE PLUS students are minors, but in institutions of higher education they have the rights and responsibilities of adult college students. Therefore, the ACE PLUS Program has requested that all ACE students sign a document waving their FERPA rights at the New Student Orientation. The waiving of FERPA rights is documented so the ACE Program is free to disclose information to guardians of the student. The ACE PLUS Program continually respects the student’s privacy and will speak to the student first regarding their status with the ACE Program. If the ACE student is not making an effort to improve grades, behavior, or negative action, the parent/guardian will be notified at any time to discuss these issues.

CGCC Campus Policies:

Public Safety
Chandler-Gilbert Community College is an open campus with a diverse population. There is no control over who can enter the campus and/or take classes. The mission of the Public Safety Department is to provide assistance and security for people on campus, protection of district and personal property, traffic control, visitor assistance, operation of a lost and found function, loss prevention and loss reporting, identification of safety hazards and training and orientation of employees and students. College Public Safety is here to ensure your safety. If at any time you feel unsafe, please report to college Public Safety (PSB bldg.). Although they do regular patrols, try to avoid being alone on campus late at night. It is important to remember Public Safety is
open 24 hours a day 7 days a week, and can provide escorts if needed. For more information regarding public safety please refer to the Chandler-Gilbert Community College homepage. It is important to note all firearms, explosives, knives, or instruments that can be construed as dangerous weapons are prohibited on campus.

Student ID’S:
Each student must obtain a Chandler-Gilbert Community College student ID from Enrollment Services (first floor of Coyote Center). It is required that all ACE students carry their student ID while on campus. The initial ID is free. However, a replacement card incurs a small fee. Student ID’s are also used for library access and other college services.

Vehicle Registration & Parking Regulations:
A college student who operates or parks a motor vehicle on college property is required to register the vehicle and secure and display on the vehicle a current college parking permit for a designated parking area. Parking permits can be obtained free of charge at the Pecos or Williams Enrollment Services Department.

Please obtain a brochure on parking regulations and violations from the Public Safety Department. Violations are ticketed. Failure to pay ticket and penalty fines will result in a debt charge being placed on the student’s account and will prohibit the student from registering for classes or ordering transcripts.

Sexual Harassment Policy
The policy of the Maricopa County Community College District (MCCCD) is to provide an educational, employment, and business environment free of unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct or communications constituting sexual harassment as defined and otherwise prohibited by state and federal law.

Sexual harassment by and between, employees; students; employees and students; and campus visitors and students or employees, is prohibited by this policy. Violations of this policy may result in disciplinary action up to and including termination for employees; sanctions up to and including suspension or expulsion for students; and appropriate sanctions against campus visitors.

Discrimination Complaint Procedures
If you feel as though you are being discriminated against while on CGCC property it is important that you inform the ACE staff immediately. The ACE staff will help you seek guidance on a solution to the situation. The Maricopa Community College District (MCCCD) categorizes discrimination based on race, color, religion, national origin, sex (including pregnancy discrimination and sexual harassment), sexual orientation, age, Vietnam - era veteran status, and physical or mental disability.
ACE PLUS Academic Policies and Procedures

Academic Placement Test
Per college policy, placement testing is required for English, reading, and math courses. The ACE Program utilizes the test results to register students in appropriate level courses. Initially, ACE students are required to take only the English and reading tests. Students are allowed to re-test after a 24-hour waiting period. An additional re-test is allowed 3 months from the date of the student's original test date at any CGCC course placement testing site.

Please discuss any plans to retest with the ACE staff; it may not be in your best interest and we would like to advise you of your options. In the event that you do retest, the student is required to share the results with the ACE staff in a timely manner. Failure to do so may result in improper course selection.

Your initial placement results are likely accurate and a good indication of where you should be. The goal is to learn the necessary foundation skills in order to advance to more difficult classes. We do not want you to start above your skill level. This can result in low or failing grades due to not being developmentally prepared.

Registration & Drop/Add Policy:
Most classes are pre-selected for students and the ACE staff will process the registration. It is CGCC policy for an underage student to be on a registration “hold”. This means underage students cannot utilize the self-service features of online registration and transcript requests. The ACE PLUS staff will make every attempt to register students early in order to be ahead of college payment deadlines. The ACE PLUS program does not receive a refund and therefore loses funding if students drop a class after the refund deadline.

It is important that you inform the ACE staff within the refund timeline if you need to change your schedule for any reason. When making late changes it is not guaranteed that you will get the class you have selected. Many sections become full as the semester start date approaches; choices can become very limited. Also, if you do not drop/add properly, you may owe the ACE Program/CGCC the cost of your tuition. If you do not drop/add properly, this may result in a grade of “F” on your permanent transcript.

The ACE staff holds the student responsible for their transcript. We expect you to know your schedule of activities such as times of extra-curricular activities, work, and personal obligations before the semester begins.

First Year of ACE
During the first year of the ACE program, students will be placed in English and Reading courses, based on placement scores. CPD150-Strategies of College Success, is a college course required during the 1st summer session. CPD150 provides orientation to college, study skills development, personal growth, and educational and career planning.
During the spring semester of the first year, all ACE students are required to meet with an ACE staff advisor to come up with an academic plan for the following year. **ACE students are required to bring an updated high school transcript at the end of the first year.**

<table>
<thead>
<tr>
<th>SUMMER I 2015 (4 weeks)</th>
<th>FALL 2015 (16 weeks)</th>
<th>SPRING 2016 (16 weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 classes: Monday - Thursday</td>
<td>1 class: Saturday morning</td>
<td>1 class: Saturday morning</td>
</tr>
<tr>
<td>6 credits</td>
<td>3 credits</td>
<td>3 credits</td>
</tr>
</tbody>
</table>

**Second Year of ACE**
If students have completed ENG 101, ENG102 and CRE101 successfully (grade of C or better), they are encouraged to take courses from the Arizona General Education Curriculum (AGEC). There is a possibility of taking math or science courses, as long as the student has an above average GPA while attending CGCC.

<table>
<thead>
<tr>
<th>SUMMER I 2016 (4-5 weeks)</th>
<th>FALL 2016 (16 weeks)</th>
<th>SPRING 2017 (16 weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 class: Monday - Thursday</td>
<td>1 class: Saturday morning or weekday afternoon(s)</td>
<td>1 class: Saturday morning or weekday afternoon(s)</td>
</tr>
<tr>
<td>3 credits (ACE Scholarship)</td>
<td>3 credits</td>
<td>3 credits</td>
</tr>
</tbody>
</table>

*Note: Classes below 100 level (ex: ENG091 or RDG091) are not transferable, nor count towards a degree or certificate program. A student will be placed into classes according to their placement results. ACE PLUS discourages online classes in order to gain campus experience.*

**Grades**
The ACE PLUS Program monitors and reviews ACE student's final grades. Chandler-Gilbert Community College employs the system below for grade distribution.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Grade Points per Semester Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>4.0 grade points per semester credit</td>
</tr>
<tr>
<td>B</td>
<td>Above Average</td>
<td>3.0 grade points per semester credit</td>
</tr>
<tr>
<td>C</td>
<td>Average</td>
<td>2.0 grade points per semester credit</td>
</tr>
<tr>
<td>D</td>
<td>Pass</td>
<td>1.0 grade points per semester credit</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>0.0 grade points per semester</td>
</tr>
<tr>
<td>Y</td>
<td>Withdrawn Failing</td>
<td>0.0 grade points per semester Computes as &quot;F&quot;</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td>Passing not computed in GPA</td>
</tr>
<tr>
<td>N</td>
<td>Audit</td>
<td>not computed in GPA</td>
</tr>
<tr>
<td>P</td>
<td>Credit</td>
<td>not computed in GPA</td>
</tr>
<tr>
<td>Z</td>
<td>No Credit</td>
<td>not computed in GPA</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>to be used in special situations only</td>
</tr>
</tbody>
</table>
The ACE PLUS Program official grading standards are listed below.

- Unsatisfactory grade for ACE: If a student receives a “D”, “F”, “W”, or “Y” she or he will be placed on probation for the following semester.
- Satisfying grade for ACE: ACE will not cover the cost for a student to retake a course if the student has received a “C” or higher.
- Probationary ACE Standards: While on probation, a student can be eligible to retake the same course to earn a “C” or better in order to continue his/her participation in the program. When the ACE student receives a failing or withdrawal grade for the second time, the student/parent will pay the balance owed for the failed/withdrawn course. Charges for tuition and fees will remain in the student’s record resulting in a student’s withdrawal from the ACE program.
- Even though the CGCC catalog indicates a “D” is passing, it is not passing for ACE standards due to the fact that it is not transferable to a university nor can be used on a degree or certificate.
- ACE students may receive a grade of “I” (incomplete) if an emergency occurs. In order to receive an Incomplete, the student must properly negotiate the terms with their instructor and ACE staff.
- A “Y” means the student withdrew while failing, and will negatively affect GPA just like an “F” (the student will be placed on probation with ACE).
- A grade of “W” is withdrawing from the course even though the student may have been passing. A "W" has no impact on a student's GPA, but probationary status will be implemented the following semester.

**ACE Participation Expectations:**

**Attendance of Mandatory Workshops**
There will be mandatory workshops for both students and parents each semester. The workshops are intended to provide pertinent information to ACE students and parents alike, regarding ACE status, advisement, scholarships, academics, personal development, etc.

The dates of ACE workshops are provided at the beginning of each semester. Every effort is made to hold the workshops at convenient times, and sometimes held twice in order to accommodate as many people as possible. For students who are employed, having to work will not be considered an excuse. If there is a school related conflict, please provide a note, letter, or flyer on school letterhead. Always notify ACE staff ahead of time (not the day of) if there is a conflict with a scheduled workshop.

If you do not make an effort to attend any workshops in a given semester, you will be placed on probation or inevitably lose your Maricopa ACE PLUS Program Scholarship.

**Monthly Contact with Students**
The ACE PUS staff will contact you via Maricopa student email account, phone, and through the website ([www.cgc.edu](http://www.cgc.edu)) at least once a month. If you do not receive any contact from the ACE program in a given month, it is safe to assume something is wrong, and you need to contact the ACE staff immediately. Please update us immediately of changes to your personal contact
information. We maintain an ACE database that is separate from the college system. If there are failed attempts to reach you through email or listed phone numbers, we will send a letter (postal mail) to the mailing address listed in your file.

**Change of address or High School**
In the event that the student plans to move to another part of the Valley or changing high schools, we can discuss the possibility of transferring to another ACE program at one of our sister Maricopa Community Colleges. **However, plenty of advance notice is required.**

If you do change high schools, please provide a current transcript or verification of enrollment at the new high school immediately. Failure to provide evidence of enrollment in a high school may result in suspension from the ACE Program.

**How to differentiate CGCC mail from ACE mail:**
Because you are registered as an active college student, you will receive correspondence from various departments of the college. Examples include: advertisement for registration, student or college sponsored events, and notices pertaining to your individual account, registration status, or financial aid.

If it is from the ACE staff, you will see the ACE logo on all our flyers and letters. If you receive a notice regarding a payment due, or imminent cancellation of your classes, please contact the ACE staff immediately. It is only through your prompt attention to these matters that issues can be resolved easily and quickly.

**Financial Responsibilities**
The ACE Plus participant’s scholarship will be renewed at the end of each semester as long as the student has met all requirements and has made every effort to work out issues which may negatively affect academic standing. ACE PLUS does not pay for personal interest courses. For example, dance, yoga, weights, non-credit classes, etc. If you are adamant about taking a personal interest class, you will be responsible for the tuition and fee costs.

❖ **Textbooks**
Students and/or parents must pay for required books and course materials. Books can be purchased at the campus bookstore, run by the Follet Company. It is important that you keep your textbook receipt prior to starting the course. Professors may change the textbook or not require a text. In this event a student may return their book for a full refund as long as they can produce a receipt. Please look at your receipt or ask the bookstore staff about their return policy at the time of purchase. Students may purchase books from a source other than Follet if they choose.

Follet, the campus bookstore now “rents” certain books for the semester. The cost can be up to half as much as a regular purchase. The bookstore requires a major credit card to rent books. The rental is due by a specific date at the end of the semester. Again, please be aware of the rental terms and deadline dates.
At the end of each semester, students may be able to return purchased books to the bookstore to receive a portion of their money back. Again, please be clear of the return policy, which may change without notice.

**Textbook Resources:**
- CGCC bookstore (Follet Company – go to [www.cgc.edu](http://www.cgc.edu) and use Quick Links menu to access the Bookstore webpage).
- Textbook Company ([www.textbookco.com](http://www.textbookco.com)), located across from Mesa Community College (NE corner of Southern and Dobson).
- Amazon Marketplace ([www.amazon.com](http://www.amazon.com))
- Barnes and Noble Book Store ([www.barnesandnoble.com](http://www.barnesandnoble.com))
- Chegg.com

**Communication**

**Advocating for Yourself**
An important part of being an ACE student is learning how to advocate for yourself. It is also important that you keep the ACE staff abreast if you have an issue with an instructor, feel uncomfortable, and think something is unfair. Part of advocating for yourself while in the ACE program is

- If you have a question or are confused, seek answers and clarification. The instructor won’t know when you don’t understand, unless you communicate.
- Do not be afraid to ask questions or participate in class discussions if there are older students in the class.
- It is important to have good and clear communication with your instructor.
- If you realize a class is too hard for you, come in the first few days of class and discuss with the ACE staff.

**Instructor Communication**
An instructor’s e-mail and contact number should be included in the class syllabus. If it is not, please ask him or her to clarify the best way a student can make contact. A professor’s contact information can also be found in the faculty directory located on the CGCC website ([www.cgc.edu](http://www.cgc.edu)). Almost all instructors will have office hours, and it is highly recommended students meet with instructors if they are having difficulty in the course.

Guidelines on how to properly communicate with your professor:
- Please use good e-mail etiquette; i.e., do not use all caps, exclamation points, etc. If instructors prefer you make an appointment, please be respectful by not showing up unannounced.
- Make contact at appropriate hours. For instance, do not call or email your instructor after 7:00 pm and expect or demand an immediate response.
Class Etiquette
Each instructor will know who is an ACE student. The syllabus and expectations will be the same as they are for any college student. It is expected that you behave like an adult while on any Chandler-Gilbert Community College campus. Listed below are a few of the requirements you will be expected to exhibit:

- Speak up, as questions when you do not understand.
- No texting during class.
- Turn your homework in on time. Many instructors have a zero tolerance policy
- Required to word process (type) all papers turned in; no handwritten assignments unless approved by instructor.
- Never plagiarize!
- Bring textbook and necessary materials to each class session.
- Take notes. The ACE staff can give guidance on proper note-taking and organization tips.
- Waiting until the last minute to find out what is due or what you missed in class is not the fault of the instructor. This is considered procrastination.

Instructor Expectations

Class Attendance
A student’s attendance reflects their overall grade and performance. Attendance is a primary factor in successfully passing a class. The ACE staff expects the student will be able to attend every class session unless there is an unexpected emergency or illness. Usually an instructor will determine the number of absences a student can miss for each class. This information will be presented in your class syllabus. **Most instructors make it a policy to drop students if they have surpassed the maximum number of absences.**

In general, for the summer session, missing more than 1 class is considered excessive. In the fall and spring semesters, having more than 2 absences is considered excessive. The ACE scholarship may be subject to suspension due to a student’s poor attendance.

| Summer classes | Condensed time: missing 1 class = missing 1 week of school  
SUMMER SESSIONS ARE MANDATORY. Stop-Outs are not allowed during the summer sessions. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall / Spring classes</td>
<td>Missing one class = missing 2 days of school</td>
</tr>
</tbody>
</table>
*Course Repeat: If you retake a class you previously failed and pass it, go to the Admissions & Records office and fill out a “course repeat form” in order for your GPA to be improved. The higher grade will be calculated into your GPA instead of the failing grade.

IMPORTANT: The class material is designed to be taught to the average adult college student. Material taught will be more mature than high school lessons, and discussions and debates are often encouraged. They are not meant to be offensive in any way. Please review the syllabus carefully to know what the required readings are and if there will be any movies shown. As an underage student, you will not be exempt from any assignments; even if you disagree with the subject matter. This could adversely affect your grade. Discuss with the ACE staff any subject matter you find offensive as soon as possible, before the assignment is due. Otherwise, missed assignments will not be negotiated.

Disciplinary Procedures

Stipulations to participate as an ACE student
Each ACE student must meet certain requirements in order to maintain their Maricopa ACE PLUS Program Scholarship. ACE students are required to:

- Be enrolled in high school.
- Maintain a 2.0 GPA or higher at high school. Pass CGCC college courses with a “C” or higher.
- Attend all class sessions.
- Maintain regular contact with ACE staff.
- Provide a current phone number and address.
- Check Maricopa email frequently (at least 1x a week).
- Attend all mandatory workshops and scheduled meetings.
- Communicate with ACE staff, esp. if there are personal or academic concerns.
- Do not take more than one Stop-out each year.
- Avoid being placed on probation for no more than one semester.
- Refrain from plagiarism.
- Refrain from immature behavior.

*Early High School Graduation: If a student graduates early (a semester or more before the two year timeframe), the ACE scholarship will be discontinued. This is because graduated high school students become eligible for regular financial aid and/or scholarships.

Probation The following are reasons an ACE student may be placed on probation. Being placed on probation may result in loss of scholarship.

- If a student does not maintain a 2.0 GPA in high school and/or college.
- If you receive a final grade of “D”, “F”, “W” or “Y”. A meeting will be requested for the student and parent to meet with the ACE staff. An academic success plan will be set up for the following semester.
- If a student withdraws from a class toward the end of the semester to avoid poor grades.
- Students will also be placed on probation for not attending mandatory ACE workshops.
Stop-outs
A stop-out allows the student to take a semester off without affecting their ACE program eligibility. A student is allowed one stop-out each year, either in the fall or spring semester while in the ACE Program. Stop-outs cannot be taken consecutively. **A student cannot take a stop-out in the summer session.** Each student needs to know their high school and personal schedules ahead of time, and will not be allowed to stop-out because of extra-curricular activities, advanced class load in high school, vacations, etc. If an ACE student is employed, he or she is advised to work no more than 15 hours a week due to the fact that stop-outs are not allowed because of work commitments.

A Stop-out is granted for crisis, personal or family problems, death in the family, or an emergency under the student’s control. Please inform the ACE staff of your situation as early as possible; preferably before the semester begins. If a stop-out has been properly setup and permitted, the student may be able to take an extra class the following semester to make up missed credits. The student is required to meet with ACE staff on a regular basis once he or she has returned. This is to make sure the student is emotionally healthy in a potentially stressful environment and to ensure personal growth development.

Personal/Behavioral/Academic Problems
The ACE PLUS Program is committed to each student’s success and well-being, therefore, ACE collaborates with Student Services to provide support for personal problems or mentoring resources. Since we notify instructors of ACE students in their class, academic and behavior problems will be referred to ACE staff. You are expected to behave appropriately, demonstrate maturity, and be respectful in all situations. CGCC and ACE considers the following inappropriate behaviors:

- Coming late to class, leaving early.
- Texting
- Talking/chatting out of turn.
- Not paying attention
- Having your cell phone on & looking at it repeatedly.
- Showing disrespect to instructor/classmates. Disrupting class in any way.

➢ ABSOLUTELY no text messaging (in fact, some instructor’s consider this cheating or plagiarizing)!

Academic Enrichment Opportunities:

Dual Enrollment/AP classes
CGCC partners with East Valley high schools to offer Dual Enrollment credit for academic and occupational classes. Dual Enrollment courses are held on high school campuses and are taught by high school instructors who have met community college hiring qualifications. Dual
Enrollment strives to ease the transition from high school to college and to increase the number of college-bound high school students in our community. Dual Enrollment and AP classes are separate programs. The ACE PLUS Scholarship Program guarantees 12 credits during the first academic year (junior), and nine (9) credits the second academic year (seniors). In the event that ACE students request tuition assistance for Dual Enrollment, such request will be reviewed so that that tuition assistance does not conflict with the ACE Scholarship as to the number of credits allowed for tuition scholarship.

Please inform the ACE staff (prior to the start of the semester) of any dual enrollment or AP classes you plan to take, so there is no duplication of credits. Students are also responsible for all high school AP class/testing fees.

### If you are adamant about taking ENG101/102 as AP or dual enrollment through your high school, the ACE program may not be a good fit for your education. ACE requires students to stay within the structure of the 2 year program, which includes taking ENG101 & 102 at CGCC.

### Student Resources:

#### The Online Student Center (my.maricopa.edu)

It is very important you become familiar with the Student Information System immediately. Students will use their MEID and password to access. The Online Student Center is used for:

- Viewing individual semester schedule
- Viewing unofficial transcript
- Viewing final grades
- Current and future class schedules (day & time courses are scheduled)
- Requesting unofficial/official transcripts. (Must go to Admissions and Records to send official copy for $5.00.)
- Changing personal contact information

ACE PLUS/CGCC does not print or mail class schedules and grades to students. It is the responsibility of the student to keep track of their schedule and grades through the my.maricopa.edu. Students need to login to the student center and recheck/print their schedule right before class begins. It is customary for there to be changes such as room numbers, teachers, or dates.

#### Bookstore

The Chandler-Gilbert Community College Bookstores offers convenient one-stop shopping for students. The CGCC bookstore provides textbooks and classroom supplies. The bookstore accepts cash, personal checks, Visa, MasterCard, American Express, Discover, and advantage POs. Please refer to their webpage: [http://www.cgc.maricopa.edu/bookstore](http://www.cgc.maricopa.edu/bookstore) The Bookstore has very strict timelines on when you can return books, exchanges or buy backs. Please keep your receipt and refer to it for deadline dates.
Disability Resources & Services (DRS)
Chandler-Gilbert Community College is committed to ensuring equal access to college programs and activities for students with disabilities. DRS will provide services which foster personal and educational growth, recognizing the "student first" and "disability second." Disability Resources & Services can be contacted by students, parents, staff, faculty, high school personnel, or community agencies for newly enrolled, first year students, and those needing auxiliary services must register in the DRS office.

When should students seek assistance from DRS?
- If you have a documented disability, a medical or psychological diagnosis.
- If you received prior Special Education Services (IEP), including resource support.
- If you have a temporary disability that begins to affect academic goals and performance.
- If you begin to struggle transitioning to college, classrooms tasks, and academic goals.

For more information or to schedule an appointment call (480) 857-5188

Library
ACE students are encouraged to use the library when needed. If a student is having trouble obtaining a textbook, many teachers reserve a copy for their students in the library. It is important to note the reserved text can be used for only a minimum amount of time each day. Please refer to the Pecos library for more information. Students need to present their CGCC College ID to check out materials from the library.

The Learning (Tutoring) Center
Free tutoring services are available to CGCC students on a drop-in basis for selected courses. While the emphasis is on providing writing, reading, mathematics, and science support, services are available for a wide range of courses at CGCC. The Center also provides instructional support resources in the form of videotapes, software, printed materials, and much more. Both the tutoring and resources help students improve in content specific areas as well as in study skills. At the Pecos Campus, the Learning Center is located on the second floor of the Library; rooms LIB227, LIB228 and LIB229. The Learning Center has now expanded to limited hours on Saturday's during the Fall and Spring Semesters. Please visit their webpage or call to find out current hours: 480.732.7231

Canvas
Some teachers use Canvas as a course management. This online system allows the instructor to post assignments, make announcements, and even post grades. If your instructor uses Canvas, learn how to use it immediately. Know what to do if you are denied access. Waiting until the last minute and blaming Canvas is not an excuse for missed assignments.