

Contra Costa College (CCC)  
Office of Financial Assistance  
Student Code of Conduct

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The Office of Financial Assistance at Contra Costa College has developed the following Student Code of Conduct, in conjunction with the CCC Student Code of Conduct, in order to provide students with a clear explanation of the expectations regarding conduct during interactions with financial aid staff. The following information outlines the provisions of this Code of Conduct:

**I. Contra Costa College Student Code of Conduct**

First, we would like to remind students that all sections outlined in the CCC Student Code of Conduct are applicable to conduct during interactions with financial aid staff. The Student Code of Conduct is excerpted below, but the full policy can be found in the most recent College Catalog.

- Students are expected to obey all laws and district policies and regulations.
- Students shall be subject to discipline for violations of these laws, policies, and regulations.
- Students shall conduct themselves consistent with the Student Code of Conduct while on campus, participating in off campus events or programs, or in any matter related to school activity or attendance.

Misconduct that constitutes grounds for disciplinary action includes, but is not limited to:

- Acts of dishonesty, such as lying, knowingly furnishing false information, forgery, alteration, misappropriate or theft.
- Obstruction or disruption on or off district property of the district's administrative processes or other district functions or activities.
- Disruptive or abusive behavior, such as verbal harassment, habitual profanity or vulgarity, physical abuse, hate violence, intimidation, bullying, hazing or stalking of any member of the college community.
- Vandalism, graffiti, or other willful misconduct which results in damages to any real or personal property owned by the district or a member of the college community.
- Assault, battery, violence, or the threat of violence, or any willful misconduct which results in an injury or death of a student or district personnel, or behavior that threatens the health and safety of any member of the college community.
- Failure to comply with the directions of the district or college officials acting in the performance of their duties and/or failure to identify oneself to these persons when requested to do so.
- Willful disruption of the orderly operation of the campus.
- Leading or inciting others to disrupt scheduled and/or normal activities.
- Unauthorized use of electronic or other devices to make an audio or video record of any person while on college premises without his/her prior knowledge, or without his/her effective consent when such a recording is likely to cause injury or distress.

## **II. Disciplinary Process**

The full disciplinary process for students who have violated the Code of Conduct can be found in the full Code of Conduct in the most recent College Catalog. However, the Office of Financial Assistance follows an internal triage process to assist students who have violated the Code of Conduct:

Students who have violated the Code of Conduct during their interactions with the Office of Financial Assistance must adhere to the following procedures:

- The student will be referred to either the Financial Aid Student Services Coordinator or the Financial Aid Specialist for immediate intervention.
- Should the issue not be resolved, or the misconduct continue, the student will be referred to the Financial Aid Supervisor for immediate follow-up.
- Should the Financial Aid Supervisor decide that the misconduct requires disciplinary action, the student will be referred to the Dean of Student Services.

Should the Office of Financial Assistance staff feel at any time that immediate disciplinary action is necessary, staff may submit a referral by email to the Dean of Student Services. The disciplinary referral email shall include: the student's name; the student's ID number; the date, time and location of the incident; and a brief description of the incident.

In all circumstances, should the financial aid staff feel that any misconduct poses an immediate threat of harm or injury to themselves or the general college community, staff reserves the right to contact Campus Police for immediate emergency intervention.

## **III. Student Complaints**

The staff of the Office of Financial Assistance is held to high standards of customer service and ethics. Should a student feel at any time that the financial aid staff has not provided them with sufficient customer service, students have the right to make a formal complaint.

Students who wish to make a formal complaint with the Office of Financial Assistance must follow the procedures below:

- Students will first be referred to the Financial Aid Student Services Coordinator or the Financial Aid Specialist to address the issue and come to a resolution immediately.
- Should the complaint not be resolved, or the student is unsatisfied with the proposed resolution, the student will be scheduled for an appointment with the Financial Aid Supervisor.
- If after the meeting with the Financial Aid Supervisor the complaint is still not resolved, or the student remains unsatisfied with the resolution, the student will be referred to the Dean's office to schedule an appointment with the Dean of Enrollment Services.