



WELCOME ABOARD

Student Services New Employee Handbook



PIKES PEAK
COMMUNITY
COLLEGE

ppcc.edu





Photo by PHCT student Letta Ling

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Welcome Letter from Vice President for Student Services

To New Employees,

Welcome to the Pikes Peak Community College (PPCC) Student Services family. Whether you are transferring from another division or you are new to PPCC, our goal is to provide you with a smooth transition and let you know you are a valued part of this new community. The work we do is important to the success of this institution and, even more importantly, to the success of our students. We want to help you prepare to be the very best Student Services professional you can be. We look forward to working in partnership with you to support your work and your professional goals.

We strive to:

- Welcome you to this community;
- Provide the information, tools and support you need for your work;
- Provide for your continued professional development.

Thank you for joining us. We look forward to working together.

Sincerely,

Dr. Homer Wesley



Welcome Letter from the Student Services Team

To Our New PPCC Colleague,

Welcome to the Pikes Peak Community College family! We are so very grateful that you are joining our team. You are now part of Pikes Peak Community College “front line” services for our new and continuing students. We could never achieve our goals without you!

Please feel free to look to your coworkers, department directors and leadership for support. Never be afraid to ask questions. We want you to recognize that every day is a unique opportunity to contribute to the success of our students and to the rich history that is Pikes Peak Community College.

With Warm Regards,
Pikes Peak Community College Student Services Team

Pikes Peak Community College Mission and Vision Statement

Mission:

Our mission is to provide high quality, educational opportunities accessible to all, with a focus on student success and community needs, including occupational programs for youth and adults in career and technical fields, two-year transfer educational programs to qualify students for admission to the junior year at other colleges and universities, and a broad range of personal, career, and technical education for adults.

Vision:

Students succeed at Pikes Peak Community College.

Values:

We value a community built on learning, mutual respect, and diversity.

We Demonstrate These Values in the Following Ways:

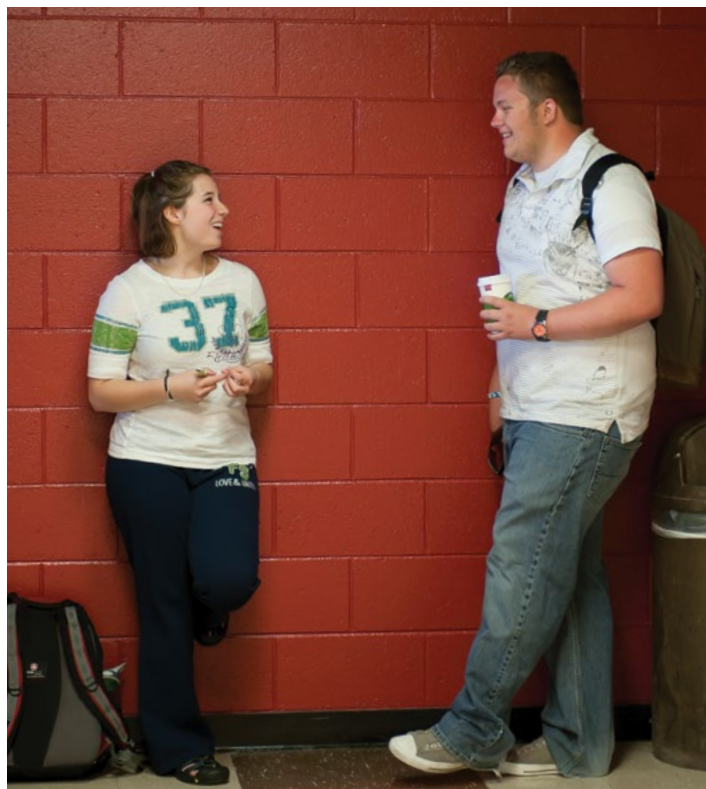
Teaching and Learning: Our primary commitment is to student learning, success, and achievement, while promoting open and universal access to an affordable education and affirming the importance of our facilities and learning environments.

Mutual Respect and Accountability: Because people are our greatest resource, we foster a culture rooted in civility, mutual trust, support, and hold ourselves accountable for our decisions and actions.

Community and Diversity: We engage and support our community while embracing diversity, as it enriches lives and educational experiences.

What Drives Us

Providing access to a quality education drives everything we do here at PPCC. That access begins



with affordability—with tuition less than half of our university counterparts—and then redefines convenience, with classes at campuses throughout the Pikes Peak region (three main campuses, five learning centers and two military education centers) as well as online.

Our 20,000 students range from: high school students and graduates seeking an excellent cost-effective transfer path to a four-year college or university; veterans transitioning into the civilian workforce; and under and unemployed potential or current students looking for a fresh start, pursuing high-paying careers, such as cyber security, arc welding, or industrial manufacturing.

Established in 1968 as El Paso County Community College and accredited by the Higher Learning Commission, PPCC offers associate degrees, three bachelor degrees, certifications in career and technical fields.

Destination 2022

Find PPCC's Strategic Plan:
ppcc.edu/destination-2022

Goals and Tactics

Goal 1: Develop a mission-minded culture

Tactics:

1. Develop future and existing leaders
2. Evaluate and incorporate best practices used by other institutions
3. Develop internal communication that keeps stakeholders informed, inspired and provides a vehicle for feedback
4. Establish an innovation incubator, where members of the college, the business community and students will utilize data and metrics to generate ideas and solutions

Goal 2: Assure that students set and achieve their academic and career goals

Tactics:

1. Identify each student's goals and develop an academic plan
2. Improve student support to maximize retention, completion and transfer
3. Ensure excellence in teaching and learning
4. Use assessment results to improve teaching, learning, and student support services

Goal 3: Deliberately drive enrollment to ensure a strong future for PPCC.

Tactics:

1. Streamline admission and enrollment process to increase yield in new students from application to enrollment
2. Expand where and how classes are offered to meet students' needs

3. Communicate PPCC's academic excellence
4. Identify target-market segments and develop segmented marketing and recruitment strategies for each
5. Strategically plan and invest in campus physical and technology infrastructures to support high quality learning environments

Goal 4: Anticipate and respond to emerging workforce needs and demographic shifts

Tactics:

1. Grow the capacity to develop high-demand programming
2. Monitor and use data about regional demographic trends (e.g. housing shifts, aging trends, etc.)
3. Strengthen and build partnerships with business and industry
4. Explore credentialing, competency-based initiatives or other strategies to align student needs with industry standards
5. Evaluate and improve our degree portfolio

Goal 5: Better serve a diverse current and prospective student population

Tactics:

1. Hire and retain a diverse workforce that represents our community
2. Increase the cultural competency of faculty, staff and students
3. Identify ways to improve recruitment, enrollment, retention and completion of underrepresented students



Our History

Pikes Peak Community College was established in 1968 as El Paso Community College, a two-year college offering three associate degrees. Operating out of rented buildings in Old Colorado City, first-year enrollment was roughly 800 students. The first graduation was held in April 1970 at Bancroft Park, yielding 17 associate degrees and 70 certificates.

Enrollment rapidly grew, in part because of an emphasis placed on military programs and the need for permanent facilities became apparent. Military programs remain an important service of the college.

Early in 1973, the U.S. Government declared 212 acres of land along the northern boundary of Fort Carson as surplus land and on Feb. 15, 1974 the deed to the site was transferred to the State Board for Community Colleges and Occupational Education for use by El Paso Community College. The full-service Centennial Campus was built in 1978 and the College Council approved a new name, Pikes Peak Community College.

The college experienced a variety of changes throughout the 1970's, including: a tremendous surge in occupational majors due to heavy veteran enrollment; the birth of KEPC college radio; and the arrival and departure of collegiate sports teams and the El Paso International Community College in Germany. Despite these changes, PPCC stayed

true to its historical roots by adapting to serve community needs first and foremost.

Significant population growth during the last several decades in the Pikes Peak region drove the need for expanded educational services. As a result, the PPCC Downtown Studio Campus was built in 1986 to provide better exposure to the college's arts and science programs and provide a center focusing on the arts. The Rampart Range Campus was built in the north end of the city in 1998. PPCC also began operating education centers on Fort Carson and Peterson Air Force Base.

In 2018, PPCC acquired a building that has become the PPCC Center for Health Education and Simulation (CHES), housing the region's first interdisciplinary simulation lab and our nursing and medical programs. A Technical Education Center houses PPCC's Welding Training Center, and will house advanced manufacturing programs, such as robotics, machining, 3-D printing, CAD, electronics, and construction. The Catalyst Campus Cyber Range is a leased space where non-credit cybersecurity prep courses are taught.

PPCC has become the largest post-secondary educational institution in Southern Colorado and offers the most widely accessible and affordable education in the region.

Organizational Chart of Executive Leadership Team





Learning Centers

Learning Centers offer a variety of classes, but may not include support offices.

On-post Military Learning Centers*

- Fort Carson Army Education Center, 1675 Long Street Bldg. 1117 | Room 118
- Peterson Air Force Base Education Center, Building 1141, Room 112

UCHealth Community Education Center

- 2050 Kiskadee Point, Colorado Springs, CO 80910

PPCC Center for Healthcare Education & Simulation

- 1850 Cypress Semi Drive, Colorado Springs, CO 80921

General Education Learning Centers

- Woodland Park High School, Woodland Park School District 2, 151 Panther Way, Woodland Park 80893

Other Off-Campus Learning Centers

- Construction Classroom (PSP Spire), 1440 Newport Road, Colorado Springs 80916
- Technical Education Center, 850 Aero Plaza Drive, Colorado Springs 80916
- Diesel Mechanic Training Program, 2304 W. Colorado Avenue, Colorado Springs 80904
- Catalyst Campus Cyber Range, 555 E. Pikes Peak Avenue, Colorado Springs 80903

**Offers all student services, except Financial Aid Office support. Visit full-service campuses for assistance with financial aid. For maps and locations, visit ppcc.edu/maps-and-locations.*

Organizational Chart of the Division of Student Services

Vice President for Student Services | Homer Wesley

Assistant Vice President for Student Services | Dawna Haynes

Special Assistant to the Vice President for Student Services | Rachael Campbell

Jim Barrentine	Chief of Campus Police
Paul DeCecco	Director of Military and Veterans Programs
Sylvia Garcia	Director of Career Services
Yolanda Harris	Director of Counseling Center
Jennifer Hopper	Director of Child Care Services
Kevin Hudgens	Director of Admissions, Recruitment, and Enrollment Services
Twila Humphrey	Director of Records
Laura Mullane	Director of TRIO SSS
Maria Mesa	Director of ACCESSibility Services
Ricardo Perez	Director of Student Life
Nichole Pritchett-Hilliard	Dean of Students
Ron Swartwood	Director of Financial Aid
Lincoln Wulf	Director of Advising and Testing

ACCESSibility Services

Mission:

ACCESSibility Services strongly believes in diversity as an integral part of society and our college community. It is our mission to assist students with disabilities to self-advocate for equitable access to their academic environment.

Who we are:

We are a team of experienced and professional specialists and staff with knowledge of the ADA, Section 504, and FERPA policies. In Accessibility Services, we collaborate with students with disabilities to determine and implement reasonable accommodations, and assist with self-advocating for support services.

We provide reasonable accommodations to eligible students.

Accommodations may include alternate format textbooks and materials, alternative testing arrangements, sign language, alternative furniture,

and other classroom accommodations. For a description of all our services, please visit the ACCESSibility Services webpage at: ppcc.edu/accessibility-services

We work with students and faculty:

We work with students and faculty to facilitate the accommodation process and the implementation of accommodations in the academic environment. Our team provides training opportunities for faculty and staff to ensure best practices are being implemented and regulatory compliance is met.

We encourage our students to self-advocate for accommodation services. We promote students speaking for themselves; asking for what they need; asking questions when information is unclear; communicating with their instructors; knowing their rights and responsibilities, and seeking out additional resources for further assistance.



Centennial Campus

Room A-130

Rampart Range Campus

Room S-201

Downtown Studio Campus

Room S-126

719-502-3333 | ppcc.access@ppcc.edu | ppcc.edu/accessibility-services

Admissions, Recruitment, and Enrollment Services

Mission

To assist, inform, and support new and prospective students through the admission, registration, and enrollment processes. We strive to provide outstanding customer service to all members of the college community by maintaining student friendly policies and employing professional and diverse team members who support the department's collaborative approach to success.

Admissions

Admissions includes application processing, international student admissions, residency classification, and communication to students regarding admissions.

Recruitment

Recruitment activities include on-site informational tours and programs, high school events and fairs, on-line activity, following-up with prospective applicants, and admissions counseling sessions. The Student Ambassador program lives in the department and is crucial to recruitment success.

Communication

We send regular communication to prospective and current students to support them through the enrollment process.

Enrollment

Enrollment is a multi-step process, and includes applying for financial aid and scholarships, transferring in credits from a previous college or life experience, participating in advising, and

possibly taking tests or submitting academic history information to place into first semester courses.

Enrollment Services is comprised of front line staff and call center staff who answer questions and take in documents related to Admissions, Financial Aids, Records, and provide general college information.

Students:

1. Apply
2. Sign in to Navigate
3. Get Help Paying for College
4. Prepare & Plan (*complete online new student orientation, submit the academic history form, and attend an academic advising appointment*)
5. Register for Classes



Centennial Campus
Room A-110

Rampart Range Campus
Room S-102
719-502-2000

Downtown Studio Campus
Room S-102

Advising & Testing

Mission

To empower students through academic advising and assessment by aiding them in identifying, exploring, and accomplishing their educational and career goals.

In an advising session students learn how to:

- Access Navigate and their student portal
- Build a 2-year degree map
- Connect with their faculty advisor
- Register for classes in Navigate

Advising is available to new, continuing, and returning students in the following ways:

- Drop-in-advising: students can meet with an advisor one-on-one in person, on the phone, or using email during our hours of operation
- Advising appointment: students can make an appointment to see an advisor via our webpage
- Do-It-Yourself: go to the ppcc.edu website and student portal to follow the step-by-step instructions

Testing encompasses a variety of student and faculty services.

- Assessment for placement into college level courses using the ACCUPLACER assessment tool

- Scheduled “high stakes” tests such as CLEP, TEAS, etc.
- Proctored make-up exams for faculty
- Proctored exams for Pikes Peak Online courses

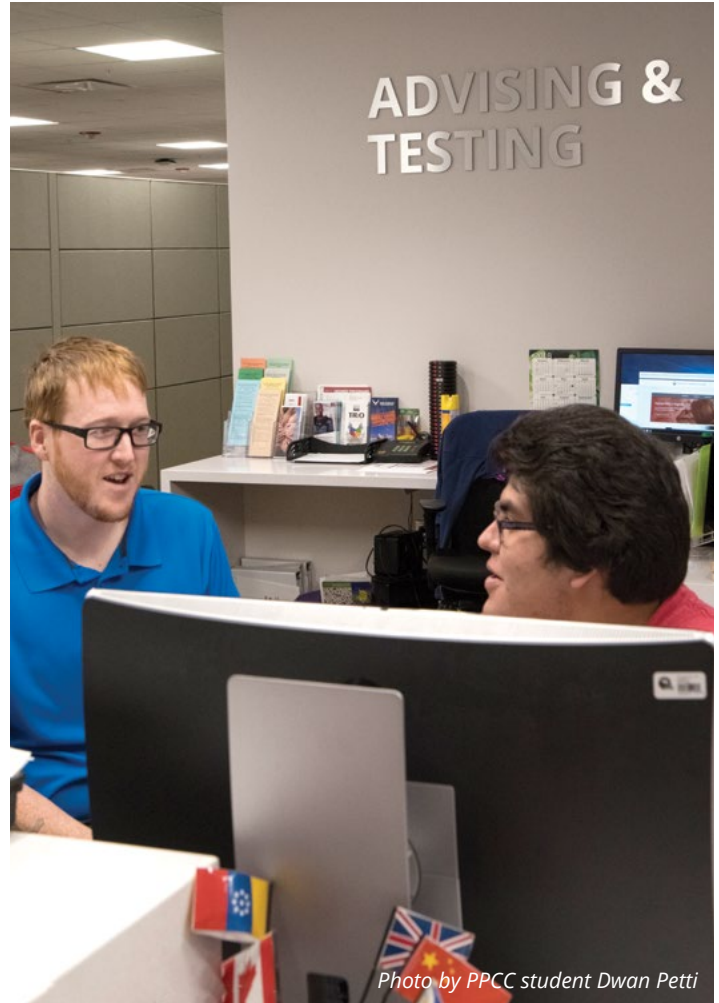


Photo by PPCC student Dwan Petti

Centennial Campus
Room A-121

Rampart Range Campus
Room S-101

Downtown Studio Campus
Room S-102

719-502-3232 | testing.center@ppcc.edu | ppcc.edu/advising

Campus Police

Mission

To provide community-oriented solutions, communication, and services at Pikes Peak Community College.

Goals

To establish a working relationship with the campus community.

To establish a working relationship with all surrounding Emergency Responder agencies to ensure a safer community on and around the campuses.

To increase proficiency and efficiency of campus police force, in order to provide the best possible public safety services to the College community.

General Information

Our Campus Police Department has 18 sworn full-time state certified law enforcement officers, two civilian full-time employees, as well as various part-time law enforcement professionals from

surrounding law enforcement agencies to serve the Centennial, Rampart Range and Downtown Studio Campuses. Our staff is dedicated to making your time at PPCC a safe and pleasant experience.

Our police officers respond to both in-progress and cold crimes. They investigate reported felonies, misdemeanor offenses, and traffic accidents, provide safety escorts and motorist assistance, and manage after-hours access. Officer's conduct vehicle and foot patrols as well as provide physical security for all campuses

Please report any suspicious activity you feel may warrant our attention, such as criminal activity on or near any campus.



Centennial Campus

Room A-121

Main: 719-502-2900

Rampart Range Campus

Room N-106

Dispatch Center: 719-502-2911

Downtown Studio Campus

Room 101

police.services@ppcc.edu

Child Development Center (CDC)

Mission

To support student success by providing high quality care and educational services to children. The CDC also functions as a lab and observation site for academic programs, and partners with other agencies through special projects, creating a long-term impact to the community and the Early Childhood Education field.

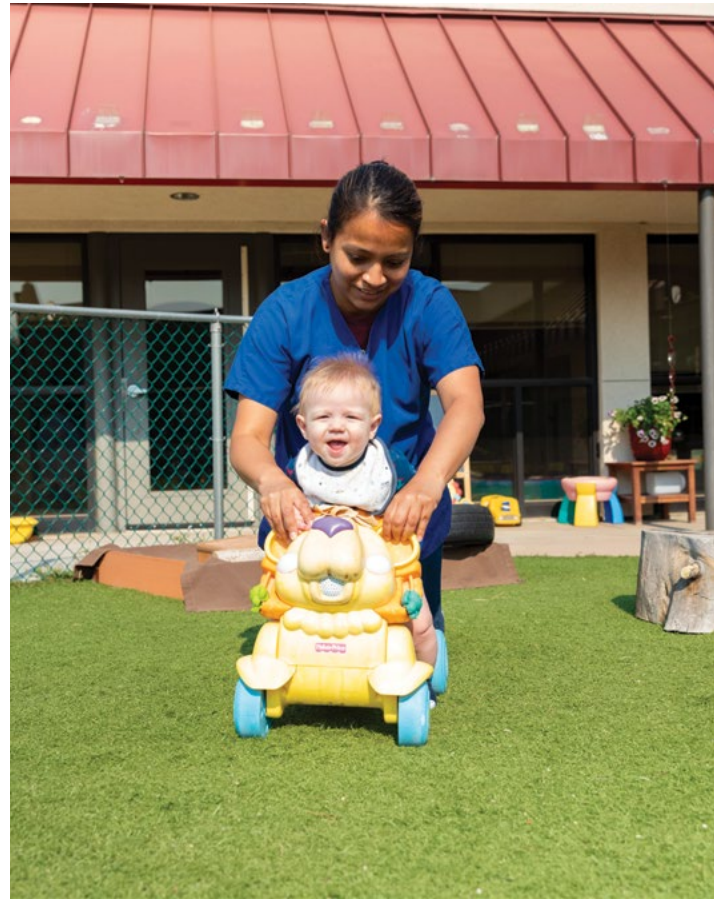
Program Information

The Child Development Centers at both the Centennial and Rampart Range Campuses are licensed by the Colorado Department of Human Services. The centers are accredited by the National Association for the Education of Young Children (naeyc.org/).

The CDC accepts children ages 6 weeks to 5 years in Infant, Toddler and Preschool programs. The CDC follows a play-based, emergent curriculum. All teachers meet the state Early Childhood Teacher qualifications including education and experience.

PPCC students enrolled in at least 6 credit hours, PPCC staff and faculty are eligible for the sliding scale fee structure based on family income. The CDC has multiple resources to assist students with child care costs ranging from outside agencies, subsidies for military families, scholarship information and grant assistance for eligible low-income students.

The first step in enrolling a child at the CDC is to get on the CDC wait list found on the CDC page of the PPCC website. Once a parent has been contacted



that there is child care space, the CDC staff will guide the parent through the enrollment process step by step including financial options.

For information about the CDC, the wait list or the enrollment process, visit the CDC page on the PPCC website or call the CDC on either campus.

Centennial Campus

719-502-2323

childdevelopmentcenter@ppcc.edu | ppcc.edu/cdc

Rampart Range Campus

719-502-2424

Counseling Center



Crisis Intervention

For students experiencing tragedy, trauma, assault, and students showing signs of mental illness or thoughts of suicide.

Resources

For students needing a job, a place to live, money for an emergency, names of therapists who provide long-term therapy, and many other services.

Consultation

Faculty and Staff inquiring about a student who: is in a difficult situation; displays odd behaviors/comments/writings; or “something just doesn’t seem right”; as well as some possible “do’s and don’ts” of how best to communicate with a stressed student.

Training

Mental Health First Aid; Domestic Violence “In Her Shoes”; Suicide Prevention; how to successfully work with students with traumatic brain injury and/or post-traumatic stress symptoms; emergency management topics (such as prevention & risk management); and many other mental health-related topics.

Education

Psycho-educational workshops/presentations that deal with problems such as stress management, building social skills, identifying depression, test anxiety etc. Presentations can be given in the classroom.

Mission

To support student success by providing mental health counseling services as well as information related to emotional wellness.

Services

Direct Mental Health Counseling Services

Brief Intervention Strategies that help students navigate through personal and/or educational circumstances that have the potential to interfere with their academic success.

Appointment can be made by calling 719-502-4782.

Centennial Campus

Room A-141

Rampart Range Campus

Room N107c

Downtown Studio Campus

Room s216a

719-502-4782 | studentcounseling@ppcc.edu | ppcc.edu/counseling-center



Dean of Students Office

Mission

To support a productive and safe learning environment through investigation and resolution of violations of the College's Student Code of Conduct. In each case, the Dean of Students Office is committed to providing an equitable and respectful disciplinary process that upholds the rights of all students, while fostering the development of student responsibility and life skills.

Goals

1. Investigate and resolve alleged Student Code of Conduct violations, in accordance with the CCCS Student Disciplinary Procedures (SP 4-30).
2. Provide education and support to faculty, staff, and students regarding the Student Code of Conduct.
3. Support campus culture of reporting.

To view the PPCC Student Code of Conduct click here: ppcc.edu/student-conduct

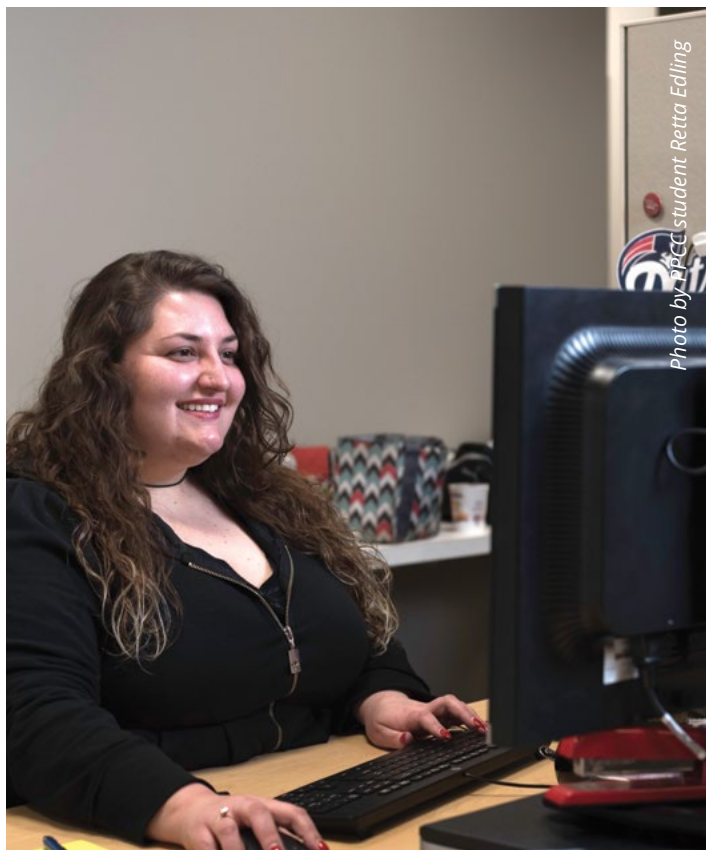
To report a concern or incident click here: ppcc.edu/concern

Centennial Campus

Room A-110

719-502-3366 | deanofstudents.services@ppcc.edu

Financial Aid Office



Mission

To work with students to make pursuing higher education affordable, to ensure students continue to receive funding based on need and availability, and to educate students with sound and impartial financial aid advice before, during and after their college career in order to succeed.

Goals for the Financial Aid Office:

1. To provide exceptional customer service to students applying for and receiving financial aid, as well as for students needing assistance after college (ex: student loan repayment).
2. To process financial aid applications/documents quickly and efficiently.
 - a. Outcome/measure: Review/process completed files/documents in one week or less.
 - b. Outcome/measure: Begin awarding aid for new academic year early. (Aligns with PPCC Destination 2022 – Goal 3, Tactic 01: Provide for early financial aid and scholarship award notifications.)
3. To ensure the process of awarding, disbursing, etc. aid complies with state and federal rules/regulations.
 - a. Outcome/measure: Continue/strengthen monthly reconciliation of federal funds (Federal Pell Grants, FSEOG, Federal Work-Study, and Federal Direct Loans), and QA of verifications, R2T4, and enrollment reporting.
 - b. Outcome/measure: Successful audits with minimal or zero findings.

Centennial Campus

Room A-110

719-502-3000 | financialaid@ppcc.edu | ppcc.edu/financial-aid



Military and Veterans Programs

Vision

The standard of excellence for Military and Veterans Services.

Mission

MVP empowers military personnel, veterans, and their families to achieve their academic, career, and personal goals.

We do this by: (1) Providing quality support services and (2) Building collaborative relationships with local military bases and community service providers.

Who we are

Military and Veterans Programs (MVP) is a department dedicated to supporting our active duty, veterans and their family members. We are college employees as well as veterans, family members and civilians dedicated to providing the military/veteran affiliated student the best educational experience possible.

What we do

- MVP provides a variety of functions to include:
- VA Educational Benefit Processing
- Active Military Tuition Assistance benefit processing (to include spouse tuition assistance)
- Academic advising
- Placement testing on military base campus sites
- Prior Learning Assessment for active military students
- On-post, on-base, compressed general education classes designed to fit the schedule of active duty military
- Tutoring and academic support through the Veterans Upward Bound (VUB) program
- Quality Customer service and support at four separate locations
- Military and veteran focused recruitment for PPCC

- Engagement with local community; Community based referrals for non-educational assistance
- Engagement in military and veteran related programming and events including Veterans Day observations (among others)
- Staff oversight of PPCC Student Veterans of America club
- Student success initiatives focused on the military and veteran affiliated student

How we do it | Organizational Values

Collaboration:

We will leverage all available resources and everything to get to the best result for our students and people.

Integrity:

We will be true and ethical in all we do and we will always strive to do the right thing.

Student Focus:

Student success guides all we do.

Dedication to excellence:

Excellence is the foundation of all that we do.



Photo by PPCC student Elaina Hernandez Lechuga

Centennial Campus

Building C
Room C-222

719-502-4100

mvp@ppcc.edu

Rampart Range Campus

Main Building
Room S-102

719-502-4500

Fort Carson Army Education Center

1675 Long Street Bldg.
1117 | Room 118

719-502-4200

ppcc.edu/military

Peterson AFB Education Center

301 Stewart Avenue
Bldg. 1141 | Room 112

719-502-4300

Records Office



Mission

To educate and support students, staff, faculty and community on college policies, procedures, services, and online functions in order to assist students in achieving their educational goals.

Functions Include:

- Colorado Opportunity Fund (COF) Stipend: higher.colorado.gov/Finance/COF. This position runs the queries to place the COF stipend on eligible student's accounts. Other items handled by this position are processing no shows, class moves and cancellations, and back up for tuition classification.
 - Carla.Hill@ppcc.edu | 719-502-2096
- **Tuition Classification**—Students are classified as residents or non-residents for tuition classification purposes based on state law. The Admissions Office is responsible for initial residency classification and helping students with changes to tuition classification.
ppcc.edu/residency
 - ppcc.edu/records/registrar-forms

- **Incoming Transcript Evaluations**—Transfer in credit from other colleges that apply to the student's program of study. This includes routing and processing 15 petitions for approval of credits older than 15 years old. Change of Majors are also processed by these two positions. Evaluations are divided by the alphabet as follows:

- Ashleigh.Hans@ppcc.edu | 719-502-4216
Alphabet A-K
- Trish.Baker@ppcc.edu | 719-502-3042
Alphabet L-Z

- **Out-going Transcripts**—These are requested by the student through Parchment and there is a charge. This position also processes the approved and denied tuition appeals, incomplete grade contracts and grade changes. If a college or student needs an older course description this is the position to help.

- Loretta.Goodnight@ppcc.edu | 719-502-2051

- **Students Services Imaging**—All imaging for student services including document destruction. This position also handles enrollment verifications, loan deferments, and enrollment reporting errors through Clearinghouse.

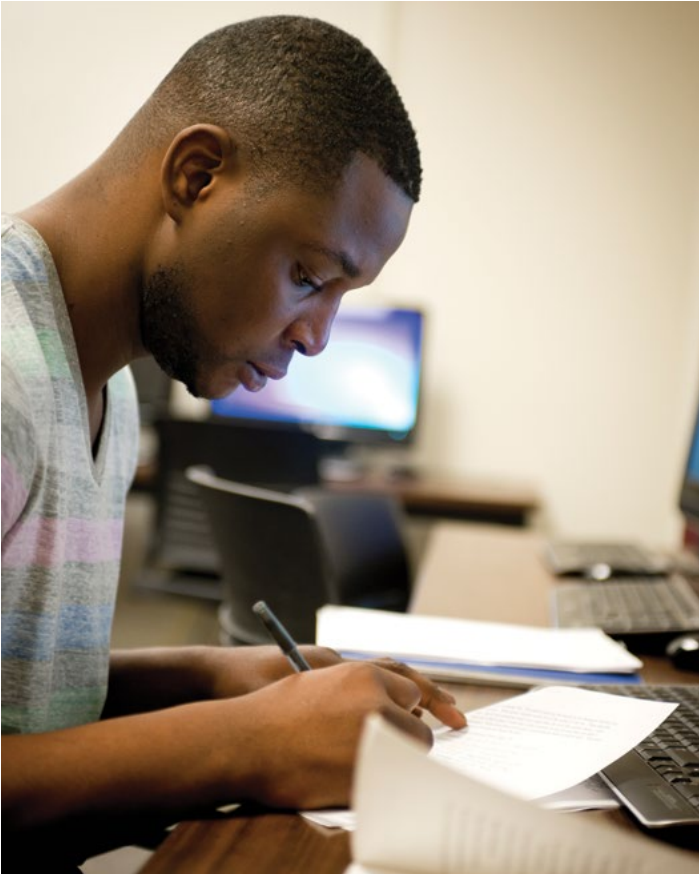
- Barbara.Palma@ppcc.edu | 719-502-2092

Centennial Campus

Room A-110

719-502-2052 | records@ppcc.edu | ppcc.edu/records

Career Services



Mission

To help PPCC students succeed in their career development by teaching them how to learn about themselves and their options, align their academic and career goals, and develop skills to succeed in the workforce.

Goals

The PPCC Career and Retention Services Office strives to attain its mission through the achievement of six critical goals:

1. We strive to provide high quality career advising and career related education to students

engaging with our office. The PPCC Career Center affords students the opportunity to apply for college and community employment positions through use of our software, Purple Briefcase®.

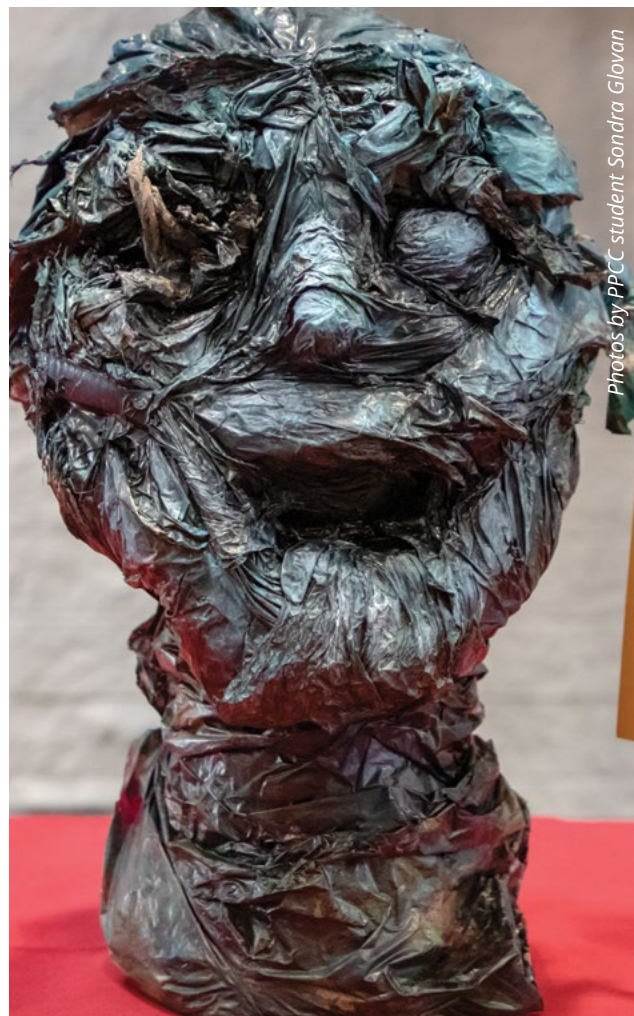
2. We strive to assist students in their career discovery by providing career assessment opportunities, such as Focus2Career®, and introduce them to the many PPCC degrees and areas of study that will support their career choices.
3. We strive to assist new students and their support systems (friends and family members) in their transition to college.
4. We strive to collect information/data regarding student needs and respond in a timely and effective manner by creating programming designed to address such needs.
5. We strive to engage in assessment of our processes and student learning outcome objectives in order to continuously improve our student services.

To learn how our services can help your students, please contact us at the Centennial Campus

Centennial Campus

Room A-316

719-502-2360 | careerandretentionservices@ppcc.edu | ppcc.edu/career-retention-services



Photos by PPCC student Sondra Giovan



Student Life

Mission

To invest in student success by building community through programs, services, and environments that inspire learning, promote personal growth, and foster responsible citizenship.

Studies show that students that are involved on campus are more successful than those who are not. Student Life works with Student Government, Clubs and Faculty to engage students outside of the class room. We provide co-curricular programming along with fun, stress relieving activities to bring students together through the Fitness Center, Student Activities and Sustainability.

Centennial Campus

Room A-210

719-502-2522

Rampart Range Campus

Room S-207

719-502-2577

Downtown Studio Campus

Room N106b

719-502-2538

studentlife@ppcc.edu | ppcc.edu/student-life

TRIO Student Support Services (SSS)

Mission

To empower first generation, low-income college students and individuals with disabilities to persist, graduate and transfer by providing comprehensive academic and personalized services.

- Federal Department of Education grant program for increasing college retention and graduation rates of its participants
- Professional Mentoring and Academic Coaching
- Learning Specialist and Transition Specialist on staff
- Provides services to help students to be successful with academic, career and financial goals connected with higher education pursuits
- Math tutoring, academic and transfer planning, learning skills, academic success strategies
- Semester by semester student success planning
- Service learning and leadership development
- 4-year college visits
- Student Success Conferences and Workshops
- FAFSA and Scholarship application assistance
- Students must apply and be accepted into the program to receive services



Core Values

Compassion: Compassion drives us to listen well and to be authentic.

Trust: Relationships, with one another and with students, create an atmosphere of mutual respect that drives success.

Passion: We have a passion for excellence in daily job performance and a passion for helping others achieve their goals.

Team: We as a team, and our students, are enhanced by the strengths of the individual members, stronger than the sum of our parts. We embrace diversity of thought and process. Our staff consists of a Director, Project Specialist, Transfer Specialist, Learning Specialist, and Academic Coach.

Centennial Campus
Room A-130

Rampart Range Campus
Room S-102

Downtown Studio Campus
Room S-126b

719-502-3222 | ppcc.edu/student-support-services

Employee Development

Evaluation

Employees will be evaluated according to their documented responsibilities, job description, and the ability to meet program, Board and college goals related to their areas of responsibility.

All employees shall be evaluated on core competencies depending on your position, including:

Classified

1. Accountability
2. Communication Skills
3. Interpersonal Skills
4. Customer Service
5. Job Knowledge

Administrative, Professional, Technical (APT)

1. Budget
2. Leadership
3. Planning, organizing, and coordinating
4. Adaptability, flexibility, creativity
5. Problem analysis, decision making
6. Initiative exercised
7. Accomplishments of college goals
8. Ability to communicate/interact with others
9. Ability to delegate effectively
10. Other characteristics related to job



Your director or supervisor should outline the expectations of your position (provided in a job description), share continual feedback on your performance (throughout the year), and provide a Year-End Evaluation (once a year, in spring).

All employees will participate in an evaluation plan, which includes the evaluation criteria/expectations of performance for the core competencies, job knowledge/duties, and goals. Employees should understand the importance of each to the overall evaluation.

Performance Ratings

Classified Staff:

Supervisors must evaluate each core competency, job knowledge/duty, and goal using the following rating levels:

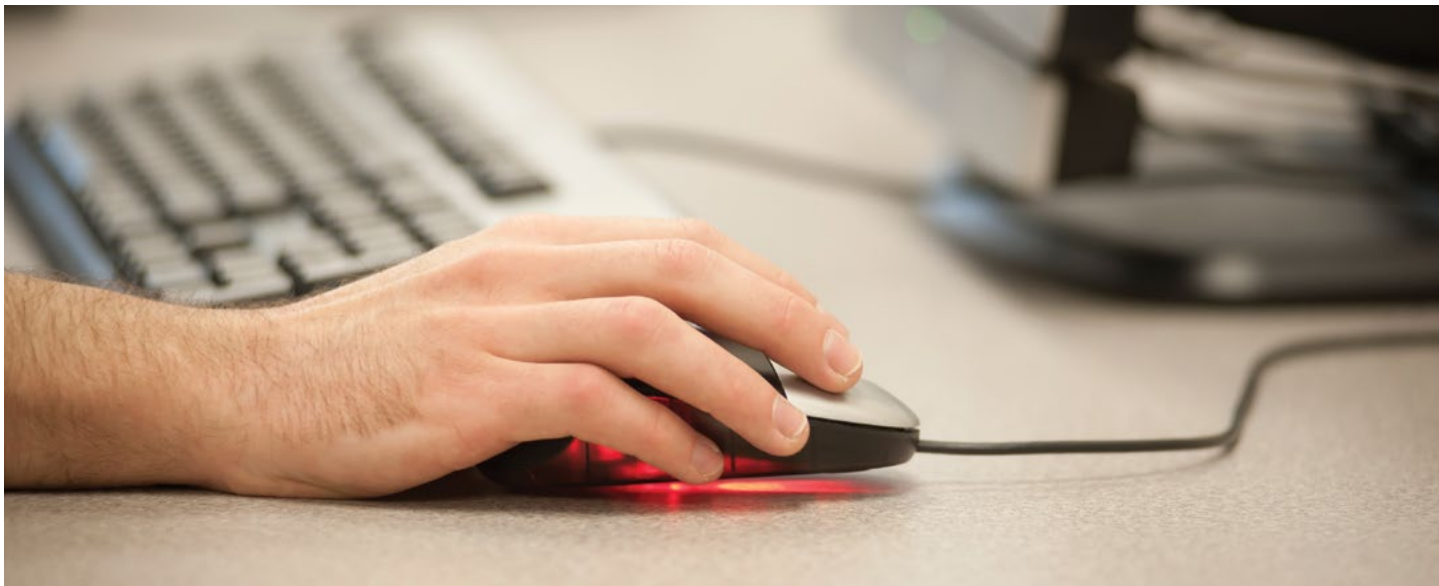
Needs Improvement: Performance does not consistently and independently meet expectations set forth in the performance plan. Employee performance is clearly unsatisfactory and consistently fails to meet requirements and expectations. Examples may include: work may be of variable quantity and quality or may be consistently short of the mark; interpersonal skills need improvement; a need for further improvement is clearly recognized; goals are not consistently achieved.

Commendable or Fully Competent: This rating level encompasses a wide range of expected performance. It includes employees who are successfully developing in the job; those that exhibit competency in work behaviors, skills, and assignments; and accomplished performers who consistently exhibit the desired competencies effectively and independently. Employees are meeting all the expectations, standards, requirements, and objectives on their performance plan and, on occasion, exceed them. Employees reliably perform the job assigned and may even have a documented impact beyond the regular assignments and performance objectives that supports the mission of the organization. Examples may include: accomplishments and expected results are achieved or exceeded; competent performance in a satisfactory and professional manner; consistently meets expected results for quality and quantity of work; works well with co-workers; demonstrates competent skills to perform the job; a positive attitude; an ability to adapt to change; goals are consistently achieved.



Exemplary or Exceeds Expectations: This rating level represents consistently exceptional and documented performance or superior achievement beyond regular assignments. Employees make exceptional contribution(s) that have a significant and positive impact on the performance of the unit or the organization and may advance the mission of the organization. Employees provide a model for excellence and help others to do their jobs better. Peers, immediate supervision, higher-level management and others can readily recognize the high level of performance. Examples may include: a high degree of efficiency; assignments are accomplished thoroughly and quickly; mastery of the skills and knowledge to perform the job; thoroughly researches facts before making decisions; independently follows through with assignments; goals are consistently exceeded.

Performance Ratings



APT staff:

The following examples have been provided to assist supervisors in setting the expectations for employees regarding the performance that will be required to attain the three levels of performance rating at the end of the evaluation cycle.

1. Needs Improvement | This rating must be accompanied by a performance improvement plan.

- Performance is inconsistent and falls short of what is expected
- Fails to meet standards and job expectations
- Ineffective in group/team activities
- Does not adapt to change easily
- A need for further improvement is clearly recognized, identified, and must occur immediately
- Employee requires more than normal amount of coaching, guidance and direction

- Managerial/technical/professional skills are of some detriment to performance
- Interpersonal skills need improvement; does not work well with others

2. Fully Competent | Meets Expectations, Good, Satisfactory

- Meets required standards and expectations and may occasionally exceed expectations
- Performance fully satisfies the requirements of the job
- Capable and qualified; delivers competent performance in a satisfactory and professional manner
- Consistently meets expected results criteria for quality and quantity of work
- Assignments are accomplished effectively with a normal amount of direction
- Works well with co-workers and in group settings



- Demonstrates competent skills required to perform the job
 - Displays a positive attitude toward others
 - Displays an ability to adapt to change
 - Interpersonal skills meet expected norms
3. Exceeds Expectations | This rating should be given only to the employees whose performance is consistently outstanding when compared with overall job requirements.
- Contribution and achievement consistently and significantly exceeds the requirement
 - Consistently displays a positive attitude toward others
 - Effectively interfaces with co-workers in their work group as well as other groups
 - Highly developed and effective interpersonal skills
 - Assignments are accomplished in an exceptional manner with minimal direction
 - Contributions are visible, measurable, and acknowledged by supervisors as well as peers/colleagues
- Demonstrates exceptional skills required to perform the job
 - Displays ability to analyze facts and circumstances
 - Shows excellent problem-solving ability
 - Adapts to change easily
 - Performance goes beyond the reasonable position requirements and exceeds normally expected results
 - Demonstrates a high degree of initiative and depth of knowledge
 - Consistently demonstrates significant and lasting achievements which meaningfully impact the organization
 - Works effectively as a part of a team, contributing to overall group performance
 - Has mastery of the skills required to perform the job

Professional Development: PPCC Cultivates



Vision

Employees thrive at PPCC

Programs offered by PPCC Cultivates reflect the college's serious, ongoing commitment

to grow leadership skills and create more advancement opportunities for all employees.

PPCC Employees have the benefit of investing in their personal and professional growth & advancement through a broad array of training opportunities & development programs designed to not only equip employees with the skills to be successful, but also earn industry-recognized digital credentials.

Customized opportunities available to you:

PPCC Core Competency Digital Badging

Mission: The mission of the PPCC Core Competency Digital Badging is to strive to create consistent, relevant training and development, offered through an array of innovative and diverse opportunities focused on fostering employees' personal journeys for growth & advancement, contributing to organizational effectiveness, and supporting institutional strategic goals.

Earn Digital Badges for Professional Development. Discover what PPCC's unique digital badging is all about.

To achieve a digital badge in any of the six core competency areas of focus, employees must:

- Attend and actively participate in three (3) digital credential qualified trainings and/or development opportunities for a designated competency AND

- Successfully complete the final assessment to verify learning, capture outcomes, and measure obtained competencies from the trainings

What badges can you earn?



Review each badge and its requirements through our digital credential platform profile.

Enhancing Leadership Program

Mission: To cultivate a diverse, motivated group of aspiring leaders who are empowered to maximize their leadership potential in their current roles through intentional engagement, skill acquisition, strategy development, and an overall commitment to leadership excellence.

The Enhancing Leadership Program is the paramount leadership certification program for PPCC Employees designed for individuals who want to further invest in their strengths, enhance their foundational management skills, develop a strong leadership identity, and utilize this newfound confidence and talent to not only become a leader within their current position, but complete strong groundwork to continue the journey towards advancement.





Supervisor Development Program

Mission: To create a challenging and collaborative environment where current PPCC Supervisors can refine their leadership skills and learn new supervisory strategies which they can adapt to their current and future work environments.

This intensive institute focuses on developing current supervisors in the competencies of a 5-Star Supervisor. Engage in hands-on techniques, customized experiences, and receive constructive feedback on applying these skills.



Not sure where to start? Maximize your professional development journey by:

- Checking out PPCC's current job listings to see what skills are in demand
- Pursuing badges that align with your professional development plan
- Incorporating badge achievement as goals for your yearly performance evaluations
- Investing in skills needed for your preferred advancement track
- Asking your supervisor where skill gaps may exist and invest in those areas
- Offering up your subject matter expertise and leading training sessions for the college while earning the Bolster the Burrow – SME Badge
- Contributing as a volunteer member of vital campus committee aimed at advancing progress towards institutional goals, inspiring continued improvement across campus, and improving the employee experience—Earn the Bolster the Burrow—Volunteer Badge

Requesting one-on-one, confidential professional career development coaching from the Manager of Development & Leadership Advancement to explore your personal avenues for growth

Professional Development Plan: Menu Options

All directors are to ensure that each employee has a professional development plan, to include an option from List 1, an option from List 2, and a service element chosen from the list below. These professional development opportunities should be in addition to those regularly scheduled activities PPCC offers to employees, and/or that are scheduled by departments within Student Services, or within the college.

**Please keep in mind that professional development activities for classified staff should be scheduled within a 40-hour workweek unless specific approval is given and funding is available.*

Each director will have final approval for their employee's professional development plan. Selected options should recognize individual strengths and areas for improvement.

List 1 (*direct professional impact on assigned work and identified individual goals*)

- Supervisor Training
- Approved webinars offered for division
- Off-site, interactive Team Building focused programming
- Approved activities offered through professional organizations
- CETL Presentations
- System facilitated programming and training
- Departmental presentations
- Assessment Day
- Practical Skill training (e.g. COGNOS, Microsoft, etc.)
- Colorado Department of Personnel and Administration trainings

- Credit coursework related to assigned work
- Cross-training provided by departments

List 2 (*professional skill development that applies to personal goals, but may not apply directly to assigned work*)

- Discussion groups/"Brown Bag Lunches"
- Student Services Professional Dev. Day
- Presentations by staff related to conference attendance and training
- Personal skill development (related to professional goals and/or assigned work)
- All activities from List 1
- Specialized support for a PPCC program

Service Opportunities

- Search and Screen Committee
- Welcome Tables
- Campus work groups/committees
- Program Review Committees
- Campus Events (Creek Week Cleanup; Student Life; Black History Month presentations; etc.)
- Student Club Advisor

New Employee Training Checklist: First 30 days

Notes	Item	Status
	<ul style="list-style-type: none"> • New Employee Orientation with Human Resources (HRS) • Fill out new hire forms, including, but not limited to: PERA, Health insurance 	
	<ul style="list-style-type: none"> • Read online materials regarding HR policies and procedures. • Explain daily work schedule (start/end times) • Explain break/lunch schedule • Receive training on MS Teams, WebEx Teams and Zoom. • Set up your signature block (use the marketing webpage to guide you), • Set a personalized voicemail on your phone 	
	<ul style="list-style-type: none"> • Receive key to office/building • Get an employee ID from the Facilities Department at the Centennial Campus • Order: <ul style="list-style-type: none"> ▪ business cards ▪ name tag (ask Supervisor) ▪ sign for desk 	
	<ul style="list-style-type: none"> • If necessary, schedule a meeting with HR for any special needs 	
	<ul style="list-style-type: none"> • Schedule a walking tour of the Division of Student Services • Introduce yourself to Division staff and Directors 	
	<ul style="list-style-type: none"> • Tour the PPCC campus(es) • Attend scheduled departmental meetings • Introduce yourself at a departmental meetings 	

- Meet with your director or supervisor once a week for the first 30 days, or as directed
- Review job expectations
- Review performance expectations
- Create realistic goals
- Create a performance plan

Notes	Item	Status
	<ul style="list-style-type: none"> • Apply technology training received from Supervisor • Locate ITSS Department • Explain how to request services from ITSS • Explain how to access email and other technology used in your department • Receive training on the technology, software and programs you will need to perform your job duties, including SharePoint and Office 365 	
	<ul style="list-style-type: none"> • Set goals for yourself that align with the institutional, division-wide, and departmental goals • Ask your supervisor for support in structuring and accomplishing those goals 	

Checklist: First 60-90 days

Notes	Item	Status
	<ul style="list-style-type: none"> • Attend an HR new employee training (4 hour) to familiarize you to our governing body, Colorado Community College System (CCCS) 	
	<ul style="list-style-type: none"> • Schedule regular, ongoing meetings with your supervisor or Director, based on your needs and the needs of your Department 	
	<ul style="list-style-type: none"> • Attend weekly/monthly departmental meetings 	
	<ul style="list-style-type: none"> • Build Cultural Competency awareness and skills through participation in campus or community event/s, or in campus workshop/s 	
	<ul style="list-style-type: none"> • Explore Professional Development opportunities 	
	<ul style="list-style-type: none"> • Discuss Professional Development needs and desires with your Supervisor/Director 	
	<ul style="list-style-type: none"> • Schedule a Progress Review with your Supervisor/Director 	
	<ul style="list-style-type: none"> • Discuss the Performance Plan you both created 	
	<ul style="list-style-type: none"> • Make necessary adjustments to your Performance Plan 	
	<ul style="list-style-type: none"> • Discuss your work experience to date 	
	<ul style="list-style-type: none"> • Express any concerns and needs with your Supervisor/Director 	
	<ul style="list-style-type: none"> • Participate in available and applicable online CCCS trainings with supervisory approval 	

Year-end Evaluation:

- See performance criteria.
- All employees are evaluated on a yearly basis, in the spring.

Policies

Ethics Statement (adopted from AACRAO)

PPCC employees in Student Services shall:

- Conduct themselves with integrity, fairness, honesty, and respect for others;
- Avoid conflicts between personal interests and professional responsibilities, and resolve perceived conflicts through full disclosure and independent review;
- Dispense complete, accurate, understandable, and truthful information and advice at all times.

Dress Code

Expectations for APT, Full-Time Classified, Part-Time Classified, and Temporary Classified Employees:

- Dress code guidelines are provided below. Check with your supervisor for further guidance in your specific role.
- Business casual attire is always appropriate.
- No low-cut shirts, bare midriffs shirts, sheer shirts (must have an undershirt if worn), shorts, loungewear, or athletic wear. All clothes should be free of rips or tears.
- Casual office attire is appropriate, including: jeans, khakis, sweatshirts, polo shirts, and PPCC t-shirts.
- No sunglasses, baseball hats, or winter hats while you are working indoors. Please check with your supervisor or Director if you have any questions.

Mutual Respect and Accountability

People are our greatest resource, therefore we foster a culture rooted in civility, mutual trust, and

support, and hold ourselves accountable for our decisions and actions.

Community and Diversity

We engage and support our community while embracing diversity, as it enriches lives and educational experiences.

Harassment and Discrimination

Harassment and discrimination of any kind is not allowed:

- Do not make another individual feel uncomfortable or in jeopardy
- Unwelcomed physical or verbal conduct that creates an intimidating, hostile, or offensive environment is not allowed.
- Attacks or bias toward the character of an individual or group based upon race, color, national origin, sex, sexual orientation, religion, political belief, age, handicap, or other negative reference is not tolerated, whether or not the individual or a member of the group is present.

If you feel you are or have been harassed or discriminated against, go to Human Resources (Centennial, B200). If you feel comfortable doing so, speak with your supervisor or Director.

If you hear from any students, staff or faculty that they have been sexually harassed, you are required by state policy to report it to Human Resources.

Language

Out of respect for the dignity and sensitivity of all people, you should refrain from the use of language likely to offend or be misunderstood by the intended or unintended listener. Vulgar or profane words and expressions, or words or phrases that are demeaning to a person's heritage,

race, ethnic origin, lifestyle, religion, ability/disability, sexual orientation, or gender are offensive.

Title IX

Preventing and Reporting Sexual Harassment and Sexual Misconduct

Pikes Peak Community College is firmly committed to maintaining a work and learning environment where students, faculty, and staff are treated with dignity and respect. Sexual harassment, sexual misconduct and acts of discrimination are illegal, often demeaning for the individual student or employee, and can disrupt the College's positive learning and working environment. As such, all members of the College community have a responsibility to be aware of what behaviors constitute these actions/offenses and to help create an environment free of harassment or discrimination.

Non-Discrimination Statement

Individuals affiliated with Pikes Peak Community College shall not be subjected to unlawful discrimination and/or harassment on the basis of sex/gender, race, color, age, creed, national or ethnic origin, ancestry, physical or mental disability, veteran or military status, pregnancy status, religion, genetic information, gender identity, sexual orientation, or any other protected category under applicable local, state, or federal law (also known as "civil rights laws"), including protections against retaliation and for those opposing discrimination or participating in any grievance process on campus or within the Equal Employment Opportunity Commission or other human rights agencies, in its employment practices or educational programs and activities.

The College has designated Mr. Carlton Brooks, Executive Director of Human Resource

Services as its Affirmative Action Officer/Equal Opportunity Coordinator/Title IX Coordinator with the responsibility to coordinate its civil rights compliance activities and grievance procedures.

You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.

For information regarding civil rights or grievance procedures, contact:

Title IX Compliance/Equal Opportunity Officer

C.R.J. Brooks

Executive Director of Human Resource Services

5675 South Academy Blvd., Box C-4

Colorado Springs, CO 80906

719.502.2600 | Carlton.Brooks@ppcc.edu

State Statutes on Higher Education

To read about state statutes: colorado.gov

CCCS Board Policy (BP) and System President's Procedures

To read about the Colorado Community College System: cccs.edu/about-cccs/

Pikes Peak Community College is a part of the Colorado Community College System, the state's largest system of higher education, serving more than 137,000 students annually at 13 colleges and 39 locations across Colorado. For more information, visit: cccs.edu.

Terminology

Colorado State Plan Terminology

AA – Associate of Arts degree (transfer degree)

AAS – Associate of Applied Science degree (some, not all, are a transfer degree) **ACE** – Alternative Cooperative Education

ADA – Americans with Disabilities Act

AGS – Associates of General Studies (some, not all, are a transfer degree)

AIPortal – Air Force Tuition Assistance system (also used for processing MyCAA)

APT – Administrative, Professional and Technical

Articulation Agreement – State-wide transfer credit agreement between the Colorado Community College System and four-year colleges and universities. For more information, visit <http://higher.ed.colorado.gov/Academics/Transfers/Students.html>

60+60 – A guaranteed transfer program, allowing students with specific associate degree classes to transfer as a junior to a four-year Colorado state college

Guided Pathways – A general education curriculum that forms the core of most bachelor's degrees and is guaranteed to transfer between all public colleges and universities in Colorado

AS – Associate of Science degree (transfer degree)

ASSET – A Colorado state law that allows some immigrant students to receive in-state tuition at Colorado public higher education institutions. It does not affect immigration status or lawful presence, and cannot be rescinded by a president or federal administration in the same way DACA can

BIT - Behavioral Intervention Team – A member of the National Behavioral Intervention Team Association (NaBITA). Each of the Colorado Community College System (CCCS) colleges has a behavioral intervention team that works similarly to PPCC's. PPCC's BIT is committed to making sure we are prepared and equipped to support students as they pursue their education at PPCC.

BP – State Board for Community Colleges and Occupational Education Policies

BPS – Business and Public Services Instructional Division

CAS – Council for the Advancement of Standards (in Higher Education)

CASS – Committee for the Assessment of Student Services

CC – Centennial Campus

CCCS – Colorado Community College System

CDC – Child Development Centers

CETL – Center for Excellence in Teaching and Learning ppcc.edu/cetl-start

Classified – Personnel subject to the rules of the State Personnel System

CHTS – Communication, Humanities, Technical Services – Instructional Division

COA – Cost of Attendance

COE – Cost of Education

COF – College Opportunity Fund (stipend for those receiving in-state tuition)

COTSA - Colorado Technology Student Association

COSI – Colorado Opportunity Scholarship Initiative

CTA - The Career and Technical Act, formerly the Colorado Vocational Act of 1970, CRS 23-8- 101, was adopted by the Colorado General Assembly to provide assistance to local school districts operating CTE programs approved by the State Board for Community Colleges and Occupational Education.

CTE – Career and Technical Education

DACA – Deferred Action for Childhood Arrivals

DEI - Diversity, Equity & Inclusion

DOS – Dean of Students

DMVP or MVP - Department of Military and Veterans Programs

DTS – Downtown Campus

EFC – Expected Family Contribution

FAC/OPS – Facilities and Operations

FACS – Family and Consumer Sciences

FAFSA – Free Application for Federal Student Aid

FBLA - Future Business Leaders of America

Federal Cleary Act – The Student Right to Know and Campus Security Act of 1990 – Requires all institutions to make available to potential and current students an Annual Security Report.

FCCLA – Family, Career and Community Leaders of America

FERPA – Family Educational Rights and Privacy Act

FFA – Future Farmers of America

Focus2Career – Career Services software designed to help students discover their strengths, abilities, skills and interests in order to make the best career choices and choose the academic paths that best lead to their dream jobs.

FTC – Fort Carson

GAE – Go Army Ed - Army Tuition Assistance processing system

HIPPA – Health Information Privacy laws

HLC – Higher Learning Commission

HOSA - Future Health Professionals

HRS – Human Resources Services

HS – Health Sciences – Instructional Division

HUD – U.S. Department of Housing and Urban Development

IE – Institutional Effectiveness Office

ISIR – Institutional Student Information Record

IT(SS) – Informational & Technology Support Services

LC – Learning Commons

LSP – Leadership Scholars Program - 2-year scholarship for high school graduates

ME – Math and English Division

MyCAA – Military Spouse Career Advancement Accounts Program - Tuition Assistance for active military spouses

Navigate Student Facing - A guided pathways, onboarding, degree-planning, and class-registration tool with prospects and applicants. Also used as the primary database for recruitment and enrollment yield-related events.

OBPR - Outcomes Based Program Review

Ombudsman – An official appointed to investigate individuals' complaints against maladministration

PAFB – Peterson Air Force Base

PBL – [Phi Beta Lambda](#)

PD – Professional Development

PTK (Phi Theta Kappa) - [Learn More](#)

Purple Briefcase – Career Services software designed to post employment opportunities for students and train them how to boost their employment skills.

PWR – Postsecondary & Workforce Readiness

Recruit CRM - A Customer Relationship Management (CRM) system used primarily by Admissions and Recruitment to manage student applications (i.e., the funnel from inquiry to enrolled) and communicate

RR – Rampart Range Campus

SAC – Staff Advisory Council - Student Services Group

SAR – Student Aid Report

SCO – School Certifying Official

SLO – Student Learning Outcome

SSS – [Student Support Services](#)

STARS – Student Services Training and Enrichment

STEM – Science, Technology, Engineering, Mathematics

STEAM – Science, Technology, Engineering, Arts, Mathematics

SVO | Student Veterans Organization – Dedicated to helping fellow collegiate veterans in the transition from military to college life and to enrich the community with veteran sponsored and patriotic events. SVO officers are available for VA work-study.

VA – Veterans Administration

VUB – Veterans Upward Bound

Student Employment

- Work Study: students are federally awarded monies allowing them to work in a job for undergraduates.
- Student Hourly: students are paid through the college's payroll system

TA – Tuition Assistance - Refers to Educational Benefit for active military service members

VPAS – Vice President for Administrative Services

VPIS – Vice President for Instructional Services

VPSS – Vice President for Student Services

VPWD – Vice President for Workforce Development

VAC – Veterans Advisory Council

Systems and Processes

Accuplacer – An optional placement test students can take to determine their level of skill and competence in math, reading, and English. It is a multiple-choice test with an essay section

Banner (Internet Native Banner/INB) – An administrative software system to view and maintain data and process transactions

Cognos – Analytics reporting software

D2L – Desire2Learn is an educational technology company and the software teachers and students use to give and complete assignments, posting grades, etc.

Degreeworks – A comprehensive academic advising, transfer articulation, and degree audit solution that aligns students, advisors, and institutions to a common goal: helping students graduate on time

Maxient – Student conduct/concern report management software

MyPPCC Portal – A sign in page where students and employees access their PPCC information. Employees can access leave requests, timesheets, forms, IT tickets, IE requests, Facilities requests, etc

Navigate (Student Facing) - A guided pathways tool

Navigate (Employee Facing) – A student success management system used in enrollment and academic operations

Online Orientation – A mandatory orientation for all new students, required before a student can register for classes. Students are prompted to access the online orientation in their myPPCC Portal after they are admitted. Self-paced, this orientation will take a student 1–2 hours to

complete. The hold is lifted manually within 48 hours of orientation completion.

Recruit – A Customer Relationship Management (CRM) system used primarily by Admissions and Recruitment to manage student applications (i.e., the funnel from inquiry to enrolled). Also used as the primary database for recruitment and enrollment yield-related events.

SARS – A software tool used to schedule and track students

VA Once – System used for inputting student information to process VA educational benefits to the VA for final processing

Resources

[PPCC All Student Handbook](#)

[PPCC Financial Aid Student Handbook](#)

[Colorado Community College System \(CCCS\)](#)

Notes

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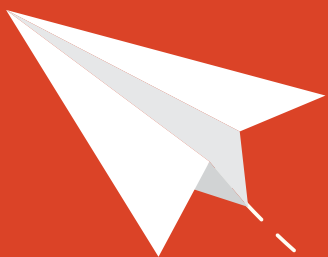
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**PIKES PEAK
COMMUNITY
COLLEGE**

Downtown Studio Campus
100 West Pikes Peak Avenue
Colorado Springs, CO 80903

Centennial Campus
5675 South Academy Boulevard
Colorado Springs, CO 80906

Rampart Range Campus
2070 Interquest Parkway
Colorado Springs, CO 80921

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