OWOSSO
CAMPUS INFORMATION

CUSTOMER SERVICE CREDO

Baker College of Owosso staff and faculty understand that every interaction we have with our customers can greatly impact their overall educational experience. One employee going above and beyond to meet a customer's needs could lead to yet another success story. Therefore, we, the employees at Baker College of Owosso, make a personal commitment to provide exceptional customer service to each other, as well as to each and every customer we encounter.

OUR COMMITMENT TO OUR CUSTOMERS

We will:

- seek to exceed expectations – look for opportunities to go above and beyond.
- communicate our standards and policies politely, holding to their application consistently.
- model excellent professional skills – in dress, speech, and behavior.
- greet every customer, every time, everywhere with a friendly smile.
- make eye contact and demonstrate respect.
- put ourselves in their shoes; be empathetic to our customer's needs and situations.
- promptly and courteously answer all phone calls.
- treat all correspondence with importance, respond to all messages before the end of the next business day, even if only to acknowledge receipt.
- take ownership for all customer interactions; follow through.
- hold ourselves accountable for our actions.
- admit it's OK if we don't know the answer, but find someone who does.
- be an ambassador for the College and promote it with conviction.
- acknowledge if an error has been made, and make it right.

OFFICE PHONE NUMBERS

Main:	(989) 729-3350	
Academic Office	(989) 729-3400	Fax: (989) 729-3411
Admissions Office	(989) 729-3350	Fax: (989) 729-3359
Bookstore	(989) 729-3450	Fax: (989) 729-3679
Business/Human Resources Office	(989) 729-3430	Fax: (989) 729-3441
Career Services Office	(989) 729-3320	Fax: (989) 729-3330
Diesel Technology Center	(989) 729-3660	
Early Learning Center	(989) 729-3340	Fax: (989) 729-3349
Faculty Office	(989) 729-3380	Fax: (989) 729-3411
Financial Aid	(989) 729-3440	Fax: (989) 729-3363
Food for Thought	(989) 729-3455	
Health Sciences	(989) 729-3416	Fax: (989) 729-3415
Learning Center/Tutoring	(989) 729-3325	
Library	(989) 729-3325	Fax: (989) 729-3429
Registrar Office	(989) 729-3347	Fax: (989) 729-3411
Residence Life/Campus Safety Office	(989) 729-3499	Fax: (989) 729-3339
Support Services Office	(989) 729-3370	Fax: (989) 729-3429
Weather Line	(989) 729-3390	
Helpdesk	(800) 645-8350 or (810) 766-4060	

SERVICE HOURS

General College hours:

7:00 a.m. to 10:00 p.m.	Monday - Thursday
7:00 a.m. to 5:00 p.m.	Friday

Between quarters hours:

7:00 a.m. to 6:00 p.m.	Monday - Thursday
7:00 a.m. to 5:00 p.m.	Friday

Computer lab hours vary each quarter. Schedules are available at the end of Week 1 in the Support Services Office.

Many instructors are available outside of class time for individual assistance. The Learning Center also provides free, one-on-one or group tutoring to students upon request.

Learning Center/Library (when classes are in session for fall, winter, and spring quarter.) Expanded hours may be available, check for postings. Summer hours will be posted.

10:00 a.m. to 9:00 p.m.	Monday - Thursday
10:00 a.m. to 2:00 p.m.	Friday
12:00 p.m. to 5:00 p.m.	Saturday

Library Hours (when classes are in session for fall, winter and spring quarter.) Summer hours will be posted.

8:00 a.m. to 9:00 p.m.	Monday - Thursday
8:00 a.m. to 5:00 p.m.	Friday
12:00 p.m. to 5:00 p.m.	Saturday

Bookstore Hours
(when classes are in session)

8:00 a.m. to 6:30 p.m.	Monday - Thursday
8:00 a.m. to 5:00 p.m.	Friday

Campus Summer Hours

8:00 a.m. to 6:00 p.m.	Monday - Thursday
8:00 a.m. to 5:00 p.m.	Friday

OFFICE HOURS

Academic:	8:00 a.m. to 5:00 p.m.	Monday - Friday
Admissions:	8:00 a.m. to 6:00 p.m.	Monday - Thursday
	8:00 a.m. to 5:00 p.m.	Friday
Business:	8:00 a.m. to 6:00 p.m.	Monday - Thursday
	8:00 a.m. to 5:00 p.m.	Friday
Financial Aid:	8:00 a.m. to 6:00 p.m.	Monday - Thursday
	8:00 a.m. to 5:00 p.m.	Friday
Residence Hall:	9:00 a.m. to 4:00 p.m.	Monday - Friday
Faculty:	8:00 a.m. to 6:00 p.m.	Monday - Thursday
	8:00 a.m. to 5:00 p.m.	Friday
Support Services/Advising	8:00 a.m. to 6:30 p.m.	Monday - Wednesday
	8:00 a.m. to 6:00 p.m.	Thursday
	8:00 a.m. to 5:00 p.m.	Friday
Registrar:	8:00 a.m. to 5:00 p.m.	Monday - Thursday
	8:00 a.m. to 5:00 p.m.	Friday

Evening Hours: Please contact the appropriate office for an appointment.

Residence Halls
Entrance to Residence Halls is restricted to residents and their guests only. Visiting hours are posted in each hall. A valid Baker College ID is required for entrance into the halls at all times.

Campus Safety Office – (989) 729 3499
The Campus Safety Office is staffed 24 hours a day, 7 days a week. The office is located in building #3, near the center of the campus. During power outages or other phone failures, the Safety Office may be contacted by calling the Campus Safety cell phone at (989) 666-3782.

POLICIES

Parking
Commuter students may park in any unreserved parking space on campus while attending classes. Students may not use the following reserved parking spaces at any time, for any reason: Handicap / Visitor Parking, Residence Life Parking, Employee Parking, or Admissions Visitor Parking. The three designated Residence Hall parking lots are for current residents only. Violators of parking procedures are subject to parking fines and/or towing of vehicles. It is the student's responsibility to know when and where not to park. A complete copy of Baker College's parking rules may be obtained from the Campus Safety Office.

Handicap / Visitor Parking
There are special parking spaces available in the Handicap / Visitor parking area for handicap, visitor, Admission's only, student drop off, and 15 minute parking only.

Guests and Visitors
Baker College encourages guests at any time. Visitors must register in the Campus Safety Office. You are welcome to have your parents, relatives, or friends visit the College. If you have friends or relatives who may be interested in attending Baker College, we invite you to show them our facilities. They may also contact the Admissions Office for further information about becoming a student at Baker College of Owosso.

Children are not allowed in the College buildings. This includes regular class and lab periods. Children may not be left unattended anywhere, including in the Student Center, Gym, or Library. Children may come into the building; rather than be left unattended in a vehicle, while a parent/guardian conducts college business, drops off an assignment, etc. Children are not to use college resources and facilities, including computers.

Food and Beverage Policy
Water is the only beverage allowed in classrooms. Food is not allowed in classrooms, unless the instructor has made special arrangements for a particular class session. Food service is available in the Student Center.

Telephone Calls
Cell phones must be kept in an inaudible mode in the classroom. Students may not use cell phones during class, unless approved by the instructor. Students will not be called out of class for telephone calls unless there is an extreme emergency. Emergency messages will be taken to the student's scheduled classroom. Students should make personal calls from their cell phones.

Lost and Found
The College cannot be responsible for articles lost or stolen. We suggest that items of great value be carried with you at all times. If you lose an item, check to see if it has been turned in to the Campus Safety Office.

Smoking Policy
Baker College of Owosso is a Smoke-Free/ Tobacco-Free campus, including electronic tobacco devices. This includes the entire campus grounds, all buildings, and parking lots. Smoking will be allowed ONLY in enclosed personal vehicles. There will be penalties for those who do not adhere to this policy.

WHOM TO SEE FOR ASSISTANCE/ANSWERS

Director of Admissions or Admissions Advisors in the Admissions Office:
- Admissions information (new student materials, housing, and transfers)
- Veteran information (new students only).

Bookstore Manager or Bookstore staff in the bookstore:
- Books and supplies

Advisors in the Support Service Office (Library):
You have been assigned an academic advisor, who will assist you with registration, program information, and other academic questions.
- Academic advising/counseling
- Academic concerns
- Change of program
- Change of class schedule
- NAFTA/TRA/TAA Benefits

Deans, Program Coordinators or your assigned Academic Advisor:
- Academic advising
- Academic concerns

Registrar in the Academic Office:
- Transfer of credits
- Transcript of grades
- Veteran information
- Graduation requirements, information and applications

Career Services staff in the Career Services Office:
- Employment assistance
- Part-time employment assistance
- Internship/Externship/Work Experience
- Full-time employment assistance for graduates and alumni

Human Resource Director:
- Discrimination or harassment complaints regarding race, sex, national origin, age, or handicap in educational programs, activities, employment, or recruitment.

Director of Campus Safety in the Campus Safety Office:
- Reporting thefts or missing items
- Traffic problems
- Accidents
- Vehicle assistance (dead battery, locked keys)
- Safety/security incident or concern

Director of Financial Aid or Financial Aid Officer in the Financial Aid Office:
- Federal Aid Programs, State Aid Programs
- Student loans
- Workstudy

Business Manager or Business Officer in the Business Office:
- Refunds
- Payment of tuition and fees
- Agency information (Vocational Rehabilitation, etc.)

WEATHER CLOSINGS

Call the Baker College Weather line at (989) 729-3390 or check our Web site for updated information on weather related school closings. If the College declares a weather emergency and cancels classes, the following TV and radio stations will announce the closing.

RADIO

WJSZ	92.5 FM	Owosso
WKCQ	98.1 FM	Flint/Saginaw
WHNN	96.1 FM	Flint/Saginaw
WDZZ	92.7 FM	Flint/Saginaw
WRSR	103.9 FM	Flint/Saginaw
WWCK	105.5 FM	Flint/Saginaw
WWCK	1517 AM	Flint/Saginaw
WFBE	95.1 FM	Flint/Saginaw
WJIM	97.5 FM	Lansing/Jackson
WFMK	99.1 FM	Lansing/Jackson
WITL	100.1 FM	Lansing/Jackson
WVFN	730 AM	Lansing/Jackson

TV

WJRT	TV12	Flint
WNEM	TV5	Saginaw/Flint
WLNS	TV6	Lansing
WEYI	TV25	Flint
WSYM	TV47	Lansing

The decisions on day classes will be made by 6:00 a.m. Day classes are all classes during the day including 4:00 p.m. classes. Decisions on evening classes (5:00 p.m. and 6:00 p.m.) will be made by 3:00 p.m.

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