

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 Resource Center (ARC)	(989) 729-3370 Fax: (989) 729-3429
Admissions	(989) 729-3350 Fax: (989) 729-3359
Auto Diesel Institute	(989) 729-3332 Fax: (989) 729-3658
Baker Café	(989) 729-3455
Bookstore	(989) 729-3450 Fax: (989) 729-3679
Career Services	(989) 729-3320 Fax: (989) 729-3330
Early Learning Center	(989) 729-3340 Fax: (989) 729-3349
Faculty Office	(989) 729-3400 Fax: (989) 729-3411
Financial Services	(989) 729-3430 Fax: (989) 729-3441
Health Sciences	(989) 729-3416 Fax: (989) 729-3415
Helpdesk	(800) 645-8350 or (810) 766-4060
Human Resources	(989) 729-3320 Fax: (989) 729-3331
Residence Life/Campus Safety Office	(989) 729-3499 Fax: (989) 729-3339
Weather Line	(989) 729-3390

SERVICE HOURS

General College hours:

7:00 a.m. to 10:00 p.m.

7:00 a.m. to 5:00 p.m.

Monday - Thursday

Friday

Between quarter hours:

7:00 a.m. to 6:00 p.m.

7:00 a.m. to 5:00 p.m.

Monday - Thursday

Friday

Many instructors are available outside of class time for individual assistance. Free, one-on-one, or group tutoring to students upon request is also available in the Academic Resource Center (ARC).

Academic Resource Center (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
8:00 a.m. to 5:00 p.m.	Friday
11:00 p.m. to 3:00 p.m.	Saturday

Bookstore Hours

(when classes are in session)

9:00 a.m. to 6:00 p.m.	Monday - Thursday
CLOSED	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 Resource Center	8:00 a.m. to 6:00 p.m.	Monday - Wednesday
	8:00 a.m. to 6:00 p.m.	Thursday
	8:00 a.m. to 5:00 p.m.	Friday

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

Career Services:	8:00 a.m. to 6:00 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

Financial Services:	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
------------------------	------------------------	-----------------

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. 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).

Deans, Program Coordinators or your assigned Academic Advisor:

- Academic advising
- Academic concerns

Advisors in the Academic Resource Center (ARC):

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

Bookstore Manager or Bookstore staff in the Bookstore:

- Books and supplies

Business Manager or Business Officer in the Business Office/ARC:

- Refunds
- Payment of tuition and fees
- Agency information (Vocational Rehabilitation, etc.)

Director of Campus Safety in the Campus Safety Office/ARC:

- Reporting thefts or missing items
- Traffic problems
- Accidents
- Vehicle assistance (dead battery, locked keys)
- Safety/security incident or concern

Career Services staff in the Career Services Office/ARC:

- Employment assistance
- Part-time employment assistance
- Internship/Externship/Work Experience
- Full-time employment assistance for graduates and alumni

Director of Financial Services or Financial Aid Officer in the Financial Services Office/ARC:

- Federal Aid Programs, State Aid Programs
- Student loans
- Workstudy

Human Resource Director:

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

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.

*Please note: Any student who is enrolled in a work experience, field placement, clinical site rotation, or similar course (off-site) will be expected to report to his / her off-site experience (unless conditions are as such that it would not safe for the student to travel to the off-site location). If this is the case, the student MUST contact the appropriate site supervisor or College official regarding individual circumstances that would prevent the student from being in attendance.