



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 can 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 customers' 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/Financial Aid Office/Human Resources:	(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

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. 8:00 a.m. to 5:00 p.m.	Monday - Thursday Friday
Financial Aid:	8:00 a.m. to 6:00 p.m. 8:00 a.m. to 5:00 p.m.	Monday - Thursday Friday
Residence Hall:	9:00 a.m. to 4:00 p.m.	Monday - Friday
Faculty:	8:00 a.m. to 6:00 p.m. 8:00 a.m. to 5:00 p.m.	Monday - Thursday Friday
Support Services/ Advising:	8:00 a.m. to 7:00 p.m. 8:00 a.m. to 6:00 p.m. 8:00 a.m. to 5:00 p.m.	Monday - Wednesday Thursday Friday
Registrar:	8:00 a.m. to 5:00 p.m. 8:00 a.m. to 5:00 p.m.	Monday - Thursday 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

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.

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: 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.

POLICIES

Guests and Visitors

Baker College encourages guests at any time. 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. Visitors must register in the Campus Safety Office.

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 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 ask that you take special care of clothing, textbooks, electronic devices, etc. 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

Effective September 1, 2010, 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

See the Director of Admissions or Admissions Advisors in the Admissions Office for:

- Admissions information (new student materials, housing, and transfers)
- Veteran information (new students only).

See the Bookstore Manager or Bookstore staff in the bookstore for:

- Books and supplies

See the Advisors in the Support Service Office (Library) or the First Year Advisor (FYA) Center for:

You have been assigned a FYA. The FYA staff is housed in the FYA Center across from the Student Center.

- Academic counseling
- Academic concerns
- Change of program
- Change of class schedule
- Personal problems
- NAFTA/TRA/TAA Benefits

See the Deans, Associate Deans or your assigned Academic Advisor for:

- Academic advising
- Academic concerns

See the Registrar in the Academic Office for:

- Transfer of credits
- Transcript of grades
- Veteran information
- Graduation requirements, information and applications

See the Career Services staff in the Career Services Office for:

- Employment assistance
- Part-time employment assistance
- Co-op/Internship/Externship
- Full-time employment assistance for graduates and alumni

See the Human Resource Director for:

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

See the Director of Campus Safety in the Campus Safety Office for:

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

See the Director of Financial Aid or Financial Aid Officer in the Business/Financial Aid Office for:

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

See the Business Manager or Business Officer in the Business Office for:

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

Any member of the staff will be glad to help you with special, personal or academic problems.

WEATHER CLOSINGS

Students are requested to 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.

TV

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

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

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.