



## Student Success Center Policies & Procedures

The Student Success Center (SSC) in the College of Business provides premier, academic support services and resources for College of Business students and alumni through academic advisement, career guidance, professional development, and preparation for graduate studies. Appointments in the SSC are on a first-come, first-served basis, with combined walk-in/appointment availability offered during peak enrollment periods (i.e., August, November, January, April). The SSC is located in BUS 222 and is available Monday – Friday, 8:00 AM – 5:00 PM.

### SCHEDULING

- Individuals can schedule in person or online appointments via phone (405) 974-2325, in person (BUS 222), or online <https://cbadvisement.uco.edu/casamonline/Home>.
- Within minutes of successful scheduling, the appointment scheduling system sends the individual a confirmation email to the email address used to schedule the appointment. Individuals are also sent a reminder email and SMS (opt-in only) 12 hours prior to the appointment.
- Appointments are not to be scheduled during times that a student has regularly scheduled classes. Attending an appointment during class time is not an excuse for missing class.

### CHECK-IN POLICIES

- Visitors **must** present a valid photo ID to the front desk worker at the time of check-in. Visitors **will not** be permitted to attend their appointment without a valid photo ID. The approved forms of photo ID include the following:
  - UCO Student ID card \*\*\*Preferred form of ID\*\*\*
  - Driver's license or state ID with name, photograph and signature (unexpired)
  - Military ID with name, photograph and signature (unexpired)
  - International travel passport with name, photograph and signature (unexpired)  
*If your passport is not written in English-language, letters, you **must** present one of the other approved forms of ID listed.*
- Visitors who are more than 10 minutes late to their appointment may be asked to reschedule.
- SSC hours will not be extended to complete an appointment due to a late arrival or incorrect scheduling.
- Cell phones should be on put on vibrate or silent while in the SSC. Visitors are not permitted to talk on the phone while in the SSC. The SSC is not responsible for any lost or stolen items.

*\*Individuals who wish to lodge a complaint about SSC services, personnel, or any other issues experienced in the SSC must report it to Dr. Niccole Miller, the Director of Student Success & Retention. Dr. Miller can be reached via email at [nmiller18@uco.edu](mailto:nmiller18@uco.edu). Irregularities will be investigated and reported.*



## CANCELLATION POLICY

Out of respect for our staff and other individuals who utilize the services of the SSC, a minimum of **24 hours** advance notice is required for cancellations. If an individual misses three (3) scheduled appointments or has three (3) short notice cancellations (less than 24 hours), the individual may be required to meet with a SSC staff member prior to further appointment bookings.

If you are unable to keep your scheduled appointment, please contact the SSC online <https://cbadvisement.uco.edu/casamonline/Home>, via phone (405) 974-2325, via email [cbuccess@uco.edu](mailto:cbuccess@uco.edu), or in person (BUS 222).

## GENERAL STUDENT SUCCESS CENTER POLICIES

- Unaccompanied minors (under the age of 18) are not permitted to wait in the SSC lobby for their parent/legal guardian/friend/etc. to finish their appointment. If individuals do not want their children/minors present with them in the office during their appointment, they should make childcare arrangements prior to arriving for their appointment.
- No animals are permitted in the SSC except for Service Animals, as defined by the Americans with Disabilities Act (ADA). Voluntary registration for service animals is available with Disability Support Services (DSS).
- Individuals must be considerate of other staff and visitors by being as quiet as possible while in the SSC, and especially while entering, in, and exiting the offices. Loud conversations are prohibited in the SSC lobby.
- All appointments must be completed by the SSC closing time.
- Visitors who create a disturbance in the SSC or who create a disruptive environment for other staff or visitors in the SSC may be asked to leave the SSC and reschedule their appointment for another time. The SSC staff, including student employees, will have discretion to determine whether a visitor is creating a disruptive environment.

*\*In the event that our SSC staff or student employees are asked to schedule an appointment, we will proceed with the assumption that the appointment acknowledgements have been read and agreed to at the point of scheduling. The individual requesting the appointment is responsible for having read and agreed to the policies and procedures ahead of the scheduling.*

## ACADEMIC INTEGRITY & DISHONESTY

The College of Business promotes a culture of academic integrity through a learning environment based on truthfulness and honesty that reflects respect for all students and faculty. The College of Business will enforce the [UCO Code of Student Conduct](#).