NEW STUDENT INFORMATION PACKET
(Not for high school students)

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SUPERINTENDENT/PRESIDENT WELCOME

Welcome to Chaffey College! We are pleased that you have selected Chaffey College as your college. Our institution offers endless opportunities and programs including over 100 degree and certificate programs. Chaffey College provides affordable, accessible, high quality academic and workforce training programs which meet the needs of our community.

Chaffey College has a nearly $600 million annual impact on the economy in the Inland Empire. Many of our students, upon completing their college education, remain or return to the community and find employment, therefore, stimulating the local economy.

San Bernardino County voters approved Measure P in 2018, giving Chaffey College access to $700 million in funding to provide you with new buildings, classrooms, labs and modern technology. We have big plans for these funds, including a new campus in Ontario.

The Chaffey College faculty and staff take great pride in both their teaching and service. They are experts in their fields of teaching and passionate about student success. In addition, our academic and support services are world class.

So, whether you are a student at one of our campuses or enrolled in online classes, I encourage you to utilize both the teaching expertise of our faculty and the comprehensive services and support available to you to enhance your academic success.

If you are enrolling this academic year, we wish you congratulations on becoming one of the scholars who will benefit from the instruction and support that Chaffey College provides. An education—whether you are obtaining an associate’s degree or certificate, or transferring to a university, or engaging in work-related development— is the key to a better future.

Chaffey College is so committed to the achievement of individual student goals that we have developed a new initiative called “Completion Counts: Exceeding Expectations.” This initiative emphasizes successful strategies from the first point of entry to the college until students ultimately achieve their goals. You will learn more about these strategies while you are on your educational journey at the college.

Again, welcome to our new Chaffey College students and welcome back to those who are continuing their education. I look forward to seeing you around Chaffey College.

Henry D. Shannon, Ph.D.
Superintendent/President
Steps to Becoming a Chaffey Panther
(New and Returning Students)

1. Submit a Free Chaffey College Application
   You will receive a confirmation email within 2 business days that will include your Chaffey College ID number and instructions for logging into the MyChaffey portal.
   Email Admissions and Records
   International Students must complete a secondary application through the International Students Center. Please contact us for more information.
   Email International Students Center
   International Students Center Website

2. Apply for Financial Aid
   You may be eligible for free tuition and other financial assistance including grants, work study, and scholarships. Complete the Free Application for Federal Student Aid (FAFSA).
   Students who qualify under AB540 should submit the Dream Act Application
   Chaffey College School Code: 001163
   Email Financial Aid
   Financial Aid Website

3. Complete New Student Orientation and Placement
   New Student Orientation is designed for both new and returning students to help integrate you into the campus community and college life. By providing information on student services and resources for success, Chaffey College welcomes and supports you as you begin your educational journey. Once you complete New Student Orientation, you will be directed to Placement for Math and English.
   The Placement is used to determine each student's proficiency level in Mathematics and English. Chaffey College does not accept assessment scores from other colleges/universities. It is important that you complete Placement as soon as possible in order to receive recommendations on courses to complete at Chaffey.
   Complete your New Student Orientation and Placement online now.
   Email Counseling
   Counseling Website
   Connect with a team member
Note: You already have access to register for the following:

- English 1A (Freshman Composition)
- Math 25 (College Algebra)
- Math 4 (Math Concepts for Teachers)
- Stat 10 (Elementary Statistics)
- Scsce 10 (Social Science Statistics)
- Acctgfxs 30 (Personal Finance)

If you would like to schedule an online appointment with a counselor, please visit our Student Support Hub and follow the instructions below. It is best to use Chrome as the browser.

- Click to enter Canvas (second option)
- Enter your Chaffey ID and password
- Click Student Support (left side)
- Click Online Counseling

You can either schedule an appointment or chat with a counselor.

If for some reason you cannot enter the site through Canvas, you can also enter by registering as a Guest:

- Click on Guest Registration (last option)
- Click Register and enter your information and create a password.
- Reenter the site, click Guest Registration and enter your user name (email) and password.
- Choose any counselor, click Schedule Meeting and complete the information.

You can also chat (quick 10 - 15 minute) with a counselor by clicking Knock on Door.

Email Placement Center
Video Link for Further Assistance

4. Create an Educational Plan

After completing Orientation and Placement you will need to develop an Educational Plan with your Counselor to help you reach your academic and career goals as soon as possible. This Plan should be developed during your first semester of attendance and maintained throughout your enrollment at Chaffey College. You may schedule an appointment with a Counselor through the Student Support Hub.

5. Receive Your Registration Date

Your registration date and time will be available through the MyChaffey portal under the Self Service QuickLinks approximately two weeks before the start of registration for the term. Please contact us with any questions.

Email Admissions and Records

6. Pay Enrollment Fees

Enrollment fees can be paid through the Student Payment Center in the MyChaffey portal.

Once you have registered for classes you will have 10 calendar days to pay fees prior to the start of the semester. If you register less than 10 days before the first day of instruction for the semester, your payment is due the day before the semester begins.
Enrollment fees can be paid online using your VISA, MasterCard, Discover, or American Express. You may also pay by check made payable to Chaffey College and mailed to Chaffey College Cashier’s Office, 5885 Haven Avenue, Rancho Cucamonga, CA 91737.

All classes will be dropped if payment is not received by the deadline. Exact dates can be found on your Registration Receipt in the MyChaffey Portal or the Schedule of Classes.

Email the Cashier’s Office
Cashier’s Office Website

7. **Attend First Class Meeting**

It is important that you attend your first class meeting. Students who do not attend the first class may be dropped by the instructor for nonattendance.

*It is ultimately your responsibility to drop any classes you no longer wish to take.* You will be responsible for payment of all fees due for any class not dropped by the published refund deadline. Deadlines for short-term classes vary, so please check your Registration Receipt for exact dates.

You may access your Registration Receipt by logging on to the MyChaffey Portal and selecting the My ChaffeyVIEW link. Next, select the blue “Students” box, and you will find the link under Payment Information.

Most classes require textbooks. Textbooks are available through the Chaffey College Bookstore and may be purchased online at books.chaffey.edu.
Frequently Asked Questions

**Do I need to complete orientation, placement, and an Educational Plan?** Yes. If you plan to register for classes in Math or English, the placement process is necessary to determine your level of competency. Failure to complete orientation, placement, and an Educational Plan will result in a later registration date.

**How do I register for my classes?** You may registering for classes online via the MyChaffey portal. Select "Register/Add/Drop Classes" from the Self-Service Quicklinks.

**If I register for classes before school starts, how much time do I have to pay my fees?** We have a 10-Day Drop for Non-Payment policy. If you register less than 10 days before classes begin, all fees will be due prior to the first day of instruction for the term. For payment deadlines see the payment chart in the Schedule of Classes.

**If I register for classes on the first day of class, do I still have 10 days to pay?** No. Once the semester begins you must pay fees at the time of registration. A financial hold will be placed on your student record if payment is not received.

**What is an Add Code and how do I know if I need one?** An Add Code is a 4-digit number that allows you to register for a class that is closed or requires instructor consent. Once you receive an Add Code from your instructor, you will then register for the class on the MyChaffey Portal using Add Code Registration. Add Codes are required for all classes beginning the first day of instruction.

**How do I get my books?** After you register for classes, you can order your books online or buy them at the Chaffey College Bookstore.

**Will I get a ticket if I don’t have my parking permit on the first day of school?** Parking permits are required as of the first day of each term. Students may purchase semester parking permits online or in the Admissions and Records Office. Additionally, hourly/daily parking permits may be purchased at the Pay and Display machines located in various parking lots at the college. Students may also park in metered stalls, as long as the required amount is paid.

**I registered and paid for my classes and then dropped by the refund deadline. When can I expect to receive my refund?** You should receive your refund within 45 business days after the last day to add full-term classes (see the Schedule of Classes for specific dates). If you paid with cash or check, you will receive a check by mail. If you paid by credit card, your funds will be returned to your card.

**I registered for a class but don’t plan to continue going. Will the instructor drop me?** If you stop going to class, it is your responsibility to drop within the published deadlines. It is not the instructor's responsibility to drop you.

**If I register but don’t pay for a class and then stop going, will I still be charged for the class?** Yes. As long as you are enrolled, you are holding up a seat in the class that could be used by another student. In order to avoid charges for a class, you must drop by the refund deadline. If you drop after the refund deadline, the fees will remain on your account and a financial hold will be placed on your student record. In addition, if past due fees remain unpaid your name will be submitted for payment intercept via the Franchise Tax Board.

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REGISTRATION INFORMATION

Registration Access
- Your registration date can be verified on the MyChaffey portal approximately two weeks before registration begins.
- You may register on or after your assigned registration date and time.
- If you have a registration restriction, refer to the Student Menu on My ChaffeyVIEW and then contact the appropriate department by calling the phone number listed.

Maximum Unit Load
- You may enroll in up to 18.0 units in Spring/Fall, and 7.0 units in Summer, based on class availability.
  - To exceed the maximum units you must have permission from the Counseling Department.
  - Contact a Counselor and request they submit an Overload form on your behalf.

Multiple Enrollments
- You may only enroll in one section of a given course at the same time.

Time Conflicts
- Enrollment is not permitted in classes that meet at the same time or that have overlapping class schedules.

Waitlisting
- The waitlist opens as soon as a class becomes full, provided the wait list option is available for the class.
- While registering on the portal, you may place yourself on the waitlist for a class that is closed.
- You will be contacted via email if a seat becomes available. Notification is based on wait list rank.
- Once permission to register is received, log into the portal and enroll through the “Manage My Wait List” option in the My ChaffeyVIEW Students menu. Registration is not complete until you click “Submit”.
- Registration must be completed by the date and time indicated on the email notification. You will be dropped from the waitlist if you fail to register before the specified deadline. The Admissions and Records Office cannot extend your deadline to add.
- You may not enroll and waitlist in different sections of the same course at the same time.
- Time conflicts are not checked systematically when a student is waitlisting.
- Email notification will be sent to your panther.chaffey.edu email address.
- If you have not been given permission to register prior to the first day of instruction, contact the instructor to request an Add Code.

In-Person Registration
The following students are required to register and/or wait list in person in the Admissions and Records Office:
- Students who require a petition to repeat a class.

NOTE: During the Covid closure, please submit the Substandard Grade Petition form from the portal. Our staff will register on your behalf after your petition has been approved by the Dean and you have reached your eligible registration date and time.
PAYMENT OF ENROLLMENT FEES

Online Payments
- Pay your fees online via the MyChaffey portal with Visa, MasterCard, American Express, or Discover.
- To verify the Web server security certificate, click on the padlock symbol at the top of the screen.
- Write down your confirmation number or print screen after payment is submitted.

In-Person Payments (CURRENTLY UNAVAILABLE)
- We accept Cash, check, credit card (VISA, MasterCard, Discover, American Express) or money order payable to Chaffey College.
- Student computers are available in the Student Services lobby for credit card payments via the portal.

By Mail
- Send check or money order payable to Chaffey College for total balance due and mail to:
  Chaffey College Cashier’s Office
  5885 Haven Avenue
  Rancho Cucamonga, CA 91737
- Include your Chaffey ID number on check or money order.
- Payment by mail must be received in the Cashier’s Office by your payment deadline.
- The Cashier’s Office is not responsible for delayed or lost payments submitted by mail.

FACTS Deferred Payment Plan (Minimum registration balance of $100 required)
- FACTS Payment Methods
  - Automatic bank payment (ACH)
  - Credit card/debit card
  - Processed on the 5th of each month
- Cost to Participate
  - $20 enrollment fee per semester (ACH & credit card)
  - $2 enrollment fee for an immediate full payment
- Enroll in the Payment Plan
  - Go to https://mycollegepaymentplan.com/chaffey/
  - Click on the “Enroll Today” link

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**10-DAY DROP PROCESS FOR NON-PAYMENT**

*If I register for classes, when must I pay my fees?*

Before classes begin, you will have 10 days, including weekends and holidays, to pay your balance due. If payment in full is not received by your payment deadline you will be dropped. **Note:** If you register less than 10 days prior to the first day of instruction you will not have the full 10 days to pay. All fees will be due prior to the first day of instruction. (See [Payment Chart](#) for more information).

Once the term starts, fees are due at the time of registration. A **financial hold** will be placed on your account if payment is not received. Your account will remain restricted until payment is made in full.

*Are there any exceptions to the 10-Day Drop Process?*

The following special groups will not be dropped for non-payment:

- Students who receive the California Promise Grant, either before registering or during the 10-day payment window.
- Those enrolled in the [FACTS Deferred Payment Plan](#).
- Students with third-party billing arrangements.
- International Students, with or without sponsorship.

*Will my California Promise Grant cover all of my fees?*

No. The CPG covers enrollment fees only. You will be responsible for additional fees (College Services, Health Fee, Transportation, Technology, Material fees, etc.) You must pay the remaining balance by the first day of the semester. If payment is not received, a financial hold will be placed on your student account. Your account will remain restricted until payment is received.

**Please Note:** The MyChaffey portal will be unavailable intermittently on Sundays for scheduled system maintenance. If your payment due date falls on a Sunday, we recommend you pay your fees early to avoid losing your classes.
WAIT LIST INFORMATION

Frequently Asked Questions:

What is the wait list feature?

Once a class has reached its capacity, the status of the class will change from “Open” to “Closed”. At that time the wait list will open, allowing students the opportunity to move into the class based on their wait list rank.

How does wait listing work?

- While registering on the MyChaffey portal you may place yourself on the wait list for a class that is closed, provided the option to wait list is available.

- Once a seat becomes available you will be contacted via your panther.chaffey.edu email. Notification is based on wait list rank.

- Once permission to register is received, you will need to log into the MyChaffey portal and select the My Chaffey VIEW link; click on the STUDENTS menu.

- Select the option “Manage My Wait List” on the Students Menu. You may view your wait list rank and use your permission to register on this page by selecting “Register”.

- Registration is not complete until you hit SUBMIT.

What else should I know about wait listing?

- You may only wait list for one section of a specific course.

- **Time conflicts** are not checked systematically when a student is wait listing.

- If your permission expires on Sunday, please try to register BEFORE Sunday, as this day may be reserved for scheduled system maintenance.

- If your permission expires you will be dropped from the wait list.

- Email notification will be sent to your panther.chaffey.edu email address.

- The Admissions and Records Office cannot extend your deadline to register for a wait listed course. Once your deadline has passed, you will be dropped from the wait list if you have not enrolled.

- If you wait list for two courses that must be taken together (co-requisites), there is no guarantee that you will receive permission to register in both courses at the same time. Your registration window cannot be extended to wait for both classes to become available.

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ADD CODES

What is an Add Code?
• An Add Code is a 4-digit code which grants a student permission to add a class section.

When is an Add Code required for registration?
• On or after the first day of instruction for all classes.
• To register for any class marked "Instructor Consent Required".

How long is the Add Code valid?
• An Add Code is valid until the last day to add the class section.
• The last day to add date can be found on your Registration Receipt or online in the Schedule of Classes or Academic Calendar. (Refer to your Registration Receipt for short-term courses.)
• If you have trouble locating the last day to add the class section, contact the Admissions and Records Office for assistance.
• It is your responsibility to use the Add Code before it expires.

How do I get an Add Code?
• Go to the first class meeting and request an Add Code from the instructor.

How do I get an Add Code for an Online Class?
• You will need to contact your instructor directly via email to request an Add Code.
  o Find your instructor’s name in the Schedule of Classes.
  o Look up the contact information in the Employee Directory.

Once I have an Add Code, how do I use it?
• Log on to the MyChaffey portal, select the My ChaffeyVIEW link, go to the Students Menu and click on the option “Add Code Registration”.
• You must enter the 5-digit class section number, the 4-digit add code, and the term.
• Pay the fees due.
• Print out your Registration Receipt.
DROP POLICY

FULL-TERM CLASSES ONLY
To receive a refund of fees (or to reverse charges for a class, if you haven’t paid):
- Drop your full-term class by the refund deadline posted in the Schedule of Classes or Academic Calendar.
- If you drop after the refund deadline, you will be responsible for the fees, even if you don’t attend the class.

To avoid a “W” Grade on your transcript:
- Drop your full-term class by the deadline posted in the Schedule of Classes.
- A drop after the deadline date will result in a “W” grade and the entry is permanent.

Last day to drop for the semester (resulting in a “W” grade):
- Drop your full-term class by the deadline posted in the Schedule of Classes.
- After the deadline passes, you can no longer drop the class and the instructor is required to issue you a final grade at the end of the semester.
- To avoid a substandard grade that affects your GPA, drop by the deadline date posted in the Schedule of Classes.

To drop a class:
- Log into the MyChaffey portal, select the My ChaffeyVIEW option and select the drop function on the Students Menu.

If you have a restriction on your account:
- You must contact the Admissions and Records Office for temporary access prior to the drop deadline.
- The deadline to drop cannot be extended, so be sure to plan accordingly.

FAST-TRACK AND LATE START CLASSES
To receive a refund of fees (or to reverse charges for a class, if you haven’t paid):
- Drop your class by the refund deadline indicated on your Registration Receipt in the MyChaffey portal.
- You will still be responsible for the fees if you drop after the refund deadline, even if you don’t attend the class.

To avoid a “W” Grade:
- Drop your class on or before the drop deadline indicated on your Registration Receipt.
- A drop after the deadline date will result in a “W” grade and the entry is permanent.

Last day to drop for the semester (resulting in a “W” grade):
- Drop your class by the drop with a “W” deadline date indicated on your Registration Receipt.
- You can no longer drop the class after the deadline date passes. The instructor will be required to issue a final grade at the end of the class.
- To avoid a substandard grade that affects your GPA, be sure to drop before the deadline date.

To drop a class:
- Log into My ChaffeyVIEW through the MyChaffey portal and select the drop function on the Students Menu.

If you have a restriction on your account:
- You must contact the Admissions and Records Office for temporary access prior to the drop deadline.
- The deadline to drop cannot be extended, so be sure to plan accordingly.

PLEASE NOTE: The Admissions and Records Office cannot extend the Last Day to Drop.

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PHOTO ID SERVICES

Photo ID cards are required for use of labs, library, and other services, and are issued by the Admissions and Records Office.

Photos must be an unobstructed, front view of the full face that is a representation of the true appearance of the card holder. Hats, sunglasses, and any other clothing that might obstruct the view of the face may not be worn. All head wear must be removed, unless worn for valid religious, cultural, or medical reasons.

HOW TO OBTAIN A PHOTO ID CARD

- Log on to the MyChaffey portal
- Complete the Photo ID Card Request form
- Upload a photo
- Your ID card will be mailed to you in approximately 2 weeks.

NOTE: The Admissions and Records Office reserves the right to reject any photos deemed inappropriate or that fail to meet the guidelines indicated above.

PHOTO ID RE-PRINT POLICY

- Follow the instructions above under “How To Obtain A Photo ID Card.”
- A reprint will automatically invalidate all cards issued previously.

The Rush Fee has been waived during the current campus closure.

RIDE FREE WITH OMNITRANS

If you are enrolled in a credit class and have paid your Transportation fee, you will be eligible to ride the bus for free with your Chaffey ID card. Please note that it may take up to one week for your card to be activated with Omnitrans.

You must be actively enrolled in the term to be eligible to ride (including Summer). If you drop or withdraw from all of your classes you will lose your ridership privileges.
REFUND POLICY

To Be Eligible for a Refund:

- Drop your class before the Refund Deadline indicated on your Registration Receipt.
- Open Entry/Open Exit Class Sections
  - These classes can be added past the refund deadline date.
  - Once 10% of the class length has passed a refund is no longer available, even if you drop the class.
- When processed on time, the following fees are subject to refund: enrollment, health, materials, college service, and non-resident tuition. (T5, 58508)

Parking Permit Refund:

- To receive a refund for your parking permit, you must return it to the Admissions and Records Office by the appropriate refund deadline date.

Refund Deadline for Full-term Classes:

- Check the Schedule of Classes or Academic Calendar for the refund deadline for full-term classes.

Refund Deadline for Fast-Track and/or Second Start classes:

- Dates vary. View your Registration Receipt, available on My ChaffeyVIEW, for specific dates.
- Email the Admissions and Records Office if you are unable to locate the refund deadline for your class.

Automatic Refunds:

- Refund process begins after the last day to add full-term classes.
- Allow 45 business days to receive your refund.
- If fees are paid by cash, check, or money order, you will receive a refund check by mail. (Verify your address is current on the MyChaffey portal.)
- Fees paid by credit card will be credited back to the card used.
- Contact the Cashier's Office with any questions.

Canceled Classes (Any amount):

- Refunds are processed automatically during the term.
- Allow 45 business days to receive your refund.

CPG Reimbursements:

- Refunds are processed automatically during the term.
- CPG must be posted to your account by the end of the semester to initiate a refund.
- Allow 45 business days to receive your refund.