NEW STUDENT REGISTRATION PACKET
(Not for high school students)

President’s Welcome
Steps to Becoming a Chaffey Student
Frequently Asked Questions
Registration Information
How to Log into My ChaffeyVIEW
Payment of Enrollment Fees
10-Day Drop Process for Non-Payment
Add Codes
Drop Policy
Photo ID Services
Refund Policy
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 an $80 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.

Over the past 10 years, Chaffey College facilities have been transformed. The passage of Measure L provided $230 million for new facilities and upgrades to enhance the learning environment for students. For example, in the last six years, over 400,000 square feet of new buildings and facility upgrades have been made.

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 Register at Chaffey College**

**FOLLOW AND COMPLETE STEPS 1-4 TO RECEIVE A REGISTRATION DATE**

1. **SUBMIT A FREE APPLICATION**
   - Apply online at [www.chaffey.edu/application](http://www.chaffey.edu/application).
   - Within 3 business days you will receive an email from Chaffey College with a confirmation of your application and your Chaffey student ID number.
   - Visit the Admissions Office at the Rancho Cucamonga, Fontana, or Chino campuses for additional assistance.
   - Admissions phone number: 909-652-6600
   - Admissions website: [www.chaffey.edu/admissions](http://www.chaffey.edu/admissions)

2. **ATTEND THE CHAFFEY COLLEGE ORIENTATION**
   - The Orientation prepares you to be a successful student at Chaffey College. The orientation provides information about the college, the assessment test, the Educational Plan, and additional support.
   - To schedule a date for the Orientation, visit the Orientation page at [www.chaffey.edu/orientation](http://www.chaffey.edu/orientation) or call the Counseling Department.
   - Counseling phone number: 909-652-6200
   - Counseling website: [www.chaffey.edu/counseling](http://www.chaffey.edu/counseling)

3. **TAKE THE ASSESSMENT TEST**
   - The Assessment Test is a placement test 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 schedule an appointment to take the assessment test as soon as possible.
   - To schedule an appointment to take the Assessment Test, visit: [www.chaffey.edu/assessment](http://www.chaffey.edu/assessment) or call the Counseling Department.
   - Counseling phone number: 909-652-6200
   - Counseling website: [www.chaffey.edu/counseling](http://www.chaffey.edu/counseling)

4. **CREATE AN EDUCATIONAL PLAN WITH A COUNSELOR**
   - After completing the Orientation and Assessment Test, the next step is to develop an Educational Plan. This plan will guide you through your journey at Chaffey College, and will keep you on track for taking the appropriate classes for your educational goal.
   - To meet with a counselor, contact the Counseling Department to schedule an appointment.
   - Counseling phone number: 909-652-6200
   - Counseling website: [www.chaffey.edu/counseling](http://www.chaffey.edu/counseling)

5. **TO RECEIVE YOUR REGISTRATION DATE**
   - Your registration date will be available on MyChaffeyVIEW at [www.chaffey.edu/mychaffeyview](http://www.chaffey.edu/mychaffeyview) after you have completed the Orientation, Assessment Test, and Educational Plan. Visit the Counseling Department website for exemptions.
   - To register for classes log on to MyChaffeyVIEW [www.chaffey.edu/mychaffeyview](http://www.chaffey.edu/mychaffeyview). Click on “Register for classes”.
   - It is important that you register for your classes on or after your assigned registration date. Waiting can affect your chances of enrolling in the classes you need to complete your goal.
   - Admissions Phone Number: 909-652-6600
   - Admissions website: [www.chaffey.edu/admissions](http://www.chaffey.edu/admissions)

6. **PAY ENROLLMENT FEES**
   - Enrollment fees can be paid through MyChaffeyVIEW [www.chaffey.edu/mychaffeyview](http://www.chaffey.edu/mychaffeyview).
   - You have ten (10) calendar days to pay for a class once you’ve registered. If you do not pay within the 10 days, you will be dropped from the class.
   - Enrollment fees can be paid using your VISA or MasterCard online through MyChaffeyVIEW. Fees can also be paid in person at any of the three campuses, or may be mailed to the Cashier’s.
   - Cashier Phone Number: 909-652-6600
   - Cashier website: [www.chaffey.edu/cashier](http://www.chaffey.edu/cashier)

7. **ATTEND FIRST CLASS MEETING**
   - It is important to attend your first class meeting. Students who do not attend may be dropped from a class they are enrolled in.

**STUDENT SUCCESS TIPS**

**Apply for Financial Aid**
- You may be eligible for free tuition, and other free aid including grants, work study, and scholarships. Complete the Free Application for Federal Student Aid (FAFSA) at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). In the Chaffey College school code is 001163.
- Financial Aid phone number: 909-652-6199
- Financial Aid website: [www.chaffey.edu/finaid](http://www.chaffey.edu/finaid)

**Buy your Textbooks**
- Most classes require textbooks. You may purchase textbooks before classes begin or within the first couple of days of the start of the semester.
- Textbooks are available through the Chaffey College bookstore and may be purchased online at [books.chaffey.edu](http://books.chaffey.edu) or in person at the Rancho Cucamonga, Fontana, and Chino campus bookstores.
- Bookstore phone number: 909-652-6560
- Bookstore website: [books.chaffey.edu](http://books.chaffey.edu)
Chaffey College
Frequently Asked Questions

Do I need to complete orientation, assessment, and an Educational Plan? Yes. If you plan to register for classes in Math or English, assessment is necessary to determine your placement. Failure to complete orientation, assessment, and an Educational Plan will affect your registration date.

How do I register for my classes? You will be registering for classes online via My ChaffeyVIEW. There is a Tutorial available for login assistance. Help is also available in the Admissions and Records Office and in AD-189.

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 payment deadlines see 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. If payment is not received, a financial hold will be placed on your student record.

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 My ChaffeyVIEW 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/check, you will receive a check by mail. If you paid by credit card, you will receive a credit on your statement.

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. 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.
REGISTRATION INFORMATION

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

Maximum Unit Load
- Before the term starts you may enroll in up to 18.0 units, based on class availability.
  - To exceed 18.0 units, you must have written permission from the Counseling Department.
  - Counselor permission is obtained by having the Counselor sign an add card.

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

Time Conflicts
- You are not permitted to enroll 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 My ChaffeyVIEW, 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 My ChaffeyVIEW and enroll through the “Manage My Wait List” option in the Students menu. Registration is not complete until you click “Submit”.
- Registration must be completed by the date and time indicated on the email notification. If you fail to register before the specified deadline, you will be dropped from the waitlist. 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 wait listing.
- Be sure to update your email address on My ChaffeyVIEW, and add chaffey.edu to your address book to avoid your notification being sent to your junk or spam folder.
- If you have not been given permission to register prior to the first day of instruction, go to the class to request an Add Code from the instructor.

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
- Students who are participating in the High School Partnership program
HOW TO LOG IN TO MYCHAFFEYVIEW

In order to log into My ChaffeyVIEW, you will need to have your ID Number, User ID, and Password.

Your User ID is a combination of your Chaffey ID Number and the initials of your first and last name in lowercase.

What if I don’t know my User ID? You can retrieve your User ID on My ChaffeyVIEW by clicking the Login and Password Help link.

Click on the link to look it up and then enter your last name and social security number and submit.

Write down your User ID and click OK to return to the login page.

What if I don’t know my password? If you have never logged into My ChaffeyVIEW, your initial password is your 6-digit birth date (i.e. 070895). Once you enter this initial password it is going to expire and you will need to create a new one.

If you forgot your password then you will need to use the Re-set Function to create a new one. The new password must be 6-9 characters and include at least one letter and one number.

When you create your new password there will be box to enter your “old” password. Your “old” password is your 6-digit birth date. (This will always be your “old” password whenever you must create a new password on My ChaffeyVIEW.)

When you have logged into the system, you will see your name in the left hand side of the screen. Click the blue “Students” icon to access the Student Menu Options.

(10/07/12)
PAYMENT OF ENROLLMENT FEES

Online Payments
- Pay your fees online via My ChaffeyVIEW 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
- We accept Cash, check, or money order payable to Chaffey College.
- Student computers are available in the Student Services lobby for credit card payments via My ChaffeyVIEW.

By Mail
- Send check or money order payable to Chaffey College for total balance due.
- Include 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 www.chaffey.edu/cashier/facts.shtml
  - Click on the link at the bottom of the page
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 in the Schedule of Classes).

Once the term starts, fees are due at the time of registration. If payment is not received, a financial hold will be placed on your account. Your account will remain restricted until payment is received.

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 BOG Waiver, either before registering or during the 10-Day Process.
- Those enrolled in the FACTS Deferred Payment Plan.
- Students with third-party billing arrangements.
- International Students, with or without sponsorship.

Will my Financial Aid BOG Waiver cover all of my fees?

The BOG Waiver does **not** cover all fees for registration. 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:** My ChaffeyVIEW 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.
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.
- 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?
- For online classes, go to http://www.chaffey.edu/onlineed/index.html to make contact with the instructor.
- The contact link will take you to a form that will be submitted to contact the instructor.
- The links are only available for two weeks.
- They are made available after 12:00 noon on the Monday before the class starts, and remain available until the end of the first week of the class.

Once I have an Add Code, how do I use it?
- Log on to My ChaffeyVIEW, 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 My ChaffeyVIEW 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.
- If you cannot contact the Admissions and Records Office, you must come in person to drop by the drop deadline.

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.
- If you drop after the deadline date, you will still be responsible for the fees, even if you don’t attend the class.

To avoid a “W” Grade:
- Drop your class before by 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.
- After the deadline date passes, you can no longer drop the class and the instructor is required to issue you a final grade at the end of the class.
- To avoid a substandard grade that affects your GPA, drop by the deadline date.

To drop a class:
- Log into My ChaffeyVIEW 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.
- If you cannot contact the Admissions and Records Office, you must come in person to drop by the drop deadline.

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

(01/30/14)
PHOTO ID SERVICES

Photo ID cards are required for use of labs, library, and other services. To avoid standing in long lines once instruction begins, students are encouraged to get their photo ID card as soon as they register and pay for classes.

Photo ID cards are issued in the Admissions and Records Office at Rancho, Chino and Fontana. Photo session is single-take only. Services may be limited the week before the first day of instruction and during the first week of school.

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 ware must be removed, unless worn for valid religious, cultural, or medical reasons.

HOW TO OBTAIN A PHOTO ID CARD
A student will need to provide one of the following forms of identification when requesting a photo ID card:

- Government-issued photo ID: Driver’s License, State ID, High School ID, or Military ID
- Passport
- Other valid government-issued photo ID (subject to approval)

PHOTO ID RE-PRINTS POLICY

- Photo ID re-prints are available on Thursdays, at no charge to students.
- There is an $8.00 fee for RUSH requests. RUSH requests are available during regular photo ID service hours on Monday, Tuesday, Wednesday, and Friday.
- To request a re-print, the student must provide a second photo ID (i.e. Driver’s License, Passport, State ID Card, etc.) for verification purposes. NO EXCEPTIONS!

RIDE FREE WITH OMNITRANS

If you are enrolled in a credit class and have paid all college fees, 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.

Fall Semester – You may ride the bus from the first day of instruction through the end of the semester.

Spring Semester – You may ride the bus from the first day of instruction through the end of Summer Session.
REFUND POLICY

To Be Eligible for a Refund:
- Drop class section before the Refund Deadline posted in the Schedule of Classes or Academic Calendar.
- 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.

Refund Deadline for Fast-Track and/or Late Start Classes:
- Dates vary. View your registration receipt, available on My ChaffeyVIEW, for specific dates.
- If you are unable to locate the refund deadline, contact us at admissions@chaffey.edu.

Refund for amounts Less than $20:
- Submit a request for refund to cashier.staff@chaffey.edu and include:
  - Your full name
  - Chaffey ID Number
  - Amount of the refund as shown on your registration receipt. (It will appear as a negative amount)
- Requests for refunds of less than $20 must be received by the Cashier's Office by the end of the semester in which the credit was accrued.

Automatic Refunds for Amounts $20 or More:
- 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 My ChaffeyVIEW.)
- Fees paid by credit card will be credited back to the card used. (For canceled cards, notify us at cashier.staff@chaffey.edu).

Canceled Classes (Any amount):
- Refunds are processed automatically during the term. (See Automatic Refunds)
- Allow 45 business days to receive your refund.

BOG Waiver Reimbursements (Any amount):
- Refunds are processed automatically during the term. (See Automatic Refunds)
- BOG Waiver must be posted to your account by the end of the semester to initiate a refund.
- Allow 45 business days to receive refund.