

# CAMPUS RESOURCES

## Bookstore

The Cobber Bookstore, located in the lower level of the Normandy Center, is owned and operated by Concordia College. In addition to course materials, the Bookstore carries school supplies, and a large selection of insignia clothing and gift items.

**Course Materials:** The Achieve Program at Concordia College offers an affordable and convenient solution to Course Materials. The Achieve program levels the cost of course material expenses for all students and includes all faculty submitted, required ISBN course materials for all undergraduate students which will be available to students on the first day of class.

All students will automatically be enrolled in the Achieve program each semester with the program fee added to student semester statements. The Achieve program fee is set prior to the beginning of each new school year so that students can plan for it as a part of the cost of attendance. Students that do not find financial value in the program for the upcoming semester are able to opt out during a designated opt out period.

The cost of materials is locked in place each semester—no matter the number of credits a student takes, the student's major or minor, or any schedule changes that take place during the drop/add period each semester. For more information visit <https://concordia.college.ecampus.com> (<https://concordiacollege.ecampus.com>)

The Bookstore accepts cash, and all major credit cards. For more information, call 218.299.3017 or visit [www.CobberBookstore.com](http://www.CobberBookstore.com) (<http://www.CobberBookstore.com>)

## Business Office

The Business Office handles student accounts with the college. Payments of cash or check may be made at the cashier desk in the Business Office. Electronic payments can be initiated online through TouchNet.

For questions on student accounts and payment plans, contact the Student Account Coordinator by email [StudentAccounts@cord.edu](mailto:StudentAccounts@cord.edu) or phone 218-299-3150.

## Campus Information

Campus Information is the first interaction to Concordia and provides help with:

- Answering incoming phone call and directing them to the appropriate people.
- Assisting visitors/students/staff with questions regarding Concordia and aiding those who need to find their way around the campus.
- Managing the "Lost and Found".
- Maize game equipment checkout.
- The Campus Information phone number is 218.299.4000.

## Career Center

From the moment you step on campus to the day you graduate, the Career Center offers personalized support to all students, free of charge. Whether you're exploring majors, preparing for graduate school, or

applying for internships and jobs, we'll help you build confidence, gain real-world experience, and make informed decisions about your future.

### What We Offer

- **Career Coaching:** Meet with certified Career Coaches to explore majors and careers that match your strengths and values, clarify goals, practice for interviews, and plan for life after Concordia.
- **Events, Workshops, & Networking:** Build your skills and expand your network through career fairs, employer info sessions, hands-on workshops, and programs that connect you with alumni and professionals in your areas of interest.
- **Internship Support:** Receive personalized guidance in finding, applying for, and registering internships that support your academic goals.
- **Job Search Support:** Learn how to research opportunities, connect with employers, and navigate every stage of the job search process.
- **Graduate School Preparation:** Get help researching programs, writing personal statements, and managing the application process.
- **Online Resources:** Access a wide range of tools on our webpage in CobberNet (<https://cobbernet.cord.edu/directories/offices-services/career-center/>), including résumé and cover letter examples, and Handshake (<https://concordia.joinhandshake.com/edu/>) for job and internship listings, events, and access to recruiters. You'll also find identity-based career resources tailored for international students, first-generation students, BIPOC students, and others—available anytime, anywhere.

### Where to Find Us

The Career Center is in the Parke Student Leadership Center on the second floor of Knutson Campus Center. Appointments can be scheduled through Handshake (<https://concordia.joinhandshake.com/edu/>) or by contacting us at [career@cord.edu](mailto:career@cord.edu) or 218-299-3020.

## Center for Holistic Health

The Center for Holistic Health (CHH), located on the Garden Level of Old Main (109A), is uniquely poised to support student wellness. The purpose of the CHH is to enhance students' personal development and academic success through the delivery of holistic health and disability services. Dedicated staff create a safe place for students to be heard, affirmed, and empowered because we know when students have access to timely and effective services, they can reach their full potential.

The CHH offers the following core services:

1. **Mental Health Counseling** - Mental Health Counselors are available to help you address a variety of concerns, such as anxiety, depression, grief, relationship issues, stress, and lifestyle changes. Counseling sessions are 50-minutes and may be scheduled once a week initially but are generally scheduled every other week. Counseling is confidential and free to all registered students. Students attend an average of 5-8 sessions and appointments are generally available within 1-2 weeks of request.
2. **Disability Services** - Disability services staff are dedicated to the pursuit of equity and inclusion of all students with disabilities at Concordia College by ensuring equal access to educational and campus opportunities. Meet with our Disability Services Coordinator to explore and/or review your unique need for accommodations (academic, physical, housing, etc.) due to a medical or psychological condition, recent surgical/medical

procedure, chronic health condition, or learning disability. The first appointment is typically about 50 minutes and follow-up appointments are generally 30 minutes in length.

3. **Health Promotion & Basic Needs Support** - The Health Promotion Coordinator leads student health promotion work and basic needs support across campus. The CHH is home to the Cobber Food Pantry and the Emergency Assistance Program for Students (EAPS) in addition to other health promotion efforts. Our Health Promotion Coordinator also works closely with other CHH team members to help students get connected to off-campus health services if needed or desired.
4. **TimelyCare** - Concordia College students have FREE, 24/7 access to virtual care services with TimelyCare - a virtual health and well-being platform designed specifically for college students. Students do not need insurance to access TimelyCare services but will need to download an app to either a phone or laptop to access the platform. Students have access to TimelyCare services 365 days a year. That means they have access during college breaks, after-hours, and any time support is needed!

To learn more or make an appointment at the Center for Holistic Health:

- Call: 218.299.3514
- Email: [holistichealth@cord.edu](mailto:holistichealth@cord.edu)
- Stop by our office: Old Main 109A
- Visit our website: CobberNet (<https://cobbernet.cord.edu/directories/offices-services/center-for-holistic-health-chh/>)
- Find us on Instagram: @concordia.holistic.health

## Center for Student Success

The Center for Student Success helps Concordia College students define and reach their academic goals. Whether adjusting to the rigors of college academics or trying to get the most out of the academic experience, the Center for Student Success can help students be at their best. Professional staff members provide education and support on a variety of topics including learning strategies, time management, and test preparation.

The Center for Student Success offers tutoring support for a variety of courses through peer-led tutoring sessions.

The Center for Student Success is located in the upper level of the Normandy Center. The Center for Student Success can be reached at 218.299.4551 or [success@cord.edu](mailto:success@cord.edu) to learn more or schedule an appointment.

## Cobber Cash

Cobber Cash is a declining balance account that is linked to the student's ID card and accepted instead of or in addition to cash at many locations on campus including Dining Services, concessions, the Parke Student Leadership Center, and the post office. Cobber Cash is not available as payment at the Cobber Bookstore.

Deposits can be made at the Dining Services office, retail locations on campus, or through the online dining portal. Balances in excess of \$10 are refunded upon graduation or termination of enrollment.

## Digital Media Services

For audio and video production services and technical support related to on- or off-campus events and programs, please contact Conferences & Events, Digital Media Services, at 218.299.4202. This includes scheduling of the video production studio located in the Olin Center. Any event or conference planning is to be coordinated through Conferences & Events at 218.299.3566.

## Dining Services and Dining Plans

Nationally recognized Concordia College Dining Services is college owned and operated. We have a tradition of providing high-quality culinary experiences for a great value. In fact, our dining plans are among the least expensive of comparable schools.

Dining Services provides several different options for dining on campus, including:

- **Anderson Commons:** Nationally award-winning residential dining hall, featuring an abundance of delicious food options
- **The Maize:** Concordia's award-winning, quick-service café located in the Knutson Campus Center
- **Korn Krib:** On-campus convenience store offering a one-stop shop for snack, beverages and groceries
- **Coffee Stop:** Enjoy Caribou Coffee and freshly baked treats every day.

**Dining Plans:** All students who live in campus residence halls are required to participate in the dining plan program. Most students who live in campus apartments and in off-campus housing also choose to participate because of the convenience, quality and value campus dining plans offer.

Dining plans provide access to Anderson Commons, which offers a wide range of entrées, side dishes, salads, baked goods, and beverages daily. To provide additional flexibility, each plan also provides after-hours access to the Maize and Korn Krib for late night meals and snacks. Most plans provide an allocation of Dining Dollars for purchasing food in The Maize, the Korn Krib, the Coffee Stop, concession stands and select vending machines using your ID card. Additional Dining Dollars can be added to any dining plan in \$50 increments and are charged to the tuition statement.

Depending on number of years on campus and residency, students can select from seven different dining plans that offer a wide range of access to Anderson Commons, travel meals, guest passes and Dining Dollars. For more information about these plans, please visit the Concordia Dining Services website ([www.ConcordiaCollege.edu/ds](http://www.ConcordiaCollege.edu/ds) (<http://www.ConcordiaCollege.edu/ds/>)).

Registered dietitians are available to provide nutritional counseling services to any student with a dining plan. Students who require additional dietetic services to follow a modified diet for a medical need should fill out the Modified Diet Accommodation form on the Counseling Center and Disability Services website to notify Dining Services of their need and begin services.

## Housing Options

**On-Campus Housing:** Concordia is primarily a residential college with approximately 65 percent of the student body living on campus. There are six traditional residence halls for first- and second-year students. Upperclass students may live in these traditional halls or in the college apartments and townhouses. Each hall is administered by a professional

staff person and trained upperclass student assistants who are committed to making the on-campus living environment an important part of the educational experience of the college. Professional residence hall staff members are available for assistance with any problem that might arise and to refer students to other campus offices whenever appropriate.

## ID Card Services

Your Concordia College ID card is your official identification on campus. This card must be presented for access to the Anderson Commons residential dining facility, to use Dining Dollars and Cobber Cash, to check out or reserve materials in the library and for access to athletic and other events.

Your ID photo can be submitted online ([www.ConcordiaCollege.edu/IDCards](http://www.ConcordiaCollege.edu/IDCards) (<http://www.ConcordiaCollege.edu/IDCards/>)). A valid photo ID, such as a Driver's License, Passport, Military ID etc. is required when receiving your Concordia College ID for the first time. Your first card is free.

If your card is lost or stolen, a replacement card is \$15 and can be purchased in the Dining Services office.

The ID is property of Concordia College and fraudulent use will result in disciplinary action.

## Inclusive Engagement and Student Support

In support of Concordia's commitment to inclusion excellence, the Student Development and Campus Life (SDCL) division works collaboratively to support students and establish a strong and inclusive campus community. SDCL advises student organizations in designing and leading a wide range of campus engagement opportunities—such as programs, initiatives, and gatherings—that are open to all students and that bring people together around shared interests and identities. SDCL also facilitates student leader training that fosters an environment of inclusion. These efforts support students in their academic pursuits and create a sense of belonging at Concordia.

## Information Technology Services

Secure access to network and computing resources is an important component of instruction, work and life at Concordia College. All members of the Concordia community receive a unique user account that supports access to wireless internet, email, calendar, components of our student information system (e.g., Student Registration; Degree Audit; Learning Management System; among others) and campus computing facilities. All current members also receive access to modules of both Microsoft 365 Education and Google Workspace for Education, which allow for secure data storage, collaboration, and sharing of data. Several online Concordia resources are accessed via the secure CobberNet portal. Email, file storage, and other system access is only for current students and recent graduates. Refer to college policies, or contact the ITS Solution Center for details. All users are required to follow college policies and to use these privileges in a responsible and ethical manner.

Network access is generally available in all residence hall facilities through both wired and wireless connections. It is recommended to use wired connections for non-mobile network devices (e.g., Smart TVs, streaming devices, gaming consoles, desktop computers, etc.). To most successfully participate in collaborative and interactive learning

experiences, students are strongly encouraged, but not required, to bring a personal computer to campus.

Mid-level or higher Windows or Apple based laptops continue to offer the most flexibility and best experience in the learning environment. Students should plan to have a computer capable of participating in online learning opportunities by Zoom, Teams or other meeting applications. This requires a good working webcam and microphone at minimum. Chromebooks, tablets and phones should only be considered support devices. Options for checking out a loaner laptop to address certain personal or academic needs may be coordinated through the Center for Student Success and ITS.

To support the needs of certain academic programs and community members without personal computers, Concordia provides a variety of computer labs across campus. The labs are in both academic and residential facilities and offer a range of experiences from basic daily use to those with specialized software and devices related to specific classes and research. Newer facilities include spaces for large and small group collaboration, complete with wireless audio/video for presentation preparation and team projects. On-campus classroom and labs are complemented by Concordia's learning management system, Moodle, which professors use to extend learning beyond the physical classroom. Moodle-based resources are accessible 24 hours and worldwide via secure login through CobberNet. This allows for learning opportunities regardless of if a student is participating in a campus classroom or from a village on the other side of the world.

Located at the heart of campus, in the Francis Frazier Comstock Theatre building, the ITS Solution Center offers a variety of services year-round to current students and staff. Solution Center staff include both college employees and Concordia students working closely together to support the Concordia community. Student employees are trained and mentored in customer service, technical support and team leadership. Through this "learning while working" experience they gain a variety of transferrable skills, allowing them to be more successful long past their time as a student.

These services include, but are not limited to:

- Configuring personal computers and devices for access to network, email and other Concordia online services. Microsoft Outlook 365 is Concordia's email/calendar system and includes multi-factor authentication (MFA/2FA) protection to securely access these services.
- Basic troubleshooting for virus protection, printing issues, login questions, MFA, etc. on personal student and staff computers.
- Assist with access to, downloads of, and questions regarding software products available to current students and staff.
- Remote and on-site support for Concordia's office computers, classroom technology and related resources.
- Short-term checkout of laptops, videography, and other technology devices are available through the library for campus presentations, student projects and other academic purposes.
- Referrals to and coordination with other campus providers, for services not offered or supported by ITS Solution Center.
- A resource for offers and discounts to software and hardware through online partners and local computer businesses.

Managed, secure printing is available across campus at a variety of locations. This service means a personal printer is neither required nor recommended. Typically, managed printers are in residential and

academic facilities where there is high student traffic volume and often located near computer labs. A current user account is required to access the printing services. Specific locations and instructions for printing are available in-person or through the ITS Solution Center pages on CobberNet.

ITS Solution Center | 218.299.3375 | pcsupport@cord.edu | Office and service hours at FFCT vary depending on time of year.

## Library

The Carl B. Ylvisaker Library serves the college community by providing quality information resources and services that support the mission of the college. The library maintains a collection of more than 300,000 books and an extensive array of online resources, including access to thousands of journals, newspapers, and magazines, primary sources, archival documents, artwork, and streaming audio and video. Materials not available at Concordia are supplied to students and faculty for free through interlibrary loan. In addition, Concordia students may borrow materials from the libraries at Minnesota State University Moorhead and North Dakota State University.

The library provides a variety of resources necessary for a successful educational experience. Students have full access to the library's online catalog and electronic databases whether they are on campus or studying in a remote location. The library has several computers for student use, in addition to wireless access throughout the building. Study rooms and video viewing rooms are available for students working in groups.

Reference librarians are available to assist students at the reference desk, or via email, instant messaging, or telephone. Librarians interact with students at all levels in the classroom to build information literacy skills, including research techniques and information evaluation.

The curriculum collection, located on the first floor of the library, includes a large collection of quality children's and young adult literature and serves the resource needs of education students.

The College Archives, located on the fourth floor of the library, is the repository for the official records and publications of the college. In addition, the archives holds manuscript materials that are regularly used for student research. The archives' staff provides research assistance and educational programming for anyone wishing to use the collections.

## Media Services

**Communications and Marketing:** Communications and Marketing provides expertise in the following areas: media relations, publications (writing and graphic design), printing, sports information and digital communications. The MarCom office is located in Riverside Center. The Print Shop is in the lower level of the Mugaas Plant Operations Center. Full details are available at [www.ConcordiaCollege.edu/marcom](http://www.ConcordiaCollege.edu/marcom) (<http://www.ConcordiaCollege.edu/marcom/>).

**Digital Marketing:** Communications and Marketing manages the content and design of a majority of the external pages on Concordia's web servers as well as the college's official social media channels. MarCom assists members of the campus community with webpage creation/maintenance (using the BigTree content management system) and social media. MarCom is also responsible for email communication, including Cobwebs and News & Notes, the college's electronic newsletter. All work done is billed through the college charge-back system and should be requested

using the online form at [www.ConcordiaCollege.edu/projects](http://www.ConcordiaCollege.edu/projects) (<http://www.ConcordiaCollege.edu/projects/>).

**Media Relations:** Media relations is the college's official liaison with the media. Media Relations sends releases of upcoming events and college news to local, regional and national media, depending on the nature of the information. Releases about student achievements (e.g., dean's list, honors and awards) are sent to the student's hometown newspaper, provided the student supplied information to Media Relations during registration. (Note: Newspapers require first and last names of both parents, if living.) Students are encouraged to keep Media Relations informed of organizational news, achievements and ideas for feature stories.

**Photography:** Communications and Marketing photographs major college events and produces photographs for college publications. As time permits, MarCom provides consultative and photographic services to student organizations. There is a charge for photo acquisition, editing and printing.

**Publications:** Communications and Marketing produces most of the print material for the college (e.g., the catalog, Concordia Magazine, enrollment materials, stationery and programs). As time permits, MarCom also provides design, layout, writing, editing, and printing services for student organizations.

**Print Shop:** The Print Shop prints many campus publications and oversees the photocopier in the lower level of the Mugaas Plant Operations Center, which is available to Concordia students, faculty and staff. The Print Shop also provides binding, paper punching, cutting and perforating services as time allows. There is a charge for Print Shop services. Anyone wishing to have college-related material printed in the Print Shop should complete the appropriate online form at [www.ConcordiaCollege.edu/projects](http://www.ConcordiaCollege.edu/projects) (<http://www.ConcordiaCollege.edu/projects/>).

**Sports Information:** In addition to maintaining the Cobber Athletics website (GoCobbers.com (<http://www.GoCobbers.com>)), the Sports Information director writes game and meet recaps, creates game programs, writes and sends hometown news releases, posts stats and schedules, and writes athletes' profiles.

## Post Office

The Concordia Post Office is located on the mezzanine level of the Knutson Campus Center. Students are assigned boxes during registration or at the beginning of the fall semester; the number of this box should be registered on all incoming mail. Students will be notified of any packages and other large mailings they receive. These packages may be picked up during normal window hours Monday through Friday. Postage stamps and envelopes of various sizes are available for purchase. Other postal services such as CODs, money orders, and registered and insured mail may be obtained at the Moorhead Post Office.

## Security Services

Concordia's Public Safety employs a professional staff of public safety officers who protect property, enforce laws and regulations and, most importantly, assist in providing personal safety throughout the college campus. Public Safety officers are available at all times to respond to students, faculty and staff.

A security escort service is provided on campus. If students would like an escort, they should notify Public Safety at 218.299.3123.



Public Safety also employs a number of students. They monitor the dispatch center from Campus Information during evening hours. Public Safety and Campus Information are located in the Knutson Campus Center.

In compliance with the federal Student Right-To-Know and Campus Security Act, the Public Safety office is required annually to provide to current students and employees, as well as prospective students upon request, statistics about the incidence of specifically identified crimes committed on campus. The table of crime statistics is also available in information prospective students receive from the Admission Office, and is also distributed to students, faculty and staff at the beginning of the academic year.

## Student Conduct

### LIVING OUR VALUES TOGETHER

At Concordia College, being part of the Cobber community means upholding values of respect, accountability, and inclusion. The Office of Student Conduct and Title IX supports students in navigating these community standards through restorative practices that emphasize self-reflection, accountability, healing/addressing harm, personal/communal growth, and resolving conflict through dialogue.

### TITLE IX & STUDENT CODE OF CONDUCT: YOUR RIGHTS AND OUR COMMITMENT

Title IX protects against sex-based discrimination, sex-based harassment, and sexual misconduct. Concordia is dedicated to fostering respect and empowerment by addressing reports promptly, impartially, and equitably. The college takes steps to stop harm, prevent recurrence, and remedy its effects while supporting those involved.

### BUILDING A STRONGER COMMUNITY

The Office of Student Conduct and Title IX cultivates a campus culture of empathy, equity, and safety, empowering students to thrive and contribute to a just, respectful community.

Visit Academy Hall 102 or contact us at 218-299-4326, [conduct@cord.edu](mailto:conduct@cord.edu), or [titleix@cord.edu](mailto:titleix@cord.edu).

Find more information at <https://cobbernet.cord.edu/directories/offices-services/student-conduct/>

## Student Development and Campus Life

The Office of Student Development and Campus Life is located in Academy 101. The offices and programs under the supervision of the vice president for Student Development and Campus Life are intended to help meet the personal and academic needs of students and to enhance the total student-learning experience at Concordia. Students with any problems, concerns or questions are encouraged to visit or call the Office of Student Development and Campus Life for assistance at 218.299.3455.