STUDENT SUPPORT SERVICES

The mission of the Student Services Division is to provide systematic support services to help you reach your educational and career goals. These services support the instructional programs and are in keeping with and complement the philosophy of South Piedmont Community College.

Title IX, Education Amendments of 1972: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance." -20 U.S.C. § 1681.

Please refer to the SPCC Student Handbook found at www.spcc.edu for further information pertaining to Title IX. Title IX Student Coordinator is Elaine Clodfelter, Vice President of Student Services, eclodfelter@ spcc.edu; Title IX Employee Coordinator is Lauren Selllers, Associate Vice-President of Human Resources, lsellers@spcc.edu.

Counseling

The College provides counseling services to help you succeed in your educational program. Counselors can also help you with more personal problems that might affect your progress. Requests for these services can be made at the Student Services Office. NOTE: Personal counseling may be referred to local mental health facilities based on the intensity of the student's needs.

Services for Students with Disabilities

SPCC recognizes its responsibility under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA) to provide equal access to education for students with disabilities. Support services are available to individuals with learning, hearing, visual, and other health impairments. Brochures containing self-referral forms are available to all applicants and students. Note the following:

- Applicants or students who feel that they need accommodations due to a disability should contact the Disability Services Provider in the counseling office at South Piedmont Community College.
- Applicants or students must provide official, supporting documentation describing the disability. This documentation must be from an authorized professional(s). Federal regulations obligate the applicant or student to provide information on identifying appropriate and effective auxiliary aids. This documentation is held confidential for five (5) years after enrollment and will be destroyed after that time. To renew accommodations after the five (5) year period, new documentation must be provided. Documentation for learning disabilities should be no more than three (3) years old. Documentation provided for any disability must indicate the applicant's or student's current level of functioning.
- Students who have identified themselves as having a disability may request accommodations from the Disability Services Provider. New students should make such requests at least 30 days prior to the beginning of their first term of enrollment. Early communication of special needs provides the time needed to arrange for services and/or the procurement of equipment that the student may need.
- Each request will be evaluated by the Disability Services Provider, who will recommend reasonable accommodations to faculty.
- Students will be responsible for delivering accommodation information to each faculty member for discussion of how accommodations will be provided in each class.
- Students who do not feel that they are receiving agreed-upon accommodations should see the Disability Services Provider for clarification.
- Applicants or students who are not satisfied with the accommodations that they are receiving from the College should see the Vice President of Student Services or the Dean of Student Development.

Reasonable Accommodations: The following are considered reasonable accommodations to be made for students with disabilities:

- The process must be an interactive one involving "a reasonable reciprocal effort" on the part of both parties.
- The College may not make a unilateral decision regarding the existence of a disability or the accommodation that is necessary.
- What is "reasonable" involves a detailed analysis of the specific circumstances of the case in question. Broad generalizations are not acceptable. An "individualized assessment" of the student's situation must be conducted.
- The College is not required to provide specifically what the student requests. An alternative accommodation may be provided if it is effective.
- The College does not have to provide accommodations that are not effective. The College has a right to refuse to provide auxiliary aids and services that do not, in fact, provide equal access.
- The College must be given a reasonable amount of time to evaluate requests and to offer necessary accommodations.
- Determining what is reasonable requires one to balance two important rights: the student's rights to be provided equal access and the College's right to protect the integrity of its services and programs.

Career Services

SPCC's Career Services provide comprehensive career exploration to students. Career counselors can help you (1) explore and decide upon a career and academic major, (2) discover options for occupations related to your major, (3) identify factors to consider in making career decisions such as required education level, salary, working conditions, skills, certification or license requirements, five- to ten- year job projections, etc., and (4) develop a career plan.

You may identify career interests through assessments that relate to your personality, interests, skills, and values to various career fields. You may explore the world of work through a wealth of online and hard-copy resources. Career development is a life-long process. Once you learn the steps of the process, you will be able to repeat it whenever you need to throughout your life.

South Piedmont Community College's Career Services are located on both campuses:

L. L. Polk Campus, Garibaldi Building, Student Services
Old Charlotte Highway Campus, Building B, Student Services

College Days and Transfer Information

During the academic year, SPCC hosts a College Day for students, alumni, employers, and community residents who wish to obtain their bachelor's degree. Representatives from four-year colleges and universities attend this important event. College materials (catalogs and admissions applications) and transfer information are available in Career Development Services. SPCC counselors and Arts and Sciences faculty can answer questions about the transfer process.

Voter Registration

Students and employees who have not registered to vote may register in the Library at either the L. L. Polk campus or Old Charlotte Highway campus. Students and employees may register throughout the semester; however, the deadline to register in order to participate in an election year is twenty-five (25) days prior to the Election Day. Any individual with a disability who needs help completing the voter registration form should ask for assistance from a Library staff member.

Student Orientation

All new students are required to attend orientation online at www.spcc.edu. The purpose of the orientation is to acquaint you with the campus, academic services, and student support services, as well as to discuss policies and regulations of South Piedmont Community College. The orientation will provide you with information concerning:

- Campus regulations and policies
- Financial aid
- College support services, i.e., counseling, career services, disability services, tutoring services
- Academic policies to include drop/add, withdrawal, and change of program procedures
- Library services
- Student activities

Services to Continuing Education Students

The following support services are available to continuing education students:

- Curriculum admission and program information
- Placement testing
- Personal counseling
- Reasonable accommodations for students with disabilities
- Career guidance through assessments, inventories, and resume tools
- College IDs for students requiring off-site program identification

Academic Support Centers/Tutoring

Academic Support Centers are available at both the L. L. Polk campus and the Old Charlotte Highway campus to assist you in strengthening your academic skills.

Tutoring is available to students needing help in a specific course of study. Tutors provide individual and/or group help to build stronger understanding of course material outside of regularly scheduled classes. Tutoring services are available via appointment, or on a walk-in basis, if tutors are available. Additional information and a link to make an appointment for a tutoring session are located under Student Resources on the SPCC Website.

ePortfolio Assistance

Assistance is also available to support students as they complete their ePortfolios. Staff can meet with students one-on-one or virtually to help with technical issues, ePortfolio development, reflective writing, and conventions. Group workshops are offered as well. Additional information is available on Active Campus Portal under Academic Enrichment Programs, by calling 704-290-5239 or 704-272-5440, or emailing eportfolio@spcc.edu.

Developmental Education Courses

Students placing into developmental education courses as determined by the College Placement Test (CPT) are required to take these courses first, prior to any other curriculum courses (exceptions may exist). Required developmental education courses include reading, and math. These courses are instrumental in building the foundation for the curriculum-level courses.

Library Services

SPCC has libraries in two locations: The Horne Library at the L. L. Polk campus in Polkton and the Carpenter Library at the Old Charlotte Highway campus in Monroe.

Services to Students: Each library has computers, laptops, and printers available for student use. Wireless access is also available. The library staff can provide a wide variety of services such as assistance with using the computers, formatting papers, searching the Internet, and answering your research questions. Librarians also provide a variety of workshops including Information Literacy classroom instruction that will help you find appropriate sources for assignments. Library orientations on how to use library resources are provided online when you register and on campus during the summer. Students coming to campus or attending online can find a variety of tutorials, links to resources, and other helpful information by going to the library website www.spcc.edu/libraries.

Library Resources: You have access to over 25,000 items in the libraries. Resources include books, magazines, newspapers, and DVDs. The libraries also offer several online databases including NC LIVE. NC LIVE offers over 100 databases, 25,000 electronic books, and over 1,000 audio books to meet your needs whether you are on campus or online.

Library Card: The SPCC College ID also serves as your library card. Every student should have a current College ID, which can be obtained in either campus library, L. L. Polk or Old Charlotte Highway. Once you obtain an ID, your library account can be created, and library materials can then be checked out.

Technology

Students at SPCC utilize many different technologies in their studies. Moodle, TaskStream, go.spcc.edu, and Gmail are the main technologies required. The better you, as a student, understand the functions of each system and how to use them, the more successful you can be.

Starfish is an online system that allows students to connect and engage with the college for academic success. Starfish is used to set up appointments at the college for your instructors and advisor to keep in contact with you about your academic progress. Starfish may be accessed from the SPCC website at www.spcc.edu.

Moodle is a course management system used for all SPCC curriculum online, blended, and web-enhanced courses. It stands for Modular Object-Oriented Dynamic Learning Environment. To get to SPCC's Moodle site, go to http://online.spcc.edu.

TaskStream is a web-based system for electronic portfolios, academic assessment, and reporting. Tools are on-demand and students interact with TaskStream via the Internet to access tools, resources, workspaces, and their own files whenever or wherever. To get to TaskStream, go to http://www.taskstream.com. Your instructor will give you detailed information on creating your TaskStream account and how to access materials for each specific class.

SPCC students have access to online registration, grades, advising, financial aid, class schedules, college updates, and more through the **SPCC Go! Account**. To get to this website, go to http://go.spcc.edu to sign in.

Gmail allows access to email accounts and Google applications for use at SPCC. These accounts are provided to you free and are available in accordance with our Google agreement. To access Gmail, go to http://partnerpage.google.com/students.spcc.edu. Your new email address will be username@students.spcc.edu.

Student Government Association

The purpose of the Student Government Association (SGA) is to enhance the College through the representation of the student body in matters affecting student life. Moreover, the SGA promotes and supervises student organizations and activities in order to enhance educational, personal, social, and cultural growth for all South Piedmont Community College students. All enrolled full-time and part-time students who pay the student activity fee are members of the SPCC SGA.

The SGA Executive Board consists of six (6) members who are elected each spring. The Executive Board provides leadership and coordination for all student-sponsored activities and events at SPCC. The Executive Board leads committees to organize and conduct activities throughout the year and works to provide a vital communication link to all of the students at SPCC.

Clubs and Organizations

Active student clubs and organizations are the cornerstone of quality student life programs and events. Clubs allow students to fellowship with others with like interests and benefit from the diversity and talent within each club. SPCC sponsors clubs for students. Some are program-related, but general interest clubs such as Hiking Club, Mindful Meditation, Disc Golf Club, Horticulture Club, Multicultural Club, Poetry Club, Soccer Club and a VALOR (Veterans) Club are also active. Students interested in transferring to a four-year institution can find support and resources through the College Transfer Club. A complete list of clubs and organizations is available on the SPCC website, www.spcc.edu under Student Life.

College IDs

SPCC curriculum students should obtain a College ID free of charge at the library on the L. L. Polk campus or the Old Charlotte Highway campus. You must present an official registration form prior to receiving the ID. Your SPCC College ID will also serve as your library card.

Class Rings

SPCC class rings are available to all students. Students wishing to purchase rings should check with the Student Services Office to find out when to order. A ring sales representative will be available during specific times that will be announced in advance.

Health Services and First Aid

SPCC recognizes the correlation of health and academic productivity. Health information is provided that addresses the health and well being of individuals. SPCC's student activities provide on-campus health services opportunities to students, alumni, and employees through local community outreach programs at SPCC events.

Emergency First Aid kits are maintained throughout the campuses of SPCC. Injuries requiring more than minor first aid will be referred to local physicians. In case of an emergency, a physician and/or ambulance service may be called at your expense to provide necessary medical services.

Drugs and Alcohol

South Piedmont Community College, through its policies and programs, is dedicated to providing an atmosphere that encourages:

- The reinforcement of a positive, drug-free lifestyle.
- Respect for laws and rules prohibiting the use of illegal drugs and the abuse of alcohol.
- An understanding of the effects of drugs and alcohol on personal health and safety.

Unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or alcohol, is prohibited while in the workplace, at any official function sponsored by the College, on all college premises, or as part of any college-sponsored activities (except in those college facilities approved for renting to the public for functions and where the distribution and use of alcohol have been approved for the rented facility). Any employee or student violating this policy will be subject to disciplinary action up to and including termination or expulsion and referral for prosecution.

The Vice President of Student Services is responsible for implementing the Drugs and Alcohol Policy as it relates to students. Additional information can be found in the Student Handbook available on the SPCC website www.spcc.edu under Campus Resources.

Smoking/Tobacco-Free Campus

South Piedmont Community College recognizes that the use of tobacco products is a health, safety, and environmental hazard for students, employees, visitors, and college facilities.

No student, employee, or college visitor is permitted to use any tobacco product or any comparable smoking or personal vapor-generating device, such as e-cigarettes, at any time, including during non-college hours:

- in any building, facility, or vehicle owned or leased by South Piedmont Community College
- on any College grounds or property - including athletic fields and parking lots - owned or leased by South Piedmont Community College
- at any College-sponsored or College-related event, on campus or off campus

Firearms or Other Dangerous Weapons Policy

South Piedmont Community College provides a safe environment for students, faculty, staff, and visitors. Therefore, any unauthorized possession of a firearm or any other dangerous weapon, as defined in the North Carolina General Statutes 14-269.2, may result in disciplinary actions.

- The College may file charges under North Carolina General Statutes 14-269.2.
- Any student who violates this provision may be expelled from the College for a period of not less than one year.
- Violation of this provision by any employee may be considered a breach of the terms and conditions of employment.
- Action may follow in accordance with the College's personnel or student due process procedures.

Student Conduct

Students at SPCC are expected to conduct themselves as adults in accordance with generally accepted standards of behavior and decency at all times. Student rights, responsibilities, and procedures are outlined in the current Student Handbook, which can be obtained from the Student Services Office and online at www.spcc.edu. Any student subject to dismissal from SPCC for disciplinary reasons is entitled to due process, including the right of appeal as outlined in the Student Handbook.

Inclement Weather

SPCC ensures the safety of students and employees by implementing a policy and procedure to be observed during inclement weather and other exigent conditions.

When these conditions occur on days of scheduled classes and/or events, SPCC will post announcements of closings of delays on the College website at www.spcc.edu and area television stations WBTV (3) Charlotte and WSOC (9) Charlotte. Any decisions to close or delay college classes and/or events will be posted as early as the situation permits.

At all times, students and employees should use sound judgment when making travel decisions. Additionally, they should exercise caution when traveling to and from campus during periods of inclement weather.

Although the campus may be closed and classes cancelled because of inclement weather, faculty will post a makeup assignment or activity in Moodle the day of the missed classes or as soon as possible.   Each on-campus class has a Moodle site, and makeup work for missed classes is to be completed in Moodle. When the campus is closed, students should log in to their classes on Moodle to avoid falling behind.

Children on Campus

South Piedmont Community College, as an adult educational institution, does not maintain child care facilities on campus and is not equipped or authorized to maintain such facilities. Therefore, students, faculty, and staff of the College may not bring children to class, to work, or leave children unattended on campus. The College assumes no responsibility for supervision of children. Students, visitors, and employees who fail to comply with this policy may be asked to leave the campus.

Visitors on Campus

South Piedmont Community College welcomes visitors and prospective students to its campuses during normal operating hours. Visitors are not permitted to attend classes or contact students on campus without permission from the President or his/her designee.

Visitors on campus should register at the information/reception desk so that information and directions can be given, and to ensure that all individuals are accounted for in case of an emergency. Individuals who are loitering or who have not registered at the information/reception desk will be asked to leave the campus.

Campus Housing

SPCC does not have dormitory facilities. The Student Services Office may assist in obtaining information about area rentals when available.