STUDENT SUPPORT SERVICES

In conjunction with South Piedmont's mission, the mission of the Student Affairs Division is to provide all SPCC students with diverse, equitable, and inclusive services, programs, and support to make learning possible. The Student Affairs Division concurs with South Piedmont's guiding values of stewardship, respect, quality, and service.

In accordance with Title IX, VAWA, SaVE, and the Clery Act, South Piedmont Community College prohibits discrimination and harassment on the basis of sex and takes necessary steps to prevent sexual misconduct on any SPCC campus. The college responds promptly, equitably, and thoroughly when sexual misconduct is reported.

Students are responsible for famiiarizing themselves with the Student Code of Conduct which is located in the SPCC Student Handbook found at www.spcc.edu. The Title IX policy and procedures are found on the SPCC website under Students, Title IX.

Title IX (Sex Discrimination and Harrassment)

The U.S. Department of Education's Office of Civil Rights (OCR) enforces Title IX of the Education Amendments of 1972 that protects people from discrimination based on sex in education programs or activities that receive federal financial assistance. Title IX states, "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."

South Piedmont Community College (South Piedmont) prohibits discrimination and harassment on the basis of sex and strongly encourages the prompt reporting of, and is committed to timely and fair resolution of, complaints of sex discrimination and harassment. Sexual harassment as defined by Title IX includes Sexual Assault, Dating Violence, Domestic Violence, and Stalking. South Piedmont addresses complaints of Title IX using its Title IX Sexual Harassment Grievance Procedures on our website at www.spcc.edu under Students, Title IX.

The college encourages students to immediately report any instances of Title IX. To report a Title IX complaint, use the Title IX Sex Discrimination and Sexual Harassment form, which can also be found at www.spcc.edu under Student Panel, Reporting Forms, Title IX Sex Discrimination and Sexual Harassment. South Piedmont will take appropriate measures to investigate all reported incidents, provide supportive measures, protect against retaliatory acts, and follow established procedures for resolution.

Contact Information for the College's Title IX:

- Elaine Clodfelter, Title IX Coordinator

titleix@spcc.edu

- Lauren Sellers, Deputy Title IX Coordinator

titleix@spcc.edu

Academic and Personal Counseling

Students sometimes struggle to achieve academic success for a variety of reasons. These can include but are not limited to:

- Stress while attempting to balance life's many roles outside of school
- Difficulty with effective goal setting, time management, and study habits
- Life development and relationship issues

Counseling Services offers encouragement and support while helping students learn new strategies and coping skills that along with their own self-commitment and hard work, can lead to higher levels of success.

Requests for these services can be made at the Student Affairs Office or by scheduling an appointment on Aviso. NOTE: Personal counseling may be referred to local mental health providers 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. Students who need accommodation due to a disability, chronic medical condition, or pregnancy complications resulting in difficulties with accessing learning opportunities should contact Disability Services and submit an application for accommodations.

 The application for accommodations is available on the College's website at www.spcc.edu/disabilityservices. Note the following:

- 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 Disability Services. 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 Disability Services, 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 contact Disability Services for clarification.
- Applicants or students who are not satisfied with the accommodations that they are receiving from the College should contact the Director of Counseling or Associate Vice President of Student Affairs.

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 right 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 assistance to prepare students and graduates for successful transition to the world of work. Career counselors can help students (1) explore and decide upon a career and academic major, (2) discover options for occupations related to a 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.

Students may identify career interests through assessments that relate to personality, interests, skills, and values to various career fields. The world of work may be explored through a wealth of online and hard-copy resources. Career development is a life-long process. Once students learn the steps of the process, it can be repeated whenever needed throughout life.

Additional information about Career Services can be found at https://spcc.edu/student-resources/career-services/.

College Transfer Information

During the academic year, SPCC hosts a College Transfer Day for students, alumni, and community residents who wish to obtain their bachelor's degree. Representatives from four-year colleges and universities attend this important event. College materials and transfer information are available in the Academic Advising Center.

Voter Registration

Students and employees who have not registered to vote may register in Student Life at the L. L. Polk campus, Tyson Family Center for Technology, 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 member of the Office of Student Life.

Student Orientation

New students attend orientation in person or online. Information about New Student Orientation can be accessed by visiting the website at www.spcc.edu. The purpose of the orientation is to acquaint students with the campus, academic services, and student support services, as well as to discuss policies and regulations of the College. Orientation will provide 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 Life

Academic Support Centers/Tutoring

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

Skills Tutoring

Academic Support Center tutors can help students gain the foundational skills they need to succeed academically, regardless of the course they are taking. Skills tutoring includes the following areas:

- Reading comprehension.
- Study Skills
- Test-taking skills

Course Tutoring

Many Academic Support Center tutors have earned advanced degrees in specific academic disciplines. Each tutor is assigned specific course tutoring responsibilities based on his or her academic credentials and work experience. Course tutoring is available in English, math, and other courses.

Other Available Services

- Internet access
- Study areas
- Skills remediation using computer-based software
- Research paper review

The SPCC Academic Support Centers offer services to the entire spectrum of SPCC learning:

- Prospective or admitted students who are seeking remediation in the reading comprehension, sentence skills, or math portions of the college placement test.
- Students enrolled in college-level curriculum courses who seek course or skills tutoring.
- Students enrolled in non-credit courses for professional or personal enrichment who seek remediation in study skills, math, reading, or English.

To learn more about the services offered at the Academic Support Centers, or to schedule an appointment, visit the Academic Support Center website at https://spcc.edu/student-resources/academic-support-center/, or contact the Academic Support Center at 704-290-5239.

ePortfolio Assistance

The Director of Academic Enrichment Programs and ePortfolio assistants are available in the Academic Support Centers on the L.L. Polk and Old Charlotte Highway campuses to support students in creation and development of their ePortfolios. Workshops, one-on-one assistance, and Taskstream support are provided by the staff. Appointments can be made using WCOnline, which is under Students/Student Resources/Academic Support Center on the SPCC website, or by emailing eportfolio@spcc.edu.

Library Services

Library services are available at the Horne Library on the L. L. Polk campus in Polkton and the Library Learning Commons on the Old Charlotte Highway campus in Monroe. Students may visit https://spcc.edu/libraries/ to check for current library hours, useful tools, and instructions on using and accessing the online catalog and electronic databases.

Library Instruction and Information Literacy

The library is a fundamental part of students' learning experiences, and library staff routinely support students in their educational endeavors. All students are strongly encouraged to attend a library instruction session as part of SPCC's commitment to institutional effectiveness and student success. It is critical

for students to learn how to use the resources in the library effectively. Many classes require research projects and papers that use those resources.

The standard library instruction session serves as an orientation to the library and includes general information on how to use the online catalog and NC LIVE, how to recognize citations and credible information, and how to identify magazines and journals.

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 research questions. Librarians also provide a variety of workshops including Information Literacy classroom instruction that will help students find appropriate sources for assignments. 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: Students have access to books, magazines, newspapers, DVDs, desktop computers and laptops, iPads, graphing calculators, and library staff. The libraries also offer several online databases which are available to students whether on campus or online.

Library Card: The SPCC College ID also serves as a library card. Every student should have a current College ID, which can be obtained in Student Affairs on either the Old Charlotte Highway/Monroe and Polkton Campuses, or the Tyson Family Center for Technology. Once students obtain an ID, a library account can be created, and library materials can be checked out.

NC LIVE is an electronic resource of over 100 databases available to students, faculty, and staff. It is an excellent and reliable resource for full-text magazine and journal articles and offers a wealth of specialized databases in many subject categories. EBook and audio book databases are also part of the collection. Access is available on all computers on campus at https://www.nclive.org.

Technology

Students at SPCC utilize many different technologies in their studies. Moodle, TaskStream, go.spcc.edu, and Office 365 are the main technologies required. Students will be more successful as they understand the functions of each system and how to use them.

Aviso is a robust online system that allows students to connect and engage with the college for academic success. Students use Aviso to view their academic advisor and set appointments; create and review their individualized academic plan; and maintain communication related to academic goals. Aviso 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 https://online.spcc.edu.

Taskstream by Watermark is a web-based system that helps measure learning and how effectively SPCC supports learning. Students interact with Taskstream by uploading assignments for review and assessment. New Taskstream accounts will be created for students by the Department of Institutional Effectiveness. New students or those who have not used Taskstream should check their SPCC email account for a welcome email from Taskstream by Watermark. To get to Taskstream, go to login.taskstream.com. Many courses do not include Taskstream assignments. For those that do, course instructors will give students detailed information on assignments to be submitted in Taskstream.

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

Office 365 allows access to email accounts and Microsoft applications for use at SPCC. These accounts are free and are available in accordance with our Microsoft agreement. To access Office 365, go to https://portal.office.com. The email address will be username@student.spcc.edu. (Ex. John Doe with student ID 0001234 email address would be jdoe1234@student.spcc.edu).

SPCC Navigate is an App created to help SPCC students find most of what they need to access on a daily basis in one place. Students can use Navigate to access their email, Moodle, make appointments through QLess, find answers to questions via Navi, explore upcoming events on campus, stay up to date with new information, and receive push notifications regarding campus closures, class cancellations, and much more. Students can access and download SPCC Navigate via the App Store for iPhones and Google Play for Android devices.

QLess is a queueing software used at SPCC by various departments. Students can use QLess to get in line and save their spot or make appointments to ensure they can meet with areas like Financial Aid, Advising, Counseling, and others, on their own schedule. Students can access QLess via SPCC Navigate (College app available in the Apple App and Google Play stores) or the kiosks available on campus outside of Student Services. These links can also be used to make appointments:

- For appointments virtually via phone or Microsoft Teams
- For appointments on our Tyson location
- For appointments on our Old Charlotte Hwy/Monroe campus
- For appointments on our Polkton campus

Navi is the College's Chatbot that helps answer questions about SPCC. Students are able to access Navi twenty-four hours a day and seven days a week via the College's website, www.spcc.edu, or through SPCC Navigate, the College's app (available in Apple App and Google Play stores). Whenever possible answers will be provided and if a question cannot be answered, the student's information will be collected and a representative of the proper department at SPCC will follow up to ensure an answer is given.

Compass is the wayfinding solution at SPCC. Students, Faculty, Staff, and Community members are able to access step-by-step directions between rooms, buildings, and campus locations by using Compass. Compass is available via the touchscreens around campus and via SPCC Navigate. Updated maps reflect construction, events, and any closures that may be happening, in real time, on College campuses.

Passport is the new ID system at SPCC. Students and employees are encouraged to upgrade their ID cards, which can be used to pay for items on campus (at the Café, Bookstore, and vending). Beginning in 2022 these new ID cards will be required to track attendance for on campus and in person classes, access buildings, unlock offices, and much more as the College continues to expand how the IDs are used at SPCC. New IDs are available on the Old Charlotte Highway/Monroe and Polkton Campuses, as well as the Tyson Family Center for Technology, via the Admissions Department for students and Human Resources for all employees.

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 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 Senate consists of seven (7) members who are elected each spring. The positions include President, Vice President LLP Campus, Vice President OCH Campus, Public Relations LLP Campus, Public Relations OCH Campus, Secretary, Parliamentarian, and delegates from any of SPCC's curriculum programs. The Executive Board provides leadership, representation for all students of SPCC, and coordination for all student-sponsored activities and events. The Executive Board leads committees to organize and conduct activities throughout the year and provides a vital communication link to all students at SPCC.

Agenda books are available in Student Life and in the Academic Advising Centers. Agenda books include student resources, academic calendar, SPCC events, and other information.

Clubs and Organizations

Active student clubs and organizations are the cornerstone of quality student life programs and events. South Piedmont sponsors clubs which allow students to fellowship with others with like interests and benefit from the diversity and talent within each club and organization. Some are program related, such as Sonography Club, Medical Office Administration Club, Associate Degree Nursing Club, and Medical Assisting/Medical Laboratory Assistant Club. There are also special interest clubs, such as Animated with Anime, Bible Study Club, Guitar Club, National Society of Leadership and Success, Phi Theta Kappa, Poetry Club, Art Club, and many others that are active on campus. A complete list of clubs can be found on the College's app, SPCC Navigate, under Groups and Clubs.

College IDs (known as SPCC Passport)

SPCC curriculum students may obtain a College ID free of charge in Student Affairs on the L. L. Polk campus, the Old Charlotte Highway campus, or the Tyson Family Center for Technology. Students must be currently enrolled prior to receiving an SPCC Passport (ID). The SPCC Passport will also serve as a student's library card. Students can obtain a replacement ID for a fee of five dollars. If lost or stolen, please contact Student Affairs at 704-290-5100.

Class Rings

At the Graduation Fairs held during each spring semester, graduating students may order at their own expense, a South Piedmont Community College class ring. Further information may be obtained in the Records Office in Student Affairs.

Student Health and Wellness

Emergency First Aid kits are maintained throughout the campuses of SPCC. For injuries requiring more than minor first aid or in case of an emergency, an ambulance service may be called at the student's expense to provide necessary medical services.

SPCC counselors are available to assist students with counseling needs, to include mental health. Counselors may refer students to local counseling centers for students seeking additional mental health counseling.

SPCC's Student Life provides a food pantry for students in need. Students may contact Student Life for additional information in securing needed resources.

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.

South Piedmont is committed to providing an educational atmosphere that is free of substance abuse and encourages lifestyles that are safe and healthy. Educational information on drug and alcohol issues is available to students throughout the year. Students in need of counseling, treatment, and/or rehabilitation will be referred by counselors to local mental health centers on a confidential basis.

Additional detailed information can be found in the Student Handbook at www.spcc.edu under Students/ Student Life/Student Rights and Responsibilities.

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 (Academic and Behavioral)

South Piedmont Community College has established a Student Code of Conduct to promote a positive and safe learning environment for all students. Students and/or student clubs and organizations are responsible for knowing and complying with the information, policies, and procedures outlined in the Student Code of Academic Conduct and the Student Code of Behavioral Conduct, under 7.17 Student Rights and Responsibilities. The student conduct process is not intended to punish students; rather, it exists to protect the interests of the college community and to guide and educate students whose actions are not consistent with South Piedmont Community College policies. Student rights, responsibilities, and procedures are outlined in the current Student Handbook, which can be accessed online at www.spcc. edu under Students/Student Resources/Student Handbook or obtained from the Student Affairs Office. Any student is entitled to due process, including the right of appeal and a fair hearing, as outlined in the Student Code of Conduct.

To report a conduct behavior violation, use the Conduct Violation Reporting Form, located at www.spcc. edu, under Student Panel, Reporting Forms, Student Behavioral Conduct Violation Reporting Form.

To appeal a conduct violation, use the Formal Appeal Form, which can be accessed at at www.spcc. edu, under Student Panel, Appeal Forms, Formal Appeal for Student Code of Behavioral Conduct Violation. Additional student appeal forms are also located on this page of the website. Those include Formal Appeal for Academic Integrity Violation, Formal Appeal of Final Course Grade, Formal Appeal for Program Dismissal, Formal Appeal for Denial of Admissions into Selective Programs, and Formal Complaint-Appeal of Grievance Finding.

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 or delays on the College website at www.spcc.edu, area television stations, and via the college's mass notification system. 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 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 Affairs Office may assist in obtaining information about area rentals when available.