SERVICES AND SUPPORT

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 Qless. 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 Services 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, 5 to 10 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/.

Student Orientation

Students attend orientation in person or online. Information about 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, Engagement and Leadership

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. Librarians offer information literacy workshops in ENG 111 and ENG 112 courses to orient students to library resources and how to research for papers, projects and other assignments. Librarians also offer workshops in other classes, covering subjects such as creating citations, paraphrasing/summarizing, and annotated bibliographies.

Services to Students: Each library has computers, laptops, and printers available for student use. Wireless access and quiet study areas are 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 L.L. Polk and Old Charlotte Highway 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 at https://www.nclive.org. Accessing the site off-campus requires use of the student's SPCC log-in credentials.

Learning Supports

The Academic Support Centers assist students in strengthening academic skills. The support services are available to all students on the L. L. Polk, Old Charlotte Highway, and The Tyson Family Center for Technology campuses.

Skills Tutoring

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

- Reading comprehension
- Study Skills
- Test-taking strategies

Course Tutoring

Many Academic Support Center tutors have earned advanced degrees in specific academic disciplines. Each tutor is assigned specific tutoring responsibilities based on his or her academic credentials and

work experience. Course tutoring is available in English, Math, Sciences, Spanish, and other courses.

Other Available Services

- Internet access

- Study rooms/areas

- Skills remediation using computer-based software

- Research paper Review

- Test preparation

- Technology support

The SPCC Learning Supports offer services to the entire spectrum of SPCC learning:

- Prospective or admitted students who are seeking remediation in the reading comprehension, sentence skills, writing, or math portions of a placement assessments.

- Students enrolled in college-level curriculum courses who seek course or skills tutoring.

- Students enrolled in non-credit courses for professional enrichment who seek remediation in study skills, math, reading, or English.

Technology

Students at SPCC utilize many different technologies in their studies. Canvas, 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.

Canvas is a course management system used for all SPCC curriculum online, blended, and web-enhanced courses. To get to SPCC's Canvas 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 SPCC's Microsoft agreement. To access Office 365, go to https://portal.office.com. The email address will be username@student.spcc.edu. (e.g. 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, Canvas, 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 Monroe campus (Old Charlotte Hwy)
- For appointments on our Polkton campus

Navi is the College's Chabot that helps answer questions about SPCC. Students are able to access Navi twenty-four hours a day and seven (7) 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 L.L. Polk and Old Charlotte Highway 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 Executive Board consisting of seven (7) members 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.

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, Machinery Club, and Medical Assisting/Medical Laboratory Assistant Club. There are also special interest clubs, such as Art Club, Bible Study Club, Guitar Club, National Society of Leadership and Success, Phi Theta Kappa, Poetry Club, Outdoor Adventure 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 and Old Charlotte Highway campuses 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 (5) dollars. If lost or stolen, please contact Student Affairs at 704-290-5100.

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.

ePortfolio Assistance

The Director of Academic Enrichment Programs and ePortfolio assistants are available to support students in the creation and development of their ePortfolios. Information on the ePortfolio can be found at https://spcceportfolio.wixsite.com/website-1. Appointments can be made by emailing eportfolio@spcc.edu.

Voter Registration

Students and employees who have not registered to vote may pick up a Voter Registration form in the Student Life, Engagement, and Leadership area at the L.L. Polk and Old Charlotte Highway campuses or the Tyson Family Center for Technology. Forms are available throughout the semesters; 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, Engagement, and Leadership. The Office of Student Life, Engagement and Leadership is available to deliver completed voter registration forms to the Board of Elections in the college's service area of Anson or Union County, or the individual may take the form to the Board of Elections. Individuals living outside the college's service area may take the completed forms to their local county Board of Elections.