NC CAREER & COLLEGE PROMISE

THE TIME IS NOW.

CAREER & COLLEGE PROMISE

RESOURCE GUIDE

2023—2024

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LCC ACCOUNT OVERVIEW

IMPORTANT INFORMATION

FOR MORE INFORMATION, CALL: 252.527.6223, ext. 391

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LCC ACCOUNT ACTIVATION

Account activation will give students access to Self-Service, LancerMail, WATERMARK, and Moodle.

These are four main resources you will utilize, and these will be elaborated on further in this guide:

Steps to Activate your LCC account:

- ☐ **Go to lenoircc.edu**
- ☐ **Click/Hover over myLCC**
- ☐ **Click Activate Account**
- ☐ **Type in your Student ID number**
- ☐ **Type your last name**
- ☐ **Type your Birthdate (mm/dd/yyyy)**
- ☐ **Create your personal secure password**
- ☐ **Repeat that password**
- ☐ **Set up verification**
  (this can be done by phone text message or the Microsoft Authenticator App)

MYLCC DASHBOARD

▶ **CLASS SCHEDULE** –

From the dashboard, the class schedule is on the right-hand side of screen. This displays course start dates and meeting times.

- **The term can be changed to past and future semesters (varies depending on course registration)**

🕐 Class Schedule   [2023SU ∨]

ART-111 Art Appreciation
CLASS
05/22/2023 - 08/02/2023
12:00 AM - 12:00 AM
S M T W T F S
📍 Administration, INTERNET

BIO-112 General Biology II
CLASS
05/22/2023 - 08/02/2023
12:00 AM - 12:00 AM
S M T W T F S
📍 Administration, INTERNET
LAB
05/22/2023 - 08/02/2023
12:00 AM - 12:00 AM
S M T W T F S
📍 Administration, INTERNET

DOWNLOAD   BUY BOOKS

▶ **SELF-SERVICE** –

This can be used to view progress in your pathway, unofficial transcripts, course descriptions, etc.

Self-Service

▶ **LANCERMAIL** –

LancerMAIL will be your primary communication resource for all LCC staff and faculty.

✉ LancerMAIL
Email for students and faculty

▶ **WATERMARK (FORMERLY AVISO)** –

Communication tool used between instructor, staff, and student. You can use self-service to schedule meetings with your advisor (it is highly recommended to download the app).

Watermark (formerly Aviso)
Track your progress and engage with LCC

▶ **MOODLE** –

The location of your courses and assignments
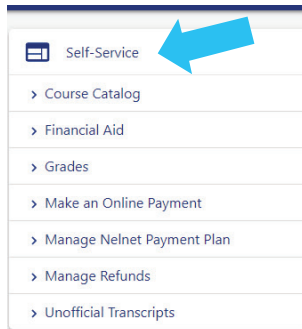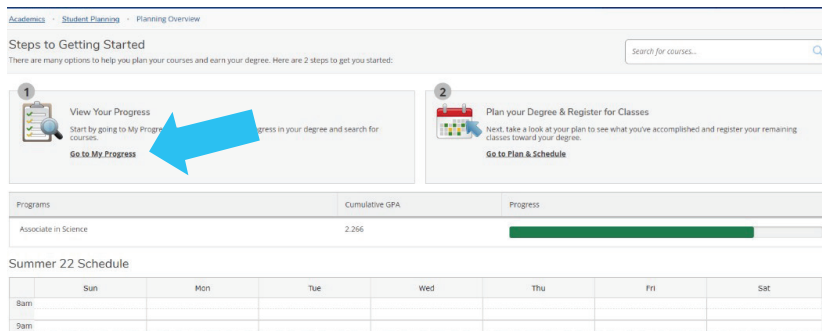
Moodle
Online course content

SELF-SERVICE

CCP students can utilize self-service to view the progress in their pathway, get unofficial transcripts, view course descriptions, and see a weekly calendar view (helpful for courses with meeting times).

Steps to view progress in your transfer or CTE pathway:

- **Click Self-Service**

|	
🖽 Self-Service	
› Course Catalog	
› Financial Aid	
› Grades	
› Make an Online Payment	
› Manage Nelnet Payment Plan	
› Manage Refunds	
› Unofficial Transcripts	

- **Click "Go to My Progess" to view courses remaining to complete your pathway**

TRANSCRIPTS

Self-Service can be used to access unofficial transcripts. You should send a copy of your official transcript to any college you attend beyond LCC. The fast way to get your transcript sent to another institution is online. The cost is $5 and can be ordered from the National Student Clearinghouse at https://tsorder.studentclearinghouse.org/school/select.

03
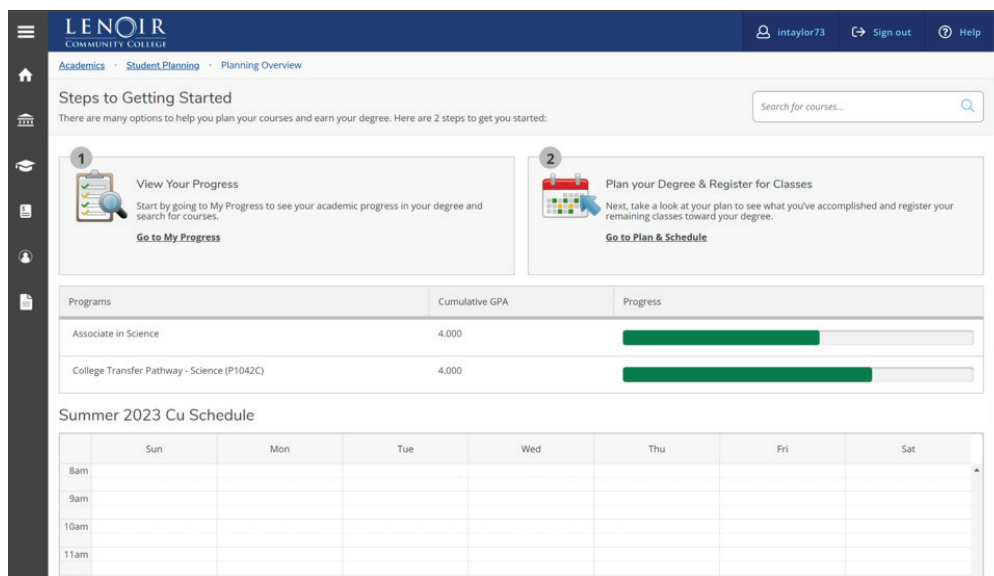
LANCERMAIL

Students are responsible for:

▶ **All emailed information (whether read or not).**

▶ **Communicating any issues affecting or relating to your college course(s), this includes illness, internet issues, assignment questions, etc.**

▶ **Checking email daily.**

Example of a professional email:

Subject: MAT 171 LINE (grade concern)

Mr. Kennamer,

Would you be able to meet on Thursday? I am concerned with my MAT 171 grade and don't know if staying in the course or withdrawing is my best option.

Thanks for your time,
Ashley Smith

Remember Make the subject a few words about your topic, re-read to check your grammar, and to use your LCC email when communicating with instructors and staff at LCC.

✉ **LancerMAIL**
Email for students and faculty

WATERMARK
STUDENT SUCCESS & ENGAGEMENT

The Watermark Student app can help:

▶ **Connect quickly with your Advisor, Counselor, and Success Coach.**

▶ **View your courses, grades, and attendance in one place.**

▶ **Receive push notifications of important messages to your phone.**

Scan QR code or download app from your app store:

[QR code]

[Download on the App Store]

[GET IT ON Google Play]

Steps to schedule an appointment:

1. **Select Watermark**

2. **Click 'Schedule a Meeting'**

3. **Fill out each section**

   • **Choose a location: Off campus**

   • **Know who you want to meet with?** Select your Advisor

   • **What would you like to discuss?** Select your topic

   • **What is on your mind?** Leave a comment specifying, if needed

   • **Select how you would like to meet**

MOODLE

Moodle 101 is a tutorial on using Moodle, it will give you an understanding on functions and submitting assignments.

Be sure to complete this tutorial first!

Your grades for all classes can be found in Moodle.

Important reminders about Moodle:

▶ **Complete your enrollment assignment for each online, synchronous, or hybrid course the first day of class!**

▶ **The syllabus will lay out course policies and procedures.**

▶ **Assignments can be found each week throughout the semester. You should log on weekly, at the beginning of each week, to complete your assignments for each class.**

▶ **Course content should appear the day the course starts in Moodle.**

▶ **Time spent in Moodle is monitored. Don't wait until the last minute to complete assignments.**

Textbooks:

Courses ending in the section number with the letter "E" have an online textbook. An example is MAT 171 LINE. You will be able to access your eBook within the course. Instructors should provide steps on accessing textbooks in the course within the syllabus. Reach out to your instructor if you are having difficulties accessing a book, and be sure to communicate with your high school and CCP staff about course material prior to classes starting. Some courses have physical textbooks. Be sure to read your syllabus or check self-service for each course to determine textbook needs.

IMPORTANT INFORMATION

FERPA (Family Educational Rights and Privact Act):

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students." - U.S. Department of Education

A FERPA form, completed by a student, gives an individual of their choosing access to their educational records. FERPA applies to students taking CCP courses due to the student, "attending a school beyond the high school level," even though the student could be under the age of 18. Because parents may not automatically have access to students' records, LCC strongly encourages that a FERPA form be completed online or face to face with the student's high school counselor/CCP Advisor!

5 steps to complete a FERPA form online:

1. Log in to your LCC account
2. Click on 'Self-Service'
3. Go to forms (bottom of the black bar on the right-hand side)
4. Click 'FERPA form'
5. Fill it out and submit!

ACADEMIC CALENDAR

The Academic Calendar is a great resource for seeing important upcoming dates throughout the semester. Students can see information pertaining to semester start/end, registration, withdraw date, campus events, holidays, etc. You can get there by going to the menu in the top left corner of the homepage and then toolbox.
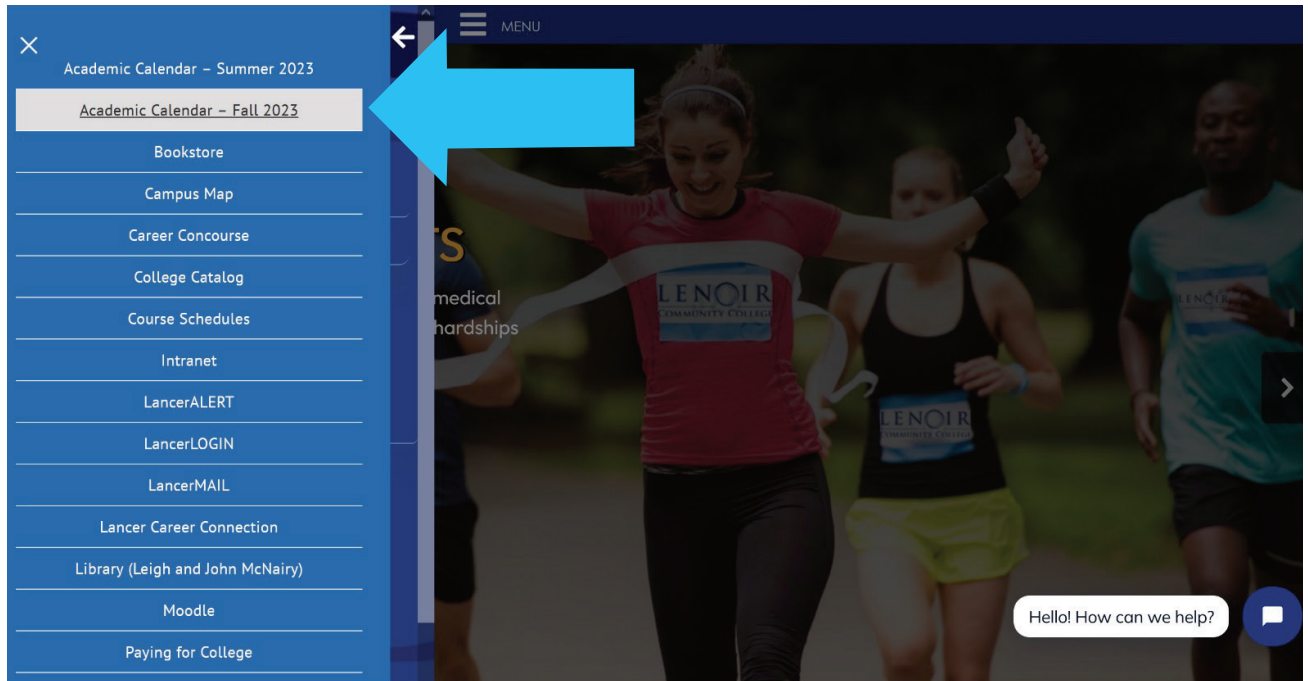
LANCERALERT

WHAT IS LANCERALERT?

Lenoir Community College uses LancerALERT as its notification system to notify college students, faculty and staff of possible emergencies. LancerALERT notices are intended only for situations involving imminent danger to health or human safety.

These may include severe weather, snow closings, utility failure, major road closings, fire or hazardous-material spill in the area and bomb or weapon threats.

LancerALERT sends notices at no charge; however, your provider's standard charges may apply.

All members of the Lenoir Community College community should take steps to ensure their own safety and the safety of others in an emergency. Know your role in an emergency and update your contact information with the College.

LancerALERT

ACADEMIC RESOURCES

▶ TUTORING

On Campus Tutoring

On campus tutoring is available for LCC students in many subjects. Tutoring takes place in the Science/ LAP Building (#27) in Room 121, The Academic Support Center (A.S.C.). Any LCC student can obtain a tutor simply by asking the course instructor for a Referral Form. The form requires a little information about the student including the subject of concern and a schedule showing the times the student has available to be tutored. The instructor must sign the form before the student brings it to the Academic Success Center to be matched with a tutor.

Online Tutoring

Online tutoring is available to current LCC curriculum students and accessible by links found at the bottom of the college web pages and also in the Moodle courses. English and math tutors are available 24/7.

Emily Davis
Academic Support and RISE Transition Coordinator
Science/LAP (Building 027), Room 121
Phone: (252) 527-6223, ext. 972
Email: eddavis56@lenoircc.edu

▶ DISABILITY

A student making the transition from high school to college needs to be aware of the differences that will likely be encountered. IDEIA and other educational laws govern services to children with disabilities in elementary and secondary schools. Services provided at the college level come under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and institutions have no legal obligation under IDEIA. The student, rather than parents or teachers, becomes the principle decision-maker in any planning process and also signs any necessary paperwork. In fact, the student's first decision must be whether or not she/he desires to seek accommodations. If so, it is up to him/her to contact the ADA Counselor.

Not all high school accommodations will apply in the college setting.

Gloria Leak
Student Support and Accessibility Advisor
Administration (Building 003), Room 140E
Phone: (252) 527-6223, ext. 331
Email: glleak92@lenoircc.edu

▶ LEIGH AND JOHN MCNAIRY LIBRARY

Students can use the library as a quiet space to complete course work! You are able to book study rooms along with having access to computers, books, and other resources. The online Library Catalog can be a useful tool for find books, articles, and more when writing research papers.

Hours of operation: https://www.lenoircc.edu/lrc/lrchours/

Richard Garafolo
Director of Library Services
Leigh and John McNairy Library (Building 005)
Phone: (252) 527-6223, ext. 504
Email: rmgarafolo48@lenoircc.edu

SITE LOCATIONS

Main Campus
231 Hwy 58 South
Kinston, NC 28502
Map: https://www.lenoircc.edu/pdf/campusmap.pdf

Aerospace & Advanced Manufacturing Center (AAMC)
3800 NC Highway 58 North
Kinston, NC 28504

Greene County Center
818 NC-91
Snow Hill, NC 28580

Jones County Center
509 NC Highway 58
Trenton, NC 28585

Fall and Spring semester hours:
8 a.m. to 5 p.m. Monday — Thursday
8 a.m. to 3 p.m. on Fridays.

Summer semester hours:
7:30 a.m. to 5 p.m. Monday — Thursday.

Student parking is free at each location, but avoid staff lots!

FREQUENTLY ASKED QUESTIONS

How do I login in if my password expired or I can't remember it?
Your LCC password will expire after a few months! You can reset your password here: https://activate.lenoircc.edu/

What do I do if I can NOT activate my account?
You should reach out to a CCP Advisor! We can help troubleshot the issue and make sure the information to activate is the same as colleague (the software we use to input student information from applications).

How is attendance taking in my online course?
Students must regularly attend class. Students missing more than 15% of a course may be withdrawn. In addition, you will be withdrawn if you do not complete an assignment in 2 consecutive weeks (or 3 weeks total) in the course. Communicate with your instructor if you are having issues submitting assignments. More often than not, they are willing to work with you.

What if I don't have access to internet?
All college courses have an online component. You will need to have internet access to complete college course work. You can utilize computers at your school, and the LCC library can be used too! In addition, some courses have a synchronous component (S, SY). These courses will require internet and a webcam (Ex: MAT 143-SYE: Synchronous course with an e-book).

How do I get my instructor's contact information?
Your instructor's contact information can be found in the course within Moodle.

What transfer pathway is best for me?
Pathways will vary from student to student based on their career interests. Students wanting a degree in Nursing will take different courses than a student doing Business Administration. You can always meet with a CCP Advisor to discuss different transfer or technical education pathway options!

What courses do I need to take for my major?
A Baccalaureate Degree Plan (BDP) helps guide course selection from the community college to public North Carolina universities. These are for transfer students, and are used simultaneously with the pathway for course selection. https://www.northcarolina.edu/future-students/transfer-students/nc-community-college-transfer/

Do my grades matter in my college courses?
Yes, grades in your college course can affect your ability to get into competitive entry programs (i.e. Healthcare or graduate programs). They can affect your ability to continue taking CCP courses too. A student will be academically suspended for 1 year if they have 2 or more completed courses with a GPA below a 2.0 (a C average).

What happens if I fail or withdraw from a course?
If you fail a course, it will be displayed as an "F" on your transcript and will factor into GPA calculation. A withdrawal will show up as a "W" on your transcript and will not factor into GPA calculation. However, withdrawals do count towards future Financial Aid eligibility requirements (2.0 GPA and 67% completion rate required to maintain Financial Aid). If a student wishes to withdraw from a course, they must request this in writing before the last day to process drops. This date can be found in the academic calendar.

How do I withdraw from a course?
You will need to email your instructor with your school counselor and CCP Advisor cc'd on the email. You should discuss this with a counselor/advisor/instructor before making the decision

Would I owe money if I withdraw or fail?
You would owe the cost of course material to your school if the course is taken in the fall or spring semester.

Can I take summer courses?
Yes, in your Junior and Senior summer semester. Students are responsible for course material over this semester.

What courses should I take my first semester?
Any courses in your pathway (as long as you have the pre-requisite courses complete)! ACA 122 is highly encouraged in your first semester if you are in a transfer pathway. This 1 hour course helps with the academic transition to college and beyond.
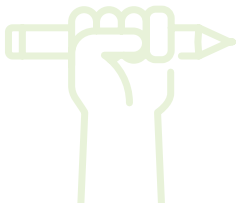
TIPS FOR SUCCESS

Communicate

If you have an issue or concern, do not be afraid to reach out to LCC staff/faculty. Email will be one of your main forms of communication and provides documentation for you and LCC staff. We are here to help and want you to be successful!

Hard Work

College courses tend to be more time consuming and challenging than high school courses. You have the ability to be successful make sure you put in the effort to see it!

Organization

Missed assignments can be detrimental to your grade. Explore and find a system that works for you when it comes to keeping up with assignment due dates. A calendar can help with managing important dates!

Time Management

Don't wait till last minute! The quality of work will more than likely suffer, and you will have limited time to solve a technical issue. Be a proactive procrastinator, get it done early so you don't have to worry about it later!

Check In

Reach out to your college advisor if you have a question/concern pertaining to your LCC experience. It is important that you keep us informed because course selection can vary depending on your future career and academic goals. We are here to help if you need additional support or have questions/concerns.

CCP STAFF CONTACT INFORMATION

Athena Wilson (Supervisor, Home School/Private School)
Director of Student Success and Equity
Administration (Building 003), Room 140D
📞 Phone: (252) 527-6223, ext. 391
@ Email: anwilson15@lenoircc.edu

Pamela Gonzalez (Greene Central High School and Early College)
College Liaison - Greene Early College High School
Greene County Center (Building 017A)
📞 Phone: (252) 527-6223, ext. 249
@ Email: pngonzalez66@lenoircc.edu

John Kennamer (North and South Lenoir High School)
Career and College Promise Advisor
Administration (Building 003), Room 140
📞 Phone: (252) 527-6223, ext. 368
@ Email: jmkennamer12@lenoircc.edu

Tad Parson (Kinston High School)
Lancer Academy Coordinator
Kinston High School (Building KHS)
📞 Phone: (252) 527-8067
@ Email: tnparson26@lenoircc.edu

Joy Wynne (Jones High School and Early College)
Instructional Coordinator-CE/Liaison - Jones County Center
Jones County Center (Building 011A)
📞 Phone: (252) 527-6223, ext. 783
@ Email: jcwynne16@lenoircc.edu

Taylor Walters
Career & College Promise Admissions Specialist
Administration (Building 003), Room 140
📞 Phone: (252) 527-6223, ext. 307
@ Email: tlwalters46@lenoircc.edu

NC CAREER & COLLEGE PROMISE

LENOIR
COMMUNITY COLLEGE

PO Box 188
Kinston, NC 28502

252.527.6223
www.lenoircc.edu