

LAKES REGION COMMUNITY COLLEGE

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www.lrcc.edu

STUDENT INFORMATION SHEET

Please read carefully!

As a Lakes Region Community College Student, you are responsible for knowing this information.

Welcome! We are very pleased that you have chosen to study with us and would like to provide you with some important policy and procedural information. Please see the Student Handbook, Catalog, or contact the appropriate department for further information. *Enjoy your courses!*

OFFICE HOURS: The Main Office is open from 8:00 a.m. to 7:00 p.m. Monday through Thursday and from 8:00 a.m. to 4:00 p.m. on Friday. The Business Office, Financial Aid Office, and Registrar's Office are open Monday through Thursday from 8:00 a.m. to 6:00 p.m. and on Friday from 8:00 a.m. until 4:00 p.m.

REFUND POLICY: Students who officially withdraw from the college or an individual course by the end of the eighth (8th) calendar day of the semester will receive a 100% refund of tuition, less nonrefundable fees. This policy applies to all semester length and alternative semester formats. Students in classes which begin after the designated start of the semester (e.g., a mid-semester start) will have 8 calendar days from the start of the class to withdraw for a full refund. Exception: students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. Students registered for workshops must withdraw in writing at least three (3) days prior to the first workshop session in order to receive a full refund of tuition and fees. **STUDENTS WHO HAVE NOT MADE PAYMENT ARRANGEMENTS 10 CALENDAR DAYS PRIOR TO THE START OF THE SEMESTER (OR ALTERNATIVE TERM START DATES) WILL BE DROPPED FROM THE CLASS ROSTER.**

Drop requests may be submitted in person or by mailing, faxing or emailing your request to the Registrar's Office (kbarney@ccsnh.edu). Refunds will be processed automatically for classes that have been cancelled under normal conditions. Students should receive a refund within five weeks. Students who register for courses and do not attend or process an official drop in writing within the official deadline are not entitled to a refund.

In extenuating circumstances, the President is authorized to offer alternative compensation in the form of tuition credit to students on a case-by-case basis. Tuition credit on a student's account must be used within one calendar year from the date of authorization. Such circumstances must be presented in writing

to the President of the College. The request will be granted or denied after due consideration.

ACADEMIC ADVISING: Academic advising is available to all students. Students should meet with their advisor to identify academic and career goals, choose program options and register for classes.

ADD/DROP POLICY: Students may add a course to their schedule during the first five class days of a semester or at the discretion of the instructor. Add/Drop forms are available online, the Main Office and the Registrar's Office.

Students may drop a course anytime during the first 60% of the semester. However, this may affect students' financial aid or other benefits.

1. If a student drops, in writing, *by the end of the eighth calendar day of the semester*, a tuition refund is processed and no grade will be given.
2. If a student drops *after the 2nd class*, within the official drop timeframe, a grade of "W" is recorded for the course and no refund is available. Students may not drop a course after the last day to drop.

STUDENT EMAIL ACCOUNT: All students will have a college email account. This account will be the primary email address in the SIS and Blackboard. Please check this account regularly. Go to the college web page at www.lrcc.edu, Student Information System for instructions on how to access your account.

STUDENT INFORMATION SYSTEM: Students can access their class schedules, academic history, seat availability, financial aid status, billing account information, final grades, and register for classes via the Student Information System (SIS). Information and log on instructions are located at www.lrcc.edu, Student Information System.

GRADING: Students are assigned grades for each course based on the instructor's evaluation of overall academic achievement. An Incomplete may be given when a student, due to extraordinary circumstances, has failed to complete the course requirements by the end of the semester.

The faculty member and student will determine a completion plan, in writing, detailing what is required to finish the course and when the work must be completed (no later than three weeks from the beginning of the following semester). If the incomplete is not made up within the allotted time, a grade of "F" will be automatically entered on the student's record – this could change the student's financial aid status.

If the course cannot be completed, it is to the student's advantage to officially DROP the course before the last day to drop and retake it at a later date.

FINAL GRADES ARE NOT MAILED to students. It is the student's responsibility to review his/her final grades online via the Student Information System at www.lrcc.edu.

CERTIFICATE PROGRAMS: Any student who has completed all courses in a certificate program should submit a Request for Certificate to the Registrar's office so that his/her academic record can be audited and the certificate awarded if all requirements are met.

WITHDRAWAL: Official withdrawal from the College may be achieved by completing the formal withdrawal process in person. The official form is available from the Registrar's Office. In extenuating circumstances, a withdrawal may be completed by mail. Failure to attend classes is not considered official withdrawal.

The date of completing the withdrawal process shall be the official date of withdrawal listed on all transcripts and will be used for all College records. Those students who are attending the College with Veterans Administration benefits, or who have received scholarship awards which have specific attendance requirements, will have the last date of class attendance also recorded and reported. Academic records will be treated in accordance with the standards used for withdrawal from individual courses.

BOOKS AND SUPPLIES: It is recommended that you do not mark or deface a text until you are certain that the text is the correct one. Also, keep your Bookstore receipt in case a refund is necessary. No refunds will be given without an original receipt, and no refunds can be made for marked or defaced texts.

CHILDREN ON CAMPUS: Please do not bring children to scheduled classes or leave them unattended in the College while attending class or a meeting. The College has a liability policy which will result in students being asked to leave class and take the children home. If the parent/guardian cannot be located, the college will contact local law enforcement or the State Division for Children, Youth and Families.

CLASSROOM ETIQUETTE: Appropriate behavior is vital to effective academic instruction and is expected in all classroom and/or lab environments. Inappropriate behaviors include, but are not limited to: classroom disruption, use of cell phones, computers (other than for legitimate academic use), iPods (or similar devices), etc.; harassment, theft and/or damage of College or other property.

All students are expected to abide by the Student Code of Conduct, published in the LRCC Student Handbook and are subject to disciplinary action as stated within.

FOOD & DRINKS IN CLASSROOMS: No food or drink is allowed in classrooms with the exception of water. Also, food or drink should not be left in hallways while you are in the classroom, as janitorial staff may pick it up and throw it out.

PHONE MESSAGES: The College will take bonafide emergency phone messages while students are in class, then immediately summon the student from class for the emergency message.

PARKING: Students are encouraged to obtain a parking decal from Student Affairs Monday through Friday, 8:00 a.m. - 4:00 p.m. and the Security Office Monday through Thursday from 5:00 - 9:00 p.m. Parking is allowed in any marked space. Students may **not** park in Visitor spaces, Handicapped spaces (unless student's vehicle is properly placarded), loading zones, state vehicle reserved spaces, no parking zones and other specially marked spaces. Please do not park on the lawn. A concrete "hard pad" at the rear of the building is reserved for motorcycles.

INCLEMENT WEATHER/CLASS CANCELLATIONS: If classes are cancelled by the College due to inclement weather or an emergency situation at the College, announcements will be made by 6:30 a.m. for day classes and 3:00 pm for evening classes over WMUR-TV Channel 9, as well as the radio stations listed below:

Laconia	WLNH	98.3 FM
Laconia	WLKZ	104.9 FM
Laconia	WEMJ	1490 AM
Concord	WJYY	105.5 FM
Concord	WKXL	1450 AM
Concord	WEVO	89.1 FM
Franklin	WFTN	94.1 FM
Moultonborough	WSCY	106.9 FM
Plymouth	WPNH	100.1 FM
Dover	WBYY	98.7 FM
Dover	WOKQ	97.5 FM
Rochester	WTSN	1270 AM
Wolfeboro	WASR	1420 AM
Manchester	WGIR	101.1 FM

Classes that are cancelled may be rescheduled. If you are taking classes at an off-campus location, classes are cancelled if that facility is closed.

Please refer to the Student Handbook, College Catalog or www.lrcc.edu for more information on policies, procedures and other student services.

Have a wonderful semester!