



**CRAVEN COMMUNITY COLLEGE**

2017-2018

**STUDENT HANDBOOK & PLANNER**

Dr. Ray Staats, President

800 College Court, New Bern, NC 28562 (252) 638-7200 or [www.cravencc.edu](http://www.cravencc.edu)

***SEE GMail AT [www.cravencc.edu](http://www.cravencc.edu) FOR YOUR FREE STUDENT EMAIL ACCOUNT AND  
LINK TO WHAT'S HAPPENING AROUND CAMPUS!***

**This Planner Belongs to:**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City/State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Phone** \_\_\_\_\_

## LETTER FROM THE PRESIDENT



Dear Student:

Welcome to the 2017-18 academic year at Craven Community College! You're part of a remarkably diverse student body who share a passionate desire for learning, self-improvement and growth, and for opening new doors of opportunity. You've made a great choice to become, or continue as, a Craven student, whether to pursue a career program, a university transfer pathway, or one of our many other programs.

Our students come from all walks of life and include recent high school graduates, those returning to college after a long absence, career changers acquiring new skill sets, and those seeking to improve talents used in their current employment.

If you're attending college for the first time, I hope you'll take advantage of our E3 Initiative—Engage, Enrich, & Empower—which is designed to help you to prepare for and begin a successful experience at Craven. We're committed to your success, from initial enrollment during those first nervous days, through each milestone, and culminating in a celebration of life-changing achievement.

Our faculty and staff are a dynamic, inspiring, and dedicated team that is here to mentor and assist you throughout your Craven journey. You'll find that each of our professionals has an enduring focus on your individual learning, growth, and success.

This past year Craven Community College celebrated its 50th Anniversary. This year we embark on our second half-century of service to our students and community. We continue to make available exciting new programs and learning pathways, and you'll see innovations to existing programs that are designed to enhance your learning experiences.

Thank you for being a part of the Craven Community College family!

Dr. Ray Staats  
President

Craven Community College Webpage	<a href="http://www.cravencc.edu">www.cravencc.edu</a>
New Bern Campus	(252) 638-7200
New Bern Academic Skills Center	(252) 638-7274
Cherry Point Office	(252) 444-6000
Havelock Campus	(252) 444-6005
Havelock Academic Skills Center	(252) 444-0707

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**FOREWORD**  
**STUDENT HANDBOOK**  
**2017-2018**

This student handbook is designed to provide you with information about the procedures and policies of the College. You should also read the 2017-2018 General Catalog for additional information. Every student is responsible for observing the rules and regulations of the College as published in the General Catalog and this handbook. You may review both of these publications on the college website at: [www.cravencc.edu](http://www.cravencc.edu).

The College reserves the right, without prior notice, to make changes in regulations, courses, fees and other matters of policy and procedure as deemed necessary. Craven Community College uses the names and/or photographs of students in various promotional materials, such as Dean's Lists, listing of club officers and graduating groups, and others. **If you do not want your name, town of residence, or photograph listed or used in public material, please contact the Public Information Officer in the Brock Administration Building.**

Craven Community College is accredited by the Commission on Colleges, Southern Association of Colleges and Schools, 1866 Southern Lane, Decatur, Georgia 30033-4097, telephone 404-679-4500, Web site: [www.sacscoc.org](http://www.sacscoc.org) to award the Associate in Arts, Associate in Fine Arts, Associate in General Education, Associate in Science, and Associate in Applied Science degrees, diplomas, and certificates. Inquiries to the Commission should relate only to the accreditation status of the institution.

## General Information

800 College Court  
New Bern, North Carolina 28562

Accredited by  
Commission on Colleges, Southern Association of Colleges and Schools  
(1866 Southern Lane, Decatur, Georgia 30033-4097,  
Telephone # 404-679-4500, Website: [www.sacscoc.org](http://www.sacscoc.org))

to award:

Associate in Arts Degree  
Associate in Engineering  
Associate in Fine Arts  
Associate in Science Degree  
Associate in General Education Degree  
Associate in Applied Science Degree  
Diploma and Certificate

Accredited by  
American Physical Therapy Association Commission on Accreditation in Physical Therapy Education  
Commission on Accreditation of Allied Health Education Programs  
National Association for the Education of Young Children  
National Institute for Metalworking Skills  
American Health Information Management Association  
American Society of Health-System Pharmacists

*Pending Accreditations*  
*National Automotive Technicians Education Foundation*

## **DEGREES, DIPLOMAS AND CERTIFICATES**

The Board of Trustees of Craven Community College has been granted the authority by the North Carolina General Assembly and the North Carolina State Board of Community Colleges to award the Associate in Arts Degree, Associate in Fine Arts Degree, Associate in Science Degree, Associate in Applied Science Degree, Associate in General Education Degree, Occupational and Technical Specialty Diploma and Occupational and Technical Certificate. A list of all programs and their descriptions can be found in the College Catalog.

Consistent with the North Carolina Community College System, the mission of the College is to open the door to high quality, accessible educational opportunities that minimize barriers to post-secondary education, maximize student success, and improve the lives and well-being of individuals.

## **MISSION STATEMENT**

Craven Community College is a dynamic and responsive institution of higher education committed to improving and enriching individual lives and society through comprehensive, high quality and accessible learning opportunities that allow students to contribute and compete in a diverse and global community. We provide:

- (1) education, training and retraining for the workforce, including basic skills and literacy education, occupational and pre-baccalaureate programs;
- (2) support for economic development through services to and in partnership with business and industry; and
- (3) services to communities and individuals which improve the quality of life.

### The College Fulfills Its Mission Through:

- Adult General, Basic and Secondary Education Courses and services for students who desire to complete a high school equivalency credential or improve their adult basic education, literacy and English language skills, or for enrolled high school students seeking acceleration opportunities.
- Cultural, Citizenship and Community Enrichment Activities, services, group travel and special projects in response to cultural needs and quality of life interests of community populations and for the leisure enjoyment and enrichment of adults and youth served.
- College Readiness Studies Courses and services for students in need of further growth and development of academic and basic skills preparation for acceptance into a curriculum and to succeed in college programs.
- Economic/Workforce Development Education and Special Training Customized courses specifically designed for, and in collaboration with, business, industry and the military including workforce readiness, job enhancement and technical skill development.
- Career and Technical Education Programs, courses and services for students who plan to enter the workforce or upgrade their career training, professional skills and work performance.
- Student Development Programs and services to support and enhance student academic, career and personal skill development and growth, and assure success for diverse and ever-changing student populations.
- University-Parallel Education Programs and coursework for the freshman and sophomore years of an undergraduate education for students who plan to continue studies toward the baccalaureate or pursue post-secondary liberal arts studies.

## **VISION STATEMENT**

We are Craven County's first choice for teaching and learning.

## STATEMENT OF NONDISCRIMINATION

Craven Community College is committed to promoting a climate of diversity in which the needs of individuals of different cultures and backgrounds are recognized, understood and addressed for the overall betterment of the students, faculty, staff and community. Emphasis will be placed on increasing opportunities for women and minorities.

Craven Community College offers equal employment and educational opportunities to all employees, prospective employees and students of the College without regard to race, color, religion, national origin, ethnic origin, political affiliation, age, sex or disability (provided reasonable accommodations for the disability can be made).

### Hours of Operation

#### NEW BERN

Class Hours	8 a.m. to 10 p.m.	Monday - Friday
Student Center	8 a.m. to 10 p.m. 8 a.m. to 2:30 p.m.	Monday - Thursday Friday
Book Store	7:30 a.m. to 4:30 p.m. 8:30 a.m. to 5:30 p.m. 8:30 a.m. to 4:30 p.m. 8:30 a.m. to 1 p.m.	Monday Tuesday and Wednesday Thursday Friday
New Bern Campus Library	7:30 a.m. to 8 p.m. 7:30 a.m. to 1 p.m.	Monday – Thursday Friday
Havelock Public Library	10 a.m. to 8 p.m. 10 a.m. to 6 p.m. 10 a.m. to 4 p.m.	Monday – Wednesday Thursday – Friday Saturday
Cosmetology (Patrons, Hours)	9 a.m.-Noon and 1-4 p.m.	Tuesday-Thursday
Academic Skills Center	8 a.m. to 5:30 p.m. 8 a.m. to 2:30 p.m. Scheduled as needed	Monday – Thursday Friday Saturday
Business Office	8 a.m. to 5:30 p.m. 8 a.m. to 2:30 p.m.	Monday-Thursday Friday

#### HAVELOCK

Havelock Campus	8 a.m. to 8 p.m. 8 a.m. to 2:30 p.m.	Monday-Thursday Friday
Havelock Public Library	10 a.m. to 8 p.m. 10 a.m. to 6 p.m. 10 a.m. to 4 p.m.	Monday – Wednesday Thursday – Friday Saturday
Cherry Point Office	7:30 a.m. to 4:30 p.m.	Monday – Friday
Academic Skills Center	8 a.m. to 7 p.m. 8 a.m. to 2 p.m. By Appointment	Monday – Thursday Friday Saturday

Hours during semester breaks and summer terms may vary

**Weather-Related Cancellations Will Be Posted/Announced on:**

CCC Facebook Page and CCC Webpage: <http://www.cravencc.edu>

**Radio**

WTEB - 89.3, WIKS - 101.9, WSFL - 106.5  
WERO - 93.3, WNCT-FM 107.9, WRNS - 95.1  
Public Radio East: 89.3 WTEB / 91.5 WBJD  
88.5 WZNB / 90.3 WKNS / 88.1 Greenville  
WXQR – FM 105.5, WQSL-FM – 92.3/101.1 WXNR-FM 99.5  
BOB 93.3, KISS-102

**TV**

WCTI-12  
WNCT-9  
WITN-7

## ACADEMIC SERVICES AND INFORMATION

### Academic Advising

#### Advising Services

Academic advisors are available to provide information, advising and registration assistance for all students at the College. Advising sessions are confidential. Students will have an initial advising session in the First Stop, where they will be assigned an advisor. Students are encouraged to meet with their advisor each semester to review progress towards educational goals or to seek assistance in all aspects of the college experience.

#### Meeting with your Academic Advisor

If you are a new student, be ready to discuss the following with your Academic Advisor at the first meeting:

1. Placement test scores;
2. Career goals and personal ambitions
3. Educational planning
4. Course selection

During your first meeting with an advisor in First Stop, you will be assigned an advisor. It is important to regularly meet with your advisor to plan your schedule and discuss educational goals.

#### Maintaining a Positive Relationship with an Academic Advisor

There are many things students can do to make the advisor/advisee relationships beneficial and productive, such as:

1. Keep in touch with your Advisor.
2. Stop by to see/make an appointment with your Advisor at any time during regular college operating hours - not just during registration periods. Advising assistance is available year-round!
3. ***Pay close attention to registration dates. A rule of thumb: Students who wait until the last minute are likely to have difficulty with course selection because of course availability.***
4. Become knowledgeable about college policies, procedures and course prerequisites.
5. Contact your Advisor prior to making changes to course schedules to ensure you are meeting curriculum requirements.
6. Utilize your Advisor as a resource to assist you with academic progress challenges. Advisors can provide appropriate advice and referrals to resources.
7. Contact your Advisor when you are having difficulty with a course or an instructor so we can provide you with proper guidance.
8. Ask your Advisor about careers and selection of appropriate courses if you are planning to change your area of focus.
9. Advisees must accept responsibility for the decisions they make and the outcomes of those decisions.
10. Contact your Advisor when you have good news to share!

#### Planning a Course Schedule

In planning a schedule, remember this guideline: For every hour you will spend in a class, you should plan to spend at least two hours out of class preparing for that course. Expect to spend more time preparing for college classes than you did for high school classes. Each 3-credit hour course demands 9 hours of time weekly, 3 hours for attendance and 6 hours of study time. This is true for both seated and distance education courses. The only exception to this 3-hour rule is for skill courses where you spend many hours in a shop/lab or working as an intern in an applied setting.

You and your Academic Advisor will work to balance your program requirements with a reasonable course load. If you are receiving financial aid, 12 credit hours is a full-time load. Tuition is based on the number of credit hours in which you are enrolled, up to 16 hours. Tuition remains the same for any credits above 16 hours. Most students select a schedule of 12-18 credit hours. Remember the student selecting 18 credit hours can expect to spend 54 hours weekly attending and preparing for classes.

### **Work-based Learning**

Work-based Learning allows students to gain academic credit through work experience related to the program of study. This plan integrates classroom study with employment and is based on the principle that learning does not confine itself to academic achievement but is equally dependent upon practical experience. The student enrolled in the Work-based Learning Program takes a prescribed program of study for an associate degree program. In lieu of elective courses, the student may participate in a supervised work experience. The work experience is planned, progressive, and closely related to the curriculum and career interest of the student. Evaluation of job performance is made jointly by the employer, the student, and the College instructor. The student's letter grade is based on this evaluation. Work-based Learning is limited to particular programs of study (see Programs of Study). Students must have completed 9 semester hours (6 in the core curriculum), and maintain a Grade Point Average of 2.5. Students should see an advisor for more information about this opportunity.

### **Academic Standing**

Students maintaining a cumulative GPA of 2.0 are considered to be in good academic standing with the College. Students whose academic progress is unsatisfactory based on a GPA below 2.0 for two successive semesters will be placed on academic probation and notified by the College. Academic probation is a proving period, in which a student must demonstrate evidence of significant academic progress towards satisfying graduation requirements.

These students are required to see their Academic Advisor to discuss program of study, developmental studies, lighter course load and/or work schedule, extra study in the Academic Skills Center or the assistance of a tutor. If a student continues to do poorly during the probationary period, he or she will be separated from the College after this time.

### **Academic Dishonesty**

Academic dishonesty is regarded by the College as a breach of academic ethics and deserves consequences. Academic dishonesty includes acts such as cheating, plagiarism, knowingly furnishing false information, forgery, alteration or any use of identification or other projects with intent to defraud. Faculty may take action to address cases involving academic dishonesty as they deem appropriate. Repeated acts of academic dishonesty will be referred to the Vice President of Academic Affairs, who has the authority to administer more severe disciplinary actions according to the Student Code of Conduct.

### **Academic Probation**

A student whose academic progress is unsatisfactory, based on a cumulative GPA below 2.0 for two successive semesters will be placed on academic probation and notified by the College to make an appointment with an Advisor to discuss specific actions to improve academic performance.

### **Course Repeat Procedure**

Students may repeat a course as many times necessary to receive a passing grade. Students who audit or receive a passing grade may repeat a course twice (two times). Each attempt will be recorded, and all grades will be reflected on the transcript. The highest grade will be used to calculate a cumulative grade point average. No course may be counted more than once toward graduation. Students who receive transfer credit for a course may repeat it twice.

Students will not receive veteran's benefits for repeating a course for which they have already passed or received transfer credit, with the exception of ADN or PN programs. Military students will not receive tuition assistance for courses previously covered by tuition assistance. Financial aid students may repeat one course for the purpose of receiving a higher grade.

If a student wishes to retake a previously passed course more than three times for personal benefit or otherwise, the student must pay the actual cost of the course, based on the current rate for self-supporting courses (this cost is at a higher tuition rate).

Students planning to transfer to other colleges or universities should note that these institutions may include all course attempts when calculating their grade point averages for admissions purposes and may not honor this school's computations.

## **Academic Skills Center**

An Academic Skills Center (ASC) is located on both campuses. The Jane Moore Stubbs ASC on the New Bern Campus is located in Barker Hall. The Havelock ASC is located in the Redd Building. Both campuses have a Computer Lab, Writing Lab and Math Lab. The Centers offer workshops on special topics and assist student with special needs. Students are strongly encouraged to take advantage of the rich resources available to assist in their learning.

**The Computer Lab** offers a wide range of tutorial software, word processing programs and research materials. Knowledgeable student assistants are available.

**The Math Lab and Writing Lab** are staffed by instructors and advanced students who can offer assistance with any level of math or writing.

**Make-up Exams** are administered per instructor guidelines.

**A Student Help Desk** is available for Blackboard and technical support in the ASC during college operating hours when classes are in session.

### **ASC Operating Hours:**

New Bern ASC Hours (Fall and Spring) (252) 638-7274

Monday – Thursday	8 a.m. to 8 p.m.	
Friday	8 a.m. to 2:30 p.m.	<i>Summer hours vary.</i>

Havelock ASC Hours

Monday – Thursday	8 a.m. to 7 p.m.	
Friday	8 a.m. to 2 p.m.	<i>Summer hours vary.</i>

## **Disability Accommodations - ADA Coordinator (252) 514-6715**

*If you believe that **disability-related issues have affected or may affect your academic progress**, you may voluntarily supply documentation about the disability and its specific impact on your educational experiences. If you supply such documentation, we will keep it confidential and use it only as part of our efforts to increase access by individuals with disabilities in accordance with ADA mandates. If you choose **not** to supply this information, you will not be eligible for accommodations.*

### **The Process for Receiving Disability Accommodations**

1. When you begin at Craven, you will speak with an admissions specialist to enter a curriculum or to a member of the Basic Skills team when entering the GED or Adult High School Diploma (AHSD) program.
2. At this initial meeting, you may request a Student Request for Accommodations under the Americans with Disabilities Act Form.
3. This Student Request for Accommodations under the Americans with Disabilities Act form must be filled out completely and sent or taken to the office of the ADA Coordinator in the Academic Skills Center, Barker Hall. This form must be accompanied by documentation to support your request such as a psychological evaluation, a letter from a doctor, or other medical evidence not more than three years old. **An Individual Educational Plan (IEP) from high school is sufficient documentation.**
4. The Disability Services Team will confirm that all documentation is complete and that you are qualified for services.
5. If the documentation is complete, the ADA Coordinator works with the college contacts to provide the requested accommodations.
  - Academic Skills Center Coordinator for curriculum students in New Bern.
  - Director of Basic Skill Programs for GED/AHSD in New Bern.

- Manager of Academic Skills Center for curriculum and Basic Skills students in Havelock.
- 5a. When the ADA Coordinator deems it necessary, the academic deans will be contacted, and the student's instructors will become involved in the process of determining the best way to provide access.
1. You will receive either a letter or telephone call from the contact person to set up an appointment to discuss your accommodation needs. An accommodation form will be completed by the ADA Coordinator and signed by you.
  2. You will take the accommodation forms to your instructors. The instructor will sign the form, and the original will be returned to the ADA Coordinator.

**All inquiries and questions should be directed to:**

**ADA Coordinator**

Student Center, Craven Community College, 800 College Court, New Bern, NC 28562 (252) 514-6715

**Library**

Both the New Bern Campus and the Havelock Campus offer library resources to meet the curricular and instructional needs of Craven Community College students, faculty and staff, and the informational and leisure needs of the community as a whole. The library provides a number of resources and services including electronic resources, a teacher resource center, computer lab, wireless Internet access and laptops that can be checked out for use in the library.

Users may also arrange to get materials from other institutions through our interlibrary loan system. Additional resources are available online through the library's Web site: [www.cravencc.edu/educational/learningresources.cfm](http://www.cravencc.edu/educational/learningresources.cfm). Affiliation with the college is not required for library usage. Anyone who lives in Craven County and is over the age of 18 may apply for a library card and borrow items.

**Distance Education (252) 638-7200**

Distance Education at Craven Community College is currently conducted in the following modes: Internet classes, programmed instruction and video courses. Although these courses are offered in a non-traditional format, they are fully accredited, will transfer and cover the same material as seated sections of the course.

Programmed instruction classes are offered in the Academic Skills Center. Students use the computers in the ASC to work on the course at their own pace. Students must work within the hours of operation of the Academic Skills Center.

Students log into their Internet courses through the College's Distance Education section of the home page. Instructors present course material using the Blackboard or Moodle Web interface. All work is submitted to the instructor electronically per guidelines given in the online classes. Your Gmail address is your college-provided e-mail address and should be used for your e-mail for your distance education courses.

**1. Orientation**

Students have an orientation for each Distance Education class. A schedule for class orientation requirements is found in the current semester's Distance Education Handbook. All "TBA" courses in the course schedule will have orientation requirements. It is the student's responsibility to contact the instructor or his or her advisor for orientation information prior to the first day of classes. If you do not follow the orientation instructions, the instructor can drop you from the class. Some instructors offer face-to-face orientations; attending the face-to-face orientation is optional, but recommended. There is an online orientation for every distance education class.

**2. Attendance**

Distance education courses have the same learning objectives as traditional seated classes. Students must complete examinations, other assignments and homework/class participation as in a traditional class, although the Internet is used in place of most face-to-face meetings. Students must communicate with instructors on a regular basis. Students must "attend" class for at least 80 percent of the course, unless a course is developmental, such as DMA 070 or DMA 080. In any course numbered 010-080, students must "attend" 90 percent of course meetings. When a student has missed the deadline of 20 percent of the assignments for a course, 10 percent for developmental, he or she may be withdrawn from the course.

## Online Learning

Craven Community College currently offers several courses online through the Internet each year. Students may take courses which are “hybrid,” or “online” in nature. Students may access these courses from home, on campus, or wherever they can obtain internet access. Courses are delivered via Blackboard and Moodle Learning Management System.

- **Hybrid** - A hybrid course makes significant use of Internet technology. These courses will require face-to-face meetings during times designated on the syllabus and/or in the course schedule. Participation in both the online portion and face-to-face portion is required.
- **Online** - An online course is accessed anywhere and anytime, via the Internet, with a web browser. The online course makes significant use of the internet to facilitate access to class materials and communication.
- **Technology Requirements** - You must have Internet access for all Online courses. A broadband connection is recommended. There are several locations on the New Bern Campus (the Academic Skills Center and Godwin Memorial Library) and on the Havelock Campus (the Academic Skills Center) that have computers available for use by students.

**Hardware** - The computer you plan to use should meet the following hardware and software requirements.

**PC Recommended Configuration:**

Processor—2.0 GHz or higher RAM— 2GB or higher OS—Windows XP w/ Service Pack 3 or higher  
Browser—Firefox 3.6 or higher, and the most current version of Java.

**Macintosh Recommended Configuration:**

Processor—2.0 GHz or higher RAM—2GB or higher, OS—MAC OS 10.4 or higher  
Browser—Firefox 3.6 or higher, and the most current version of Java. (JavaScript and Cookies must be enabled).

- **Digital Direct Access** - If lower costs and easily accessible course materials are unappealing, a student may opt out of purchasing the Digital Direct Access materials provided in select Craven CC classes. If students opt out, they will be required to purchase access to course materials without the benefit of cost savings. Students must inform their instructor of their intent to opt out AND **complete the opt out form no later than three (3) calendar days after the first meeting date of the course.** Your instructor will provide you a link to the electronic form. When processed, the student is eligible for a 100% refund of the Digital Direct Access materials. If a student misses the deadline for any reason, the student will not be granted a refund. *The VP of Instruction may grant an extension for late enrollment due to special circumstances exclusively caused by Craven CC.*

In addition, the College requires the following minimal software requirements in order to access the online courses: Microsoft Word (other word processing software can be used, but documents must be saved in the .rtf format), and Adobe Acrobat Reader. Students are required to use Craven Community College e-mail accounts. Students may use the Academic Skills Center to access courses as well.

## STUDENT SERVICES PROGRAMS AND INFORMATION

### GMail/E-Mail

Craven Community College now provides all registered students with a GMail account. This Web portal offers students the following benefits:

- Connect with your friends, classmates, and family.
- Personalize your calendar.
- Interact with classmates, friends, and faculty.
- Access e-mail assignments and resources.

Create to-do lists and reminders with Google Tools. The G-Mail user id (like WebAdvisor) will be created from your first name, last name and birthdate as firstname.lastname for your username. Your initial password is

mmddyy, where mmdd is the month and day of your birth. When changing your password it must be 6 characters in length. For example, a student named Amy Miller with a birthday of 01/03/1987 would use:

User id: amy.miller

Password: 010387

E-Mail Address: [amy.miller@student.cravenc.edu](mailto:amy.miller@student.cravenc.edu)

To learn more about how to access G-Mail, see the Craven Community College Web site at:

<http://gmail.student.cravenc.edu>. The Academic Skills Center offers personalized assistance for students needing help with their account.

Students are responsible for receiving, reading, responding to and complying with official e-mail communications sent by the College. Because information may be time-sensitive, students are encouraged to check their e-mail regularly (daily, several times weekly) throughout the semester. Students who opt to redirect their college Gmail account to another personal e-mail account do so at their own risk. The College is not responsible for e-mail that is not delivered to a forwarded address or for spam filters that may block e-mail messages. The student's failure to receive or read e-mail communications does not constitute an excuse for missing College communications or meeting College deadlines.

### **Registration**

The academic year is composed of two semesters—Fall and Spring—each of which consists of 16 instructional weeks. Shorter sessions, including 12-week and eight-week sessions, are also provided for students. Summer session courses are a minimum of eight weeks. Registration occurs according to the Academic Calendar, typically one month prior to the semester start. Students may make an appointment to talk with an advisor to develop an educational plan. A payment plan for tuition and fees is available in Student Account. Students meeting certain criteria may register online through WebAdvisor, an online portal for students to register, to check grades and to locate course information. Students are encouraged to register early to have a better selection of course offerings. Once enrolled in courses, students may drop or add courses according to the Academic Calendar. Students will not be able to register for a class after the class has begun.

### **First-Year Experience (FYE) Programs - Engage, Enrich, Empower E<sup>3</sup>**

The FYE Program at Craven Community College is designed to “Engage” incoming students inside and outside of the classroom, “Enrich” students’ lives with various opportunities to grow and develop personally and professionally, and “Empower” them to initiate, lead and pursue their passion. The College is committed to making sure that each student succeeds and wants their “Craven” experience to be rewarding. First-year students are encouraged to take advantage of the wonderful resources that FYE Programs can provide to ensure they are successful as college students.

#### ***Philosophy of the First Year***

Craven Community College believes the first-year experience is critical to the academic success and personal growth of our students as it is the foundation upon which future educational endeavors are built. Craven is committed to creating a comprehensive first-year experience program that integrates students into the college community as engaged learners and participants in campus life and facilitates their transition to college.

To reach this goal, we are committed to creating:

- A welcoming environment both in and outside of the classroom that is sensitive to individual needs, backgrounds and experiences of all first-year students.

- Connections across campus and points of contacts for students with faculty, staff and experienced students.
- A vibrant student learning community that challenges and inspires students to actively engage in learning, achieve their maximum potential and become independent, lifelong learners.

The college recognizes this commitment obligates all members of the Craven community to cooperatively and intentionally structure their programs, activities and services to promote first-year success.

### **New Student Orientation - Panther PRIDE<sup>3</sup>**

Panther PRIDE<sup>3</sup> is the College's New Student Orientation program. Any incoming student who has less than 12 credit hours is required to attend a Panther PRIDE<sup>3</sup> session. Orientation gives students a head start in making meaningful connections and introduces new students to a host of resources to assist them with meeting their academic and personal goals. For additional information on registering for a Panther PRIDE<sup>3</sup> session, students may contact the Campus Life, Coordinator at (252) 514-0562 or register online at: <http://www.cravenc.edu/firstyearexperience>.

### **TRiO Student Support Services**

Student Support Services is one of the nine federally funded TRiO grant programs, distributed to institutions through competitive grants, sponsored by the U.S. Department of Education. TRiO programs were established to help students overcome class, social, academic and cultural barriers to higher education.

Craven Community College's TRiO program is funded to assist 180 qualified and deserving program eligible students by providing the fundamental academic support needed to reduce the barriers to succeeding in college. Program staff works individually with each student to help achieve his/her academic goals. The goal of TRiO Student Support Services is to help students successfully transition into college and progress to graduation and/or transfer. Assistance to program participants is provided through a number of free services. Student Support Services offers

- Academic tutoring,
- Advice and assistance in course selection, and
- Assistance in completing financial aid applications.

Student Support Services also provides education designed to improve students' financial and economic literacy and assist students enrolled in applying for admission to, and obtaining financial assistance for enrollment in four-year programs. Eligibility for TRiO Student Support Services is determined by federal regulations. To qualify, a student must be a low income U.S. Citizen or permanent resident and meet one of the following criteria:

- Be a first generation college *student (neither parent has a bachelor's degree)*
- Have a documented disability

For additional information, contact (252) 638-1236.

### **Financial Aid**

There are two main types of aid for which a student may be eligible: gift aid and self-help aid. Gift aid consists of grants and scholarships. This type of aid generally does not have to be repaid. Self-help aid consists of loans and work programs. Loans must be repaid. Craven Community College does not offer Federal Stafford Loans. To apply for grant and scholarship aid:

\_\_\_ 1. Complete the FAFSA (Free Application for Federal Student Aid). You may apply online at <https://fafsa.ed.gov>. You and your parent (if dependent) will need a Federal Student Aid ID and password to sign your FAFSA online. To create a new FAFSA ID, please visit <https://fsaid.ed.gov>.

\_\_\_ 2. Submit all required documentation for admissions.

\_\_\_ 3. Check your student email account. Upon receipt of your FAFSA, an email will be sent to your student email account with directions on the next steps.

\_\_\_ 4. Schedule an appointment at either the New Bern or Havelock campus by going to [www.cravenc.edu/financialaid/](http://www.cravenc.edu/financialaid/) click on 'Financial Aid Student Appointment Schedule' for your location. \*\*This is only needed if additional information is needed. Bring all required documents to your appointment.

\_\_\_ 5. Watch your student email account as communication from financial aid will be sent when your aid is complete or if additional information is needed.

Additional financial aid information is available on Craven's website. Go to [www.cravenc.edu/financialaid](http://www.cravenc.edu/financialaid).

### **October**

- FAFSA (Free Application for Federal Student Aid) for the following year opens. This must be completed in order to receive federal and state aid.

### **October-May**

- If a new student: access your Craven CC email at [www.cravenc.edu/gmail/](http://www.cravenc.edu/gmail/). Financial aid will communicate with you via your Craven CC email address.
- Submit any required documents to the financial aid office. Respond promptly to requests for information.
- Review the financial aid website carefully. Understanding financial aid policies about Satisfactory Academic Progress (SAP), withdrawing from classes, along with other policies is your responsibility.
- Review your financial aid award letter on WebAdvisor.

### **January**

- Complete the General Scholarship Application at [www.cravenc.edu/financialaid/scholarships/](http://www.cravenc.edu/financialaid/scholarships/). Applications are generally due by March 31 for the following fall.
- Search for outside scholarships via a free national search (for example: [www.cfnc.org](http://www.cfnc.org)). Ensure all documents have been received by admissions (if you are not already a student). Take all required tests (if you are not already a student).

### **July Up Until Fall Semester Begins**

- Register for classes during posted times.
- Make your payment by the deadline.

One week before classes begin, you may charge your book expenses against your scholarships and Federal Pell Grant.

**Students must reapply for aid each school year.**

**If you have general questions about Financial Aid, visit [cravenc.financialaidtv.com](http://cravenc.financialaidtv.com)**

## **Veterans Affairs**

Veterans and dependents of veterans must contact VA Coordinator to determine necessary documents needed to establish eligibility. All admissions work needs to be fully completed and you must be accepted as a student before your VA package can be sent off. This means all transcripts (high school and college) must be received and placement test taken if needed. Once a VA package is sent, please allow 60-90 days from start of semester before check arrives.

A copy of your registration form must be given to VA Coordinator each semester to ensure certification of classes. Remember that all classes taken must meet graduation requirements for your particular “program of study”.

A student must maintain a 2.0 GPA to receive veteran’s benefits.

**If you have any questions, please contact the Veteran’s Representative at (252) 638-7231.** You may go to the VA’s website [www.gibill.va.gov](http://www.gibill.va.gov) for additional information concerning your educational benefits or call the toll free number at 1-888-442-4551.

## **Campus Life**

While academics are of primary importance at the College, learning and development outside the classroom is also critical. For that reason, participation in student organizations is encouraged. Students wishing to join a club should contact the faculty advisor for that club. Names of club advisors can be obtained in Student Services or the college website.

All student organizations must be approved by the administration and the Student Government Association (SGA). Each organization must meet and adhere to the criteria and procedures established by the administration and SGA. The following are active clubs:

**Automotive Technology Club** - The purpose of the Automotive Technology Club is: (1) to promote professional competency among students who are training to be automotive technicians; (2) to research, coordinate, and provide opportunities for educational field trips to observe and learn about various aspects of the automotive industry; (3) to host guest speakers/instructors from the automotive industry in order to become informed about current trends and new products; and (4) to assist club members in finding industry-related jobs within the local area. Contact advisor: [hursth@cravencc.edu](mailto:hursth@cravencc.edu)

**CCC Ambassadors** -The Student Ambassadors are selected to represent the college at various community and student events. Students selected for the scholarship program must maintain a minimum GPA of 3.5, have recommendations from the faculty and staff and be enrolled full-time. Contact advisor: [stewarde@cravencc.edu](mailto:stewarde@cravencc.edu)

**Criminal Justice Society** - The purpose of the Criminal Justice Society is (1) to promote professionalism; (2) to provide career supportive activities; (3) to open a network connection between students and law enforcement agencies; and (4) to promote a sense of unity and academic support. Contact Advisor: [McCainp@cravencc.edu](mailto:McCainp@cravencc.edu)

**ENCORE!** - ENCORE is Craven Community College’s singing ambassadors who perform at the college and throughout the community. Contact Advisor: [stevensonc@cravencc.edu](mailto:stevensonc@cravencc.edu)

**Gaming Club** - The purpose of the Gaming Club is (1) to promote interest in Magic the Gathering and other social games that develop math, reading, problem solving and critical thinking; (2) to provide opportunities to play at organized events with club members and the community; and (3) to provide social interactions; including opportunities to teach games to interested parties. Contact Advisor: [carpenettid@cravencc.edu](mailto:carpenettid@cravencc.edu)

**H.I.T Club** - The purpose of the Health Information Technology Club is (1) to provide the opportunity for leadership training in service; (2) to promote good fellowship and high scholarship; (3) to practice the application of the highest social, business and professional standards; (4) to provide a platform enabling student participation in local

and state association meetings; and (5) to provide networking opportunities with fellow students, faculty, staff and community businesses. Contact Advisor: [craftb@cravencc.edu](mailto:craftb@cravencc.edu)

**Panthers Baseball Club** – The Panthers Baseball Club is the official baseball athletic team/club of Craven Community College. All players must be enrolled in a minimum of 9 credits and hold at least 2.0 cumulative GPA. Meet the eligibility of the National Club Baseball Association (NCBA), which is the governing association in which the club plays. Any eligible student is encouraged to try out for the team at the beginning of each semester. Contact Advisor: [stewarte@cravencc.edu](mailto:stewarte@cravencc.edu)

**Physical Therapy Assistant Club**- The purpose of the Physical Therapist Club is (1) to encourage and promote awareness in the field of Physical Therapy within the college and the community. (2) To assist the club members in continuing professional growth. Contact advisor: [friedlanderd@cravencc.edu](mailto:friedlanderd@cravencc.edu)

**Phi Theta Kappa** - Phi Theta Kappa is recognized as the official honor society for community colleges by the American Association of Community Colleges. Eligible students must achieve a minimum GPA of 3.5 and have 12 hours of college credit that can be used toward an associate's degree. PTK exists to encourage and support the complementary ideas of scholarship and leadership. Through charitable projects and student activities, PTK allows members to cultivate a positive image for Craven Community College within their own community. Contact Advisor: [amersonk@cravencc.edu](mailto:amersonk@cravencc.edu) or [kmeceb@cravencc.edu](mailto:kmeceb@cravencc.edu)

**Science Club** - The purpose of the Science Club is (1) to promote an interest in the sciences; (2) to experience the sciences above and beyond the classroom setting; (3) to provide career information; and (4) to enhance the involvement of science students within Craven Community College. Contact Advisor: [brynesc@cravencc.edu](mailto:brynesc@cravencc.edu)

**SkillsUSA Organization** - The purpose of the SkillsUSA Organization is (1) to assist vocational trade, industrial, technical and health occupational students in their academic growth and development; (2) to unite students in a common bond without regard to race, sex, religion, creed or national origin; (3) to develop local SkillsUSA members with leadership abilities through participation in educational, vocational, civic, recreation and social activities; (4) to foster a deep respect for the dignity of work; (5) to assist students in establishing realistic vocational goals; (6) to promote high standards in all phases of occupational endeavor including trade ethics, workmanship, scholarship and safety; (7) to plan, organize and carry out projects through the use of the democratic process; and (8) to foster a wholesome understanding of the functions of labor and management organizations. Contact Advisor: [meadowsr@cravencc.edu](mailto:meadowsr@cravencc.edu)

**Student Government Association** – The Student Government Association (SGA) shall be the representative organization of the Student Body of Craven Community College (the “College”), and in that capacity shall assure positive communication and promote activities that are in keeping with the best interests of the college and its student body. All curriculum students who pay student activity fees, both part-time and full-time, shall be members of the Student Government Association. Contact Advisor: [stewarde@cravencc.edu](mailto:stewarde@cravencc.edu)

**Student Nursing Association** - The purpose of the Student Nursing Association shall be the encouragement of scholarship, the development of leadership, the promotion of service and the cultivation of fellowship among members. Any student enrolled in the Nursing Program may be a member of the club. Contact Advisor: [abrahamm@cravencc.edu](mailto:abrahamm@cravencc.edu) or [belfancej@cravencc.edu](mailto:belfancej@cravencc.edu)

**Study Abroad** - The purpose of the Club shall be (1) to promote an appreciation of International cultures as reflected in art, music, literature, film and other media (2) to develop ties with the International community in and around New Bern, as a means of both serving and better understanding said community (3) to provide leadership opportunities for its members (4) to enhance the language skills of students of the Spanish and through both educational and recreational means, and (5) to assist students in the acquisition of those skills that will best prepare them to function effectively and successfully in the multi-cultural, multi-marketplace of the 21st century. Contact Advisor: [amersonk@cravencc.edu](mailto:amersonk@cravencc.edu)

**TRiO** - The purpose of the TRIO Leadership Club (1) To develop leadership abilities through the participation in educational, vocational, civic, recreational, and social activities. (2) To develop the ability of students to plan together, organize and carry out worthy activities and projects through the use of democratic process. (3) To emphasize the importance of continuous education consistent to the needs of the individual and requirements of his/her chosen occupation. (4) To help students obtain a purposeful life. (5) To create enthusiasm for learning. (6) To unite in a common bond without regard to race, sex, religion, creed, or national origin. Contact Advisor: [Cooperc@cravencc.edu](mailto:Cooperc@cravencc.edu)

### **Fitness Center**

A Fitness Center for students and staff is located in the Student Center on the New Bern Campus. Credit wellness and activity classes are offered in the Fitness Center along with “open lab” hours designated throughout the week. Free weights, yoga DVDs and various exercise equipment are available for use.

### **Bookstore**

Follett Higher Education Group operates bookstores at both the New Bern Campus and the Havelock Campus where students may purchase textbooks, supplies and other items. The Havelock Campus has limited service, generally prior to and the first few days of each semester. The cost of textbooks and other materials varies. Students may return books for a refund within seven business days of class. Books purchased after the first day of class may be returned within two business days from the date of the receipt. An appropriate register receipt must accompany all books returned to the bookstore. Used or damaged books will not be accepted for return. Textbooks for highly enrolled courses are on reserve in the Library for limited use.

## **CAMPUS SECURITY**

### **Campus Environment and Safety**

Craven Community College strives to provide a safe and secure campus environment for all students, employees and visitors. The Campus Security Department is responsible for the following:

1. Safeguarding the College campus from theft and damage through routine patrol;
2. Protecting students, employees and visitors and their property from harm through crisis intervention and conflict resolution;
3. Providing assistance at accidents and other emergencies;
4. Taking reports of criminal actions and notifying local law enforcement agencies as appropriate;

### **Campus Regulations**

1. Smoking is prohibited inside all buildings owned and operated by the College.
2. Food items shall not be consumed in classroom areas while class is in progress or in other areas designated for normal study activity.
3. The College does not permit the use or possession of drugs (for other than medical reasons), intoxicating beverages or hallucination-inducing chemicals on the campus or at functions sponsored by the College. Students found in violation of this rule are subject to immediate dismissal and/or prosecution in the courts. (Please refer to the substance abuse policy in this handbook for details.)
4. Admission to any regularly scheduled class, lab or shop is limited to officially enrolled students. Students should not bring children to class or leave them unattended at the College.
5. Noise shall be kept to normal levels, both within and around classroom, lab and work areas. Students are requested not to congregate for informal conversational purposes within earshot of classes or labs in progress.
6. A parking permit must be obtained to park on either campus. In New Bern, parking spaces are available for visitors in the parking lot in front of the Brock Administration Building. Permits are available in Student Services. In Havelock, parking permits are available from the receptionist in the Redd Building.
7. Parking violations (subject to fine and/or towing):

- a. Blocking streets, fire hydrants or pedestrian walkways.
- b. Parking in no-parking and restricted areas (e.g. visitor parking zone, along curbs or streets painted yellow and areas assigned to the handicapped).
- c. Parking in any area not designated as a parking area.
- d. Speeding in excess of 15 miles per hour.
- e. Failure to register a vehicle and display a parking permit appropriately.

8. A parking ticket will result in registration being blocked until the fine is paid.

### **Emergency Procedures**

In the event of an accident resulting in personal injury, the following procedures should be observed:

1. Campus Security should be notified immediately.
2. If an accident involving a student is serious, the Vice President for Students should be notified immediately by Campus Security and in turn should respond to the scene of the accident. If an accident involving a student is minor, the Vice President for Students should be contacted by Campus Security, when possible, and in any event, should receive a copy of any reports by the Campus Security in connection with the accident.
3. If the nature and the severity of an individual's injury requires it, outside first aid assistance should be obtained. (Hospital and rescue numbers are prominently posted with the campus information specialist.)
4. Other appropriate institutional administrators, if not on the scene, should be notified as soon as possible.
5. In case of a fire or other general emergency, disabled and handicapped individuals needing additional help to move to safer locations should inform maintenance or security for assistance.

### **Parking Permits**

All students are required to obtain and properly display a parking permit. Parking permits and Campus Parking Rules and Regulations are available from Student Services and the Havelock office. Short-term parking for visitors to the New Bern Campus is available adjacent to the Brock Administration Building and to the Havelock Campus adjacent to the Redd building.

Eligibility for a handicapped parking space generally requires display of the Handicapped Placard from the North Carolina Division of Motor Vehicles. Applications for the Handicapped Placard are available from the office of the Campus Security.

### **Location and Hours of Campus Security**

In New Bern, the Campus Security Department is located in the Student Center Building, adjacent to the vending area. Campus Security can be contacted during normal school hours at (252) 638-7261 and on Friday evenings, weekends, and holidays at (252) 671-9915.

1. The campus is officially secured from 10 p.m. until 7 a.m. Monday through Friday. Doors to each building are opened at or about 7:30 a.m. Monday through Friday and on Saturday as indicated in published schedules. Access to campus on weekends and holidays may be gained by contacting Campus Security.
2. Campus Security may be reached at all times through the office number.
3. Campus Security personnel patrol the College parking lots and buildings while on duty.

In Havelock, the Campus Security Department is located in the Redd Building and can be reached by calling (252) 444-3343 or (252) 444-2119 during regular business hours.

## **Emergency Phones**

Each campus has emergency call boxes, which connect callers directly to the Control Room 24 hours a day, 7 days a week. There are 37 call boxes/stations on both campuses that are located at the main entrance of each building. Each campus also has two call boxes in the parking lots. The boxes are activated by pressing the call button, which alerts the emergency number and/or 911. Campus Security can immediately identify the location of the caller even if the caller is unable to verbally communicate.

## **Safety Tips**

To help ensure their personal safety, students and employees should note the following:

1. Students and employees should label all electronic items or items of value. This will help ensure that stolen items, when recovered, are returned to the owner. Students and employees may contact Campus Security for assistance in labeling their items.
2. Walkways and parking lots are lighted; however, it is advisable to walk with someone at night. If a student does not feel comfortable walking alone to a car, he or she should contact Campus Security for an escort.
3. Students often sit in their cars between classes and study. They should keep their doors locked and windows up during this time, if possible.
4. Students and employees should not have valuables lying around unattended.
5. Students and employees should lock their car doors when leaving the car and should not leave valuables on their car seats. Instead, valuables should be locked in the trunk.
6. Bicycles should not be left unattended unless properly chained and locked. Bicycles always should be chained and locked in an appropriate place (in a bike rack or near a post). Students and employees who use bicycles should engrave identifying numbers on their property.

First aid equipment is available in each building.

## **Sexual Assault Prevention Program**

In an effort to help prevent sex offenses involving the College's students, the College has implemented certain sexual assault programs and has adopted certain procedures for students to follow in the event a sex offense occurs.

Educational Programs: The Campus Security Department participates in several of the College's on- and off-campus programs designed to inform students, employees and visitors on the procedures and services of the Department. The following educational programs are provided by or in cooperation with the College to help promote the awareness of rape, acquaintance rape and other forcible and non-forcible sex offenses:

1. Information about how students can protect themselves against rape and other sex offenses is displayed outside the Security office in the Student Center.
2. Students are provided with information about safety on campus and the availability of the Campus Security Department in their ACA classes and receive copies of the College's policies relating to campus security.

## **Disclosure of Education Records Concerning Registered Sex Offenders**

Information about registered sex offenders who are Craven County residents or non-resident students may be obtained from the Craven County Sheriff's Department, 411 Craven St., New Bern, NC 28560. Telephone number (252) 636-6630 or by visiting the statewide registry at [ncregistry.ncsbi.gov/](http://ncregistry.ncsbi.gov/). This Website may be visited at the office of the Campus Security, Student Center, Building C, Room 113, Monday through Friday, 9 a.m. to 5 p.m. when classes are in session.

## **Threat Assessment Procedure**

Craven Community College is committed to providing the best possible education for all its students and a positive working environment for all its employees. In striving to achieve this goal, it is important to ensure the physical and emotional safety for all students, staff and faculty members. Implementing a threat assessment procedure is a tool the Vice President for Students or designee may use when facing an extraordinary discipline and/or safety issue. A threat assessment process enables the assessment of a student's particular physical and emotional well-being, and provides a support framework for that student to receive the assistance he/she needs in order to continue being a productive member of the campus community. While some threat assessment resolutions may result in disciplinary action against the student, it is the sincere hope that through the threat assessment process, resources and assistance can be provided to the student in such a way that the student can continue to receive a quality education – and Craven Community College can continue to be a friendly, safe environment for students and staff.

## **POLICIES AND PROCEDURES**

### **Statement of Student Rights and Responsibilities**

The policies and procedures related to students are developed and enforced to ensure that all students have a positive educational experience while attending the college, and that the College operates in a manner that fulfills its mission. Consistent with its educational mission, the College desires to promote student understanding of the balance between individual privileges and college responsibilities, as well as to provide everyone in the college community a safe environment, conducive to student learning and success. Students are expected to familiarize themselves and to be accountable for information contained in all college publications (catalog, student handbooks, information provided through student e-mail, course schedules, syllabi etc.) relating to student responsibilities. In general, all students are expected to conduct themselves in a manner that promotes and supports both students' educational endeavors and objectives of the College. These policies address a number of student-related issues:

- Acceptable Use of Technology
- Accommodation of Individuals with Disabilities
- Drug and Alcohol Use
- Sexual and Other Prohibited Harassment
- Appeal Procedures
- Student Code of Conduct and Disciplinary Procedures
- Student Appeals for Grades and Discipline
- Tobacco Prohibition
- Student Grievance Procedure
- Student Governance
- Student Publications

Students should view these and other student policies and procedures in their entirety on our Website at [www.cravencc.edu/about/policies.cfm](http://www.cravencc.edu/about/policies.cfm)

### **Non-Discrimination Policy**

Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act (the "Disability Laws") require that no qualified individual with a disability be excluded from participation in or be denied the benefits of any of Craven Community College's services, programs or activities on the basis of his or her disability. Individuals with disabilities (i.e., individuals who have a mental or physical disability that substantially limits one or more major life activities, who have a record of such an impairment, or who are regarded as having such an impairment even if they do not) may not be subjected to retaliation, intimidation or other mistreatment on the basis of their assertion or enforcement of these rights. Similarly, the College will not discriminate against eligible students and

other recipients of or participants in College services, programs or activities on the basis of their relationship or association with an individual with a disability.

It is the College's policy to comply with the Disability Laws by providing reasonable modifications in its rules, policies and practices, by removing architectural, communication and transportation barriers, and by providing auxiliary aids and services, when necessary to insure that individuals with disabilities who meet the College's essential eligibility requirements for the receipt of services or participation in College programs or activities are afforded opportunities equal to those of non-disabled individuals. Students and other individuals with disabilities who desire access to College services, programs or activities are encouraged to request accommodation of the disabilities.

### **Religious Observance Policy**

Each student shall be allowed two excused absences each academic year for religious observances required by the faith of the student. The absences may be taken on separate or consecutive days, and shall be taken consistent with the Administrative Rules governing attendance for courses.

#### **Religious Observance Procedure**

1. The student must complete and submit the Religious Observance form to the Dean of Enrollment Management (10) work days prior to the intended absence.
2. The Dean of Enrollment Management will ensure adherence to policy guidelines, inform faculty and log the request form into the student's file within five (5) work days.
3. The student must contact each instructor to develop a plan to cover any missed work that occurs for the Religious Observance absence.
4. If the student fails to adhere to this procedure, the absence(s) will not be excused. Absences will not be excused retroactively.

### **Student Code of Conduct**

The College is a teaching and learning community with specific expectations regarding student conduct. The Board directs the President to provide a safe and healthy environment that facilitates the College's mission and promotes civility through the core values of diversity, integrity, learning, quality, respect, and trust.

The freedom to debate and discuss the merits of competing ideas does not, of course, mean that individuals may say whatever they wish, wherever they wish. Therefore, the College may restrict expression that violates the law, for example, that which falsely defames a specific individual, or any expression that communicates a threat or place, and manner of expression (without regard to viewpoint) to ensure that it does not disrupt the educational mission of the College.

In addition, the College may reasonably regulate the time, place, and manner of expression (without regard to viewpoint) to ensure that it does not disrupt the ordinary activities of the College. However, these restrictions on conduct may be applied only when absolutely necessary and in a way consistent with the constitutional rights of the individuals involved. It is vitally important that these exceptions never be used in a manner that is inconsistent with the College's commitment to a completely free and open discussion of ideas.

The Board directs the President to develop and implement a Student Code of Conduct (Code). The primary purpose of the Code shall be to educate students about their rights and responsibilities as members of the student body. When a student's conduct departs from expectations delineated by the Code, adversely affects the learning environment or the pursuit of the College's educational objectives, the Code sets forth appropriate student sanctions and disciplinary actions that may be used to resolve the behavior and to help students learn from mistakes.

Consistent with its educational mission, the Board further desires to promote student understanding of the balance between individual privileges and college responsibilities, as well as to provide everyone in the College community a safe environment that is conducive to student learning and success.

**The Board expects students to:**

- Familiarize themselves with and to be accountable for information contained in all of the College's student.
- Respect the rights of others in the College community.
- Respect the freedom to teach and the freedom to learn.
- Develop and demonstrate effective workplace and classroom behaviors.
- In general, all students are expected to conduct themselves in a manner that promotes and supports both students' and the College's educational endeavors and objectives.

**The goals of the Code shall be to:**

- Cultivate the College community's commitment to the rights, conduct, responsibilities, and behavioral expectations of students and staff.
- Protect the rights of students, faculty and staff in the College community.
- Discipline and sanction students in a manner that is fair and fosters learning, ethical behavior, social development, integrity and responsibility.

**Prohibited Conduct**

By way of illustration and not limitation the following areas of misconduct on College premises or off of College property but occurring at College-sponsored activities, shall be prohibited:

- (1) Physical, psychological, or verbal abuse, threats, intimidation, harassment, coercion and/or conduct, which threatens or endangers the health or safety of any person;
- (2) Domestic violence, dating violence, stalking, or sexual assault;
- (3) Hate crimes;
- (4) Cheating, plagiarism, knowingly furnishing false information, forgery, alteration, or any use of identification or other objects with an intent to defraud;
- (5) Failure to comply with the lawful directions of any College official, faculty, staff or law
- (6) Communication of threats, and/or conduct, that places any person in reasonable apprehension of an immediate harmful or offensive touching;
- (7) Forms of dishonesty, including cheating, plagiarism, knowingly furnishing false information, forgery, alteration, or any use of identification or other projects with an intent to defraud;
- (8) Failure to comply with the lawful directions of any College official, faculty, staff or law enforcement officers acting in the performance of their duties;
- (9) Seizing, holding, commandeering, or damaging any property or facilities of the College or threatening to do so, or refusing to depart from any property or facilities of the College upon direction of College officials, staff employees or other persons authorized by the President;
- (10) Physically detaining or restraining any other person or removing such person from any place where he or she is authorized to remain or in any way obstructing the free movement of persons or vehicles;
- (11) Use of alcoholic beverages including the purchase, consumption, possession or sale of such items on the College campus or violation of any rules and regulations relating to the use of alcoholic beverages with regard to College related activities;

(12) Possessing, using, selling or distributing any type of illegal drugs or legal drugs without valid prescription for same for illegal purposes or violating any College rules or regulations relative to controlled drugs and other controlled substances;

(13) Disruption of the College's education mission, for example, by obstruction of teaching, research, administration, or disciplinary proceedings, or other College or College-sanctioned activities;

(14) Possessing any firearm or weapon as outlined in North Carolina General Statute 14-269.2;

(15) Possessing any dangerous chemical or explosive elements or component parts thereof not used by the student for lawful College studies;

(16) Gambling, conducting or holding a raffle or lottery except in cases of specific prior approval by the President;

(17) Littering, defacing, destroying or damaging property of the College or property under its jurisdiction or removing or using such property without authorization;

(18) Solicitation, distribution, selling, posting or promotion of materials and/or goods on College owned or controlled property without prior approval as addressed in the Access to Campus Policy;

(19) Willfully encouraging others to commit any of the acts which have been herein prohibited or to conduct themselves in violation of the standards prescribed for College student conduct;

(20) Violating any local, state or federal laws; or

(21) Any other action that is contrary to a published College Policy;

## **ONLINE SOCIAL MEDIA AND NETWORKING POLICY**

Online social media and networking (collectively, "social networking") allow the College, its students and employees to reach many audiences. Social networking includes web-based or mobile technologies used for interactive communication, whether for personal, educational, or business use. These forms of communication include collaborative projects (e.g., Wikipedia), blogs and microblogs (e.g., Blogspot, Twitter), content communities (e.g., YouTube, Instagram), and social networking sites (e.g., Facebook, Google+). The Board recognizes the value and potential of these online social networking tools to support and communicate the College's mission.

**College-Controlled Sites.** The Board authorizes the President to establish and supervise online social media networking sites limited to official College business and initiatives (collectively, "Official Sites"). The President shall establish and maintain appropriate College procedures governing the use of Official Sites.

Official Sites shall not use, or allow the use of, language, photographs, and other forms of communication that:

1. Use derogatory language or demeaning statements that violate the law or the College policy prohibiting unlawful harassment;
2. Communicate threats to others;
3. Promote ethnic intimidation, unlawful harassment, vandalism, stalking, underage drinking, illegal drug use, or other illegal behavior inconsistent with the College's public educational mission and purpose for the Official Sites;
4. Violate local, state or federal law;
5. Contain spam;
6. Advertise or sell goods or services, except as part of a College activity authorized by the President;
7. Contain comments or posts unrelated to the College or contrary to the purpose of the Official Site;

8. Infringe on copyrights or trademarks; or

9. Otherwise disrupt the Official Site's purpose, which is to promote the educational mission of the College.

The President, consulting with legal counsel as needed, may direct staff to remove any post or other online communication from an Official Site if required to maintain the College's integrity and educational mission. Official sites shall include, whenever possible, a statement substantially similar to the following: "This website is an official communication of Craven Community College, and is subject to certain restricted uses. No person communicating via this site (whether a state employee, student, private business, or member of the public) should have an expectation that any communication on this site is private. All communication on this site may be subject to disclosure under the North Carolina Public Records Act".

**Official Student Group Sites.** Officially recognized student groups may use College resources to maintain a social networking site for the purpose of promoting their group and communicating with the College community and public. The College shall not regulate an official student group's site based on the viewpoint or opinions expressed by the student group. However, all official student group sites shall comply with the Board's Student Code of Conduct and Sexual and Other Unlawful Harassment Policies.

**Personal Sites.** The Board recognizes that employees and students may maintain personal websites and online social networking accounts that express their personal opinions and viewpoints. The College does not authorize, and specifically disclaims any responsibility for, any personal site established by an employee or student. Such personal online presence is not supervised by the College. However, employees and students remain subject to discipline for violation of any applicable portions of the Board's policies. No employee or student is authorized to use College logos, trademarks or other intellectual property on their personal site. Employees and students must not claim or imply that they are speaking on behalf of the College. Employees and students are personally responsible for any legal liability arising from or relating to their use of social networking services and sites. Any personal online activity (in any form) by an employee or student that violates state or federal law will subject the employee or student to disciplinary action pursuant to the applicable employee or student handbooks.

### **The Vested Authority for Student Discipline**

The administrative responsibility for the development, review, revision and publication of the Student Code of Conduct of the College is vested in the Vice President for Students Services. The authority to administer these procedures is vested in the faculty, staff and administration of the College.

### **Authority for Disciplinary Action**

Each member of the faculty, staff or administration has authority to give verbal warning to any student attending the College whose conduct violates the Code of Conduct. Faculty members are further vested with the authority to give oral or written statements to students who violate the Code within the instructional setting. Faculty members may also take academic action to address cases involving academic dishonesty such as cheating or plagiarism, as they deem appropriate. Repeated acts of academic dishonesty may be referred to the Dean of Enrollment Management, who has the authority to administer more severe disciplinary actions.

### **Student Disciplinary Procedure**

College disciplinary proceedings may be instituted against a student charged with violation of a law if the violation occurred at the College or College-sanctioned activities – or was of such nature as to impact the College (which is also a violation of the College's Student Code of Conduct). Proceedings under this procedure may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.

Provided that nothing herein shall be construed in derogation of the College's Title IX policies and guidance which shall take precedence over any and all other College policies, procedures, or rules in the case of sex-based

discrimination, sexual harassment, sexual violence, dating or domestic violence, stalking or abuse in which any College student is the alleged victim. Any and all such incidents should be reported to the College's Title IX Coordinator, or the Deputy Title IX Coordinator, or the Clery Compliance Officer. Any question or issues regarding applicability of Title IX shall be resolved by the College's Title IX Coordinator.

#### Disciplinary Procedural Steps

1. Filing of Written Complaint

Disciplinary action may be initiated by a complaint in writing filed by any member of the college community, including members of the faculty and the student body.

2. Administrator Receipt of Complaint

The complaint shall be filed with the Dean of Enrollment Management or designee.

3. Investigation

The Dean of Enrollment Management or designee shall initiate an immediate investigation, gathering signed statements and interviewing appropriate persons.

4. Authority to Require Students to Appear

The Dean of Enrollment Management may require any student to appear for an interview or to give a written statement. Failure to assist the Dean of Enrollment Management in this manner may subject the student to disciplinary action for obstruction of justice (failure to comply with the official and proper order of a duly designated college authority or agency). Further a disciplinary hold may be placed on the class attendance, re-enrollment or record of any student failing to comply with Dean of Enrollment Management's request for an interview or a request for a written statement.

5. Action upon Completion of Investigation; Written Charges

After completing the investigation, the Dean of Enrollment Management or designee may:

- Dismiss the complaint, or
- Determine that the complaint is supported by reliable evidence.

If the Dean of Enrollment Management or designee determines that the complaint is supported by reliable evidence, he/she may (in their sole discretion):

- Hear the matter;
- Refer the matter to a disciplinary committee

6. Disciplinary Committee

If the Dean of Enrollment Management or designee refers adjudication of the matter to a disciplinary committee, the Dean will advise the Vice President for Student in writing. The Vice President for Student will, within three working days of receipt of the Dean's notice, appoint a disciplinary committee. The committee will consist of three faculty and staff. The Dean of Enrollment Management will serve as an ex-officio member of the committee and shall serve as the hearing examiner.

The disciplinary committee will conduct a careful and thorough review of all the facts concerning the alleged offense. On the basis of the review, the student may be absolved of the charge or found to have violated a specific college rule or regulation. Recommended disciplinary action, decided by two-thirds vote of the committee membership, may involve all or any combination of the penalties outlined below in Paragraph 8.

The committee shall complete its work within five working days of appointment. Within two working days of completing the hearing, the committee shall provide a summary of witness statements, the facts presented, and the proposed penalty, if any, to the Dean of Enrollment Management. Upon receipt of the witness statements, final summary, and proposed penalty (if any), the Dean of Enrollment Management shall review such documentation, and reach a determination. Final disciplinary action will be established by the Dean of Enrollment Management, who shall promptly communicate this information to both the student and the Vice President for Student (or designee). The Vice President for Student determination of the Dean of Enrollment Management shall be subject to appeal to the Vice President for Students in accordance with Paragraph 9 below.

#### 7. Charges; Elements of Due Process

The Dean of Enrollment Management or designee shall provide a letter to the student, advising the student of the complaint of his or her rights under this Disciplinary Procedure. To ensure that a student's rights to due process are preserved, the following essential legal elements will be made available to the student:

- Published rules, regulations and procedures in evidence (current CCC Catalog and/or Student Handbook);
- Written notice of the conduct provision the student is accused of violating, and a summary of the relevant facts;
- A hearing or oral proceeding before an administrative representative or adjudicating body;
- A prompt written decision;
- Information regarding the available appeal procedures.

#### 8. Sanctions

The following sanctions shall be administered for violations of the student Code of Conduct in keeping with this policy, as well as other legal remedies that may apply. More than one sanction, not necessarily in the following order, may be imposed for any single violation:

*Warning:* An oral or written statement to a student that he/she is violating or has violated the College Code of Conduct and specifying the College rule or regulation, if one, violated and that he/she may be subject to more severe disciplinary action.

*Disciplinary Probation:* Exclusion from participation in the privilege of extracurricular activities of the College, including the holding of any student office for a period of time not to exceed one year.

*Restitution:* Required reimbursement for damage to or misappropriation of property. This may take the form of appropriate services or other compensation.

*Educational Project:* Completion of a project specifically designed to help the student understand why the Code of Conduct violation was inappropriate.

*Discretionary Sanctions:* Additional sanctions which are consistent with the nature of the offense (such as limited access or administrative restrictions to selected areas/locations of campus sites).

*Suspension:* Exclusion from attending the College as a student for a definite period of time not to exceed one year.

*Dismissal:* Termination of student status for an indefinite period. The condition of readmission, if any, will be stated in the order of dismissal.

9. Appeals Procedure

A decision of the Dean of Enrollment Management or an appropriate college official may be appealed to the Vice President for Students. The appeal must be in writing and must be received by the Office of the Vice President for Students within five working days after the decision of the Dean of Enrollment Management or designee. The Vice President for Students will review the written record and supporting documentation to reach a final determination. The decision of the Vice President for Students is final.

10. Notice to Parents/Guardians of Minors

In the best professional judgment of the Dean of Enrollment Management (in consultation with the appropriate Early College Dean), the parent, guardian or spouse of a minor may be advised of disciplinary action, consistent with the Family Education Rights and Privacy Act (FERPA), and/or the parent, guardian, spouse or another party may be advised that the student refused to authorize the release of information relative to the institutional discipline imposed.

### **Interim Removal from Class, Laboratory, or Instructional Facility Procedure**

This procedure establishes steps for students, faculty and staff/administrative personnel to follow when a student is temporarily removed from a classroom, laboratory or other instructional facility because of a violation of the college's student conduct guidelines. Faculty or appropriate staff/administrative personnel are expected to communicate to students at the beginning of a semester/academic session conduct expectations and educate students on behavior that is cause for immediate removal from a class, laboratory or other instructional venue.

A student enrolled at Craven Community College may be removed from a class, laboratory or other instructional facility on an interim basis by a faculty member or appropriate staff/administrative personnel for violating student conduct guidelines. If a student is asked to leave, the student is expected to immediately comply with the directive and follow the procedures outlined below in order to have future access to the classroom, laboratory, or instructional facility. Faculty and administrators shall follow the established procedures to protect the teaching and learning environment and afford the student full due process.

When a student is asked to leave a classroom, laboratory or other instructional facility for violating conduct guidelines, the following procedures will be followed:

Step 1:

The student will immediately comply with the directive and leave the area in an orderly manner. Campus Security should immediately be apprised of the situation to ensure the student leaves campus in an orderly fashion. In emergency situations 911 and/or the College Resource Officer should immediately be notified. The faculty member or staff/administrative personnel who directed the student to leave the area shall complete and sign an **Incident Report** and file the report with his or her immediate supervisor, Campus Security, and the Dean of Enrollment Management within 24 hours of the incident.

Step 2:

The student will meet with the Dean of Enrollment Management within five working days of the event which led to the interim removal from the classroom, laboratory or other instructional facility. The student will not be authorized to return to the specific area prior to receiving a written decision from the Vice President for Student or his/her designee.

The student will be given a copy of the **Student Incident Report** prepared by the college authority that directed the student to leave the classroom, laboratory or other instructional facility within five

working days. The Dean of Enrollment Management will contact the faculty member or staff/administrative personnel who completed the **Student Incident Report** to obtain any additional information necessary to address the matter.

**Step 3:**

At the conclusion of the meeting with the Dean of Enrollment Management, the student will be provided with a written decision relative to any disciplinary action and future access to the classroom, laboratory or other instructional facility from which they were removed. The Dean of Enrollment Management will document the meeting with the student and indicate on the **Student Incident Report** one of the following actions:

- Written Warning (to be placed in the student’s official record) and authorization to return to the classroom, laboratory or other instructional facility on a specified date and time.
- Refer the matter to the Disciplinary Procedure for formal disciplinary action and authorization to return to the classroom, laboratory, or other instructional facility on a specified date and time.
- Refer the matter to the Disciplinary Procedure for formal disciplinary action and deny authorization to return to the classroom, laboratory or other instructional facility until the disciplinary process is completed.

The Dean of Enrollment Management will also provide a copy of the recommended action indicated on the **Student Incident Report** to the faculty or staff/administrative personnel filing the report, the supervisor, Campus Security and the Vice President for Student.

**Step 4:**

If the student does not agree with the decision of the Dean of Enrollment Management, the student may appeal the decision in writing to the Vice President for Student within five working days. The Associate Vice President for Academic Affairs will render a decision within five working days of receipt of the student’s written appeal. The decision of the Vice President for Student shall be final.

### **Interim Suspension: Clear and Present Danger**

When a student’s conduct poses a clear, present and immediate threat of harm to him or herself, others, or to college property, the college reserves the right to effect an interim suspension of the student. The college will hold a plenary (full) discipline hearing on the matter within a reasonable amount of time.

### **Student Records and Privacy Rights**

The Board is committed to the protection of the privacy of students and their education records and the College’s compliance with the Family Educational Rights and Privacy Act (“FERPA”). The College qualifies as an educational institution within the meaning of FERPA, and therefore all education records are private to the student and the College with the exceptions set forth in this Policy and as provided by law. Students shall be granted rights of access to their records and such records shall be open to revision only as allowed by this Policy and the College’s Administrative Rules. The Board authorizes the President implement those Administrative Procedures necessary to implement this Policy and as required by FERPA and the regulations implementing FERPA. Such Administrative Rules shall contain at least the following:

1. Right to Inspect and Review: A student shall have the right to inspect, review or be informed of his or her education records (but only with respect to information about that particular student), except for those portions of the record protected from review by State or federal law.
2. Destruction of Records: The College periodically may destroy education records as required or permitted by applicable law. However, the College will not destroy any education records while there is an outstanding request to inspect and review those records, which has been made in accordance with this Policy.
3. Notice of FERPA Rights: The College must send a written notice of FERPA rights as required by law.

4. Request for Amendment: Allow a student to challenge the content of his or her education record and request an amendment thereto.

5. Right to a Hearing: A student who objects to a decision by the College not to make a requested amendment to his or her education records or who otherwise wishes to challenge the content of his or her education records on the grounds that the information contained in the education records is inaccurate, misleading or in violation of his or her rights of privacy will have the right to a hearing for this purpose, in accordance with the provisions of this Policy and applicable provisions of the student appeals procedure.

6. Release of Personally Identifiable Information. No release of personally identifiable information shall be made by the College without a student's prior consent, unless state or federal law requires such release.

### **Drug And Alcohol Abuse Policy**

Craven Community College believes that all students of the College have the right to study and work in an environment free from the influence of illicit drugs and alcohol.

As a recipient of federal funds (including grants and other forms of assistance), the College is subject to the Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act Amendment of 1989, which require covered institutions of higher education to adopt and implement programs designed to prevent the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees. The College always has expected its students to refrain from such activities and to conduct themselves at all times in a manner which would enhance the reputation of the college in the community. The Drug and Alcohol Abuse Policy (the "Policy") serves to formalize these expectations, to implement the statutory requirements of the Acts, and to provide additional policy guidelines for maintaining a safe, drug- and alcohol-free campus and workplace.

### **Sexual and Other Unlawful Harassment**

The purpose of the Policy Against Sexual and Other Unlawful Harassment is to help the College maintain a working and learning environment free from sexual and other unlawful harassment, to provide students with information as to how to register a complaint with the College if they believe they have been the subject of sexual or other unlawful harassment, and to provide guidelines for the prompt and equitable resolution of harassment complaints.

The College prohibits any form of sexual or other unlawful harassment involving any of its employees in the employment relationship or involving any of its students in the educational relationship, whether it be in the form of an employee harassing an employee or student, a student harassing an employee or student, or a third party harassing an employee or student. Harassment, retaliation, coercion, interference or intimidation of an employee or student because of his or her age (40 or older), color, disability, gender identity, genetic information, national origin, race, religion, sex (including pregnancy), sexual orientation, veteran status, or other legally protected status is strictly forbidden.

Harassment prohibited by this policy occurs when unwelcome conduct based upon an individual's age (40 or older), color, disability, gender identity, genetic information, national origin, race, religion, sex (including pregnancy), sexual orientation, veteran status, or other legally protected status is sufficiently severe or pervasive to:

(For Students):

- deny or limit a student's ability to participate in or benefit from programs or activities; or
- create an intimidating, threatening or abusive educational environment.

(For Employees):

- create an intimidating, hostile or offensive working environment.

A hostile environment is determined by looking at whether the conduct is objectively offensive (i.e., a reasonable person would find it to be) and subjectively offensive (i.e., the person who is the object of the conduct finds it to be offensive and unwelcome).

“Unwelcome” signifies conduct that is not requested or invited and is regarded as offensive or undesirable.

Neither the definitions nor any other provisions in this policy are intended to operate as speech codes, promote content and viewpoint discrimination or suppress minority viewpoints in the academic setting. That a student’s speech or expression is deemed offensive by others does not by that fact alone mean it constitutes discrimination or harassment.

In applying these definitions, the speech or expression shall be considered in its context and totality consistent with the following standard: to be considered unlawful harassment, the alleged victim subjectively views the conduct as unlawful harassment and the conduct is objectively severe or pervasive enough that a reasonable person would agree that the conduct is harassing.

### **College Work-Study Program**

The work-study program at Craven Community College is geared to 1) assist students who meet the financial criteria determined by the DOE in meeting the costs of postsecondary education by providing an opportunity for the student to earn money with part-time employment, and 2) stimulate and promote the learning of skills, responsibilities and attitudes related to the world of work in an educational setting; combining learning with work that will transfer into careers and vocations after college.

#### **Annual Work-Study Operations Timeline**

In addition to determining the amount of college work-study awards, the Financial Aid Office acts as the coordinating agent between the student, supervisors, and administrative offices of Craven Community College.

**April:** The College receives final funding from the Department of Education for the next academic year.

**May:** The Executive Director of Financial Aid prepares a report based on an analysis of work-study hours used during past year for supervisors; determines number of hours to award each area of the college for next year. The report is forwarded to the Vice President of Student Services for review.

**June:** Vice President for Student will present the report of recommended work-study hours to award for next year to Cabinet for perusal; Executive Director of Financial Aid will make any suggested adjustments to hours awarded and then send hours awarded to each Center or Unit Dean/VP. Appropriate Center or Unit Dean/VP will divide work-study hours among supervisors within their areas of responsibility and notify Executive Director of Financial Aid of distribution by or before July 1<sup>st</sup>.

**August and September:** Executive Director of Financial Aid and Financial Aid Advisors will conduct required college work-study orientation sessions for supervisors and work-study students.

**January:** The Executive Director of Financial Aid will reassess the awarded hours versus used hours, and contact supervisors as appropriate regarding underutilized and overuse of hours.

#### **Work-Study Application Process**

1. The student applies for the college work-study program by completing the Free Application for Federal Student Aid (FASFA). The Office of Financial Aid will determine eligibility.
2. The student completes an institutional application for work-study, which will outline the student’s skills, experience and interests. The student’s job preference, as well as the needs of the College, is given consideration in job placement; whenever possible, placement may be made in an area related to the student’s course of study or career goals. Work-study students will not be assigned to the following areas, due to the confidential nature of business conducted on a routine basis: Human Resources, Payroll/Cashier/Business Office, and other designated departments/offices. Work-study students are

prohibited from engaging in any operational functions that include access to confidential files, academic and personnel records, or other related materials and information sources. The college reserves the right to grant work-study students temporary access to Colleague; any exceptions made in this regard will be extremely rare.

3. A financial aid advisor will review the student applications and determine eligibility for students. Supervisors request copies of applications from the financial aid advisor. Supervisors review applications and interview interested students. Selected students are to make an appointment with a financial aid advisor to complete necessary personnel paperwork. Once the student is approved to work by the Human Resources Department, the financial aid advisor will notify the appropriate supervisor. Returning students may resume their job from the prior school year provided they have been requested back by their supervisor, and have completed all necessary yearly paperwork with the Financial Aid Office.
4. A Work-Study Contract is prepared and all payroll information is given to the student. A copy of the completed contract is kept on file in the Office of Financial Aid. A student cannot begin work until a Work-Study Contract is signed and payroll information is processed. Required forms include a W-4 (Tax Withholding Form), NC-4 State Form and an I-9 (Employment Verification Form). Proper identification is necessary to complete this process. A valid driver's license, a U.S. social security card or an original or certified copy of a birth certificate will be needed to prove eligibility to work. Also, a valid U.S. Passport may be used in the place of the previous mentioned documents.
5. The supervisor and student collaboratively complete a Class/Work Schedule form to be on file with the supervisor and the Office of Financial Aid.

#### Student Work-Study Schedules

1. College departments, centers, and units vary in work schedules. Some offices require that all student hours be Monday through Thursday from 8:00 – 5:30 and Friday from 8 am – 2:30; other departments may require some night or weekend work. Students are not to work over 6 hours in a day without a 30 minute break reflected on the timesheet. Overtime is not paid to work-study students. Students are not to work over 29 hours in any work week.
2. When a student is hired, both the student and supervisor complete a Class/Work Schedule Form and determine an agreeable work schedule. Students are not allowed to work at any time in which their classes are in session. After setting up an agreeable schedule, the student must adhere to that schedule throughout the term.
3. Work-study commitments must take precedence over extracurricular activities such as clubs, athletics, etc. Continuous deviations from the work schedule will result in disciplinary action, which could include suspension or termination from the job.
4. The Registrar's official class schedule must not overlap with any time worked by the student during the term. (Federal Regulations are very specific on this point; individual timesheets and student schedules are included in financial aid audits.)
5. Exam weeks are scheduled work weeks. If a student's exam schedule make the regular work schedule impossible, the student should notify the supervisor well in advance, to reschedule work hours for that week only.
6. A student agrees in the Work-Study Contract to work a specific total number of hours during the academic year. When these hours are fulfilled, the student will have earned his or her total award. A student may not work over the contracted awarded amount. Any work over this amount constitutes an over-award in financial aid. In such a case, some other type of aid may have to be reduced. In some cases the amount of the award may be increased, provided funds are available. This increase would require a new updated contract be on file reflecting the increase.
7. The contract also states an average number of hours a week the student may work. This keeps the student "on track" and allows the supervisor to plan and prepare work assignments.
8. A student, who desires to reduce his or her weekly work hours, thereby reducing their total work-study award, should do so within three weeks from the beginning of the term. Once a work-study award is reduced, the award should remain reduced for the remainder of the academic year, and no other financial aid changes should be made. Supervisors may have fewer hours assigned to their department than the student has need. The student may not work more hours than the supervisor has been allotted.
9. Work-study can be suspended at any time due to lack of funds.

### Missed Work Hours/Sickness

1. Permission to be absent must be requested well in advance of the absence. In case of emergencies, the student should notify their supervisor during the first day of their absence. Students using sickness as an excuse for being absent for more than one day, must call the supervisor each day in order to give notice. Excessive absences would be grounds for a disciplinary notice and possible suspension from the program.
2. Missed work hours each week should be made up the following week, or in cases of excessive absences, as soon as possible. In such cases, the student and the supervisor should determine agreeable times for the missed hours to be made up. Classes cannot be skipped in order to make up missed work hours. In the case of an extended illness, a physician should confirm this. In rare cases a student may be permitted to take a leave of absence and be replaced by another student. Once this leave of absence is over, the student will be placed in a position when one becomes available and when funds allow.
3. Students may check/verify cumulative hours worked, and remaining average weekly hour status at the Financial Aid Office in the One Stop Center (New Bern Campus) or with the financial aid advisor at the Havelock Campus.

### TimeClock Plus

1. Students should keep an accurate daily account of time worked in TimeClock Plus. In accordance with Federal Regulations, both the student and the supervisor must agree on each entry and certify the hours as a true statement of hours worked. (Timesheets must be retained five years for auditing purposes).
2. Fraudulent or "padded" Time Clock entries will result in termination from the work-study program, and will be considered a code of conduct violation.

### Dress Code

Each individual department determines the dress code for work-study students. Students are required to dress appropriately for the specific job as stated by each supervisor. The student is expected to dress in a conservative manner as they are representing Craven Community College. Inappropriate dress will be addressed by the work-study supervisor. If the problem is not corrected, necessary disciplinary action may be required.

### **Satisfactory Academic Progress**

Any student receiving Federal Student Financial Aid at Craven Community College (CCC) must maintain satisfactory academic progress in the course of study they are pursuing in order to continue receiving aid. CCC's satisfactory academic progress (SAP) requirements are:

1. Maintain a minimum cumulative grade point average of 2.0.
2. Pass two-thirds (67%) of the cumulative course work attempted. Course work attempted includes withdrawals, automatic withdrawals, incompletes, developmental hours and repeated courses. Courses taken at another institution do not count toward courses attempted or passed.
3. Complete degree requirements within 150% of the published program length for a full-time student. For example, a student in the college transfer curriculums must complete the degree by the time they have attempted 96 credit hours (64 x 150%). Transfer courses from other colleges are included in the hours attempted. Students who exceed this maximum time frame will not be eligible for any further aid.

Satisfactory academic progress requirements will be monitored at the end of each semester.

### Financial Aid Warning Period

Students who do not meet the requirements in (1) or (2) above will be placed on warning and notified of their status via their college email account by the Financial Aid Office. Students may continue to receive financial aid while on warning.

Continued eligibility for aid is determined at the end of the warning term. Students who do not meet the

requirements in (1) or (2) above will be placed on *Financial Aid Suspension* and financial aid will be terminated until the requirements are met. Students cannot receive funds from any financial aid program while on financial aid suspension.

### Appeal Process

A student may appeal financial aid suspension in the case of extenuating circumstances. Appeals generally will be considered when the student has experienced: 1) an extended illness or hospitalization; 2) an accident which incapacitates the student; 3) an extended illness of an immediate family member which results in greater family responsibilities for the student; or 4) a grade change.

The procedure for an appeal is as follows:

1. The student must complete the Satisfactory Academic Progress Appeals form with their advisor and submit to the Director of Financial Aid. Documentation from the student's advisor, family physician or others involved in the situation is required to support the appeal.
2. An Appeals Committee will review the SAP Appeals form and reconsider extenuating circumstances to determine whether reinstatement of aid is justified and will notify the student in writing of the decision. The Appeals Committee will meet several times each semester as needed.

### Reinstatement of Aid After Suspension

If a student's aid is reinstated after suspension, then the student is placed on probation. Students may continue to receive aid each semester even if the cumulative satisfactory progress requirements are not met as long as the following conditions are met:

- GPA must be a 2.5 or better for semester if cumulative GPA is below 2.0.
- The student has not attempted the maximum number of hours (150% of the published program length); the student must earn passing grades in all attempted hours each semester or its equivalent, which is two short sessions. A short session is one-half the length of a full semester.
- All CCC courses attempted, developmental, repeated and/or completed (all grades including F, AW, W, and I) in the student's program of student will be assessed each semester. **Note: For financial aid purposes, a) students cannot receive financial aid for audited classes and credit by exams and these classes are not counted as hours attempted;** b) classes dropped during the "drop/add period" are excluded from financial aid satisfactory progress determinations; c) when a student enrolls in a class and subsequently switches to another section of the same class, that class is not counted twice when computing the hours attempted.
- Financial aid may not be used to preregister while on probation or warning.
- A student who fails to adhere to these conditions will be terminated. Students who are terminated will not be allowed to re-appeal.
- The financial aid administrator will notify students of their status via the student's college email account when placed on probation or suspension. However, it is ultimately the student's responsibility to track his/her progress.

### Student Appeal Procedures

The following procedures are available to students who wish to respond to or appeal certain disciplinary actions, residency classifications, decisions regarding the content of their education records, and their driving eligibility status. Students and other recipients of or participants in College services, programs, and activities who feel they have been subjected to sexual harassment, discrimination on the basis of their legally-protected status or whose

requests for accommodation of their disability have been denied by the College are also entitled to appeal through these procedures. **THIS STUDENT APPEAL PROCEDURE SHALL NOT APPLY TO THE AWARD OF GRADES, ANY CHANGE OF GRADE, ACADEMIC STANDING, ACADEMIC WARNINGS, ACADEMIC PROBATION, OR PROGRESSION WITHIN ANY COLLEGE PROGRAM OR CURRICULUM.**

### **Grade Appeal**

The purpose of the Student Final Grade Appeal Process is to provide a student with a mechanism to appeal a disputed final grade, while respecting the academic authority of the instructor. This process recognizes the following:

- Every student has a right to receive a final grade based upon a fair and unprejudiced evaluation determined by a method that is applied consistently and is neither arbitrary nor capricious; and,
- Instructors have the right to assign a final grade based on any method that is professionally acceptable, submitted in writing to all students, and applied equally.

The following procedure will enable a student to exercise this right:

1. Any appeal of a final grade should be initiated within two weeks of the start of the following semester by the student conferring with the instructor to determine that there has been no mistake and to present his or her case.
2. If the case is not resolved by the instructor, the instructor will suggest that the student complete a "Student Grade Appeal" form which should be signed and dated by the instructor and submitted by the student to the department chair/dean who will hear his or her appeal. The submitted "Student Grade Appeal" form should have the course syllabus and any relevant coursework attached. This should be completed within two weeks from the date of the grade appeal meeting with the instructor.
3. If the case cannot be resolved at the department level, the student should submit to the supervising dean a copy of the "Student Grade Appeal" with appropriate signatures and dates and request an appointment. This should be completed within two weeks from the date of the grade appeal meeting with the department chair/program director.
4. If the issue is unresolved, the student may submit within two weeks a copy of the "Student Grade Appeal" which includes the dean's signature to the Chief Academic Officer (CAO). The CAO may at his/her discretion; create a committee of three individuals to hear the student's appeal. The committee should consist of a faculty member from the same department as the appealed instructor if possible (but excluding the department chair and appealed instructor) and other members of the CAO's choosing.
5. The committee will make a recommendation to the CAO. The CAO will confer with the instructor for final determination. The student should be notified of the decision in writing within two weeks of the request. This decision is final.

Timeliness – Processing at each step cannot exceed two weeks; however, the time may be extended by agreement of both parties or by extenuating circumstances as decided by the administrator to whom the grievance is presented. If the administrator at each step does not meet processing time limitations, the student may then request higher administrative assistance in obtaining requested relief.

### **Residency Procedure**

In order to qualify for the resident tuition rate, North Carolina law (G.S. 116-143.1) requires that a legal resident must have maintained domicile in North Carolina for at least 12 consecutive months prior to the start of the semester, and met appropriate criteria to qualify for the in-state tuition rate. Due to the implementation of Session Law 2013-360, the state of North Carolina has introduced the Residency Determination Service (RDS), in coordination with other NC community colleges and universities, as the centralized service for determining residency for students. All applicants to NC community colleges and universities will complete the online RDS interview as part of their process for admission. The following levels describe the initial, reconsideration, and appeal process for RDS.

- **Level I - Initial Determination:** Initial determination of residency status is made by the student's completing an online residency determination request. Once the online interview is completed, the residency status will be made available immediately. This determination is contingent upon submission of any required documentation to validate the decision. If a student does not submit the required documentation before the 25-day deadline, the residency status will change from resident to non-resident. Once a residency determination has been validated, the classification is good for 15 months.
- **Level II – Reconsideration:** The RDS reconsideration process is for students who need to correct certain errors with the data they submitted during the RDS online interview, have had a change in personal circumstances since completing their current determination, or did not submit the required documentation within the initial consideration timelines. Students have 25 days after initiating the request to submit all required documentation. A student may apply for reconsideration every 90 days if one of the above criteria has changed.
- **Level III – RDS Appeal:** The RDS Appeal process is for students whose circumstances have not changed, but who believe their residency classification is incorrect. A student has ten calendar days from the date of the determination they are appealing, or a status change due to a failed validation, to submit a Notification of Appeal through the RDS online system. Students have the ability to provide additional information and documentation relating to the appeal request. Students can also request a face to face hearing; however, the request must be made within five days after submitting an appeal. Once the appeal process is initiated, a student has 25 calendar days to submit any required documentation required for the appeal.
- **Level IV – SEAA Statewide Appeal Committee:** The NC State Education Assistance Authority (SEAA) Statewide Appeal Committee process is for students who disagree with the RDS appeal determination. This is the final step in the residency appeal process, unless a student chooses to move forward with judicial review. Students have ten calendar days from the date of the RDS appeal to submit an SEAA Notification of Appeal. All required documents must be submitted within 25 calendar days. RDS will notify the student of the SEAA decision within ten days. Because this is the last level of the appeal process, SEAA will not give a reason for their decision during the notification.

### **Student Disability Appeal Procedure**

Craven Community College does not discriminate against any individual on the basis of race, color, national origin, sex, age, religion, disability, or sexual orientation in its educational programs and activities or employment practices. Also, no qualified student with a disability should be denied the benefits of, excluded from participation in, or otherwise subjected to discrimination in any college program or activity, in accordance with Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title III of the Americans with Disabilities Act (ADA).

In response to a request made by a qualified student with an appropriately documented disability, the college will arrange for the provision of reasonable academic adjustments (e.g., extended time on exams, course substitution, etc.) and auxiliary aids and services (e.g., alternate formats of printed materials, sign language interpreter, etc.) determined by the college to be necessary to afford the student the opportunity to participate fully in college programs. It is the responsibility of the ADA Coordinator, to uphold the rights of a student to secure access and accommodations in accordance with Section 504 and the ADA.

Students may appeal decisions regarding the determination or provision of reasonable academic adjustments or auxiliary aids and services. The following procedures address judgments of disability status and/or provision of

accommodations. Any student of Craven Community College may use this procedure. Students should initiate the appeal process within 15 calendar days of the judgment they wish to appeal. This procedure is not intended to replace or duplicate existing grievance procedures, including informal consultation and formal complaint procedures under college policy.

Should a student feel he/she has not been treated in a fair or professional manner with regard to access and accommodations, the student is encouraged to follow the procedures described. The college maintains a philosophy of student self-advocacy and the right to pursue an appeal through the formal appeal process. However, prior to initiating the formal appeal procedure, it is recommended that the student make every attempt to resolve the issue in an informal manner.

Retaliation against persons who file an appeal, bring complaints of discrimination in good faith, or assist in a related investigation is prohibited.

### **Informal Resolution**

Student Responsibilities:

1. The student should discuss his/her concern(s) regarding the determination of disability status or provision of academic adjustments or auxiliary aids and services with the appropriate instructor, department chair, or director directly, unless extenuating circumstances prohibit doing so.
2. If a conversation with the appropriate college instructor, department chair, or director does not resolve the issue, the student should then discuss the problem with the head of that department or office.
3. If a meeting with the instructor, department chair or director does not resolve the issue, the student should discuss the concern(s) with the ADA coordinator.
4. If the ADA coordinator is unable to assist in informally resolving the concern(s), the student will be referred to the formal appeal procedure.
5. If the ADA coordinator is involved in the concern(s), the student may skip step 3 and follow formal appeal procedures.

### **Formal Student Disability Appeal Procedure**

1. Appeals of decisions regarding the determination or provision of academic adjustments or auxiliary aids and services must be in writing. Students should initiate the appeal process within 15 calendar days of the judgment they wish to appeal.
2. The student's written statement must include: a) a clear statement of the request or concern; b) the grounds on which the appeal is based; c) the date of any action that the student is appealing; d) the names of all Craven Community College employees involved; e) a summary of the action(s) the student has taken to resolve the matter informally, if any; and f) a statement of the student's expectation of specific outcome.
3. The written appeal must be submitted to the Vice President for Students.

Vice President for Academic Affairs  
Craven Community College  
800 College Court  
New Bern, NC 28562

4. Upon receipt of the appeal, the Vice President for Academic Affairs or his/her designee will review the appeal for timeliness and appropriateness for this appeal procedure and will provide the student with written notice acknowledging its receipt within 10 working days.
5. The Vice President for Academic Affairs or his/her designee will initiate a campus investigation within 10 working days and may seek other expertise in making a final decision.
6. The Vice President for Academic Affairs or his/her designee will meet with both the complainant and respondent to provide opportunity for oral testimony and evidence.

7. Upon completion of the investigation, the Vice President for Academic Affairs or his/her designee will submit to the student, the party against whom the appeal is directed, and the college's ADA coordinator, a final report containing a summary of the investigation and the outcome of resolution within 15 calendar days of the initial filing or sooner if time is of the essence to the matter.
8. The formal appeal file and the final decision shall be confidential, but the final decision shall be provided to the complainant, the respondent, and the college's ADA Coordinator.
9. The formal appeal file and all investigation materials shall be maintained in the office of the Vice President for Students until the student leaves the college.

### **Tuition Refund and Appeal Procedure**

To be eligible for a refund, you must do one of the following **on or before the published last day to drop for tuition refund** each semester/session:

- Drop the class(es) through the web
- Execute an official drop form which must be processed by the Enrollment Services/Records Office, or
- Provide written permission to a representative who acts for you

Tuition refund appeals are accepted by the Dean of Enrollment Management during normal hours of operation, by mail or e-forms, and are reviewed by the appeals committee on a monthly basis. Appeals that do not represent a sound basis for reimbursement will be denied. Notification of approval/denial of appeals normally occurs by mail within two to three weeks. Craven Community College will promptly refund tuition and/or cancel a financial charge from a student's account provided the student meets the requirements outlined below.

- **Case Determination:** Case Determination of tuition appeal is made by committee members which includes Enrollment Services staff and faculty. Students may submit an appeal in writing or e-forms to the Dean of Enrollment Management.
- **Final Determination:** Case Determination must be denied in order to request a final determination review. A final determination may be initiated by a student in writing and is reviewed by the Vice President for Student. The Vice President will respond to a final determination appeal within 10 working days. The decision made at this level is final.

#### **Submitting an Appeal**

Refund appeals will not be considered unless the student has officially withdrawn from the class(es) and was making satisfactory progress in the class(es) at the time of withdrawal (students who are receiving financial aid should check with the Financial Aid Office prior to withdrawal to determine what, if any effect this action may have on future financial aid eligibility). If a student has a grade other than a "W", the student must first contact the instructor and/or the academic dean to determine whether or not the student is eligible to have the grade in question changed to a "W". If the change is granted, it must be submitted to the Enrollment Services/Records Office, and processed by that office. All tuition appeals must be submitted with supporting documentation to the Dean of Enrollment Management within six months from the beginning of the semester for which the charge was incurred.

**Tuition appeals will generally be approved** for the following reasons as long as the appropriate written supporting documentation is provided:

- Extended incapacitation/hospitalization of the student (which caused the student to miss 20 percent or more of scheduled instruction) documented by a physician's statement on the doctor's official letterhead (copies of the student's medical records will not be accepted). This must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. The physician's letter (on his/her letterhead) must include the date the student was first seen for the medical condition, as well as the beginning and ending date the student was incapacitated/hospitalized and must state that the student was physically unable to attend classes during this period of time. A letter that does not specifically state,

“the student was physically unable to attend classes” will not be grounds to approve an appeal. Pre-existing conditions are not justifiable.

- Extended incapacitation/hospitalization or death of a student’s immediate family member (which caused the student to miss 20 percent or more of the scheduled instruction) - verified with appropriate documentation. Immediate family is defined as: father, mother, spouse, child, sibling, stepfather, stepmother, stepchild, stepbrother or stepsister.
- Involuntary changes in military orders that result in the active duty member moving outside the Craven County area; either documented by the commanding officer or the student must provide valid and properly endorsed orders (includes dependent(s) enrolled at Craven Community College). Orders must be Permanent Change of Duty Orders. Short term orders (for more than 20% of the class sessions) associated with a National Emergency may qualify.
- Error in academic advising by CCC Personnel resulting in inappropriate course enrollment. Requests must be initiated through the CCC office where student was advised.
- Late notification of denial to a specific degree program—with supporting documents.
- Institutional errors by CCC that cause the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Administrative difficulties with internships, placements or practicums involving the single enrollment of a student – with supporting material from placement official.
- Technological difficulties that can be substantiated by reliable evidence.

**Tuition appeals will not be approved** in the following instances:

- Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management, etc.
- Misinterpretation or lack of knowledge of college policies and procedures as published in the CCC Catalog, CCC Student Handbook or CCC Schedule of Classes.
- Dissatisfaction with course content; issues concerning academic instruction must be addressed with the appropriate Academic Dean.
- Dissatisfaction with academic progress in course(s).
- Non-attendance or minimal attendance of class.
- Inadequate investigation of course requirements prior to registration and attendance.
- Non-qualification, late application or loss of eligibility for financial aid or scholarship.
- Non-receipt of mail because of obsolete address on file with the Enrollment Services/Records Office.
- Notification of change in domicile status after the refund period.
- Changes of, or personal conflicts with, the instructor of record.
- Student error resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Voluntary/involuntary acceptance of employment or other activity impacting ability to attend class. (i.e.... work schedule/hours changed; lack of child care; vacation).
- Incarceration in a civilian or military facility.
- Other reasons not already specified.

## **Student Grievance Procedure**

Per the college’s established Student Grievance Policy, the purpose of this student grievance procedure is to provide equitable and orderly processes to resolve grievances other than grade appeals by students at Craven Community College.

**Step 1:** Recognizing that grievances should be raised and settled promptly, a grievance should be raised within ten calendar days following the event giving rise in the grievance. As the first step, the student should contact the college employee who would best be able to handle the grievance (e.g., the person with whom the student has a

difference or dispute). Every reasonable effort should be made by all parties to resolve the matter informally at this level, and no written records of the matter will be placed on the student's official file.

**Step 2:** If the student is not satisfied with the disposition of the grievance at the first step, he/she may file a written appeal to the immediate supervisor of the employee involved within five calendar days of receipt of the decision given in the first step. Within five calendar days of the supervisor's receipt of the written appeal from the student, he/she will notify the employee and notify the student of the time and place of a meeting to discuss the grievance. Such a meeting must be held no later than ten calendar days after receipt of the written appeal by the student. At this point, the college employee involved may respond in writing to the grievance.

**Step 3:** If the student is not satisfied with the disposition of his/her grievance by the supervisor of the employee involved, the student may request a hearing with the appropriate Vice President for Students within five calendar days after receipt of the disposition of the grievance at the second step.

- If, in the Vice President's discretion, the appeal and record of previous actions indicate an appeal is not warranted, the Vice President will notify the student, employee and supervisor of his/her decision within five calendar days after receipt of the appeal.
- If the Vice President grants the appeal, the Vice President may either hear the appeal himself/herself or appoint an ad hoc hearing committee. The Vice President will notify the student, employee and supervisor within five calendar days after receipt of the appeal as to whether the Vice President or an ad hoc committee will hear the appeal. If the Vice President hears the appeal himself/herself, the Vice President will set a date for a meeting and notify the student of the time and location in which the meeting will take place, but the meeting will take place no later than ten calendar days after receipt of the written appeal by the student. The Vice President will notify the student, employee and supervisor of his/her decision within five calendar days after hearing the appeal.
- If, in his/her discretion, an ad hoc committee is desired, the Vice President will appoint the ad hoc committee within five calendar days after receipt of the written appeal. The ad hoc committee will consist of five disinterested persons, including student representation, from the college. The Vice President shall designate the chairperson of the committee. Within five calendar days after the ad hoc committee has been appointed by the Vice President, the chairperson of the ad hoc committee will set a time and place for the hearing and will notify the student, the employee and the employee's supervisor. The hearing will begin within ten (10) calendar days after the ad hoc committee has been appointed. The ad hoc committee will reach its decision by simple majority vote and communicate its recommendation in writing to the Vice President within five calendar days after the hearing is completed.

Within ten (10) working days of the Vice President's receipt of the recommendation from the ad hoc committee, the Vice President will make his/her decision and notify the student, the employee involved and the employee's supervisor of this decision. A copy of the appeal, the recommendation of the committee and the decision of the Vice President will be placed in the student's official file. The decision of the Vice President is final.

**Step 4:** If the student is not satisfied with the disposition of his/her grievance by the college, the student may file an appeal with the Consumer Protection Division of the North Carolina Department of Justice. Please visit the State Attorney General's website at: <http://www.ncdoj.gov/complaint>. North Carolinians may call [1-877-566-7226](tel:1-877-566-7226). Outside of North Carolina, may call [919-716-6000](tel:919-716-6000).

If you choose to mail your complaint, please mail to:  
Consumer Protection Division  
Attorney General's Office  
Mail Service Center 9001  
Raleigh, NC 27699-9001

## **Time Limitations for Grievances**

**Extension of Time:** It is important that grievances be initiated and processed as rapidly as possible. Every effort will be made by all parties to expedite the process. The time limitations specified herein may be extended by written mutual agreement initiated by either party.

**Effect of failure to appeal within time limits:** If there is no written mutual agreement to extend the time limit set herein, and if a decision at the first step is not appealed to the next step of the procedure within the specified time limit, the grievance will be deemed settled on the basis of the last decision rendered.

**Effect of failure to respond within the time limits:** Failure at any level of the grievance procedure to initiate communication of a decision to the student within the specified time will permit the lodging of an appeal at the next step of the procedure within the time which would have been allotted had the decision been communicated on the final day.

## **Intellectual Property Ownership Policy**

Craven Community College encourages the creation of intellectual property and has a policy that governs the respective ownership rights of the college and all of its faculty, staff, students, and other individuals officially associated with the college. For additional information on the policy, please visit: <http://cravencc.edu/wp-content/uploads/2014/08/Craven-Community-College-Policies.pdf>

## **FREQUENTLY ASKED QUESTIONS**

### **WHERE CAN I GET HELP CHOOSING A MAJOR?**

Advisors on each campus are available to help students explore their interests and abilities so that they can make informed choices about majors and careers. Ask advisors about college resources and one-credit Academic Skills (ACA) courses.

### **WHERE AND WHEN DO I GET A PARKING PASS?**

On the New Bern Campus, you may obtain a parking permit from the Security Office in the Student Center between the hours of 8 a.m. and 5 p.m. At the Havelock Campus, parking passes are available Monday through Friday from 8 a.m. to 4 p.m. in Room 101 of the Redd Building. You may park anywhere except spaces designated as "Visitor Parking."

### **WHERE IS THE BOOKSTORE?**

The bookstore is located in the Business and Information Technology Building (Building H) on the New Bern campus. Books also are available for sale in the Redd Building on the Havelock Campus. The bookstore is also available online: [www.cravencc.edu/bookstore/index.cfm](http://www.cravencc.edu/bookstore/index.cfm)

### **WHERE AND WHEN DO I PAY FOR MY CLASSES?**

Tuition payments can be made online through WebAdvisor or in-person. To pay your tuition in-person, go to the Student Accounts Office, located in the Student Center on the New Bern campus. Havelock campus students may pay their tuition in Room 101 of the Redd Building.

### **WHAT IF I WANT TO CHANGE MY CURRICULUM/PLAN?**

Students should discuss the change with an academic advisor to ensure they understand what the new program requires. If students decide to make a change, they must complete and submit a Curriculum/Plan Change form to Academic Advising.

### **WHAT CAN CRAVEN DO TO HELP ME DECIDE ON A CAREER?**

Advising services maintains current information about job characteristics and employment prospects so students can research careers that match their profile. This approach helps students become aware of their interests, skills,

values and life-style preferences. Individual counseling and workshops are available to help students with this important process. The Career Coach assessment is also available online to all students.

### **I'M STRUGGLING WITH ONE OF MY CLASSES. DOES CRAVEN HAVE TUTORS?**

Each campus offers a variety of free tutoring services and study assistance. Students can learn more about these services from counselors or academic advisors or at the Academic Skills Center. Students should first check with their instructors, who can help during office hours or write a referral for the student.

### **I ATTENDED ANOTHER COLLEGE BEFORE COMING TO CRAVEN. WILL MY CREDITS TRANSFER?**

Course work may be accepted for transfer credit if taken at an institution that is accredited by a regional or national accrediting agency that is recognized by the U.S. Department of Education and if it has been determined to be equivalent to course work offered at Craven Community College. Credit is awarded only for course work that is applicable to a student's selected program plan. To request an evaluation, students must be admitted to CCC, be placed into a curriculum and be attending classes. Students must also request that their official transcript be sent to CCC's Records Office and submit a request for this evaluation at the One-Stop. Eligible transfer credit will officially post once a student is in active attendance at the college.

### **WHAT IS WEBADVISOR AND HOW DO I LOG ON?**

The WebAdvisor portal provides a number of useful services to all students, including online registration, access to grades and academic transcripts, financial information and more.

Services and features:

1. Registration for classes for students who have earned 12 or more college credits
2. Access to your grades and unofficial transcripts
3. Tracking information on your current financial aid application and award(s)

### **HOW DO I SET OR CHANGE MY WEBADVISOR PASSWORD?**

To log in to WebAdvisor, access Craven's website at [www.cravencc.edu](http://www.cravencc.edu).

1. Click on the WebAdvisor link at the top of the page.
2. Click on Log In
3. In the User ID box, type your 'firstname.lastname.' (Example: janet.wilson)
4. In the Password box, use the first two letters of your last name, first letter capitalized, followed by your birthdate in MMDDYY format, followed by "craven".  
(Example: Last name Smith born on August 17, 1982 would be Sm081782craven).
5. Click on SUBMIT

The first time you login to WebAdvisor, you must change your user name and password. Begin by re-entering your original user name and password. Now, select a new password and re-enter the new password in the Confirm box.

NOTE: Your password must be at least 14 characters and must include a combination of at least three of the following:

- Upper case letters
- Lower case letters
- One number 0-9
- One special character ~!@#%&\* \_-+=`|\{}[]:;'"<>.,?/

Enter a "Hint" that you can use to recall your password at a later time. Click on SUBMIT.

### **WHAT CAN I DO IF A COURSE I NEED TO GRADUATE IS NOT OFFERED WHEN I NEED IT?**

Students should talk to an academic advisor or academic dean. In some cases, students might be able to obtain a course substitution for the required course that they cannot schedule. However, students should closely follow and monitor their plan sheet from the beginning and also meet regularly with an academic advisor to avoid a problematic situation.

**IF I REPEAT A COURSE BECAUSE OF A LOW GRADE EARNED THE FIRST TIME TAKEN, WHAT HAPPENS TO THE ORIGINAL GRADE?**

The original grade remains on the student's transcript, but the highest grade earned is used to meet degree requirements and to compute a grade point average. If a student retakes a class and receives a lower grade, the highest grade is the one that counts.

**CAN I GET AN "F" REMOVED FROM MY RECORD?**

Except in situations where the college has erred, an "F" grade will not be removed from a student's record. However, students can take the course again. The highest grade earned will be used to meet degree requirements and to calculate the grade point average. If you have not attended Craven for three (3) or more years, you may be able to moderate the impact of previous bad grades through use of the Academic Forgiveness Policy. Students should contact Student Services for additional information.

**WHAT HAPPENS IF I QUIT COMING TO A COURSE, OR NEVER ATTEND AT ALL?**

Faculty members may drop or withdraw a student from class for failure to attend or participate, or when a student stops attending or participating. Students may also drop or withdraw themselves from a class, but must do so by the deadline date. Students receive a failing grade if they do not formally withdraw from the class by the last day to withdraw without academic penalty. Deadline dates such as this are listed in the CCC Catalog and on the CCC website at [www.cravencc.edu/educational/calendar.cfm](http://www.cravencc.edu/educational/calendar.cfm)

**WHAT IS THE PROCEDURE FOR MAKING UP AN "I" (INCOMPLETE) GRADE?**

An "I" grade gives students additional time to fulfill course requirements that they were unable to complete for verifiable unavoidable reasons. The student must be making satisfactory progress in the course at the time that an "I" grade is requested, and he/she must also have completed at least 50% of the course. It is the student's responsibility to contact the course instructor to initiate an Incomplete grade. Students should not register for the class the following semester, and should make every effort to complete course requirements by the deadline.

**HOW LATE CAN I REGISTER FOR A CLASS?**

The registration schedule is available on WebAdvisor. Registration deadlines for special session courses may be obtained from Student Services. Since students are responsible for any materials or assignments missed, regardless of when the registration was completed, they are advised to register early.

**WHAT KINDS OF FINANCIAL ASSISTANCE CAN I GET AT CRAVEN COMMUNITY COLLEGE?**

Grants, scholarships, and work-study jobs are forms of financial assistance available to eligible students. Information about this assistance can be obtained at the Financial Aid Office located in the One-Stop in the Student Center Building on the New Bern campus or by visiting [www.cravencc.edu/financialaid/index.cfm](http://www.cravencc.edu/financialaid/index.cfm)

**WILL I GET A REFUND IF MY COURSE IS CANCELLED? WHAT HAPPENS IF I DROP OR WITHDRAW FROM A COURSE?**

If the college cancels a class and the student elects not to add another one, the student will receive a full refund of tuition and fees for that class. A 75% refund is due if the student officially drops a class before the last day to drop for tuition refund. If a student withdraws from a course AFTER the last day to drop for a tuition refund, the student is not entitled to receive a refund. The student should refer to the Tuition Refund Appeal Procedure for special circumstances.

**HOW WILL I GET MY FINAL GRADES?**

Grades may be accessible at WebAdvisor approximately 48 hours following the final examination period.

**HOW SAFE ARE THE CRAVEN CAMPUSES, ESPECIALLY IN THE EVENINGS?**

Each campus has well-lit parking lots and grounds, as well as security who patrol the areas. If you are leaving a building alone at night, feel free to ask a security guard to walk you to your car.

**CAN I EVALUATE MY COURSES AT CRAVEN?**

Yes. Near the end of an academic session, all Craven students are encouraged to evaluate each of their classes using CCC's anonymous evaluation tool.

## ACADEMIC TERMS

**AA** The Associate of Arts Degree is awarded to students majoring in the fine or liberal arts who may plan to transfer to a four-year college or university after completing their community college program.

**AAS** The Associate of Applied Science Degree is awarded to students majoring in one of the occupational/technical curricula who may plan to obtain employment immediately upon graduation from college.

**AFA** The Associate of Fine Arts is awarded to students majoring in one of the music or visual art program who may plan to transfer to a four-year college or university after completing their community college program.

**AE** The Associate in Engineering is awarded to students majoring in engineering who may plan to transfer to a four-year college or university after completing their community college program.

**Academic Advisor** An academic advisor is a faculty or staff member who helps you plan a course of study in a specific academic area after you have been accepted into a curriculum/plan.

**Academic Standing** This is a status based on your grade point average. You are in good academic standing if you maintain a 2.0 semester grade point average on all work.

**Add** This is a process for adding courses to your registration. This process must be completed during the time frame indicated in the college calendar.

**Adjunct Faculty** Visiting or part-time instructors.

**AS** The Associate of Science Degree is awarded to students majoring in specialized pre-professional programs who may plan to transfer to a four-year college or university after completing their community college program.

**Audit** Auditing a course is attending course meetings without taking examinations or receiving course credit. Students who desire to earn credit for a previously audited course must re-enroll in the course for credit and pay tuition to earn a grade other than "AU." Advanced standing credit will not be awarded for a previously audited course.

**Career Studies Certificate** The Career Studies Certificate is awarded to students who complete one of the approved non-degree curricula. It consists of a program of study that is less than 30 semester credit hours.

**Catalog** The college catalog provides all types of information that parents and students need to know about Craven. It lists, for example, the institution's history and philosophy, policies and procedures, accreditation status, courses of study, degrees and certificates offered, physical facilities, admission and enrollment procedures, financial aid, student life activities, etc. It may be found online at [www.cravencc.edu/admissions/catalog.cfm](http://www.cravencc.edu/admissions/catalog.cfm)

**Certificate** A Certificate is awarded to students who complete one of the approved non-degree curricula which consist of a minimum of 12 semester credit hours in an occupational area.

**Co-requisite** A co-requisite is a course that must be taken at the same time as another course.

**Credit** A credit is a unit awarded for taking a course.

**Curriculum/Plan** A curriculum/plan is the same as a major. It is a series of courses in a program of study leading to a certificate or degree.

**Developmental Studies** These courses provide a foundation or refresher when you need to improve specific skills required to succeed in a college level program.

**Drop** This is a process of dropping a course from your registration. The process must be completed within the time period indicated in the college calendar.

**Elective** An elective is a course which is not specifically required but offers credit toward a program or degree. Electives must be at the appropriate level.

**Enrollment** Enrollment is a process for registering to take classes. Students enroll in courses by using the Internet. Students may also enroll in person at any campus or off-campus registration site.

**Enrollment Services** Enrollment Services is an office that provides support and assistance with admission, domicile, registration and student records.

**FAFSA (Free Application for Federal Student Aid)** A form that may be used by students applying for federal and other types of financial aid. Forms are available online at <http://www.fafsa.ed.gov> and must be completed once each academic year.

**FERPA** FERPA is the acronym for Family Educational Rights and Privacy Act. This is a federal law that protects the privacy of student records.

**Final Examination** This is a test given in a course at the end of a term.

**Final Grade** This is the grade earned for a course which is posted to your permanent record.

**Freshman** A freshman is a student who has completed fewer than 30 credits of course work in a program.

**Full-time** A full-time course load consists of 12 or more credit hours taken during a semester or term. Special permission is required to enroll in 20 or more credits.

**FYE** First Year Experience Program helps students through the first year of college with orientation, ACA student success courses, campus involvement, guidance and support.

**GPA** GPA is the acronym for grade point average. Each grade earns points (A=4, B=3, C=2, D=1, F=0). At the end of each semester, your grades are averaged to calculate your GPA. A minimum GPA of 2.0 in your curriculum is needed to graduate.

**General Education Requirements** Courses required for all degrees; examples include classes such as English, mathematics, sciences, social science, etc.

**Hold** A hold is placed on a student's account when money is owed to the college, either for an unpaid semester balance or for incidental charges such as parking tickets. Failure to satisfy outstanding obligations will result in the holding of transcripts and may prevent registering for classes for the next semester.

**Honors** Graduation with honors is recognition of academic achievement based on one's cumulative GPA. It is awarded when you receive a degree, diploma, or certificate and have earned a 3.5 cumulative GPA or higher.

**Hybrid Course** A hybrid course makes significant use of the internet to facilitate access to class materials and support communication and access to resources. These courses also require face-to-face meetings during times designated in the course schedule. Participation in both the online portion and face-to-face portion is required.

**Instructor** An instructor is a faculty member assigned to teach a course, and may also be referred to as a teacher or professor.

**Last Day to Drop** This date is designated in the college calendar and is the last day to receive a tuition refund when you drop a course.

**Major** This is the same as a curriculum or plan - the program of study you are pursuing.

**Noncredit course** A noncredit course is a continuing education course which does not earn college credit.

**Part-time** Part-time status represents a course load of fewer than 12 credit hours during a term.

**Phi Theta Kappa** The largest honor society in American higher education. To be eligible for membership, a student must complete a minimum of 12 hours of associate degree course work and earn a grade point average of 3.5 or higher. Members must maintain a high academic standing throughout their enrollment in the two-year college.

**Prerequisite** A prerequisite is a course that you must complete successfully before enrolling in another. Prerequisites are listed each semester in *WebAdvisor* or are developmental courses identified through the college's student assessment program.

**Probation** Students are placed on probation when they have completed two consecutive semesters and have a cumulative grade point average less than 2.0.

**Registration** Registration is a process for enrolling in classes. Students enroll in courses by using the Internet. Students may also enroll in person at any campus or off-campus registration site.

**Semester** A semester normally represents 16 weeks of study during the fall or spring.

**Session** A session is any term other than fall or spring.

**Sophomore** A sophomore is a student who has completed 30 or more credits of course work in a curriculum/plan.

**Specialization** A specialization is a special type of program within a curriculum/plan.

**Suspension** Students are placed on suspension when they are currently on academic probation, and have a semester grade point average less than 2.5.

**Student Development Services** These are services provided to help you succeed in reaching your personal, academic and career goals. Services include co-curricular and personal growth activities which enhance your college experience.

**Student Payment Plan** A monthly payment plan is available that allows the cost of education to be spread over a period of up to four payments per semester. There is a \$25 fee to cover administrative expenses but no interest or finance charges.

**Syllabus** A syllabus is provided for each course and includes a course outline and requirements.

**Term** A term represents the fall and spring semesters and all other sessions.

**Transcript** A transcript is a copy of your permanent academic record. It contains all courses and grades received at Craven.

**Warning** Warning is an academic standing status. Students are placed on academic warning when they fail any course or when their cumulative GPA is less than 2.0.

**WebAdvisor** an online portal that provides a number of useful services to all students including online registration, access to grades and academic transcripts, financial information and more.

**Withdrawal** Withdrawal is the formal act of dropping a course after the deadline to receive a refund and before the last day to process a withdrawal and receive a "W" grade.