



CRAVEN COMMUNITY COLLEGE

2013-2014

STUDENT HANDBOOK & PLANNER

Dr. Catherine Chew, President

800 College Court, New Bern, NC 28562 (252) 638-7200 or www.cravencc.edu

***SEE GMail AT 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 Craven Community College and the 2013-2014 academic year! We are pleased that you have chosen Craven as the place to continue your education and we hope you are excited about the year ahead.

Your decision to enroll at Craven is a good one. You're more than just a number here; you're part of a thriving community of learners that's made up of people of all ages and backgrounds.

Like nearly all community colleges, Craven's student body consists of men and women who recently graduated from high school and adults who have returned to college to complete a degree, to change careers or to improve their current job skills. We are committed to the "open door" philosophy, which means we're here to allow all students the opportunity to succeed.

This is an exciting time to be at Craven. We're making changes to make the college a more inviting place and we're committed to enhancing academic excellence, improving customer service and putting leaders in place to make Craven the best college it can be.

I'm very glad you have chosen Craven Community College as the place you want to learn. There are great people who are committed to the college, and the institution holds great promise. I am here to be your advocate and I wish you much success this academic year!

Sincerely,

Catherine Chew, President

| | |
|----------------------------------|--|
| Craven Community College Webpage | www.cravencc.edu |
| 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 |

Table of Contents

| | |
|---|---|
| Letter from the President | 2 |
| Table of Contents | 3 |
| Forward | 5 |
| General Information | 6 |
| Degrees, Diplomas and Certificates | 7 |
| Mission Statement, Vision Statement | 7 |
| Statement of Nondiscrimination | 7 |
| Hours of Operation | 8 |
| Weather-Related Cancellations | 8 |

ACADEMIC SERVICES AND INFORMATION

| | |
|---|----|
| Academic Advising | 9 |
| Meeting with Your Academic Advisor | 9 |
| Planning a Course Schedule | 10 |
| Cooperative Education/Apprentice Programs | 10 |
| Academic Standing | 11 |
| Course Repeat Procedure | 11 |
| Academic Skills Center | 11 |
| Disability Accommodations | 12 |
| Accommodation Requests | 12 |
| Distance Education | 13 |

STUDENT SERVICES PROGRAMS AND INFORMATION

| | |
|---|----|
| Gmail/E-mail..... | 14 |
| First-Year Experience (FYE) Programs – Engage, Enrich, Empower E ³ | 15 |
| TRiO Student Support Services | 16 |
| Career/Transfer Center | 16 |
| Financial Aid | 16 |
| Veterans Affairs | 18 |
| Student Life | 18 |

Table of Contents (continued)

CAMPUS SECURITY

| | |
|---|----|
| Campus Environment and Safety | 21 |
| Campus Regulations | 21 |
| Emergency Procedures | 22 |
| Parking Permits | 22 |
| Location and Hours of Campus Security | 22 |
| Safety Tips | 22 |
| Threat Assessment Procedure | 23 |
| Sexual Assault Prevention Program | 26 |
| Disclosure of Education Records Concerning Registered Sex Offenders | 26 |

POLICIES AND PROCEDURES

| | |
|--|----|
| Statement of Student Rights and Responsibilities | 27 |
| Non-Discrimination Policy | 27 |
| Religious Observance Policy and Procedure | 27 |
| Code of Conduct | 28 |
| Prohibited Conduct | 28 |
| The Vested Authority for Student Discipline | 28 |
| Authority for Disciplinary Action | 29 |
| Student Disciplinary Procedures | 29 |
| Interim Removal from Class, Laboratory or Instructional Facility Procedure | 32 |
| Student Records and Privacy Rights | 33 |
| Drug and Alcohol Abuse Policy | 34 |
| Sexual and Other Unlawful Harassment | 34 |
| College Work-Study Program | 34 |
| Satisfactory Academic Progress | 37 |
| Student Appeal Procedures | 38 |
| Residency Appeal Procedure | 39 |
| Student Disability Appeal Procedure | 39 |
| Tuition Refund and Appeal Procedure | 41 |
| Student Grievance Procedure | 43 |
| Frequently Asked Questions | 45 |
| Academic Terms | 48 |

FOREWORD

STUDENT HANDBOOK/CALENDAR/PLANNER

2013-2014

This student handbook and calendar is designed to provide you with information about the procedures and policies of the College. You should also read the 2013-2014 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.

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 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.

NOTE: Interested parties may use the contact information below (1) to learn more about the accreditation status of the institution, (2) to file a third-party comment at the time of the institution's decennial review, or (3) to file a complaint against the institution for alleged non-compliance with a standard or requirement. Normal inquiries about the institution, such as admission requirements, financial aid, educational programs, etc., should be directed to the appropriate institution office and not to the Commission's office.

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)

to award:

Associate in Arts Degree
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

Pending Accreditations

American Health Information Management Association (Summer 2013)
American Society of Health-System Pharmacists (Summer 2013)
National Automotive Technicians Education Foundation (Fall 2013)

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.

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. Craven Community College fulfills this 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.
- Developmental Education 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.
- Occupational 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

By 2015, Craven Community College will be recognized as a vibrant community college focused on student success and lifelong learning through innovative community partnerships, cultural arts programming, military educational services, public radio and workforce training.

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 5 p.m. | Monday - Thursday Friday |
| Book Store | 8:30 a.m. to 4:30 p.m. 8:30 a.m. to 7 p.m. 8:30 a.m. to 1 p.m. | Monday and Thursday Tuesday and Wednesday Friday |
| New Bern Campus Library | 8 a.m. to 6 p.m. 8 a.m. to 5 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 9 p.m. 8 a.m. to 5 p.m. 9 a.m. to 1 p.m. | Monday – Thursday Friday Saturday |
| Business Office | 8 a.m. to 5 p.m. | Monday-Friday |

HAVELOCK

| | | |
|-------------------------|---|---|
| Havelock Campus | 8 a.m. to 8 p.m. 8 a.m. to 5 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 8 p.m. 8 a.m. to 5 p.m. | Monday – Thursday Friday |

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.cravenc.edu>

Radio

Next Media

WERO-FM 93.3
WRNS-FM 95.1
WXQR – FM 105.5
WQSL-FM – 92.3/101.1

Beasley Broadcasting

WIKS- FM 101.9

WMGV-FM 103.3
WNCT-FM 107.9
WSFL-FM 106.5
WXNR-FM 99.5
Public Radio East
WTEB-FM 89.3
WBJD-FM 91.5
WZNB-FM 88.5

WKNS-FM 90.3
Greenville-FM 88.1

TV

WCTI 12
WNCT 9
WITN

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. Students are strongly encouraged to periodically meet with academic advisors to review progress towards educational goals or to seek assistance in all aspects of the college experience. Advising sessions are confidential. It is not necessary to make an appointment to see an advisor, but is encouraged.

Advising services are available at both the New Bern and Havelock campuses during the following hours:

New Bern Campus – Student Center
Havelock Campus – Redd Building
Monday, Thursday, and Friday – 8 a.m. – 5 p.m.
Tuesday & Thursday – 8 a.m. – 6 p.m.
Summer hours may vary.

First-Year Advising Requirement

All degree-seeking first-year students are required to meet with an assigned academic advisor prior to registration for their second and third semesters. This requirement is enforced by the placement of a “First-year Advising Required” registration hold on a student’s account. Students with the first-year advising hold will not be able to register for courses in the following semester until they have met with their academic advisor. This procedure was instituted to ensure students receive the proper academic advice and take the classes needed for their curriculum and transfer plans. Even after students have completed their first year, they are encouraged to continue meeting with their academic advisors each semester.

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; COMPASS, SAT, ACT
2. Career goals and personal ambitions
3. Educational planning
4. Course selection

What is an Educational Plan?

Students are encouraged to meet with their Academic Advisor to develop their educational plan. This plan is designed to help students select classes that will meet each requirement of their educational goal and it includes planning courses selection for the upcoming year.

If your educational goal is...

Diploma/Certificate

AA/AS/AAS

Your educational plan will include...

Courses that meet the certificate requirements

General education courses and those required for the major along with electives

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 Academic Advisor.
2. Stop by to see your Academic Advisor at anytime during regular college operating hours - not just during registration periods. Academic 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 Academic Advisor prior to making changes to course schedules to ensure you are meeting curriculum requirements.

6. Utilize your Academic Advisor as a resource to assist you with academic progress challenges. Advisors can provide appropriate advice and referrals to resources.
7. Contact your Academic Advisor when you are having difficulty with a course or an instructor so we can provide you with proper guidance.
8. Ask your Academic 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 Academic 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.

Cooperative Education/Apprentice Programs

Cooperative Education allows students to gain academic credit as well as work experience related to their majors. This plan integrates classroom study with employment and is based on the principle that learning does not confine itself to the academic environment but is also dependent upon practical experience.

Students enrolled in the Cooperative Education Program take a prescribed program of study for the Associate Degree program. As required for elective courses, the student participates in supervised work experience. This work experience is planned, progressive and closely related to the curriculum and career interest.

Evaluation of job performance is made jointly by the employer, the student and the College. The student's letter grade is based on this evaluation. In order to be eligible for the Cooperative Education Program, a student must:

1. Complete at least one semester as a full-time student at the College;
2. Have a minimum GPA of 2.5;
3. Be enrolled in a curriculum program at the College that allows cooperative education as a required or elective credit;
4. Be recommended by an instructor in his/her program of study; and
5. Attend a co-op student orientation class prior to beginning work experience.

Students interested in participating in the Cooperative Education Program should contact their academic advisor.

Academic credit for Cooperative Education/Apprentice Programs

Academic credit for cooperative education/apprentice programs may be earned and awarded as follows:

| | |
|--------------------------------|----------------|
| AAS | 8 credit hours |
| Diploma | 4 credit hours |
| Certificate | 2 credit hours |
| College Transfer (AA, AS, AFA) | 1 credit hour* |

NOTE: *A non-college transfer course (including a COE course) of one semester hour of credit may be included in a 65 semester hour credit associate in arts, fine arts or science program. This course will receive transfer evaluation by the receiving institution.

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 encouraged to see their Academic Advisor to consider such options as a different 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 Executive Vice President of Learning and Student Success, 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 their Advisor to discuss specific actions to improve academic performance.

Academic Separation

A student on academic probation whose academic progress remains unsatisfactory as demonstrated by three successive semesters of a cumulative GPA less than 2.0 and a semester GPA less than 2.50 will be separated from the College for a period of one regular (16-week) Fall or Spring semester plus the adjoining Summer session and must reapply to the college at the end of the separation.

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 Moodle 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 7 p.m. | |
| Friday | 8 a.m. to 5 p.m. | <i>Summer hours vary.</i> |

Havelock ASC Hours

| | | |
|-------------------|------------------|---------------------------|
| Monday – Thursday | 8 a.m. to 7 p.m. | |
| Friday | 8 a.m. to 5 p.m. | <i>Summer hours vary.</i> |

Disability Accommodations - ADA Coordinator (252) 633-3879

*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 12 months old. **An Individual Educational Plan (IEP) from high school is sufficient documentation.**
4. The ADA Coordinator 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

Barker Hall 109J, Craven Community College, 800 College Court, New Bern, NC 28562 (252) 633-3879

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. 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: online, hybrid, and, programmed instruction. 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 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. 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 by appointment. 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 MAT 070 or MAT 080. In any course numbered 050-095, 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 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 (current version), 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 (current version), and the most current version of Java. (JavaScript and Cookies must be enabled).

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

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 Services. 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 E³

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 out of the classroom, which 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 PRIDE³

Panther PRIDE³ is the College’s New Student Orientation program. Any incoming student who has less than 12 credit hours is required to attend a Panther PRIDE³ 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 PRIDE³ session, students may contact the First Year Experience Coordinator at (252) 638-4463 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 educational support 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 TRiO Student Support Services at (252) 638-1236.

Career/Transfer Center

The Craven Community College Career/Transfer Center is a college-wide resource that provides comprehensive support to students in areas of career development and transfer planning. Centralized locations on the New Bern and Havelock campuses are designed to foster student development by creating access to career exploration opportunities, job postings, self-assessments, transfer advising, résumé and cover letter critique services, mock interviews, and a variety of resources and workshops. The Career/Transfer Center is located in the Student Center, Room 119, on the New Bern Campus. Services are also available at the Havelock-Cherry Point Campus. For additional information or to schedule an appointment, see <http://www.cravenc.edu/careerservices> or email careerservices@cravenc.edu.

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. To apply for aid:

____ 1. Complete the FAFSA (Free Application for Federal Student Aid). You may apply online at www.fafsa.ed.gov. This must be completed in order to receive any Federal and State aid, and some scholarships. You will need a Federal Student Aid PIN to sign your FAFSA online. If you have to include your parent's information on the FAFSA, your parents will need a PIN. If you do not already have a PIN, you can apply for one at www.pin.ed.gov. If you have forgotten your PIN, you may request a duplicate PIN. **Craven's priority deadline is June 1st of each year to ensure aid availability for the Fall semester.**

____ 2 Ensure all documents have been received by Admissions. Admissions will need to be completed in order to receive federal or state aid.

____ 3. Submit any required documents to the Financial Aid Office. Once Craven receives your processed FAFSA, we will send a letter or email to you letting you know the information needed to complete your financial aid file. Respond promptly to requests for information.

____ 4. You will receive notification from Financial Aid on your next step. If eligible for grants, you will receive notification to complete the Financial Aid Workshop on Craven's website. If not eligible for grants, you will receive notification.

Additional financial aid information is available on Craven's website. Go to www.cravencc.edu, click on Admissions and Financial Aid.

You may review your financial aid information on WebAdvisor (your student web account for registering, checking grades, and viewing financial aid information). You can access WebAdvisor on Craven's website.

You will need to apply months in advance to receive most types of financial aid, and you must reapply each academic year. Below is a to-do list for receiving financial aid:

January

- File the FAFSA (Free Application for Federal Student Aid). This must be completed in order to receive federal and state aid.
- Complete the General Scholarship Application. (Due by March 31st)
- Search for outside scholarships via a free national search (for example: www.cfnc.org).
- If you are not currently enrolled as a student you must ensure all documents have been received by admissions and take all required admissions tests.

February-May

- Contact the financial aid counselor once you have received the Student Aid Report (SAR). (You will receive this after filing the FAFSA.)
- Submit any required documents to the Financial Aid office. Respond promptly to requests for information.
- Complete the online Financial Aid Workshop once you are notified that the award is ready.
- Review your financial aid award letter on WebAdvisor.
- Review your financial aid information at www.cravencc.edu.
- Complete a realistic academic year budget listing income and expenses.

July Through the Beginning of the Fall Semester

- 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 Pell Grant.

Students must reapply for aid each school year.

If you have general questions about Financial Aid, visit <http://cravencc.financialaidtv.com/>

Veterans Affairs

Veterans and dependents of veterans must contact the College's VA Coordinator to determine the 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 the 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 for additional information concerning your educational benefits or call the toll free number at 1-888-442-4551.

Student 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 College’s 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:

- **Accounting Club** – The objectives of the CCC Accounting Club shall be (1) to provide the opportunity for leadership training and professional development (2) to serve on the campus and in the community (3) to encourage participation in group activities (4) to promote good fellowship and high scholarship and (5) to promote the adoption and application of high social, business, and professional standards.
- **Alumni Association** – The Alumni Association gives its members an opportunity (1) to advance the growth and development of the College, (2) to enhance their personal, educational, and professional development as well as that of other alumni, and (3) to establish, promote, and maintain mutual benefits through relationships with the college community and its alumni.
- **Associate Degree Nursing Club (ADN)** – the purpose of the Club shall be the promotion of service and scholarship, the development leadership, and the cultivation of fellowship among members. Any student enrolled in the Associate Degree Nursing program may be a member of the Club.
- **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.
- **Bible Club** – The Craven Community College Bible Club is a non-denominational gathering of students who desire to study the Holy Bible and apply it to their daily lives. The purpose of the club is to promote an understanding of the Bible, influence unity and morality among students and faculty, and to offer positive contributions toward academic achievement, overall success and well-being.
- **Book Society (A)** – The purpose of the A Book Society is to discuss books and spread the appreciation of and for literature while taking part in community service that is somehow related to literature.

- **Business and Banking Club** – The purpose of the Business and Banking Club is (1) to provide the opportunity for leadership training in service, (2) to serve on the campus and in the community, (3) to encourage participation in group activities, and (4) to promote good fellowship and high scholarship.
- **CCC Ambassadors** – The Craven Community College Student Ambassador Program is a group of students that are selected to represent the College at various events. Students that are selected to the program must have a 3.5 or higher and have recommendations from faculty and staff.
- **Communications Club** – The Communications Club purpose is to (1) promote print communications at Craven Community College (2) to provide an opportunity for club members serve together productively, and (3) to promote better understanding and cooperation among members of the faculty and students.
- **Craven Early College Club (CEC)** – The purpose of the CEC Club shall be (1) to promote teamwork and leadership qualities (2) to promote professional competency (3) to raise awareness of CEC and its educational vision, mission and goals (4) to provide an opportunity for club members to serve together productively and (5) to provide structure for the development of academic, social, athletic, fiscal and service projects
- **Criminal Justice Society** – The purpose of the Criminal Justice Society is (1) to enhance the image of the College, (2) to increase the community awareness of the criminal justice system, (3) to provide association for the criminal justice students, and (4) to promote a sense of unity and academic support.
- **Encore!** – is Craven Community College’s singing ambassadors. The group of students performs throughout the community.
- **Fine Arts Club** – The purpose of the Fine Arts Club is (1) to promote professional competency, (2) to provide an opportunity for members to serve together productively, and (3) to promote better understanding and cooperation among members of the faculty and students.
- **Fitness Health and Wellness (FHW)** – The club objective is (1) to serve as a support organization for students that would like to become more educated about full body fitness and healthy eating (2) to help students enjoy themselves through divers ways of becoming fit and (3) to build not only fit people but also healthy relationships that last a lifetime. Club Motto: Fit Together—Building fit people and healthy relationships.
- **Forensics Society** - The purpose of the Forensics Society is (1) to promote professional competency in public speaking, (2) to provide an opportunity for members to serve the College and community in forensic activity, and (3) to promote better understanding and cooperation among members of the speech faculty and students.
- **The Forum Club** – at Craven Community College strives to promote and enhance awareness through documentaries about social, economic and political issues. It provides a forum in which balanced discussions can take place between students and the community at large. We also provide social events such as Contra Dancing to bring students and the community together for dancing and entertainment in a safe and fun environment.
- **Havelock Student Association** – The purpose of the Havelock Student Association shall be (1) to promote student activities on the Havelock campus and (2) to promote more communication and cooperation between the New Bern Campus and Havelock Campus.
- **History Club** – The purpose of the club shall be to promote a better understanding of history’s cultures and historical events.
- **International Club** – 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 such community (3) to provide leadership opportunities for its members (4) to enhance the language skills of students of the Spanish, French and German languages through both educational and recreational means (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-lingual and competitive marketplace.

- **Male Mentoring Empowerment Group (MMEG)** - The purpose of the club shall be (a) offer workshops and/or sessions, which will facilitate discussion groups and/or refer male student's to receive and exchange information and provide assistance in several areas (b) to engender fellowship and camaraderie among members (c) to retain and support males through the completion of their post-secondary goals (d) to promote community awareness and involvement.
- **Multicultural Society** – The purpose of the Multicultural Society is (1) to develop a better understanding of minority special problems and concerns, (2) to develop community awareness of minority issues, and (3) to foster among students a better understanding of the vital role minorities play in society.
- **National Vocational/Technical Honor Society** – The purpose of the National Vocational/Technical Honor Society is (1) to encourage scholastic achievement, skill development, service leadership, citizenship and individual responsibility, (2) to cultivate and champion a stronger, more positive image for work force education in society.
- **Panthers Baseball Club** – The Panthers Baseball Club is the official baseball athletic club team of Craven Community College. All players must be a student and meet the eligibility of the National Club Baseball Association (NCBA) which is the governing association in which the club plays. Any eligible student is able to try-out for the team in beginning of each semester.
- **Phi Theta Kappa** – The purpose of Phi Theta Kappa, an international honor society of two-year colleges, is to promote scholarship, the development of leadership and service by cultivating fellowship among qualified students. Each candidate for membership must have a 3.5 GPA.
- **Rotaract Club** – The purpose of the Rotaract organization is to provide an opportunity for young men and women to enhance the knowledge and skills that will assist them in personal development, to address the physical and social needs of their communities, and to promote better relations between all people worldwide through a framework of friendship and service.
- **Student Activities Board** - The Student Activities Board (SAB) primary function is to provide educational, social, cultural and some recreational activities for the College community. SAB will be responsible for cultural celebrations, cookouts, Founders Day celebration and other co-curricular activities that can enhance incoming and continuing students at Craven or register online at: <http://www.cravenc.edu/firstyearexperience/index.cfm>
- **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 of the College, both part-time and full-time, shall be members of the Student Body. Each year new clubs and organizations are formed by students with different interests.

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 on campus to include 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 Associate Vice President for Academic Affairs and Student Engagement 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 Associate Vice President for Academic Affairs and Student Engagement 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 require 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) 514-5276.

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) 444-6005 or (252) 444-6008 during regular business hours.

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 see the Campus Information Specialist outside Student Services, who will 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.

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 Associate Vice President for Academic Affairs and Student Engagement (AVP) 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.

Convening a Behavioral Intervention Team (BIT)

After a student has been charged with a possible violation of the Code of Student Conduct but before that student's hearing, the Associate Vice President for Academic Affairs and Student Engagement shall decide if the student's violation warrants a review by the BIT as follows:

Mandatory Review

The Associate Vice President must convene the BIT anytime a student is immediately removed from either campus. Such action is required by the Code of Student Conduct when the student engages in activity or threatening behavior that constitutes a clear and present danger to the physical and/or emotional well-being of the student and/or other students, faculty and staff. In such cases, the Associate Vice President shall immediately suspend the student and remove them from campus for no more than ten school days pending a hearing. The Dean of the Havelock-Cherry Point Campus will partner with the Associate Vice President for Academic Affairs and Student Engagement to facilitate BIT functions for scenarios that involve students at that location.

Discretionary Review

Except as provided in Section A, the Associate Vice President for Academic Affairs and Student Engagement has the discretion to call for a BIT review when facing an extraordinary discipline and/or safety issue. In making this decision, factors the Associate Vice President should consider including, but are not limited to, the following:

- Is this student possibly a threat to the health, safety and welfare of himself and/or others?
- Could this student possibly benefit from additional psychological, physical and emotional services?
- Does this student have a past history of disciplinary problems?
- Does the allegation include an altercation with another student or a member of the faculty or staff? (Does the altercation include verbal and/or physical actions?)
- Has the student already taken some action to prepare a written apology and take responsibility for the conduct?
- Has the student sought or is the student currently seeking outside help (i.e. private counseling)?
- Given the situation, is there adequate time for review by the BIT?

Composition of the Behavioral Intervention Team

The BIT will be comprised of no less than three members and will be composed as follows in an effort to ensure the most efficient and equitable assessment:

- One administrative official to be appointed by the AVP to serve as the team leader.
- One member of Campus Security
- The College Resource Officer
- One faculty member (preferably one who currently teaches the student in question)

- One staff advising professional

The AVP may, at his/her discretion, add additional members to the BIT. If a conflict of interest occurs or the appearance of a conflict of interest arises for any of the team members, the AVP shall appoint a substitute for that individual.

Notification to the Behavior Intervention Team

After the Associate Vice President for Academic Affairs and Student Engagement reviews the situation and decides that it warrants a review by the BIT, it shall be the responsibility of the Associate Vice President to assemble the team and provide written notification to the student explaining that the team has been assembled and is evaluating the violation or situation.

The Associate Vice President for Academic Affairs and Student Engagement provides the BIT with a written report that includes:

- A full account (include all relevant evidence) of the alleged violation.
- The Associate Vice President's factors for justifying a review by the team.
- Any additional relevant information that would be useful to the team to assist in their assessment.

Role of the Behavioral Intervention Team

The role of the BIT is to:

- Review the alleged violation.
- Evaluate the student's behavior in light of the accumulated evidence.
- Provide appropriate recommendations to the Associate Vice President for Academic Affairs and Student Engagement.
- Complete the assessment within five (5) school days if the student has been removed from campus.

At its discretion, the BIT will have full investigatory authority when reviewing the alleged violation and evaluating the student's behavior. The team has the right to:

- Interview the student
- Interview all relevant witnesses
- Interview any individual that the Team deems helpful in providing a proper assessment
- If applicable, interview the accuser(s)
- Inspect any of the student's school records. *Note: The BIT has a legitimate educational interest in the student's school records*
- Request the student's elementary and secondary school records
- Request that the student provide any additional records, such as medical or criminal records
- From an "advisory" perspective, consult with a licensed counselor or other health/wellness professional.

Student's Cooperation with the Behavioral Intervention Team's Investigation

The student shall fully cooperate with the BIT and their investigation. A student's failure to cooperate in any way shall be taken into account by the team and will be reflected in the team's recommendations to the Executive Vice President for Learning and Student Success (EVP).

Recommendations by the Behavioral Intervention Team

Once the BIT has concluded their investigation, the team will issue a written report to the Executive Vice President for Learning and Student Success that outlines recommendations. These recommendations may include:

- An opinion as to whether or not the student may constitute a threat to the health, safety and welfare to himself/herself or others, and if "yes", the Executive Vice President will immediately notify law enforcement.
- A suggested BIT Action Plan, if any. An action plan may include, but is not limited to the following:
 1. Anger management counseling
 2. Psychological counseling
 3. Professional psychological assessment

4. Waiver from the student allowing the release of the student's school records to local mental health authorities and/or law enforcement
5. Establish regular reporting system.

A copy of this recommendation report will be included in the student's school records.

Use of the Behavioral Intervention Team's Recommendations

Once the BIT has presented its recommendation/report to the Executive Vice President for Learning and Student Success, he/she will have a meeting with the student and explain the Team's recommendations.

At this meeting, the student will be given two options:

1. The student may sign an agreement forgoing the right to a future hearing and all future appeals and will be bound by the team's recommendations.
2. The student may disagree with the team's recommendations and request the matter to proceed per the college's established disciplinary procedure.

If the student proceeds with the second option, following a hearing, the Executive Vice President has the discretion not to implement the recommendations of the team and implement other action consistent with the Code of Student Conduct, as appropriate. However, if the Executive Vice President decides not to implement the team's recommendations, he/she must provide a written statement explaining why he/she did not implement the team's recommendations. This written statement shall be included in the student's school records.

Nothing herein prevents the Executive Vice President for Learning and Student Success from segregating multiple violations of the Code of Student Conduct and proceeding with a hearing on violations that may be related to any alleged threatening behavior. For example, the Executive Vice President may proceed with a hearing regarding alleged sexual harassment while the BIT is analyzing other threatening behavior exhibited by the student.

Review Period

If the student does not voluntarily agree to the team's recommendations and, after a hearing, the Executive Vice President for Learning and Student Success does not implement any of the team's recommendations, the Team will be disbanded and the matter will be considered closed.

If the student does voluntarily agree to the team's recommendations or, after a hearing, the Executive Vice President for Learning and Student Success does implement any of the Team's recommendations; the Executive Vice President will meet with the student at the mid-point of the fall and spring semesters to assess/monitor progress. The Executive Vice President will create a progress report after each meeting and will include that report in the student's school records. At the end of the year-long review period, the Executive Vice President will decide if additional monitoring is necessary - and the appropriate length of time needed to continue monitoring. Once additional monitoring is deemed unnecessary, the Executive Vice President will create a final progress report and include that report in the student's school record.

If a student agrees to be bound by the recommendations of the BIT and the student violates any of those recommendations, the violation will be treated as a violation of the Code of Student Conduct and the Executive Vice President will ensure that the college's established disciplinary protocol is followed.

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. Campus Security officers speak to individual high school and middle school classes concerning safety in general and the practices at the College.
2. Information about how students can protect themselves against rape and other sex offenses is displayed in Student Services.
3. 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. Campus Security officers periodically travel to the Havelock Campus to speak to students about safety on campus.

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 <http://sexoffender.ncdoj.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.

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 unlawful Harassment
- Appeal Procedures
- Student Code of Conduct and Disciplinary Procedures
- Student Appeals for Grades and Discipline
- Tobacco Free Campus
- Student Grievance Procedure
- Governance, and
- Publications

Students should view these and other student policies and procedures in their entirety on our Website at 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 Executive Director of Enrollment and Retention ten (10) work days prior to the intended absence.
2. The Executive Director of Enrollment and Retention 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.

Code of Conduct

The purpose of the Craven Community College Student Code of Conduct is not only to regulate student behavior, but also to educate students on their rights and responsibilities as members of the student body. Consistent with its educational mission, the College 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, conducive to student learning and success.

The College expects students to:

- Familiarize themselves and to be accountable for information contained in all college publications (General Catalog, student handbooks, bulletins, syllabi etc.) relating to student responsibilities.
- Respect the rights of others in the college community.
- Comply with verbal or written directions of college staff, faculty and administration.
- Comply with all federal, state or local laws as good citizens.
- Respect the freedom to teach and the freedom to learn.
- Develop and demonstrate effective workplace behaviors.

In general, all students are expected to conduct themselves in a manner that promotes and supports both students and the educational endeavors and objectives of the college.

The goals of the Code of Conduct are to:

- Educate all in the college community on issues related to student rights, conduct, responsibilities and behavioral expectations as outlined in this policy.
- Protect the rights of students, faculty and staff in the College.
- When necessary, discipline and sanction students in a manner that fosters learning, ethical and social development, personal integrity and responsibility.

The Expected Learning Outcomes for students involved in the disciplinary process are:

- Students will demonstrate knowledge of the Student Code of Conduct policy and their expected behavior in the college community.
- Students will demonstrate insight into decision-making related to ethical behavior at the College.
- Students who violate the Student Code of Conduct will anticipate consequences for their actions and demonstrate a change in their behavior.
- Students who violate this policy will know their rights and responsibilities as students and the rights of others in the greater college community.

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) 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;

- (3) Failure to comply with the lawful directions of any College official, faculty, staff or law enforcement officers acting in the performance of their duties;
- (4) 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;
- (5) 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;
- (6) 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;
- (7) 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;
- (8) Disruption or obstruction of teaching, research, administration, or disciplinary proceedings, or other College activities (or related activities);
- (9) Possessing any firearm or weapon as outlined in North Carolina General Statute 14-269.2;
- (10) Possessing any dangerous chemical or explosive elements or component parts thereof not used by the student for lawful College studies;
- (11) Gambling, conducting or holding a raffle or lottery except in cases of specific prior approval by the President;
- (12) Littering, defacing, destroying or damaging property of the College or property under its jurisdiction or removing or using such property without authorization;
- (13) 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;
- (14) 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;
- (15) Violating any local, state or federal laws; or
- (16) Any other action that is contrary to this Policy or that the Board of Trustees or President determines is detrimental to the College or its employees or students.

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 Associate Vice President for Academic Affairs and Student Engagement. 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 Student 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 Executive Director of Enrollment and Retention, 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.

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 Executive Director of Enrollment and Retention or designee.
3. **Investigation**
The Executive Director of Enrollment and Retention or designee shall initiate an immediate investigation, gathering signed statements and interviewing appropriate persons.
4. **Authority to Require Students to Appear**
The Executive Director of Enrollment and Retention may require any student to appear for an interview or to give a written statement. Failure to assist the Executive Director of Enrollment and Retention 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 Executive Director of Enrollment and Retention'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 Executive Director of Enrollment and Retention or designee may:
 - Dismiss the complaint, or
 - Determine that the complaint is supported by reliable evidence.

If the Executive Director of Enrollment and Retention 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. **Charges; Elements of Due Process**
The Executive Director of Enrollment and Retention or designee shall provide a letter to the student, advising the student of the nature of the charges. 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;
 - Information regarding witnesses who may give evidence to support the charge(s) and the opportunity to call witnesses in his/her behalf;
 - Right to counsel of his/her choosing;
 - A written record of the hearing;
 - A prompt written decision;
 - Information regarding the available appeal procedures.
7. **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.

8. Appeals Procedure

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

9. Disciplinary Committee

If the Executive Director of Enrollment and Retention or designee refers adjudication of the matter to a disciplinary committee, the Executive Director of Enrollment and Retention will advise the Associate Vice President for Academic Affairs and Student Engagement in writing. The Associate Vice President for Academic Affairs and Student Engagement will, within three days of receipt of the Executive Director's notice, appoint a disciplinary committee. The committee will consist of one faculty member, one administrator, and one student. The Executive Director of Enrollment and Retention 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 above.

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 Associate Vice President for Academic Affairs and Student Engagement. Upon receipt of the witness statements, final summary, and proposed penalty (if any), the Associate Vice President for Academic Affairs and Student Engagement shall review such documentation, and reach a determination. Final disciplinary action will be established by the Associate Vice President for Academic Affairs and Student Engagement, who shall

promptly communicate this information to both the student and the Executive Director of Enrollment and Retention (or designee). The decision of the Associate Vice President for Academic Affairs and Student Engagement is final.

10. Notice to Parents/Guardians of Minors

In the best professional judgment of the Executive Director of Enrollment and Retention (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 Executive Director of Enrollment and Retention within 24 hours of the incident.

Step 2:

The student will meet with the Executive Director of Enrollment and Retention 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 Associate Vice President for Academic Affairs and Student Engagement 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 Executive Director of Enrollment and Retention 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 Executive Director of Enrollment and Retention, 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 Executive Director of Enrollment and Retention 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 Executive Director of Enrollment and Retention 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 Associate Vice President for Academic Affairs and Student Engagement.

Step 4:

If the student does not agree with the decision of the Executive Director of Enrollment and Retention, the student may appeal the decision in writing to the Associate Vice President for Academic Affairs and Student Engagement 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 Associate Vice President for Academic Affairs and Student Engagement 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 affect 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 race, color, religion, gender, sex, age, national origin, disability or other legally protected status is strictly forbidden.

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 Financial Aid Director 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: Associate Vice President for Academic Affairs and Student Engagement will present the report of recommended work-study hours to award for next year to Cabinet for perusal; Financial Aid Director 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 Financial Aid Director of distribution by or before July 1st.

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

January: The Financial Aid Director 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 Datatel; 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 Friday from 8:00 – 5:00; 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 40 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.

Timesheets

1. Students should keep an accurate daily account of time worked on a timesheet. Timesheets should be filled out each day, not at the beginning or end of the month. Supervisors should monitor the accuracy of the times reported, so as to prevent students from being paid for hours not worked. In accordance with Federal Regulations, both the student and the supervisor must sign each timesheet, certifying the hours as a true statement of hours worked. A supervisor, therefore, cannot be expected to certify back hours for a student who turns in late timesheets. Regulations also require the supervisor to state if the work was performed satisfactorily. (Timesheets must be retained five years for auditing purposes)
2. The student is responsible for ensuring the timesheet is completely filled out and for getting the timesheet to the Financial Aid Office by the first of the month. Timesheets that are held for more than 30 days and not turned into the appropriate financial aid counselor for payment are at risk of not being paid. Fraudulent or “padded” timesheets 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 member of the Student Government Association, a faculty member from the same department as the appealed instructor if possible (but excluding the department chair and appealed instructor), and a third member of the CAO’s choice.

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 Appeals 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 the 12 months immediately prior to classification as a resident for tuition purposes and met appropriate criteria to qualify for the in-state tuition rate. The student cannot qualify for in-state tuition if he or she is claimed as a dependent by a parent or guardian who is not a N.C. resident. The purpose of the appeals process is to provide criteria in administering residency status determinations and to provide for the orderly and timely resolution of all disputes. Applicants for in-state tuition rates may introduce facts to support their claims for in-state residency status at any point within the appeals process.

- **Level I - Initial Determination:** Initial determination of residency status is made by a member of the Enrollment Services staff, but may be made by another designated staff member in Student Services. Students may submit an appeal in writing to Enrollment Services. An appeal of a Level I decision must be initiated no later than the last day of the term to receive a tuition refund for the term in which the student is seeking in-state status.
- **Level II - Intermediate Review:** A Level II intermediate appeal is reviewed by the Executive Director of Enrollment and Retention. Intermediate appeal forms are accessible online and available at the Registrar's Office. The Executive Director of Enrollment and Retention will respond to an intermediate appeal within 10 working days. Students may appeal the intermediate decision. An appeal of a Level II decision must be initiated within 10 working days of notification of the Level II decision.
- **Level III – Final Review:** The final administrative review process shall be conducted by an appeals committee. This committee (College Residency Appeals Committee) is appointed by the Associate Vice President for Academic Affairs and Student Engagement. No person who serves at one level of this appeals process shall be eligible to serve at any other level of this review. The institution shall inform the student of its decision in writing within 10 working days.

A student wishing to further appeal a decision of the College Residency Appeals Committee to the State Residence Appeals Committee may do so by indicating a request in writing to the Executive Director of Enrollment and Retention within 10 days of receiving the ruling of the College Residency Appeals Committee. The Executive Director will then assist the student in making that appeal to the State Residence Appeals Committee.

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 Associate Vice President for Academic Affairs and Student Engagement.

Associate Vice President for Academic Affairs and Student Engagement
Craven Community College
800 College Court
New Bern, NC 28562

4. Upon receipt of the appeal, the AVP 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 AVP 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 AVP 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 AVP 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 Associate Vice President for Academic Affairs and Student Engagement 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 Executive Vice President of Learning and Student Success during normal hours of operation, or by mail, and are reviewed on a continuous 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.

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 in writing and submitted with written supporting documentation to the Executive Vice President of Learning and Student Success Office 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 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) calendar 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.

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.

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 in the Student Center between the hours of 8 a.m. and 10 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. Vehicles with a parking permit are not permitted to park in designated 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: <http://www.cravencc.edu/bookstore/index.cfm>

WHERE AND WHEN DO I PAY FOR MY CLASSES?

Tuition is due at the time of registration, payable to Craven Community College. To pay your tuition, 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.

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 an Academic Skills Center 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 First-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.

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 your six-digit birth date in the format MMDDYY. (Example: June 14, 1989 would be 061489)
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 six characters and must include both letters and numbers.) 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 <http://www.cravencc.edu/calendar/index.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 printed in the Craven Community College Pathways for Success each semester, and students can also find it on the CCC website (www.cravencc.edu). 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, loans, 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 <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 that 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.

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

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.

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 Separation A student on academic program whose academic progress remains unsatisfactory as demonstrated by three successive semesters of a cumulative GPA less than 2.0, and a semester average less than 2.50 will be separated from the College for a regular 16-week semester plus adjoining summer session. Students can reapply to the college at the end of the separation.

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.cravenc.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 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 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 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 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 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 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 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.