

COLLEGE CATALOG

2023 - 2024 ACADEMIC YEAR



Message from the President



Hello from LCC:

Deciding what comes next can be both exciting and nerve-wracking. You've likely decided that the next chapter of your journey includes college and you're looking for the right place to pursue a degree or certificate. Or, perhaps you need to finish what you've already started and are planning to transfer credits you earn to a four-year institution. Either way, you've also decided that community college is a great place to get started, and I couldn't agree more.

You want a college that offers low-tuition and amazing programs with high-quality, hands-on learning. You want expert faculty, personalized support and resources, classes

that transfer, and options for continued growth. Lansing Community College is consistently ranked among the best in the state and nation for our innovative programs. Our college is filled with diverse voices and backgrounds, and we are proud to be inclusive of everyone and focused on your success. You want a great college where you belong; you have definitely found it here.

In this Course Catalog, I know that you will find a program that fits your passion and a pathway to completion that fits your life. Our outstanding faculty and staff, along with our state-of-the-art facilities are just the resources you need from start to finish.

You want a college that will help you achieve your goals and reach your next chapter - we are that College.

Ready when you are, Go Stars!

Steve Robinson, Ph.D. President

Message from the Provost



Welcome to Lansing Community College, and congratulations on taking the next step in your education! On behalf of every faculty and staff member at the college, we are elated you are here.

At LCC, you will find small class sizes, supportive faculty, affordable tuition, career-focused instruction and beautiful campuses. We are proud to be a community college, one that makes our classes accessible to anyone who wants to learn.

We want to see you succeed in whatever goal you choose. That's why all students at LCC have access to free support

services, from mental health counseling to tutoring in any subject to in-depth academic advising. Additionally, we assign every single student to one of our expert Academic Success Coaches, who will serve as your personal guide through your LCC education, from orientation to graduation.

LCC offers classes in six different formats, so you can choose to learn in the way that's best for you – in-person, online, or some mix of the two. You can complete your professional education at LCC and become a dental hygienist, firefighter or robotics technician; or, you can use LCC as a launch pad to your bachelor's, master's or doctoral degree. Whatever you want to do in life, LCC can help you get there.

Take a look through this catalog to get a sense of what degrees or certificates might interest you. If you have any questions, or want help getting started, please contact our StarZone (Iccstarzone@star.lcc.edu). I look forward to seeing you as part of our Stars community.

Sincerely,

Sally Welch Provost

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Quick Help Links

Disclaimers

This document is for informational purposes only and is not to be construed as a binding offer or contract between the College and the student. This document is subject to change without prior notice. The listing of instructors' names in the Banner class schedule is for informational purposes only and does not constitute a contract of employment or offer to employ any named instructor. Instructional assignments are subject to change in accordance with College policies as needs of the College may require. The College reserves the right to cancel classes which do not have sufficient enrollment. Students enrolled in classes which are cancelled will have the opportunity to add another class. Classes may be held in a different room at an off-campus location if there is insufficient space on campus. This document is intended to be used with the Banner registration system, which provides complete information on courses.

Downtown Campus Map



Downtown Campus

Building Locations

- **505** 505 N. Capitol
- **515** 515 N. Capitol
- 601 601 N. Washington Square
- A&S Arts and Sciences Building
- ADM Administration Building
- AOF Academic and Office Facility
- **DRT** Dart Auditorium
- **GB** Gannon Building
- **HB** Huron Building

- **HHS** Health and Human Services Building
- **HRC** Herrmann and Rogers-Carrier Houses
- MB Mackinaw Building
- TLC Technology and Learning Center
- **UC** University Center
- WCP Washington Court Place
- Available Parking 6, 12, 15, 17, 20, 22, 23, 26, 27 and Gannon Ramp
- Restricted Parking 28 and 29



If having difficulty accessing this map please

visit LCC's Downtown Campus webpage

Other Campus Maps

LCC Locations

For more information about LCC locations, visit **Icc.edu/maps**.







Downtown Campus 411 N. Grand Ave. Lansing, MI 48933



LCC West Campus 5708 Cornerstone Dr. Lansing, MI 48917



LCC East 2877 Eyde Parkway East Lansing, MI 48823



Mason Jewett Field 661 Aviation Dr. Mason, MI 48854



Livingston Center 402 Wright Rd. Lansing, MI 48943



AIS Construction 3175 Remy Dr. Lansing, MI 48906

Visit the <u>LCC Locations</u> webpage for more information

Lansing Community College Administration & Board

BOARD OF TRUSTEES

Angela L. Mathews, Chair Lawrence Hidalgo, Jr., Vice Chair Robert E. Proctor, Treasurer LaShunda Thomas, Secretary Samantha Vaive, Trustee

PRESIDENT

Steve Robinson

PROVOST AND SENIOR VP OF ACADEMIC AFFAIRS

Sally Welch

SENIOR VP OF BUSINESS OPERATIONS

Seleana Samuel

ASSOCIATE VP, EXTERNAL AFFAIRS & DEVELOPMENT & K-12 OPERATIONS

Toni Glasscoe

CHIEF DIVERSITY OFFICER

Dale Dan

CHIEF FINANCIAL OFFICER

Donald Wilske

CHIEF INFORMATION OFFICER

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DEAN, ARTS & SCIENCES

Andrea Hoagland

DEAN, COMMUNITY EDUCATION AND

WORKFORCE DEVELOPMENT

Baldomero Garcia

DEAN, HEALTH & HUMAN SERVICES

Elizabeth Burger

DEAN, STUDENT AFFAIRS

Ronda Miller

DEAN, TECHNICAL CAREERS

Shon'ta Dwyer

Administrative Services Executive Director

Christopher MacKersie

CENTER FOR DATA SCIENCE EXECUTIVE DIRECTOR

Matthew Fall

Human Resources Executive Director

Chelsea Ditz

Academic Calendar

Fall 2023 Academic Calendar

Fall Semester 2023 – Registration begins April 24, 2023

Length of Course	Dates
Full Semester (16 Weeks)	August 17 – December 11, 2023
First 8 Weeks	August 17 – October 11, 2023
First 12 Weeks	August 17 – November 8, 2023
Last 15 Weeks	August 24 – December 11, 2023
Last 14 Weeks	August 31 – December 11, 2023
Last 12 Weeks	September 14 – December 10, 2023
Last 8 Weeks	October 12 – December 11, 2023

• <u>Establis</u> l	tration Tasks h Placement Levels* orientation if a new student**	Number of CREDITS earned at the time of registration	Register during or after	Date
 Verify a 	ith an Academic Advisor nd Update Program of Study? a Course Schedule	60 or more	8 - 10 a.m.	Monday, April 24, 2023
Require	All Course Descriptions and descriptions are descriptions and descriptions and descriptions are descriptions and descriptions are described as descriptions and descriptions are descriptions and descriptions are descriptions and descriptions are descriptions and descriptions are described as descriptions and descriptions are described as descriptions are descriptions and descriptions are described as descriptions are descriptions and descriptions are descriptions and descriptions are described as descriptions are described as descriptions are described as descriptions are described as desc	30 or more	10 - 12 noon	
Fall Sem Estimate	nester e your Tuition Cost	12 or more	12 - 2 p.m.	
View Op Education		1 or more	2 - 4 p.m.	
Check for Verify P	nd Update Address and Phone or Holds lacement Test Scores and cy in myLCC	Current & Returning Students	After 4 p.m.	
informatio	al prerequisite and placement on can be found on the Waiver	*New students	After 8 a.m.	Tuesday, April 25, 2023
**New stu	on webpage. udents are required to attend n prior to registering for courses. egistration page for more on			

Event	Date		
Orientation available online, required for new students - For more details visit our Orientation page.	Monday, April 17, 2023		
Web registration begins - For more details visit our Registration page.	Monday, April 24, 2023		
Priority Financial Aid FAFSA file date - For more details visit our <u>Financial Aid</u> page.	Saturday, July 1, 2023		
Priority Financial Aid document submit date - For more details visit our <u>Financial Aid</u> page.	Saturday, July 15, 2023		
Financial Aid supply advances begin – For more details visit our <u>Financial Aid</u> <u>Disbursements</u> page.	Tuesday, August 1, 2023		
Financial Aid book vouchers begin – For more details visit our <u>Financial Aid</u> <u>Disbursements</u> page.	Wednesday, August 2, 2023		
Semester Begins	Thursday, August 17, 2023		
End 100% refund tuition and fees - Full semester and first 8 week & 12 week only – For more details visit our <u>Registration</u> page.	Wednesday, August 23, 2023		
End 50% refund, tuition & student support fee only - Full semester and first 8 week & 12 week only – For more details visit our Registration page.	Wednesday, August 30, 2023		
Labor Day – College closed	Monday, September 4, 2023		
Financial Aid <u>Refunds</u> for <u>Grants</u> , <u>Scholarships</u> , and first half of loans begin	Friday, September 15, 2023		
Last day to change residency	Thursday, September 28, 2023		
Last day to change program of study	Thursday, September 28, 2023		

Event	Date
Financial Aid <u>refunds</u> for second half of loans begin	Tuesday, October 24, 2023
Last day to <u>submit Associate</u> <u>Degree/Certificate</u> applications for Fall semester	Wednesday, November 15, 2023
Thanksgiving Holiday - College Closed	Thursday, November 23 - Sunday, November 26, 2023
Semester Ends	Monday, December 11, 2023
End of semester grades posted and available for view	Thursday, December 14, 2023

Fall 2023 Teaching Periods

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit	Last Date to Drop With No Grade	Last Date to Drop Course. Course with a Record of a W & Last Date to Drop Online
Standard Teaching Periods	[start - end	1]				
Full Semester	[8/17- 12/11]	8/23	8/30	8/30	8/30	11/27
First 8 weeks	[8/17- 10/11]	8/23	8/30	8/30	8/30	10/4
Last 8 weeks	[10/12- 12/11]	10/19	10/26	10/25	10/25	12/6
First 12 weeks	[8/17- 11/8]	8/23	8/30	8/30	8/30	10/29
Last 12 weeks	[9/14- 12/10]	9/20	9/27	9/27	9/27	12/1
Last 14 weeks	[8/31- 12/11]	9/6	9/13	9/13	9/13	11/30
Last 15 weeks	[8/24- 12/11]	8/30	9/6	9/6	9/6	11/29

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit		Last Date to Drop Course. Course with a Record of a W & Last Date to Drop Online
Variable-Start C	Courses					Drop Omine
Community and Continuing Education (Non-Credit Courses) [Section Please call (517) 483-1415 for assistance.						
Open Entry Courses or Modules	HRASEN ON	Day prior to the learning contract start date		Day prior to the learning contract start date	Day prior to the leaning contract start date	NONE
Less than 8 weeks	[Section Specific]	Day prior to the start of class		Midpoint of class	Day prior to start of class	NONE
8 weeks or more	[Section Specific]	7 days into the class	14 days prior to the last week of class	14 days into class	14 days into class	Day prior to the last week

To view on LCC's Website, go to the Fall 2023 Academic Calendar.

Spring 2024 Academic Calendar

Spring 2024 – Registration begins October 2, 2023

Length of Course	Dates
Full Semester (16 Weeks)	January 8 - May 6, 2024
First 8 Weeks	January 8 - March 11, 2024
First 12 Weeks	January 8 - April 8, 2024
Last 15 Weeks	January 16 - May 6, 2024
Last 14 Weeks	January 23 - May 6, 2024
Last 12 Weeks	February 6 - May 6, 2024
Last 8 Weeks	March 12 - May 6, 2024

 Pre-Registration Tasks Establish Placement Levels* Attend orientation if a new student** 	Number of CREDITS earned at the time of registration	Register during or after:	Date
 Meet with an Academic Advisor Verify and Update Program of Study Create a Course Schedule 	60 or more	8 - 10 a.m.	Monday, October 2, 2023
 Search All Course Descriptions and Required Prerequisites Search for Available Course Offerings for Fall 	30 or more	10 - 12 noon	2023
<u>Semester</u><u>Estimate your Tuition Cost</u>	12 or more	12 - 2 p.m.	
 Know your Payment Responsibilities and View Options on How to Fund your Education 	1 or more	2 - 4 p.m.	
 Verify and Update Address and Phone Check for Holds Verify Placement Test Scores and Residency 		Register after:	
 in myLCC *Additional prerequisite and placement information can be found on the Waiver 	Current & Returning Students	4 p.m.	
Information webpage. **New students are required to attend orientation prior to registering for courses. Visit the Registration page for more information	*New students	After 8 a.m.	Tuesday, October 3, 2023

Event	Date
Orientation available online, required for new students - For more details visit our Orientation page.	Monday, September 25, 2023
Web registration begins - For details visit our Registration page.	Monday, October 2, 2023
Priority Financial Aid FAFSA file date - For more details visit our <u>Financial Aid</u> page.	Wednesday, November 1, 2023
Priority Financial Aid document submit date - For details visit our <u>Financial Aid</u> page.	Wednesday, November 15, 2023
Financial Aid supply advances begin - For more details visit our <u>Financial Aid Disbursements</u> page.	Thursday, December 14, 2023
Financial Aid book vouchers begin - For more details visit our <u>Financial Aid Disbursements</u> page.	Friday, December 15, 2023
Semester Begins	Monday, January 3, 2024
Martin Luther King Jr Day - College Closed	Monday, January 15, 2024
End 100% refund tuition and fees - Full semester and first 8 week and 12 week only - <u>See below for all teaching periods</u> .	Sunday, January 14, 2024
End 50% refund, tuition & student support fee only - Full semester and first 8 week and 12 week only - See below for all teaching periods.	Sunday, January 21, 2024
Financial Aid <u>Refunds</u> for <u>Grants</u> , <u>Scholarships</u> , and first half of loans begin	Friday, February 9, 2024
Last Day to <u>change residency</u>	Monday, February 19, 2024
Last Day to change program of study	Monday, February 19, 2024
Spring Break - No Classes	Monday, March 4 through Sunday, March 10, 2024

Event	Date
Last day to <u>submit Associate</u> <u>Degree/Certificate</u> applications for Spring semester	Friday, March 15, 2024
Financial Aid <u>refunds</u> for second half of loans begin	Friday, March 22, 2024
Semester Ends	Monday, May 6, 2024
End of semester grades posted and available for view	Thursday, May 9, 2024
<u>Commencement</u> - Breslin Student Events Center, MSU Campus, 7:00 p.m.	Thursday, May 9, 2024

Spring 2024 Teaching Periods

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit	Last Date to Drop With No Grade	Last Date to Drop Course. Course with a Record of a W & Last Date to Drop Online
Standard						
Teaching Periods	[start - end	J				
Full Semester	[1/8-5/6]	1/14	1/21	1/21	1/21	4/22
First 8 weeks	[1/8-3/11]	1/14	1/21	1/21	1/21	3/4
Last 8 weeks	[3/12-5/6]	3/18	3/25	3/25	3/25	4/30
First 12 weeks	[1/8-4/8]	1/14	1/21	1/21	1/21	3/29
Last 12 weeks	[2/6-5/6]	2/12	2/19	2/19	2/19	4/25
Last 14 weeks	[1/23-5/6]	1/29	2/5	2/5	2/5	4/24
Last 15 weeks	[1/16-5/6]	1/22	1/29	1/29	1/29	4/23
Variable-Start C	ourses					
Community and Continuing Education	[Section Specific]		Please call (5	17) 483-1415 fo	or assistance	2.

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit		Last Date to Drop Course. Course with a Record of a W & Last Date to Drop Online
(Non-Credit Courses)						
Open Entry Courses or Modules	[Based on learning contract]	Day prior to the learning contract start date		Day prior to the learning contract start date	Day prior to the leaning contract start date	NONE
Less than 8 weeks	[Section Specific]	Day prior to the start of class		Midpoint of class	Day prior to start of class	NONE
8 weeks or more	[Section Specific]	7 days into the class	14 days prior to the last week of class	14 days into class	14 days into class	Day prior to the last week

To view on LCC's Website, go to the Spring 2024 Academic Calendar.

Summer 2024 Academic Calendar

Summer Semester 2024 – Registration begins March 25, 2024

Length of Course	Dates
Full Semester (12 Weeks)	May 13 - August 9, 2024
First 6 Weeks	May 13 - June 24, 2024
8 Weeks	June 5 - August 2, 2024
Second 6 Weeks	June 25 - August 5, 2024

 Pre-Registration Tasks Establish Placement Levels* Attend orientation if a new student** 	Number of CREDITS earned at the time of registration	Register during or after:	Date
 Meet with an Academic Advisor Verify and Update Program of Study Create a Course Schedule 	60 or more	8 - 10 a.m.	Monday, March
 Search All Course Descriptions and Required Prerequisites Search for Available Course Offerings for Fall 	30 or more	10 - 12 noon	25, 2024
<u>Semester</u><u>Estimate your Tuition Cost</u>	12 or more	12 - 2 p.m.	
 Know your Payment Responsibilities and View Options on How to Fund your Education Verify and Update Address and Phone 	1 or more	2 - 4 p.m.	
 Check for Holds Verify Placement Test Scores and Residency in myLCC 		Register after:	
*Additional prerequisite and placement information can be found on the Waiver Information webpage.	Current & Returning Students	4 p.m.	
**New students are required to attend orientation prior to registering for courses. Visit the <u>Registration</u> page for more information	*New students	After 8 a.m.	Tuesday, March 26, 2024

Event	Date
Orientation available online, required for new students - For more details visit our Orientation page.	Monday, March 18, 2024
Web registration begins - For details visit our Registration page.	Monday, March 25, 2024
Priority Financial Aid FAFSA file date - For more details visit our <u>Financial Aid</u> page.	Monday, April 1, 2024
Priority Financial Aid document submit date - For more details visit our <u>Financial Aid</u> page.	Monday, April 15, 2024
Financial Aid supply advances begin - For more details visit our <u>Financial Aid Disbursements</u> page.	Thursday, April 25, 2024
Financial Aid book vouchers begin - For more details visit our <u>Financial Aid Disbursements</u> page.	Friday, April 26, 2024
Semester Begins	Monday, May 15, 2024
End 100% refund tuition and fees - Full semester and first 6 weeks only - See below for all teaching periods.	Sunday, May 19, 2024
Memorial Day - College closed	Saturday, May 25 through Monday, May 27, 2024
End 50% refund, tuition & student support fee only - Full semester and first 6 weeks only - <u>See below</u> for all teaching periods.	Sunday, May 26, 2024
Juneteenth – College closed	Wednesday, June 19, 2024
Last day to change residency	Monday, June 24, 2024
Last day to change program of study	Monday, June 24, 2024
Financial Aid <u>Refunds</u> for <u>Grants</u> , <u>Scholarships</u> , and first half of loans begin	Friday, June 28, 2024

Event	Date
Independence Day - College closed	Thursday, July 4, 2024
Financial Aid <u>refunds</u> for second half of loans begin	Friday, July 12, 2024
Last day to <u>submit Associate</u> , <u>Degree/Certificate</u> applications for Summer semester	Monday, July 15, 2024
Semester Ends	Friday, August 9, 2024
End of semester grades posted and available for view	Wednesday, August 13, 2024

Summer 2024 Teaching Periods

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit	Last Date to Drop With No Grade	Last Date to Drop Course. Course with a Record of a W & Last Date to
Standard Teaching Periods	[start - enc]				Drop Online
Full Semester First 6 weeks	[5/13-8/9] [5/13- 6/24]	5/19 5/19	5/26 5/26	5/26 5/26	5/26 5/26	7/26 6/19
8 weeks Last 6 weeks	[6/5-8/2] [6/25-8/5]	6/11 7/1	6/18 7/8	6/18 7/8	6/18 7/8	7/26 7/31
Variable-Start C	Courses					
Community and Continuing Education (Non-Credit Courses)	[Section Specific]		Please call (5	17) 483-1415 fo	or assistance	2.
Open Entry Courses or Modules	[Based on learning contract]	Day prior to the learning	_	Day prior to the learning	Day prior to the leaning	NONE

		Last Date for 100% Refund TUITION and FEES	Last Date for 50% Refund TUITION and SUPPORT FEE ONLY	Last Date to Change to Audit/Credit	Last Date to Drop With No Grade	Last Date to Drop Course. Course with a Record of a W & Last Date to Drop Online
Standard Teaching Periods	[start - end	d]				
		contract start date		contract start date	contract start date	
Less than 6 weeks	[Section Specific]	Day prior to the start of class		Midpoint of class	Day prior to start of class	NONE
6 weeks or more	[Section Specific]	7 days into class	14 days prior to the last week of class	14 days into class	14 days into class	Day prior to the last week

To view on LCC's website, go to the <u>Summer 2024 Academic Calendar</u>.

About LCC

Vision

Serving the learning needs of a changing community.

Mission

Lansing Community College provides high-quality education ensuring that all students successfully complete their educational goals while developing life skills necessary for them to enrich and support themselves, their families, and their community as engaged global citizens.

Motto

Where Success Begins

Guiding Principles

- 1. LCC will be a "Comprehensive Community College," focused upon offering learning opportunities in four areas: career and workforce development, general education, developmental education, and personal enrichment.
- 2. LCC will have a careers emphasis and, in support of this, maintain a technology-rich environment, fostering "user-" vs. classroom-level information technology skills.
- 3. LCC will maintain and support a well-qualified, committed, and competitively compensated faculty and staff who use both proven traditional and progressive student-centered learning approaches.
- 4. LCC commits to continuous improvement in its programs and services and will maintain high expectations of its students.
- 5. LCC will be flexible, affordable, and accountable, continuously improving student learning and support services through the assessment of measurable outcomes.
- 6. LCC will strive to be "state of the art" in all that it does, while pursuing a select number of cutting-edge initiatives.
- 7. LCC will have a local emphasis in allocating its resources, while maintaining vital connections to the world, culturally and technologically.
- 8. LCC, within its broader purpose of serving its entire community in diverse ways, recognizes a special responsibility to young adults, those from lower income brackets, and those requiring developmental academic or entry-level career skills.
- 9. LCC seeks cooperative relationships with both private and public organizations, pursuing growth not as an end in itself but only when it best serves student and community needs.
- 10. LCC will prepare those it serves to thrive in a diverse world by reflecting that diversity in its student enrollment, staffing, planning, and allocation of resources.
- 11. LCC will manage its finances in a responsible manner; allocating resources and achieving efficiencies to best serve the priority needs of its students and the taxpayers who support its operation.
- 12. LCC is a dedicated community member working for the betterment of all.

A History of LCC

Lansing Community College (LCC) is one of the largest community colleges in Michigan, serving more than 17,700 students each year. It offers more than 200 associate degree and certificate programs in addition to career and workforce development and personal enrichment options. The College was founded in 1957 and has since grown from its flagship campus in downtown Lansing to include locations in Delta Township, East Lansing, Mason, and Livingston County. LCC is consistently named one of Michigan's best community colleges, and students enjoy unsurpassed instruction, beautiful facilities, cutting-edge technology and comprehensive support services to help them succeed.

Accreditation

Lansing Community College is accredited by the Higher Learning Commission (HLC), an agency that accredits degree-granting institutions of higher education throughout the United States. Accreditation validates the quality of an institution as a whole and evaluates multiple aspects of an institution, including its academic offerings, governance and administration, mission, finances, and resources. Institutions that the HLC accredits are evaluated against the Commission's Criteria for Accreditation, a set of standards that must be met in order for the institution to receive and/or maintain accredited status. The HLC's Criteria for Accreditation reflect a set of guiding values. Accreditation is largely a peer-based review and evaluation process. HLC decision-making bodies are comprised of institutional representation from colleges and universities accredited by the Commission; public members are also sometimes involved.

Board of Trustees

Lansing Community College is directed and governed by a Board of Trustees, consisting of seven members, elected at large in the community college district on a nonpartisan basis. Members are elected to serve 6-year terms.

Board Policies

As with any other professional or workplace responsibility, failure to follow any Board Policy which applies to any College employee may result in disciplinary action up to and including discharge where appropriate. Before any discipline is administered, the College will follow applicable established administrative procedures with respect to non-bargained for employees, and applicable provisions of any collective bargaining agreement. To view Board Policies, go to the <u>Board of Trustees' Policies</u> webpage.

Program Accreditations

The following occupational programs are accredited, approved, certified, licensed, or regulated by the association, agency, or governmental agency identified. For the most current list, please visit our Program Accreditation website.

Program Area	Accrediting Agency	Date of Next Review	Status
Automotive Technology	National Automotive Technicians Education Foundation (NATEF) 1503 Edwards Ferry Rd., NE Suite 401 Leesburg, VA 20176	Pending onsite visit	Accredited
Aviation Technology	Federal Aviation Administration (FAA) Federal Aviation Administration 800 Independence Ave, SW Washington, DC 20591	Quarterly	Certified
Child Development & Early Education	National Association for Education of Young Children (NAEYC) 1401 H St. NW, Suite 600 Washington, D.C. 20005	2025	Accredited
Construction Management	Accreditation Council for Construction Education (ACCE) 300 Decker Drive, Suite 330 Irving, TX 75062	07/2026	Accredited
Criminal Justice - Correctional Officer Certificate	Michigan Department of Corrections (MDC) Grandview Plaza 206 E. Michigan Ave. P.O. Box 30003 Lansing, MI 48909	Annual Report 6/30/2023	Certified
Criminal Justice - Local Corrections Officer Academy	Michigan Sheriffs Coordinating & Training Council 600 S. Capital Ave. Lansing, MI 48933	Annual Report 11/2023	Certified
Dental Hygiene	Commission on Dental Accreditation (CODA) 211 East Chicago Ave. Chicago, IL 60611	2025	Accredited (Approval without Reporting Requirements)
Diagnostic Medical Sonography	Commission on Accreditation of Allied Health Education Program (JRCDMS- CAAHEP) 25400 US Highway 19 North	2027	Accredited

Program Area	Accrediting Agency	Date of Next Review	Status
	Suite 158 Clearwater, FL 33763		
Emergency Medical Services	Michigan Department of Health & Human Services (MDHHS) Bureau of EMS, Trauma, & Preparedness (BETP) Division of EMS and Trauma P.O. Box 30207 Lansing, MI 48909-0207	07/2024	Approved
Emergency Medical Technician - Paramedic	Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon recommendation of the Committee on Accreditation of Educational Programs for Emergency Medical Services Professionals (COAEMSP) Commission on Accreditation of Allied Health Programs (CAAHEP) 25400 U.S. Highway 19 North Suite 158 Clearwater, FL 33763 To contact CoAEMSP: 8301 Lakeview Parkway Suite 111-312 Rowlett, TX 75088	2023	Accredited
Fire Academy	Michigan Firefighters Training Council (MFFTC) 3101 Technology Blvd, Suite H Lansing, MI 48910	Annual Report 12/30/2023	Approved Training

Program Area	Accrediting Agency	Date of Next Review	Status
Legal Studies	American Bar Association (ABA) Chicago Headquarters American Bar Association 321 North Clark Street Chicago, IL 60654 Washington DC Office	08/2026	Approved
	American Bar Association 1050 Connecticut Ave. N.W. Suite 400 Washington, D.C. 20036		
Massage Therapy	Commission on Massage Therapy Accreditation (COMTA) 900 Commonwealth Place Suite 200-331 Virginia Beach, VA 23464	2024	Accredited
Nursing	Society for Simulation in Healthcare (SSH) Accreditation 2021 L Street, NW Suite 400 Washington, DC 20036	2024	Accredited
	Accreditation Commission for Education in Nursing (ACEN) 3343 Peachtree Road NE, Suite 850 Atlanta, Georgia 30326	2026	Accredited
Police Academy	Michigan Commission on Law Enforcement Standards (MCOLES) 927 Centennial Way Lansing, Michigan 48909	Annual Report 12/31/23	Approved
Radiologic Technology	Joint Review Committee on Education in Radiologic Technology (JRCERT) 20 N. Wacker Dr, Ste. 2850 Chicago, IL 60606-3182	2029	Accredited

Program Area	Accrediting Agency	Date of Next Review	Status
Surgical Technology	Commission on Accreditation of Allied Health Education Programs (CAAHEP) 25400 US Highway 19 North Suite 158 Clearwater, FL 33763	2029	Accredited

To review LCC's most up-to-date accreditations, go to the <u>Program Accreditation</u> webpage. To review LCC's accreditation documents, contact the Academic Affairs Office at 517-483-1618 or via <u>email</u>.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA): FERPA is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the release of these records (known as education records) maintained by an educational institution and access to these records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student. The FERPA statute is found at 20 U.S.C § 1232g, and the FERPA regulations are found at 34 CFR Part 99 on the <u>U.S. Department of Education FERPA</u> webpage.

Lansing Community College (LCC) cannot discuss student academic and/or personally identifiable information (PII) with parents, spouse, or guardians, or any other third party without a release (consent) on file. Students may submit a Release of Information (FERPA) request form directly to the Registrar's Office authorizing LCC to discuss selected information with your designee(s). This form can be used to cancel, add, remove, or change the designee(s) on the release. Paper copies are available by visiting the StarZone or by accessing the Registrar's Office public shared drive.

Directory Information: Directory information is information contained in the education records of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

Lansing Community College defines directory information as the following:

- Name of student
- Dates of attendance
- Enrollment status
- Awards, degrees, or certificates received

- Participation in officially recognized activities
- Sport, weight, and height of members of an athletic team
- Previous educational agency or institution attended
- LCC Email address

Under the provisions of the FERPA of 1974, as Amended, students have the right to withhold the disclosure of the Directory Information. To request to prevent disclosure, students must submit a <u>Request to Prevent Disclosure of Directory Information</u>. The form remains in effect until the student provides a written release to the <u>Registrar's Office</u> requesting the form to be cancelled.

Behavioral Intervention Team (BIT)

LCC is concerned with the safety, health, and well-being of its students, faculty, staff, and community. The Behavioral Intervention Team (BIT) works to promote the sharing of information internally when significant circumstances pertaining to the health and safety of LCC's students arise. Members of the team intake and assess information, take action when necessary, and monitor details about behavioral concerns noted on campus. The team links students of concern to appropriate services either on or off campus while balancing the individual's rights with the rights of all others for safety.

Title IX Resources

Lansing Community College policies prohibit sexual harassment, sexual discrimination, and sexual misconduct in its employment and educational programs. The Prohibited Sex or Gender Based Discrimination, Harassment, and Sexual Misconduct Policy can be found on the LCC <u>Title IX and Sexual Misconduct Resources</u> webpage along with additional resources and forms to file a complaint. Students, employees, and visitors are encouraged to report any allegations of sexual discrimination, sexual harassment, or sexual misconduct to:

TO REPORT A STUDENT TO REPORT AN EMPLOYEE TO FILE AN EEO COMPLAINT (harassment based on race, Student Complaint Form **Employee Complaint Form** religion, disability, or other non-gender based issues) JR Beauboeuf Christine Thompson Lisa Thomas Director of Student **Human Resource Director of Risk Management** Compliance/Student Title IX Manager/Title IX Coordinator & Equal Opportunity Officer Coordinator Administration Building 309 N. Washington Square Gannon Building 610 N. Capitol Ave. Lansing, MI 48933 411 N. Grand Ave. Lansing, MI 48933 517-483-1730 Lansing, MI 48933 517-483-1879 517-483-9632

Equal Opportunity & Nondiscrimination, Harassment & Retaliation

Lansing Community College provides equal opportunity for all persons and prohibits discriminatory practices based on race, color, sex, age, religion, national origin, creed, ancestry, height, weight, sexual orientation, gender identity, gender expression, disability, familial status, marital status, military status, veteran's status, or other status as protected by law, or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position or participate in educational programs, courses, services or activities offered by the College. For more information please visit the <u>Title IX and Sexual Misconduct Resources</u> webpage.

The College prohibits retaliation or reprisals against any individual because they have filed a complaint or report, participated in an investigation, or otherwise opposed unlawful discrimination.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

Equal Opportunity Officer Washington Court Place 309 N. Washington Square Lansing, MI 48933 517-483-1730

Christine Thompson
Director of Student
Compliance/Student Title IX
Coordinator
Gannon Building
411 N. Grand Ave.
Lansing, MI 48933

Student Coordinator 504/ADA Gannon Building 411 N. Grand Ave. Lansing, MI 48933 517-483-1885

517-483-9632

Employee Coordinator 504/ADA Administration Building 610 N. Capitol Ave. Lansing, MI 48933 517-483-1875

Lisa Thomas
Human Resource Manager/Title IX Coordinator
Administration Building
610 N. Capitol Ave.
Lansing, MI 48933
517-483-1879

Consumer Information Notices and Disclosures

The Higher Education Act of 1965 (HEA), as amended, requires that postsecondary institutions participating in federal student aid programs make certain disclosures. The <u>Consumer Information</u> page discloses the following information to enrolled and prospective students, employees, parents, and the public.

- Institutional and Student Information
- Financial Information
- Student Outcomes
- Health and Safety Information

For any questions or a paper copy of a disclosure, please contact the Office of Compliance at 517-483-5298 or via email.

Annual Security Report

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (also referred to as the "Clery Act") requires colleges and universities that receive federal funding to disseminate a public <u>Annual Security Report (ASR)</u> to all current students and employees and make its availability known to prospective students and employees. The purpose of this report is to provide an overview of the College's security resources, policies and procedures.

The ASR is published annually on or before October 1st and contains statistics for the previous three years concerning crimes that occurred on campus, on non-campus buildings, on properties owned or controlled by the College, and on public property within or adjacent to campuses of the College. The report also includes College policy statements concerning campus security, crime prevention, reporting of crimes; timely warnings; emergency response and evacuation; and alcohol, drug use, and sexual offenses.

The Annual Security report is available on the <u>Police Department</u> webpage. A paper copy of the ASR is available upon request by contacting LCC Police Department office at 517-483-1800 or in person at 411 N. Grand Avenue, Gannon Building, Room 2110, Lansing, MI 48933.

Drug and Alcohol Abuse Prevention Program (DAAPP)

In compliance with the Drug-Free Schools and Communities Act the College maintains a <u>DAAPP</u> that is distributed annually and on an ongoing basis to all employees and students. The DAAPP contains descriptions of the health risks of drug and alcohol abuse; drug and alcohol counseling, treatment, and rehabilitation programs; and the legal sanctions for violations of College policies, local, state or federal laws relating to illicit drugs and alcohol. A biennial review of the DAAPP is also conducted. A paper copy of the DAAPP is available upon request by contacting LCC Police Department at 517-483-1800 or in person at 411 N. Grand Avenue, Gannon Building, Room 2110, Lansing, MI 48933.

State Authorization

Lansing Community College offers distance education learning opportunity for students and is an institutional participant in the National Council for State Authorization Reciprocity Agreements (NC-SARA), a voluntary and regional method to oversee distance education. The State Authorization page discloses the following information to enrolled and prospective students, employees, parents, and the public.

- Accreditation Information
- Student Compliant Information
- Professional Licensure and Certification
- Refund Policy
- Adverse Actions
- Approved States & Territories
- Location & Residency Status
- International Students

Student General Rules and Guidelines and Code of Conduct

A positive and successful learning environment provides opportunities for all students to successfully complete their educational goals while developing life skills necessary to enrich and support themselves, their families, and their community as global citizens. The College recognizes the value and importance of a safe and orderly learning environment that encourages honesty, integrity, and ethical conduct conducive to academic success, personal growth, and responsible social behavior.

The Student General Rules and Guidelines and Student Code of Conduct ensure the protection of student rights and the health and safety of the College community, as well as to aid in the efficient operation of College programs, activities, and services; and apply from the time of admission and continue as long as the student remains enrolled at the College. They are also applicable to a student's conduct even if the student withdraws from school while a disciplinary matter is pending.

The Office of Student Compliance is an integral part of the positive educational environment at Lansing Community College (LCC), and is responsible for upholding the Student General Rules and Guidelines and Student Code of Conduct. We support the Mission of the College by responding to and resolving situations in which the behavioral choices of students are negatively impacting the College community, or other students, including themselves.

Access to College Buildings

StarCards are currently required to enter all LCC buildings on Downtown Campus, West Campus, LCC East and Aviation Maintenance Technology Center. Livingston County Center shares a building with Howell Public Schools and has instituted a separate security protocol.

Access to College buildings after normal hours of operation is restricted. Contact LCC Police Department at 517-483-1800 for access outside of normal hours of operation.

Animals

For the protection, health, and safety of the members of the College community, animals are not permitted on campus. This provision excludes service animals. For additional information please refer to <u>Service Animal</u>.

Cell Phones

The use of cell phones for conversations during class is at the discretion of the instructor.

Drugs and Alcohol

Lansing Community College complies with the Drug-Free Workplace Act and the Drug-Free Schools and Community Act. The College is committed to providing a campus environment free of prohibited drug and alcohol use and intoxication, consistent with federal, state, and local law, College policy.

See the Drug Free Workplace Policy, Section 4.040, for details.

Examinations

Students are required to take examinations at scheduled appointed time and place at the discretion of instructors. Generally, examinations are given during the regularly scheduled class period with a final exam during the last week of the semester. Please see course syllabi for details.

Field Trips and College Sponsored Events and Activities

Students participating in field trips and other College-sponsored events and activities must abide by all College policies.

LCC Email Account

Students are responsible for checking their Lansing Community College (LCC)-assigned student email accounts on a regular basis. Official notifications and information are routinely sent to student email accounts. Students who use other email accounts should make sure they are monitoring their LCC email accounts as well.

Student Organizations

Certain student clubs and organizations are registered at the College. For information about certain clubs and organizations or how to start a student club or organization please contact the Student Life Office. For more information, go to the LCC <u>Clubs & Organizations</u> webpage.

Smoking

LCC is a smoke-free campus. See the **Smoking Policy**, Section 6.110, for details.

Technology Resources - Acceptable Use

The LCC Acceptable Use Policy describes guidelines for the use of the College's technology resources and use of College wide data. Use of College-owned technology resources is a privilege extended by the College to students as a tool to promote the mission of the College and to enhance technological/computer literacy. College computer labs and devices/equipment for checkout from the Library and Information Technology Services are available on campus for students to complete their course work. Students are expected to follow the rules for any lab or the department which houses the computer they use.

This policy applies to all users of College technology resources and data, including those using the College's network via a personally owned device. Violations of this policy may result in loss of computer privileges and/or disciplinary action under the Student Code of Conduct. In addition, the user may be subject to civil and criminal liabilities. See the <u>Acceptable Use Policy</u>, <u>LCC Board Policy 6.010</u>, for details

Student Code of Conduct

In addition to being familiar with the Student General Rules and Guidelines, all students are responsible for knowledge of and adherence to the <u>Student Code of Conduct</u>.

Campus Departments, Locations, and Contact & General Information

Academic Success Coaches

Academic Success Coaches are responsible for ensuring that students receive persistent, proactive, individualized mentoring, and academic coaching and support throughout their enrollment at Lansing Community College. For more information please visit the <u>Academic Success Coach</u> webpage or contact them via <u>email</u>. The Academic Success Coach program is located in the Gannon building in the Success Coach Lounge – room 2202. Academic Success Coaches have offices at all campus locations and are available to meet virtually, over the phone, and in-person.

What We Do:

Academic Success Coaches meet with students! Students are encouraged to reach out to an Academic Success Coach; they may also be referred to us by instructors or other members of the LCC community. During the meetings Academic Success Coaches will learn about the students' experiences at LCC, identify obstacles that may be barriers to their academic success, and help strategize solutions and next steps. Some of the topics discussed may include:

- Study strategies how to effectively study, take notes, and keep organized
- Time Management how to balance work, school, and other responsibilities
- Self-Awareness helping students identify their strengths, purpose, and goals
- Campus Engagement and Resources identifying opportunities and resources on campus and helping students make those connections

Academic Advising

The Academic Advising team supports and guides students during their academic journey here at Lansing Community College whether it's to achieve a degree or certificate at LCC or transfer to a four-year University. A few of the many topics that the Advising team can also assist with include but are not limited to:

- Identifying a program of study that aligns with students' long term career goals
- Guidance and clarity on program of study prerequisites and sequencing
- Support with navigating transfer to four-year school options/goals
- Advising that will help students navigate their pathway efficiently
- Assistance with creating a course map that will help students achieve their transfer goals and/or certificate / associate degree completion goals
- Degree Works graduation audits and "what-if I change my program of study" and MTA audits

Academic Advisors are available virtually, in-person, and by phone to meet your advising needs. For more information, please visit the <u>LCC Academic Advising</u> webpage. To set up an appointment, call 517-483-1904, and select option 4.

Access to College and Careers with Excellence through Student Services (ACCESS)

The Cesar Chavez Learning Center's (CCLC) ACCESS Program provides student support for the personal, social, cultural, and academic adjustment of Black, Indigenous, and People of Color (BIPOC), LGBTQ+, First-Generation, Low Income, Adult Students, students with varying abilities and other marginalized and underrepresented student groups. The primary focus of the ACCESS program is to increase student persistence, promote degree completion, assist students in realizing their career or academic goals, and to help students transfer to a four-year institution. For further information, please review the ACCESS webpage.

Admissions

Lansing Community College (LCC) is an open-admissions college. Prospective students must complete an admissions application before registering for classes. Please visit the Pre-Orientation Checklist for more information. For a paper application, call the Admissions Office. All accepted applicants will receive a letter confirming their admission to LCC. Applicants who do not receive a letter within two weeks of applying should call the Admissions Office or Premail: Perfurber information, call 517-483-1200. Certain programs, however, require students to complete a selective admissions application. Please see the Admissions webpage for additional information.

Arts & Sciences Division

The Arts & Sciences (A&S) Division offers Math, Science, English, Humanities, Social Sciences, Business, Communication, and the Arts courses as well as programs that prepare students to successfully complete junior and senior university level courses upon transfer.

The Arts & Sciences Division courses build a foundation for both transfer students and applied certificate and degree students that allows them to fulfill their educational goals. For further information, go to the Arts and Sciences Division webpage.

Athletics

Lansing Community College (LCC) Athletic Department offers student-athletes the opportunity to further their educational plans and enhance their athletic experience by continuing to recruit and provide equal opportunities for all student-athletes through scholarship awards while promoting pride, respect, and integrity throughout our athletic programs. Lansing Community College Athletics competes as a Division II member of the National Junior College Athletic Association comprised of over 500 institutions across the United States competing at the two-year institution level. LCC offers nine varsity sports Men's and Women's Cross Country, Volleyball, Men's and Women's Basketball, Softball, Baseball, Women's and Men's Outdoor Track and Field. LCC offers athletic scholarships for all nine sports helping cover the costs of student athletes' tuition and course-related fees. For more information regarding Athletics, go to the LCC Stars webpage or call the Athletics Office at 517-483-1610.

Business & Community Institute – Specialized Workforce Training

The Business and Community Institute utilizes mobile, sustainable training to provide synergistic and innovative workforce development solutions. Our customized programs create and retain jobs across the region and provide our clients with the means of strengthening their assets from within. For more information, please visit the Business & Community Institute website, call the Business and Community Institute at 517-483-1857, or email.

Campus Locations

Lansing Community College community has six locations and several partner sites in the mid-Michigan area. Each provides learning spaces and staff dedicated to your academic success and positive college experience.

Within our more than 1.5 million square feet of learning facilities are student support spaces dedicated to celebrating cultural diversity, fostering equitable learning opportunities, catering to the needs of our student-veterans, engaging first-generation and returning students, and welcoming international students.

Our diverse student body is our biggest asset; different views and ideologies challenge and open the minds of our LCC community.

Downtown Campus

411 N. Grand Avenue, Lansing, MI 48933 LCC's downtown campus is the main campus. (webpage)

West Campus

5708 Cornerstone Drive, Lansing, MI 48917

Located in Delta Township, West Campus is home to the Technical Careers and Community Education and Workforce Development divisions of Lansing Community College. (webpage)

The 290,536-square-foot facility features the <u>Center for Manufacturing Excellence</u>, <u>Mid-Michigan Police Academy</u>, Fire Academy, Regional Fire Training Center, Corrections Academy, Computer Information Technology, Geospatial Science, Unmanned Aerial Systems (Drones), Cybersecurity, Automotive Technology, Building Construction, Electrical Technology, Lineworker, Legal Studies, HVAC, in-demand skilled trades, and much more.

LCC East

2827 Eyde Parkway, East Lansing, MI 48823

Located in East Lansing, LCC East offers convenience for those who live in Haslett, Okemos, East Lansing and Williamston areas with 12 classrooms, excellent instructors, free parking and a variety of academic and student support services. The location provides extensive support to guest students from other educational institutions looking to supplement their course schedule. For more information, please visit the LCC East webpage, <a href="emailto:ema

Livingston County Center

402 Wright Road, Howell, MI 48843

Located at the Parker Campus in Howell, the Livingston County Center conveniently serves students in Howell and surrounding areas. A wide variety of courses are offered in fall, spring, and summer semesters and students benefit from small class sizes and qualified faculty. Students can easily access tutoring services, test proctoring, and academic advising. For more information, please visit the <u>LIVCEN</u> webpage, <u>email</u> or contact us at 517-545-3522 for assistance.

Aviation Maintenance Technology Center

Mason Jewett Field, 661 Aviation Drive, Mason, MI 48854

The state-of-the-art Aviation Maintenance Technology Center is located at the Jewett Airfield in Mason. Considered top-notch by the industry, educators and the community, the facility is widely regarded as the best in the Midwest.

All Lansing Community College students learn on industry-current equipment and technology while working hands-on with large and small planes, turbine and jet engines, traditional aircraft construction and advanced composite materials. The facility is equipped with classrooms, a computer lab and separate bay workstations for 1-on-1 and group instruction.

Job Training Center (JTC) at Capital Area Michigan Works

2110 S. Cedar Street, Lansing, MI 48910

Our vision is to serve unemployed, underemployed, and at-risk populations in our region and create bridge programs that link to credit programs or employment opportunities. JTC (formally known as Center for Workforce Transition) delivers accelerated or compressed programs in high demand areas to obtain the jobs skills necessary for employment, while providing support and resources at Capital Area Michigan Works (CAMW). For more information, visit the JTC website, email or contact us at 517-492-5580 for assistance.

AIS Training Center

3600 North Grand River, Lansing, MI 48906

Lansing Community College (LCC) trains its <u>Heavy Equipment Repair</u> students at the best heavy machinery training facility in Lansing, the AIS Training Center. Here LCC faculty offer "real world" hands-on training in machine operation, heavy equipment maintenance and technology, and safety. The AIS Training Center is located in North Lansing off Grand River Avenue and boasts the latest machinery and technology, as the AIS Company has been serving Michigan for more than 55 years in the heavy equipment industry.

Michigan State University

426 Auditorium Road, East Lansing, MI 48824

Veterinary Nursing is offered through a joint agreement between Lansing Community College (LCC) and Michigan State University (MSU), with major courses taught by MSU and General Education courses taught by LCC.

Agricultural Technology is offered through a joint agreement between Lansing Community College (LCC) and the Michigan State University Institute of Agricultural Technology (IAT), with Major courses taught by MSU and General Education courses taught by LCC.

Mid Michigan College

1375 S. Clare Avenue, Harrison, MI 48625

The Magnetic Resonance Imaging (MRI) program is offered through a partnership with other Community Colleges as part of the Michigan Educational Program in Collaboration (Mi-EPiC) consortium. For additional information, go to the <u>Michigan Radiologic and Imaging Science</u> (MiRIS) Consortium website.

Capital Area Michigan Works

Capital Area Michigan Works! (CAMW!) is a network of resources available to LCC students. CAMW! partners with businesses to develop recruiting and retention strategies and partners with job seekers to enhance education and career opportunities. For more information, visit the CAMW! website or call 517-492-5580 for assistance.

Career and Employment Services

Career and Employment Services (CES) assists students and alumni with exploring career options, developing employability skills, learning job search strategies, and connecting with employers. Through one-on-one appointments, class presentations, job fairs, and other events, CES helps individuals make informed career choices, develop résumés and cover letters, prepare for interviews, pursue internships, navigate the job search, and gain successful employment. Visit us at the Career Center, Gannon Building 2nd floor, to get started.

For more information please visit the <u>Career & Employment Services</u> webpage, call 517-483-1172, or email.

Childcare Grants

The Child Care Grant is designed to provide eligible custodial parents with childcare funding assistance while the parent is attending Lansing Community College. The grants are based on specific criteria and provide partial payment of licensed childcare services for the recipient. For more information, please contact us at 517-483-1199 or by email.

Computer Labs

Aviation Technology Center

25 PCs and one printer are available for student use. Students also have access to 50 laptops that can be signed out each day.

Downtown Campus

67 student-use computers are available on the 2nd and 3rd floor of TLC's open computer lab. The open computer lab is located within the TLC building's Library and Learning Commons. In addition to PCs and Macs, this space includes laptops that students can check out for the semester and a technology lab. The Technology Lab includes 3D printers, poster printer, virtual reality machines, and audio recording.

LCC East

Ten PC's and one MAC are available for student use with one printer.

Livingston County Center

Students have access to two computer labs with 24 PCs and a printer in each room.

West Campus

Up to 14 student-use computers are available in M123 along with three printers.

Community Education and Workforce Development (CEWD) Division

CEWD is made up of diverse individuals, units, and departments who craft unique solutions for our students, businesses, customers, stakeholders and educational partners. CEWD is collaborative and supports the institutional mission at its highest level.

Community Education and Workforce Development acts as a gateway to success for traditional and non-traditional students. Enhancing the College's academic mission, CEWD ensures that all learners are offered an opportunity to thrive through access to education. For more information, please contact 517-483-1857.

Continuing Education

The Continuing Education program at Lansing Community College (LCC) offers high quality, non-credit career and workforce development training, to improve professional and occupational skills. Through LCC's certificate programs and other non-credit classes, students can receive the accelerated or self-paced training needed to keep up on licensure requirements, increase skill sets for career advancement, obtain skills for new career opportunities, and become exceedingly stronger in current career. LCC's non-credit programs are developed in close collaboration with industry partners and Lansing Community College's subject matter experts. For more information, please visit the Continuing Education webpage, <a href="emailto:em

Lifelong Learning (Adult Enrichment and Youth Program)

Lansing Community College (LCC) provides access to educational opportunities that connect LCC's strengths with our community's needs. Courses include non-credit offerings in a wide spectrum of disciplines. Adult Enrichment is here to provide interesting and fun learning experiences that help discover the "Best You." The <u>Youth Program</u> offers youth summer camps, after-school classes, sports camps and online classes for children in elementary, middle, and high school. These summer camps and classes provide fun ways for kids to study topics in Science, Technology, Engineering, Arts and Mathematics (STEAM), leadership and team dynamics. Please find additional information at <u>Adult Enrichment</u> and/or the <u>Youth Program</u> webpage(s) or contact the Lifelong Learning Office by <u>email</u> or call 517-483-1415.

Center for Student Support

Lansing Community College's (LCC) Center for Student Support facilitates student success by providing comprehensive support services that engage students in achieving their personal and academic goals. The center encompasses the Adult Resource Center, Counseling Services, Global Student Services, Fostering Stars, the Center for Student Access, the Office of Student Compliance, and the Office of Veteran and Military Affairs.

Adult Resource Center (ARC)

The ARC provides specialized support services to help returning adult students and those students with children who require childcare to allow for their attendance at LCC. Please see the <u>ARC</u> webpage to learn more about the childcare scholarship and tuition scholarship for Occupational Students. To make an appointment please call 517-483-1199 or <u>request an appointment online</u>.

Counseling Services

Counseling is provided by licensed professional counselors to help students with personal matters so that they may be academically successful. Counseling is confidential and is provided at no cost to students. Visit the <u>Counseling Services</u> webpage for more information. To schedule an appointment please call 517-483-1924 or <u>schedule an appointment online</u>.

Fostering S.T.A.R.S.

The Fostering S.T.A.R.S. Program provides an opportunity and a supportive network for students currently engaged in or aging out of the foster care system. Some of the services provided in this program include advising, academic support, community outreach, transportation assistance, specific emergency assistance, care-packages, one-on-one mentoring, and group membership and networking opportunities. Additionally, students involved in this program will be able to connect with an independent life skills coach who is trained in providing guidance, empowerment and improvement in all areas of life. A life skills coach seeks to empower others by helping them make, meet and exceed goals. For more information, go to the Fostering S.T.A.R.S. webpage, visit the StarZone in the Gannon Building, or call 517-483-1924.

Center for Student Access

The Center for Student Access (CSA) consults with students, faculty, and staff to support the ongoing development of an accessible college. Lansing Community College (LCC) encourages and welcomes all students with disabilities to meet with an Access Consultant. A meeting with an Access Consultant is a required step in receiving approved accommodations.

LCC also recognizes that CSA is part of a larger system of support that includes parents, families, community advocates, and organizations, and the many high schools that feed into LCC. CSA regularly speak with families, work with various community partners, and visit with high school classes to discuss the transition to college. To request an appointment please call 517-483-5323 or <a href="mailto:emai

The Office of Student Compliance

The Office of Student Compliance (OSC) is an integral part of the positive educational environment at Lansing Community College (LCC); and is responsible for upholding the Student Code of Conduct and General Rules and Guidelines, Student Title IX and Sexual Misconduct Complaints, and the LCC Behavior Intervention Team. OSC supports the Mission of the College by responding to and resolving situations in which the behavioral choices of students are negatively impacting the college community, or other students, including themselves.

Please refer to the following pages for further information:

- Student Code of Conduct
- <u>Title IX and Sexual Misconduct</u>
- Behavioral Intervention Team (BIT)

Students can visit the Office of Student Compliance in the Gannon Building, Room 1204, or contact the office by calling 517-483-1261 or via email.

Degree Works

Degree Works is a computerized guide to help you and your advisor monitor and plan your pathway toward completion of your certificate(s) and degree(s). Degree Works compares your coursework against the requirements for your declared major/program to produce an easy-to-read audit divided into blocks (Degree/Certificate, Major/Program, General Education, etc.). Check-boxes within each block show whether requirements are completed, in-progress (enrolled courses), or are still needed. With Degree Works you also can run What-If scenarios to try different majors, and your advisor and you can set up plans for future semesters, too.

How to access Degree Works

Students access Degree Works through myLCC

- Login to myLCC
- Click on the School tab
- Click on Degree Works in the Student eToolbox
- Degree Works Audit page displays

Note: Students who have enrolled and have been admitted to LCC in the last several years are in Degree Works. Students who have not taken classes in several years will be added to Degree Works the next time they enroll for classes.

For additional information, visit the <u>Degree Works</u> webpage, contact the Registrar's Office at 517-483-1200 option 2, or by email (registrar@star.lcc.edu).

Office of Diversity and Inclusion

Lansing Community College's Office of Diversity and Inclusion (ODI) provides resources that foster awareness as well as empower students with knowledge, tools and experiences that promote global citizenship and a more inclusive campus. ODI thus embraces an inclusive community that brings together students, faculty, and staff of different racial and multi-racial, ethnic and multi-ethnic, gender and sexually diverse, economic, religious, and national identities and ages. ODI envisions a college that is supportive of all perspectives, cultures, and differences. Our core values are evident through services, programs, and initiatives that ensure the creation and maintenance of a diverse and inclusive community that affirms diverse perspectives, attitudes, beliefs, and experiences. For additional information, view the ODI webpage.

Centre for Engaged Inclusion

The Centre for Engaged Inclusion (CEI) engages the campus and Lansing area in building an equitable and inclusive community through intellectual exploration and collaboration. The Centre is the premier space for training, learning, engagement, and exploration of topics in the Advocacy, Belonging, Diversity, Engagement, and Inclusion for all identities.

The Centre envisions a community where everyone has a sense of belonging and possibility and is empowered to cultivate an equitable world.

For more information, please come to the CEI in the Gannon Building (GB 2204), call 517-483-1616, visit the <u>CEI</u> webpage, or <u>email</u>.

The Caesar Chavez Learning Center

The Caesar Chavez Learning Center (CCLC) provides a comfortable atmosphere where students of diverse backgrounds can get academic, social, and personal support. The Center's staff assist students and provide guidance on how to navigate campus resources and other educational opportunities. Visit the CCLC webpage for more information or in person at the Arts and Sciences Building, Room 1313.

Programs at CCLC: Committed to the values of meeting the needs of our times, social justice, radical hospitality, student leadership and cultivating brave spaces, ODI created programs focused on instilling these values and meeting the needs of our students. We believe that all students, regardless of age, family background, learning style, or diverse-ability, should have equal opportunity to reach their full personal, academic, and career potential.

ACCESS Scholars

The ACCESS Program provides wraparound student support services and intervention efforts and is designed to support LCC students' personal, social, cultural, and academic adjustment, particularly BIPOC, LGTBQ+, First-Generation, Low Income, adult students; varying ability; and other marginalized and underrepresented students' groups. For more information, view the <u>ACCESS</u> webpage or via <u>email</u>.

LUCERO

Latinos Unidos con Energia Respeto y Orgullo (LUCERO) is a support services program designed to assist in the recruitment, retention, graduation and transfer of LCC students of color, particularly Latinx students. The focus of the LUCERO program is to create a positive connection for Latinx students with each other and with LCC to develop exceptional academic, leadership and professional skills while learning about and celebrating their culture and diversity. For more information, visit the <u>LUCERO</u> webpage or via <u>email</u>.

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Men About Progress (MAP), is an initiative established by the Office of Diversity and Inclusion at Lansing Community College (LCC) to increase, encourage, and support the inclusion and educational success of male students of color, particularly African-American males (AAM). Housed within the Caesar Chavez Learning Center, MAP serves as an intentional intervention to assist program participants in both, their academic and their career endeavors while promoting and advocating for an improved educational experience at LCC and enhanced quality of life. For more information, visit the MAP webpage or via email.

WISE

Women Inspiring Scholarships through Empowerment (WISE) Program WISE is an initiative that seeks to inspire, support and empower individuals who self-identify as women by offering educational opportunities to develop knowledge and leadership skills, build professional and personal connections, promote the presence of

professional women, and foster mentoring relationships. Housed within the Cesar Chavez Learning Center. For more information, visit the <u>WISE</u> webpage or via <u>email</u>.

Summer Impact Pre-College Experience

This program is intended for local high school students and recent high school graduates, particularly students from under-served communities - African-American, Latino, Indigenous, students in the foster system, immigrant, and refugee, LGBTQIA+, first-generation college students. The Summer Impact Program aims to help students increase their knowledge and skills in diversity, equity, and inclusion while building a bridge between what they are learning in high school to their future college and employment success. These will be highly interactive sessions. For more information and registration, visit the Summer Impact webpage.

Department Directory

For the most up to date information, go to the Office & Department Directory webpage.

eLearning Department

The eLearning Department is responsible for the administration of D2L, LCC's Course Management System (CMS). D2L support is provided, both in-person and online, to all students and instructors using D2L and online tools integrated into D2L. About D2L – LCC's Course Management System (CMS):

D2L is used for the delivery of courses and course content for face-to-face, hybrid and/or online offerings. Courses utilize D2L to provide access to:

- Course content and materials
- Communication tools, including discussions and D2L email
- Assessment tools, including quizzes and assignment submission folders
- Course grades, including assignment grades and instructor feedback

D2L Resources for Students

The eLearning Department provides a variety of D2L resources to support students with the use of D2L, and tools integrated into D2L. View the resources below to see how the eLearning Department can assist with using D2L:

Online Support Resources

 <u>eLearning Student Resource Site</u>- An <u>all-in-one website</u> that provides access to step-by-step instructional guides, 1 minute or less D2L Help videos, eLearning contact information, online chat, and more! **D2L Trainings**-The eLearning Department offers a variety of D2L training opportunities, including:

- Self-Paced D2L Trainings: On-demand trainings, available within D2L, on various D2L topics. Students are encouraged to complete the D2L for Students-Training to learn about accessing and navigating courses in D2L. In addition, prior to beginning an online course, it is recommended that students complete the Learning Online in D2L Training. Students are able to self- enroll in the training through D2L at any time
- **Live D2L Training Sessions:** are offered each semester, via WebEx, on a variety of D2L topics.

• In-person Support Resources

- eLearning staff is available for in-person assistance in the Technology Learning Center, Suite 1101 by appointment or walk-ins.
 - Call (517) 483-1839 to make an appointment or visit the <u>Contact</u> <u>eLearning</u> webpage for additional information.

LCC Emergency Alert System (LCC-EAS), driven by RAVE Alert

The LCC-EAS is used to alert people to a current or imminent threat, emergency incident, or urgent situation (e.g., power outage in a building, criminal incidents or activity, weather emergencies) related to the College to ensure the safety and security of those in the vicinity.

A notification can be sent to a College or private email, any text capable cell phone, or text-to-voice audio. LCC students and employees are automatically opted-in to receive alerts. Student and employee contact information is updated daily from the Banner ERP System using the latest contact information. If there is a problem with receipt of messages, employees and students are encouraged to contact the ITS Help Desk at 517-483-5221 or by email for resolution.

Anyone in the community can register for LCC-EAS, by accessing the <u>Get Rave</u> website and specifying Lansing Community College.

Notifications can target selected groups, for example, all on a specific campus or just employees or just students or to everyone at the same time.

To learn more about the application, go to the Emergency Communications webpage.

Emergency Management and Preparedness

The <u>Emergency Management Department</u>, under Administrative Services Division, develops and administers an emergency management and preparedness program. Important aspects include:

- A college <u>Emergency Response Guide</u> with color and symbol-coded posters, a webpage, and video
- <u>Emergency notification/communication information</u>: including preparedness messages communicated via newsletters and email updates, including social media, and outreach presentations on a regular basis, at least monthly

• Emergency Planning Teams

- o The Emergency Management Policy Team
- o The Emergency Preparedness Planning Team (EPPT)
- o The Continuity of Operations (COOP) Planning Team

• Emergency Response Teams

- o The Incident Management Team
- o The Building Emergency Response Team (BERT)

Emergency Plans

- A Training and Exercise Plan that specifies needed training and exercises, including drills, which take-place regularly
- o Emergency Operations Plan with response procedures
- o Continuity Plans

English for Speakers of Other Languages

The English for Speakers of Other Languages (ESOL) program works toward developing the English skills to successfully achieve competency in ESOL for students at the low intermediate level (level 3) or higher. This program builds upon the beginning ESOL literacy classes already offered in the community and serves as a bridge into Lansing Community College (LCC). ESOL courses (ESOL High Intermediate and Advanced) are part of the English Department; ESOL Low Intermediate classes are part of the Community Education and Workforce Development (CEWD) Division. For information regarding credit or non-credit courses, email the Global Student Services Specialists in Student Affairs. Additional information can be viewed on the ESOL webpage.

This program also serves as a connection to short-term, accelerated, or certificate-based Career Technical Education learning opportunities offered at LCC for both non-credit and credit programs. For more information, please contact the Job Training Center at 517-483-1857.

Faculty Information

To contact a faculty member or other instructional personnel, please call the appropriate division office. Visit our website to view the Program Contact Directory.

Financial Aid

The Financial Aid Office assists students with finding resources to finance their postsecondary education. Financial Aid resources are available through the federal government, state government, private organizations, and Lansing Community College. Students can contact the Financial Aid Office by calling 517-483-1200, Option 1, visit the Financial Aid webpage, or via email.

Financial Responsibility

Students are expected to remain current on their financial obligations to the College. Students owing money to the College may be subjected to a hold on their transcripts and may not be permitted to register for classes until their account is paid in full or until a payment plan is approved by the College.

In addition, students must review, update, and accept the Financial Responsibility Agreement each semester of enrollment by logging into MyLCC and selecting Banner, then Student, and "Financial Responsibility Agreement." Doing so will automatically release the financial responsibility agreement hold allowing for registration in courses.

LCC Foundation

The Lansing Community College (LCC) Foundation believes that a lack of financial resources should not be an obstacle to education for anyone. Over 500 scholarships are offered to students every year.

Some quick facts about scholarships at LCC:

- Scholarship applications open: November 1
- Scholarship applications close: January 31
- Website: Scholarships
- Online Scholarship Workshops and other scheduled workshops
- Approximately 500 scholarships are available

For more information, view the <u>Foundation</u> webpage, contact at 517-483-1985, or via <u>email</u>.

Global Student Services (GSS)

Global Student Services staff is here to help International Students navigate the admission and registration process, including issuance of Form I-20 documents and following visa regulations. GSS staff also provides support services to English Learner students. For more information, go to the <u>Global Student Services</u> webpage, call 517-483-5323, or <u>email</u>.

Guest Speakers

In situations involving guest speakers, the College requires orderly conduct, noninterference with College functions or activities, and identification of the sponsoring groups or individuals.

Health Concerns

Some selective admission programs may require students to undergo medical testing and vaccinations. Students with medical conditions or disabilities are encouraged to contact the Center of Student Access (CSA) to determine whether they quality for accommodations or exemptions. Discussions with CSA about medical conditions of students are confidential.

Health & Human Services Division

The <u>Health and Human Services</u> (HHS) Division offers essential health and wellness services through our public dental hygiene clinic, massage clinic, and human services practicums while providing students with clinical and workforce experience. The state-of-the-art Health and Human Services Building is a 141,992 square foot facility that houses HHS programs which prepare highly skilled healthcare, human services, and fitness professionals. In response to the local and national shortage of healthcare, human service and fitness workers, LCC leads in education, innovation, and simulation. Credentialed faculty provide instruction using cutting-edge equipment in programs that are nationally accredited or meet industry standards. LCC works with our community partners to provide healthcare apprenticeships and stackable certificates to heighten the credentials of our local workforce. For more information call the Health and Human Services Division office at 517-483-1410 or email (lcc-hhs@star.lcc.edu).

High School-Based Programs

Lansing Community College (LCC) offers high school-based programs, which include <u>High School Credit by Exam</u>, <u>High School Advantage</u>, Career and Technical Education Direct Credit (ERESA and CCRESA), as well as HOPE and Promise Scholarships. For more information call us at 517-483-1413 or send an email (k12operations@star.lcc.edu).

High School Dual Enrollment

Dual Enrollment provides an opportunity for qualified high school students to earn college credit while working toward their high school diploma. High school credit may or may not be granted according to the discretion of the participating student's high school. Dual enrollment affords students educational advancement in specific areas where unusual abilities and interest are displayed, especially in courses and academic areas not available in the student's high school. For further information, visit the High School Dual Enrollment webpage, call the K-12 Operations Office at 517-483-1413 or send an email.

Honors Program

The Honors Program at Lansing Community College offers enriched courses, special advising services, community service options, and other enhanced learning opportunities for students.

Each year, the program offers up to 36 Honors Program Awards to new students who have demonstrated outstanding academic achievement and plan to complete a two-year transfer curriculum at LCC to pursue a bachelor's degree at a four-year institution. For more information, view the LCC Honors Program webpage or please contact us at 517-483-1061 or via email.

Learning Commons

The Learning Commons is an academic support and learning assistance service for all students at LCC. Learning Commons Locations:

- DOWNTOWN CAMPUS Technology Learning Center (TLC) building 1st & 2nd Floors
- WEST CAMPUS Room M123
- East Campus and Livingston Campus services vary by semester

FREE Tutoring for LCC Students!

Students are encouraged and welcome to walk-in to study and get tutorial assistance with our staff of Professional Tutors - no appointment needed. Students may schedule an individual tutoring appointment - both on-campus or online options are available.

Academic Workshops & Exam Prep Parties

Professional Tutors lead a variety of sessions throughout the semester to help students with specific topics, application of course content and skills, study tips, and learning strategies. Locations vary and may be scheduled on-campus, online, or hybrid – a combination of oncampus and online.

Student Learning Assistants

An opportunity for students to build a network of support. Learning Assistants work with teaching faculty in class and facilitate group peer-tutoring sessions for assistance outside of class on course specific content and skills.

Academic Resources at the Learning Commons

- **Study Spaces & Learning Studios** Open, comfortable spaces welcome students to work individually or in small groups independent study and tutoring is available.
- **Textbooks** course-specific textbooks, reference material, and research assistance.
- Models, Tools, and Equipment for Biology, Chemistry, Math, and other subjects.
- **Technology** Laptops, iPads, and calculators for use on-site, along with computers that have specialized software applications for LCC course work.
- Quick-Print Station Students can print and assemble papers and course material.

More info -- Go to The Learning Commons Webpage

Tutoring Appointment Request form

Phone: 517-483-1206

Email (learning-commons@star.lcc.edu)

Library

At the Library, students can get research help from a librarian, study, relax, and check out books, journals, magazines, laptops, and calculators. Many textbooks are available for short lending periods. Study rooms, quiet study space and group collaboration areas are available, too. The Library offers e-books, e-journals, and a broad range of electronic resources that students and employees can access from the library's website.

For more information, visit us, go the Library's website, call 517-483-1038, or email.

Media Services

Information Technology Services (ITS) offers a wide array of services to support student learning and promote academic goals.

Media Services, a part of ITS, offers the following services accessible to students: AV Services, Classroom Video, DMAC Equipment Checkout Audio Services, and Photography and Media Creation & Design.

For more information on media services please visit the <u>Media Services</u> webpage or contact Information Technology Services at 517-483-1755.

Occupational and Environmental Safety

Occupational and Environmental Safety (OES) is responsible for the administration of Lansing Community College's (LCC) compliance with local, state and federal regulations as it relates to occupational and environmental safety under the United States Occupational Safety and Health Administration (OSHA), Michigan's Occupational Safety and Health Administration (MIOSHA), building and fire codes under the National Fire Protection Agency (NFPA) and Michigan's Bureau of Fire Services (BFS), and environmental regulations under Michigan Department of Environment, Great Lakes, and Energy (EGLE). In addition, OES provides technical resources and training to divisions, departments, and programs designed to protect LCC's employees and students. Working together we can establish and maintain a comprehensive culture of safety at LCC. For more information, view the OES webpage, contact by telephone 517-483-1812, or by email.

Office Directory

For the most up to date information, go to the Office & Department Directory webpage.

Orientation

Orientation is required for all students attending Lansing Community College prior to registering for classes. . For guest students or students who are dual enrolling while in high school, completion of orientation is not required. Please find the next steps on the <u>Getting Started</u> webpage. For additional information, please contact us at 517-483-1999 or by <u>email</u>.

Payments

Student tuition payments can be made online, 24/7, by logging into myLCC and then selecting TouchNet. TouchNet is Lansing Community College's (LCC) secure online payment vendor, where you can review account balances and payment history, make and schedule payments, or enroll in a payment plan. You may also authorize your parents or others to view account information and make payments on your behalf. LCC offers payment plans through TouchNet to help students budget their education expenses. Students are encouraged to enroll early for best payment plan selections. For more information, go to the Student Finance webpage, call 517-483-1200, option 3 or via email.

Parking Services

All students have access to free parking in designated areas on campus. For most up to date parking information, please go to the <u>Parking at LCC</u> webpage.

Parking permits are issued to Lansing Community College (LCC) students for the semester in which they are enrolled. For more information please call us at 517-483-1798 or by <u>email</u>.

LCC Police Department

Lansing Community College Police Department (LCCPD) consists of Police, Dispatch, and other services. LCC Police Department is charged with providing a safe environment at all LCC campuses, and maintains physical offices at the Downtown and West campuses. LCC Police provide services in areas of crime prevention and control, criminal investigations, traffic and parking violations, facilities security, and emergency first-aid treatment. LCC Police operates 24 hours, 7 days a week via police presence and Dispatch. They can be reached anytime at 517-483-1800 or via <a href="emailto:email

Services

Below is a list of services provided by LCC Police Department. Visit us by stopping the LCC Police Department office in the Gannon Building downtown or call 517-483-1800:

- Battery jump starts
- Directional assistance
- Lost & Found at Downtown and West campus.
 - O Disposal of unclaimed items takes place at the end of every semester.
- Open locked vehicles
- Safety escort
- After hours building access, if necessary
- Emergency CPR, First Aid, or AED use during a medical emergency
- Regular check and servicing of fire extinguishers, AED batteries, and first aid kits
- Emergency notifications and timely warnings when warranted
- Conduct various types of trainings upon requests

Please report suspicious behavior, unusual circumstances and any possible law enforcement crimes or offenses immediately by calling 517-483-1800. Anonymous reporting is acceptable.

Request a Police Escort

Police escorts are for LCC students, faculty or staff and not the general public. Citizens may request a police escort by:

- Calling 517-483-1800
- Approaching an officer directly around campus grounds
- Coming to the Police Department Office located in the Gannon Building at 411 N Grand Ave.

To facilitate the College's commitment in maintaining a secure and positive learning environment, students, staff, and visitors are encouraged to accurately and promptly report to LCC Police or other law enforcement agency all crimes, suspicious activities, emergencies, and public safety incidents, including when the victim of a crime elects to, or is unable to make such report. To report a crime or an emergency call LCC Police at 517-483-1800 or dial 911 from a campus telephone. Dispatchers at LCCPD Office are available 24 hours/day, seven days/week to answer calls. Calls made to 911 from a cellular telephone or non-campus phone will be sent to the local 911 dispatch center. The 911 dispatch will then relay the information to the LCC Police.

Any location:

- LCC Police Department (non-emergency) (517) 483-1800
- Main Campus: Lansing Police Department (non-emergency) (517) 483-4600
- East Campus: Meridian Township Police (non-emergency) (517) 332-6526
- West Campus: Eaton County Sheriff (non-emergency) (517) 543-3512
- Mason Jewett Airport: Ingham County Sheriff (non-emergency) (517) 676-2431
- Livingston County Center: Livingston County Sheriff (non-emergency) (517) 546-2440

Emergencies Call 911

Recruitment & Outreach

The Admissions Team participate in college fairs, classroom presentations, application and scholarship workshops, and more. They meet with future students and families to answer questions and assist with the admissions process. The team also regularly hosts groups on campus for tours, informational sessions and orientation.

To schedule an appointment, or to view available orientation sessions, please go to the <u>Student Engagement & Admissions Team</u> webpage, contact us via <u>email</u>, or call 517-483-1999.

The Registrar's Office

The Registrar's Office maintains students' academic records and transcripts. It also issues certificates, diplomas, degrees, degree certifications, enrollment registration and verification, grade collection and recording, fee classification, and transfer credit processing. For more information, visit the Registrar's Office webpage, contact us at 517-483-1200, Option 2 or via email.

StarCard Student IDs

The Lansing Community College (LCC) StarCard is a student identification card that can also be used to gain access to campus buildings and services. A StarCard is required at all building doors on LCC's Downtown Campus, West Campus, LCC East Campus, and Aviation Maintenance Technology Center. The Livingston County Center shares a building with Howell Public Schools and has instituted a separate security protocol.

The StarCard must be presented when requested by a College official. For more information, go to the <u>StarCard</u> webpage or contact the Help Desk at 517-483-5221.

StarZone

The StarZone is Lansing Community College's (LCC) student services hub. Typically, if students have a question, the Enrollment Support Staff has an answer. Located in the Gannon Building at the Downtown Campus, the Enrollment Support Staff can assist with registration, financial aid, payments, and more. For more information, go to the StarZone webpage, contact by telephone at 5173-483-1200, or <a href="Email: email: email:

Student Affairs Division

The Student Affairs Division offers student and academic support services. Our services are designed to help students reach their potential as they progress toward their goals. For assistance, view the <u>Student Affairs Division</u> webpage, by <u>email</u>, or please call 517-483-1162.

Student Finance

The functions of the <u>Student Finance</u> department include processing tuition payments, administering payment plans, working with third-party sponsorships, processing refunds for excess account balances, and issuing 1098T student tax statements. For more information, please contact us at 517-483-1200, option 3 or via <u>email</u>.

Student Life

The Student Life Office exists to enhance the overall educational experiences and success of students through the development of, exposure to, and engagement in social, academic, intellectual, cultural, recreational, campus and community service, and leadership development. For more information, go to the Student Life webpage or contact via email.

Student Resources Webpage

Lansing Community College (LCC) recognizes that basic needs can impact the success of our students. This <u>Student Resources</u> webpage can help you connect to information about these resources, such as:

- Academic Resources
- Food Resources & Assistance
- Laptops, Calculators & Technology
- Mental Health Resources
- Need Assistance Now?/Schedule an Appointment
- Relation and Intimate Partner Violence & Sexual Violence Resources
- Scholarship & Grants
- Student Support Services

If you cannot find what you need on this page, contact a Success Coach to get help at 517-483-1422 or <a href="mailto:emailto:

Technical Careers Division

The economic landscape is constantly changing. The jobs of today (and the future) do not look like the jobs from just a generation ago. As technology changes the workplace, the skills needed to continue building the businesses that support our economy are critical. Skill sets are needed for the workplace that were not even considered just a few short years ago. Skilled trades utilize equipment and software not previously brought onto the manufacturing floor. Electrical technology is critical as the expansion of electric and autonomous vehicles and fleets take on a new priority with regards to energy generation and usage. Fighting fires and policing have incorporated new technologies in the advancement of their work. Advanced manufacturing including robotics and automation now incorporates Industry 4.0 technology in its entirety. Aviation Maintenance and Heavy Equipment Repair careers are in high demand and will be for years to come. Cybersecurity and fighting cyberterrorism now take a front seat in every industry. Lansing Community College's Technical Careers Division is strategically poised to meet the needs of new and emerging industries by providing students with both the foundations for continued learning coupled with the skills for meaningful, well-paying career opportunities. For more information, view the Technical Careers Division webpage, or call 517-483-1319.

Testing Services

Testing Services provides exam administration and related services to prospective and current students, faculty, and community members. The Testing Center is located in the Gannon Building, Room 2228. For more information, please contact us at 517-267-5500 or via <a href="mailto:emailt

Textbooks

Barnes & Noble College is Lansing Community College's (LCC) official online bookstore. The bookstore presents all options available to students to purchase their textbooks including new with a guaranteed buyback price and, if available, used, e-book/digital, First Day Inclusive Access (FDIA), rental, and marketplace options.

Textbooks, both required and recommended, can be viewed on the <u>Barnes & Noble College</u> <u>online bookstore</u>.

Other options available are:

• First Day Inclusive Access

First Day Inclusive Access (FDIA) is an alternative to traditional textbooks. FDIA provides students access to digital course textbooks and materials on the first day of class, at a lower cost than a physical copy of the textbook. To view courses using First Day Inclusive Access, go to the Textbooks and Bookstores webpage.

Need help using First Day Inclusive Access? Contact the <u>LCC Help Desk</u>, 517-483-5221 or online chat.

• <u>Library</u>

Textbooks for many courses are available for check-out in the Library. Please direct any questions via <a href="mailto:emailto

Some textbooks may be available as an <u>e-book</u> through the Library or as an <u>Open Educational Resource (OER)</u>. <u>Ask a Librarian</u> if you need help.

Local Bookstore

Student Book Store 421 E. Grand River Ave. East Lansing, MI 48823 517-351-4210

For more information, view the <u>Textbooks and Bookstores</u> webpage, or contact the appropriate department/program.

TouchNet

TouchNet is Lansing Community College's (LCC) secure online payment vendor. Students can review account balances and payment history, make payments with credit/debit cards, schedule payments, enroll in an installment payment plan, select refund preference, review refund history, access 1098T student tax statements, authorize parents and others to view account information and make payments on student's behalf.

Transfer Center (formerly known as The University Center)

The Transfer Center (formerly known as the University Center) is a partnership between Lansing Community College (LCC) and several universities. LCC's 4-year universities offer junior- and senior-level courses leading to over 30 bachelor's degrees, and several post-baccalaureate certificates and master's degrees.

Community members as well as current and former LCC students may take advantage of the convenience of the center now located in the Gannon Building, room 2204 on the LCC Downtown Campus. The 4-year University representatives are now located in the Gannon Building, room 1225. The Transfer Center main office is currently operating during LCC business hours of 8:00 am to 5:00 pm. For more information, please call 517-483-9700, complete the Request for Information form or visit the Transfer Center webpage.

Transfer Guides & Articulation Agreements

To review current information, please visit the <u>Transfer Guides & Articulation Agreements</u> webpage.

Office of Veteran and Military Affairs

The overall goal of the Office of Veteran and Military Affairs (OVMA) is to achieve the position and prestige of being the #1 Veteran-oriented campus in Michigan. The mission of the office is to provide a one-stop-shop atmosphere for our veteran and dependent students with the main goal being to assist our students in selecting the proper VA GI Bill® education benefit and help them enroll in a chosen GI Bill® benefit. The OVMA also acts as a liaison between students, the VA, and other LCC departments, making contacts on behalf of students when needed. In addition, the OVMA offers a dedicated academic advisor, and a large veteran lounge area as a place for veteran students to meet, relax, and work on schoolwork. For more information, please call 517-483-5246 or visit the <u>Veteran and Military Affairs</u> webpage.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site for U.S. Department of Veterans Affairs.

Writing Center

The staff provides individualized support to student writers on a wide variety of reading and writing tasks.

Writing is a skill, a practice, and a process that improves over time. Repeated visits to the Writing Center can help students develop a better awareness of processes and strategies that produce better writing. Our goal is to help students become better writers by developing confidence, proficiency, and self-awareness as they encounter future writing tasks.

Appointments

We offer 45-minute in-person and online real-time appointments, which can be scheduled up to two weeks in advance. Online real-time appointments are conducted using WebEx. Students will choose between in-person or online real-time appointment options when scheduling.

Hours of operation

Fall and Spring semester: Monday-Thursday: 9 a.m. – 8 p.m.

Friday-Saturday: 11 a.m. – 4 p.m.

Summer semester: Monday-Thursday: 10 a.m. – 4 p.m.

Friday: 10 a.m. – 2 p.m.

Find us at A&S 2214, contact us at 517-483-1907 or by email (writingctr@star.lcc.edu).

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Registration

Course Offering Formats

Course offerings fit into six types:

- In-Person/Face-to-Face: Courses with all instruction delivered in-person in the classroom, clinical, or worksite. Look for sections with the Format "In-person/Face-to-Face."
- **HYF Hyflex:** Students have the flexibility to choose how they will participate for each class session: in-person, online during the class meeting time, or online asynchronously. Look for sections with the Format "HYF:Flex In-person or Online."
- **ON Online:** Asynchronous online courses with no class meeting dates/times. Look for sections with the Format "ON: Online."
- ORT Partial Schedule Lecture: Online real time (ORT)/live online courses with some regularly scheduled online meeting day(s) and times. Look for sections with the Format "ORT: Online Part Scheduled Time."
- ORT Full Scheduled Lecture: Online real time (ORT)/live online courses where all instruction is delivered online during designated meeting day(s) and times. Look for sections with the Format "ORT: Online at Scheduled Times."
- **OH Online Hybrid:** Required in-person instruction with online coursework and activities. Look for sections with the Format "OH: In-person and Online."

Estimate Tuition Cost

Planning for the cost of higher education is extremely important. Use the <u>Tuition Cost Estimator</u> tool to estimate the cost of tuition for this semester.

Course fees support costs unique to specific courses, beyond the standard cost of instruction and basic materials. Fees include a variety of consumable costs, specialized equipment, and technology dedicated to the associated course. Further, small group instruction is sometimes required by state or federal regulations, national accreditation mandates, or quality and safety standards, which all impact faculty-to-student ratios and overall program costs. These costs have not changed because of distance learning.

LCC's longstanding practice is that students are charged for the cost to deliver their education in their chosen program. As such, the courses and programs that have these additional costs are charged to the students enrolled in the courses rather than spreading those costs out evenly among all students by way of higher tuition. This practice promotes fairness for all.

Register for Class(es)

To register, Log into myLCC, and click on the <u>Banner</u> link to drop or add course(s). For assistance on how to register online, please check out LCC's "How to Register Online" instruction guide.

Note: Prerequisite overrides are managed within each <u>division/department</u>.

Students can add classes based on the teaching periods. For important deadline details, see the charts:

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<u>Fall 2023</u> – Registration begins Monday, April 24<sup>th</sup>, 2023

<u>Spring 2024</u> – Registration begins Monday, October 2<sup>nd</sup>, 2023

<u>Summer 2024</u> – Registration begins Monday, March 25<sup>th</sup>, 2024
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Register early for best class selection! For additional information, call LCC at 517-483-1957 or toll-free at 1-800-644-4522. Refer to variable-date options list for classes beginning throughout the semester.

Many LCC courses are offered in a shorter timeframe than the traditional full-semester teaching period and provide the same amount of credit. See the list above for the various start and end dates of the teaching periods.

Students must be admitted to the College and complete the required steps prior to registering.

Students should determine that all the required course prerequisites have been met and seats are available.

Late Registration and Scheduling Adjustments

Late registration at Lansing Community College is allowed within the first calendar week or three (3) days of registration, depending on the parts of term.

- Late registration for Fall and Spring, parts of term: 16 week, 15 week, and 14 week; will be allowed within the first week (7 calendar days) of registration.
- Late registration for Fall and Spring, parts of term: 12 week, 12B week, 8A week, and 8B week; will be allowed within the first three days (3 calendar days) of registration.
- Late registration for Summer, for all parts of term, will be allowed within the first three days (3 calendar days) of registration.

Late registration is defined as adding a course for the current semester after the semester has begun. A schedule adjustment is defined as adding a course by a student with registration activity for the current semester. Adding an additional course, switching sections, and being reinstated into a section in which the student was previously registered, are all examples of schedule adjustments. Once the late registration period has ended, special circumstance may be considered after consultation with the instructor and the Academic Dean.

WHAT IS REGISTRATION ACTIVITY?

Examples of registration activity include:

- A student is registered in a section for the current semester
- A student dropped a section during the current semester
- A student was on a waitlist for a section during the current semester

Online Courses Requiring On-campus Testing

Some courses offered in an online format require students to travel to an LCC campus or request an approved non-LCC testing site (additional fees may apply) for proctored exams. Those courses include:

- BIOL 201, 202, 203, and 270
- CHEM 151 and 152
- CITP 180, 190, and 280
- CITS 110
- IRXT 144, 222, and 224
- MATH 117, 119, 120, 126, 141, 151, 152, 253, 254, and 260
- PHYS 120
- SOCL 120
- STAT 170 and 215

For more information, please visit the Online Degrees and Certificates webpage.

Online Degrees and Certificates

Associate of Applied Science Degree

Cybersecurity (1832)

Associate of Arts Degrees

- African-American History (0137)
- American Studies (0142)
- Anthropology (1621)
- Art History (0746)
- Business Transfer Studies (1622)
- Criminal Justice (0146)
- Economics (0230)
- Education (1624)
- History (0197)
- Humanities (0119)
- Journalism (1628)
- Philosophy (0159)
- Psychology (0215)

- Sociology (0753)
- World Language (0132)

Associate of Business Degrees

- Accounting (0162)
- Accounting CPA Exam Prep (0255)
- Computer Programmer/Analyst (0113)
- E-Business (0839)
- Financial Institutions (0103)
- Human Resource Management (0712)
- International Business (0240)
- Legal Studies (0101)
- Management and Leadership (0245)

Certificates

- Accounting, Certificate of Achievement (0714)
- Advanced Management, Certificate of Achievement (0280)

- Bookkeeping, Certificate of Completion (1292)
- Computer Programmer/Analyst, Certificate of Completion (0969)
- Computer Technology Basics, Certificate of Completion (0844)
- Correctional Officer, Certificate of Completion (0840)
- Cybersecurity Foundations, Certificate of Completion (1833)
- E-Business, Certificate of Achievement (0845)
- Financial Institutions, Certificate of Completion (0151)
- Information Technology Foundations, Certificate of Completion (0766)
- Japanese Studies, Certificate of Completion (1787)

- Legal Studies Post-Bachelor, Certificate of Achievement (0744)
- Management, Certificate of Achievement (0249)
- Microsoft Office Specialist, Certificate of Completion (0841)
- Sales Specialist, Certificate of Achievement (0242)
- Spanish Studies, Certificate of Completion (1788)
- Web Site Developer, Certificate of Completion (0843)

General Associate Degrees

- Business (1821)
- Communication, Journalism, and Language (1823)

Transfer Programs

For students following the <u>Michigan Transfer Agreement</u>, the requirements can be completed online.

Maximum Enrollment per Semester

Individual students will enroll in no more than 28 credits per semester. Students who wish to enroll in more than 28 credits per semester may request permission from the Dean or designee overseeing the academic program the student is following. The Dean or designee will make a decision which is based on the student's academic and personal circumstances and which supports reasonable expectations for successful learning and course completion. In the case of any appeal, the final decision rests with the Academic Affairs Office.

Placement Levels

Most courses require basic skills proficiency levels which must be met prior to enrolling in courses that require specific placement levels. Students are strongly encouraged to establish their placement levels, complete orientation, and meet with an advisor prior to registration. Placement levels may be established through high school transcripts documenting required GPA or through ACT, SAT, CLEP, ASVAB, or GED test scores, or through placement testing. Levels may also be established through previously completed college coursework.

Tuition and Fee Information

Below are policies related to the calculation of tuition based on residency and veteran status, the payment of those fees, and the refund policy.

Eligibility for In-District, In-State, Out-of-State, or International Tuition

In order to abide by state law and ensure the fairness for taxpayers in the district, the College's Board of Trustees periodically approves tuition and fees for resident, non-resident, out-of-state, and international students.

2022-2023 TUITION RATES (PER BILLING HOUR)

The cost for attending a course is determined by the course's billing hours, instead of credit hours. A billing hour represents an amount of time that a student spends in direct contact with an instructor, in lab, or with laboratory equipment.

COLLEGE DISTRICT RESIDENT STUDENTS -\$117*

Resident students have lived for four months or more within one of the 15 school districts listed below and pay property taxes to support LCC's budget. School districts include:

School Districts included in LCC District		
Bath	Haslett	Okemos
Dansville	Holt/Dimondale	Stockbridge
Dewitt	Lansing	Waverly
East Lansing	Leslie	Webberville
Grand Ledge	Mason	Williamston

IN-STATE STUDENTS - \$234*

If student resides in Michigan, but not in one of the above 15 school districts, the student is an in-state student.

OUT-OF-STATE STUDENTS - \$351*

If student lives outside of Michigan, the student is an out-of-state student.

INTERNATIONAL STUDENTS - \$410*

If the student has been admitted to the United States on a temporary, non-resident status, the student is classified as an international student.

SENIOR CITIZENS*

If the student is age 62 or older on the first day of the semester and a resident of the LCC district four months prior to the beginning of the semester in which registering, the student qualifies for a reduced tuition rate of \$58.50 per billing hour on classes at LCC. (Note: Michigan residents living outside the LCC district qualify for a reduced rate of \$117 per billing hour.) These rates apply to LCC classes taken for audit or credit. Classes with zero billable hours are not covered by the tuition rate reduction. For details, stop by the StarZone or call \$17-483-1957.

Fees

• Registration Fee - \$25*

The registration fee is applied to each semester the student is enrolled and pays for some of the cost of registration. This fee is charged to all students.

• Student Support Fee - \$15*

Fee includes student support services such as tutoring, advising, counseling, library, computer lab and parking. (This fee is charged per billable hour and to all students).

Course Fee *

Course fees vary and apply to courses requiring specialized supplies, equipment, facilities, and other instructional resources unique to the individual course. See class offerings to determine if a course has an applicable course fee.

About Billing Hours

What is a billing hour?

The cost for attending a course is determined by the course's billing hours, instead of credit hours. A billing hour represents an amount of time that a student spends in direct contact with an instructor, in lab, or with laboratory equipment.

How are billing hours for a course determined?

Several factors are considered in determining the billing hours of a course. The main factor is the number of hours the student is expected to either be in a class or in another "instructional" setting (such as a lab) in a typical week for a full-semester course. Lansing Community College (LCC) courses range from one billing hour to more than 10 billing hours per course. The billing system caps the number of billing hours that can be added to a course. For the majority of courses at LCC, the credit hours and the billing hours are the same.

^{*}Tuition and Fees are subject to change by action of the LCC Board of Trustees.

Tuition Estimate Resources

Tuition Cost Estimator

The Course Tuition Cost Estimator will give you a rough estimate of the tuition and fee charges for one or more courses you plan to enroll in. This is a tool to help you plan prior to registering for courses.

Net Price Calculator

This tool can be used to receive an estimate of how much students similar to you paid to attend Lansing Community College during the current Academic Year.

Military-Connected Student In-State Tuition

Any individual using Veterans Affairs (VA) Educational Benefits under Chapter 30, Chapter 31, Chapter 33, Chapter 35, or the Fry Scholarship and who lives in the State of Michigan while attending Lansing Community College, regardless of their former state of residence, and regardless of when they or the military member was discharged from military service, will pay in-state tuition rates for all VA approved programs.

To remain compliant and approved to receive VA GI Bill® funding, schools must charge in-state tuition and fee amounts to "covered individuals." A "covered individual" is defined in Section 1005 of Public Law 116-315 as:

- A veteran who lives in the state in which the institution of higher learning is located, regardless of their former state of residence, and enrolls in the school, regardless of when they discharged from military service.
- A spouse or child using transferred benefits who lives in the state in which the
 institution of higher learning is located, regardless of their former state of residence,
 and enrolls in the school, regardless of when the military member discharged from
 military service.
- A spouse or child using benefits under the Survivors' and Dependents Educational
 Assistance Program (DEA) who lives in the state in which the institution of higher
 learning is located, regardless of their former state of residence, and enrolls in the
 school, regardless of when the military member died in the line of duty or when the
 individual became eligible to receive the benefit.
- A spouse or child using benefits under the Marine Gunnery Sergeant John David Fry Scholarship who lives in the state in which the institution of higher learning is located, regardless of their former state of residence, and enrolls in the school, regardless of when the military member died in the line of duty.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site for U.S. Department of Veterans Affairs.

Payment of Tuition and Fees

According to the Michigan Community College Act, "the Board of Trustees may establish and collect tuition and fees for resident and nonresident students." The Board of Trustees shall review student tuition and fees on an annual basis, based on the financial requirements of the College, to provide optimal services to students at an affordable price.

Tuition and Fees Refund Policy

It shall be the College policy to refund tuition and fees accordingly, except where superseded by law, to a student who properly withdraws from a class. Specific dates can be found in the Teaching Period Schedule for <u>Fall 2023</u>, <u>Spring 2024</u>, and <u>Summer 2024</u>.

Additional information can be viewed on the <u>Tuition and Fees Refund Policy</u> webpage, per the Board Policy 5.070: Student Tuition and Fees.

Financial Aid

What is Financial Aid?

It is resources to assist students with paying for their post-secondary education.

Ways to Cover the Cost of Post-Secondary Education

Scholarships

Scholarship eligibility varies based on financial need, academic merit, field of study, talent, athletic participation, etc. For the most part, these funds do not need to be repaid. Students can apply for scholarships at LCC, the State of Michigan, community organizations, and their employer. Selection criteria and requirements vary according to the individual scholarship and it is important to pay attention to application deadline dates. Please take a look at the following scholarship opportunities offered through a variety online scholarship search engines.

Grants

Grants are funds to help cover educational costs and do not need to be repaid. These funds are offered by the federal government, State of Michigan, and LCC. Additional information can be found on the <u>Grants</u> webpage.

Student Employment & Work-Study

On- and off-campus employment opportunities allows the student to earn the funds to help cover the costs of educational expenses. As work is completed, the student can earn wages that may be used toward school-related costs. More information can be found on the LCC Student Employment & Work-Study webpage.

Loans

Loans are available through the government and students also have the option of taking out loans from a private lender. These funds must be repaid. See the <u>Loans</u> webpage for more information.

Applying for Financial Aid

Free Application for Federal Student Aid (FAFSA) Process

To qualify for Financial Aid, students must complete and submit the Free Application for Student Aid (FAFSA) using LCC's school code: 002278.

If planning on attending Fall 2023, Spring 2024, and/or Summer 2024, the student must complete the 2023-2024 FAFSA, which requires 2021 income information.

Types of Financial Aid

Need-Based v. Non-Need-Based Financial Aid

Need-based aid is financial aid a student can receive if the student has financial need and meets other eligibility criteria. Financial need is determined by subtracting the Expected Family Contribution (EFC) derived from the FAFSA from the student's Cost of Attendance (COA). Students cannot receive more need-based aid than the amount of financial need.

Example: COA of \$11,000 and EFC of \$7000 = financial need of \$4,000. Student is eligible for \$4,000 in need-based aid.

The following are need-based financial aid programs:

• Children of Fallen Heroes Scholarship

The Children of Fallen Heroes Scholarship is provided to students whose parent or guardian was a public safety officer who died in the line of duty. This scholarship is available to those who are Federal Pell Grant eligible and are under 24 years of age or enrolled at an institution of higher education at the time of parent's or guardian's death.

• Federal Pell Grant

The Federal Pell Grant is a need-based federal grant to promote access to postsecondary education, and is awarded to low- and middle-income undergraduate students who have not yet earned a bachelor's or professional degree. Students must meet basic eligibility requirements. Grant amounts are based on the student's EFC (see Determining Financial Aid Eligibility), and enrollment level at the Federal Pell Grant Census Date. The maximum annual award is \$7,935 for 2023-2024 award year. Students are limited to receiving the equivalent of 12 full-time semesters of Federal Pell Grant.

• Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a federal grant awarded to students who demonstrate financial need, meet the <u>basic eligibility requirements</u>, and qualify for a Federal Pell Grant. FSEOG funding is limited; therefore, priority is given to students who have the lowest EFC.

• Federal Direct Subsidized Loan

Federal Direct Subsidized are loans made to eligible undergraduate students who need help with covering educational expenses. These funds must be repaid according to the terms of the Master Promissory Note and interest does <u>not</u> accrue while the student is in school.

Federal Work-Study

Federal Work-Study is a need-based federal program that provides students with employment opportunities, both on- and off-campus, to assist with educational expenses. Students must meet the <u>basic eligibility requirements</u> to receive these funds.

Fostering Futures Scholarship

The Fostering Futures Scholarship is awarded on a first-come, first-served basis to students who have been placed by the Department of Human Services in the Michigan foster care system on or after the 13th birthday. Eligible applicants are required to maintain half-time enrollment (minimum 6 credit hours) and meet Satisfactory Academic Progress. This award can only pay for tuition and fee charges and may be adjusted due to other awards.

• Iraq & Afghanistan Service Grant

The Iraq and Afghanistan Service Grant is a need-based federal grant awarded to students whose parent or guardian was a member of the U.S. armed forces who died as a result of military service performed in Iraq or Afghanistan after the events of 9/11 when the student was under 24 years old or enrolled in college at least part-time at the time of the student's parent's or guardian's death. The student must be enrolled at least half-time (6credit hours) and the award amount is prorated based on enrollment level: 100% for full-time (12 or more credits), 75% for three-quarter-time (9-11.99 credits), and 50% for half-time (6-8.99 credits).

LCC Grant

The Lansing Community College Grant is an institutional grant awarded to students who demonstrate financial need. Grant funds are limited; therefore, priority is given to students with the lowest EFC.

• Michigan Competitive Scholarship

The Michigan Competitive Scholarship is awarded to students who are pursuing their first degree and demonstrate financial need along with having a qualifying ACT or SAT score. Eligible applicants are required to file a FAFSA each year, maintain half-time enrollment (minimum 6 credit hours), and meet Satisfactory Academic Progress. This award can only pay for tuition and fee charges and may be adjusted due to other awards. The award amount is pro-rated based on enrollment levels: 100% for full-time (12 or more credits), 75% for three-quarter-time (9-11.99 credits), and 50% for half-time (6-8.99 credits).

• Michigan Achievement Scholarship

The Michigan Achievement Scholarship provides renewable scholarships to undergraduate students who graduate from a Michigan high school with a diploma, certificate of completion, or achieved a high school equivalency certificate in 2023 or after. Students must demonstrate financial need by completing the Free Application for Federal Student Aid (FAFSA) and having an Expected Family Contribution (EFC) of \$25,000 or less. The scholarship covers any remaining tuition and mandatory fees (Registration and Student Support Fee) that are not covered by other gift aid. Depending on individual student eligibility, the award may cover other educational expenses

Non-need-based aid is financial aid that is not based on EFC. The student's eligibility is determined by COA and the amount of other financial aid awarded.

Example: COA of \$11,000 and need-based awards of \$4,000 = no more than \$7,000 in non-need-based aid.

The following are non-need-based student aid programs:

• Children of Veterans Tuition Grant (CVTG) The CVTG is awarded for up to four academic years to students older than 16 and less than 26 years of age who are the natural or adopted child of a Michigan veteran. The veteran must have died or become totally and permanently disabled as a result of military service. Students must enroll at least half-time (minimum 6 credit hours) and meet Satisfactory Academic Progress (SAP) standards, which includes maintaining a minimum GPA of at least a 2.25, to continue to receive the award. This award covers tuition and mandatory fees (Registration and Student Support Fees), prorates based on enrollment level and may be adjusted due to other awards. CVTG will not cover any billing hours in excess of credit hours.

• Federal Direct Unsubsidized Loan

The Federal Direct Unsubsidized are loans made to eligible undergraduate, graduate, and professional students to help cover educational expenses. These funds must be repaid according to the terms of the Master Promissory Note and interest does accrue while the student is in school.

• Federal Direct PLUS Loan

The Federal Direct PLUS are loans made to parents of a dependent student to help cover educational expenses of the dependent student. Eligibility is not based on financial need, but a credit check is required. Parent borrowers who have an adverse credit history must meet additional requirements to qualify.

• Futures for Frontliners (F4F)

The F4F provides tuition assistance to Michigan residents who have not obtained a college degree and worked as a frontline worker in an essential industry between April 1 and June 30, 2020. The program is intended to give thanks to those who put themselves at risk during the pandemic. Students must have applied by December 31, 2020. The scholarship covers any remaining in-district tuition and mandatory fees (Registration and Student Support Fee) that are not covered by the Federal Pell Grant or other tuition-restricted scholarships. Students must maintain enrollment as at least a half-time (6 credit hours) student in a financial aid eligible program.

• Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR-UP)
The Michigan GEAR UP (MI GEAR UP) is a federally funded program designed to
provide early intervention services and programs to students in middle school and
high school. MI GEAR UP targets low-income students by providing them with support
services to increase their opportunity to succeed in postsecondary education.
Students must maintain Satisfactory Academic Progress and be enrolled at least halftime (6 credit hours). The award amount is prorated based on enrollment levels:

100% for full-time (12 or more credits), 75% for three-quarter-time (9-11.99 credits), and 50% for half-time (6-8.99 credits).

• Michigan Indian Tuition Waiver (MITW)

The MITW is awarded to students approved by the Michigan Department of Civil Rights. Students must be ¼ or more Native American blood quantum as certified by their Tribal Enrollment Department, be an enrolled citizen of a U.S. Federally Recognized Tribe as certified by the Tribal Enrollment Department, and be a legal resident of the state of Michigan for no less than 12 consecutive months. The MITW award can only pay for tuition charges and may be adjusted due to other awards.

• Michigan Reconnect

Michigan Reconnect provides tuition assistance to Michigan residents who are 25 years of age or older and have not obtained a college degree. The scholarship covers any remaining in-district tuition and mandatory fees (Registration and Student Support Fee) that are not covered by the Federal Pell Grant or any state tuition-restricted scholarships. In addition to completing the FAFSA, students must complete and submit the <u>Reconnect Application</u>. Students must begin classes within 12 months from the date the application was approved by the State of Michigan and they must be enrolled at least half-time (6 credit hours).

Police Officer's and Firefighter's Survivor Tuition Act

The Police Officer's and Firefighter's Survivor Tuition Act provides a waiver of tuition for the surviving spouse and children of Michigan police officers and firefighters who died in the line of duty. The program is intended to provide an educational benefit to the spouse and children of police officers and firefighters who made the ultimate sacrifice for their communities and the citizens of Michigan. Tuition is waived for eligible survivors enrolled in classes leading to a certificate or undergraduate degree. Students must maintain Satisfactory Academic Progress.

• Private (Alternative) Loans

Private (Alternative) Loans are credit-based student loans offered by private lenders. They are available to students who need funds in addition to their federal aid to meet educational expenses or for those students not eligible for federal aid.

• Tuition Incentive Program (TIP)

The TIP is awarded for up to 30 credits per academic year to students enrolled in an Associate Degree or Certificate program that requires at least 30 credits. Students must enroll at least half-time (minimum 6 credit hours) in courses that are required for the declared program of study and meet Satisfactory Academic Progress standards. This award covers in-district tuition and mandatory fees (Registration and Student Support Fee) and may be adjusted due to other awards. TIP will not cover any billing hours in excess of credit hours.

Financial Aid Policies

Basic Eligibility Requirements

While each aid program has special requirements, the following are basic requirements that apply to federal financial aid. In order to be eligible to receive federal financial aid, the student must:

- Complete the Free Application for Federal Student Aid (FAFSA).
- Have earned a High School Diploma (High School Certificate of Completion is not the same as a High School Diploma) or GED/State Certification, or have completed Homeschool graduation requirements.
- Be enrolled or accepted for enrollment in an eligible degree or certificate program and only be taking courses that lead to that degree or certificate.
- Be a U.S. citizen or national, permanent resident, or other eligible noncitizen.
- Have a valid Social Security Number, except for residents of the Federated States of Micronesia, Republic of the Marshall Islands, or the Republic of Palau.
- Be making Satisfactory Academic Progress.
- Not owe an overpayment on a Title IV grant or be in default on a Title IV loan.
- Have returned fraudulently obtained Title IV funds, if convicted of or pled guilty or no contest to charges.
- Not have fraudulently received Title IV loans in excess of annual or aggregate limits.
- Have repaid Title IV loan amounts in excess of annual or aggregate limits, if obtained inadvertently.

Determining Eligibility

After completing the <u>Free Application for Federal Student Aid (FAFSA)</u>, the student will receive a Student Aid Report. The Financial Aid Office will use the information from this report to determine the types and amounts of financial aid the student may qualify for by using the following formula:

COST OF ATTENDANCE - EXPECTED FAMILY CONTRIBUTION = FINANCIAL NEED

Cost of Attendance

Cost of attendance (COA) is based on the average educational and living expenses for a student attending LCC. It does not represent an individual student's actual costs. The COA includes:

- Tuition and Fees
- Books and Supplies
- Housing and Food
- Transportation
- Personal and Miscellaneous
- Loan Fees
- Professional Licensure (if required for program)

Students may determine or estimate their COA using the following methods:

- 1. Current financial aid students, login to myLCC, click Banner, select Financial Aid and Financial Aid Record to access the Award Overview tab
- 2. Prospective students, access the <u>Net Price Calculator</u> or view the below chart for fall and spring semester costs for a full-time student

Full Time Cost of Attendance Chart

Standard Academic Year (Fall & Spring)	Resident	In State	Out of State
Books and Supplies	\$600	\$600	\$600
Tuition and Fees	\$4000	\$7200	\$10400
Loan Fees	\$80	\$80	\$80
Personal and Miscellaneous	\$1600	\$1600	\$1600
Food	\$4000	\$4000	\$4000
Housing*	\$12000	\$12000	\$12000
Transportation	\$1600	\$1600	\$1600
TOTAL	\$23880	\$27080	\$30280

^{*}Housing: For students enrolled in more than six credits in fall or spring or three credits in summer and who receive Veteran Benefits that include a Basic Allowance for Housing (BAH), Room cost will be 0.

Expected Family Contribution

Expected Family Contribution (EFC) is calculated according to a formula established by law taking into consideration the family's taxed and untaxed income, assets, benefits (such as unemployment or Social Security), family size and number of family members who will attend college. The family includes parent information if the student is considered a dependent student as determined by the FAFSA.

The EFC is not the amount of money the family will have to pay for college, nor is it the amount of federal student aid a student will receive. It is a number used by schools to calculate how much financial aid students are eligible to receive.

Professional Judgment

Professional Judgment refers to the discretion that federal regulations give to financial aid administrators to make adjustments, on a case-by-case basis, to certain elements of a student's FAFSA information or adjust a student's dependency status. These adjustments are intended to provide a more accurate assessment of the amount of federal aid a student is eligible to receive. There are two types of Professional Judgment:

SPECIAL CIRCUMSTANCES:

Refers to financial situations that justify an aid administrator adjusting the student's data elements in the Cost of Attendance and/or Expected Family Contribution calculation(s) such as:

- <u>Loss of Income</u>: Loss of employment; household size changes due to separation, divorce, birth or additional dependents, etc.; high medical expenses; Rollovers of IRA's; etc.
- <u>Cost of Attendance</u>: Study abroad expenses; cooperative education costs; dependent care; disability-related expenses; etc.

UNUSUAL CIRCUMSTANCES

Refers to the conditions that justify an aid administrator making an adjustment to dependency status (more commonly referred to as a dependency override), based on a student's unique situation such as:

 Human trafficking; refugee or asylee status; parental abandonment; homelessness; incarceration; etc.

Students, with an approved dependency override in a prior academic year, will remain independent for each subsequent award year unless LCC has conflicting information about the student's independence status or the student's circumstances have changed. If the student's circumstances have changed, the Financial Aid Office must be notified.

Students will need to complete the <u>Professional Judgment Request</u> form and will be required to provide supporting documentation. If additional clarification is needed after reviewing the supporting documentation, the student will be notified via their LCC email to access their Banner Self Service account to determine the clarifying documentation that is needed. In some cases, an advising appointment and/or phone conversation may be needed.

Consortium

In some cases, students choose to attend two colleges simultaneously. In most cases, a student cannot receive Federal or State financial aid at both institutions simultaneously and consequently, financial aid would be processed by only one of the colleges where the student is enrolled.

In the case where a pre-articulated Consortium Agreement exists between two institutions, the student's combined enrollment will be used to determine aid eligibility. Only the following Consortium Agreements have been established with Lansing Community College (LCC). To learn more, please contact the Financial Aid Office at LCC for program specific information:

- Davenport University
- Ferris State University
- Michigan State University
- Northwood University

Courses in Program of Study

The U.S. Department of Education requires students to be enrolled in an eligible program of study to receive financial aid and only courses that apply toward that program of study will be used to determine the amount of financial aid the student will receive. The purpose of this federal requirement is to ensure students are able to obtain their degree or certificate in a timely manner with minimal debt for student loan borrowers and to ensure that federal funds are used only to obtain a degree or certificate. Therefore, if a student registers for a course that does not count toward the declared degree or certificate, the course will not be used to determine the student's financial aid eligibility. To learn more, please refer to the Courses in Program of Study Q&A.

Enrollment Level

Financial aid is offered to students based on enrollment as a full-time student. If a student enrolls less than full-time, certain awards may be prorated. Enrollment level changes could impact the amount of financial aid a student will receive. Adding, dropping, withdrawing, or changing a course to audit status, after the semester begins, are types of enrollment level change that could impact the amount of aid a student receives. Before making an enrollment level change, students should contact their instructor, Success Coach, and the Financial Aid Office to understand all possible consequences of the change.

The chart below defines enrollment level based on the number of credits a student enrolls for:

Enrollment Level	Credits Required for Fall, Spring, and Summer Semesters
Full-Time	12 or more credits
Three-Quarter-Time	9 - 11.99 credits
Half-Time	6 - 8.99 credits
Less Than Half-Time	Less than 6 credits

- Add adding a course to the student schedule.
- Audited courses are taken for no grade. Therefore, courses being audited cannot be considered part of a student's enrollment level for financial aid purposes.
- Drop removing a course from the student schedule where instructor approval is not required. A drop also removes the course from the student's academic record.
 Generally, this means that the student will no longer be charged for all or part of the course. A course cancelled by LCC is also considered a dropped course.
- Non-credit courses are courses that are not given credit or grade for the hours earned.
 Therefore, non-credit courses cannot be considered part of a student enrollment level for financial aid purposes.
- **Withdrawal** removing a course from the student schedule by issuing a grade of W (withdrawal) for the course. The course will be part of the student's academic record.

Falsification of Information

Falsification of information submitted by the student or parents for the purpose of receiving financial assistance may result in cancellation of assistance, require the student to pay back assistance received, and referral to the appropriate federal authorities. If students purposely give false or misleading information, they may be fined \$10,000, sent to prison, or both by the federal government.

The Financial Aid Office may be required to verify information provided on the FAFSA by requesting documentation of income or other types of financial assistance. In addition, if the Financial Aid Office has conflicting information or has reason to believe that student information may not be valid, further investigation will occur prior to financial aid being awarded and/or refunded.

Remedial / Developmental Courses

Remedial/Developmental Courses are defined as courses that are below college level but at least at the secondary (high school) education level. Once students attempt more than 30 remedial/developmental credits, the Financial Aid Office must begin limiting federal financial aid eligibility. Even if financial aid funds were not used for the prior coursework, the Financial Aid Office must limit federal financial aid eligibility. For example, if a student attempted 30 remedial/developmental credits and the following semester register for a total of 12 credits with 4 out of the 12 credits are considered remedial/developmental, the student's financial aid eligibility will be based on 8 credits (half-time).

Below are courses that LCC considers remedial/developmental:

Courses LCC Considers Remedial/Developmental			
AASD 104	AASD 105	AASD 110	ENGL 098
ENGL 099	ENGL 117	ENRI 105	ENRI 152
ENRI 162	MATH 097	MATH 098	MATH 105
MATH 106	MATH 107	MATH 109	MATH 112
MATH 114	READ 108	READ 114	READ 116
READ 150	READ 160	READ 165	READ 170
READ 175	SPEL 150	VCBL 150	WRIT 108
WRIT 110	WRIT 117		

To view current information, go to the Financial Aid Policies webpage.

Repeated Courses

Federal regulations limit the number of times a student may repeat a course while receiving financial aid for that course. This limit applies even if the student did not receive financial aid for earlier enrollments in the course. Note: Students must also adhere to the College's Repeat Policy.

- A student may receive financial aid to repeat a previously passed course (1.0 or higher)
 one additional time.
- A student may receive financial aid when repeating a previously failed course (0.0F, 0.0U, ZF, or ZU) for as long as it takes the student to pass (1.0 or higher) the course.
- A student who is taking a course that requires the student to enroll in the course multiple times to meet degree requirements may receive financial aid for these courses.

COURSE	TITLE
ACCG 102	Special Topics in Accounting
ACCG 266	Independent Study Accounting
AEET 175	Special Topics/Altern Energy
AEET 280	Alternative Energy Practicum
ANTH 300	Applied Field Survey Methods
APPR 220	Special Topics/Electricians
ARCH 175	Special Topics in Architecture
ARCH 176	Special Topic/Architecture P/Z
ARCH 295	Arch Independent Study
ARTS 132	Figure Drawing
BLDT 170	Special Topics in Construction
BLDT 171	Special Topic/Construction P/Z

COURSE	TITLE
BLDT 285	Residential Bldg Internship
CHDV 297	Child Dev Directed/Indep Study
CHSE 119	Community Health Career Topics
CHSE 139	Community Health Career Topics
CHSE 150	CHSE Directed/Indep Study
CITD 229	Special Topics in Database
CITF 229	Special Topics in Foundations
CITN 229	Special Topics in Networking
CITP 229	Special Topics in Programming
CITS 227	Comp Support Indepen Study
CITS 229	Special Topics/Support
CITS 285	IT Professional Internship
CIVL 170	Special Topics/Civil Tech
CIVL 171	Special Topics/Civil Tech P/Z
CIVL 225	Civil Tech Independent Study
CJUS 281	Directed Independent Study
CJUS 295	Criminal Justice Special Topic
DANC 101	Beginning Ballet
DANC 102	Beginning Modern
DANC 103	Beginning Jazz
DANC 104	Beginning Tap
DANC 201	Intermediate Ballet
DANC 202	Intermediate Modern
DANC 203	Intermediate Jazz
DANC 204	Intermediate Tap
DENT 290	Directed Study
DMAC 245	Workshop: Audio
DMAC 246	Workshop: Video
ELTE 170	Special Topics/Electrical Tech
ELTE 291	Electrical Project Lab
ENGL 295	Independent Study in English
ENGL 278	Writing the Novel
FIRE 280	Fire Directed Indep Study
FIRE 285	Fire Science Special Topics
FIRE 295	Fire Science Special Topics
GERO 191	Special Topics in Gerontology
GSCI 175	Special Topics/GIS Technology
HIST 295	Independent Study in History
HONR 295	Honors Independent Study
HUMS 295	Ind Study in Humanities

COURSE	TITLE
HUSE 294	Human Services Special Topics
HUSE 297	Human Services Indep Study
HVAC 170	Special Topics in HVAC/R
IDMS 150	Sonographic Directed Study
IDMS 295	DMS Special Topics
IRXT 123	Radiographic Independent Study
IRXT 295	Radiologic Tech Special Topics
LEGL 251	Legal Studies Independent Study
METD 170	Special Topics/Eng & Design
METD 295	Engineering/Design Project Lab
METM 170	Special Topics/Precision Mach
METM 171	Special Topics/Machining P/Z
METM 295	Precision Machine Project Lab
METS 170	Special Topics/Mechanical Sys
METS 290	Manufacturing Internship
METS 295	Mechanical Systems Project Lab
MGMT 235	Independent Study/Manage/Lead
MKTG 231	Independent Study in Marketing
MSGE 150	Masg Special Topic
MSGE 170	Massage Directed/Indep Study
MUSC 101	Vocal Jazz & Pop Ensemble
MUSC 106	Private Music Lesson
MUSC 108	Concert Choir
MUSC 109	Studio Class
MUSC 119	Lansing Concert Band
MUSC 121	Percussion Ensemble
MUSC 122	Guitar Ensemble
MUSC 123	Jazz Ensemble
MUSC 124	Multi-Instrumental Music Ensem
MUSC 143	Beginning Piano I - Summer
MUSC 144	Beginning Piano I
MUSC 145	Beginning Piano II
MUSC 155	Class Voice Commercial I
MUSC 156	Class Voice Commercial II
MUSC 188	Class Guitar
MUSC 270	Rock Guitar
MUSC 280	Private Composition
NURS 101	Nursing Directed Study
NURS 102	Nursing Directed Study
NURS 118	Special Topics in Nursing

COURSE	TITLE
NURS 119	Special Topics in Nursing
PARA 200	Paramedic Directed Study
PFFT 180	Seminar: Special Subjects
PFHW 100	Health and Wellness Seminar
PFKN 295	Ind Study in Physical Fitness
PHIL 295	Ind Study in Philosophy
PHOT 191	Photo Imaging Special Topics
POLS 295	Ind Study in Political Science
SIGN 295	Ind Study in Sign Language
SOCL 295	Independent Study in Sociology
SURG 106	Surgical Tech Directed Study
SURG 150	Surgical Tech Special Topics
THEA 224	Special Subjects in Theatre
WELD 170	Special Topics in Welding
WELD 191	Welding Project Lab
WELD 250	Welding Internship

Return of Title IV Funds (R2T4)

LCC is a non-attendance taking institution with the exception of programs that have licensure/accreditation requirements for attendance. Federal regulations require schools to perform a Return of Title IV Funds (R2T4) calculation for Title IV grant and/or loan recipients if one of the events in the table below occurs within the student's payment period. Note: The R2T4 calculation is independent of the institution's Refund Policy.

Event	Determination of Withdrawal	Type of Withdrawal	What is Used as Withdrawal Date
Student completely withdraws/is withdrawn from all courses	Date student withdrew from final course	Official Withdrawal	Last Date of Participation in an Academic Engagement*
Student withdraws/is withdrawn or drops from a course and the student's remaining courses have not yet begun	Date student withdrew or dropped from last active course	Official Withdrawal	Last Date of Participation in an Academic Engagement*
Student does not earn credit in at least one course and all failed courses were graded as unfinished	Date grade(s) post showing student did not earn credit in at least one course and all failed courses were graded as unfinished. The instructor provides the last date of participation when the grade for the course is submitted.	Unofficial Withdrawal	Last Date of Participation in an Academic Engagement*
Student is withdrawn for non-participation from a course that is part of a program that has licensure/accreditation requirements for attendance	Date student is withdrawn from last active course	Official Withdrawal	Last Date of Participation in an Academic Engagement*

Within 30 days of the determination of withdrawal, the R2T4 calculation must be completed to determine the amount of earned and unearned aid based on the student's withdrawal date*. The institution and/or the student owes the unearned aid to the federal government. LCC will return the institution's and the student's unearned aid to the federal government within 45 days of the date of determination of withdrawal, LCC will bill the student for the unearned aid,

and the student is responsible for repaying LCC. If the student was disbursed less than the revised award, the student may be due a post-withdrawal disbursement. LCC must notify the student in writing of eligibility for a post-withdrawal loan disbursement within thirty days of the determination of withdrawal. LCC must obtain the student's permission to disburse additional loan funds. The student may choose to decline some or all of the loan funds to avoid incurring additional debt. For grant funds, LCC will use post-withdrawal funds to pay any allowable institutional charges prior to refunding the remaining funds to the student.

Unearned aid will be returned within 45 days of the date of determination of withdrawal in the following order:

- Federal Direct Unsubsidized Loans
- Federal Direct Subsidized Loans
- Federal Direct PLUS Loans
- Federal Pell Grants
- Federal Iraq and Afghanistan Service Grant
- Federal SEOG

*Withdrawal Date

- Official Withdrawal
 - When a student withdraws from all courses or withdraws/drops from a course and the student's remaining courses have not yet begun.
 - When an instructor in a program with licensure/accreditation requirements for taking attendance withdraws/drops a student from a course. This action must occur within 14 days of the student's last date of participation in an Academic Engagement*. The official withdrawal date used in the R2T4 calculation is the student's last date of participation in an Academic Engagement*.
- Unofficial Withdrawal
 - When a student does not earn credit in at least one course and all failed courses were graded as unfinished. The instructor reports the last date of participation in an Academic Engagement* with the grade, which is the unofficial withdrawal date.
 - The unofficial withdrawal date used in the R2T4 calculation is the student's last date of participation in an Academic Engagement*.

Calculating Earned Title IV Aid

To determine the total aid earned, LCC must divide the number of days the student attended during the semester by the total number of days the student was scheduled to attend for courses that were used to determine the student's financial aid. This percentage is multiplied by the total Title IV financial aid the student is awarded for the semester (disbursed and to be disbursed).

For example:

- Student attended 64 days.
- Student's schedule is 118 days in length.
- Student was awarded (disbursed and to be disbursed) Title IV aid of \$5000 for the semester.
- The percentage of total aid earned = 54.2% (64 days attended / 118 days)
- The earned Title IV financial aid = \$2710 (54.2% of total aid earned x \$5000 awarded)

*Definition of Academic Engagement

Academic engagement is defined as active participation by a student in an instructional activity related to the student's course of study that includes, but is not limited to:

- Attending a synchronous class, lecture, recitation, or field or laboratory activity, physically or online, where there is an opportunity for interaction between the faculty and students;
- Submitting an academic assignment;
- Taking an assessment or an exam;
- Participating in an interactive tutorial, webinar, or other interactive computer-assisted instruction;
- Participating in a study group, group project, or an online discussion that is assigned by the school; or
- Interacting with faculty about academic matters.

Academic engagement does not include:

- Logging into an online class or tutorial without any further participation; or
- Participating in academic counseling or advisement.
- Comply with the provisions of any promissory note and all other agreements the student signs.
- Register for the number of credits required and maintain Satisfactory Academic Progress.
- Go to the <u>StarZone</u> on the second floor of the Gannon Building for personal assistance if the student has questions or does not understand the information provided.
- Budget and manage financial aid funds. Learn more at Money Basics.

Student Academic Progress (SAP)

Federal regulations require the Financial Aid Office at Lansing Community College (LCC) to monitor the progress (both qualitatively and quantitatively) of all students toward the completion of a degree through Satisfactory Academic Progress (SAP). SAP is separate from LCC's Academic Standing. In order to receive federal funds, a student must meet SAP. If required, SAP also applies to state, institutional, and private funding.

To determine eligibility each semester, the Financial Aid Office will monitor and evaluate students' academic progress, regardless of whether aid was received. SAP is evaluated at the end of fall, spring, and summer semesters for all students who had academic history updates during the semester being evaluated. The evaluation will include all attempted credits, including earned credits (4.0-1.0 and Pass), failed credits (0.0F, 0.0U, ZF, and ZU), transfer credits, withdrawals, incompletes, audits, remedial, and repeated courses. Remedial coursework will be included in the determination of the GPA, completion ratio, and maximum timeframe. Repeated coursework will only include the highest grade earned in the GPA, but all attempts will be counted in the completion ratio with only one successful attempt counted as earned. All attempts will be used in the determination of maximum timeframe. Incomplete coursework will have no effect on the GPA; however, incompletes are counted as unearned in the determination of the completion ratio and maximum timeframe. Students who change majors or are pursuing a second degree will have SAP evaluated on all attempted credits, not just those applicable to their new major or second degree. Students will be notified of their SAP status via email and Banner Self Service after each evaluation period.

Note: SAP may be re-evaluated for students who have a Reinstated SAP status at any point of the semester if one of the following has occurred:

- Grade Change, expect for Incompletes
- Change of Program occurs

SAP Standards

Student must meet all the following SAP standards to remain eligible for financial aid:

- Maintain a minimum cumulative GPA of a 2.0 in all credits attempted at LCC.
- Maintain a minimum cumulative completion ratio of 70% of all credits attempted.
- The total number of credits a student attempts cannot exceed 150% of the maximum credits required for the student's program of study.

Note: The table below represents a student pursuing a general associate degree requiring 63 credits. In order for the student to successfully complete their program within 150% of the credit hours required and maintain a cumulative completion ratio of 70%, the student must earn the following minimum credits.

Semester	Credits Earned	Credits Attempted	Completion Ratio	Maximum Timeframe
1	11	15	73%	25%
2	21	30	70%	50%
3	32	45	71%	75%
4	42	60	70%	100%
5	53	75	70%	125%
6	63	90	70%	150%

SAP Statuses

Good:

Students who meet SAP are in Good status.

Warning:

- **New Students**: Students who have completed at least one course with a minimum 1.0 grade and do not meet SAP after the first semester of attendance.
- **Continuing Students**: Students in Good status who fail to meet SAP but completed at least one course with a minimum of 1.0 grade in the most recent semester of attendance and have not attempted more than 150% of the credit hours required for the program.

To receive financial aid, students in Financial Aid Warning status must electronically submit a Warning Contract. Warning status will only be effective for one semester. If the student does not meet SAP by the end of the warning semester, the student will be Suspended and ineligible for financial aid.

Suspended:

- Students in Good status who fail to meet SAP and did not earn a minimum 1.0 grade in the most recent semester of attendance or have attempted more than 150% of the credit hours required for the program.
- Students who do not meet SAP by the end of the warning period.
- Students who did not meet the terms of an approved appeal.

Students in Financial Aid Suspended status are denied financial aid until SAP is met or the Financial Aid Office approves an appeal.

Reinstated:

 Students who calculate to Suspended but have an approved appeal and taking courses that count towards their program of study. Students in Financial Aid Reinstated status are approved for financial aid as long as the student completes each semester with a minimum semester GPA of 2.0, completes 100% of all credits attempted and is taking courses that count toward the program of study on record.

To view LCC's Academic Standing process, click here.

Regaining Eligibility

- Students may regain financial aid eligibility by taking courses at their own expense or by using other funding sources until they meet the minimum GPA and Completion Ratio requirements; however, students who exceed 150% of the credit hours required for the program may only regain eligibility through a SAP Appeal.
- Students who are suspended and have extenuating circumstances may submit a SAP Appeal. Submission of an appeal does not guarantee reinstatement of financial aid eligibility. Examples of extenuating circumstances are:
 - o Death of an immediate family member
 - Documented hospitalization or illness
 - Major accident or illness of student or family member
 - Being victim of a crime or unexpected disaster
 - Change of major
 - Pursuit of second degree
- The SAP Appeal is available online at the <u>Financial Aid Forms & Other Requirements</u>
 <u>Forms</u> webpage. Students may submit an appeal throughout the semester using their
 secure sign-in. Students will be notified of the appeal decision within three weeks of
 submission. Students may request a paper version of this form by contacting the
 Financial Aid Office
- Students with a denied appeal may continue to attend but must pay all tuition and fees.

Student Rules, Requirements, and Procedures

Academic Alert

At times you may hear from your Academic Success Coach (ASC) in response to an alert (formerly known as an Early Alert) received from one of your instructors. This does not mean you are in trouble! It just means that your instructor recognizes that you may benefit from some additional support and we want to provide that. Sometimes instructors send alerts when students are not passing a class, not turning in work, or if they have shared that they are struggling.

ASCs partner with faculty because they want you to have a great experience and get all the resources you need to be successful. If your ASC or instructor reaches out about a specific class or concern, please respond! They want to work with you to identify anything that could help you succeed. Likewise, at times your instructor may recognize you may need some additional help with the content of a particular class or that you may need a resource from the Learning Commons. That may prompt a communication from tutoring and again, this simply means there are resources and support at the college to help you along the way.

For more information, view the <u>Academic Alerts</u> webpage.

Academic Standing

Only course work completed at Lansing Community College (LCC) is considered for determination of Academic Standing. The Academic Standing is determined at the end of each semester (Fall, Spring, Summer).

At LCC, students must maintain at least a 2.00 cumulative Grade Point Average (GPA) to remain in good academic standing.

Students with a cumulative GPA of a 3.5 or higher will be recognized by the College via the Dean's List and the President's List.

- Dean's List: GPA of 3.50 to 3.80 and completion of at least 6 credits for the calculated term.
 - Students with "I" (Incomplete) or "W" (Withdrawal) grades for the calculated term are not eligible for this list.
 - Calculations are based on LCC courses only (no transfer credits).
- President's List: GPA of 3.81 or above and completion of at least 6 credits for the calculated term.
 - Students with "I" (Incomplete) or "W" (Withdrawal) grades for the calculated term are not eligible for this list.
 - o Calculations are based on LCC courses only (no transfer credits).

Students whose cumulative GPA falls below 2.0 will be placed on Probation 1, Probation 2, or Probation 3 standing, which indicate unsatisfactory academic progress. While on a Probationary standing, the student may have limits on registration for courses. In addition, students on a Probationary standing may be required to meet with an Academic Success Coach and sign a Success Contract prior to registering. Students can return to Good Standing by earning a cumulative GPA of 2.0 or higher.

- Probation 1: Generally, the first semester with a Cumulative GPA below 2.0
 - o Registration is limited to enrolling in no more than 12 credits per semester.
 - If the student has already registered for more than 12 credits prior to the processing of Academic Standing, the Registrar's Office will drop the last registered course(s) that brought the students over the credit limit.
 - Students are encouraged to meet with an Academic Advisor and Academic Success Coach.
- Probation 2: Generally, the second continuous semester with a Cumulative GPA below
 2.0
 - o Registration is limited to enrolling in no more than 8 credits per semester.
 - If the student has already registered for more than 8 credits prior to the processing of Academic Standing, the Registrar's Office will drop the last registered course(s) that brought the student over the credit limit.
 - Students are encouraged to meet with an Academic Success Coach, complete an Academic Success Self-Assessment, and share the Academic Success Self-Assessment with the Success Coach.
- Probation 3: Generally, the third continuous semester with a Cumulative GPA below a
 2.0
 - Registration is limited to enrolling no more than 4 credits per semester.
 - If the student has already registered for more than 4 credits prior to the processing of Academic Standing, the Registrar's Office will drop the last registered course(s) that brought the student over the credit limit.
 - Students are required to meet with an Academic Success Coach, complete an Academic Success Self-Assessment and share the Academic Success Self-Assessment with their Success Coach. Students also are encouraged to meet with an Academic Advisor.

ACADEMIC STANDING RULES

Starting Status: 00 (Good Standing [start])

Cumulative GPA	Cumulative GPA Hours (Credits)	Next Status
0.0 - 4.0	0.0 – 5.999	Good Standing
2.0 – 4.0	6.0 – 999	Good Standing
0.0 – 1.99	6.0 – 999	Probation 1

Starting Status: GS (Good Standing [continue])

Cumulative GPA	Cumulative GPA Hours (Credits)	Next Status
0.0 - 4.0	0.0 – 5.999	Good Standing
2.0 – 4.0	6.0 – 999	Good Standing
0.0 – 1.99	6.0 – 999	Probation 1

Starting Status: Probation 1

Cumulative GPA	Cumulative GPA Hours (Credits)	Next Status
2.0 – 4.0	0.0 – 999	Good Standing
1.5 – 1.99	0.0 – 17.999	Probation 1
0.0 - 1.49	6 – 17.999	Probation 2
0.0 - 1.49	0.0 – 5.999	Probation 1
1.75 – 1.99	18 – 999	Probation 1
0.0 - 1.74	18 – 999	Probation 2

Starting Status: Probation 2

Cumulative GPA	Cumulative GPA Hours (Credits)	Next Status		
2.0 – 4.0	6 – 29.999	Good Standing		
1.75 – 1.99	6 – 29.999	Probation 1		
0.0 - 1.24	6 – 29.999	Probation 3		
1.25 – 1.74	6 – 29.999	Probation 2		
2.0 – 4.0	30 – 999	Good Standing		
1.75 – 1.99	30 – 59.999	Probation 1		
1.0 – 1.74	30 – 59.999	Probation 2		
0.0 – 0.99	30 – 59.999	Probation 3		
1.75- 1.99	60 – 999	Probation 2		
0.0 - 1.74	60 – 999	Probation 3		

Starting Status: Probation 3

Cumulative GPA	Cumulative GPA Hours (Credits)	Next Status
2.0 – 4.0	0.0 – 29.999	Good Standing
0.0 - 1.49	0.0 – 29.999	Probation 3
1.50 – 1.99	0.0 – 29.999	Probation 2
2.0 - 4.0	30 – 59.999	Good Standing
1.50 – 1.99	30 – 59.999	Probation 2
0.0 - 1.49	30 – 59.999	Probation 3
2.0 – 4.0	60 – 999	Good Standing
1.75 – 1.99	60 – 999	Probation 2
0.0 - 1.74	60 – 999	Probation 3

Academic Standing is based on "Cumulative GPA Hours" which include all CR (Credit Level) grades except the following:

7 8. a a c c c c c c c c c c c c c c c c c				
00A	S	WP	I *	X*
FA	TR	A*	N*	Z
I	TRL	В*	P*	Z*
N	TRP	C*	R*	
Р	W	D*	S*	
R	WF	F*	Х	

^{*}Only GPA Hours are used, so "P" credits do not count in Academic Standing.

This information is associated with the LCC Board Policy 3.040 (Academic Standing and the <u>Standard Operating Procedure RO.021 – Academic Standing</u> (last updated 02/17/2023).

Accommodations for Students with Documented Disabilities

In compliance with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Lansing Community College does not discriminate against qualified students with disabilities.

Students with disabilities may contact the Center for Student Access to determine reasonable accommodations that can be granted.

Students should contact the ADA/504 Coordinator at the Center for Student Access:

Center for Student Access

Gannon Building - StarZone (517) 483-1924
<a href="mailto:Emai

Admission to the College

Lansing Community College is an open-admission community college. Certain programs, however, require a separate selective admissions application. The selective admissions application is in addition to the regular admissions application for the College.

Selective Admissions

Admission to selective admission programs is on a competitive basis. These programs have special program admission requirements. To view current selective admission programs, go to the <u>Selective Admissions Programs</u> webpage.

Note: Admission to LCC does not guarantee admission to a selective admission program. **International Admissions**

F, J, M Visa Holders

International students are students admitted to the United States on an F, J, or M visa to study at Lansing Community College (LCC) as well as international students interested in transferring to LCC from another US institution and international students applying to the English for Speakers of Other Languages Program at LCC.

- **F Student Visa**: for study at an accredited U.S. college or university or to study English at an English language institute
- **J Exchange Visa**: for participation in an exchange program, including high school and university study
- M Student Visa: for non-academic or vocational study or training in the United States

Additional information can be found on the M1 and F1 Admissions webpage.

Other Visa not F-1/M-1

For individuals who wish to study at LCC while holding a non-resident status other than M-1 or F-1, additional information can be found on the Other Visa not F-1/M-1 webpage.

International Guest Student

For individuals with an F-1 or M-1 visa who currently attend another US college/university and intend to take a small number of classes at LCC (less than full-time enrollment), additional information can be found on the International Guest Students webpage.

For questions regarding any International Admissions, please view the <u>International Admissions</u> <u>Forms and FAQ</u> webpage, contact the <u>StarZone</u> at 517-483-1200 option 2 (toll-free 800-644-4522).

Computing Grade Point Average

A student's grade point average (GPA) is determined on the following basis:

Numerical Grade	GPA Points
4.0	4.0
3.5	3.5
3.0	3.0
2.5	2.5
2.0	2.0
1.5	1.5
1.0	1.0
0.0F	0.0
0.0U	0.0

"00A," "0.0FA," "0.0UA," "FA," "I," "NR," "NS," "P," "TR," "TRL," "TRP," "W," "X," "ZF," and "ZU" grades are not included in calculating grade point averages.

For example, a student who receives five credit hours of 4.0, five credit hours of 3.0 and five credit hours of 2.0 would have a total of 45 GPA points. To compute the grade pointaverage (GPA), the number of GPA points is divided by GPA hours (credits) taken during the semester. The student in this example would have a 3.0 GPA (45 GPA points/15 credits).

Revised: 03/13/2023

Enrollment Verification and Student Attendance

Lansing Community College (LCC) is not an attendance-taking institution with the exception of Eaton Regional Educational Service Agency (ERESA), Clinton County Regional Education Service Agency (CCRESA), and programs that have licensure and/or accreditation requirements for attendance. LCC has an enrollment verification process, which confirms that students start each course in which they are registered during the semester.

During the first two weeks of each course, all course faculty are required to determine if the student has demonstrated academic engagement by actively participating in an instructional activity related to the student's course. Faculty must notify the Registrar's Office of any student who has not actively participated in an instructional activity by the end of the second week of each course.

Academic engagement is defined as active participation by a student in an instructional activity related to the student's course that includes, but is not limited to:

- Attending a synchronous class, lecture, recitation, or field or laboratory activity, physically or online, where there is an opportunity for interaction between the faculty and students;
- Submitting an academic assignment;
- Taking an assessment or an exam;
- Participating in an interactive tutorial, webinar, or other interactive computer-assisted instruction;
- Participating in a study group, group project, or an online discussion that is assigned by the school; or
- Interacting with faculty about academic matters.

Academic engagement does not include:

- Logging into an online class or tutorial without any further participation; or
- Participating in academic counseling or advising.

For licensure/accreditation requirements:

• For programs which require attendance due to 3rd-party accreditation, faculty responsible for those courses will take attendance in accordance with the accreditor's requirements.

If a student is dropped from a course through Enrollment Verification, they will receive a 100% refund of tuition and refundable fees. However, the Financial Aid Office will recalculate the student's financial aid eligibility and adjust awards as necessary for any change in enrollment status for the semester. For more information, students should contact the Financial Aid Office.

• Students who receive veteran benefits should contact the Veteran Services Office.

After the first two weeks of the course, if the faculty identifies a student as having not participated in the course, the faculty must complete Enrollment Verification in the student information system (Banner), indicating that the student never participated in an instructional activity.

Regardless of the instructor's method of reporting, the Registrar's Office will drop the student from the course in the Banner system. The Financial Aid Office will recalculate the student's

financial aid eligibility and adjust awards as necessary for any change in enrollment status for the semester. The student may also be eligible for a refund of tuition and fees paid for nonstarted courses.

Initial attendance and participation records are retained in the instructor's grade book and/or in the D2L system and Banner system according to the <u>Academic Records Policy (Board Policy 3.030)</u>. Additional information can be obtained by viewing the Standard Operating Procedure, Enrollment Verification and Student Attendance, RO.026.

Extra Credit

Extra credit is defined as any opportunity for a student to raise a course grade that is not included in the percentages stated in the Methods of Evaluating Student Achievement/Progress in the section syllabus. Each department will determine for each of their courses and state in the course's syllabus whether or not extra credit may be offered.

In courses where extra credit may be offered:

- Individual instructors will determine whether or not there will be extra credit opportunities in their sections.
- Instructors' extra credit policies will be stated in their section syllabi.

In sections where there are extra credit opportunities:

- They must involve student work that is directly related to the Student Learning Outcomes of the course.
- They may be used to raise a student's final grade a maximum of 0.5 on Lansing Community College's (LCC) 4.0 scale.
- All students in a section must have the possibility of earning extra credit; however, instructors may set eligibility criteria such as completion of all homework assignments or tests. These eligibility criteria may not be connected to a student's cumulative course grade and must be provided to students far enough in advance for all students to have the opportunity to satisfy the criteria.
- Detailed information, including any eligibility criteria, must be distributed in advance of each opportunity.

Revised: 01/12/2023

General Education Requirements

Lansing Community College (LCC) is committed to helping its graduates gain four valuable Essential Learning Outcomes: knowledge of human cultures and the physical and natural world, intellectual and practical skills, personal and social responsibility, and integrated and applied learning. With these strengths, our graduates will be better able to develop the life skills necessary for them to enrich and support themselves, their families, and their communities as engaged global citizens.

All associate degrees, therefore, incorporate LCC General Education requirements fostering the capabilities and the flexibility that employers look for, and that citizens of the twenty-first century need. Depending on their chosen degrees, students will successfully complete the options in the appropriate Transfer Degrees (MTA) tab or Applied Degrees tab of <u>LCC General Education</u>.

Appropriate transfer credit from other colleges and universities, along with credit from Advanced Placement (AP), College-Level Examination Program (CLEP), International Baccalaureate (IB), DANTES Subject Standardized Test (DSST) credit by examination, and credit for experiential learning is applicable toward LCC General Education requirements for all degrees, including degrees that otherwise would require completion of the full MTA. However, due to statewide rules, areas of prior learning such as CLEP, IB, DSST, credit by examination, and credit for experiential learning are not applicable to the MTA endorsement at this time.

Revised: 08/10/2023

General Rules and Guidelines

Lansing Community College (LCC) is an institution of educational excellence. Members of the LCC community strive to create an environment that contributes to academic success and personal growth. All members of LCC's community are responsible for creating and respecting conditions both in the classroom and on campus that encourage teaching and learning in a positive atmosphere.

Granting Additional Associate Degrees

Any student who has earned an associate degree from Lansing Community College (LCC) or any other accredited community college may be awarded additional degrees providing that they meet the following institutional graduation requirements:

- Complete a program of study approved by the College and consisting of a minimum of 60 semester credits with no more than 10 percent of these credits acquired on the pass/fail (P/Z) grading system. (See <u>Degree and Certificate Program Pathways</u> webpage for more information.)
- Maintain a cumulative grade point average of 2.0 or above.
- Earn toward the program of study at least 15 semester credits directly from LCC (except for approved consortial programs taught primary by partner schools).
- Satisfy all general and specific requirements of Lansing Community College.
- LCC's General Education Applied Degrees requirements are satisfied by virtue of the student earning the first associate degree.
- LCC's General Education requirements are waived by the acceptance of the completed Michigan Transfer Agreement from an accredited community college or university, regardless of whether an associate degree or higher has been completed.
- No additional degree will be granted in the same program of study in which a previous degree was earned.
- The following CANNOT be used for degree requirements:
 - o courses numbered below 100
 - Courses in Mathematics or Statistics that are not listed on the <u>LCC General</u> <u>Education Requirements</u> webpage.
 - o courses in English or Writing numbered below 118
 - o courses in English as a Second Language
 - o courses in Reading
 - o courses in non-technical Vocabulary
 - o courses in Academic Experience numbered other than 100 or 101
 - o courses in Student Development numbered other than 101
- Submit an application for graduation to the Registrar's Office the semester the program requirements are completed, on or before the deadline.

Note: Students may not follow program pathways which are expired or whose catalog year predates their first semester of enrollment as shown on their LCC web transcript.

Revised: 08/04/2023

Grades

Grades are available on the web to students approximately five business days after the close of each semester. Students who have an overdue indebtedness to the College will not have access to their grades.

Grade Changes

Students may petition an instructor for a grade change of a final grade in a course. A student's final grade in a course may be changed by the course instructor. Grade changes by instructors are initiated by submitting a signed Grade Change Form to the departmental office for review and approval by the departmental chair or lead faculty member. The completed Grade Change Form is then forwarded by the appropriate academic area to the Registrar's Office for updating the student's academic record.

See Student Rules, Regulations, and Procedure webpage for the <u>final grade appeal</u> process.

Revised: 01/12/2023

Granting an Associate Degree When the Student has an Earned Bachelor's Degree or Higher Degree

A student who has earned a bachelor's degree or higher degree from an accredited college or university may be awarded an associate degree at Lansing Community College (LCC) subject to the following requirements:

- 1. All requirements for the associate degree must be met.
- 2. The LCC cumulative grade point average must be a 2.0 or above.
- A minimum of 15 semester credits toward the program of study must be completed directly from LCC (except for approved consortial programs taught primarily by partner schools).
- 4. The College's General Education requirements are satisfied by virtue of the student earning the bachelor's degree or higher degree.
- 5. The following CANNOT be used for degree requirements:
 - a) courses numbered below 100
 - b) courses in Mathematics or Statistics that are not listed on the Transfer Degrees (MTA) tab or Applied Degrees tab of <u>LCC General Education</u>.
 - c) courses in English or Writing numbered below 118
 - d) courses in English as a Second Language
 - e) courses in Reading
 - f) courses in non-technical Vocabulary

- g) courses in Academic Experience numbered other than 100 or 101
- h) courses in Student Development numbered other than 101
- 6. Exceptions to the above should be appealed to the Academic Affairs Office.

Note: Students may not follow program pathways which are expired or whose catalog year predates their first semester of enrollment as shown on their LCC web transcript.

Revised: 07/20/2023

Granting Exceptions to the Institutional General Education Requirements for Associate Degrees

General Education exceptions may be granted when courses outside the approved list satisfy the specific General Education requirement(s), for example, appropriate Lansing Community College (LCC) term/quarter courses without an exact LCC course equivalent, etc. A student who wishes to formally appeal a determination that the General Education requirement for an Associate degree has not been met should appeal to Academic Affairs. Academic Affairs will apply the following parameters in making a determination on whether an exception to current policy is warranted:

- 1. A College error does not automatically warrant a waiver of a published graduation requirement.
- 2. The College does not waive a General Education requirement, though a substitution might be appropriate.

The Academic Affairs Office will inform the student and the Registrar's Office in writing of either the approval or denial of the exception.

The final decision for granting exceptions to the institutional General Education requirements rests with the Academic Affairs Office.

Revised: 03/15/23

Graduation

Graduation Requirements, Certificates & Degrees

Information for the requirements needed to be awarded a certificate or degree, including General Education requirements, and the application process can be found on the <u>Graduation Requirements</u>, <u>Certificates and Degrees</u> webpage. In addition, information is provided on the process to request an accommodation for students with disabilities. For more information, go to the <u>Graduation</u> webpage.

Graduation Honors

Graduation honors are granted to students who are awarded an associate degree and have completed 40 semester credit hours of work at Lansing Community College. Students who maintain a grade point average stated below will be awarded the following honors at graduation:

Grade Point Average (GPA)	Honors Awarded at Graduation
3.75 – 4.00	Summa Cum Laude (with highest honors)
3.50 – 3.74	Magna Cum Laude (with high honors)
3.25 – 3.49	Cum Laude (with honors)

Guest Students

A guest student studies primarily at another college or university (referred to as the home institution) and wishes to take a limited number of courses at Lansing Community College (LCC) to complete their program from their home institution.

Applicants who have taken courses or earned degrees from other colleges or universities should apply online, submit transcripts to LCC, and meet with an advisor to discuss credit equivalencies.

High School Dual Enrollment & Home School Program Criteria

Dual Enrollment provides an opportunity for qualified high school students to earn college credit while working toward their high school diploma. High school credit may or may not be granted according to the discretion of the participating student's high school. Dual enrollment affords students educational advancement in specific areas where unusual ability and interest are displayed, especially in courses and academic areas not available in the student's high school.

Note: Some colleges/universities will not accept college credit for college courses used to meet high school graduation requirements.

High School Programming

LCC offers high school-based programs, which include <u>High School Credit by Exam</u>, <u>High School Advantage</u>, Career and Technical Education (ERESA and CCRESA), as well as <u>HOPE and Promise Scholarships</u>. For more information, call 517-483-9707.

How Students Can Satisfy LCC General Education Requirements
For more information, see the Transfer Degrees (MTA) tab or Applied Degrees tab of LCC
General Education.

All students must fulfill Lansing Community College (LCC) General Education requirements in order to be awarded an associate degree. The ways in which students can satisfy these requirements are presented below. Because these requirements may be revised each academic year, students should consult an academic advisor to stay informed of current options for satisfying General Education requirements. Students should also be aware that not all courses that satisfy General Education – Applied Degrees requirements transfer to all colleges. Students planning to transfer should see an academic advisor before enrolling in any course.

For degrees requiring General Education – Applied Degrees, students can satisfy the requirements in any of the following ways:

- 1. Achieve grades of 2.0 or higher in approved General Education Applied Degrees courses. (See the General Education webpage for the full list of options.)
- 2. Achieve a grade of 2.0 or higher on a Comprehensive Examination, where appropriate and available, for an approved course in a General Education area. Upon successfully completing the exam, the student receives transfer credit for the course. (A comprehensive exam is an exam for which the student completes an application, pays the \$150 processing fee, and may receive transfer credit on their LCC transcript. See Credit by Examination procedure under the Incoming Transfer Credits header.)
- 3. Achieve a grade of 2.0 level or higher on a Core Area Proficiency Examination, where appropriate and available. Each exam is specific to a single General Education area or, for Mathematics, to a particular course, and is administered for a \$50 fee in the Course (GB 2228). Core Area Proficiency Examinations may only be taken once to satisfy a specific General Education area. (See General Education Requirements webpage for more information.)
- 4. Present evidence of completed Michigan Transfer Agreement from an accredited college or university.
- 5. Present evidence of an earned associate degree or higher degree from an accredited college or university.
- 6. If no degree has been earned, transfer in comparable course credit for an approved course from an accredited institution. General credit does not apply unless the learning outcomes are aligned to the appropriate General Education outcomes and use of the general credit is approved by the Provost or designee.
- 7. Establish appropriate course credit through the Advanced Placement Examination (AP), College Level Examination Program (CLEP), International Baccalaureate (IB), DANTES Subject Standardized Tests (DSST), and/or others as recognized by LCC.
- 8. Establish credit for an approved course through the Experiential Learning Process. (See Credit for Experiential Learning procedure under the Incoming Transfer Credits header.)

For degrees requiring the Michigan Transfer Agreement (MTA), students can satisfy the requirements in any of the following ways:

- 1. Achieve grades of 2.0 or higher in approved MTA courses. (See the General Education webpage, specifically the MTA tab, for a full list of courses.)
- 2. Achieve a grade of 2.0 or higher on a Comprehensive Examination, where appropriate and available, for an approved course in an MTA area. Upon successfully completing the exam, the student receives transfer credit for the course. (A comprehensive exam is an exam for which the student completes an application, pays the \$150 processing fee, and may receive transfer credit on their LCC transcript. (See Credit by Examination procedure under the Incoming Transfer Credits header.)
- 3. Present evidence of completed MTA from an accredited college or university.
- 4. Present evidence of an earned bachelor's degree or higher degree from an accredited college or university.
- 5. If no degree has been earned, transfer in comparable course credit for an approved course from an accredited institution. General credit does not apply unless approved by the Provost.
- 6. Establish appropriate course credit through the Advanced Placement Examination (AP), College Level Examination Program (CLEP), International Baccalaureate (IB), DANTES Subject Standardized Tests (DSST), credit by examination, or credit for experiential learning. Non-AP areas of prior learning for example, College Level Examination Program (CLEP), International Baccalaureate (IB), DANTES Subject Standardized Tests (DSST), credit by examination, and credit for experiential learning may satisfy LCC General Education requirements but are not applicable to the MTA at this time.

The following do NOT satisfy General Education requirements:

- LCC placement test scores
- A waiver of any course that is also a General Education course
- Completion of higher-level courses that are not approved General Education courses.

Revised: 08/10/2023

How to Apply for an Associate Degree, Certificate of Achievement, or Certificate of Completion

Prior to submitting an application for an Associate Degree, Certificate of Achievement, or Certificate of Completion, students should consult with an advisor to review progress toward completing requirements. Any substitutions or waivers for program requirements must be approved on an authorized form signed by the department offering the program. Substitutions and waivers are not allowed for institutional degree and certificate requirements. (See Institutional Requirements for Associate Degrees procedure and Institutional Requirements for Certificates of Achievement and Certificates of Completion procedure under the Graduation Requirements, Certificates & Degrees header.) Students apply by the deadline the semester they complete the program requirements. Information and the applications are located online at the Graduation webpage.

Procedures are as follows:

- Complete and submit an Application for Associate Degree, Certificate of Achievement, or Certificate of Completion to the Registrar's Office. These applications are available on the <u>Graduation webpage</u>. If substitutions and/or waivers have been approved and are not indicated in Degree Works, a Course Substitution and Waiver Authorization form must be attached to the application when submitted or the application will be denied.
 - a. Note: Students may not follow program pathways which are expired or whose catalog year predates their first semester of enrollment as shown on their Lansing Community College (LCC) web transcript. The requirements must be met by the semester the program pathway expires.
- 2. Once the audit for the associate degree or certificate has been completed, the Registrar's Office will send a notification via Lansing Community College (LCC) email indicating whether the associate degree or certificate has been approved or denied.
- 3. Once awarded, the LCC transcript will show the degree or certificate earned.
- 4. Diplomas and certificates are mailed to students during the semester after degrees and certificates have been awarded.

Revised: 07/20/2023

Institutional Requirements for Associate Degrees

To receive an associate degree from Lansing Community College (LCC), a student must meet the following institutional graduation requirements:

- 1. Complete a program of study approved by the College and consisting of a minimum of 60 credits with no more than 10 percent of these credits acquired on the pass/fail (P/Z) grading system. (See <u>Degree and Certificate Program Pathways webpage</u>).
- 2. Maintain a cumulative grade point average of 2.0 or above.
- 3. Earn toward the program of study at least 15 semester credits directly from LCC (except for approved consortial programs taught primarily by partner schools).
- 4. Satisfy the LCC General Education Requirements for the specific program of study.
- 5. Satisfy all general and specific requirements of LCC.
- 6. No additional associate degree will be granted in the same program of study in which a previous associate degree was earned.
- 7. The following CANNOT be used for degreerequirements:
 - a) courses numbered below 100;
 - b) courses in Mathematics or Statistics that are not listed on the Transfer; Degrees (MTA) tab or Applied Degrees tab of LCC General Education;
 - c) courses in English or Writing numbered below 118;
 - d) courses in English as a Second Language;
 - e) courses in Reading;
 - f) courses in non-technical Vocabulary;
 - g) courses in Academic Experience numbered other than 100 or 101;
 - h) courses in Student Development numbered other than 101.
- 8. Submit an application for graduation to the Registrar's Office the semester the program requirements are completed, on or before the deadline.

Note: Students may not follow program pathways which are expired or whose catalog year predates their first semester of enrollment as shown on their LCC web transcript.

Revised 07/20/2023

Institutional Requirements for Certificates of Achievement and Certificates of Completion

Certificates of Achievement and Certificates of Completion are a designated course or groups of designated courses. To receive a Certificate of Achievement or Certificate of Completion from Lansing Community College (LCC), a student must meet the following institutional graduation requirements:

- Complete a program of study approved by the College and consisting of a minimum of 30 semester credits for a Certificate of Achievement and fewer than 30 semester credits for a Certificate of Completion with no more than 10 percentof these credits acquired on the pass/fail (P/Z) grading system. (See <u>Degree andCertificate Program</u> <u>Pathways webpage</u>).
- 2. Maintain a grade point average of 2.0 or above in all courses required for the certificate.
 - a) For certificates of the 2024-25 catalog year onward, earn a grade of 2.0 or above in all courses required for the certificate.
- 3. Satisfy any specific requirements on the program pathway. These may include, but are not limited to, maintaining a cumulative grade point average in all courses taken at LCC, higher grade point minimums in specific courses, selective admissions, or other departmental requirements.
- 4. Earn toward the program of study at least one-fourth of the semester credits for the certificate directly from LCC (except for approved consortial programs taught primarily by partner schools). Credits earned through comprehensive exams will not be counted toward this requirement.
- 5. Satisfy all general and specific requirements of LCC.
- 6. No additional certificate will be granted in the same program of study in which a previous certificate was earned.
- 7. The following CANNOT be used for certificate requirements:
 - a) courses numbered below 100
 - b) courses in Mathematics or Statistics that are not listed on the Transfer Degrees (MTA) tab or Applied Degrees tab of LCC <u>General Education</u>
 - c) courses in English or Writing numbered below 118
 - d) courses in English as a Second Language
 - e) courses in Reading
 - f) courses in non-technical Vocabulary
 - g) courses in Academic Experience numbered other than 100 or 101
 - h) courses in Student Development numbered other than 101
- 8. Submit an application for graduation to the Registrar's Office the semester the program requirements are completed, on or before the deadline.

Note: Students may not follow program pathways which are expired or whose catalog year predates their first semester of enrollment as shown on their LCC web transcript.

Revised: 01/23/2024

Incoming Transfer Student Information

Acceptance and Evaluation of Transfer Credits from Other Institutions

Lansing Community College welcomes students who have already successfully completed college-level course work. Accordingly, the college will allow for the transfer and acceptance of credit from other accredited institutions of higher education.

Incoming Transfer Credits

The information below describes alternative, or accelerated degree completion options to obtain credit toward a degree or certificate, including transfer credit, credit for licensure/certification, credit for prior learning, and credits earned during military service. For general rules, view the Evaluation and Acceptance of Transfer Credits, RO.004, Standard Operating Procedure, which is associated with the LCC Board Policy 3.100.

Credit for Licensure and Certifications

Lansing Community College recognizes that current licensure or certification represents learning for which credit may be granted. Therefore, the College assesses national and state licenses as part of its credentialing function. Any student who has applied to Lansing Community College may apply for license or certification credit evaluation. Please visit the <u>Licensure and Certification</u> webpage for the list of accepted equivalencies.

Credits Earned in the Armed Services

LCC will evaluate the student's military training and coursework for possible award of transfer credit after the official Joint Services Transcript has been received and the student has been admitted to the College.

Credit Earned at Foreign Educational Institution

Current students requesting credit for credits earned at foreign institutions will need to submit their international transcripts to a <u>National Association of Credential Evaluation</u> <u>Services (NACES) member</u> for evaluation before having it sent to Lansing Community College.

Credit Earned by Examination

To inquire about credits for certain courses by taking a comprehensive or other applicable exam, current students will need to visit with the respective academic department about availability.

Credit for Experiential Learning

Lansing Community College is in agreement that learning outside the classroom is valid. Therefore, it is the College's function to assess extra-institutional learning and experience as part of its credentialing responsibility.

Current students requesting credit for previously acquired knowledge and learning experience will need to complete an Experiential Learning Application. For more information, go to the <u>Credit for Prior Learning</u> webpage.

Credits Earned from National Normed Exams

Lansing Community College recognizes students may have previous knowledge or experience as measured by Nationally Normed Exams. Students may receive credit for Lansing Community College coursework completed if minimum score requirements are met. Credits can be granted from the following National Normed Exams: Advanced Placement Examination (AP), College Level Examination Program (CLEP), DANTES Subject Standardized Tests (DSST), and International Baccalaureate Program (IB).

General Credits

Due to curricular, financial aid, and Veterans implications, LCC will not automatically award General Credits (non-equivalent 000) during the initial evaluation of incoming transcripts. All General Credit 000 equivalencies will be removed from the College webpage.

Requests for awarding general credits are allowable only for the following purposes:

- 1. General credits that can count only toward the General Associate degree (Requested by general advisors).
- 2. General Credits that will be substituted for specific program requirements (Requested by program advisors).
- 3. General Credits that will be substituted for general education requirement (Requested by Academic Affairs).

In addition, please note the following provisos:

- General Credits must be from a regionally accredited institution and must be college level (non-developmental).
- Generally, a maximum of 12 general credits may be awarded per incoming transcript.
- Programs allowing or requiring general credits (GA General Associate, AAS
 Agricultural Technology, AAS Veterinary Technology, Nursing RN Option, etc.)
 are not subject to the 12-credit limitation.
- Requests for more than 12 general credits per incoming transcript will require approval from Academic Affairs during transcript evaluation.
- Requests for awarding general credits must be made electronically via LCC email and must specify the following:
 - The student's program, including curricular year.
 - The specific course(s) to be used from the student's incoming official transcript.
 - o The requirement(s) the general credits are intended to satisfy.
 - For programs other than the General Associate degree, a substitution form also will be needed per Standard Operating Procedure "Program-

Level Course Substitutions and Waivers-RO.007" located on the LCC Board Policies webpage next to BP 3.090.

Outgoing Transfer Students

Students planning to transfer to another institution should be aware that universities and colleges differ widely in the courses they accept for transfer. A student intending to transfer should follow the transfer guide of the institution to which they intend to enroll. Transfer guides are not LCC degree guides. In order to achieve maximum transferability of courses, students should consult with an academic advisor. Visit the Transfer Opportunities webpage for more information about transfer programs. For additional transfer opportunities, view the Transfer Center (formerly known as the University Center) webpage.

Student Bereavement Resources

Lansing Community College (LCC) recognizes that students may experience the loss of a loved one while taking classes. If you have lost someone while actively enrolled in courses, you should consider the following:

- Reach out to your instructor(s) using their preferred method of contact to notify them if you need to miss class or coursework for bereavement purposes, such as attending a funeral, wake, memorial service, bereavement counseling, or other bereavement-related event(s). Contact information for your instructor(s) can be found on your course syllabus.
- If requested by your instructor(s), please be prepared to provide documentation of your loss (e.g., an obituary or funeral program).
- Work with your instructor(s) to determine if you are able to make up any missed coursework. Faculty are encouraged to be sensitive to a student's grief. However, it is at the discretion of your instructor(s) to allow you to make up any missed coursework.
- Contact your <u>Success Coach</u> if you need assistance with reaching out to your instructors, making a plan to catch up in your course(s), withdrawing from courses, or connecting to onor off-campus resources to assist you during this time.
- LCC offers free and confidential emotional support counseling by appointment. <u>LCC Counselors</u> are state-licensed, professional counselors who can help you with managing your loss.

For questions, please contact the Registrar's Office at 517-483-1200, option 2.

Revised: 01/12/2023

Student Due Process

Students have constitutional rights of due process. As such, in cases of allegations of violations of the Student Code of Conduct levied against them, they are entitled to receive proper notice of the charges against them and the opportunity to present their side at a hearing.

Student General Rules, Guidelines, and Code of Conduct

Students must abide by the Student General Rules, Guidelines, and Code of Conduct. The Office of Student Compliance is charged with addressing allegations of violations of the Student General Rules, Guidelines, and Code of Conduct.

View Student General Rules and Guidelines, and Code of Conduct in its entire form.

Student Records Guidelines & Procedures

Lansing Community College (LCC) shall not distribute student lists to non-college agencies except as required by law.

In compliance with the Family Educational Rights and Privacy Act of 1974, as amended, LCC provides the following information:

- 1) Students and/or a parent or legal guardian of a student, if the student is a dependent, have the right to access, inspect, and review all educational records directly related to the student. Upon presentation of pictured identification and a written request from the student to the Registrar's Office, access to all educational records shall be provided within a reasonable period of time (not to exceed 45 days from the date the request is submitted).
- 2) Educational records include all information maintained by the College that is directly related to the student with the exception of:
 - a) Financial records of the student's parents.
 - b) Confidential letters of recommendation prior to January 1, 1975.
 - c) Confidential letters and recommendations associated with admissions, application for employment, or receipt of an honor or honorary recognition to which students have waived rights of inspection and review.
 - d) Educational records containing information about more than one student. Note that the College must permit access to that part of the record which pertains only to the inquiring student.
 - e) Reports made by physicians, psychiatrists, or psychologists in connection with their treatment.
 - f) Records of instructional, supervisory, administrative, and certain educational personnel which are in the sole possession of the originator.

- g) Records of the law enforcement unit of the College if compiled for law enforcement purposes.
- h) Records which relate exclusively to individuals in their capacity as College employees.
- 3) Directory information may be released at the discretion of College officials for any student who has not submitted a completed Request to Prevent Disclosure of Directory Information form to the StarZone. The disclosure prevention form remains in effect until the student provides a written release to the Registrar's Office. Directory information includes but is not limited to the following:
 - a) Name of student
 - b) Dates of attendance
 - c) Enrollment status
 - d) Awards, degrees, or certificates received
 - e) Participation in officially recognized activities
 - f) Sport, weight, and height of members of athletic teams
 - g) Previous educational agency or institution attended
 - h) LCC email address

Copies of the Request to Prevent Disclosure of Directory Information form and the Family Educational Rights and Privacy Act are available upon request in the StarZone and the Office of the Dean of Student Affairs.

- 4) LCC prohibits the release of personally identifiable information other than directory information from educational records without the student's written consent. Exceptions to this statement are listed below:
 - a) Academic and administrative officials, staff, and persons who have entered into a partnership or contract with LCC and whom the College has determined to have legitimate educational interest. Officials are defined as faculty, administration, support and professional employees, sworn officers of the police and LCC Police Department as part of an investigation and other persons who manage student record information. An official has a legitimate educational interest if the official needs to review an educational record in order to fulfill their professional responsibility.
 - b) Other educational institutions in which the student is enrolled or intends to enroll.
 - c) Individuals and organizations who provide financial aid or scholarships to the student.
 - d) Authorized representatives of the Comptroller General of the United States, the Secretary of the Department of Health and Human Services, the Department of Veterans Administration, the Department of Education, and administrative heads of state and federal educational agencies authorized bylaw.
 - e) Accrediting organizations to carry out their accrediting functions.

- f) Appropriate authorities in compliance with judicial orders and pursuant to lawfully issued subpoenas. The College shall notify the student of any such orders or subpoenas unless the subpoena or order prohibits notification. The College shall comply with the subpoena ten (10) days after an attempt to notify the student of the request.
- g) Appropriate parties in an emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
- h) The disclosure is to parents, as defined in §99.3 of a dependent student, as defined in section 152 of the Internal Revenue Code of 1986.
- An alleged victim of any crime of violence of the results of any disciplinary proceeding conducted by the College against the alleged perpetrator of the crime.
- j) Military recruiters for the purpose of federal military recruiting as stated in Public Law 104-206, Section 509(2).

LCC will maintain a record of each disclosure of identifiable information from the external individuals or agencies listed above. The record will be maintained in the Registrar's Office and will include the date, the name and address of the requesting party, the information requested, and the reason for requesting the information. The College reserves the right to correct any error made on an academic record or evaluation and will notify the student in writing of any record or evaluation correction. Staff of the College are subject to the requirements of the Family Educational Rights and Privacy Act of 1974, as amended.

Students have the right to request correction or amendment of information on educational records that are inaccurate, misleading or which violate privacy rights. Due process procedures for requesting correction or amendment to educational records are stated in the College Catalog under Student Appeals.

Students who feel their rights under the Family Educational Rights and Privacy Act have been infringed may file complaints with the Family Policy and Regulations Office, U.S. Department of Education, Washington, D.C. 20202.

Revised: 03/15/2023

Student Transcripts

The Registrar's Office maintains the official transcript of every student who attends Lansing Community College (LCC). The transcript is a copy of the student's academic record and contains the signature of the Registrar. The transcript includes items such as:

- courses attempted and completed
- courses and credits transferred
- credit hours
- Grade Point Average (GPA)
- Associate Degrees awarded by the College
- Certificates of Achievement awarded by the College
- Certificates of Completion awarded by the College

Students may request the official transcript through the National Student Clearinghouse, see the <u>Requesting Official Transcripts</u> webpage. Transcript requests require 3-5 working days to process, and a fee is charged for each transcript.

A hold may prevent the release of the transcript to a student with an indebtedness to the College.

To view an unofficial transcript:

- Log into <u>Self Service Banner</u>
- Click on Student
- Click on Student Records
- Click on Unofficial Academic Transcript

Revised: 10/27/2022

Using a Course More Than Once for Credit toward a Degree or Certificate

In order to ensure that graduates from Lansing Community College are academically well rounded, students will not be allowed to use the same course more than once for credit toward a degree or certificate unless specifically required or permitted to do so by the program pathway they are following. Under no circumstances will a student be allowed to use the same course more than once for credit toward the General Associate Degree.

Revised: 07/20/2023

Student Appeals and Complaints

Lansing Community College (LCC) is committed to student success. Whenever contested issues cannot be resolved through an interactive process with faculty or administration, students are encouraged to submit complaints and concerns they may have to LCC Student Appeals & Complaints.

- The College will promptly review and evaluate complaints and take appropriate actions.
- A complaint is any concern that LCC has violated a law or policy or has incorrectly applied an established process.
- Complaints or appeals may be academic or non-academic.

Prior to submitting a complaint or appeal, students are encouraged to do the following if applicable:

- 1. Approach their faculty member, StarZone, any service area located on any campus, or the <u>LCC Ombudsman</u>.
- 2. If the complaint cannot be resolved, please contact the Director or Associate Dean of the respective department or area of concern.
- 3. If the Director or Associate Dean is unable to resolve the issue, please contact the Academic Dean.

If the resolution of a complaint is not satisfactory to a student, the matter may be appealed to the Provost for review. The decision of the Provost is final.

Complaints involving matters of a criminal nature should contact <u>LCC Police Department</u> at 517-483-1800, by <u>email</u>, or in person at the locations listed below:

Downtown Campus: 411 N. Grand Ave., Lansing, MI 48933 **West Campus**: 5708 Cornerstone Drive, Lansing, MI 48917

For additional information regarding complaints and appeals go to the <u>LCC Student Appeals & Complaints</u> webpage.

Academic Amnesty

Lansing Community College (LCC) has an Academic Amnesty policy to authorize the elimination of a grade or grades of 0.0, 0.0F, or 0.0U in calculating a student's grade point average (GPA). Academic Amnesty recognizes that factors or reasons may result in a student not achieving satisfactory academic performance and that such performance may be a barrier to the student's eligibility to enter some occupational fields or achieve academic progress. This process applies to qualified students who receive one or more 0.0, 0.0F, or 0.0U grades, resulting in a low GPA possibly blocking their entrance into programs or fields of study. For additional information, please see <u>Academic Amnesty process</u>.

Administrative Appeals

Due to mitigating circumstances outside of the student's control that result in negative outcomes on their academic or financial record, Lansing Community College students may submit an administrative appeal to request an exception to college policy regarding refund deadlines. For more information, view the <u>LCC Student Appeals and Complaints</u> webpage.

Cancelling Course Sections

In the event a class is canceled as a result of College administrative action, students enrolled in that class will receive 100% tuition and fee refund.

To view the Cancelling Course Sections Board Policy 3.080, please visit the <u>Board of Trustees</u> <u>Board Policies</u> webpage.

Course Participation Verification Policy
See Enrollment Verification and Student Attendance.

Course Withdrawal Procedure

Students may elect to voluntarily withdraw from courses for a variety of reasons. To view the course withdrawal procedure, <u>click here</u>.

Final Grade Appeals

Students who disagree with their final grade in a course may file a Final Grade Appeal. To review the final grade appeal process, <u>click here</u>.

General Student Complaints

To find assistance in resolving matters that are non-academic in nature, view the <u>LCC Student Appeals and Complaints webpage</u>.