



Traditional Dual Enrollment Student Frequently Asked Questions

*Disclaimer: LCC has moved to online-only. All classes are being conducted online, except for a few that will be suspended. All campuses are closed. Visit lcc.edu/coronavirus for details.

➤ FERPA/Release of Information Form

1. What is FERPA?

FERPA stands for [The Family Educational Rights and Privacy Act of 1974](#). FERPA is what protects your privacy and prohibits the dispersing of your information to others without your authorization. For more information, visit the LCC [Privacy of Student Records](#) page.

2. Do my parents/guardians have access to my LCC records?

Parents/guardians do not have access to your LCC records. You may complete the [Release of Information](#) form to give your parent/guardian access to your records. This form gives your parent/guardian permission to call to ask questions about your account. They are not able to log in as you, as only you are allowed to know your username and password.

3. What is the Release of Information Form?

Completing the online [Release of Information](#) form authorizes LCC to discuss your academic/financial information with your designee. In accordance with [The Family Rights and Privacy Act \(FERPA\) of 1974](#), LCC cannot discuss your academic and/or financial information with your parents, spouse, or guardian without filing out the [Release of Information](#) form. By completing this dynamic form, you authorize LCC to discuss this information with your designee. **Note:** This form can also be used to add, remove, or change your designee(s).

4. Can my parents inquire about my grades, attendance or other information?

Your parent/guardian can ask about your final grades if you have completed the [Release of Information](#). They cannot receive information about in-progress grades or your attendance. LCC is not officially an attendance-taking institution, so we do not keep a detailed record of your attendance. In-progress grades can only be seen by the teacher and the student.

5. How do I give my parents/guardians permission to pay my account?

Due to FERPA, in order for your parents/guardians to be able to make a payment on your account, you would need to complete a [Release of Information](#) form.

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➤ Dual Enrollment Approval Form

1. What is the [Dual Enrollment Approval Form](#)?

The Dual Enrollment Approval Form is a document that is required for high school students, which allows them to take college classes.

2. Why do I need to turn in a new dual enrollment approval form every semester?

On the form, depending on what type of dual enrolled student you are, the school must identify what classes have been authorized and what ones they will pay for. Due to billing procedures, the form needs to be submitted for each semester to reveal which classes have been authorized to be billed to the school and/or the student.

3. How do I know what type of Dual Enrolled student I am?

- **“Traditional Dual Enrollment”** students are high school students taking college classes either for high school credit and college credit or just for college credit.
- **“State-Approved Non-Public High School”** students are high school students that attend a non-public high school and the State of Michigan is paying for all or a portion of your college credits.
- **“High School Advantage”** students are high school students taking a college course that is completely set-up and paid for by the high school and are taught in the high school buildings (and online) by LCC faculty.
- **“Self-Payment Non-Home School”** students are high school students taking college classes and paying for out-of-pocket.
- **“Self-Payment Home School”** students are home school students taking college classes and paying for out-of-pocket.

4. Do I still have to fill out this form if my high school is not paying for the classes I am taking?

Yes, you still need to fill out the form. Please select “Self-Payment Non-Home School” in section 2 of the form.

➤ Student Finance

1. What does my Student Billing Statement show me?

Student billing statements will show your Course Schedule as well as the charges associated with your enrollment. Statements will auto generate at different times throughout the semester. Please review your LCC Student email frequently, as an email will be sent each time a new statement is available. Any questions regarding billing statements can be directed to Student Finance at (517) 483-1200.

- **NOTE:** Not all students may receive a billing statement due to the type of Dual Enrollment program they are in.

2. How do I access my Student Billing Statement?

Students that do have a billing statement can access their most recent billing statement in myLCC. Statements are generally generated the following business day after a student registers for classes.

- **NOTE:** Not all students may receive a billing statement due to the type of Dual Enrollment program they are in.

- To access your Student Billing Statement:
 - Log in to your [myLCC account](#)
 - Select “Banner” in the top right hand corner
 - Select “Student”
 - Select “Student Finance”
 - Select “Student Statement”
 - Select “View Statement”

➤ [Holds](#)

1. What are “Holds”?

Holds are placed on student accounts for a variety of reasons. Many holds will prevent you from being able to enroll in your desired courses.

2. What are some of the common holds I may see on my account?

Some of the most common holds you may experience are:

- Need Parent/High School Permission Hold
 - This hold is removed when LCC receives your completed [Dual Enrollment Approval Form](#) and the form is processed by the Registrar’s Office
- Balance Due Hold
 - If your high school does not pay any or all of your tuition and fees, you (the students) are responsible for the remaining balance due. If your bill is not paid in full for the previous semester, you will not be able to enroll until the balance is paid. For questions regarding account balances, please contact Student Finance at 517-483-1200
 - **NOTE:** High School Dual Enrolled students are not eligible to receive Financial Aid.
- Orientation Hold
 - This hold is for traditional new students and does not apply to dual enrolled high school students. Please contact the Registrar’s Office to have the hold removed if you see it on your account.
- Student Financial Responsibility Hold
 - This hold is in effect until you have accepted financial responsibility for the courses that you wish to take and will reappear on your account every 3-4 months. You may remove this from your account by completing the following steps:
 - Log in to your [myLCC account](#)
 - Select “Banner” in the top right hand corner
 - Select “Student”
 - Select “Financial Responsibility Agreement”
 - Read the text
 - Check the “Accept” box
 - Submit

➤ Course Selection

1. How do I know what classes to choose?

Please work with your high school to determine your school's approved college courses for high school credit. If you are taking classes at LCC while in high school, but not for high school credit, please work with [LCC's Academic Advising](#) to determine your Program Pathway.

2. What if I am home schooled?

Please work with your preferred high school counselor to determine your approved college courses for high school credit. If you are taking classes at LCC while in high school, but not for high school credit, please work with [LCC's Academic Advising](#) to determine your Program Pathway.

➤ Class Registration

1. How do I add and drop classes?

- Log in to your [myLCC account](#)
 - If you have not [activated your account](#), please do so before moving forward
- Select “Banner” in the top right hand corner
 - **Tip:** Do not use your browser's back button from this point forward. Instead, use the links provided on the page such as “Return to previous menu” to navigate through the system.
- Click “Student”
- Click “Registration”
- Click “Registration Tasks”
- Click “Add or Drop Classes”
 - **NOTE:** If you have not yet completed your “Financial Responsibility Agreement,” you will be prompted to do so at this time. Once you complete it, the system will let you go on to the next step.
- Begin selecting courses:
 - If you know the 5-digit CRN for the class you would like to register for, enter the CRN number and click “submit changes” to register for that class.
 - If you do not know the CRN, click the “Class Search” button to look for the CRN
 - Select the desired “Subject” and click “Course Search”
 - Identify the course and select “View Sections”
 - Register for the desired CRN by checking the box to the left of the section, then scroll down and click “Register”
- Repeat the process to add additional courses to your schedule
 - If the section is full and you want to see if there is a waitlist, write down the CRN and return to “Add or Drop Classes” under “Registration Tasks”
 - Enter the CRN in the box at the bottom and click “Submit Changes”
 - You will receive a “Registration Add Error”
 - If the waitlist option is available for this class there will be an “Action Box”

- Under the “Action Box”, click on the drop down arrow, select waitlist from the drop down menu, and click “Submit Changes” at the bottom.
- When a seat opens in the course, you will receive a message in your LCC email account indicating that you have 24 hours to register for the course. If you miss the 24 hour window, the next person on the waitlist will be contacted.
- Click on “Registration Tasks” at the bottom of the page when you are finished registering
- To confirm and print your schedule, click on “View My Class Schedule”
- Click “Return to Previous”
- Click “View My Tuition and Fees” to see the full cost of the course(s)
 - You are responsible for any portion of the bill not covered by your high school
 - Click “Sign Out” in the upper right corner to end your session

➤ General LCC Student Information

1. How do I know what textbooks I need and where do I get them?

- To view your [LCC textbook](#) requirements in Banner:
 - Log in to your [myLCC account](#)
 - Select “Banner” in the top right hand corner
 - Select “Student”
 - Select “Registration”
 - Select “Registration Tasks”
 - Select “Bookstore Information”
 - This will bring you to the MBS page:
 - Under the heading “To access MBS with your data, select a term” – choose the semester you are attending.
 - The next page will list course materials required for each of your registered courses.
 - Once you view your textbooks, you can add them to your cart and order them or you can order them from your preferred textbook retailer.

2. Do I have LCC Student Email?

Yes, in fact you have TWO LCC Student Email Accounts!

- LCC Student Gmail
 - When you start at LCC you are issued an LCC student email account. This is the primary way that LCC will contact you, so it’s important to check this often.
 - To access your student email:
 - Log in to your [myLCC account](#)
 - Click the “Student Email” link at the top right of the page
 - Student Email tips:
 - Your student email is your [username@mail.lcc.edu](#)
 - Your student email address is listed under the profile tab of your myLCC account
 - Your student email is hosted through Gmail

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- You may want to forward your student email to your personal email, so you get all emails in one place. You may also be able to set it up on your cell phone, so that you can get the emails directly on your phone.
 - LCC D2L (Desire2Learn) Email
 - D2L is your online classroom. If you are in an online class, this is where all classwork (including discussion boards, assignments, quizzes, etc.) will be. If you are in a face-to-face class, you will also use D2L to view grades, submit assignments, and view instructor notes/announcements or other resources.
 - You have an email account in D2L that is different than your student email. This is where you will communicate with your instructor.
 - To check your D2L email:
 - Log in to your [myLCC account](#)
 - Click the “D2L” link at the top right of the page
 - Click the envelope at the top right of the page
 - D2L Email tip:
 - You may want to forward your D2L email to your LCC student email, so that you receive all emails in one place.

3. Can I park for free at LCC?

- LCC parking costs are included in your tuition and fees so you don’t have to worry about paying to park while you are on campus.
- Your parking permit will be mailed to you at the start of the semester. If you do not receive one, check with the [Police, Public Safety and Parking](#) in room 2110 of the Gannon Building, by phone at (517) 483-1798 or by email at parkingservices@lcc.edu.
- CATA offers student bus passes if you prefer to take the bus to campus. They also offer services between Downtown and West campus.
- **TIPS:**
 - East, West, and Livingston County campuses have their own parking lots. They are less busy than the Downtown campus.
 - Parking is busiest (and hardest to find) at peak class time: 10am-2pm. Register for earlier/later (or even Friday) classes to avoid parking headaches!
 - Check the [LCC Parking Map](#) before the semester starts, so you can know your parking lot options.

4. *What is a StarCard and how do I get one?

- Your [LCC StarCard](#) is a:
 - Student ID Card
 - Library Services Card
 - Computer Lab Access Card
 - Fitness Center Access Card
- Student StarCards are available at the StarZone of the Gannon Building. Please bring a picture ID (driver's license, passport) for identification verification.
 - Lost, stolen, or damaged StarCards will be re-issued for a fee of \$15.

- ***Please Note:** LCC campus are currently closed due to coronavirus. Star Cards will be available once the campuses re-open.
5. [What type of information do I need to know about LCC Campus Safety?](#)
- Your health, safety and wellbeing are the College’s primary concern.
 - LCC Police are on campus 24 hours per day, 7 days per week in order to ensure a safe learning environment for everyone. LCC police are on campus to assist students in a number of different ways including:
 - Providing battery jump starts and opening locked cars, at minimal cost.
 - Parking information and directions.
 - Giving safety and law enforcement lectures; maintaining a vigorous college wide safety program.
 - Rendering emergency first aid. All of our officers are trained by the Red Cross.
 - Making emergency notifications after normal working hours.
 - Maintaining LCC’s Lost & Found service.
 - Making and issuing all college door keys and opening doors in emergency situations after hours.
 - Investigating all criminal incidents on campus.
 - [LCC’s Police and Public Safety](#) has taken a proactive approach to student safety by implementing the [Rave Guardian App](#). It supports users with immediate assistance through real-time interactive features that create a virtual safety network of friends, family, and LCC Police and Public Safety. Rave Guardian APP Features:
 - **Panic Button** – Direct immediate connection to Campus Safety with GPS location and personal profile information.
 - **Tip Texting** – Enables anonymous, two-way, crime tip reporting through text and images.
 - **Personal Guardians & Safety Timer** – Students can identify Campus Safety, friends, roommates, and family as “Guardians” when setting their Rave Guardian Safety Timer. During a timer session, Guardians and Campus Safety can check status of the student. If the Safety Timer is not deactivated before it expires, Campus Safety is automatically provided with the user’s Rave Guardian profile to proactively identify and check in on the individual.
 - **Safety Profile** – Student-created Safety Profiles contain information such as residence details and medical conditions. When a student requires assistance – on or off campus – student Safety Profiles are displayed to Campus Safety and Smart911 enabled 9-1-1 centers Nationwide.
6. [As a Dual Enrolled Student, do I have to follow the LCC Student General Rules and Guidelines and Student Code of Conduct?](#)
- Yes, all LCC students are required to follow the [Student General Rules and Guidelines and Student Code of Conduct](#)
 - The Office of Student Compliance (OSC) at Lansing Community College exists to enforce the [Student General Rules and Guidelines](#) and Student Code of Conduct.

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Every student attending LCC must abide by these regulations and failing to do so will result in due process.

- The following violations of the [Student Code of Conduct](#) are just eight of the nineteen that will result in OSC intervention:
 - Disruption or obstruction of college activities, administration or teaching
 - Physical abuse, assaults, threats, intimidation and harassment (FYI: this includes messages sent via text messages, emails or any other electronic format)
 - Theft or other abuse of computer facilities and resources
 - Violation of any college policy, rule or regulation or syllabus
 - Academic Dishonesty- Cheating and plagiarism are not tolerated at LCC
 - Conduct that is disorderly, lewd, or indecent
 - Failure to comply with directions of college officials or law enforcement officers acting in performance of their duties