ACCREDITATION STATUS

Northeast Lakeview College is a candidate for accreditation with the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the status of Northeast Lakeview College.

EQUAL EDUCATION AND EMPLOYMENT OPPORTUNITIES

Alamo Colleges is committed to provide equal employment and educational opportunities for all qualified persons without regard to race, color, religion, gender, national origin, age, veteran status, genetic information, sexual orientation or disability. We are further committed to hire the best-qualified person to fill each available position and reward each employee based on his or her job performance. We will ensure that all personnel and academic actions will be administered without regard to race, color, religion, gender, national origin, age, veteran status, genetic information, sexual orientation or disability.

The Title IX/VII/ADA/504 team is charged with fulfilling this commitment. If we can be of assistance, please do not hesitate to contact us.

Inquiries or complaints concerning these matters should be brought to the attention of: Associate Vice Chancellor of Human Resources and Organizational Development, Title IX Coordinator, (210)485-0200. Address: Human Resources Department, 201 W. Sheridan, Bldg. A, San Antonio, Texas 78204.
Student Handbook Statement

The Northeast Lakeview College Student Handbook has been designed to answer the questions students ask most frequently about services, programs, expectations, and procedures. It is intended as a user-friendly resources to help students successfully transition to college life and become fully-engaged in their educational experience. It is meant to complement the College Catalog, not to replace it. Content in the online version of the student handbook is subject to be updated as needed to reflect the most current information available to students.

11/8/2016
Mission, Vision, Value Statements

Mission
Northeast Lakeview College is a public community college within the system of Alamo Colleges, established in partnership with its communities, that is focused on student success through the offering of Associate degrees and continuing education, promoting engagement in civic activities and organizations, and encouraging participation in cultural and enrichment programs.

Vision
The first choice for higher education in the communities we serve.

Values
Students First
Respect for All
Community Engaged
Collaboration
Can-Do Spirit
Data-Informed

The Texas Higher Education Coordinating Board has provided definitions for the core objectives; Northeast Lakeview College has adopted these core objectives as General Education Competencies.

• **Critical Thinking Skills:** The NLC core curriculum will advance students’ critical thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.

• **Communication Skills:** The NLC core curriculum will advance students’ effective development, interpretation and expression of ideas through written, oral and visual communication.

• **Empirical and Quantitative Skills:** The NLC core curriculum will advance students’ ability to manipulate and analyze numerical data or observable facts resulting in informed conclusions.

• **Teamwork:** The NLC core curriculum will advance students’ ability to consider different points of view and to work effectively with others to support a shared purpose or goal.

• **Personal Responsibility:** The NLC core curriculum will advance students’ ability to connect choices, actions and consequences to ethical decision making.

• **Social Responsibility:** The NLC core curriculum will advance the students’ intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities.
This academic year, Northeast Lakeview College celebrates 10 years of student success! You are joining us at an exciting time as we celebrate the 10 year milestone and the recent awarding of candidacy status by the Southern Association of Colleges & Schools Commission on Colleges (SACSCOC). Candidacy status will help ease your transfer to senior institutions. Another site visit for full membership in SACSCOC will occur in February 2017, and we invite our students to participate in the process.

On behalf of the faculty and staff, it is my pleasure to welcome you to the NLC family. Whether you are joining us for college preparation, college transfer, workforce development, or self-improvement and personal growth, we are committed to your success.

To help you achieve your goals, NLC offers a comprehensive case-management approach to advising, structured to facilitate your successful transition to college life and to chart a course toward the accomplishment of your educational objectives. Your education is an expensive investment, and we want to ensure that you utilize your time and tuition dollars wisely by staying on track to complete. Make a connection with your academic advisor as soon as possible during your first semester of enrollment.

At NLC, we focus on the development of all facets of the individual. In addition to academic success, we believe that student engagement through clubs and organizations, competing on a sports team, and community service projects are important components of a college education.

I encourage you to enjoy your time at NLC and discover new interests. Join a club, and if we don’t have a club you like, start one! Take advantage of the study abroad program to broaden your perspectives and experiences.

I look forward to meeting you and helping your experience at NLC be educationally and personally rewarding. Best wishes for an intellectually stimulating and fun-filled academic year.

Debbie C. Hamilton
Dr. Debbie C. Hamilton
Vice President for Student Success
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MAKING THE GRADE

Attendance

IMPORTANCE OF CLASS ATTENDANCE
Attendance has a significant impact on performance, and attendance during the first week is integral to success. Academic success is directly tied to the effort students put into their studies, the degree to which they interact with faculty and peers, and the extent to which they integrate into the campus life.

SMART START
Student absences will be recorded from the first day the class meets, and students who do not attend class the first day of class may be dropped. Students not attending class must contact the instructor in order to avoid being dropped.

EXCESSIVE ABSENCE/PROCESS
Absences are considered excessive when more than 12.5 percent of the total contact hours of instruction in a semester, including lecture and lab. Students who stop attending class for any reason should contact the instructor and the Advising Center to officially withdraw from the class. The advisors can assist students in exploring all available options before deciding to withdraw. Faculty should report students with excessive absences to the Advising Center after the faculty has attempted to contact the student to get them back in class.

<table>
<thead>
<tr>
<th>Meeting Pattern</th>
<th>Absences equal to 12.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Semester</td>
<td></td>
</tr>
<tr>
<td>3 Meetings a week</td>
<td>6</td>
</tr>
<tr>
<td>2 Meetings a week</td>
<td>4</td>
</tr>
<tr>
<td>1 Meeting a week</td>
<td>2</td>
</tr>
<tr>
<td>Flex term, Summer 8-week</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>4 Meetings a week</td>
<td>4</td>
</tr>
<tr>
<td>3 Meetings a week</td>
<td>3</td>
</tr>
<tr>
<td>2 Meetings a week</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summer 5/6 week term</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Meetings a week</td>
</tr>
<tr>
<td>4 Meetings a week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maymester</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Meetings a week</td>
</tr>
</tbody>
</table>

**Syllabus**

The syllabus is an overview of the assignments and activities to be included in a course; as well as a student’s responsibilities. The syllabus serves as a contract between the student and instructor.

**CONCOURSE**

Since Fall 2010, Texas colleges and universities are mandated to comply with House Bill No. 2504. This Bill contains a mandate for “a public institution of higher education to establish uniform standards for publishing cost of attendance information, to conduct student course evaluations of faculty, and to make certain information available on the Internet.” Section 51.974 (3)(b)(1) specifically stipulates that this information must be accessible from the institution’s Internet website home page by use of not more
than three links. Colleges and universities are required to comply and, every other year, send a written report to the Governor and legislative leaders.

The House Bill also mandates that instructors must provide a curriculum vitae (resume) as well as academic background information to include education and published material. The purpose of this required information is to help the student make an informed decision based on instructor credentials. To access the syllabus on line at http://alamo.edu/nlc/syllabus/

### Course Loads

<table>
<thead>
<tr>
<th>Enrollment Status</th>
<th>Fall/ Spring 16 week</th>
<th>Flex I &amp;II</th>
<th>Start II</th>
<th>Summer All Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time</td>
<td>12 or more hours</td>
<td>6 or more hours</td>
<td>12 or more hours</td>
<td>6 or more</td>
</tr>
<tr>
<td>Part-Time</td>
<td>6-11 hours</td>
<td>3-5 hours</td>
<td>6-11 hours</td>
<td>3-5 hours</td>
</tr>
<tr>
<td>Maximum</td>
<td>18 hours</td>
<td>8 hours</td>
<td>18 hours</td>
<td>Maymester</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Summer I</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8 weeks = 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6 weeks = 6</td>
</tr>
</tbody>
</table>

Students may not enroll in more than the maximum semester credit hours allowed by the Alamo Colleges for any given semester. According to the Texas Higher Education Coordinating Board (THECB), students generally are not allowed to enroll for more semester credit hours than the number of weeks in a semester/session. Students simultaneously enrolled in terms of different lengths may enroll in a maximum number of semester credit hours equal to the number of weeks in the longest term.
NOTE: The definition of full-time and part-time status for financial aid purposes may be different. For an overview of full-time status, part-time status and course hour maximum, please visit the online college catalog at http://my.nlccatalog.alamo.edu/content.php?catoid=95navoid=3734#course_load

PETITION FOR COURSE OVERLOADS
Students enrolled in special block programs that require enrollment in semester credit hours beyond the maximum normally allowed may be exempt from these limitations. All other students may petition the appropriate administrator (at NLC, Dean of Arts and Sciences, ACA1 301H or by phone at 210.486.5291) or designee for additional hours.

Evaluation and Grading System

EVALUATION
Instructors evaluate student achievement in relation to the attainment of the objectives of a course. At the beginning of the course, the instructor will explain these objectives, as well as how he/she assigns grades.

Permanent grades are recorded at the end of the term, and grades are available online through ACES (Alamo Colleges Educational Services) the Tuesday following the end of the term.
Northeast Lakeview College uses the following grading system:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>(excellent/exceptional performance)</td>
</tr>
<tr>
<td>B</td>
<td>(above average)</td>
</tr>
<tr>
<td>C</td>
<td>(average)</td>
</tr>
<tr>
<td>D</td>
<td>(below average/pass)</td>
</tr>
<tr>
<td>F</td>
<td>(failure)</td>
</tr>
<tr>
<td>I</td>
<td>(incomplete)</td>
</tr>
<tr>
<td>IP</td>
<td>(in-progress)</td>
</tr>
<tr>
<td>NC</td>
<td>(non-credit)</td>
</tr>
<tr>
<td>W</td>
<td>(withdrawal)</td>
</tr>
<tr>
<td>WS</td>
<td>(withdrawal, SB 1231)</td>
</tr>
<tr>
<td>WX</td>
<td>(withdrawal exemption, SB 1231)</td>
</tr>
<tr>
<td>WM</td>
<td>(military withdrawal, SB 1231)</td>
</tr>
<tr>
<td>CR</td>
<td>(non-traditional credit only)</td>
</tr>
<tr>
<td>AU</td>
<td>(audit)</td>
</tr>
<tr>
<td>P</td>
<td>(pass)</td>
</tr>
<tr>
<td>NR</td>
<td>(not recorded)</td>
</tr>
</tbody>
</table>

Withdrawal Grades

Withdrawal- An official withdrawal maybe initiated by the faculty or student resulting in the course needing to be retaken in the future. Regular withdrawals will be recorded as a “W” (withdrawn). Waiver drops will be recorded as a “WX” (withdrawn with exception).

Withdrawal Exemption- A course withdrawn due to extenuating circumstance.

Types of Withdrawal Exemptions:
WX – Course(s) dropped due to extenuating circumstance are not included as part of the 6-drop ruling. For purpose of this rule, a dropped course is any course that is dropped after the published Census Date. Petition for this exemption must be submitted to the Advising Office and must be accompanied by documentation of the extenuating circumstance/exception. Once approved, it will be recorded as a “WX” (See SB1231/6 DROP RULE).

Exceptions to the 6-Drop rule include:
   1) Withdrawing completely from the college
   2) Dropping a course for a provable illness or disability, for care for a sick or injured person, or for a death in the immediate family;
   3) Dropping a course for documented change of work schedule, or
   4) Dropping a course for active service with the U.S. armed forces or Texas National Guard.

WM - Withdrawal from courses by military students. Military Service withdrawals are recorded as a “WM”. The student notifies Enrollment Services of military status change. Documentation is required from students in order to qualify for WM grade. “WM” grades have no effect on the GPA (See Withdrawal for Military Service).

Military students may want their transcripts to reflect that they withdrew due to military reasons or may request that their transcripts show no indication that they were enrolled, and the course(s) will be permanently removed from their transcript. If a student withdraws as a result of being called to active military service, Northeast Lakeview College, at the student’s option and with proper documentation, shall:
   • Grant a student who is eligible under the Northeast Lakeview College guidelines a grade in all courses by designating “Withdrawn-Military” (WM) on the transcript, OR
   • As determined by the instructor, assign an appropriate final grade or credit to a student who has satisfactorily completed a substantial amount of coursework and demonstrated sufficient mastery of the course material.
Northeast Lakeview College shall provide a 100% refund with the presentation of military orders.

**Note:** All “W” grades have no effect on the GPA, but do negatively impact Satisfactory Academic Progress (SAP) for financial aid eligibility. To simply stop attending a class may result in a grade of “F.”

**GRADE AVAILABILITY**
At the end of the term, students for whom no final grade is posted by the faculty will have a grade of NR (Not Recorded) assigned. Students should follow up with their instructor or, should the instructor not be available, the department chair regarding questions about grades.

**INCOMPLETE GRADES**
The conditional grade of “I” may be issued to a student having a passing average on all completed coursework but for a justified reason, such as illness or death in the family or by providential hindrance, has been prevented from taking the final examination or completing other required coursework. The “I” becomes an “F” in one hundred twenty (120) calendar days from the end of the term unless the student completes the balance of the coursework with a performance grade of “D” or higher. Re-enrollment in the course will not resolve the “I.” Students may be required to sign an agreement outlining the requirements to satisfactorily complete the course.

**GRADE POINT AVERAGE/CALCULATING THE GPA**
The GPA is derived by dividing the total number of quality points by the total number of semester credit hours attempted (not including W, WM, WS, WX, IP, CR, NC, NR, AU) for which grades have been received. The average is based on all semester and term coursework.
HONORS LISTS
Honors are granted to students who earn a cumulative GPA of 2.00 in addition to a current semester GPA of 3.5 or higher in the Fall or Spring semesters at the Alamo Colleges. The Honors will be awarded by the student’s home college. Grades earned for developmental courses beginning with the number zero (0) are not considered in Honors calculations.

STUDENT GRADE CHANGES AND APPEALS
A student has a maximum of one (1) year from the end of the semester or term in which the final grade was issued to request a review of the grade or petition for a change of grade. The responsibility for determining all grades and for judging the quality of academic performance in a course rests with the instructor assigned to the course. A student who believes that the grade received is incorrect should schedule a conference with the instructor to resolve the issue. Grade changes require the approval of the instructor and the respective department chair. When the instructor cannot be located in a timely manner by the student and the department chair, the student’s grade appeal can be initiated with the department chair.

A student not satisfied with an instructor’s decision, may initiate an Academic Grievance within five (5) days of the instructor’s decision. See Academic Grievance Procedure in District, State and Federal Regulations.

COURSE NUMBERS
All credit courses offered by NLC are identified by a four-digit number.

- The first number identifies the level of the course:
  - 0 – Developmental
  - 1 – Freshman
  - 2 – Sophomore
- The second number indicates the semester credit hour (SCH) value of the course.
- The third and fourth numbers distinguish the courses within a program area.
ACADEMIC STANDING/PROBATION/DISMISSAL

<table>
<thead>
<tr>
<th>GOOD STANDING</th>
<th>Students with a cumulative GPA of 2.0 are considered to be in Good Standing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACADEMIC PROBATION</td>
<td>Students whose first semester cumulative GPA falls below 2.0 will be put on Academic Probation.</td>
</tr>
<tr>
<td>CONTINUED ACADEMIC PROBATION</td>
<td>Students may re-enroll on Continued Academic Probation status with a cumulative GPA below 2.0 and a semester GPA above 2.0.</td>
</tr>
<tr>
<td>ACADEMIC DISMISSAL</td>
<td>Students already on Academic Probation or Continued Academic Probation who fail to earn a semester term GPA of 2.0 or fail to earn a cumulative GPA of 2.0 will be placed on Academic Dismissal.</td>
</tr>
</tbody>
</table>

ACADEMIC DISMISSAL (FIRST OR SECOND)

If students on Academic Probation or Continued Academic Probation do not earn a semester term GPA of 2.0 and do not earn a cumulative GPA of 2.0 in the next semester term following the probation status, they will be placed on Academic Dismissal and must remain out for one full fall or spring semester. Students placed on Academic Dismissal will receive notification from the Alamo Colleges via their ACES email.

Students returning from their 1st or 2nd Academic Dismissal will enroll as Continued Academic Probation in the next semester term(s) until their cumulative GPA is a 2.0 or higher. Students must maintain a minimum semester GPA of 2.0 or higher to continue their eligibility for enrollment. If students do not maintain a minimum semester GPA of 2.0 or higher, they may be placed back on Dismissal status and be required to sit out.

After remaining out for one (1) full fall or spring semester term for each of the First or Second Academic Dismissals, students must petition for registration. Upon readmission, students will be limited to a maximum approved course load of six to eight (6-8) semester hours including the required SDEV 0171, Strategies for Success course designed to teach proven strategies for academic success. Students will also be required to meet with an appropriate college representative.
Students will be enrolled under the status of Academic Dismissal and must achieve and maintain a minimum GPA of 2.0 during the semester approved for enrollment. The maximum student course load during subsequent semesters will be based on the student’s academic progress and may not exceed 12 semester hours.

Students who wish to enroll and not remain out a fall or spring semester may petition for an exception and must complete the academic dismissal petition process. Students granted an exception will be re-enrolled.

Students may re-enroll if minimum academic standards have been met at another accredited college or university during the period of dismissal.

Academic Dismissal status is removed when students earn a cumulative 2.0 GPA.

Submitting an Academic Dismissal petition does not guarantee registration. In addition, denial of a petition at one Alamo College applies to all Alamo Colleges.

**EARLY ALERT**

Early Alert is designed to promote student success and retention by serving as a resource tool to identify students experiencing academic difficulties. It provides resources and proactive services to help ensure the best chance for success in college. The Early Alert program is initiated within the first 4-8 weeks of a semester when faculty members identify and contact students at risk of not passing the course. As the first level intervention, faculty encourages students to meet with the instructor to discuss and address the academic concerns. Students receiving multiple alerts are contacted by a Student Success team member for a second level intervention to assess issues that may negatively impact overall student success. Interventions may include tutoring, advising, study strategies, and referrals to college and community services and resources. Students are required to make an appointment to meet with a Student Success Advisor to receive important information regarding their Early Alert status.
Final Examinations

A written comprehensive final examination, not to exceed two and one-half hours, is given at the end of each semester for each course. Any exceptions to this requirement must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

Students should consult the course syllabi for date and time of final exam.

Student Development (SDEV) Courses

The Alamo Colleges require all students to complete a student development course designed to help them successfully transition to college and better understand the Alamo Colleges’ expectations. Student Development (SDEV) courses offer techniques in life-long learning, creative and critical thinking, time management, test and note taking, studying, career planning, and building lasting relationships. Students who successfully complete SDEV courses have a proven record of higher retention and persistence in college. A variety of SDEV courses are offered to fit specific student needs. The Student Development Office offers student developmental classes for beginning students. These classes introduce students to the College’s available resources and to techniques conducive to achieving success. The flexible scheduling of these courses help students fit this valuable course into their first semester on campus.

Student’s placement in SDEV 0170 and SDEV 0370 is determined by TSI readiness, and provided during Group Advising at New Student Orientation (NSO).

SDEV 0170 - College Success (1 credit hour)
This course is for the new student transitioning to college. Course topics include, but are not limited to: college resources, time management, note-taking, degree plans and transfer strategies, campus culture, career exploration, and college policies and procedures. Familiarization with these topics contributes to students’ personal and academic success.
SDEV 0370 - Foundations for College Learning (3 credit hours)
This is a first-year seminar course designed to support the transition of students into their college experience. Students acquire a clearer understanding of college requirements, campus culture and resources. They will explore career paths, examine personal motivation and develop study skills common to successful college students. SDEV 0370 will meet the requirement for SDEV 0170. Required of students having fewer than 15, except dual credit, college level credit hours and needing course work in multiple developmental areas based on TSI readiness standards.

SDEV 0171 - Strategies for Success (1 credit hour)
Prerequisites: SDEV 0170 or SDEV 0370
This course is designed for the academically at-risk student needing to improve skills for academic success. Topics covered in this course include, but are not limited to: time/priority management, study techniques, motivation, goal setting and decision making, critical thinking skills, learning styles, stress management, career planning, and interpersonal skills. Required of students placed on Academic Dismissal: Permanent Academic Dismissal and/or Financial Aid Suspension. Recommended for students on Continued Academic Probation.

CONTACT
Student Development Advising at 210-486-5134
Email: nlc-sdev@alamo.edu Office: STCM 127
EDUC 1300- Learning Framework (3 credit hours)
A study of the 1) research and theory in the psychology of learning, cognition, and motivation, 2) factors that impact learning, and 3) application of learning strategies. This course is transferable and can be used in the AA degree plan in the “Additional 18 hours section.”

Contact: Dr. Michele Maldonado
mmaldonado169@alamo.edu
ACA 314-A

Completion and Graduation

You may not think getting an associate degree is important. But instead of just transferring hours, make those hours work for you. You have a state of Texas guarantee of courses if you complete the core curriculum. Choose a degree/transfer plan that will enable you to get an associate degree. It really does matter.

Texas CORE Curriculum Transfer Law

Sec. 61.822 CORE CURRICULUM
If a student successfully completes the 42-hour core curriculum at an institution of higher education, that block of courses may be transferred to any other institution of higher education and must be substituted for the receiving institution’s core curriculum. A student shall receive academic credit for each of the courses transferred and may not be required to take additional core curriculum courses at the receiving institution unless the board has approved a larger core curriculum at the institution.

For additional information pertaining to core curriculum visit The Texas General Education Core Web Center at http://statecore.its.txstate.edu.

For a core curriculum audit, access your degree plan via ACES - GPS or visit the Advising Center in STCM 101.
Core Completion

CORE COMPLETION
Many students enrolling at the Alamo Colleges plan to transfer to a college or university and will want to have the appropriate grades and courses for the transferring institution. All degree requirements include a General Education Core Curriculum, often referred to as “The Basics,” which are required at all Texas public institutions, are designed to provide a solid foundation for college education and to make transfers between and from Texas institutions of higher education as smooth as possible. Once students complete the Core Curriculum (approximately 42 credit hours at Alamo Colleges) at one institution it will substitute for the Core Curriculum at any other public college or university in Texas. In addition to providing students with core curriculum requirements, the associate degree is even more valuable as that it provides the satisfaction of earning a degree.

GRADUATION

WHY GRADUATE?

• On average, your entry-level salary with an associate degree will be $7,000 a year more than you would receive with a high school diploma.
• If transferring, you are likely to have completed core curriculum requirements that will apply to other colleges and universities. You are even more likely to be accepted to a university when following a transfer plan.
• 85% of the better paying jobs in San Antonio require an associate degree to be eligible to apply or for career advancement. This can help you while you are completing your bachelor’s degree.
• Research indicates that if you get your associate degree before transferring, you have a 25% greater chance of completing your bachelor’s degree.
• By completing an associate degree, you will gain a sense of accomplishment for yourself and your family. You will serve as a role model for other family members, friends and neighbors.
For Degree/Certificate requirements, refer to the college catalog http://mynlccatalog.alamo.edu or Alamo GPS http://www.alamo.edu/district/gps/

**DEADLINES**
For graduation deadlines, see the NLC website: http://www.alamo.edu/nlc/graduation/

**COMMENCEMENT EXERCISES**
All candidates for degrees and certificates are encouraged to participate in commencement exercises. Candidates need not be enrolled during the semester that the “Apply to Graduate Form” is submitted or during the semester in which the degree is conferred. Participation in the graduation ceremony does not ensure automatic fulfilment of requirements or that a degree will be awarded.

There is no cost for graduation. The diploma, cap, and gown are provided by the Alamo Colleges.

**CONTACT**
For further information, contact Academic Advising at (210) 486-5488 or visit the Advising Center in STCM 101 for a degree audit or more information.
Academic Advising

Academic advising is an opportunity to exchange information designed to help students reach their educational and career goals. Advising is a shared responsibility between an advisor and the student. Ultimately, it is the responsibility of the student to make decisions about his/her life goals by creating a plan to reach those goals. Academic advisors can assist in this process by helping the student understand options, determine resources and, when necessary, identify alternatives. To be adequately prepared for registration, students should seek academic advising before the registration process begins to become familiar with pre-requisites for courses, degrees and programs, and transfer institutions. For students in online courses, contact the NLC WebAdvisor. http://www.alamo.edu/nlc/WebAdvising/. If you have an assigned advisor, they can also assist you.

Each campus provides a range of academic advising services for an Alamo Colleges student. Visit the Academic Advising Center. http://www.alamo.edu/nlc/advising/

LOCATION
Advising is located in the Student Commons building (STCM) Room 101. Sign-in at the Welcome Center to see an advisor or contact us via email at nlc-nlcadmin@alamo.edu
## Add/Drop/Withdraw

<table>
<thead>
<tr>
<th><strong>ADDS</strong></th>
<th>Students may add classes through ACES <a href="http://www.aces.alamo.edu">www.aces.alamo.edu</a> online during designated time periods listed in the Schedule of Classes.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DROPS/Withdrawals</strong></td>
<td>The terms “drop” and “withdraw” are used interchangeably. Drops/Withdrawals can be initiated by faculty. Faculty must drop a student for non-attendance during the first day of class. Faculty may also initiate the drop due to lack of progress. (Read Financial Aid note*)</td>
</tr>
<tr>
<td><strong>STUDENT WITHDRAWAL PROCESS</strong></td>
<td>Students can access ACES and drop courses online before the census date. After the census date, students must meet with an advisor to complete, sign, and submit an “Add/Drop” form in order to initiate the drop. Students in a developmental course must obtain the instructor’s signature before visiting with an advisor to initiate a drop. (Read Financial Aid note*)</td>
</tr>
</tbody>
</table>

*Students receiving Financial Aid (FA) should visit with the Financial Aid office prior to initiating a drop to review possible financial penalties that can affect eligibility, return of funds, and/or completion rate.

### WHERE DO I GO TO WITHDRAW?

Sign-in at the Welcome Center, located on the first floor of the Student Commons building (STCM), to initiate a drop/withdrawal. Students should meet with their instructor and advisor to discuss other options/strategies before deciding to drop a course.
Admissions and Records

The Admissions & Records/Enrollment Services role includes admissions application processing (ApplyTexas), receiving of high school and college transcripts, requesting of college transcripts, state residency determination, early admission, and the submission of bacterial meningitis forms. Additional information about the admission and registration process can be found in the online College Catalog. http://mynlccatalog.alamo.edu/content.php?catoid=89&navoid=3139

LOCATION
Admissions and Records is located in Student Commons building (STCM) Room 101
http://www.alamo.edu/NLC/Admissions/

READMISSION TO CLASS
Students dropped for excessive absences resulting in lack of progress may be reinstated to class at the discretion of the instructor of record only if circumstances justify reinstatement. The appropriate reinstatement form must be signed by the faculty member and submitted to the Enrollment Services/Admissions and Records Office.

Transcripts

OFFICIAL TRANSCRIPT:
What is a transcript? It is a comprehensive record of courses taken, honors received, and degree(s) conferred.

Transcripts may be requested:
Online through ACES Web Services at alamo.edu
Via U.S. mail or fax, provided the fax includes a signature, Banner ID or Social Security Number, and a copy of a photo ID.
Educational Releases signed by the student are required for each request and are subject to review.
The Alamo Colleges will not mail via overnight services; fax to other educational institutions, students, employers or other third parties; or accept students’ personal requests for transcripts via email or phone.
The first copy of your official transcript is free, and $10 for each additional copy requested. Transcript requests can take up to 10 business days to be processed. Contact Admissions and Records if your request is not processed within 10 business days.

UNOFFICIAL ACES TRANSCRIPTS:
Students may use ACES self-service to print unofficial copies of their transcript, available to the student at no cost.

In compliance with FERPA regulations and Alamo Colleges policy, transcripts may only be released to the student of record.

Holds

An Academic Hold will prevent processing and release of a student transcript. Transcripts will be withheld if students have not settled all admissions requirements (e.g., submitting official transcripts from all institutions attended) and satisfied all financial obligations to the Alamo Colleges.

Note: Any request received for student record with a “transcript hold” will not be processed until the “hold” is resolved. Students are notified via email of the need to clear the “hold.”

<table>
<thead>
<tr>
<th>Advising Center, Admissions and Records and Welcome Center Hours</th>
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<tbody>
<tr>
<td><strong>Fall and Spring Semester</strong></td>
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<tr>
<td>Monday, Tuesday &amp; Wednesday 8:00AM-5:00PM</td>
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<tr>
<td>Thursday 8:00AM-7:00PM</td>
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</table>
| *Friday 1:00PM-5:00PM  *
* Limited Services available before 1:00PM |  |
| Saturday 9:00AM-1:00PM  
(First Saturday of the month) |  |
Assessment Center

The Assessment Center provides testing services that meet the various needs of the student population. Services include test administration of the Texas Success Initiative (TSI) requirements for college placement, CLEP (College Level Examination Program) and external (non-Alamo Colleges) correspondence testing. For more information visit www.alamo.edu/nlc/assessment

Location: Student Commons Building 300, STCM 227
Telephone: (210) 486-5401 option #6
Fax: (210) 486-9177
Email: nlc-assessment@alamo.edu

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<tr>
<th>Assessment Center Hours</th>
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<td><strong>Fall and Spring Semester</strong></td>
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<td>Saturday</td>
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<td>9:00AM-1:00PM</td>
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<tr>
<td>(First Saturday of the month)</td>
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<tr>
<td>All Testing is by Appointment Only</td>
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<tr>
<td><a href="http://www.alamo.edu/nlc/assessment">www.alamo.edu/nlc/assessment</a></td>
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</table>

Call Center

The Call Center is the information hub for the NLC campus. It serves as a point of contact for students, parents, staff, faculty, and the community. The Call Center provides timely, accurate and educational information by telephone. The Call Center responds to a variety of inquiries such as:

- Getting started with NLC
- Registering for courses
• Paying for college
• Degrees and courses offered
• Continuing education courses offered
• College events
• and much more

Call Center Hours college representatives are available: Monday –Friday: 8:00am-5:00pm. Contact us at: 210-21ALAMO or 1-844-20ALAMO.

**Career Services and Job Placement**

Career Services offers an array of professional services that will assist students with exploring, developing, and setting goals that relate to each student’s unique educational and academic plans. Career Services encourages students to state during their first semester with self-assessment and career exploration to declare a major. Online tools and assessments are available through career services to assist with exploring majors and careers to include:

• FOCUS 2, an online interactive, self-paced career and education planning system designed to help you make decisions about your future career goals and education plans.
  https://www.focuscareer2.com/Portal/Login.cfm?SID=1081

• Career COACH, a user-friendly web-based tool, that provides most current local data on wages, employment, job postings, and the associated Alamo Colleges education and training that can lead to your intended career.
  http://www.emsicareercoach.alamo.edu/

Job Placement serves as a link between students and employers. The activities and services provided help to assist students with employment needs. The following services are provided:

• Job Search—Employment, work-study, internships and volunteer opportunities.
• Job Readiness Services—Job Search, resume/cover letter writing, mock interviews, employer panels, job fairs, and employment related workshops.

• CSO JOB BANK—An online job bank that provides a listing of all employment, internship and volunteer opportunities specific to Northeast Lakeview College. Register at: http://www.myinterface.com/nlc/student

Location: Career Services is located in the Student Commons building (STCM) Room 124.
Career Services Website: http://www.alamo.edu/main.aspx?id=546
Facebook Page: www.facebook.com/NLC.CS
Career Services email: nlc-careers@alamo.edu

**Counseling and Support Services**

Personal Counseling is available to assist students. Our licensed counselors provide free short-term or crisis counseling. If long-term help is needed, students are referred to appropriate external resources. Students needing information on community resources such as childcare, financial assistance for college, medical or dental care, legal assistance, and assistance for military families can access our Resource Guide online http://www.alamo.edu/uploadedFiles/NLC/Current_Students/Documents/CounselingServicesResourceGuide.pdf or at the Student Commons 222H.

All listed resources are free or low-cost and are available in Bexar and surrounding counties.

For assistance, contact a Counselor to arrange an appointment at nlc-dsscounsel@alamo.edu or 210-486-5487. Students taking courses online should contact a counselor for on campus or community assistance.
Counseling and Support Services Hours

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<th>Fall/ Spring</th>
<th>Summer</th>
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<td></td>
<td>Monday, Tuesday, Wednesday, Friday  8:00am-5:00pm</td>
<td>Monday - Thursday 8:00am-7:00pm</td>
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<td></td>
<td>Thursday 10:00am-7:00pm</td>
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Disability Support Services

This College is committed to ensuring that all programs, services and facilities are accessible to and provide equal opportunities for education to all students including students who need accommodation in online courses.

The Disability Services Office coordinates accommodations for approved students with permanent and temporary disabilities as defined by the Americans with Disabilities Act (ADA) of 1990. The ADA prohibits discrimination in the recruitment, admission or treatment of students. Section 504 of the Rehabilitation Act of 1973 states: “No otherwise qualified individual … shall solely by reason of … handicap, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Guidelines to Establish Accommodations:

- Students self-disclose and request accommodations through the disability services office.
- Students should provide documentation to include a diagnosis. Initial request for accommodations may take 10 business days to process once the student’s application is complete.
- Students will schedule an intake interview to discuss reasonable accommodations.
- Students will receive Letters of Accommodation via the student’s ACES email.
- Students must submit a “Renewal of Services Form” is required each semester the student seeks accommodations.
Accommodations to students may include but are not limited to:

- Exam Accommodations
- Reader and/or Scribe
- Sign Language Interpreter Services
- Adaptive Technology
- Electronic Recording Devices

Informing Instructors of Accommodations

Faculty who need to be informed of a student’s approved accommodations will be sent a letter from the Office for Disability Services upon request by the student; the Letter of Accommodations to the instructor explains the accommodations needed for the student. The disability services office will provide the Letter of Accommodations to faculty only when requested by the approved student each term or semester.

Continuation of Services

Approved accommodation services may be provided each semester if the approved student informs the disability services office that services are needed for the current term. It is necessary for approved students to complete a Renewal Request for
Disability Services form each semester. The office approves reasonable accommodations which will be adhered to by college staff, faculty and administration.

LOCATION
Student Commons (STCM) 222H
(210) 486-5487
nlc-dsscounsel@alamo.edu
http://www.alamo.edu/nlc/Disability/

Distance Learning and OLRN 0001

Students considering online learning courses are required to complete OLRN 0001 – a no-fee pre-course that helps students prepare to be effective online learners. OLRN 0001 will provide students with basic skills that impact success in online classrooms as well as orient students to the basics of the learning management system. For more information about OLRN 0001, please see the Distance Learning support page. http://www.alamo.edu/main.aspx?id=4892

Students in these courses and programs are supported with student and academic support. More information about these services can be found under their specific headings.

International Student Services

The International Students Services is dedicated to help international students succeed while enrolled at Alamo Colleges. Every effort is made to ensure the students return home with memories of a pleasant American experience.

The International Student Services serves primarily as the official liaison between Alamo Colleges and the U.S. Citizenship and Immigration Services (USCIS). We also assist students with applications for admission, registration, medical insurance, etc. Enrolled students are assisted with taking advantage of USCIS benefits while maintaining their legal status from the point of
college admission to the point of transfer to another institution or return to their home country.

For further information contact your college Admissions Office. LOCATION: Student Commons (STCM) 101 http://www.alamo.edu/mainwide.aspx?id=506

**Transfer Services and Articulation Agreements**

The Transfer Center at Northeast Lakeview College provides an array of resources and services for students planning to transfer to a four-year college/university. The most current university information, transfer equivalences, transfer plans, programs of study and transfer scholarship information are provided at the University Transfer Center (STCM 114). Additionally, the Transfer Center arranges student appointments with various university admissions representatives.

Transfer articulation agreements allow students to take their first and second year coursework at Northeast Lakeview College, transfer the credits earned to a participating four-year college or university, and complete the remaining upper division coursework required for the Bachelor’s Degree.

Location: Transfer Services is located in the Student Commons building (STCM) Room 114.
Transfer Services Website: http://www.alamo.edu/mainwide.aspx?id=45681
Facebook Page: www.facebook.com/NLCTransferCenter
Transfer Services email: nlc-transfer@alamo.edu

**Reverse Transfer Graduation**

Students who transfer from the Alamo Colleges to another Texas public college or university prior to completing all degree requirements may qualify for an Associate Degree while attending the transfer institutions. The Reverse Transfer Degree Program is designed for students who have accumulated 25% of the Associate Degree (usually 15 credit college-level credit hours) at any of the Alamo Colleges and who have subsequently completed the Alamo Colleges degree requirements at the transfer institution.

Students seeking the Reverse Transfer Degree must:

- Submit an Application Graduation Form online.
- Submit an official transcript from a public Texas college or university indicating the award of a baccalaureate degree.
- See your college for process.

LOCATION: Student Commons (STCM) 101
http://www.alamo.edu/main.aspx?id=2979

Computer Labs

OPEN COMPUTER LABS FOR ALL STUDENTS

Open Computer Labs are available for students in the Library and Student Commons Building. Networked computers are equipped with general and special use software and are connected to the Internet so users can access their email. Students are expected to follow all Acceptable Use of Information Technology Resources guidelines posted in the student computer labs and on the College web site at http://alamo.edu/main.aspx?id=20268

For computer assistance, students should direct questions to the Lab Tech on duty or call IT help desk 210-486-5777.

Locations: Library (NLIB) 1st & 3rd floors
Student Commons (STCM) Room 204
IT Help Desk Telephone Number: (210) 486-5777
TUTORING
Tutoring is offered in a variety of areas for students of all levels, free of charge. Tutoring is also available for both face to face and Distance Learning students with synchronous support through Brainfuse.com and asynchronous support via the NLC Academic Support Center online form. Please see the Academic Support Center LibGuide for more information. http://nlclibrary.libguides.com/asc You can access Brainfuse.com through your CANVAS course interface. For more information, please visit alamo.edu/nlc/tutoring.

Location: Library (NLIB) 214
Contact: nlc-lakeviewtutors@alamo.edu (210) 486-5366

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<thead>
<tr>
<th>Tutoring Hours</th>
<th>Fall and Spring Semester</th>
<th>Summer Semester</th>
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<tr>
<td>Monday-Thursday</td>
<td>9:00AM-7:00PM</td>
<td>Monday-Thursday 9:00AM-7:00PM</td>
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<td>Friday</td>
<td>9:00AM-2:00PM</td>
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<td>Saturday</td>
<td>9:00AM-1:00PM</td>
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COURSE EXAM CENTER (CEC)
The CEC provides test proctoring services for students who may have missed a NLC course test due to an absence, the need for accommodations, or who are enrolled in an Alamo Colleges distance learning course. Students in distance learning courses should contact their instructor for more information about academic testing requirements.

The Course Exam Center handles tests for Alamo Colleges courses only.
Location: Library (NLIB) 212
Contact: nlc-examcenter@alamo.edu (210) 486-5378
Testing policies include:
• All students wishing to test must present a valid picture ID (Texas Driver’s License, Alamo Colleges Student ID or Military ID), No ID, no test.
• No cell phones are allowed in the testing area. Students must leave all items not necessary for their test in the testing office.
• No talking in the testing area.
• All tests must be started at least one hour before closing.
• Once students begin their test, they may not leave the testing area until the test is finished.

For more information about the Course Exam Center, please visit our website at http://www.alamo.edu/main.aspx?id=7694

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<tr>
<th>Course Exam Center Hours</th>
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<tr>
<td><strong>Fall and Spring Semester</strong></td>
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<td>Monday-Thursday 8:00AM-7:00PM</td>
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<td>Friday 9:00AM-2:00PM</td>
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<td>Saturday 9:00AM-1:00PM</td>
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**Veteran’s Affairs Center**

The mission of the Veteran’s Affairs Center at Northeast Lakeview College is to support military veterans, active duty, reservist, and family members as they transition to Northeast Lakeview College by providing programs, services and resources required to facilitate student success. The VA Office provides extension services to local veterans and their dependent students enrolled at Colleges within the Alamo College District, specifically San Antonio College. The Office of Veteran Affairs offers assistance regarding advising, registration information, enrollment facts, and specific requirements for veteran students.

The staff assists students in preparing the funding packet each
semester for submission to San Antonio College for review, and certification. The Northeast Lakeview VA Office receives and processes Hazlewood exemptions for all eligible students.

The Veteran’s Affairs Center
Location: Student Commons (STCM) 111
Contact: nlc-va@alamo.edu
210-486-5827
Appointments can be made at www.alamo.edu/nlc/veterans

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<thead>
<tr>
<th>Veteran’s Affairs Center Hours</th>
<th>Fall/Spring Hours</th>
<th>Summer Hours</th>
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<td>Monday 8am-5pm</td>
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<td>Tuesday 8am-5pm</td>
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<td>Wednesday 8am-5pm</td>
<td>Wednesday 8am-5pm</td>
<td>Wednesday 8am-7pm</td>
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<tr>
<td>Thursday 10am-7pm</td>
<td>Thursday 8am-7pm</td>
<td>Friday 1pm-5pm appointment only</td>
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<tr>
<td>1st Saturday of the month 9am-1pm</td>
<td>1st Saturday of the month 9am-1pm</td>
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Welcome Center

The Welcome Center is a comprehensive One-Stop service designed to aid students in the navigation of enrollment services at Northeast Lakeview College. The One-Stop shop serves as a primary triage center to help students identify and understand the necessary steps for enrollment, advising, assessment and registration. The Center is staffed by personnel from admissions, advising, career and transfer services, and provides the following:

- The official landing and welcome booth for all visitors to the Student Commons Building
- Welcome and in-take services for all students
- Document in-take for admissions and enrollment
- Triage services to route students to the appropriate office

The Welcome Center serves as the “front door” of NLC, and promotes student success by directing students to available student support services available to them on campus.

The Welcome Center is located on the First Floor of Student Commons (Building 300).
ACES

ACES is an official communication portal that provides students with secured access to various applications using a single sign-on. As an ACES user, you will have access to register for classes, financial aid information, email, library resources, and online courses through CANVAS. ACES will also provide you with the latest information of events and important news taking place within your college.

http://alamoaces.alamo.edu

FERPA

The Family Educational Rights and Privacy Act (FERPA) requires any school that receives federal funds to release or withhold a student’s education records in accordance with its rules. The Family Educational Rights and Privacy Act (FERPA) is designed to protect the privacy of students’ education records.

http://www.alamo.edu/main.aspx?id=17324

Alamo GPS (Goal+Plan = Success)

Alamo GPS is a web-based tool to help students and advisors monitor a student’s progress toward degree completion. Alamo GPS combines the Alamo Colleges’ degree requirements and the coursework completed into an easy-to-read worksheet that helps you see how courses completed count toward degree requirements and what courses and requirements still need to be completed. This
system is designed to assist and facilitate academic advising, but is not intended to replace face-to-face advising sessions. http://www.alamo.edu/district/gps/

Name Change

Students may change their legal name on their permanent academic record by presenting appropriate documentation to the Enrollment Services/Admissions and Records Office. Correcting the spelling of the proper sequence of the legal name requires an official birth certificate. To request a name change, submit a completed form and the signed court order, marriage license, or divorce decree showing the new legal name. To assume a spouse’s name following marriage, complete a request and provide the marriage certificate. To discontinue use of a married name and resume use of the original family name or another name, present a divorce decree or a signed court order showing restoration of the original or adoption of another name.
Location: Welcome Center - Student Commons Building

Residency

Students verify and establish residency based on the answers they provide to the core Residency questions on the ApplyTexas application. Students may be contacted by the Alamo Colleges for additional residency documentation. Residency status can only be changed prior to the earliest census date corresponding to course enrollment for the term.
Location: Welcome Center - Student Commons Building (STCM) First Floor

Student ID

Students are required to have an Alamo Colleges ID. Students seeking a student photo ID must be registered with tuition paid, be enrolled in an installment plan, or have no tuition balance. Students must provide a valid photo ID to receive a college student ID. All students must present a student identification card for access to services and activities such as the library, physical education facilities, special events, advising, transcript requests, etc.
Location: Office of Student Development, Leadership and Activities Student Commons Building (STCM) 131
Contact: (210) 486-5404
Email: nlc-student@alamo.edu

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<th>Student Development Leadership and Activities Office Hours</th>
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<td><strong>Fall and Spring Semester</strong></td>
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<td>Monday, Tuesday &amp; Wednesday 8:00AM-5:00PM</td>
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<td>Thursday 8:00AM-7:00PM</td>
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The Virtual Business Office (VBO) is an online hub where you can pay for college related products, services, tuition and fees. No more waiting in line to pay your tuition or Installment Plan or to collect your student refund, the VBO has made these services accessible online. Check out the complete host of items at the Alamo Colleges Marketplace Mall that you can access and pay online. It’s convenient and secure!

http://www.alamo.edu/district/virtual-business-office/

Visit us in person:
LOCATION: Student Commons Building (STCM) 103
CONTACT: 21Alamo (212-5266)

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<tr>
<th>Business Office Hours</th>
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<td><strong>Fall and Spring Semester</strong></td>
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<td>Thursday 8:00AM-7:00PM</td>
<td>Closed Friday &amp; Saturday</td>
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<td>Friday 8:00AM-5:00PM</td>
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<td>Saturday 9:00AM-1:00PM (First Saturday of the month)</td>
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</table>
Financial Aid

Financial Aid is financial assistance for those who qualify. To learn if you qualify, you must complete a

Free Application for Federal Student Aid (FAFSA) at http://www.fafsa.ed.gov

Federal Student Aid includes:

1. Grants – A federal Pell Grant is a need based grant awarded to students who qualify and have not earned a bachelor’s or professional degree. Grants are financial aid that doesn’t have to be repaid (unless, for example, you withdraw from school and owe a refund).
2. Loans – money borrowed for college; you must repay loans.
3. Work-Study – federal work study program is a financial need based program that provides funds that are earned through part-time employment.

The FAFSA application is available October 1st for the upcoming academic year. It is your responsibility to ensure that financial aid will be processed by the priority deadline for the semester you will be attending. The Office of Financial Aid communicates only through your Alamo Colleges email.
Financial aid is awarded by your primary institution.

http://www.alamo.edu/district/financial-aid/
LOCATION: Student Commons Building (STCM), 102
CONTACT: 21Alamo (212-5266)

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<th>Financial Aid Office Hours</th>
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**Tuition and Fees**

Tuition is a sum of money charged for instruction at a college or university. The cost of tuition is based on enrollment status (number of courses), and residency.

A fee is a payment made for professional advice or services.

1. Mandatory Fees- authorized by statute or by the governing board of an institution, and are charged to a student upon enrollment to provide services available to every student. Example of such fees are: library, laboratory fees, course, student activities, etc.

2. Course Fees- are mandatory fees required of all students enrolled in a particular course, such as materials for a chemistry lab, or a discretionary fee required of students in a given course, or for students participating in a special activity, such as a parking fee.
Total academic charges are the total of all tuition, mandatory, and course fee charges for a student taking a given number of Schedule Course Hours (SCHs).

TUITION THIRD REPEAT FEE
The Alamo Colleges will charge a higher tuition rate to students registering the third (3) or subsequent time for a course. The State will no longer subsidize a student’s enrollment for the third (3) or subsequent attempt. Students should meet with an advisor to determine if they are repeating a course for the third (3) time.

27 HOUR RULE SPECIAL TUITION
Students taking in excess of 27 hours of Developmental Education (College Prep) courses will be charged an additional rate.

No additional charges are assessed to non-resident/international students.

TUITION INSTALLMENT PLAN
The installment plan allows students to separate their tuition into five (5) payments. The first payment is due when the contract is signed. This action would need to take place before the first payment deadline of the semester. The Installment Plans are available online through ACES. The Installment Plan is available for all semesters and has preset dates that determine when the students’ next payment is due.

TUITION REFUND PETITION
No refund is possible after the designated deadline, except in extraordinary circumstances and if approved by the Alamo Colleges.

REFUNDS
Refunds are dependent on students having paid more than the minimum required tuition and having paid their tuition in full. For example:

1. Financial Aid credit - if tuition and fees were lower than financial aid award than a refund will be issued
2. Withdraw/drop from a course(s) - you may be eligible to receive a refund based on the college refund schedule website: http://www.alamo.edu/main.aspx?id=22828
Students who receive a refund are responsible for reimbursements to companies or agencies that have financially assisted them with their tuition.

Refunds for students on the Installment Plan will be applied to the balance due, as stated in the Installment Plan Contract. All academic calendar days are considered for refund purposes, not only the days the student attends class.

Refunds for other non-standard length courses (ie. open learning, continuing education) shall be made based on the Refund of Tuition table provided by the Texas Higher Education Coordinating Board (THECB).

NLC does not require any additional fees or charges for verification of student identify at this time.

SCHOLARSHIPS
Scholarships are gifts. They do not need to be repaid. There are hundreds offered by schools, employers, individuals, private companies, non-profits, communities, religious groups, and professional and social organizations.

http://www.alamo.edu/nlc/scholarships/
Location: Library (NLIB 123E) Email: nlc-scholarships@alamo.edu
Telephone: (210) 486-5254

VETERANS AND THEIR DEPENDENTS
The Office of Veteran Affairs assists all students using educational benefits under Department of Veterans Affairs Educational Assistance Programs.
Employment

The constant demands on a college student’s time can leave you feeling overwhelmed. Most students today have to work at least part-time while juggling the work of college courses. Finding the balance is hard but it can be done. Use the chart below as a guide for building your schedule:

<table>
<thead>
<tr>
<th>WORK (Hours per Week)</th>
<th>SCHOOL (Course load should be)</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 hours (Full-time)</td>
<td>6 hours (1/2 time)</td>
</tr>
<tr>
<td>30 hours (Part-time)</td>
<td>9 hours (3/4 time)</td>
</tr>
<tr>
<td>20 hours (Part-time)</td>
<td>12 hours (Full-time)</td>
</tr>
<tr>
<td>10 hours (weekend, etc.)</td>
<td>12 + hours (Full-time)</td>
</tr>
</tbody>
</table>

For additional assistance with job searches both on and off campus visit career services. [http://www.alamo.edu/main.aspx?id=546](http://www.alamo.edu/main.aspx?id=546)
MY CAMPUS LIFE AND RESOURCES

Student Life/Activities

The Alamo Colleges value student development both inside and outside of the classroom. The Offices of Student Life and Student Activities at the Colleges focus on a student’s total educational experience, including activities, events, student organizations, sports programs, lectures, live performances, special events, and more. Professional and student staff provide guidance and leadership training for students to assist them in achieving their academic and personal goals. Our goal is to get all students involved and engaged on campus. Learn more about what your college offers.

Department Mission Statement

The Office of Student Development, Leadership and Activities strives to promote an environment committed to the students’ personal, emotional, cultural, social, and ethical development. This unique learning environment is supported through a variety of organizations, community-building events, experiential learning program, leadership and volunteer opportunities. These resources enable our students to succeed in the classroom and beyond.

LOCATION: Office of Student Development, Leadership and Activities Student Commons Building (STCM) 131
CONTACT: (210) 486-5404
Email: nlc-student@alamo.edu
http://alamo.edu/main.aspx?id=516

Get Involved with OrgSync

Get synced with NLC via OrgSync! OrgSync is an online community that helps students get connected with NLC departments and student organizations to encourage engagement. The Office of Student Development, Leadership & Activities posts all events and volunteer opportunities via OrgSync.
Signing up is easy:

(1) Visit ACES (https://alamoaces.alamo.edu, register using your campus email (@student.alamo.edu), and create a password.

You can customize your profile and add a photo after registering!

(2) Once registered, click on Northeast Lakeview College to view the college page. Click on Events on the NLC page to view the calendar and service opportunities.

Benefits of OrgSync
• Best way to stay up-to-date with the Office of Student Life, student organizations and sports on campus
• Compatible with most electronic devices
• Will track involvement opportunities and generate a co-curricular transcript
• An ePortfolio can be used to centralize and organize all academic work
• Can be a tool to help market yourself on other social platforms

Questions should be directed to the Office of Student Development, Leadership, and Activities at 210-486-5404 or STCM 131.
Events/Calendar

The Alamo Colleges host a variety of events to engage students and support our communities throughout each academic year. Many events such as welcome week, graduation, and Fiesta occur on an annual basis.

Find out more information on what events are offered at Northeast Lakeview College at the chart listed:

<table>
<thead>
<tr>
<th>Sample list of events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nighthawk Day</td>
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<tr>
<td>Flag Football</td>
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<tr>
<td>Welcome Week</td>
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<tr>
<td>Student Organization Rush</td>
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<tr>
<td>Health Fair</td>
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<tr>
<td>Ping Pong</td>
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<tr>
<td>Blood Drive</td>
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<tr>
<td>Student Leadership Activities</td>
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<tr>
<td>Outdoor Movie Night</td>
</tr>
<tr>
<td>3 on 3 Basketball</td>
</tr>
<tr>
<td>Fiesta</td>
</tr>
<tr>
<td>And Much More...</td>
</tr>
</tbody>
</table>

A full list of events can be found at http://alamo.edu/eventIndex.aspx?id=612&d=07/2013

Student Organizations

Student Organizations offer students an opportunity to organize groups with common interests and beliefs. Participating in these activities allows students to make friends, develop social skills, travel to conferences, practice leadership skills and have hands-on training. Students work with faculty and staff advisors to develop organizations that are of interest to the students and in line with the College’s goals, policies and procedures. Student organizations plan a host of activities throughout the academic year. Sample events include RUSH, Easter Egg-Stravaganza, lecture series, NLC Time Capsule, etc. All students interested in participating in a Student Organization must adhere to membership criteria. Students must be enrolled in at least three credit hours at NLC with at least a 2.0 GPA. To obtain recognition, an organization may not discriminate on the basis of age, gender, sexual orientation, religion, race, color, national or ethnic origin, disability, veteran, or marital status. Student activities, clubs and organizations are directly linked to the College’s mission.
statement as these offices provide opportunities to be involved “in
civic activities and organizations, and encouraging participation in
cultural and enrichment programs”, as expressed in the College’s
mission statement.

**Student Clubs**

- **Anthropology Club:** To provide students an opportunity to
  explore all aspects of humankind, from its prehistory to its
  present cultural diversity.
- **Business Club:** To promote business professionalism,
  integrity, academic excellence, and service. Establish working
  relationships within the business community and educational
  institutions.
- **Campus Crusade for Christ:** To give students an opportunity
  to say “Yes, to Jesus Christ.”
- **Civic Leadership Club:** To increase political awareness and
  participation among college students and members of their
  local community.
- **Gardening Club:** To grow and maintain a campus garden and
  study the effects of its growth over time.
- **Help Own Male Education:** To address issues that
  specifically affects males in education, society and the
  workforce.
- **Mathematics Society:** To encourage all students to join the
  math club to gain support in mathematics and have better
  communication between students and instructors.
- **National Society of Leadership & Success (NSLS):** The
  Society is an organization that helps people discover and
  achieve their goals. The Society offers life-changing lectures
  from the nation’s leading presenters and a community where
  like-minded, success-oriented individuals come together and
  help one another succeed.
- **Phi Theta Kappa (Beta Sigma Delta):** The purpose shall be
  the promotion of scholarship, the development of leadership
  and services and the cultivation of fellowship among qualified
  students of this college.
- **Psychology Club:** To provide a common interest in
  psychology by offering programs related to psychology topics
  on campus, participating in community service projects, and
  attending professional conferences.
• **Student Government Alliance (SGA):** The purpose of the SGA shall be to provide the official voice of the student body, to be a link between the student body and the administration of Northeast Lakeview College to improve the quality and value of both the social and educational experience of Northeast Lakeview College, and to develop the leadership and professional skills of its members.

• **Veteran Student Alliance:** Open to all students willing to share and explore information for veterans and their dependents with the purpose of helping to find resources and engaging in peer to peer sharing.

Student interest groups are designed for students who want to meet and use campus space but do not want to receive any college funding, nor travel off campus. Special interest groups do not have a minimum number of students and they do not have a GPA requirement. The group should have a full-time advisor as a sponsor in order to arrange space for meetings and gatherings.

**Student Interest Groups**

• **Art Special Interest Group:** To provide the campus community with a venue to view, create and discuss art on a regular basis.

• **Education Special Interest Group:** To give Education Majors and those who are interested in Education a place to meet and discuss pressing issues and topics in the education field.

• **Health Professions Society:** To provide students with a forum to express their interest in healthcare and to allow them to explore careers in the health professions.

• **Latter Day Saints Student Association:** To bring others to Jesus Christ through the study of the Book of Mormon and the Bible.

• **Science Interest Group:** To provide students a forum to express their interest in science through a variety of formats such as guest speakers, tours of science related facilities, discussion panels, and a chance to interact with other students who are interested in science.
Northeast Lakeview Sports

The sports and recreational program is an integral part in the Office of Student Development, Leadership and Activities.

The sports program provides students with competitive athletic opportunities at the collegiate level. Students will learn new skills, improve skill levels and enjoy the recreational and social interaction derived from sports involvement.

Extramural Sports: Designed for students to compete against other extramural sports teams. The two extramural sports offered are Men’s Basketball and Women’s Volleyball. Extramural Sports offers the opportunity to participate in competitive activities through tournaments and leagues. In order to be eligible to participate in Extramural Sports, participants are required to be enrolled in at least 9 college credit hours and maintain a minimum 2.0 GPA. These requirements will be verified and monitored during the semester.

Intramural Sports: Designed for our students to compete against each other is sporting events, such as; Basketball, Volleyball, Flag Football.

Recreational Sports: Designed to provide structured, competitive and non-competitive activities, for men, women, and co-ed teams. Students with no knowledge of sports have the opportunity to participate in the following; hiking, kayaking, bowling, gaming tournaments, table top games, soccer tournaments, flag football, basketball, and volleyball tournaments.
Recreational activities encompass a wide variety of intramural and extramural events, which can include both individual and team competition.

http://www.alamo.edu/main.aspx?id=516

**Student Services Fee**

Each college has its own Student Services Activity Fee Committee, which is responsible for making recommendations to the President of the College about the allocation of funds collected from the student services fee (charged at $1 per credit hour). The committee is comprised of five students and four faculty/staff. Upon approval of the budget each year by the Board of Trustees, the committee meets monthly, or as needed, to review funding requests from students, student clusters, or recognized student clubs and organizations to help fund travel, conference participation, activities, or other professional development programs. This information is outlined in Policy F.2.3 and Procedure F.2.3.1.

http://www.alamo.edu/main.aspx?id=517

**Student Involvement in Decision Making**

Alamo Colleges values student participation and involvement in decision-making and recognizes students as key stakeholders in the college's operations and planning and seeks the opinions of students. Student's shall be given involvement opportunities in a number of different ways to include, appropriate college committees, campus forums, student surveys and through consultation with student organization leaders and their advisors.

**Officers Roundtable**

The Officers Roundtable is a monthly meeting (the first Friday of each month) of all club and organization officers (presidents, vice-presidents, treasurer, secretary, etc). The meetings allow clubs and organizations to better understand what each club is doing, to inform them of trainings, discuss problems or issues they may be facing as leaders, ask for support for departmental or campus committees and taskforces and stay knowledgeable of campus and district-wide events with updates from the Student District
Council representatives. Representatives to the Student District Council are currently selected from the Student Government Association.

For more information on Officers Roundtable, please contact the Office of Student Development, Leadership & Activities in the Student Commons Building (STCM) room 131 or call (210) 486-5404.

**Political Campaigns**

Alamo Colleges is committed to fostering a diverse and open discussion of ideas, opinions, and viewpoints as well as encouraging members of the college community to be active and engaged citizens. However, as a charitable entity subject to federal, state, and local regulations regarding political and campaign activities, Alamo Colleges is required to remain politically neutral and cannot participate or intervene, directly or indirectly in the campaign of any candidate or political party.

For additional information consult the following Board policy (D.3.4 [http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.4-Policy.pdf](http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.4-Policy.pdf) & F.5.1 [http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.5.1-Policy.pdf](http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.5.1-Policy.pdf)) which outlines the regulations Alamo Colleges, its faculty, staff and students, including student organizations, must follow in regard to political campaigns and candidates.

**Student Leadership Opportunities**

The Alamo Colleges understands the importance of building strong leaders. We recognize the importance of the student’s participation in the development of his or her own leadership skills. As such, we provide students with a variety of programs, organizations and opportunities that inspire them to get involved and grow into the leaders of tomorrow.

Alamo Colleges programs include student government, student organizations, NLC Officer’s Roundtable, the Student Leadership
Institute, the National Society of Leadership & Success and Phi Theta Kappa. To learn more about what the Alamo Colleges have to offer, explore the district programs and the campus based leadership opportunities.

DISTRICT LEADERSHIP PROGRAMS

**Student Leadership Institute**
The Alamo Colleges Student Leadership Institute (SLI) offers college students the opportunity to enhance their leadership mindset, skill set, and tool set. This two-semester leadership program imparts the learning tools and resources for students to become leaders on campus, in the workplace, and in diverse communities. Students involved in SLI will have the opportunity to receive scholarships, increase self-confidence, improve communication skills, build relationships/network, become an Alamo Colleges ambassador, and emerge as a proactive, productive, and engaging leader and have fun while doing it!

To join SLI, students must have a cumulative grade point average of 2.75 or higher, be enrolled in a minimum of 6 semester credit hours, and submit a complete application packet. Learn more about SLI by visiting [alamo.edu/district/sli](http://alamo.edu/district/sli).
Contact: Rodell Asher: rasher10@alamo.edu

**National Society of Leadership & Success (NSLS)**
Purpose: To discover and achieve their goals. The Society offers life-changing lectures from the nation’s leading presenters and a community where like-minded success oriented individuals come together and help one another succeed.

Hailey Alvey with her grandfather, Eugene Alvey, at the NSLS Induction Ceremony
The Society also serves as a powerful force of good in the greater community by encouraging and organizing action to better the world.

Contact: Chastity Richmond: crichmond5@alamo.edu. Office of Student Development, Leadership & Activities in the Student Commons Building (STCM) room 131 or call 210-486-5404.

**Phi Theta Kappa (PTK)**  
Purpose: To promote scholarship, the development of leadership and services and the cultivation of fellowship among qualified students of this college.

Contact: Regina Horne-Espree: rhorne-espree@alamo.edu

**Student Government Association (SGA)**  
Purpose: To provide the official voice of the student body, to be a link between the student body and the administration of Northeast Lakeview College to improve the quality and value of both the social and educational experience at Northeast Lakeview College, and to develop the leadership and professional skills of its members.

Contact: Office of Student Development, Leadership & Activities in the Student Commons Building (STCM) room 131 or call 210-486-5404.

**Service Learning and Volunteer Opportunities**

**SERVICE LEARNING**  
Some instructors on campus include a service-learning component as part of the course curriculum. These courses use the knowledge you learn in the given course and extend it with hands-on experience in the community setting. This means that what students learn in the classroom and through homework/research will be used in actual real-world situations to help more fully understand the topics discussed in the course. Depending on the instructor, service-learning can be an optional or required part of the course.
VOLUNTEERISM
Civic engagement is an important feature of the college experience. Opportunities to volunteer on and off campus are offered to help students understand how each person can make a difference in the community. Non-profit organizations actively provide students with volunteer opportunities to ensure that students have an outlet if they choose to use their free time volunteering for worthwhile causes.

CONTACT: Service Learning Committee at nlc-service@alamo.edu

Student Travel

Alamo Colleges seeks to promote safe travel to events and activities occurring beyond the boundaries of the College/District property by students and recognized student organizations. As such, we have student travel policies that apply to individual student and recognized student organization travel, Policy C.1.6 and F.5.2 and Procedure C.1.6.4. The travel policy is applicable when the individual student or recognized student organization travels on behalf of College/District with or without the financial support from the College/District.

Examples of activities and events that fall under this policy include, but are not limited to: club sports trips, the activities of recognized student organizations, SSFAC-funded community service travel, and in situations where a student or recognized student organization officially represents the college, e.g., leadership academies, conferences, and other programs. For more information on Student Travel, please contact the Office of Student Development, Leadership & Activities in the Student Commons Building (STCM) room 131 or call (210) 486-5404.

Posting Information on Campus

Bulletin board space is available at each campus at no cost as a service to students and the community. If you need to advertise for a roommate or a ride, if you have something for sale or a job opening or you want to announce an event—stop by or contact the Office of Student Life/Activities for more information on the policy/procedure.

Location: Student Commons Building (STCM)131; (210) 486-5404
Use of College Buildings and Facilities

The Alamo Colleges buildings and facilities are used to support the educational goals of the Colleges as outlined by the Board of Trustees. Regulations regarding the safety and use of campus facilities are outlined in the Board Policy on the Student Code of Conduct F.4.2.1, available at: http://www.alamo.edu/district/policies/#Section_F

To learn more about reserving a room or space at the campus for a specific event:

Contact: Student Development, Leadership and Activities
STCM 131 (210) 486-5404

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Bookstore

*ALAMO COLLEGES BOOKSTORES*
*We offer more than just textbooks …*

<table>
<thead>
<tr>
<th>General Reading Books</th>
<th>Reference Books and Study Aids</th>
</tr>
</thead>
<tbody>
<tr>
<td>School and office supplies</td>
<td>Calculators/electronic accessories</td>
</tr>
<tr>
<td>Backpacks and Totes</td>
<td>Special Order and Event Books</td>
</tr>
<tr>
<td>Campus specific clothing and gifts</td>
<td>Snacks and Convenience Items</td>
</tr>
<tr>
<td>Uniforms, Scrubs and Course Required Supplies for campus specific needs</td>
<td></td>
</tr>
</tbody>
</table>
ORDER ONLINE
Skip the lines and avoid the wait! Place online orders for textbooks and course materials at www.nelakeview.bkstr.com. We offer many options from in store pickup of your order to next day shipping. Free shipping to any Alamo Colleges Bookstore location, so you can ship books to your closest campus bookstore for no additional charge! When you are done with the books, you can return them to us in person for buyback and rental check-in. Or if you are out of town, mail the rental check-ins back to us.

RENT-A-TEXTBOOK
We are proud to announce that students have the option of renting instead of purchasing the textbook for many of our classes. The prices for renting a textbook will depend on whether the textbook is new or used. Renting with us will save you an average of 50% or more off the price of a new textbook. Not all textbooks may be available for rent based on consumable materials and package options.

GOING DIGITAL
Alamo Colleges Bookstores carry more than just printed textbooks. We offer a variety of digital title options that range from rental for a semester to purchase for your digital bookshelf. Access codes are sold for digital class requirements from MyMathLab to SAM and everything in between. If you want to
know more about our digital textbooks sign up at www.cafescribe.com and try out some the free trial offers. For academically priced software and hardware, click the link www.nelakeview.bkstr.com

INTERCAMPUS TRANSFERS
We know that you have the option to take classes at any of the Alamo Colleges. In order to provide exceptional customer service, we can order textbooks in store from the other campuses and have them delivered to the campus of your choice for your one stop shopping needs. Ask a sales associate for details or place your order online and have your order shipped at no charge to the campus bookstore of your choice.

TEXTBOOK “BUYBACK”
While there is no guarantee that your textbooks will be bought back at the end of each semester, we try our hardest to make sure they are. We may buyback textbooks that are needed for future semesters or for our national resale list, for up to 50% of the current purchase price. While we buyback textbooks year round, the best time to sell books back is during the last two weeks of each semester.

RETURN INFORMATION
Final return dates for each semester are printed at the bottom of your original receipt. The original receipt is required for returns, refunds and exchanges. The textbooks must be in original purchased condition to receive a refund. Please contact us if you have any questions about returns at (210) 486-5449.

Hours of operation:  Monday-Thursday 7:45AM-6:00PM*
         Friday 7:45AM-1:00PM*
         Saturday-TBD/Closed*
         Sunday-Closed

*Always check the bookstore website for the most current hours of operation as they are subject to change

Location: STCM 133
Contact: (210) 486-5449
Food Sales

Students can purchase food at each of the Alamo Colleges. Food options available include: cafeteria, vending areas, coffee shops, and more. Read below for specific details on food options and locations on your campus:

- Vending Machines are located in the Academic Building (ACA1), on the 1st floor, Career Tech Building (CATE) on the 2nd floor, Student Commons (STCM) on the 1st and 2nd floors and in the Wellness Building (WLNS) on the 1st floor.
- Cafeteria (STCM 120)
- The Cyber Café is located in the Library (NLIB) on the 1st floor. The Café is the place to go for coffee, a quick meal and snacks. Hours vary.

Refunds – Please go to STCM 131 with the vending machine number and be able identify problem with the machine.
Academic Fresh Start

Senate Bill 1321 entitles residents of Texas to seek admission to public institutions of higher education without consideration of courses undertaken 10 or more years prior to enrollment. The bill has been called the “right to an academic fresh start,” and it gives students the option of electing to have coursework, taken 10 or more years prior to the starting date of the semester in which the applicant seeks to enroll, to count as usual or to be ignored for admissions purposes.

Academic Grievance Policy

Faculty are responsible for classroom management, teaching strategies, testing, and evaluation of student performance. At academic institutions conflicts may develop within the educational process that require academic intervention using the Academic Grievance process. If the grievance process is to function smoothly, a serious effort must be made to resolve such conflicts expeditiously. When student complaints cannot be resolved through informal interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance procedure by filing a Student Academic Grievance form, available from any division chair.

Students are encouraged to use the Academic Grievance process only when there is clear and convincing evidence that a faculty member has treated the student unfairly, arbitrarily, or capriciously. The Academic Grievance procedure allows for unresolved complaints to continue moving from student, to instructor, to division chair, to dean until consensus is reached or final decision affirming or denying the grievance is made by the appropriate dean.
Academic Grievance Policy

The academic grievance procedure is displayed in the following flow chart:

Student and Professor Conflict
(Appeal to professor within the first two weeks of the next regular semester)

Resolve with Professor

Dissatisfaction with Professor's Decision

Appeal to Division Chairperson
(within 5 business days)

Resolve with Division Chairperson

Dissatisfaction with Division Chairperson's Decision

Appeal to Dean
(within 5 business Days)

Dean's Decision is Final

For more information visit:
http://alamo.edu/uploadedFiles/NLC/Website_Assets/Files/Department/Student_Services/Grievance%20Chart.pdf
Academic Integrity Appeal Process

If a faculty member finds that a student is in possible violation of the academic standards of the Student Code of Conduct (F.4.2.1 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.1-Procedure(3).pdf, “Academic Integrity Violations”), the faculty member shall document the act, completing the Academic Integrity Report Form F.4.2.3 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.3-Procedure.pdf online and attach relevant evidence.

The faculty member shall notify the student and explain the procedures and possible penalties. The faculty member shall provide the student a copy of Procedure F.4.2.1 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.1-Procedure(3).pdf, and the student will be allowed to explain the incident.

The faculty member shall then meet with the student, at a time arranged between the student and faculty member, to allow the student to explain the incident. The faculty member subsequently may, at his/her discretion, impose any of the following sanctions:

1. Dismiss the charge.
2. Issue a written warning to the student.
3. Reduce the grade on the assignment or test.
4. Reduce the final grade for the class.

Each of the consequences 2 – 4 shall be accompanied by a completed and signed Academic Integrity Report Form. If the student agrees with the faculty member’s decision, the form shall be submitted electronically to the CSAO and the paper copy shall be filed in the department office.
Children on Campus Policy

In order to prevent children from potential safety risks, from damaging expensive equipment, from hazardous areas which, and from interfering with the learning opportunities for all students, the following Alamo Colleges’ policy is currently in effect:

Students are urged not to bring children to classes, labs, or other facilities such as libraries. *Minors under the age of 12 must not be left unattended on-campus at any time. Individual instructors may enforce additional restrictions or waivers for their particular classrooms or labs, which will be included in the course syllabus.*

Distance Learning: Student Privacy

NLC complies with all of the requirements of the Family Educational Rights and Privacy Act (FERPA). We are committed to protecting the privacy of a student’s educational record regardless of delivery method. The Registrar is the point of contact for all FERPA related issues, and all employees are informed and trained of their responsibilities of unauthorized release of confidential records or information. Because an online environment creates a record of student activity, it is subject to FERPA privacy rights, unlike verbal exchanges in a physical classroom.

IDENTITY VERIFICATION IN DISTANCE LEARNING COURSES
The identity verification process for online courses protects student’s privacy through the use of a secure portal, with a secure login and student-selected password. In addition, Northeast Lakeview College uses an enabling technology that is used to verify the identity of online students. For more information on BioSig-ID, please contact your online course instructor. NLC does not require any additional fees or charges for verification of student identity at this time.
FACULTY RESPONSIBILITY
Faculty and staff understand and carry out a commitment to confidentiality, integrity, and security to protect the privacy of students who participate in distance learning activities. Students’ records are kept private by the instructor, except in cases where academic staff or administration access the course, with legitimate educational interest under FERPA guidelines.

In order to maintain course security and protect student privacy, faculty do not access or attempt to access another employee’s or student’s account without authorization as described in the Appropriate Use of Information Technology District Policy C.1.9.

STUDENT RESPONSIBILITY
In order to maintain confidentiality, portal login passwords are generated by the student and any password reset is completed through “secret question” protocol. It is the students’ responsibility to keep their password confidential as stated in Student Code of Conduct District Procedure F.4.2.1 and Appropriate Use of Information Technology Resources District Policy C.1.9. Only work submitted to open forums, like discussion board, can be accessed by other students; other assignments, grades and correspondence are not viewable by other students.

Electronic Devices in the Classroom

Students are required to silence and store (out of sight) all electronic communication devices such as mobile phones, PDAs, etc. when in classrooms, laboratories, libraries, or other areas where such devices would interfere with instruction and learning. Faculty members have the latitude to modify this policy in their syllabi.

Family Education Rights Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) requires any school that receives federal funds to release or withhold a student’s education records in accordance with its rules. For more information please refer to the College Catalog: http://mynlccatalog.alamo.edu/content.php?catoid=89&navoid=3142
Guidelines for the use of and the definition of intellectual property originate in Board of Trustees Policy C.1.8 (Policy) Intellectual Property as it relates to all employees and students.

1. Definition of Intellectual Property
Intellectual property is illustrated by, but not limited to, scientific, technical, literary, dramatic, musical, artistic, and other intellectual and creative works as well as inventions, discoveries, trade secrets, and computer software, which are copyrightable or patentable.

Ownership
Student work created as part of College course work is owned by the student, except when described below:

The College shall have a non-exclusive, irrevocable, royalty-free license: (i) to utilize the student work for academic purposes during the period of the course for which the student work is created; (ii) to display or perform the student work at any exhibition or performance described in the syllabus of the course for which the student work is created; and (iii) to display images of tangible student work, and to quote excerpts of an intangible student work, for College publicity purposes. In the case of tangible student works, the College shall own all rights to any student work permanently affixed to College property, and to any student work not claimed and removed by the student within six (6) months after the later of: (a) the conclusion of the course for which the student work was created, or (b) the conclusion of any exhibition of the student work on College property.

Use of
In accordance with Board Policy E.1.7, Instructional Resources: Copyrighted Materials:

Employees and students shall comply with the provisions of the United States Copyright Law. Subject to certain specific exceptions (i.e. “fair use doctrine”), the owner of a copyright has the exclusive rights to reproduce, prepare derivative works, distribute copies, perform, or publicly display the copyrighted work, or to authorize such acts by others. Employees and students shall be held accountable for violations of copyright laws.
Employees and students shall comply with “Agreement on Guidelines for Classroom Copying in Not-for-Profit Educational Institutions,” as cited in 17 U.S.C. 107. These guidelines shall be made available through appropriate publications distributed by the College District.

Unauthorized duplication, distribution or use of intellectual property, including computer software or sound recordings constitutes copyright infringement, is prohibited by this policy, and is illegal and subject to both civil and criminal penalties.

Non-Academic Grievance Policy

The Non-Academic Grievance Policy provides a remedy for students who believe they have been the object of unjust treatment by an Alamo Colleges’ employee. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or academic matters.

Non-Academic Grievance Policy

The non-academic grievance procedure is displayed in the following flow chart:

Informal Attempt to Resolve Grievance with Employee or Supervisor of Program

Resolve with Supervisor

Not Resolved to Satisfaction

Student Files Grievance with Direct Supervisor (within 5 business days)

Resolve with Supervisor

Not Resolved to Satisfaction

Appeal in Writing to Next Level Supervisor (within 5 business days)

Resolve with Supervisor

Not Resolved to Satisfaction

Appeal in Writing to Vice President of Student Success (VPSS) (within 5 business days)

VPSS’s DECISION IS FINAL

For more information visit:
http://alamo.edu/uploadedFiles/NLC/Website_Assets/Files/Department/Student_Services/Grievance%20Chart.pdf
Parking

State laws and College District rules and regulations pertaining to the operation and parking of vehicles on College District property shall be followed at all times by all parties who operate or park vehicles on College District property. All students are charged an access fee to offset the cost of the parking facilities. All students have equal access therefore no parking decals will be issued.

Religious Holy Days

A “religious holy day” is a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20, Tax Code. A student shall be excused from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. Students must notify the faculty member in writing within the first twelve days of the semester which day(s) will be observed. A student whose absence is excused under this provision may not be penalized for that absence and shall be allowed to take an examination or complete an assignment within a reasonable time as established by the faculty member. The faculty member may respond appropriately if the student fails to satisfactorily complete the assignment or examination by the deadline.

Smoking/Tobacco Policy

All of the Alamo Colleges are designated smoke-free. Smoking, including vapor and e-cigarettes, and/or using tobacco products is prohibited in all classrooms, laboratories, offices, conference rooms, hallways, parking lots, and all other rooms in all buildings of the Alamo Colleges and on all property that is owned, leased, rented, or otherwise under the control of the Alamo Colleges, including parking lots and any other property owned by the Alamo Colleges. Department of Public Safety officers will issue a penalty citation to those in violation of the policy. Repeated violations will result in further disciplinary action.
Solicitation

The term “solicit” is defined as advertising, taking of orders, sales, donations, campaigning (political or other), collecting and distributing of literature. Any solicitation on campus must have the approval of appropriate college official, whether such solicitation is by an officially recognized student organization, college organization, governmental agency or other.

CONTACT: Office of Student Development, Leadership & Activities
Student Commons (STCM) 131; (210) 486-5404
Email: nlc-student@alamo.edu

Strategies of Behavioral Interventions (SOBI)

The Strategies of Behavioral Interventions (SOBI) policy at the Alamo Colleges was created to guide our College community to recognize, prevent, and respond, to incidents that are disruptive, threatening or violent.

Examples include (but are not limited to):
  • sign of harassment
  • intimidation
  • extreme anxiety
  • depression
  • threatening harm
  • erratic behavior, or
  • disconnect from reality

The Campus community is encouraged to report these instances through the online reporting form located at: https://publicdocs.maxient.com/incidentreport.php?AlamoColleges

The Northeast College SOBI Team is available to react to reports where there is a concern for a community member’s well-being. In cases where there is an immediate threat to the safety of the individual or the Campus Community, Alamo Colleges Police Department should be contacted first at (210) 485-0911.
Student Code of Conduct

Northeast Lakeview College and all the Alamo Colleges are committed to fostering an environment of thoughtful study and discourse. Shared values that guide the Alamo Colleges in fulfilment of its vision and mission also guide the systematic accumulation of standards of behaviour that students must uphold as well as the responsibilities that they must accept according to policy. Thus, the principles set forth in our Values: Students First, Respect for All, Community-Engaged, Collaboration, Can-Do Spirit and Data-Informed Decision Making are the hallmarks of our Student Code of Conduct. All students are charged with notice and knowledge of the contents and provisions of the Student Code of Conduct.


The act of applying to be an Alamo Colleges student is an explicit acceptance of the Alamo Colleges’ policies, procedures, regulations, and administrative rules. All students shall obey the law, show respect for properly constituted authority, and observe and comply with the Student Code of Conduct and College District policies, procedures, regulations, and administrative rules. The Student Code of Conduct is a Board policy and procedure, and its violation is a violation of Board policy and procedures. The Student Code of Conduct disciplinary process is not intended to punish students, but rather to protect and foster the learning environment, to protect interests of the Alamo Colleges’ community, and to challenge those whose behaviour is not in accordance with the code. When warranted, based on a preponderance of evidence obtained in an investigation of a violation, disciplinary sanctions are imposed and may include prescribed expectations of improvement in terms of various aspects of personal development, academic success, civility, and other measures of relevant success. Sanctions are intended to challenge a student’s moral and ethical decision-making and help them bring their behaviour into accord with our community expectations.
VIOLATIONS

Violations of the student code of conduct include, but are not limited to, the following:

- Damaging, defacing or destroying college property or property of a member of the college community or visitor.
- Deliberate falsification of official college records.
- Conduct of a nature which significantly interferes with college teaching, administration, or other normal activities of the college.
- Stealing.
- Use or possession of alcohol, narcotics, or hallucinatory drugs on campus.
- Any wilful attempt to cause bodily harm to self or others. This includes any act where emergency medical care is required.
- Failure to pay a debt owed to the college, or presentation of a check with intent to defraud.
- Academic dishonesty involving, but not limited to, cheating on a test, plagiarism, and collusion.
- Possession on one’s person or in one’s automobile of a firearm, illegal knife, or other dangerous weapon (such as explosives or fireworks, swords, daggers, or straight razors).
- Any form of hazing.
- Failure to comply with college traffic and parking regulations.
- Sexual harassment.
- Committing any act classified as an indictable offense while on campus or during campus-sponsored activities.
- Misuse of college documents, records or I.D. card.
- Gambling of any nature as described by the Texas Penal Code.
- Violating college policies/regulations concerning registration of student organizations or use of college facilities.
- Unauthorized distribution or posting of printed material on campus.
- Activities or actions interrupting scheduled activities or classes.
• Failure to comply with college regulations/guidelines on student expression and demonstration when there is a mass gathering.

Failure to comply with lawful directions of campus officials acting in performance of their duties.

Students are encouraged to view the Alamo Student Code of Conduct in its entirety at http://mynlccatalog.alamo.edu/content.php?catoid=70&navoid=1725

Student Rights & Responsibilities

Student Rights & Responsibilities is codified in Board Policy F. 6.2. which acknowledges the shared responsibility for student success. In part the policy states, “as members of the Alamo Colleges learning community, students, faculty, staff and administrators all share the responsibility to create an atmosphere where knowledge, integrity, truth, and academic honesty are valued and expected”. Inherit in the academic climate is the expectation that students will assume responsibility for contributing to their own development and learning. There is a direct correlation between student effort and academic success, the degree to which they interact with faculty and peers, and the extent to which students integrate into the campus activities.

The Student Rights and Responsibilities Policy asserts four major areas of student responsibility: Engagement, Communication, Academic Success and Self Responsibility and Responsibility to Others.

See the Board Policy at http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.6.2-Policy.pdf for access to policy in its entirety.
MY WELLNESS AND SAFETY

Communicable Diseases Policy

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), Human Immunodeficiency Virus (HIV infection), Acquired Immune Deficiency Syndrome (AIDS), leprosy, methicillin-resistant Staphylococcus aureus (MRSA), and tuberculosis.

Students with communicable diseases, whether acute or chronic shall be subject to additional provisions based on policy F.3.1.1 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.3.1.1-Procedure.pdf

Proof of Bacterial Meningitis Vaccination Requirement
Effective: Spring 2012

Per Texas State Law (SB 1107), students who meet the criteria below, must provide proper documentation that they have received the bacterial meningitis vaccination within the last five years and at least 10 calendar days before the beginning of the semester.

- All new, transfer or transient students under age 22.
- All returning students under the age of 22, who have experienced a break in enrollment of at least one fall or spring term.
- Students enrolled in online or dual credit courses who physically attend classes at any of the Alamo Colleges.
- New or returning continuing education students enrolled in a course or program that is at least 360 contact hours.

As of October 1, 2013, the proof of bacterial meningitis vaccination is required only of new, transfer, or transient students under the age of 22.
Some students have disabilities that challenge their capacity to succeed in the classroom. Disability Support Services at the Alamo Colleges will assist students with acquiring the tools they need to be successful in college. Students who are eligible for disability-related services, including students who need accommodation in online courses, must have a temporary or permanent disability as defined by the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. Under the ADA and Section 504, a person is disabled if he or she has a physical or mental impairment that substantially limits one or more major life activities such as walking, standing, seeing, speaking, hearing, or breathing. For specific information regarding disability services.

CONTACT:
Disability Support Services
Student Commons (STCM) 222H
(210) 486-5487
nlc-dsscounsel@alamo.edu
http://www.alamo.edu/nlc/Disability/

Personal Attendant Care

The Alamo Colleges are committed to providing all students equal access to its programs, facilities, and services. In keeping with this commitment, the Alamo Colleges recognize that a Personal Care Attendant (PCA) may be necessary to address the personal needs of a student with a disability in order for that student to fully participate in the college’s offerings.

Students who require personal care attendant services are encouraged to provide a PCA to assist the student with personal needs as well as to facilitate full integration into the college experience as reasonably possible. It is not the responsibility of the Alamo Colleges to provide personal care attendant services to meet the personal needs of the students. It is the sole responsibility of the student to provide a PCA to assist the student should an attendant need to be hired.
Americans with Disabilities Act Student Grievance Procedure

STUDENT COMPLAINTS
Students who feel that they have been discriminated against or who feel that the College District has not adequately fulfilled its obligations under the provisions of Title IX, Section 504, or the ADA may address their concerns to the coordinator or file a complaint pursuant to the College District’s student grievance procedures (see F.4.3 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.3-Policy.pdf and F.4.4 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.4-Policy.pdf).

Campus Sex Crimes Prevention Act

Sex offenses are crimes of a sexual nature. They vary in type and can be misdemeanors or felonies. Felony offenses are more serious crimes than misdemeanors.

The Texas Department of Safety (DPS) has established a website as the official internet source for Sex Offender Registration Information https://records.txdps.state.tx.us/SexOffender/index.aspx. The Sex Offender Registration open record information is extracted from the DPS Sex Offender Registration Database. DPS maintains a file based on registration information submitted by criminal justice agencies and represents a statewide source of information on sex offenders required by law to register.

Clery Act

The Clery Act requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses. Compliance is monitored by the United States Department of Education, which can impose civil penalties, up to $35,000 per violation, against institutions for each infraction and can suspend institutions from participating in federal student financial aid programs.
Alamo Colleges Police Department

The Alamo Colleges Police Department provides law enforcement and security services to all components of the Alamo Colleges, including academic campuses and a variety of satellite facilities in its service region (Bexar and Guadalupe Counties).

The Alamo Colleges Police Department is the primary police authority for the colleges of the Alamo Colleges. Our Police Officers are certified Texas Peace Officers as defined in Article 2.12 of the Texas Code of Criminal Procedure.

Police protection is provided 24 hours a day, 365 days a year. The primary objective of the patrol officer is to provide a safe environment for employees, students, and the community. The department is responsible for:

- Emergency services
- Criminal investigations
- Traffic enforcements/ investigations
- Providing escorts
- Crime prevention
- Responding to call(s) for service
- Non-emergency request(s)
- Parking management
- Lost and Found
- Compliance with the Campus Security Act of 1990

The Department of Public Safety (DPS) at NLC office keeps a “Lost and Found” for the campus. Unclaimed items are disposed of at the end of each semester. Found items should be sent to DPS as soon as possible.

Location: Facilities (NFAC 121)
Contact: (210) 486-5607
**Complaint Against Police Officer**

The Government Code of the State of Texas requires that in order for a complaint, against a law enforcement officer in the State of Texas, to be considered by a Chief of the head of a Police Department, the complaint must be placed in writing and signed by the person making the complaint. A copy of the signed complaint must be presented to the affected officer or employee within a reasonable amount of time after the complaint is filed and before any disciplinary action may be taken against the affected employee (Sec. 614.022-023 http://alamo.edu/main.aspx?id=3828). For additional information regarding the complaint process consult the Alamo Colleges Police Department website http://alamo.edu/district/police/.

**Concealed Weapons**

In accordance with Texas Penal Code Ch 46, it is a felony to intentionally, knowingly or recklessly possesses a firearm, illegal knife or prohibited weapon (with or without a concealed handgun permit) on the physical premises of a school or educational institution, to include any buildings or passenger transportation vehicles under the direct control of the education institution.

Entering District premises or any off-campus premises at a District-sponsored activity, function or event, with a prohibited weapon, unless pursuant to written regulations or written authorization of the College.

This prohibition shall not normally apply to instructional supplies such as pencils, compasses, and the like, unless those instruments are used in a menacing or threatening manner.

Weapons shall include, but not be limited to, the following:
- Explosive weapons
- Firearms
- Firearm ammunition
- Switchblades or other illegal knives
- Martial arts weapons
- Chemical-dispensing devices
- Fireworks
• Straight razors
• Clubs and other weapons as more specifically defined in the Penal Code of the State of Texas and the City of San Antonio, Texas.
• Laser pens

Lockers and cars parked on College campus or on premises leased or used for official District or College functions may be inspected by College personnel if there is reasonable cause to believe they contain weapons.

**Contacting Students in Case of an Emergency**

The Alamo Colleges has implemented a mass emergency communication system. In the event of a College emergency or closure, students will be notified through email, voicemail, and text message. Participation for text messaging is on an “opt in basis,” and you are encouraged to participate by logging in to your ACES account by clicking on “My Page” link. In order to ensure successful delivery of emergency notifications, all students are encouraged to periodically review the accuracy of his/her contact information on file.

**Drug-Free Schools and Communities Act Amendments of 1989**

In accordance with the Drug-Free Schools and Communities Act Amendments of 1989, the Alamo Colleges has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by a student on its property or as part of any of its activities. The Alamo Colleges recognized the importance of awareness about alcohol and other drug abuse. Visit the online college catalog for the standards of conduct and legal and disciplinary sanctions for unlawful possession or distribution of illicit drugs and alcohol abuse.

**Emergency Plan**

Take these simple precautions to protect yourself and your property:
• If you are leaving campus late at night, use the buddy
system so you are in contact with at least one other person. Do not take short-cuts at night and stay on well-traveled paths.

- If you want a safety escort at any time, contact the police at 210-486-0099—an officer or courtesy patrol will be glad to assist.
- Keep purses, laptops, books, backpacks, coats and other personal property with you. Don’t leave them unattended, even for a short time.
- Lock your car and store valuables in the trunk. Never leave keys in the ignition or valuables on the seats.
- Before entering your parked car, review it for signs of break-in or someone hiding on the floor.

For more information about NLC’s emergency plan please visit our website: http://www.alamo.edu/main.aspx?id=556

**Hazing**

Any kind of hazing is forbidden. “Hazing” is defined as any intentional, knowing, or reckless act, occurring on or off the College campus, by one person alone or acting with others, directed against a student, that endangers the mental or physical health or safety of a student for the purpose of pledging, being initiated into, affiliating with, holding office in, or maintaining membership in any organization whose members are or include students at the College.

The term includes, but is not limited to:

- Any type of physical brutality, such as whipping, beating, striking, branding, electronic shocking, placing of a harmful substance on the body, or similar activity;
- Any type of physical activity, such as sleep deprivation, exposure to the elements, confinement in a small space, calisthenics, or other activity that subjects the student to an unreasonable risk of harm or that adversely affects the mental or physical health or safety of the student;
- Any activity involving consumption of a food, liquid, alcoholic beverage, liquor, drug, or other substance which subjects the student to an unreasonable risk of harm of which adversely affects the mental or physical
health or safety of the student;
• Any activity that intimidates or threatens the student with ostracism, that subjects the student to extreme mental stress, shame, or humiliation, or that adversely affects the mental health or dignity of the student or discourses the student from entering or remaining registered at the College, or that may reasonably be expected to cause a student to leave the organization or the College rather than submit to acts described in this subsection;
• Any activity that induces, causes, or requires the student to perform a duty or task which involves a violation of the Penal Code.

Interrogations and Searches

The Alamo Colleges respects the right of students to privacy and security and against arbitrary invasion of their person or property. However, school officials have a limited right to search students or their property when in the interest of overall welfare of other students or when necessary to preserve good order and discipline of the school. If no search warrant is obtained, any prohibited item within “plain view” is subject to seizure.

Areas such as lockers and desks, which are owned and controlled by the Alamo Colleges, may be searched by school officials when they have reason to believe that stolen items or items prohibited by law or by Board policy are contained in the area. Indiscriminate searches in the nature of “fishing expeditions” shall be prohibited.

Protecting Your Property

PERSONAL PROPERTY
Anticipate potential risk and take steps to remove or reduce it. Ninety percent of prevention is the public’s awareness. Help reduce your risk by:
• Marking all books, backpacks, cell phones, etc with name and driver’s license number
• Programming emergency numbers in cell phone
• Reporting all stolen books to local bookstore, and campus police
• Guarding your personal belongings at all times (computers, electronic devices, jewelry, purses, wallets, etc.)

VEHICLE SAFETY
A vehicle in a parking lot is an inviting target for theft, vandalism or burglary. To minimize the risk of these crimes:
• Remove ignition key
• Lock all doors
• Secure all windows
• Avoid leaving valuables in the vehicle, but if you must, lock them in the trunk before departing your home
• Use anti-theft locks
• Consider installing an alarm system
• Record serial numbers of radio, stereo or other equipment
• Report suspicious activity in parking lots

Rehabilitation Act

No person shall, on the basis of race, color, religion, gender, national origin, age, veteran status, genetic information, sexual orientation or disability, be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity sponsored or conducted by the College District (see F.1.1 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.1.1-Policy.pdf).

STUDENT COMPLAINTS
Students who feel that they have been discriminated against or who feel that the College District has not adequately fulfilled its obligations under the provisions of Title IX, Section 504, or the ADA may address their concerns to the coordinator or file a complaint pursuant to the College District’s student grievance procedures (see F.4.3 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.3-Policy.pdf and F.4.4 http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.4-Policy.pdf).
Sexual Harassment

Students shall not engage in sexual harassment toward another student or an Alamo Colleges employee. When a charge of sexual harassment against a student is substantiated, the college shall take disciplinary action pursuant to the Student Code of Conduct set forth in F.4.2 [http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2-Policy.pdf](http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2-Policy.pdf) and F.4.2.1 [http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.1-Procedure(3).pdf](http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.1-Procedure(3).pdf). Sexual harassment by a student includes unwanted and unwelcome verbal or physical conduct of a sexual nature, whether by word, gesture, or any other sexual conduct, including requests for sexual favors.

Sexual harassment includes, but is not limited to:

1. Unwelcome physical contact of a sexual nature such as inappropriate touching.
2. Overt or implied threats against an individual to induce him/her to perform sexual favors or to engage in an unwelcome sexual relationship.
3. Verbal innuendos or jokes of a sexual nature, including graphic or degrading verbal comments about an individual or his/her appearance.
4. Use of sexually suggestive terms or gestures to describe a person’s body, clothing, or sexual activities.
5. Displaying or posting offensive sexually suggestive pictures or materials on College District property.

The Chief Student Affairs Officer or designee shall promptly investigate and address all complaints of sexual harassment filed against a student whether the complaint is brought forward by another student or an Alamo Colleges employee pursuant to the Student Code of Conduct. F.4.3.1 [http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.3.1-Procedure.pdf](http://alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.3.1-Procedure.pdf)

Neither the Alamo Colleges nor any College employee, agent, or student shall retaliate against a student who, in good faith, reports perceived sexual harassment.
Title IX at Northeast Lakeview College

Title IX is a federal law that prohibits discrimination based on sex (gender) of employees and students of educational institutions receiving federal financial assistance. Title IX's prohibition of discrimination includes acts of sexual harassment and relationship violence. Northeast Lakeview College does not tolerate sex discrimination, sexual harassment or sexual violence of any kind.

To ensure compliance with Title IX, Northeast Lakeview has a designated Deputy Title IX Coordinator to address such violations. Sex and gender-based misconduct is defined within Policy, H.1.2 Civil Rights Discrimination, Harassment and Retaliation (http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2-Policy.pdf)

Each of the Alamo Colleges has a Title IX Coordinator or a designee. An individual may file a grievance with the Title IX Coordinator if the complainant believes there was discrimination. The complaint should be filed as soon as possible and preferably within 180 days after the alleged incident. To file the complaint, the individual may make a verbal statement to the Deputy Title IX Coordinator or make a written statement, detailing the violation of the policy. It is important that the complainant explain what he or she would like to result from the resolution of the complaint.

Deputy Title IX Coordinator for Northeast Lakeview College
Dr. Debbie C. Hamilton, Vice President for Student Success
STCM 222M Student Commons
210-486-5420

Anyone who believes they have been subjected to gender-based or sexual discrimination or harassment ("sex and gender-based misconduct") is encouraged to report these incidents to the Deputy Title IX Coordinator. Upon receiving a report, Northeast Lakeview College will respond promptly, equitably, and thoroughly. In addition, the College will take steps to prevent the recurrence of the alleged sex and gender-based misconduct and correct its effects, if appropriate. The College is committed to providing a learning environment free from gender-based discrimination or harassment.
Students who wish to file criminal charges should make contact with the Alamo Colleges Police Department (ACPD). The case may be investigated by the ACPD or in collaboration with the San Antonio Police Department and the surrounding municipalities. The decision of whether or not to file criminal charges does not affect the responsibility of the College to act on a complaint brought to the Administration.

IMPORTANT NOTE ABOUT CONFIDENTIALITY

Any College official (e.g., faculty member, faculty or staff advisors to Student Organizations, dean, etc.) informed of an allegation of sex and gender-based misconduct involving students or other members of the College community is required to file a report with the Deputy Title IX Coordinator. Certain college officers who are serving in a privileged professional capacity (e.g., counselors, clergy, rape crisis counselors, medical service providers) are not bound by this expectation, except as required by law. The Counseling Department at Northeast Lakeview is located in STCM 222H.

When a report of sex and gender-based misconduct is investigated, the Complainant (person bringing the complaint), the Respondent (accused) and all identified witnesses who are interviewed in the investigation, will be notified of the College’s expectation of confidentiality/privacy. The College will make all reasonable efforts to maintain the confidentiality/privacy of the parties involved in sex and gender-based misconduct investigations. Breaches of confidentiality/privacy will be reviewed and may be considered a violation of the policy and may result in additional disciplinary action. Any action that could be deemed retaliatory will be dealt with according to this procedure.

A Complainant may make a request for anonymity. This type of request means that the Complainant does not want his/her identity known to the respondent or witnesses, or that the Complainant wishes to withdraw a report. In these situations, the College will make all reasonable attempts to comply with this request; however, the College’s ability to investigate and respond may be limited.
In addition, the College is required by Title IX to weigh the Complainant’s request for anonymity with the College’s commitment to provide a reasonably safe and non-discriminatory environment. If the College cannot maintain a Complainant’s request for anonymity she/he will be notified by the Title IX Coordinator. In situations where a member of the College community becomes aware of a pattern of behaviour by a single Respondent, use of a weapon or drugs the College will take appropriate action in an effort to protect the College community.

Jurisdiction

The College is able to respond formally to alleged incidents of sex and gender-based misconduct:

• that occurred on campus,
• that were part of official College programs (regardless of location), or
• where the Complainant and Respondent are a student, member of the faculty, staff or administration of the Alamo Colleges.

If the offender is unknown or is not a member of the College community, the Title IX Coordinator (or designee) will assist students in identifying appropriate campus resources or local authorities if the student would like to file a report. In addition, the College may take other actions to protect the student and the community.

Interim Measures

During the investigation and until resolution of the matter, interim measures may be issued, including but not limited to: restrictions on contact between the Complainant and the Respondent, bans from areas of campus, and/or appropriate changes in academic, or employment schedule. Failure to adhere to the parameters of any interim measures is a violation of policy and may lead to additional disciplinary action.
Informal Resolution

In instances where it is deemed possible and safe, the College may choose to resolve reports through informal means. If it is determined that an informal resolution may be appropriate, the Title IX Coordinator will speak with the Complainant about this option. If the Complainant agrees, the Title IX Coordinator (or designee) will speak with the person alleged to have engaged in misconduct. If a satisfactory resolution is reached through this informal conversation, the matter will be considered completed. If these efforts are unsuccessful, a formal investigation process may commence.

Informal Resolution is not an option in cases involving allegations of sexual assault.

Investigation

Reports of alleged sex and gender-based misconduct will be investigated in a thorough and prompt fashion. Following the receipt of a report, if it is determined that there may be a reason to believe that a policy may have been violated, a formal investigation may commence. If investigation is to commence, the Respondent will be notified that a report has been filed and he/she will have the opportunity to submit a written statement within five (5) business days, whenever possible. The Respondent and Complainant will be given the opportunity to meet separately with the Title IX Coordinator (or designee) to review the Policy and procedure. Please see the procedures in Policy H.1.2.1 (http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2.1-Procedure.pdf)
Retaliation

Any attempt by a member of the College community to penalize, intimidate, or retaliate in any way against a person who makes a report of or who is otherwise involved in an investigation of discrimination or harassment is completely prohibited. Any person who believes that he or she has been the victim of retaliation for reporting discrimination or harassment or cooperating in an investigation should immediately contact the Title IX Coordinator. Any person who retaliates against a person in response to a report or cooperation in an investigation will be in violation of policy and will be subject to the appropriate discipline process.

Additional reporting options include:
District Title IX Coordinator:
Linda Boyer-Owens
201 Sheridan St. Bldg A
San Antonio, TX 78204
210-485-0200

Regional Office of Civil Rights
Region VI - Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)
Jorge Lozano, Regional Manager
Office for Civil Rights U.S. Department of Health and Human Services
1301 Young Street, Suite 1169
Dallas, TX 75202
Voice Phone (800) 368-1019
FAX (214) 767-0432
TDD (800) 537-7697
COLLEGE LINGO

3-PEAT
Third attempt tuition charge. Due to state legislation passed Spring 2005, Alamo Colleges will no longer be reimbursed by the state for courses taken by students who have attempted the same course three or more times previously (which include courses taken that results in a grade of “W”). Therefore, the tuition for such a “three-peat” course will be the current cost for out of state tuition.

6 Drop Rule:
Effective Fall 2007, an institution of higher education may not permit an undergraduate student a total of more than six dropped courses, to include any courses a transfer student has dropped at another institution of higher education. Students can request an exemption with Admissions and Records and provide proof of just cause.

27-Hour Rule:
Effective Fall 2012, students taking in excess of 27 hours of Developmental Education courses will be charged an additional rate of $112.00 per hour for In-District and $168.00 per hour for Out-of-District. No additional charges are assessed to non-resident/international students.

120 Hour Rule:
Effective Fall 2008, the minimum required credit hours for a degree (currently 120 hrs.) will be the maximum allowed required credit hours for the completion of a baccalaureate level degree program. Students will be charged an additional rate on tuition at the university level after 120 hours.

ACADEMIC DISHONESTY
Allegations which include, but not limited to cheating on a test, plagiarism, and collusion. Punitive actions and sanctions may be imposed.

ACADEMIC DISMISSAL
Status of a student not allowed to enter classes for at least
one regular semester; results when a student on Academic Probation during a semester fails to meet minimum academic standards prescribed by the Alamo Colleges.

ACADEMIC PROBATION
Applied to a student whose grades are below minimum performance standards at the end of a semester. Removal from probation is accomplished by meeting the standards while on probation. Failure to meet the standards while on probation for two successive regular semesters results in “Academic Dismissal.”

ACADEMIC YEAR
From August to July, including Fall and Spring semesters and summer sessions.

ACES
Alamo Colleges Educational Services is a web-based portal which can be modified by each user to meet his or her online needs and preferences. Features include email, announcements, and access to course materials.

ADD
Enrollment in a course after initial registration.

ADVISOR
A person that guides the student throughout their academic career and advises the student on educational, career and transfer planning. Provides assistance on scheduling and selection of courses, registration, creating individualized success plan and academic progress.

APPEALS
A student request for reconsideration or review of a decision made affecting financial aid suspension, dismissal, grade change, prerequisite challenge, disciplinary action, etc.

ASSOCIATE DEGREE
Granted by a two-year college and offered at the Alamo Colleges; usually 66 or more semester credit hours.
AUDIT A CLASS
A student may register in a course for non-credit status. A grade of “NC” is assigned to auditing students. An additional audit fee is required.

“BASICS”
Term generally used by students to describe courses which satisfy general education requirements for a degree. Caution: Courses may differ based upon major, field of study, transfer institution, or catalog year.

BASIC SKILL LEVELS
Student must have tested out or completed a certain course or courses to prove he/she demonstrates the appropriate skill level to enter the next higher-level course. Prerequisites for classes are listed with the course descriptions in the online College Catalog.

BURSAR
The Business Office where students may pay bills or handle any of the financial aspects of their student account.

CATALOG/BULLETIN
Publication which gives college information, degrees/programs, admissions and graduation requirements.

CENSUS DATE
The date on which the college certifies enrollment to the State. Courses dropped by students on or prior to the Census Date will not appear on permanent records and will not affect the three attempt rule.

CERTIFICATE OF COMPLETION
Awarded to students who complete designated courses within an Associate of Applied Science program.
COLLEGE INSTRUCTOR
College and university faculty are ranked (lowest to highest) as adjunct, lecturer, instructor, assistant professor, associate professor or full professor.

COLLEGE LEVEL
Courses that require college level skills particularly in the areas of reading, mathematics, and writing, usually based upon the results of college entry tests and/or previous academic records.

COLLUSION
The unauthorized collaboration with another person in preparing any coursework/assignment.

CO-LISTED CLASSES
Courses that may be taken either for credit or non-credit (continuing education).

CORE CURRICULUM
All degrees at NLC require a “general education core” and are required at all Texas public institutions. All Alamo Colleges require the same core curriculum and upon completion it will be transferable to any Texas public institution of higher education.

CO-REQUISITE
A course that has to be taken at the same time as another course.

CORPORATE AND COMMUNITY EDUCATION
Provides a variety of quality, relevant and essential traditional and non-traditional educational programs to individuals, businesses, and the community to help fulfill employer training needs, as well as the career and/or personal training aspirations. Also referred to as Continuing Education.

COUNSELOR
Provides services which may include personal and crisis counseling.
COURSE NUMBER
All credit courses offered by NLC are identified by a four-digit number.
The first number identifies the level of the course:
  0 – Developmental
  1 – Freshman
  2 – Sophomore
The second number indicates the semester credit hour (SCH) value of the course.
The third and fourth numbers distinguish the courses within a program area.

CURRICULUM
Set of courses or program of study outlined in a degree plan, or lessons taught in a course.

DEAN
An administrator in charge of a group of departments of the college.

DEGREES
ASSOCIATE – Granted by two-year college; usually 60 or more semester hours of credit. Offered by the Alamo Colleges
BACHELOR – Granted by four-year college or university; usually 124 or more semester hours of credit. MASTER – Granted by some colleges and most universities; usually 36+ semester hours of graduate-level courses beyond the bachelor’s degree, plus a major research paper (thesis).
DOCTORATE (Ph.D., Ed.D, etc.) – Granted by a few colleges and some universities; usually 45+ semester hours of graduate-level courses beyond the Master’s degree, plus extensive research and intensive written report (dissertation).

DEPARTMENT CHAIR
The head of an academic department.
DEVELOPMENTAL COURSES
Courses designed for students whose records indicate that they need preparation for entering college level courses.

DISCIPLINE
May refer to a course or related courses in a given subject area, such as history.

DISTANCE EDUCATION/Distance Learning / Online Learning
NLC offers online courses through the Learning Management System – CANVAS. Students and faculty meet in either a synchronous or asynchronous mode in the online classroom which is delivered over the Internet.

DROP
Voluntary or involuntary official withdrawal from a course.

DROP-SLIP
In order to officially withdraw from a course the form, “Notice of Change” must be submitted to the Admissions and Records Office. Ask your instructor for “drop” procedures applicable at various times of each semester.

ELECTIVE
A course you choose to take that is not a required part of your regular curriculum.

EXTRACURRICULAR ACTIVITIES
Activities that occur outside the classroom during the student’s personal time.

EXTRAMURAL SPORTS
Extramural Sports offers the opportunity to participate in competitive activities through tournaments and leagues. In order to be eligible to participate in Extramural Sports, participants are required to be enrolled in at least 9 college credit hours and maintain a minimum 2.0 GPA. These requirements will be verified and monitored during the semester.

FACULTY ADVISOR
Assists students with particular requirements for each
department’s major or field of study, and assess what courses are needed to complete the degree plan.

**FLEX CLASS**
Courses that are only 8 weeks in length: Flex I — 1st 8 weeks and Flex II — 2nd 8 weeks of the semester.

**FINALS**
Final examinations. End-of-semester course examinations in each subject, of about 2-1/2 hours duration. Refer to the College Catalog for the exam schedule.

**FINANCIAL AID**
Various forms of financial assistance for students including grants, scholarships, student loans, and work-study. Pell grants are the most common form of financial aid.

**FRESHMAN**
A student with less than 30 semester hours of college level credit.

**FULL-TIME STUDENT**
Student taking 12 or more credit hours in a semester/term; some grants, loans, or scholarships may require this status.

**GPA (GRADE POINT AVERAGE):**
Numerical grade average calculated on completed courses. The minimum GPA for Good Standing is 2.0.

**GRADE/QUALITY POINTS**
Quality points are number values assigned to the letter grades, e.g. A=4 points, B=3, C=2, D=1, F=0.

**GRADUATE**
A student who has satisfied the minimum requirements for their degree program with a minimum cumulative grade point average of a 2.0.

**GRANTS**
Federal and state financial aid funds that do not have to be paid back. Students required to apply once per year.
GRIEVANCE POLICY
A process in which students may elect to resolve conflicts where there is clear and convincing evidence that the student has been treated unfairly or abusively by faculty or college personnel. A copy of this policy is available on-line.

HYBRID COURSE
Combines traditional lecture, discussion or lab sections with online or other computer-based learning. Hybrid courses move a significant part of the course work to the computer or Internet, which reduces the amount of time you will spend in a classroom setting.

HOLD
Prevents registration and indicates the action that the student needs to take before he/she can register for classes. Examples include parking tickets, library fines, missing transcripts and academic progress issues.

HONORS LIST
Earning a 3.5 or higher grade point average. Student may be enrolled part-time (6-11) semester hours or full time (12 or more) semester hours.

INSTALLMENT PLAN
Students may elect to utilize the installment plan to pay for their tuition. 20% of their tuition is due by the payment deadline based on their registration date and the remaining 80% is divided into 4 equal installments. An additional $25 fee is required for this service and paid at the time of setup.

INTERNET COURSE
Students participate in the class by using the internet for all or part of the coursework. The instructor posts a webpage which contains course information and assignments. Communication between students and instructors occurs by e-mail.

INTRAMURAL SPORTS
The purpose of Intramural Sports activities is to provide students, staff, and faculty the opportunity to participate in
activities that are fun, promote wellness, and encourage socialization. In order to be eligible to participate, you must be an enrolled student or currently employed staff or faculty.

**JOINT ADMISSIONS**
Agreements between the community college and universities which allows a smooth transfer process for students by identifying courses for transfer. This program gives you access to the university resources such as library before you even begin taking classes there.

**LIBRARY**
The College Library provides access to library resources both physical and electronic, student information technologies, course reserves, interlibrary loan, reference and information literacy instruction necessary to support and supplement the teaching-learning programs of the College as well as lifelong learning.

**MAYMESTER** (3 weeks)
Session offered between the Spring and first Summer session. A Full-Time Student is enrolled in 3-4 semester hours.

**OLRN – 0001**
This no-fee, no-credit “mini-course” will provide students with basic skills that impact success in online classrooms as well as orient students to the basics of the learning management system. For more information about OLRN 0001, please see the Distance Learning support page. http://www.alamo.edu/main.aspx?id=4892

**PAYMENT PLAN**
Students may elect to utilize the payment plan to pay for their tuition. 34% (down payment) of their tuition is due by the payment deadline based on their registration date and the remaining 66% is divided into 2 equal preset monthly payments. An additional
$25 fee is required for this service and paid at the time of setup with the down payment.

PERMANENT RECORD
A student’s permanent record, part of the official archives of the College, containing personal data, test scores, summary of transfer and admissions information, Alamo Colleges courses attempted, grades, grade points, and scholastic status.

PLAGIARISM
In college, plagiarism generally means copying and submitting for course credit a sentence, paragraph, or article, without identifying or crediting the source. Plagiarism usually results in a failing grade.

PRE-MAJOR/FIELD OF STUDY
Refers to primary area of study or concentration required for a degree.

PRE-REQUISITE
A course which must be completed prior to taking another course.

PRIORITY REGISTRATION (Time Ticket)
A time of registration where current students get to register earlier than newly admitted students.

RECRUITER
A person who provides outreach and support for area high schools, businesses, and community organizations. Support may include: testing, admissions and financial aid information.

REPEATED COURSES/GRADE RECALCULATION
If a student repeats a course, the higher grade earned is considered in assigning grade points. It is the student’s responsibility to fill out a recalculation form at Admissions and Records for this consideration. Other colleges and universities may not follow this practice.

SCHEDULE OF CLASSES
A publication giving instructions for enrollment, course
numbers, information about the times, locations, and instructors of the classes offered and registration facts; issued before each semester. Available online only.

SCHOLARSHIPS
Eligibility criteria varies; financial aid awards made on competitive basis. Funds not required to be repaid.

SECTION NUMBER
Identifies the class day, time, location, and instructor of each class, e.g., on the schedule there may be several classes of the English 1301 course. Each class, called a “section”, is denoted by digits appearing after the decimal: Eng.1301.001, Eng.1301.002, etc.

SEMESTERS & COURSE LOAD
The Alamo Colleges offers courses in a variety of formats ranging from 3 to 16 weeks in duration. Students may take a maximum number of courses as designated for the respective semester. No student may enroll for more than 18 semester hours during Fall and Spring semesters or full time during Maymester, Flex and Summer Sessions except by written authorization of the Vice President for Student Success or a designee.

SOPHOMORE
A student who has 31 to 60 semester hours of college level credit.

STUDENT CODE OF CONDUCT
Includes acceptable and unacceptable conduct on campus and consequences for student’s actions.

STUDENT HANDBOOK
Outlines the rights and responsibilities of Alamo Colleges students. The Handbook is only available online.

STUDENT LOANS
• Short term loans – offered during registration to cover the cost of tuition, only awarded to students guaranteed to receive grant funds, must be repaid within 30 days.
• Long-term loans – amount borrowed determined by
student financial need, repayment begins 6 months after graduation or withdrawal from school.

SUMMER SESSION (5, 8 & 10 weeks):
Sessions are offered June – August, the length varying by class. A Full-Time Student is enrolled 6 or more credit hours. A Part-Time Student is enrolled in fewer than 6 semester credit hours.

SYLLABUS
An overview of the assignments and activities to be included in a course; a contract between the student and instructor.

TRANSCRIPT
A permanent record of the courses you have attempted and the grades you received. It also includes the courses you withdrew from after the Census Date. An official transcript includes the college's seal and the registrar’s signature. An official transcript is requested by your transfer institution.

TRANSFER CREDIT
Courses that another college or university will accept to meet its requirements.

TRANSFER PLAN
An education road map for successful transfer from Alamo Colleges to the four-year university. A Transfer Plan may not lead to a degree at Northeast Lakeview College.

UNDERGRADUATE
Classification applied to any student with less than a Bachelor’s degree.

WEB ADVISING
Available online or via e-mail for students who have questions or concerns about registration, their academic needs or available student support services. nlc-nladmin@alamo.edu

WORK-STUDY
Student employment on campus; only available to students receiving Pell grant.
CAMPUS INFORMATION
AND LOCATIONS

NORTHEAST LAKEVIEW COLLEGE

Academic Support Center 486-5366
Admissions/Records 21Alamo 212-5266 (STCM 101)
Assessment (Testing) Office 486-5401 (Option #6) (STCM 227)
Bookstore 210-486-5449 (STCM 133)
Business Office 21Alamo (212-5266) (STCM 103)
Campus Police 485-0099 non-emergency/ 222-0911 for Emergencies
Career Services & Job Placement 486-5401 (Option #9) (STCM 124)
Continuing/Community Education 486-5316
Course Exam Center 486-5378
Crisis Counseling 486-5401 (Option #8) (STCM 222D)
Disability Services 486-5401 (Option #7) (STCM 222H)
Distance Learning eLearning Center 486-5372
IT Helpdesk 486-5777
Financial Aid 21Alamo (212-5266) (STCM 102)
General Advisors 486-5401 (Option #4) (STCM 101)
Library 486-5387
Public Relations 486-5470
President’s Office 486-5484
Student Development, Leadership & Activities 486-5404 (STCM 131)
Academic Support Center (Tutoring) 486-5366
Veterans Affairs 486-5401(Option #5) (STCM 111)
Vice President for Academic Success 486-5425
Vice President for Student Success 486-5420
Workforce Training 486-5316
SAN ANTONIO COLLEGE
Admissions and Records 21Alamo (212-5266)
Assessment Center 486-0444
Bookstore 733-5960
Business Office 21Alamo (212-5266)
Campus Police 485-0099
Counseling Center 486-0334
Disability Support Services 486-0020
Job Placement 486-0135
Library 486-0554
Student Life 486-0125
Financial Aid 21Alamo (212-5266)
Transfer and Career Center 486-0864
Veterans Affairs 486-0111
THE ALAMO WAY

Always Inspire. Always Improve.

ALAMO COLLEGES

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alamo.edu/nlc