STUDENT SERVICES

LCCC recognizes its students juggle multiple roles while attending college and offers services that support students from connection through completion using an integrated and holistic approach. We recognize students as individuals with diverse needs and intentionally create a student-centered experience, and strongly encourage students to reach out and ask for or seek out assistance. Visit the programs and links below to learn more about the holistic student support services to help you balance your life and goals while attending LCCC.

We also know that sometimes it is difficult to ask for help. So, to complement these services, students enrolled at LCCC also receive Success Messaging, which delivers personalized, interactive, in-time text messages. Throughout each semester, students will receive positive reinforcement, nudging towards support services, and reminders about upcoming registration periods. Your assigned academic advisor and professors may also check in with you, facilitate outreach to see how we can help, or refer you to resources that may be helpful to you along the way.

Student Surveys: Why Should I Complete Them?

LCCC is committed to student success and to providing excellent service. As an LCCC student, we may ask you about your needs, challenges, successes and experiences directly or through surveys, polls, and other communication channels. While participation is always voluntary, we strongly encourage you to engage with us in this way, as the results of these efforts are used to continually improve and evolve our services so we can help students with all types of needs and backgrounds fully engage with LCCC and fulfill their goals.

Need help finding or navigating student services? Ask to be connected with our Student Services Navigator. This role is designed to help students access services, navigate policies and procedures, and problem-solve.

Student Communications

While attending LCCC, it is important to use your LCCC student email address and Canvas messaging (in the case of your classes), as these are two official channels of communication between students, faculty, and staff. Using these systems helps us verify we are emailing directly with you if we need to share information regarding your student records.

Past emails sent to all enrolled students are easily retrieved, as they are posted here for future reference: Student Communications - Lorain County Community College (lorainccc.edu) (https://www.lorainccc.edu/admissions-and-enrollment/student-communications/)

RAVE Mobile Safety (https://www.lorainccc.edu/security/rave/) is LCCC's primary alert system for sending emergency notifications. Additional information about other LCCC mobile apps can be found here (https://www.lorainccc.edu/campus-technology/lccc-mobile/).

Recommended Student Technology

LCCC offers services and classes using different approaches to meet student needs. All LCCC students are advised to have specific, basic technology access in place to be able to fully engage with their classes and the support services we offer.

- Reliable internet at home or accessible off-campus
- Laptop or home computer
- Microphone and camera for engagement in virtual meetings, appointments, and classes

Our Student Technology Guide (https://www.lorainccc.edu/security/lccc-prepared/student-technology-guide/) can be used to make sure you have what you need to be successful in both in-person and virtual environments this Fall.

Resources to help with enrollment and financial needs:

Whether you are new to LCCC or returning to us after some time away, we welcome you to our student-centered college and are excited to help you enroll in classes. As you prepare for your semester or encounter challenges, our teams can connect you to the resources you need.

The links below provide detailed information about services to assist you with enrollment at LCCC.

- Admissions (https://www.lorainccc.edu/admissions-and-enrollment/)
- Advocacy and Resource Center (ARC) (https://www.lorainccc.edu/support-services/arc/)
- Bookstore (http://bookstore.lorainccc.edu/home.aspx)
- Enrollment/Registration (https://www.lorainccc.edu/admissions-and-enrollment/register-for-classes/)
- Student Financial Aid (https://www.lorainccc.edu/paying-for-college/financial-aid/)
- International Student Services (https://www.lorainccc.edu/international/)
- Prior Learning Assessment (https://www.lorainccc.edu/prior-learning-assessment/)
- Records (https://www.lorainccc.edu/admissions-and-enrollment/records/)
- Student Accounts (Bursar) (https://www.lorainccc.edu/paying-for-college/pay-your-bill/)
- Testing and Assessment Center (https://www.lorainccc.edu/testing-and-assessment/)
- Transfer and Special Admissions (https://www.lorainccc.edu/admissions-and-enrollment/transfer-information/)
- Veterans Services (https://www.lorainccc.edu/veterans/)

Resources to support learning:

- Accessibility Services (https://www.lorainccc.edu/accessibility-services/)
- Library (https://www.lorainccc.edu/library)/)
- Student Development Courses (SDEV) (http://catalog.lorainccc.edu/course-descriptions/sdev/)
- Tutoring (https://www.lorainccc.edu/tutoring/) (Academic Support Center)

Resources to help with academic, transfer, and career planning:

LCCC believes every student's dream matters and provides integrated services to help students explore certificate and degree programs, transfer partnerships, and entrepreneurial and career opportunities. LCCC's assigned advisor model offers each student a point of contact who can help them explore the college's nine career pathways and connect to additional resources that support the achievement of academic and career goals.

- Academic Advising (https://www.loraincccc.edu/admissions-and-enrollment/advising-and-counseling/)
- Choose a Major (https://www.lorainccc.edu/career-services/)
- Commodore Career Closet (https://www.lorainccc.edu/support-services/commodore-career-closet/) (part of the ARC, offering complimentary professional clothing)
- Find a Job (https://www.lorainccc.edu/career-services/finding-a-job/)
- Internships (https://www.lorainccc.edu/career-services/internships/)
- Job Search Preparation (https://www.lorainccc.edu/career-services/job-search-preparation/)
- SAIL: Students Accelerating in Learning (https://www.lorainccc.edu/admissions-and-enrollment/sail-information-sessions/)
- Start Your Own Business (http://www.lccclaunch.com) - NEO LaunchNet
- University Partnership (https://www.lorainccc.edu/up/)

Resources to help with campus technology:

LCCC is also committed to ensuring students have access to the technology needed to support their academic progress. We offer students an updated Basic Technology Needs list (https://www.lorainccc.edu/security/lccc-prepared/student-technology-guide/) to help guide their selections when purchasing technology. This list can also help students check their existing technology to ensure they can fully engage in classes and services. We also recognize technology (laptops, wifi, webcams, etc.) can be expensive, and students are encouraged to share with faculty and staff if they need assistance accessing the technology required to be successful. Financial Aid, the ARC, and our computer recycling program (students connected via the ARC) can provide additional support to help students connect with the technology they need.

Students at LCCC learn in state-of-the-art facilities and have access to systems and technology resources that aid in course registration, access to student services, academic assistance, communication and degree planning.

- Canvas (https://www.lorainccc.edu/elearning/canvas/)
- Computer Labs (https://www.lorainccc.edu/campus-technology/computer-labs/)
- Degree Map (https://www.lorainccc.edu/campus-technology/degree-map/)
- MyCampus (https://www.lorainccc.edu/campus-technology/mycampus-login/)
- Schedule Planner (https://www.lorainccc.edu/campus-technology/schedule-planner/)
- Student Email (https://www.lorainccc.edu/campus-technology/email-accounts/)
- Wifi on Campus (https://www.lorainccc.edu/campus-technology/campus-technology-home/campus-wireless-network/)

Resources to become involved on campus:

At the top of most LCCC web pages, you will find a link to "Connect (https://lorainccc.presence.io/)," which serves as the hub of activity for student engagement at the College. LCCC Connect helps you connect with campus organizations and other students through events, engagement experiences and co-curricular learning.

LCCC's student engagement offerings are designed to boost skills in 6 areas that align with career competencies, LCCC's general education outcomes, and the College's values and honor code. Students are encouraged to engage not only to become involved but to gain meaningful co-curricular experiences across these six skills areas: ***Critical Thinking, Communication, Diversity, Ethics, Health, and Professional Development.***

As a student at LCCC, you are encouraged to connect with faculty and staff and share your future goals and interests. We will also make sure you receive information about upcoming events and opportunities that help build leadership experience, engage in real-world application of learning (known as experiential learning), and explore opportunities for research projects, too.

- *The Collegian* Student Newspaper
- Collegiate Athletics (https://www.lorainccc.edu/athletics/)
- Phi Theta Kappa (https://www.lorainccc.edu/student-life/clubs-organizations/)
- Stocker Arts Center (https://www.lorainccc.edu/stocker/about-the-stocker-arts-center/)
- Student Clubs and Organizations (https://www.lorainccc.edu/student-life/clubs-organizations/)
- Student Employment (https://www.lorainccc.edu/career-services/student-employment/)
- Student Senate (https://www.lorainccc.edu/student-life/student-senate/)

SAIL: Students Accelerating in Learning (https://www.lorainccc.edu/admissions-and-enrollment/sail-information-sessions/)

The Students Accelerating in Learning (SAIL) Program provides structured support services for real college students with real-world obstacles. SAIL's cohort-based model provides students with financial and academic support to graduate with an associate degree within three years. SAIL places student success as the center of its support services and includes regular and supportive academic advising, personalized career counseling, tutoring, priority pre-registration and workshops.

Building on the program's proven success in supporting full-time students, LCCC's SAIL program recently launched a multi-year pilot to determine how SAIL's integrated support network could be adapted for part-time students or returning students with some college credits but no degree. Students interested in participating in the study can contact the SAIL office for more information: SAIL Program - Lorain County Community College (lorainccc.edu) (https://www.lorainccc.edu/admissions-and-enrollment/sail-information-sessions/)

Advocacy and Resource Center (On-Campus/ Community Resource Connection) (https://www.lorainccc.edu/support-services/arc/)

LCCC partners with several local agencies and organizations to bring access to basic needs and support to campus through the Advocacy and Resource Center (ARC) located on the first floor of the Bass Library. The ARC serves as an on-campus connection to community resources, including food and income assistance programs, Commodore Career Closet, utility assistance, childcare services, mental health and addiction services, transportation, housing insecurity, legal services and support

for domestic violence and sexual assault victims. Many of the services of the ARC are also open for use by the community, including the campus' Commodore Cupboard food pantry.

Student Safety, Family and Wellness Services (https://lorainccc.presence.io/)

Students will find a culture of care around campus and are encouraged to connect with services and get to know faculty, staff and students who can support them on their educational journey.

- Campus Security (https://www.lorainccc.edu/security/)
- Care Center for Addiction Recovery (https://www.lorainccc.edu/care/)
- Childcare (https://www.lorainccc.edu/support-services/childrens-learning-center/) - LCCC's Children's Center
- Commodore Cupboard (https://www.lorainccc.edu/support-services/commodore-cupboard/)
- LGBTQA+ Community (https://www.lorainccc.edu/lgbtqa/)
- Personal Counseling (https://www.lorainccc.edu/support-services/personal-counseling/) (ARC and after-hours counseling ProtoCall)
- ShrinkSpace (https://www.lorainccc.edu/support-services/personal-counseling/) (LCCC's connection to community providers for mental health)
- Student Services Navigator (https://www.lorainccc.edu/policies/) (assistance with student complaints and concerns)
- Suicide Prevention (https://www.lorainccc.edu/support-services/suicide-prevention-services/)
- Tobacco-Free Resources (https://www.lorainccc.edu/breathefree/)
- Veterans Services (https://www.lorainccc.edu/veterans/)
- We Care app (https://www.lorainccc.edu/campus-technology/lccc-mobile/) (mental health and suicide prevention mobile app)
- WellTracker (https://www.lorainccc.edu/campus-technology/lccc-mobile/) (self- or counselor-guided mental wellness app)