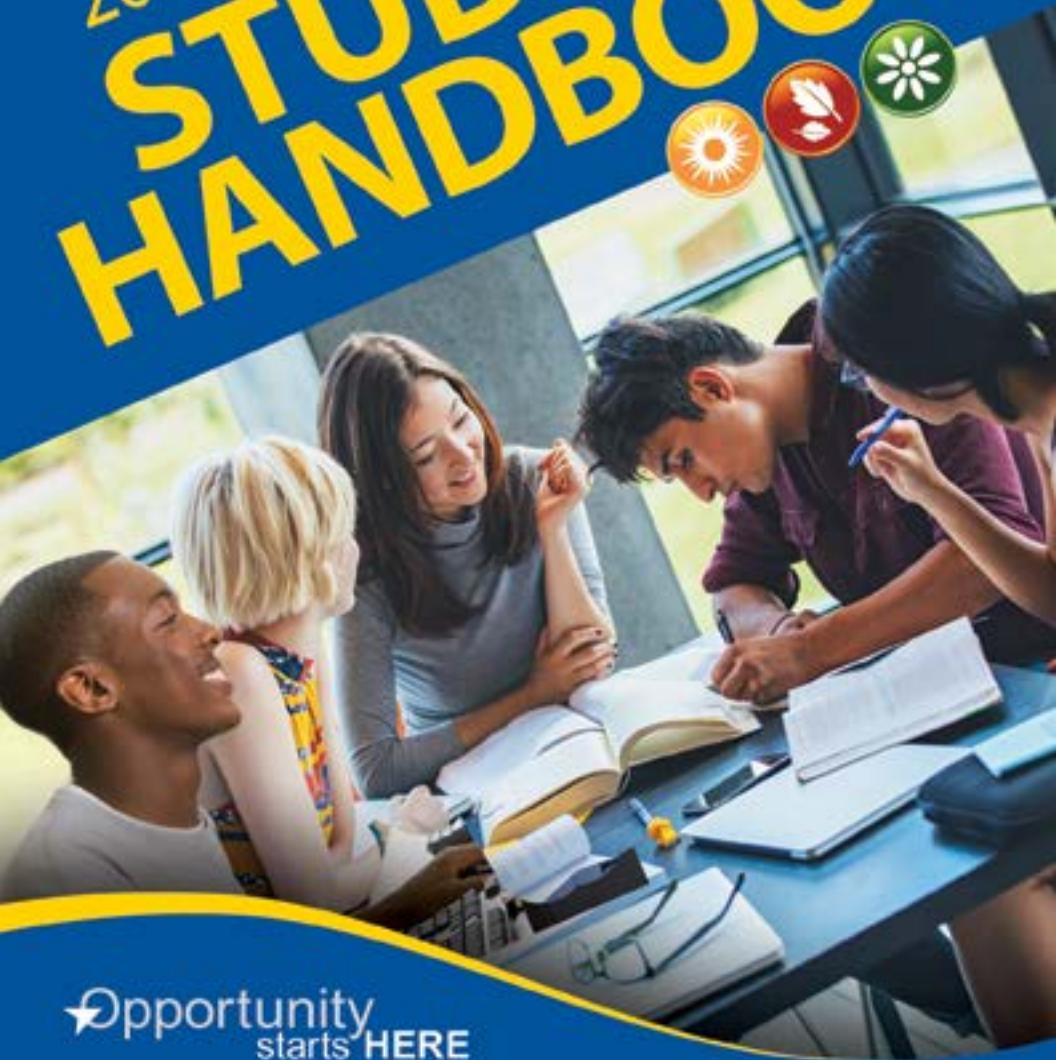


Lakeland
COMMUNITY COLLEGE

2021-2022
**STUDENT
HANDBOOK**



 Opportunity
starts **HERE**

STUDENT CODE of PERSONAL RESPONSIBILITY

I understand that my presence on Lakeland Community College's campus requires that I continuously act responsibly to protect myself and other members of the campus community. This means that I will:

- **Avoid coming to campus if I exhibit any of the following:**
 - A fever of greater than 100.4 degrees, body aches, and/or chills
 - Which will prevent me from returning to campus until cleared by a physician or until I've experienced 72 hours without a fever (absent the use of fever-reducing medicines)
 - Mild or moderate difficulty breathing
 - New or worsening cough
 - Sore throat
 - Vomiting or diarrhea
 - Aching throughout the body
- **Avoid coming to campus for a period of 14 days** if I live with or was in close contact with an individual diagnosed with COVID-19 and failed to use the proper personal protective equipment in their presence
- **Wear a cloth face mask*** in the manner recommended by the Centers for Disease Control before entering college buildings, and for the duration of time that I am on campus in common areas, classrooms, restrooms, or in the presence of others (*Forgot your mask? Campus Police can provide you with a disposable, single-use mask. Please contact the dispatcher at 440-525-7241 for assistance.)
 - Do use coverings that fit snugly but comfortably and allow for breathing without restriction. Secure behind the head with ties or ear loops. Wear horizontally.
 - Do ensure that your mouth, nose, and chin are covered at all times. Do not allow mask to slip below your nose and do not untie straps or unhook ear loops.
 - Do practice hand hygiene before putting on and immediately upon removing the mask.
 - Do launder cloth face coverings after each use; do not wear while still wet from laundering.
 - Don't reuse disposal face coverings.
 - Do not touch your eyes, nose, or mouth when removing the mask.
- **Maintain the appropriate recommended social distance** of 6 feet or greater when around others and comply without argument if I am asked to step back
 - Refrain from hugging and shaking hands with others
 - Work with others in a socially distant manner, using technology to replace in-person meetings
 - Limit my time congregating on campus when otherwise unnecessary
- **Practice good personal hygiene** by:
 - Washing hands for 20 seconds or longer with soap and warm water, using a clean towel or air drying
 - Applying hand sanitizer throughout the day, and especially after using the restroom or touching public surfaces such as vending machines, tables, stair rails, elevator buttons, doors or desks
 - Refraining from touching my face
 - Covering my mouth when coughing and/or sneezing with a tissue or my arm
 - Immediately disposing of used tissues, napkins, disposable utensils, etc., in appropriate receptacles
- **Comply with the directives found on posted signage;** for example, maximum number of occupants in an elevator
- **Comply with the directives for the instructional setting** as conveyed by the instructor, campus police, and Lakeland representatives

For more information and guidance, please visit <https://lakelandcc.edu/web/about/notices/coronavirus-student-guidance>

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Lakeland Community College Welcomes Your Call!

General Information	440.525.7000
Academic Divisions	
Applied Studies, T-153a	440.525.7085
Arts & Sciences, B-1047	440.525.7304
Health Technologies	440.525.7180
Alumni & Friends Network, C-2089	440.525.7102
Athletics, L-102	440.525.7302
Athletic and Fitness Center (AFC)	440.525.7111
Bookstore, A-1037	440.525.7124
Breakers Dining Hall, S-Building	440.525.7280
Campus Kids (Child Care Center), L-01	440.525.7010 or 440.525.7500
Career Services, A-1039	440.525.7222
Cashier, A-1004	440.525.7133 or 440.525.7134
Class Cancellations / College Closing	440.525.7242
Dental Hygiene Clinic, H-001	440.525.7221
Help Desk, C-2060	440.525.7570
Hispanic Program	440.525.7576
Hive	440.525.7268
Holden University Center	440.525.7535
Instructional Technologies / Distance Learning, A-1043	440.525.7495
Learning Center (Tutorial), A-1044	440.525.7019
Test Center, A-1040e	440.525.7574
Library, C-3051	440.525.7069
Men's Resource Center, L-101	440.525.7447
Police Department (Campus), A-2	440.525.7241
Shuttle Bus	440.525.7241
Student Accommodation Center, A-1042	440.525.7020
TTY	440.525.7644
Student Engagement & Leadership, S-237	440.525.7271
Student Development	
Dean of Students, S-242	440.525.7744
Student Service Center (SSC), A-1003	440.525.7050
Admissions	440.525.7100
College Credit Plus (CCP)	440.525.7100
Counseling Services	440.525.7200
Financial Aid	440.525.7070
Lakeland Cares Cupboard	440.525.7050
Office of the Registrar	440.525.7101
Tech Prep	440.525.7481
Transfer Center	440.525.7338
Veterans Program, E-117	440.525.7529
Veterans Benefits, A-1001	440.525.7246
Women's Center, C-1076	440.525.7322

LAKELAND COMMUNITY COLLEGE

Core Purpose

To impact lives through learning.

Core Values

Excellence

ensuring high-quality services and learning opportunities through assessment for continuous improvement

Accessibility

serving as a center of learning for all people by removing barriers, strengthening relationships, and maintaining affordability

Diversity

fostering civility by respecting and celebrating differences among individuals and communities

Integrity

committing to high standards of personal and professional behavior within a culture of honesty and trust

Innovation

empowering learners and communities to be creative and versatile in their thinking and performance

Joy

creating diverse and vibrant learning communities that inspire lifelong learning

Vision

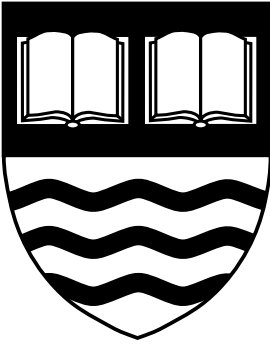
To be the best in creating quality learning opportunities.

Mission

To provide quality learning opportunities to meet the social and economic needs of the community.

Lakeland Community College continues its policy that in its educational and employment opportunities there shall be no discrimination against any person because of race, color, religion, sexual orientation, national origin, handicap, ancestry, disabled veteran or Vietnam-era veteran status, age, marital and/or parental status.

THE ARMS OF LAKELAND COMMUNITY COLLEGE



Arms approved by the Board of Trustees and assumed on Friday, Oct. 20, 1967.

BLAZON: (description in heraldic terms)
Per fess Azure and Argent, in chief two open books of the last and in base three barrulets wavy of the first.

College colors: Blue and silver

SIGNIFICANCE

In nonheraldic language, the arms of Lakeland Community College may be described as a shield divided across the middle—known in heraldry as “per fess”—with the upper portion being blue and the lower portion silver (white may be substituted). In the upper part of the shield—known in heraldry as the “chief”—are placed two open books completely in silver. In the lower part of the shield are three narrow wavy bars—known in heraldry as “three barrulets wavy.”

The Arms of Lakeland Community College are known in heraldry as canting or “arms parlantes”; they sing or play upon the name. The division across the middle of the shield and the three narrow wavy bars in blue in the base, cant or sing upon the name Lakeland (the land being a deposit from the lake).

The two open books in silver in the upper part of the shield symbolize the arts and sciences. Both branches of learning are dependent upon the written word which is generally transmitted by means of books.

These Arms were designed by A.W.C. Phelps, Fellow of The American Society of Heraldry, member of The Heraldry Society (London) England, on Thursday, May 11, 1967.

THE ALMA MATER

“The Soul of Lakeland College”

Lyrics by J.S. Larkins

Music by George Parrish

In memories across the years
with a grace forever true,
dwells the soul of Lakeland College
all dressed in silver and blue.
The friendships of our Lakeland days
linger on with warmth and cheer,
to bless our lives in countless ways,
keep Lakeland ever near.
Across the years, across the years,
our hearts will rendezvous
with the lovely soul of Lakeland,
our glorious silver and blue.

Frequently Asked Questions (FAQs)

Where can I find a place to live in order to attend Lakeland?

Refer to page 19 for housing information.

Where do I park to go to class?

Student parking is available at no charge in lots around the campus (page 23). Shuttle buses are provided at no charge to transport students on campus (page 20).

Do I need a student ID card?

A student ID card is required for gym access, Lakeland Library use/access, free Laketrans bus service and to access information at the Student Service Center (page 24).

Can I get help to pay for classes?

Lakeland offers many types of financial aid assistance, including federal and state grants, federal work-study employment, federal student loans (Direct Loans) and scholarships. Contact the financial aid office (page 25) for more information regarding the financial aid process.

Can I get help finding a job?

Career services offers employment-related services for jobs on and off campus (page 12). Internship opportunities (for students in certain programs) and job shadowing experiences are available. Visit A-1039 or visit lakelandcc.edu/careers for more information.

How do I get a Lakeland Username and a Lakeland ID Number?

New Lakeland students receive their Lakeland username, email address and ID number for the first time by email shortly after applying. To request your username or reset your password, visit the "Login Assistance" link on the myLakeland login screen and follow the instructions under Forgot/Expired Password. If you are still having trouble, please contact the Help Desk.

Are alcohol/drugs allowed on campus?

Lakeland is a drug- and alcohol-free workplace. For more information, refer to Lakeland's student conduct code (page 10).

Are there computers at Lakeland that I can use?

Computer labs are located at the main campus and Holden University Center, and are open to current Lakeland and university partner students for the purpose of doing class-related work. For computer lab locations and computing access information see pages 13-16.

Is smoking allowed on campus?

The Ohio Department of Health prohibits smoking (including electronic devices) in public places and places of employment. Lakeland has established a smoke-free zone prohibiting smoking or the use of electronic smoking devices within 20 feet of college entrances and exits and in enclosed areas including all buildings, entryways, bus shelters and college-owned vehicles. Smoking receptacles are placed at "transition" points where smoking is not prohibited.

My financial aid application is still being processed but I need to pay for classes and buy textbooks. What can I do?

Check with the financial aid office or the Lakeland Student Service Center for options.

What happens if I do not pay my tuition on time?

If your tuition has not been paid and if you have not signed up for the online Tuition Loan Payment Plan (TLP) by the tuition due deadline, you will be dropped from your classes for non-payment.

What is the Tuition Refund Policy?

Refunds will be calculated as of the date of official withdrawal. Non-attendance of classes or notification to the instructor or department does not constitute official withdrawal. Refunds will not be made for classes in which the student receives a letter grade of FNA (F for no attendance). Refunds or reduction of indebtedness for withdrawals after the official dates will not be made in cases of failure or inability to attend classes because of changes in business or personal affairs. Students are still liable for payment of the Tuition Loan Payment Plan.

In extraordinary circumstances wherein a student is forced to withdraw from classes after the refund period, a written appeal may be made requesting special consideration. Appropriate documentation is required with such appeal.

Any outstanding financial obligation to the college will be deducted from any tuition refund. If a student is receiving financial aid and is scheduled for a tuition refund, that refund may be returned to the appropriate financial aid account. Students withdrawing from the college may be required to repay all or part of the financial aid received. Students may request a copy of the refund policy for financial aid recipients from the Student Service Center.

What course(s) should I take?

Academic counselors will assist you with appropriate course selection based on your program requirements. The counseling & advising center should be one of the first stops for new students, a frequent stop for continuing students, and a last stop before graduation.

What if I have special learning needs?

The student accommodation center provides assistance to those living with a disability (page 24). The learning center provides free tutoring for most credit classes offered at Lakeland (page 20).

What if I am having academic difficulties in a class?

First speak with your instructor for assistance. You may sign up for tutoring sessions in the learning center (page 20). Another option is to make an appointment with a counselor. If you are having difficulty due to a disability, student accommodation center can assist you (page 24). If you wish to withdraw from a class, then refer to page 31 for the withdrawal process.

Can I get help when personal issues affect my classes?

You should advise your instructor if you are having problems because of personal issues. Counseling and psychological services are available to help you succeed in college (page 24). The men's resource center meets the special, continuing educational needs of men (page 21). The women's center encourages and supports women (page 27).

What do I do if I am accused of cheating?

Refer to Lakeland's Student Conduct Code (page 10) or call student development at 440.525.7744.

What if I have a problem with my instructor or other college employee?

If you have a problem with any Lakeland employee, you have the right to have your complaint addressed. The best way to handle any conflict is to address your concern with the individual involved. If this does not resolve the situation, contact the dean of student development at 440.525.7744 for additional guidance.

What if I want to drop classes? Do I get a refund?

Students who officially withdraw from credit classes will receive a refund based on the schedule below.

16-Week Classes:

- 100% refund -- withdrawal within the first two weeks of the class
- 50% refund -- withdrawal within third week of the class
- 25% refund -- withdrawal within fourth week of the class

12-week Classes:

- 100% refund -- withdrawal within the first week of classes
- 50% refund -- withdrawal within the second week of classes

8-Week Classes:

- 100% refund -- withdrawal within the first week of the class
- 50% refund -- withdrawal within the second week of the class

Intersession:

- 100% refund -- withdrawal first day only
- 50% refund -- N/A

5-week Classes:

- 100% refund -- withdrawal within the first three days

One or Two-Day Classes:

- 100% refund -- withdrawal before class meets only
- 50% refund -- N/A

What if I'm receiving financial aid and want to drop classes?

If you drop one or more classes but remain enrolled, you may be subject to a financial aid recalculation. If you withdraw from all classes, your financial aid may need adjustment and you may be required to repay all or a part of the financial aid received. You may view the Return of Title IV federal funds procedures online or pick up a copy at the Lakeland Student Service Center. Please check with the financial aid office or the Lakeland Student Service Center before making changes to your schedule to know how your aid will be affected.

How can I sell my textbooks at the end of the semester?

The bookstore buys textbooks daily and during finals week each term. You can visit the bookstore's website for an online buyback (page 12). You can also create a flier advertising the books for sale and bring it to student engagement & leadership in S-237. The fliers will be dated and posted on student engagement & leadership bulletin boards around campus for two weeks.

Where do I get forms signed to verify my enrollment at Lakeland?

The Lakeland Student Service Center will complete forms for students such as good student discount for insurance, medical insurance and loan deferments.

Where do I take a transfer referral form for approval?

Obtain a transfer referral form from the college or university you are transferring to. Fill in the student section and bring the form to student development in S-242. The form will be completed and mailed to the college/university within five (5) business days. For questions, call 440.525.7744.

How do I know if classes are cancelled due to weather or an emergency?

Emergency alerts for school closings will be sent via text as well as an automated call to your cell phone. It is important to make sure your cell number is up to date with the Student Service Center. Visit lakelandcc.edu/emergencyalerts for additional information. For individual class cancellations students can call the Lakeland Emergency Closing Hotline at 440.525.7242 or visit lakelandcc.edu/closings. More information is on page 13.

Does Lakeland provide student email?

Lakeland provides credit students with an email address (page 22).

Is there a lost and found?

The campus police in A-2 maintain lost and found items. See page 23 for police services.

College Policies & Procedures

Below are select college policies and procedures. To view these policies and procedures, please visit the dean of student development website at: <http://www.lakelandcc.edu/web/about/documents-forms-student-development>. Hard copies are also available by contacting the student development office.

Academic Standards

Policy: 3354:2-47-02 **Procedure: IS47-02**

A student is placed on academic probation when his/her grade point average falls below minimum standards established by the college.

FERPA Policy for the Confidentiality and Review of Student Records

Policy: 3354:2-63-01 **Procedure: SS63-01**

The linked statement is the college's policy and procedure on students' rights to review their educational records and the confidentiality of these records in accordance with the 1974 Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99). The college will provide notice of this policy to each eligible student at the beginning of each term.

The college designates the Director of Admissions/Registrar as the FERPA Coordinator.

Student Conduct Code

Policy: 3354:2-61-01 **Procedure: SS61-01**

The Board of Trustees of Lakeland Community College requires that the conduct of students be of an honest, responsible and appropriate nature so as to permit the college to properly pursue its educational objectives and programs. Academic integrity is the foundation of our institution as honesty, the basic component of trust, is essential to both individual and institutional integrity. Lakeland Community College has set forth certain behaviors as violating academic honesty and appropriate standards of student conduct and, thus, potentially diminishing Lakeland's integrity, reputation for academic quality, and ability to function as an academic community.

Student Initiated Complaint

Procedure: SS61-02B

A student may utilize this procedure if he/she has been unable to resolve a concern or disagreement with a college department, a Lakeland faculty member, administrator, supervisory/professional, or staff employee.

Student Initiated Course Grade Change

Procedure: IS47-03

A student may utilize this procedure if he/she has a dispute regarding a course grade.

Sexual Misconduct and Title IX

Procedure: HR20-74A Related Policies: 3354:2-20-02, 3354:2-20-74, SS61-01, SS61-10

This procedure applies to alleged sexual harassment or sexual misconduct that takes place on College property or in connection with any activity sponsored, conducted, or authorized by the college or by a recognized student organization, regardless of the location of the activity.

This procedure may also apply to alleged sexual harassment or sexual misconduct that occurs off-campus when the Title IX Coordinator determines that the alleged off-campus conduct could reasonably create a hostile environment or a continuing adverse effect on campus, or where the sexual harassment or sexual misconduct undermines the security of the College community or the integrity of the educational process.

The Title IX Coordinator for Lakeland Community College is the Director for Human Resources:

Catherine Bush
7700 Clocktower Drive, Suite C-2103
440.525.7112
CBush@lakelandcc.edu



LAKELAND SERVICES

BOOKSTORE

The bookstore is your one-stop-shop for:

- Textbooks
- Apparel and Accessories
- Tablets/Laptops
- Electronics/Calculators
- Reference Materials/Study Aids
- Medical Supplies
- Course Supplies/Backpacks
- Gifts and Imprinted Items
- Snacks/Drinks

The bookstore offers:

- The most up-to-date information on what course materials you will need.
- Course materials in different formats (new, used, loose-leaf, electronic, rental)
- View all your required and optional materials for your classes with your booklist. Log in to your myLakeland, click on the student tab, and under myRecords, click on Booklist.
- Purchases protected under the bookstore's return policies.
- The convenience of on-campus shopping and having everything you need in one place.
- Visit our website to order textbooks and merchandise. In-store pickup or delivery options are available. Free shipping for orders over \$25.
- Daily and end of term book buyback in store, or visit our website for an online buyback.

The bookstore is owned and operated by Lakeland Community College which means all the money spent in the store goes back into the college to directly benefit you.

Location: A-1037

Phone: 440.525.7124

Email: lakelandbookstore@lakelandcc.edu

Web: lakelandcc.edu/bookstore

CARDINAL CREDIT UNION

Cardinal Credit Union is a not-for-profit financial cooperative whose mission is to save its members money on banking services. It is open to the public, serving all Lakeland students, faculty and staff as well as the residents of Ashtabula, Cuyahoga, Geauga, Lake, Portage, Summit, Mahoning, Trumbull and Columbiana counties.

Cardinal offers free financial counseling to anyone at Lakeland. Its banking products include checking and savings accounts, credit cards, auto loans, mortgages and much more.

Location: A-Building (across from campus bookstore)

Phone: 440.266.2200

CAREER SERVICES

Career services provides students and alumni with up-to-date career and job search assistance, training and resources so that you can choose, obtain and maintain careers to meet your goals. The knowledgeable and professional staff at the career services center can assist you by providing the following:

- One-on-one career coaching and workshops to help you plan your job search, create a great resume, polish your interviewing skills, and more.
- Information on local employment opportunities, personalized job alerts, and informational guides on our website and Career Services Portal at lakelandcc.edu/careers.
- Access to area professionals and hiring managers through on-campus events, job shadowing, paid internships and field trips.

Career Focused Learning

Career services offers learning opportunities to help you gain work experience and exposure to your field of study. There are many types of opportunities such as paid internships, job shadowing, field trips, networking events and more! These experiences merge your classroom learning with real world of work.

Visit the career services center on the first floor of A-Building in room A-1039, view the website at lakelandcc.edu/careers, or call 440.525.7222.

CASHIER

The cashier's office, located in A-1033, collects payment for tuition, tuition payment plan, parking tickets, graduation fees, transcripts, application fees and other fees. The cashier is open: Monday - Thursday from 8 a.m. to 6 p.m.; Friday from 8 a.m. to 5 p.m.

CHILD CARE CENTER

Campus Kids

Campus Kids, Lakeland's on-site child care center, is located in the lower level of the early childhood education building (L-Building) and is available for the children of registered students.

- Serves Lakeland campus and Holden University Center families.
- Hours of service coordinate with course schedule on a semester to semester basis.
- Children must be 3 years old before enrolling (must be toilet trained).
- School-age children (first grade through 10 years old) are served between the hours of 3:30 - 6 p.m.

For additional information or questions about registration, contact Campus Kids at 440.525.7500, 440.525.7010 or online at lakelandcc.edu/campuskids.

CLASS CANCELLATIONS

Information regarding class cancellations is available:

- online at lakelandcc.edu/closings.
- online on myLakeland under "Lakeland Feeds."
- by phone at 440.525.7242.
- on TV monitors located around the campus.

COLLEGE CLOSING

Information will be available on the Lakeland Emergency Closing Hotline at 440.525.7242, through Lakeland's emergency alert mass messaging system or lakelandcc.edu/closings if an emergency requires the closing of the main campus in Kirtland and/or the Holden University Center and/or Mooreland Mansion. Authorized closing information will be reported to these television and radio stations: WKYC-TV 3, WEWS-TV 5, WJW-TV 8, WOIO-TV 19, WVIZ/PBS, Ideastream-25, WUAB-TV 43, WAKS-96.5 FM, WCLV-104.9 FM, WCPN-90.3 FM Ideastream, WCRF-103.3 FM, WFXJ-107.5 FM, WGAR-99.5 FM, WKDD-98.1 FM, WKKY-104.7 FM, WMMJ-105.7 FM, WMMS 100.7 FM, WMVX-106.5 FM, WREO-97.1 FM, WYBL-98.3, WZOO-102.5 FM, WFUN-97.0 AM, WHLO-640 AM, WTAM-1100 AM, and Radio Free Ohio-1350 AM.

The announcement that Lakeland, the Holden University Center and/or Mooreland Mansion are closed means that all classes are cancelled at the site(s) identified. This includes all classes, activities, special events and college offices. For questions, call campus police at 440.525.7241.

COLLEGE CREDIT PLUS

Lakeland Community College's College Credit Plus program (CCP) offers high school students the opportunity to enroll at Lakeland on a part-time or full-time basis, and earn college credit which may also be used to fulfill their high school graduation requirements.

The intent of the CCP program is to offer a broad range of college-level classes which provide educational opportunities not typically available in high school. Admission into this program is open to students who have clearly demonstrated the ability to handle college-level coursework.

More information regarding the CCP program is available online at lakelandcc.edu/CCP or email ccpinfo@lakelandcc.edu.

COMPUTER/INTERNET ACCESS

Computer Lab Locations

Computer labs are located at the main campus and Holden University Center. They are open to current Lakeland and university partner students for the purpose of doing class-related work. The labs provide students with access to the internet, library services and a variety of software applications. Check with a lab attendant or the navigation desk at the Holden University Center regarding software availability, usage rules and classes that may have a reserved lab time for special projects or instructional sessions. To reserve a computer station, log into myLakeland and use Schedule It.

The main computer lab is located in A-1046. Hours and additional information are available at <http://lakelandcc.edu/web/about/learning-technologies-computer-labs>.

Lakeland grants computer access to registered students primarily through classrooms, computer labs and the library. There are specific college policies which govern use of all computer resources on campus. This information is to advise students of their rights and responsibilities in regard to college computer resources.

If you have any problems with computer access as detailed below, or any questions or concerns, contact the Customer Services Help Desk at 440.525.7570.



Use Guidelines

Use of Lakeland's computer resources is granted to an individual student by Lakeland Community College solely for that individual student's use and is non-transferrable to any other student or individual.

Every user of Lakeland's computing resources has two basic rights regarding computing: (1) privacy and (2) a fair share of resources. It is unethical and a violation of this policy for any person to violate these rights.

All student users are expected to exercise common sense and decency, with due regard for the rights of others, in respect to the community and intellectual inquiry at the college. Access is a right that may be limited or revoked if an individual misuses the right or violates applicable college policies or state or federal laws.

The following principles govern student use of computing resources at Lakeland:

- Student user access is granted to an individual student and may not be transferred to or shared with another.
- Student user access to Lakeland's computing resources is contingent upon prudent and responsible use.
- Student users may not use Lakeland's computing resources for any commercial purpose.
- Computing resources and access must be shared among all users in an equitable manner. Student users may not participate in any behavior that reasonably interferes with the fair use of computing resources by another.

- Access to all Lakeland systems including Wi-Fi, myLakeland, Microsoft Office 365, student email, OneDrive, Google Drive and printing will be available as long as you have access to myLakeland. Typically, that is about two years after the last class taken, but removal of your account can happen at any time without notice.

After you leave Lakeland, if you would still like to continue to use Microsoft Office on your personal devices, you will need to "subscribe" to the Office Cloud with a personal account. Once Lakeland removes your account, Microsoft provides 30 days to handle account migration.

- In recognition of the Student Conduct Code Procedure SS61-02A, Item III. (B)(1)(p), all open lab computer user and internet access should be restricted to those activities directly related to current coursework at the college.

Due to the Higher Education Opportunity Act (HEOA) (H.R.4137, Section 493), Lakeland is required to "deter" access to illegal file sharing and peer-to-peer distribution websites. Violation of copyright policy, could result in expulsion or termination, along with legal and criminal penalties.

Illegal file sharing sites such as: Bittorrent, Limewire, Shareaza, Gnutella, Kazaa, etc. will be affected. Therefore, we are lowering the speed at which you can actually download illegal peer-to-peer files. A typical music file download could take up to a few days.

The HEOA would like us to supply you wish a list of legal file sharing sites. Educause maintains the most complete and up-to-date list of legal downloading vendors: <https://www.educause.edu/focus-areas-and-initiatives/policy-and-security/educause-policy/legal-sources-online>

Computer Housekeeping

Access to all computer resources requires prudent housekeeping procedures:

- Eating and drinking at any computer workstation is prohibited. Accidental spills of liquids and food particles can permanently damage the keyboard, mouse, etc. and expose users to potentially lethal electrical shocks.
- Maintain a clean work area. Remove and discard paper printouts and work papers before you leave so that the next user does not have to clean up after you.



- Modifications to the software are not allowed.
- Decompiling (i.e., reverse engineering) of the program code is not allowed without permission of the copyright holder.
- Development of new works built upon the package (derivative works) are not allowed without permission of the copyright holder.

It is Lakeland's position to strictly enforce this policy. Anyone compromising the copyright laws is subject to applicable local, state, federal and/or international penalties and possible expulsion from the college through the college Student Conduct Code.

Software Virus Infection

Due to the destructive nature of software viruses, extreme precautions are necessary to avoid infections and to limit infections once they are detected. It is Lakeland's policy to provide virus detection methods on all computer systems, if possible, and to immediately localize any computer virus infection and eliminate the source.

- Unless otherwise explicitly instructed, do not touch the video monitor. Fingerprints and greasy stains make it very difficult to view displayed information. Should your monitor need cleaning, DO NOT use any liquid cleaner, but inform the instructor, lab assistant, or Customer Services Help Desk at 440.525.7570.
- Students currently registered are provided with \$10 in free printing/copying per semester. Free funds are only available until the end of the semester. Funds can be added through myLakeland using "Print Fund Manager."
- Lab rules are posted and enforced.

Software Copyright

It is Lakeland's policy to comply with all state, federal and/or international software copyright laws. Copyright law protects software authors and publishers, just as patent law protects inventors.

Under these laws, commercial and shareware software available to the students are licenses purchased by the college for use and are not owned by the college. These licenses stipulate that:

- Software is covered by copyright, which means that under no circumstances can copies be made of the program without explicit permission of the copyright holder and the college.

The following procedure should be followed in the event of a computer virus infection:

- Immediately notify your instructor or the computer lab attendant.
- Do not attempt to use another computer system until the virus infection has been localized and eliminated.
- If you suspect that your USB drive or laptop is carrying a virus, bring it to the Customer Services Help Desk, located in C-2060, for examination and eradication.

Although the majority of computer viruses are unintentionally imported, students who intentionally infect any of the college's computer systems will risk expulsion from the college through the college Student Conduct Code.



Wireless Internet

Wireless access points have been installed throughout the campus to allow internet access for all faculty, students and staff. Persons using wireless devices to connect to the network must comply with the use guidelines of this handbook and the college's acceptable use policy. Any person attaching a wireless device to the college network is responsible for the security of the computer device and for any intentional or unintentional activities from or to the network pathway that the device is using.

Wi-Fi

- LCC-STU (for active credit students)
- LCC-GUEST (for guests)

For students select LCC-STU wireless network and enter your credentials when prompted:

Username/ID: Your ID is the first part of your student email address before the @ symbol.

Example: *jsmith12 of jsmith12@mail.lakelandcc.edu*

Password: Your password is the same as your myLakeland password.

Guests may self register for a temporary guest wireless account. The account grants them 7 days of uninterrupted access. After 7 days, the guest will need to reconnect.

DENTAL HYGIENE CLINIC

The Lakeland Dental Hygiene Clinic is open to the public. Lakeland students receive a discount on services (Lakeland ID must be presented). Services offered are:

- Dental screening
- Oral examination
- Oral prophylaxis (scaling and polishing the teeth)
- Dental health instructions
- Nutritional counseling
- Radiographs (X-rays)
- Fluoride treatments/sealants

The clinic is open early September through early May and hours vary each semester. For cost of services and to schedule an appointment, call 440.525.7220.

DINING SERVICES

Breakers Dining Hall is located on the first floor of the S-building. Grab-n-go meals and snacks are available throughout the week.

DISTANCE LEARNING

Students can earn college credit through distance learning options including online, hybrid, online with synchronous requirements, and remote courses. In distance learning, a portion or all of the instruction is delivered using technologies that permit the instructor and student to be physically separated by time and/or location. Distance learning courses also require regular interaction between the student and instructor. The successful online learner must be self-motivated, possess good organizational and time-management skills, and have the ability to complete course work independently. To learn more about distance learning offerings, visit lakelandcc.edu/dl or call 440.525.7495.

EMERGENCIES

For on-campus emergencies, dial 911 from any campus phone. It is recommended that the campus police phone number (440.525.7241) be a cellphone contact or download the Lakeland Safe App found at the Apple Store or Google Play Store.

HISPANIC PROGRAM

Hispanic students at Lakeland reflect a variety of Spanish-speaking cultures and countries including North, Central and South America as well as Puerto Rico. Lakeland's Hispanic Program provides students with a Spanish-speaking mentor and offers a support system with peers who understand the unique culture. The students share similar experiences with being first in their families to attend college and, in many cases, growing up bilingual. The Hispanic Program also oversees the Hispanic Club, which is the student-driven organization that promotes growth in confidence and leadership. The program office is located in B-2024. For program information, call 440.525.7576.

HIVE

HIVE Makerspace is a place where you can explore your passions, make mistakes, and learn alongside others in a creative and encouraging environment. Dedicated to preparing students for success in college, career, and life, HIVE ignites individual confidence and community connection for visitors through hands-on learning, collaborative problem-solving, design thinking, and creative experimentation. No matter your level of experience, HIVE has something for you! With the technology at HIVE, you can 3D print a chess set, make custom t-shirt designs, engrave a glass, and so much more. HIVE is home to 3D printers, laser cutters, inkjet printers, CNC machines, and woodworking equipment, as well as easy-to-use tools such as button makers, sewing machines, and Cricut® cutting machines, all available to help you bring your ideas to life. To learn more about HIVE, visit their website at lakelandcc.edu/hive, email hive@lakelandcc.edu, or drop by for a visit on the ground floor of H-Building.



HOLDEN UNIVERSITY CENTER

The Holden University Center provides convenient access to complete a bachelor's or graduate degree through one of our partnership programs right here in Lake County. Programs are designed for students to transfer Lakeland credits into a four-year degree program through one of our University Partnership programs. Many of the programs are designed for students to take their first three years at Lakeland paying Lakeland's tuition, while finishing their final year toward a bachelor's degree at the Holden University Center through one of our many partners. Graduates of the programs will receive their degrees from the partner institution of their degree program. This affords students the ability to take all of their courses through the Holden University Center, without having to attend the partner's main campus.

Students may be enrolled in a variety of Lakeland courses held at the Holden University Center. The university center is located directly across the street from Lakeland and a courtesy shuttle bus is available to and from the facility. There are great collaboration spaces, computer labs, science labs and state-of-the-art technology available for students to utilize throughout the building.

Students can explore the Holden University Center partnership programs with their Lakeland Counselor, stop by the university center, or contact 440.525.7535 or visit lakelandcc.edu/uc for more information.



HONORS PROGRAM

Lakeland students with a 3.5 GPA or higher are encouraged to apply to the Honors Program. Students in the program will have the opportunity to take honors-level courses, engage in leadership and community service activities, and have ease of transfer to partner colleges and universities. Honors and related merit scholarships are available up to full tuition in select programs. For more information, check out lakelandcc.edu/Honors or email lakelandhonors@lakelandcc.edu.

HOUSING

Lakeland Community College does not provide housing for students; however, housing is available in nearby communities. Housing ads are occasionally posted on campus bulletin boards. The college provides this information for your convenience and assistance, but does not accept responsibility for the nature of the housing facilities. None of the facilities have been examined or approved by college personnel. Neither Lakeland Community College nor its agents or employees assume responsibility for any lease or rental agreements and cannot be held liable for nonpayment or damage.

LAKETRAN TRANSPORTATION SERVICES

Local Routes: Students enrolled in credit classes at Lakeland and the Holden University Center have free access to Laketrans Local Route bus service. Laketrans operates Monday- Saturday with free transfers to Greater Cleveland RTA. Laketrans Local Routes offer regularly scheduled bus service throughout Lake County with service to campus on Routes 1, 2, 3, 6, 8 and 9. Route 11 provides morning and evening service between main campus and Laketrans Madison Park-n-Ride. Bus schedules are available at laketrans.com, student service center, athletic & fitness center (AFC) and campus library. Students are required to swipe a valid Lakeland student ID card when boarding the bus to ride for free. A Lakeland student ID card can be obtained at the campus library or AFC by bringing a class schedule and photo ID, such as a driver's license or State of Ohio ID card. With the Laketrans app, you can plan a trip, read schedules, or track your bus in real-time. By texting LTBUS + STOP ID + ROUTE NUMBER to 41411, you can find out the next time your bus will depart from your bus stop. The Lakeland campus bus stop ID is 1. Text messaging and data rates may apply. Message frequency may vary. For terms and privacy policy, visit smstc.us/t41411. Students are also encouraged to sign-up for Laketrans Rider Alerts by texting LAKETRAN to 313131 for information on delays or detours.



Campus Loop: Laketran's Campus Loop provides no-fare, accessible transportation connecting the Laketran Transit Center, Lakeland's main campus and the Holden University Center for students, faculty, staff and visitors between 7:30 a.m. and 8 p.m. Monday- Thursday and 7:30 a.m. and noon on Friday. Campus Loop serves bus stops throughout campus. Campus Loop operates during spring and fall semesters and does not operate on weekends or days the college is closed.

Laketran Transit Center at Lakeland: Laketran's transit center on Lakeland's campus serves as a central transfer point for six of Laketran's Local Routes. Park-n-Ride service to Cleveland, and Campus Loop shuttle service. The transit center provides indoor waiting area for riders, monitors and annunciators to provide accessible real-time information, and charging infrastructure for Laketran's battery operated electric bus fleet.

Laketran is closed on federally observed holidays including: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. No services will operate these days. For more information about Campus Loop or Local Route service, contact Laketran at (440) 354-6100 or visit laketran.com.

LEARNING CENTER/TUTORIAL SERVICES

Lakeland's Learning Center is dedicated to helping students develop their natural strengths to the fullest extent and to assist them in correcting or overcoming academic deficiencies. All services are free to Lakeland students. For more information, call 440.525.7019 or stop by A-1044.

Tutorial Services

The services offered, free of charge, by the learning center help students maintain their academic performance as well as overcome academic difficulties. Tutoring is offered in many subject areas and is available to students currently enrolled in and attending credit courses.

Tutoring hours for Fall and Spring can be found out our website, <http://lakelandcc.edu/web/about/contacts-learning-center>

Test Center

The test center is located in A-1044e which is within the learning center. Students must present a photo ID to receive an exam. Students in violation of the Academic Integrity Policy may lose the privilege of taking tests in the test center. Due to Lakeland's current COVID19

protocol the test center is proctoring only for: placement testing including academic placement, TEAS, and biology placement exams, and students with accommodations. Testing is by appointment only. Current hours of operation may be found on the test center website, lakelandcc.edu/placement or you may call the test center at 440.525.7574 or 440.525.7568

All tests must begin 30 minutes before closing.

Writing Center

The purpose of the writing center is to assist students in the pursuit of excellent writing in all subjects. The writing center is a free service for writers working on assignments at any stage from brainstorming to editing or proofreading. The writing center supports students by reading aloud, listening, questioning and offering candid, constructive responses. Students can schedule an appointment by logging on to myLakeland or by calling 440.525.7019.



LIBRARY

The library is located on the third floor of C-Building, C-3051. It serves the campus community, as well as Ohio residents.

The Lakeland Student ID card serves as a library card. Students may present their ID card at the library to borrow materials. Student ID cards are made in the library and in the Athletic and Fitness Center (AFC).

Students may use the library and OhioLINK electronic resources from home via myLakeland. For more information, visit the library's web page at: lakelandcc.edu/library.

Library hours vary during breaks, holidays and summer. Call 440.525.7424 for more information.

The library offers many services to students including:

- Research assistance
- One-on-one research appointments
- Information literacy classes and workshops

The Lakeland Library is a member of OhioLINK.

The Ohio Library and Information Network, OhioLINK, is a consortium of 117 Ohio college and university libraries, and the State Library of Ohio, that work together to provide Ohio

students, faculty and researchers with the information they need for teaching and research.

OhioLINK and its member libraries provide access to:

- 46 million books and other library materials.
- Over 24 million electronic journal articles.
- More than 100 electronic research databases.
- Over 100,000 e-books.
- Nearly 85,000 images, videos and sounds.
- Nearly 58,000 theses and dissertations from Ohio students.

MEN'S RESOURCE CENTER

One of only a few such programs nationally, the Men's Center offers an individualized response to any questions, issues, or challenges facing male students, including outside difficulties which could impact a student's academic life. Men's resource center programs which help men transition into college include the Pathfinders Program, for African-American men, and the Gateway Project, for men 25 years and older. The center also helps facilitate support services for current male students and, in general, acts as a clearinghouse for information about other Lakeland resources as well as community resources. The men's resource center is located in L-101. Phone: 440.525.7447.



myLAKELAND PORTAL

myLakeland is the campus portal of Lakeland Community College. The portal is personalized to you and customizable – when you log in you will find information and services such as registration, transcripts, grades, course home pages, library tools, financial information and more.

Logging in to myLakeland

1. Go to <http://my.lakelandcc.edu> or click on myLakeland on the college website (lakelandcc.edu).
2. Fill in your user name -- Lakeland student email address before the "@" symbol; e.g. `jones97`
3. Fill in your password.
 - a. Setup your password.
 1. Click on "First Time Users" (under the "LOGIN" button)
 2. When prompted for your personal email address, enter: {insert personal email address of record} and click "SUBMIT"
 3. Follow the remaining prompts to fill out your security questions and create your password
 - b. Contact the help desk for password assistance. If you forget your password after you change it, you can reset it by clicking on "Login Assistance."

How do I get a Lakeland ID number?

All Lakeland credit students have a Lakeland email address and a Lakeland ID number. New Lakeland students receive their Lakeland ID number for the first time by email after applying. Your Lakeland ID is printed on your schedule and on your tuition bill. Lakeland students may get their ID number by presenting a photo identification in person at the Lakeland Student Service Center or at the Holden University Center front desk.

Need Help Accessing myLakeland?

If you are having difficulty logging in to myLakeland, contact the help desk:

Lakeland Help Desk is located in C-2060
440.525.7570.

lakelandcc.edu/help

lcchelpdesk@lakelandcc.edu

Help Desk Hours:

Help Desk is available 24 hours a day / 7 days a week via phone or self service. Walk-in hours are posted on the website at: lakelandcc.edu/help.

Student Email

Students — Get to know your Lakeland email account

Lakeland provides students with an email account. All official college email communication will go to your Lakeland email. In order to ensure that we are working with you specifically; faculty and staff will require communications through your student account.

Access your email through:

A. Your mobile device.

You can add your student Gmail account on your device's default email app using your entire student email address as your username and your myLakeland password as the password. Alternatively, the Gmail app can be downloaded and used to access your student email from your respective app store.

B. A browser by:

1. Clicking on the email icon in myLakeland
2. Direct access via gmail.com

Username/ID: Your ID is the first part of your student email address before the @ symbol.

Example:

jsmith12 of jsmith12@mail.lakelandcc.edu

Your username is on the confirmation email that is sent to your personal email account upon acceptance to Lakeland.

Visit our full student email FAQ for full details about access, storage space, forwarding, mobile and pop setup.

Blackboard

Blackboard hosts Lakeland's online courses, online assistants, and virtual instructional communities. Students in current courses that use Blackboard can log in to get their syllabus, assignments, course documents, etc. To access Blackboard:

- 1) Go to <http://my.lakelandcc.edu>, log into myLakeland, go to the Student tab, and click on the Blackboard icon under "Quick Tools." Accessing Blackboard this way will not require you to log in a second time.

Username is the first section of your Lakeland email address (username@mail.lakelandcc.edu). For example, John Smith's email is `jsmith12@mail.lakelandcc.edu`, so his username is `jsmith12`. If you use your entire email address in the username field, your login will fail. Password is the same as your myLakeland password.

PARKING

Student parking is available at no charge in the conveniently located lots around the campus. STUDENTS MAY NOT PARK IN FACULTY/STAFF DESIGNATED AREAS OR ON THE GRASS. Violators will be ticketed and may be towed by the campus police. General parking fines are \$20. Handicapped, bus, police and fire fines are \$50. No overnight parking permitted without permission from the campus police department.

Parking For People With Disabilities

Parking spaces for people with disabilities are available by the B-Building, E-Building, H-Building, T-Building and Y-Building (Athletic and Fitness Center). Short-term parking is available by the metered spaces in front of A-Building. Vehicles must display an official state or municipal handicapped parking permit pursuant to law. Temporary handicap parking permit applications can be obtained from police services located in A-2.

Towing

As a last resort, campus police can tow vehicles creating a hazard to traffic or safety, apparently abandoned, incidental to an arrest for safekeeping, or when listed on the campus police tow list as having accumulated 10 or more unpaid parking tickets.

POLICE PROCEDURES AND SERVICES

The Lakeland Community College Police District was formed in 1978. The campus police department exists to protect the learning environment while providing a variety of unique services designed to enhance the safety of the entire college community. All persons on the Lakeland campus are subject to the federal and state law, college policies and procedures, and the Student Conduct Code. Violence on campus is not tolerated. Victims of stalking, menacing, etc., on or off campus, should notify the campus police immediately. The campus police headquarters is located in A-2 and can be reached on any campus telephone by dialing 911 or 440.525.7241. Requests for service can be made through the Lakeland Safe App which can be downloaded for free from the Apple Store or Google Play Store. Emergency telephones can be found in some campus hallways and classrooms.

Services of the police department include lost and found, vehicle lockouts, and personal escorts to and from your vehicle. Additional information can be found at lakelandcc.edu/police including Campus Safety Annual Report and crime prevention tips.

Concealed Weapons

Even if you have a valid state weapons permit, firearms are PROHIBITED at all Lakeland Community College campus locations and events. The college is exempt from allowing concealed weapons under Ohio Senate Bill 199 and by college ordinance.

Lost and Found Property

Unclaimed, abandoned and/or lost and found property shall be delivered to the campus police department (Room A-2) for safekeeping. Property owners can claim property at the police department upon demonstrating proof of ownership. Unclaimed property which has accumulated over a period of time will be disposed of by the college pursuant to the applicable laws and ordinances.

Police Escorts

Police escorts are provided to employees and students at individual requests. Please call the police at 440.525.7241 for additional information or download the Lakeland Safe App found at the Apple Store or Google Play Store.

Protection Orders

Employees and students who have obtained a legal protection order from the courts should file a copy of the order with the Lakeland Campus Police. The Lakeland Police Department can be designated as a recipient of any certified protective court order by request of the plaintiff.

Traffic and Parking

Campus police officers enforce the college traffic and parking regulations by issuing tickets to violators. Fines associated with parking tickets must be paid within 21 days at Lakeland's Cashier's Office. All parking and traffic fines are credited to the college's scholarship foundation. Traffic offenders are cited to the Willoughby Municipal Court.

Questions About Campus Protection

Questions or concerns about campus safety should be directed to the Police Department in A-2 or by calling 440.525.7241. While specific details of Lakeland's protection program are now confidential under federal law and state laws, the agency welcomes inquiries about programs, staff performance and quality.

SHUTTLE BUS SERVICE

Shuttle bus service on campus is provided by Laketran. For the most up to date times and a map, please go to the campus police web page at lakelandcc.edu/police. Or call Laketran directly at 440.350.LOOP.

STUDENT ACCOMMODATION CENTER

The student accommodation center provides information and support to those living with a disability. Services are provided on an individual basis and may include services such as: accessibility to audio materials, sign language interpreters, note-takers and testing accommodations.

To be assured of receiving academic, instructional or classroom accommodations, or other special student services, you must register with the student accommodation center. All registrations are confidential. For further information, contact the student accommodation center at 440.525.7020 (voice) or mwheeler21@lakelandcc.edu or stop by the student accommodation center in A-1042.

Parking for People with Disabilities

Parking spaces for people with disabilities are available by the B-Building, E-Building, H-Building, T-Building and Y-Building (Athletic and Fitness Center). Short-term parking for people with disabilities is available by the metered spaces in front of A-Building. Vehicles must display an official state or municipal handicapped parking permit pursuant to law. Temporary permit applications can be obtained from police services located in A-2.

Restrooms for People with Disabilities

Restrooms that have automatic door operators include: 1st floor of A-Building, D-Building, E-Building, L-Building, and Athletic and Fitness Center (men's and women's); 2nd floor of S-Building and T-Building (men's and women's); and 3rd floor of A-Building (men's and women's) and C-Building (women's).

STUDENT IDENTIFICATION CARD

Use of Lakeland's Athletic and Fitness Center (AFC), the library, Laketran bus service and the Student Service Center requires a student identification card. In order to receive an ID card, bring a current class schedule and a photo ID, such as a driver's license or State of Ohio ID, to the library or the welcome center in the AFC. Your photo will be taken and a Lakeland Community College student ID card will be issued in a few minutes.

STUDENT SERVICE CENTER

Counseling & Psychological Services

Comprehensive counseling and psychological services are available to all full-time, part-time and potential students. Lakeland counselors and the campus psychologist specialize in the academic and personal guidance that can help you succeed in college. Services include admissions counseling, career planning, academic planning, personal counseling and crisis intervention. To schedule an appointment with a counselor, please call 440.525.7200. For more information regarding counseling services available, please visit lakelandcc.edu/counseling.

Mental Health Crisis Procedures for Lakeland Students

The following procedures are provided as a resource for Lakeland students who may be experiencing a mental health crisis. However, if you are currently under the care of a mental health professional, you should first follow the crisis guidelines of your counselor or the agency where you receive services.

For all emergency situations involving a crime or physical danger, please contact the police by dialing 911 or 440.525.7241.

A mental health crisis is a situation in which you are experiencing extreme emotional distress which threatens your safety or the safety of others or which compromises your ability to function.

If you are experiencing a mental health crisis, please follow these procedures:

1. Stop by the Lakeland Student Service Center on the first floor of the A-Building and ask to speak with the psychologist or counselor and indicate that it is an emergency.
2. If you are not on campus or if it is after hours, call the Lake County Crisis Hotline at 440.953.8255 or 800.411.0103 or the Lakeland Campus Police at 440.525.7241.
3. For life-threatening emergencies requiring immediate assistance, you can always dial 911; go to the Lakeland Campus Police, located in Room A-2 in the basement of the A-Building; or go to the nearest hospital emergency room.

Financial Aid/Scholarships

Lakeland offers many types of financial aid assistance, including federal and state grants, federal work-study employment, federal student loans (Direct Loans) and scholarships. All students should complete the Free Application for Federal Student Aid (FAFSA) at studentaid.gov/fafsa each year to determine their eligibility for federal aid. Lakeland's federal school code is 006804.

In addition, it is strongly recommended that students apply for The Lakeland Foundation Scholarships. The Lakeland Foundation Scholarship application and listing of all available scholarships can be found on myLakeland. These scholarships are available through The Lakeland Foundation, intercollegiate athletics and academic departments, as well as a number of civic organizations and private donors.

For consideration for all types of financial aid at Lakeland, you must:

- Be accepted by the college for admission and provide documentation of high school completion or its equivalent (GED).
- Be enrolled in a financial aid eligible, approved degree or certificate program.
- Complete the Free Application for Federal Student Aid (FAFSA); and
- Complete a Lakeland scholarship application.

Students who are financial aid recipients should be aware of the following:

- Important dates and deadlines. This information will be posted on the announcement page of the portal, the announcement page of the financial aid web page, on many of the financial aid forms and electronic signage on campus. These include but are not limited to Pell Recalculation dates, deadlines for appeals, last day to submit the Free Application for Federal Student Aid, etc.
- Policies that may affect financial aid eligibility.

Satisfactory Academic Progress Policy (SAP)

Federal regulations mandate that Lakeland establish minimum standards of "Satisfactory Academic Progress" for students receiving federal aid. The policy can be found at lakelandcc.edu/web/about/financial-aid-policies#sap.

Return to Title IV Refund Policy (R2T4)

A recipient of federal financial aid (Title IV) is subject to a recalculation of their aid eligibility if he/she:

- Completely withdraws from all classes prior to completing 60 percent of the semester or
- Stops attending all of his/her classes before completing the semester or
- Does not complete all the modules (part of term courses) for which he/she has registered at the time those modules begin.

More information about the R2T4 policy may be found at: <http://www.lakelandcc.edu/web/about/financial-aid-policies#r2t4>.

Attendance Policy

Financial aid eligibility is based on class attendance. Instructors will provide attendance verification directly to the financial aid office. If attendance cannot be verified, financial aid will be adjusted accordingly.

Students will be administratively withdrawn from any class in which they are enrolled and have not attended during the first two weeks of the term. Administrative withdrawals will occur at the beginning of the third week of the term at zero percent refund for any student who the instructor marked as not attended. A grade of "AW" will be issued.

For more information, contact the financial aid office at 440.525.7070.

Registration

Lakeland offers easy, convenient registration: in-person at the Lakeland Student Service Center (SSC), A-1003; online in myLakeland; or via phone at 440.525.7101 or 1.800.589.8520.

Lakeland's class schedule is only available online to provide the most up-to-date course information. To view the schedule of classes, visit lakelandcc.edu/schedule or go to myLakeland and click on "Course Schedule Viewer."

New, transfer or transient students must complete an application for admission and must fulfill all admissions requirements prior to registering for classes.

Registration Policy

Lakeland believes sound registration processes promote student success and that all students should be properly registered and present in the classroom (or available for online courses) from the first day that the class meets. Registration activity is limited to the time periods outlined in the enrollment guide and important dates on the admissions web page.

Course Registration Schedule

New and continuing students may register for credit courses prior to the first class meeting.

Schedule Adjustments

Students who are officially registered may adjust their schedule prior to the first day of class.

First week of the term: Officially registered students wishing to add a class during the first week of the term are required to obtain written permission from the faculty member if the first class meeting has been held. If approved, the student must provide the written permission to the Lakeland Student Service Center for processing.

The first day of online classes is considered the first day of the term.

Students wishing to drop a class may do so online through their myLakeland account or in person at the Lakeland Student Service Center.

Specific registration dates are published online and in the enrollment guide.

TRANSFER CENTER

The transfer center, located on the 1st floor of A-Building in room A-1040b, strives to provide a seamless process for students transferring college credits TO and FROM Lakeland Community College. With this goal in mind, the transfer center provides the following services to all Lakeland students:

- Provide current Lakeland students with information about continuing their education at a four-year college/university including partnerships at the Holden University Center.
- Provide contact information for college and university representatives.
- Provide written and web-based equivalency guides and course articulation information.
- Provide information about the Ohio Transfer Module (OTM) and Transfer Assurance Guides (TAG).
- Provide help with access to Transferology to see how courses will transfer to other colleges/universities.
- Maintain a calendar of regularly scheduled visits by college/university representatives to our campus.
- Assist students with all phases of the transfer credit process, including tracking transcripts sent to and from Lakeland.

TUITION AND FEES

Your tuition and fees may be paid with cash (in person only), personal check, Visa, MasterCard, Discover and/or some type of financial assistance. Payments may be made at the cashier's office or online. Please check your student email regularly for communications - e-bills and e-refunds are online.

As a Lakeland student, you authorize the college to debit and/or credit your depository account for any payments made with a personal check through an ACH (Automated Clearing House) electronic method. If you do not want your personal check converted to an electronic payment, you must provide a statement enclosed with your check requesting that the college not process the check with the ACH electronic method.

Any check or credit card transaction rendered to Lakeland Community College in payment of amounts due to the college and dishonored for any reason shall be charged \$25 return payment charge. Student will not be permitted to register for any subsequent term or obtain grade transcripts or receive grades for the current term until financial obligation has been met.

Financial Responsibility

Students who have not settled their obligation to the college by the final due date shall be considered delinquent and be charged a late fee not to exceed \$60 for the semester. The student cannot be considered as enrolled in that term until the financial obligation has been met.



Required Acknowledgement of Financial Responsibility

By registering for courses at Lakeland Community College, I accept responsibility for payment by the due date of all college charges assessed to my student account, including tuition and fees, late payment fees and reversals of financial aid. I fully accept this debt as my personal financial responsibility. I acknowledge that non-attendance does not relieve me of financial responsibility for the courses in which I am enrolled, and that I will access my bill online to remain abreast of any outstanding balances or other financial obligations. I both understand and agree that, should I fail to make the required full payment or receive financial aid to meet the balance by the established deadline, I may be charged late payment fees, I will be restricted from registering for additional courses this term or for future terms, my transcripts and diplomas will be placed on hold, and I may be denied other college services. In addition, I understand that accounts more than 45 days past due may be placed with the Ohio Attorney General's Office and I will be responsible for paying any additional fees and costs, including attorney fees and court costs, associated with collection of this debt. I understand that the college sends electronic notifications (emails) to my official Lakeland email account to communicate important updates, and that I must adhere to college procedures for dropping or withdrawing from courses.

Tuition Loan Plan

Students attending Lakeland may choose to pay certain fees through the online Lakeland Tuition Loan Plan. The student must pay a \$25 non-refundable processing fee at the time of signing up for the plan. The student must pay all charges by the tuition loan plan due date(s) which are published in the online plan agreement. If payment is not received, in full, by three specified due dates, a \$20 fee will be charged each time. For summer, there is only one due date. If the due date is missed, there will be a \$60 late fee. Students need to register for credit classes and complete a Lakeland Tuition Plan Promissory Note, which is available online at my.lakelandcc.edu (login required) under the student tab by clicking on "student account" and then "make a payment." Some restrictions apply. For information, call the cashier's office at 440.525.7133 or 440.525.7134.

VETERANS CENTER

Lakeland Community College is committed to helping active duty personnel, veterans, reservists and dependents attain their personal and professional goals. The Veterans Center comprises two student services: Veterans Educational Benefits and Veterans Program and lounge. The Veterans Educational Benefits service helps student veterans take advantage of the educational benefits that are available, from dealing with the VA, applying to Lakeland, to registering for classes and completing a degree. Lakeland's Veterans Program assists those who have served in the United States armed forces and those currently serving, as well as military family members, in making a smooth and successful transition to college. The Veterans Lounge, located in room E-117, is equipped with computers, printers, snacks, couches and other amenities where student veterans can gather in private any time. The Veterans Center is located in room E-118. For information about educational benefits, call 440.525.7246. For information about the veterans support program, call 440.525.7529.

WOMEN'S CENTER

Many women say that the Lakeland Women's Center puts the "community" in "community college." The women's center is a place on campus, as well as an online community, where women can obtain the support system, knowledge and skills they need in order to succeed in college. New students can come to the women's center for help navigating college offices and procedures. Students can also participate in programs and workshops on topics related to student success. Single mothers and women over 25 may be eligible for special programs. The women's center is also a drop-in center (no appointment needed) where women may come when life begins to interfere with their education. The staff helps with problem solving and refers students to college departments and community agencies for assistance. Each semester the women's center sponsors special events which focus on women's issues. Staff is available Monday through Friday 9 a.m. - 6 p.m. and by appointment. Room: C-1076. Phone: 440.525.7322.

LAKELAND ACADEMICS

ACCREDITATION

Lakeland is accredited through the Higher Learning Commission, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604-1413, 800.621.7440, hlcommission.org.

ACADEMIC AWARDS

An annual academic awards program is held in spring semester to honor students who have excelled in their academic performance. Honors include outstanding student of the year in various academic fields and the Provost's Award for overall excellence.

ATTENDANCE

Individual instructors determine the attendance policy for their classes; there is no uniform attendance set by the college. Attendance is encouraged at all classes or laboratories for maximum student achievement. Attendance is required for all federal financial aid recipients and must be verified. Instructors will provide attendance information directly to the financial aid office. If attendance cannot be verified, financial aid will be adjusted accordingly.

CHANGE OF ADDRESS

If you change your address while enrolled at Lakeland, you must file a "Student Record Change" form in the Lakeland Student Service Center.

CHANGE OF MAJOR FIELD OF STUDY

You may change your major field of study any time during your enrollment at Lakeland by completing a "Student Record Change" form, available in the Lakeland Student Service Center. It is suggested that you consult with a counselor before registering for classes in your new program.

DEAN'S LIST

In recognition of high academic achievement, a dean's list is compiled for fall and spring semesters.

The provost has responsibility for compiling the list, and full- and part-time students are eligible for recognition.

To qualify for the dean's list, a full-time student must complete a minimum of 12 credit hours and earn a minimum grade point average (GPA) of 3.5 for the semester. All credits must be in courses included in calculation of the GPA (see Grading System).

Part-time students (taking less than 12 credit hours per semester) must complete a minimum of six credit hours and earn a minimum grade point average (GPA) of 3.5 for the semester. All credits must be in courses calculated in the GPA (see Grading System).

GRADE APPEALS

Grade appeals must be submitted to the course instructor. Requests for grade changes will be considered only during the term immediately following the one in which the grade was assigned with the exception of grades assigned during the spring semester which may be changed during the following summer or fall term.

GRADE REPORTS

Grade reports are available online approximately one (1) week after the end of each term. If grades are not received or appear to be incorrect, contact the Office of the Registrar at 440.525.7101.

GRADING SYSTEM

Lakeland uses a "four-point" system in calculating the student's GPA, and this calculation occurs at the end of each term through the use of the following formula:



Grade Point Average =
Total number of grade points earned divided by the GPA hours

Lakeland’s letter grade system includes 19 grades, only 6 of which affect the GPA:

- A 4 grade points per credit hour
- B 3 grade points per credit hour
- C 2 grade points per credit hour
- D 1 grade point per credit hour
- F 0 grade points per credit hour
- FNA 0 grade points per credit hour
- S/U Satisfactory/Unsatisfactory (not calculated in GPA)
S = “C” grade or better
- SA Satisfactory earned “A” if grades were issued (not calculated in GPA)
- SB Satisfactory earned “B” if grades were issued (not calculated in GPA)
- SC Satisfactory earned “C” if grades were issued (not calculated in GPA)
- UD Unsatisfactory earned “D” if grades were issued (not calculated in GPA)
- UF Unsatisfactory earned “F” if grades were issued (not calculated in GPA)
- UFNA Unsatisfactory because of nonattendance (not calculated in GPA)
- UNA No grade available (not calculated in GPA) in a Satisfactory/Unsatisfactory course
- V Audit (not calculated in GPA)
- I Incomplete (not calculated in GPA)
- W Withdrawal (not calculated in GPA)
- AW Administrative withdrawal (not calculated in GPA)
- NA No grade available (not calculated in GPA)

Grade reports are available online at my.Lakelandcc.edu at the end of the semester.

This example illustrates how to calculate a GPA:

Course	Grade	Credits Attempted		Point Value	Total Points
#1	A	3	x	4	= 12
#2	B	3	x	3	= 9
#3	C	3	x	2	= 6
#4	D	3	x	1	= 3
#5	C	1	x	2	= 2
#6	F	3	x	0	= 0
		16			32

32 points divided by 16 credits equals a 2.0 grade point average.

GRADUATION

All students intending to graduate must file a graduation application online through myLakeland. Applications must be submitted by the deadline established by the college. Students who have petitioned to graduate will receive an email from the dean of students that contains information and instructions regarding participation in the commencement ceremony held on May 14, 2022. Students petitioning for graduation for summer 2021 should participate in the May 2020 ceremony.

Graduation Application Deadline Dates

- Fall 2021 Dec. 3, 2021
- Spring 2022 April 1, 2022
- Summer 2022 July 29, 2022

Graduation Requirements Policy

1. All associate degrees (arts, science, applied science and technical studies) require successful completion of at least 60 semester hours with a 2.0 minimum grade point average (GPA). The student must have earned at least 20 credit hours at Lakeland Community College.
2. Students earning an associate of applied business degree or associate of applied science degree are required to:
 - a. Pass all applicable technical courses for the particular major with a “C” grade or better.
 - b. Enroll and earn no fewer than 20 technical credits at Lakeland Community College for the particular major.
 - c. Maintain a 2.0 overall grade point average (GPA).



3. Some programs of study may have additional program and/or grade point average requirements based upon accreditation standards. The students must review the requirements of the specific degree program to determine if there are additional requirements.
4. All students intending to graduate must file a petition to graduate.

Graduation Honors

Graduation honors are based upon the student's cumulative grade point average determined at the time of completing graduation requirements and will entitle the student to have honors notation included on his/her transcript and diploma.

- Those who attain a cumulative grade point average (GPA) in the range of 3.9 to 4.0 are granted their degrees Summa Cum Laude.
- Those who attain a cumulative GPA in the range of 3.75 to 3.89 are granted their degrees Magna Cum Laude.
- Those who attain a cumulative GPA in the range of 3.5 to 3.74 are granted their degrees Cum Laude.

In addition, students must complete at least 50 percent of all degree requirements (credit hours) at Lakeland Community College.

Commencement Honors

Students who attain a cumulative grade point average (GPA) in the range of 3.5 to 4.0 through the student's last fully completed and graded semester will be recognized in the commencement program as graduating with honors. Students entitled to commencement honors may wear the gold honors cord at the commencement ceremony on May 14, 2022.

OFFICIAL RECORDS

Official student records are maintained in various offices on campus.

Academic Transcripts:

Office of the Registrar (Room A-1003)

Advisement and Counseling:

Counseling and advising (Room A-1027)

Disciplinary:

Dean of students (Room S-243)

Financial Aid:

Financial aid (Room A-1004)

Medical:

Health services (Room H-273)

On Campus Employment:

Office of Human Resources (Room C-2103)

Police:

Campus police (Room A-2)

A student may request the opportunity to review his/her records. The request should be made to the college official in charge of the office in which the records are on file. The college office may require the request to be in writing. Approval of this request will be granted within a reasonable period of time not to exceed 45 days.

A student needing to have an official academic transcript of his/her records be sent to another college, university or professional school, or for other purposes, are able to order their official transcripts 24 hours a day, seven days a week online at lakelandcc.edu/web/about/transcripts for a small fee. Transcripts can be sent electronically or mailed as a hard copy, depending on the receiving institution or destination. Unofficial copies for student use are available upon request at the Lakeland Student Service Center (photo identification is required) or online in myLakeland at no charge.

RESIDENCY REQUIREMENTS

Lakeland is required by law to classify student residency as follows:

1. Resident of Lake County: to qualify for this tuition category, a student must have lived in the state of Ohio **for at least one (1) year, and in Lake County for at least six (6) months.**
2. Ohio resident outside Lake County: a student must have resided in the state of Ohio **for at least one (1) year.**
3. Out-of-state or international students: individuals who cannot furnish proof of their classification in either of the above categories are charged out-of-state tuition rates. International students pay the out-of-state rates for the duration of their attendance.

Students requesting a change of fees to in-state or in-county **MUST** provide a valid Ohio driver's license and appropriately dated proof of residence in one of the following forms:

- Canceled rent checks (for each month of residency).
- Property tax receipts.
- Rental or lease agreements.
- Real Estate title/deed of ownership of property.
- Notarized affidavit from parents/other.
- Utility bills - water, gas or electric only (providing name and address are shown).
- Voter registration card
- Ohio vehicle registration

A change to a Lake County address does not automatically change residency status. Students must submit the Request for Change of Residency Form along with acceptable documentation to the Lakeland Student Service Center for review and approval by the Registrar.

Fees will ONLY be adjusted prior to or no later than the first day of the term. No mid-semester adjustments will be made. If documentation is presented after the start of the semester the next term will have the updated residency code listed.

TRANSFER MODULE

The Ohio Department of Higher Education's Transfer and Articulation Policy established the transfer module, which is a specific subset or entire set of a college's or university's general education requirements. The transfer module contains 36-40 semester hours of specified course credits in English composition, mathematics, statistics and formal/symbolic logic, arts/humanities, social and behavioral sciences and natural sciences. Oral communication and interdisciplinary areas may be included as additional options.

Transfer Module course(s) or the full transfer module completed at an Ohio public college or university is guaranteed to meet the requirements of the transfer module at the receiving Ohio public institution, once the student is accepted.

Copies of the Lakeland Community College Transfer Module can be obtained from the transfer center and the counseling office.

TRANSFER RECOMMENDATION

In accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA), a student wishing to have a Transfer Recommendation/Letter of Recommendation or Evaluation Form completed from another college may bring it to the dean of students in S-243. For more information call 440.525.7744.

WITHDRAWAL FROM CLASSES

Students are able to withdraw from a class from the beginning of the second week through the end of the twelfth week of the semester. A course withdrawal will be indicated on a student's academic record by a grade of "W". After the twelfth week no withdrawal is permitted.

Students registered for courses other than the standard 16-week semester should consult the Lakeland website or the enrollment guide for appropriate deadlines regarding withdrawal.

Students seeking an exception to the posted withdrawal deadline for reasons beyond his/her control, must complete the online Late Withdraw Request form, which is available on the Registrar web page (lakelandcc.edu/web/about/registrar) under Documents & Forms. The Late Withdraw Request form will be sent to the Office of the Registrar for consideration of a late withdrawal. Students will need to explain and document that attendance and completion of coursework is/was not possible due to serious personal, medical, or employment reasons.



ALUMNI RELATIONS

The Lakeland Alumni Relations office works to create meaningful relationships between alumni and their alma mater, to provide opportunities to connect alumni with students, and to foster pride in Lakeland Community College. Lakeland graduates and those who have successfully completed credit coursework at Lakeland are considered Lakeland alumni. Alumni and community friends of Lakeland comprise the Lakeland Community College Alumni & Friends Network.

The Link, the Alumni Relations digital magazine, keeps alumni and friends informed about Lakeland students and programs, important happenings, and opportunities to stay connected, be involved, and support the college. Lakeland alumni have served on career service panels, worked with student leadership groups, participated in commencement activities, and volunteered in other ways.

The Lakeland Community College Alumni Hall of Fame annually recognizes outstanding Lakeland graduates who have made significant contributions through career and professional achievements, service to their communities, and/or service to Lakeland. In addition, the Hall of Fame members sponsor the Lakeland Alumni Hall of Fame Scholarship Fund.

For more information, contact the Alumni Relations office, located in The Lakeland Foundation, at alumnioffice@lakelandcc.edu, visit our website at lakelandcc.edu/alumni, or join us on Facebook and LinkedIn - Lakeland Community College Alumni & Friends Network

ATHLETIC AND FITNESS CENTER

Lakeland's Athletic and Fitness Center (AFC) is located in the Y-Building. The facility includes selectorized equipment, free weights, indoor track, racquetball and tennis courts, two gymnasiums for basketball and volleyball, a multi-purpose room, golf and batting cages, as well as softball, baseball and soccer fields. The AFC is open to Lakeland students enrolled in the current semester and employees at no charge. Use of the AFC requires a student identification card, which can be obtained at the welcome desk by bringing a class schedule and photo ID, such as a driver's license or State of Ohio ID. Membership is also available to the community. For facility or field rentals, call 440.525.7114 or 440.525.7502.

For information, contact the AFC welcome desk at 440.525.7111.

Find us at [facebook.com/Lakelandccathletics](https://www.facebook.com/Lakelandccathletics).



CIVIC PERFORMANCE PROGRAM

Lakeland provides talented community members and students with many opportunities for expressing their artistic abilities in the performing arts. The college's civic performance program, which is a part of Lakeland's Arts and Sciences Division, offers community members a theater program and music groups through which they can express and advance their talents. The college's five music groups include its civic orchestra, civic band, civic chorus, civic flute choir and civic jazz orchestra. Additionally, the college offers talented high school students Jazz Impact, an all-star high school music group. The college's civic theatre program offers community members the opportunity to perform in or work backstage on several productions each year. The groups and their directors are listed below:

Lakeland Civic Band,

Director, Daniel Crain

Lakeland Civic Chorus,

Director, Charles Eversole

Lakeland Jazz Impact,

Director, Ed Michaels

Lakeland Civic Jazz Orchestra,

Interim Director, Ed Michaels

Lakeland Civic Orchestra,

Director, Dr. Matthew C. Saunders

Lakeland Civic Flute Choir,

Director, Judith Elias

Lakeland Civic Theater,

Director, Dr. Martin Friedman

If you would like to obtain additional information or to audition for these civic groups, contact Lakeland's Arts and Sciences Division: phone 440.525.7526 or email jpilarczyk5@lakelandcc.edu.

DIVERSITY

The college seeks to address diversity by offering a broad spectrum of learning experiences through special events such as festivals, lectures, dramatic presentations, dance workshops and art exhibits. In exploring diversity, the student development division seeks to promote inclusion by working with various campus groups to examine the rich cultural, ethnic, sexual orientation and racial heritages, which differentiate while uniting us into the family of humankind.

For more information, contact student development in S-242 or call 440.525.7744.

INTERCOLLEGIATE ATHLETICS

Throughout the years, Lakeland has gained national recognition for its outstanding intercollegiate athletic teams and fine student-athletes. The college provides students the opportunity to participate in varsity athletic programs. As a member of the National Junior College Athletic Association (NJCAA) and the Ohio Community College Athletic Conference (OCCAC), Lakeland competes in seven intercollegiate sports: basketball, softball, soccer and volleyball for women; basketball, baseball and soccer for men. Lakeland is in Region XII of the NJCAA and regularly plays teams from Ohio, Michigan, Indiana, New York and Pennsylvania.

For more information, contact the athletic office in L-102 or call 440.525.7350.

INTRAMURAL SPORTS AND RECREATION

Intramural activities at Lakeland Community College occur throughout the year. Intramurals allow students to participate against other Lakeland students, faculty and staff in an organized setting. Students should consult the student engagement & leadership website for details.

For further information contact the student engagement & leadership office at 440.525.7271 or stop by room S-237.

STUDENT ENGAGEMENT & LEADERSHIP

The Lakeland Student Engagement & Leadership (S.E.A.L.) office exists to promote student success through building community, and to enhance the learning environment by working both within the classroom and co-curricularly to improve campus life. The S.E.A.L. office helps students achieve their goals by teaching life skills and providing opportunities that encourage student leadership, personal and professional development, personal and social responsibility, and the celebration of human diversity.

The S.E.A.L. office oversees Lakeland Student Government, the Campus Activities Board, student organizations, and programs to promote an understanding and appreciation of diversity. The department promotes activities for students to increase involvement in campus life outside the classroom, arranges new student orientation, administers student conduct, coordinates the student center atrium art gallery exhibits, facilitates posting on bulletin boards around campus, and publishes the Campus Connection e-newsletter, the student handbook and calendar, and various booklets for student organization use. The S.E.A.L. office provides an opportunity to pursue an interest or talent in an organized environment with other students.

GET INVOLVED by stopping in S-237, "Like" Lakeland S.E.A.L. office on Facebook or call 440.525.7271 or email getinvolved@lakelandcc.edu.