

# Lakeland East Student Guide

## Office Personnel

The office staff at Lakeland East are here to help you and answer any questions you may have. If we are unable to answer the question, we will refer you to the department that can best be of service to you.

## Phone Numbers

Main desk 440.525.7411 or 1.800.589.8520, ext. 7411

Counseling Office	440.525.7200
Emergency Closing Information	440.525.7242
Student Accommodation Center	440.525.7020
Student Service Center	440.525.7070

Whether you have taken classes at Lakeland East before or if this is your first semester, welcome to our lovely facility. Please help us to most effectively use this facility by sharing your ideas with us and asking questions.

Many of the students who attend classes at Lakeland East are from the immediate area – Madison, Geneva and Perry. However, we also have a large percentage of students who live a little farther away – Ashtabula, Jefferson and Painesville. We have a wide range of student ages so your class composition should be fairly diverse. Many of the students attending Lakeland East say that they like going to school so close to home, they enjoy the atmosphere and they like the attention that they receive in the smaller classes.

This information guide has been designed to provide basic information to assist you during your time at Lakeland East. While we offer many services at Madison, we also rely on the main campus for many services. If you have questions, please don't hesitate to contact a staff member.

Again, welcome to Lakeland East Off-site Center and best wishes for a successful semester!

Sincerely,  
Staff of Lakeland East

## Student Services

Lakeland East offers assistance with wide a variety of services for students, including:

- Registration assistance
- Counseling appointments
- Tutorial services
- Career Services online employment information
- Library services
- Online connection to OhioLINK
- Unofficial transcripts
- Textbook buy-back
- Laptop Loan within the facility

## Hours of Operation

Please visit our website at [lakelandcc.edu/east](http://lakelandcc.edu/east) for up to date hours of operation.

## Location

Lakeland East is located at 201 Water Tower Drive, which is just north of Interstate 90 off of State Route 528 in Madison, across from Laketran's Park and Ride.

From Interstate 90, exit at State Route 528 (Exit 212) and head north. Water Tower Drive is on the left (west side of S.R. 528). Please call if you need more detailed directions.

## Important Dates and Academic Calendars

To review the current semester important dates and deadlines, visit [lakelandcc.edu/admissions](http://lakelandcc.edu/admissions).

## Classrooms

Please do not open windows or change the settings on the thermostat; instead, notify a staff member of any uncomfortable temperature.

## Mailboxes

All faculty teaching credit courses at Lakeland East have a mailbox for the term, located in the faculty office. Staff at Lakeland East can assist with delivery it to the proper mailbox.



## Lakeland Learning Center

The Learning Center is dedicated to student success and provides the following support services: College Success Workshops, eTutoring, Math in Minutes, Success Coaching, Tutoring, Writing Center, and Testing Services. For assistance with any of these services, please contact 440.525.7019 or contact a Lakeland East staff member.

## Computer Access

Lakeland East has a computer lab that has 16 workstations. When the lab is not being used for credit or non-credit courses, students are able to use it as an open computer lab. Wireless Internet is available on all the computers as well as access to Microsoft Office applications and OhioLink library services.

To borrow a laptop, please stop at the main desk and a staff member will be happy to assist you. We do require photo identification and will hold your identification until the laptop is returned.

## Printing and Copy Services

Lakeland provides each student with \$10 in free printing and copying each semester. You will not be charged for printing until you have used all of your free prints. Funds can be added to your account through myLakeland. While your free printing may expire after final exams, the \$10 will reset with the start of a new semester. Copy services are available to students for papers needed for the classroom use only.

## Help Desk

For any technical questions regarding wireless Internet access, computer hardware or software, system problems or your myLakeland account, contact Lakeland's Help Desk at 440.525.7570 or [lcchelpdesk@lakelandcc.edu](mailto:lcchelpdesk@lakelandcc.edu).

## Courier Service/Interoffice Mail

There is regular courier service to Lakeland East Monday through Friday. Please see the office staff for guidance if you need to mail materials to Lakeland's main campus in Kirtland, Ohio.

## Grades

There are no longer paper grade sheets; grades are now submitted electronically and can be accessed through myLakeland.

## Vending Machines

Coffee, drinks and vending snacks are located in the lounge. A microwave and sink is also available for general use.

## Campus Police and Safety

Operating as an autonomous police district since 1975, the Lakeland Community College Police Department has primary jurisdiction for safety on campus. Lakeland police officers are certified through the Ohio Peace Officers Training Academy and have full law enforcement powers on all Lakeland campuses. Because the Lakeland Community College Police Department is stationed on the main campus in Kirtland, they typically utilize the Madison Village Police Department to respond to emergencies and most calls for service at Lakeland East in Madison.

## Lakeland Police

Non-emergency - 440.525.7241\*

Madison Village Police 440.428.2116

Dispatch is staffed 24 hours/7 days a week. This is a general non-emergency number. Priority will be given to 911 calls, officers on the radio, emergency callboxes, other calls or people at the dispatch window. Please pre-program these numbers into your cellphone and encourage other employees and students to do the same.

 Opportunity  
starts **HERE**

440.525.7411



### Dial 911 from any college phone for emergencies

For emergency response at Lakeland East, dialing (8), then 911 will enable an outside line connecting you directly to the Madison Village Police dispatch center. When 911 is dialed from any college phone (without dialing 8) it will go directly to the Lakeland Police Department dispatch center. Both dispatch centers are staffed 24 hours/7 days a week. When in doubt, trust your instinct.

### Dial 911 from your cellphone

All emergencies can also be reported by dialing 911 from your cellphone.

It is very important to:

- Tell the dispatcher that you are at Lakeland Community College East in Madison, Ohio and need to be transferred to the Madison Village Police Department.
- When calling, be sure to give the exact location (room number, floor, building, parking lot) and the nature of the call.

### Campus Police and Safety Services at Lakeland East include:

- Annual Safety Inspections
- Security Cameras, Intrusion and Panic Alarm Monitoring
- Lost and Found Property
- Emergency Alert Notifications
- Parking and Traffic Regulations and Enforcement (in conjunction with Madison Village Police)

### Severe Weather or Building Closure

In the event of inclement weather, Lakeland East Off-Site Center will be closed if and when Lakeland Community College's main campus is ordered to close or if a building emergency (i.e. utility failure) were to occur. All campus and off-site center closures are reported to television and radio stations and posted on the college (lakelandcc.edu) website. Be sure to visit lakelandcc.edu/closings for the most up to date information.

### Emergency Alerts Messaging

Employees and students at Lakeland Community College have been automatically enrolled in our Emergency Alert system. This system will be used to inform you of emergency situations via phone and email. You have the option of adding additional email addresses, phone and text numbers. Please keep your cellphone up-to-date with Lakeland Community College. Once your cellphone is on file, you will receive a one-time opt-in text (within 24 hours) that you must respond to. If you're not sure if you have responded, you can text the word OPTIN to 68453. Even if your cellphone is your home/primary number, please also make sure it is listed as a cell number.

### Emergency Exits and Information

An emergency audible and visual alarm will sound if the building is to be evacuated. Please proceed to the nearest exit quickly. Once in a safe location, re-group with your class to determine if all members have exited the building. There are emergency exits located throughout the facility. Please remember there are no fire drills and every alarm is to be treated seriously.

### Parking

Parking at Lakeland East is free and open to all faculty, staff, students and guests. No identification sticker is required. Only vehicles with an official state or temporary college issued handicapped parking permit may park in designated handicapped parking spaces. Violators of parking infractions may be cited by the Lakeland or Madison Village Police Departments and fines vary up to \$50.

### No Smoking Policy

The Ohio Department of Health prohibits smoking in public places and places of employment. Lakeland Community College 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. "No Smoking" signs list a toll-free number for reporting violations to the Ohio Department of Health at 866-559-OHIO (6446).

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