

# STUDENT SUPPORT SERVICES

## Alumni Services

Alumni services are housed in the Institutional Advancement office. The office maintains a database of active alums. The Alumni Association sponsors events for alumni and friends. For more information, call 301.846.2438.

## Athletics

### Mission Statement

The Department of Athletics promotes the academic and athletic growth of student athletes by offering opportunities to participate at a competitive level as part of a balanced intercollegiate athletics program. We serve the community by offering camps, clinics, and partnerships with outside groups. The department operates under the highest standards of integrity, equality, and sportsmanship.

### Department Overview

Student-athletes may compete in men's and women's soccer, men's and women's lacrosse, women's volleyball and softball, men's and women's basketball, and baseball. Frederick Community College athletic teams compete in two conferences, Maryland Junior College Conference (MD JUCO) and Region XX Conference of the National Junior College Athletic Association (NJCAA). The Maryland JUCO encompasses the seventeen Maryland community colleges, while Region XX of the NJCAA is comprised of Maryland, Western Pennsylvania and eastern West Virginia. Athletes have the opportunity to compete for All-JUCO, All-Region XX and All-American honors. Teams that win the regional tournament may participate in national competition. Information on graduation/transfer rates of student athletes is available online at [www.frederick.edu/srtk](http://www.frederick.edu/srtk) (<https://frederick-public.courseleaf.comhttp://www.frederick.edu/srtk/>). A hard copy of this report is also available in the Welcome Desk, Athletics department, and the Associate Vice President/Dean of Student's office.

### Eligibility

Students who are interested in sports should check with the Department of Athletics before completing registration to discuss establishing eligibility. Under NJCAA rules, developmental courses can be used to establish and retain athletic eligibility. All passing grades in developmental courses such as 'S' and 'Z' will be calculated as a 'C' and will carry the number of credits that were paid at registration. A passing letter grade of A, B, C, D in a developmental class will be calculated as the grade earned and will carry the number of credits that were paid for at registration on your athletic transcript for athletic eligibility purposes only. For further information, contact the athletics office at 301.846.2500.

## Center for Teaching & Learning

The Center for Teaching and Learning (CTL) supports and enhances high-quality instruction and responds to the individual learning, teaching, and support needs of students, faculty, and staff. CTL encourages exploration and innovation in a variety of learning environments by sharing knowledge and providing tools and resources. The following programs and departments are coordinated within CTL: Faculty Professional Development, Gladhill Learning Commons, Library Services, Tutoring and Writing Center, STEM Learning Center, Testing Center, and Online Learning and Instructional Innovation.

## Faculty Professional Development

Frederick Community College provides adjunct and full-time faculty a responsive, innovative system of professional development of teaching and learning reflecting the characteristics and needs of the FCC student and faculty.

For more information, contact 301.846.2521 or visit the FCC Faculty and Staff web page.

## Bess & Frank Gladhill Learning Commons

The Bess & Frank Gladhill Learning Commons, the main campus hub for student academic support services, centralizes tutoring, academic support, library services, and faculty professional development in one location, while also providing online access to tutoring and research resources to support student learning. In this welcoming learning environment, students and faculty will find Library Services, the Tutoring and Writing Center, the Center for Teaching and Learning, computers, study spaces, learning technologies, and academic success workshops. The Gladhill Learning Commons has been recognized for its innovation, and campus leaders have presented at conferences, conducted tours, and shared information with national and international higher education administrators, faculty, and political leaders. For more information, visit the college website.

## Library

Library Services supports the research and information literacy needs of the College by partnering with departments to offer collections, instruction, and services for students, faculty, and staff. The print and digital collection supports the curriculum, and provides a variety of resources in various formats to meet teaching and learning needs. Research help is available in-person, by live chat, and through a series of online resource guides and FAQs. Information literacy instruction, available in-person and online, fosters critical thinking and develops research skills.

For more information on hours, collections, and services, call 301.846.2444 or visit the Library website.

## Tutoring and Writing Center

The Tutoring & Writing Center (TWC) is a dynamic study space within the Gladhill Learning Commons (L-226) staffed by trained learning assistants and faculty who support current students in developing foundational skills and knowledge to successfully achieve their academic goals. Services include face-to-face and online tutoring, online paper review, academic coaching and study skills advice, success workshops, and technology access and assistance. Students taking introductory courses in English, ESOL, communications, social sciences, education, business, arts, Spanish, and American Sign Language can drop-in and work with a learning assistant individually or in small groups, or for certain courses, connect online. For more information, visit [frederick.edu/tutoring](http://frederick.edu/tutoring) (<https://www.frederick.edu/tutoring/>).

## Science, Technology, Engineering, and Math (STEM) Learning Center

The STEM Learning Center (SLC) is a dynamic study space in Braddock Hall (B-212) staffed by trained learning assistants and faculty who support current students in developing foundational skills and knowledge to successfully achieve their academic goals. Services include face-to-face and online tutoring, academic coaching and study skills advice, success workshops, and technology access and assistance. Students taking introductory courses in science, engineering, computer science,

and mathematics can drop-in and work with a learning assistant individually or in small groups, or for certain courses, connect online. For more information, visit [frederick.edu/tutoring](https://www.frederick.edu/tutoring/) (<https://www.frederick.edu/tutoring/>).

## Testing Center

The FCC Testing Center, in the Linganore Hall (L-204), is the central hub for campus-wide testing needs. Appointments for On Campus Tests are available via self-service registration at [www.frederick.edu/testing](http://www.frederick.edu/testing/) (<http://www.frederick.edu/testing/>). For more information, email [testingcenter@frederick.edu](mailto:testingcenter@frederick.edu) or call 301.846.2522. Testing Center services include:

**Placement Testing**—All students, new or returning, who have not taken college-level English or math courses take placement tests in the Testing Center, unless exempted. See the list of exemptions or download a Study Plan from <https://guides.frederick.edu/testing> (<https://guides.frederick.edu/testing/>).

**ESL Placement Testing**—All students whose native (first) language is not English and have not completed a college-level English course in the United States take the ESL placement tests. Practice tests are available at <https://guides.frederick.edu/testing/esl> (<https://guides.frederick.edu/testing/esl/>).

**Departmental Make-up Exams**—In the event of a missed test, the Testing Center provides proctoring for departmental make-up exams by arrangement with the instructor.

**Online Learning Exams**—Some Online Learning course modes require proctored, ID-verified exams to be administered at the Testing Center. This requirement varies by instructor but will be communicated in the course's syllabus and arranged with the Testing Center.

**Accommodated Testing**—The Testing Center has provisions for ADA accommodations. Students seeking placement testing accommodations should coordinate with Disability Access Services (DAS) at 301.846.2408 or [disabilityservices@frederick.edu](mailto:disabilityservices@frederick.edu) before testing. Students registered at DAS with testing accommodations outlined in their Student Success Plan may make an appointment for testing services using the self-serve registration link found at [www.frederick.edu/testing](http://www.frederick.edu/testing) (<https://www.frederick.edu/testing/>).

**CLEP and DSST**—Credit-by-Examination services are available to FCC students and external members of the community. CLEP tickets must be purchased in advance. Make an appointment using self-registration online at [www.frederick.edu/testing](http://www.frederick.edu/testing) (<https://www.frederick.edu/testing/>) under "On Campus Tests." In addition to assessment fees, administration fees apply and will be collected prior to administration.

**Community Proctoring Services**—Non-FCC students from the community enrolled in external distance learning programs and local employees seeking critical employment certifications may contact the Testing Center to arrange for professional proctoring services. This is a fee-based service and requires advanced arrangements. Please email [testingcenter@frederick.edu](mailto:testingcenter@frederick.edu) for more information.

## Online Learning and Instructional Innovation

Online and Hybrid Courses provide distance learning options for students. All course sections, including face to face courses, require access to the Learning Management System, Blackboard. Students are expected to be able to access Blackboard both on and off campus.

# Career and Academic Planning Services

## Mission Statement

Career and Academic Planning Services strives to empower all students to achieve their personal, academic, and career goals by providing tools and resources to encourage self-directed learning. The office offers innovative, student-centered programs and services to meet the diverse and ever-changing needs of the community.

## Department Overview

The Career and Academic Planning Services Office has a wide range of services and resources to assist students with their career and transfer planning. Whether you need assistance exploring options, making decisions, preparing and implementing an action plan, and/or moving on to your next destination in reaching your career and transfer goals, we are here to help. For more information, call 301.846.2471.

## Career Planning Services

The College offers various types of career planning assistance to help students with exploration of options and decision-making. Students who are not sure where to begin their career and college major exploration are encouraged to make an individual appointment with an advisor in Career Services, located in Jefferson Hall. This personal approach to career and major exploration is recommended to begin in the student's first semester at the college. To make an appointment with an advisor, call 301.846.2471 or schedule an appointment online through the Career Services webpage at [frederick.edu/careers](http://frederick.edu/careers) (<https://www.frederick.edu/careers/>) or through Navigate (<https://frederick.navigate.eab.com/app/#/authentication/remote/>). Prior to the career advising appointment, students may want to take the online career assessment, Focus2 (<https://www.frederick.edu/student-resources/career-academic-planning-services-resources/transfer-resources/focus2.aspx>), that can be found on the Career Services website under Explore Skills, Majors, and Careers.

Students may also be interested in a structured approach to career planning through the classroom and enroll in courses such as ACCE 130 Career Assessment and Planning or ACCE 107 Choosing a Major or Career. A planned approach to career development is facilitated by the instructor and students have the opportunity to reflect on their experiences with other students who are going through the same process.

There are numerous online career resources to assist students. This is an option for students who want to begin career exploration on their own as a starting point. On the Career Services website at [frederick.edu/careers](http://frederick.edu/careers) (<https://www.frederick.edu/careers/>) there is a specific section on Explore Skills, Majors, and Careers where students can begin to evaluate their skills, interests, values, and personality. Focus 2 is a comprehensive online platform that guides students through the process of assessing all of these areas and generate possible career options, major programs of study, and Guided Pathways at FCC. Students can also begin to explore what they can do with their major with regard to careers and then research careers through a number of comprehensive resources. Career Communities are hosted on the Career Services website and allow students to explore areas of interest and industries, find out about career options, learn about internship and job search sites specific to industries, and how to network for information and experiences. The career services website also includes information on the Job Search, Experiential Learning, and a link to the Library's Resource Guide on Careers and Jobs.

Career Services also hosts a robust recruiting program with a diverse pool of employers. Throughout the academic year, employers schedule recruitment tables and information sessions either on-campus or virtually to talk with students about part-time jobs, internships, and full-time career opportunities. A full list of employers participating in the recruiting program can be found on the college events calendar, in addition to the Student Portal and Handshake. Handshake is the online recruiting platform where students can search for part-time jobs, internships, and full-time jobs. The platform also lists Career Fairs, Recruitment Events, Employer Information Sessions, and contacts of FCC alumni and recruiters at various companies. Handshake also has a customized Resource Library for FCC that includes information to help students with resume development, interviewing, the job search, networking, cover letters, and internships.

Networking with employers is very beneficial for students to help explore options in the workplace and gain experience. Students are encouraged to meet employers during information sessions and at recruiting tables throughout the academic year, as well as attend Career Fairs and Career Seminars. Career Fairs and Seminars are usually organized by industry and planned in collaboration with Program Managers. Career programs, events, and recruitment days can be found on Handshake, the college website under Events, and the student portal.

Students are encouraged to utilize the various career resources available to them during their time at Frederick Community College. Alumni are also able to access career services. For more information, visit the Career Services website at [frederick.edu/careers](https://www.frederick.edu/careers/) (<https://www.frederick.edu/careers/>).

## Career Planning Courses

The three-credit course ACCE 130 Career Assessment and Planning is beneficial to students who need a comprehensive, structured approach to career planning. In this elective course, students will first assess their skills, interests, personality and values. Not only will they uncover many hidden talents, they will also identify what they need to be satisfied in a job. After completing this self-assessment, they will explore the occupational world for careers that match their attributes. In addition to developing decision-making skills, students will learn how to develop objectives and action plans to help achieve their goals.

## Transfer Planning Services

From the time students select their first course, they are making decisions that greatly affect their transfer plans. For this reason, it is important that students work closely with an advisor for course scheduling and transfer planning.

The Career and Academic Planning Services Office has a variety of print and electronic resources available to help with transfer planning. Computers are available for students to access college websites and access online transfer resources. ARTSYS, a computerized articulation system created especially to help community college students transfer to Maryland four-year institutions, is available, as well as College Board, which is an online resource that enables students to conduct a college search using criteria such as major, size of enrollment, geographic location, cost and available student activities.

Transfer guides outlining transfer admission information and requirements of the colleges to which our students most frequently transfer are maintained in the Career and Academic Planning Services Office. Resource books such as *Peterson's Guide to Four-Year Colleges* is also available.

Transfer sessions covering topics such as the transfer and application process, and transfer scholarships are offered throughout the year. Transfer counselors are also available to meet individually with students to help develop individualized transfer plans.

Throughout the year, opportunities are available for students to meet with representatives of four-year schools who visit the FCC campus. Some of these college reps will also meet with students for individual pre-transfer advising appointments here on the FCC campus. Both the Transfer Fair and the FCC-sponsored Frederick County College Night provide opportunities to explore potential transfer schools.

The college makes every possible effort to provide access to the most current and accurate transfer information. However, students should always verify information with the intended transfer school. For more information, visit the FCC Transfer Services website at [frederick.edu/transfer](https://www.frederick.edu/transfer/) (<https://www.frederick.edu/transfer/>). To schedule an appointment for transfer planning/advising, visit the Transfer Services website at [frederick.edu/transfer](https://www.frederick.edu/transfer/) (<https://www.frederick.edu/transfer/>).

## Academic Advising

The goal of FCC's academic advising system is to assist students in developing academic plans consistent with their degree and career objectives. Advisors are able to assist students in meeting requirements for degree programs both at FCC and transfer institutions, provide advice on good combinations of courses to take each semester to balance academic load, and make sure that students have the necessary prerequisites for courses to help ensure that students are successful.

All students are strongly encouraged to meet with an advisor prior to course registration each semester. Students who have been placed on probationary status are required to have an advisor's approval before registering for classes. In addition, students enrolling in college for the first time are expected to participate in the college's new student orientation program where they will have the opportunity to meet with staff to learn more about the college's offerings and resources and receive information pertaining to college policies and services. During the orientation program, students will meet individually with an advisor to plan their semester schedule and register for their classes.

## Health Science Advising

Students interested in the college's allied health programs (medical assistant, respiratory care, associate degree nursing, transition-to-RN, or surgical technology program) are encouraged to meet with an Academic Advisor for Health Sciences. Individual appointments and information sessions may be available. For more information, call 301.846.2471.

## Public Safety Advising

Students interested in FCC programs in Emergency Management, Criminal Justice, Fire Service Administration, Police Science, Corrections, or Geographic Information Systems are encouraged to request an advising session with a Public Safety program advisor.

## Personal and Social Counseling

FCC offers counseling referral services to assist students with the many choices confronting them as they enter and progress through college. In addition, staff offer workshops on a variety of topics and serve as a resource for students and faculty. Contact Career and Academic Planning Services at 301.846.2471.

## Developmental Education

FCC offers a range of support services, as well as developmental courses in English, mathematics, and science. These courses are designed to help students who are identified through the college's assessment testing as needing additional preparation for college-level coursework

## Disability Access Services

### Mission Statement

The Disability Access Services (DAS) office at Frederick Community College assists and supports eligible students with disabilities. Student services may include individualized accommodation plans, transition coaching, workshops, and programs. Students will be empowered to become self-advocates to achieve individual success at FCC and beyond. The DAS office provides community outreach and collaborates with agencies and resources to meet the diverse needs of students with disabilities.

### Department Overview

Frederick Community College is committed to full compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act (ADAAA). The college provides support services to maximize independence and encourage the integration of students with disabilities into all areas of college life through the Office of Disability Access Services. The particular needs of each student are considered on an individual basis. Reasonable accommodations are provided case-by-case for qualified students with disabilities who self-identify and provide documentation. Course standards are not altered, but various support services are offered to ensure students with disabilities have equal access.

Students with disabilities are encouraged to contact the office as early as possible after applying for admission (301.846.2408). Reasonable accommodations, based on documentation, are then offered to qualified students for courses and placement testing if requested.

Students needing sign language interpreting services should contact the office two weeks before the beginning of classes to ensure services are in place.

Assessment testing in reading, writing, and mathematics is required for all students as part of the admissions and registration process. Students with disabilities should contact the Disability Access Services office (301.846.2408) before testing so that accommodations can be provided if needed. Please note that all placement tests are untimed.

Students with disabilities may apply for the same financial aid available to all eligible students. Any resident of Maryland who is out of the workforce because of a permanent disability as defined by the Social Security Act, the Railroad Retirement Act, or in the case of former federal employees, the Office of Personnel Management, and enrolls in a community college class that has at least ten regularly enrolled students, may be eligible for a tuition waiver. The tuition waiver does not apply to fees, for specific guidelines refer to the Tuition and Fees Policy and Procedure (<https://frederick-public.courseleaf.com/tuition-fees/tuition-fees-policy-procedure/>).

### Contact Information:

Disability Access Services Office  
301.846.2408 or via email at [DisabilityServices@frederick.edu](mailto:DisabilityServices@frederick.edu)

Coordinator for Interpreting Services

301.846.2476 (Voice), 240.575.1803 (VP), or via email at [Interpreting@frederick.edu](mailto:Interpreting@frederick.edu)

## English for Speakers of other Languages (ESOL)

FCC offers a series of English courses that focus on listening, speaking, reading, writing, pronunciation, and grammar for speakers of other languages (ESOL). For more information about ESL programming and the registration process, call 240.629.7962 or email [ESL@frederick.edu](mailto:ESL@frederick.edu).

## Job Search Assistance

Career Services at FCC offers job search assistance to graduates and students seeking part-time or full-time employment.

Students and graduates may access the online jobs platform, Handshake. (<http://www.collegecentral.com/frederick.html>) This platform lists part-time and full-time jobs, as well as internships. Handshake also has a robust Resource Library with information related to preparing for the job and internship search, including resume development and interviewing. A full employer recruitment calendar also lists career fairs, information tables, employer information sessions, and networking events.

Job search advice can also be found at <https://guides.frederick.edu/careers> (<https://guides.frederick.edu/careers/>) and the Career Services website at [frederick.edu/careers](https://www.frederick.edu/careers/) (<https://www.frederick.edu/careers/>). Students and alumni may make appointments with Career Services for resume reviews, interviewing preparation, and personalized assistance with their job searches.

## Student Success Programs

### General Overview

The Office of Student Success Programs (A-103) provides a comprehensive support program that consists of academic planning, counseling, mentoring, leadership development, and dynamic cross-cultural experiences to ensure the successful transition to college and completion of a college degree or certificate. The Office also aids in the transition for adults returning to school to earn a degree, acquire marketable skills, or train for a new career. This office connects adult students with College and community resources, workshops, and special services for parents, single parents, and adults age 24 and over who are low income, out-of-workforce, or homeless.

### Project Forward Step

Project Forward Step is a counseling, information, and referral program designed to meet the needs of returning adult students. Program services are designed to help individuals increase and upgrade skills leading to employment or a career change. Services provided include intake interview, needs assessment, career counseling, academic advisement, transition support, workshops for adult students, and referral to College and community services.

The program provides special services for single parents (including single pregnant women) and non-traditional age adults (age 24 and over) who are low income, out-of-workforce, or homeless.

An out-of-workforce individual is someone who has worked primarily without remuneration to care for a home and family, and for that reason has diminished marketable skills, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

OR is an individual who has been providing unpaid services to family members in the home and either has been dependent on the income of another family member but is no longer supported by that income, or is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment.

Students in the Project Forward Step program may be eligible to receive scholarship support from the FCC Foundation and the Maryland State Department of Education to offset educational expenses such as tuition and fees, books and materials, child care, and transportation.

## Parents Lead

Parents Lead is a Frederick Community College program providing assistance to parents in the pursuit of a college degree. This cohort-based program is a combination of online and on-campus classes. Designed especially for financially eligible parents, the program provides specialized curriculum and advising services as well as FCC Foundation scholarships for childcare while parents attend classes, or for other costs associated with child rearing. Additional financial aid is available to assist eligible students with tuition and fees.

## PASS (Partnership to Achieving Student Success) Program

PASS is a cohort-based program designed to enhance the college experience of new and incoming students with year-round success coaching, personal enrichment, and academic opportunities including a Summer Bridge Academy.

## Allied Health Academy

The Allied Health Academy provides training and educational supports for qualified program participants who are seeking training at FCC to become certified nursing assistants (CNA), geriatric nursing assistants (GNA), or other select allied health occupations. Call 301.846.2483 for more information. Eligible AHA students can receive a need-based scholarship provided by the Frederick Community College Foundation.

## Adult Ed STARS (Student Transition Assistance, Resources, and Support)

Adult Ed STARS assists FCC Adult Education GED<sup>®</sup> exam completers who wish to transition to college or Continuing Education & Workforce Development programs at Frederick Community College. Services include intake interview and needs assessment; career, personal, and academic counseling; referral to financial aid resources; and educational case management.

## Student and Advisor Responsibilities in the Advising Process

Knowing what is expected of students by their advisors and, in turn, knowing what they can expect from their advisors, will help both parties involved to have a successful experience.

### Student Responsibilities

1. The student has the responsibility to meet with an advisor during the early registration period of each semester.
2. The student is an active participant in the advisor/advisee relationship. As such, the student communicates concerns, needs, and problems in an effort to keep the advisor apprised.
3. The student accepts responsibility for making decisions and the consequences of those decisions.

4. The student is knowledgeable about college policies, procedures, and regulations, as well as program and graduation requirements. Sources of information include the academic catalog, the student handbook, and the catalogs of the transfer colleges, if appropriate.
5. The student schedules a preregistration advising appointment with an advisor to discuss program development in relation to course selection, major/career goals, and scheduling of classes.
6. The student has prepared in advance for the preregistration advising appointment; has reviewed courses suggested on the program page of the catalog for his/her major; has read course descriptions of these suggested courses and has reviewed the general education course requirements appropriate for his/her major; has reviewed the catalogs or guides for transfer requirements; has thought about course selections; and has made a tentative outline of courses and class meeting times.
7. The student understands the advisor is an information source. (When appropriate, the advisor may serve as a referral agent, helping the student to obtain assistance in areas of concern.)
8. The student has the responsibility to maintain a personal advising file which includes program requirements, advising notes, and other information disseminated by the advisor.
9. The student knows the office hours and location of the advisor.
10. The student is responsible for developing a realistic schedule that allows adequate time for studying, reading, writing research papers, etc., and takes into consideration the student's work schedule, commuting time, family responsibilities, and other non college demands.

### Advisor Responsibilities

1. The advisor meets students to help them formulate appropriate educational plans.
2. The advisor creates a caring relationship conducive to open communication and trust.
3. The advisor assists students in identifying educational and career goals.
4. The advisor assists students in developing an academic plan which actualizes goals and objectives consistent with the students' abilities and interests.
5. The advisor is knowledgeable about college policies, procedures, prerequisites, and college regulations, as well as program and graduation requirements. The advisor is familiar with academic requirements of receiving institutions for transfer purposes.
6. The advisor encourages students to take an active role in planning their academic programs, and guides in the selection of courses which fulfill the liberal arts core requirements, major course of study requirements, and appropriate electives.
7. The advisor serves as a primary communication source for students, providing current information about academic policies, procedures, regulations, and programs.
8. The advisor has knowledge of college referral sources and services (such as tutoring, developmental support courses, study groups, or counseling) which may assist students in their educational, career, and/or personal development. When appropriate, the advisor may act as a referral agent.
9. The advisor listens and facilitates students' growth in the areas of academic, career, and personal concerns.

10. The advisor confronts students openly and honestly on issues of integrity, academic honesty, behaviors, rights, and responsibilities.
11. The advisor ensures that a record of the advising notes is kept.

## Information Technology Services for Students

### IT Help Desk

The IT Help Desk assist students with troubleshooting and navigating FCC systems including Blackboard, myFCC email, and PeopleSoft. Other services include account management, password resets, and Wi-Fi access.

The IT Help Desk is located at Gambrill Hall, room G122.

#### Hours of operation:

- Walk-in: Monday-Thursday, 8:00 a.m. - 7:00 p.m.
- Friday, 8:00 a.m. - 4:00 p.m.

Phone support available at 301.846.2509.

Online support available at [frederick.edu/studentsupport](https://www.frederick.edu/studentsupport) (<https://www.frederick.edu/studentsupport/>).

### Computer Labs

There are six open computer labs for student use around campus.

Location	Room	Hours
Disabilities Services Assistive Technologies Lab	Annapolis Hall (A-105)	Mon, 8:30am - 7:00pm Tue-Fri, 8:30am - 4:30pm
Gladhill Learning Commons	Linganore Hall (2nd Floor)	See Library website for hours
MAC Lab	Visual & Performing Arts Center (F-107)	Mon-Wed 9:00am - 7:00pm Thu-Fri 9:00am - 4:30pm Sat/Sun Closed
STEM Learning Center	Braddock Hall (B-212)	Mon-Thu, 9:00am - 7:00pm Fri, 11:00am - 4:00pm Sat/Sun, Closed
Open Lab	Student Center (H-200)	Mon-Thu, 8:30am - 9:00pm Fri-Sat, Open daytime

### Bess & Frank Gladhill Learning Commons

The Gladhill Learning Commons, located on the second floor of Linganore Hall, has computers for student use. Computers at the Learning Commons are equipped with Windows 10 and Microsoft Office 365 Suite.

### The Mac Lab

Located at Visual and Performing Arts Center, room F-107, is open to students enrolled in the Computer Graphics and Digital Photography classes. The lab offers color printing for a fee. Adobe's Creative Cloud software and other graphic design software is available. The open MAC Lab hours are only for students to conduct classwork.

## Writing Requirements

FCC recognizes that the ability to write clearly and concisely is essential to the personal and professional success of all educated people. Therefore, the college is committed to providing instructional opportunities and services necessary to help achieve competence in writing.

Students can expect to write in any course offered by the college. Grades on papers in college courses will be influenced by the student's ability to meet minimal writing standards.

The minimal standards for written work submitted in all courses are as follows:

1. All written work must demonstrate skills in presenting material in a clear and logical manner.
2. All written work must demonstrate appropriate, college-level word choice.
3. All written work must demonstrate competence in grammar, punctuation and spelling.

## Registration & Records

### Mission Statement

As stewards of Frederick Community College's academic records, we ensure the accuracy, integrity, and security of those records. Our office provides efficient, convenient service to students, faculty, staff and visitors in a manner that is professional, ethical, and welcoming to all.

### Department Overview

Registration & Records serves students, faculty, and staff by performing a wide range of functions relating to student records and academic administration. Services related to credit enrollment, records, transcripts, and graduation are available.

Registration & Records is located in Jefferson Hall.

#### Services available:

- Academic Clemency
- Adding a class
- Address changes
- Change of grade forms (for faculty)
- Course substitution forms (for faculty)
- Dropping/Withdrawing from a class
- Enrollment Verifications
- FERPA
- Graduation
- Name Changes
- Placement Test Exemptions
- Residency Changes
- Retroactive Withdrawal Appeal
- Transcripts (Out-going Official & Unofficial)
- Transfer Evaluation (Incoming transcripts)
- Tuition Refund Appeal
- Visiting Student Enrollment

## FERPA

Students may choose, after careful consideration, to release (or rescind) their records to a third party. This process must be completed in-person by the student. Complete the following form to authorize the release of information contained in the student's record. This does not give authorization to act on behalf of the student. Form must be submitted by student; student must attach a copy of their photo ID at the time of submission. <https://app.perfectforms.com/PresentationServer/Form.aspx/Play/WplmAgUI?f=WplmAgUI> (<https://app.perfectforms.com/PresentationServer/Form.aspx/Play/WplmAgUI?f=WplmAgUI>)

## Graduation

FCC awards Associate degrees, Certificates, and Letters of Recognition (LORs) to those students who meet graduation requirements defined by the State of Maryland and prescribed in their FCC Catalog year of major. All students must complete and submit a graduation application either online through their student PeopleSoft account or by the online graduation application e-form. Registration and Records is responsible for reviewing graduation applications and evaluating degree requirements to determine if a student meets graduation requirements. Degrees, Certificates, and LORs are awarded three (3) times a year with a conferral date of August, December, and May. The Registration and Records office post credentials to student records within 30 days after the conferral date. Printed diplomas are mailed to the home address of record in October, February, and July, after the credential is posted.

**\*\*Students must submit an Application for Graduation through their student PeopleSoft account or by the online graduation application e-form. If a student is submitting a graduation application for multiple credentials or a different major other than their current major, the online graduation application e-form must be submitted.\*\***

### **Directions to submit an online application:**

1. MyFCC Student Portal
2. PeopleSoft Account
3. Student Homepage
4. Student Center tile
5. under Academics ~ "other academics" drop down menu
6. Select = Apply for Graduation
7. Complete PeopleSoft application and hit submit.

## August 2024 Graduation

- Last day to apply: 8/1/2024
- Confer Date: 8/30/2024
- Posting date (showing on transcript): No later than 9/30/24
- Diplomas mailed directly to students: end of October 2024

## December 2024 Graduation

- Last day to apply: 12/1/2024
- Confer Date: 12/30/2024
- Posting date (showing on transcript): No later than 1/30/25
- Diplomas mailed: end of February 2025

## May 2025 Graduation

- Last day to apply: 4/01/2025
- Confer Date/Commencement: 5/15/2025

- Posting date (showing on transcript): No later than 6/30/2025
- Diplomas mailed: end of July 2025

## Student Transcripts

### Official Transcripts

Frederick Community College uses a third-party vendor to fulfill official transcript requests. Students in good financial standing with the college may request copies of their transcripts. Our third party vendor provides students 24 hour, convenient access to a digital credential service that provides faster processing; a small fee is required. Transcripts are sent as secure and encrypted electronic documents or by mail if specified. To find out more information and sending options visit <https://www.frederick.edu/current-students/transcript-services.aspx>.

### Unofficial Transcripts

Unofficial transcripts are available to current students through their PeopleSoft Student Portal or an unofficial transcript may be issued in person at the Welcome Desk in Jefferson Hall. Students must show proof of identification to obtain an unofficial transcript. The unofficial transcript is printed on plain white paper and is not considered official for the purpose of transfer credit.

## Transfer Evaluation

Students who earned credit at other institutions and/or in their military career should provide an official transcript to Registration & Records. Transcript evaluations to give placement test exemptions and/or transfer course credits are completed within 20 business days (longer during peak times). Students will receive an email to their MyFCC account when the evaluation is complete. For information related to the evaluation of incoming transcripts contact [transferevaluation@frederick.edu](mailto:transferevaluation@frederick.edu).

## Visiting Students

Take a class at FCC while you are on break to transfer back to your four-year college or university. Before applying for admission please review the steps online to ensure the classes you complete transfer back to your four-year college or university. Follow instructions at <https://www.frederick.edu/admissions/visiting-students.aspx>

## Veteran and Military Services

### Mission Statement

FCC Veteran and Military Services (VMS) is a one-stop resource to serve, support, and honor veterans, service members, and their families as they transition to and navigate through Frederick Community College in pursuit of their goals.

### Department Overview

VMS helps veterans, service members (including National Guard and Reserve personnel), and their family members identify which Department of Veterans Affairs (VA) and/or military education benefit/s they may be eligible for as well as navigate benefit and college enrollment processes. In addition, VMS provides ongoing support, connects students with a variety of campus and community resources, and facilitates programs that support their transition to college and overall success. Lastly, VMS oversees the Veteran and Military Student Center, a dedicated campus space for all veterans and military-affiliated students.

FCC participates in a variety of education programs administered by the VA, including the GI Bill<sup>®</sup>, Veteran Readiness and Employment, and Dependents' Educational Assistance, and is approved by the Maryland Higher Education Commission (MHEC) for the training of eligible veterans, their dependents, and active duty personnel for approved programs of study. VMS is responsible for certifying student enrollments

with the VA. In addition, FCC maintains a memorandum of understanding with the Department of Defense that allows active duty personnel from every service branch (including members of the National Guard and Reserve components) to use military tuition assistance at FCC.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>. (<https://benefits.va.gov/gibill/>)

For more information about VMS services and programs, go to Veteran and Military Services (<https://frederick-public.courseleaf.com/financial-aid/veteran-military-services/>).

**Contact Information:**

[veterans@frederick.edu](mailto:veterans@frederick.edu)

301-624-2836

## Welcome & Information Centers

The Welcome & Information Centers are the first point of contact for in-person visits to the college. Staff at the centers provide campus directions, guidance on student services-related matters, and general college information.

## Parking Stickers

Parking stickers are issued once registration is completed.

## Student ID

All students will be assigned a student identification number when they are admitted to FCC. ID cards are issued at Jefferson Hall once a student has registered for credit courses. ID cards are required for library services, registration, and admission to college events.