

## **CP 4.10.1**

### **Services to Students**

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***Related Board of Trustee Policy: BP 4.10***

***Responsible Official***    *VP of Learning and Student Services*  
***Approvals***                *10/16/09*  
***Revision***

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### **Procedure**

Specifically, the total service objectives are as follows:

1. To provide information to prospective students and the Community on opportunities available at McDowell Technical Community College.
2. To provide a counseling and testing program to assist prospective students in selecting a suitable program of study.
3. To orient new students to the college environment.
4. To provide professional counseling services to all students with scholastic, financial, personal, and social problems.
5. To provide and assist in the development of a program of student activities.
6. To provide for the maintenance and utilization of student records.
7. To identify and utilize all community resources which can be used to the advantage of the student, school and community.

These objectives support the educational programs and the philosophy of McDowell Technical Community College so that each student can develop to his/her fullest potential. The student is encouraged to seek the assistance available in the Office of Student Services.

### **Programs of Assistance**

#### Orientation

At the beginning of Fall Semester, an orientation program is held for new students to acquaint them with basic ideas, procedures, academic areas, administrative personnel, and services of the College. The primary purpose for conducting this program is to inform new students of important information about the College in an effort to assist them in making an easy transition to new surroundings.

#### Guidance and Counseling

McDowell technical Community College recognizes the diversity of students and programs of instruction represented at the College. It is of utmost importance that faculty, staff and students become aware of and utilize the services available to them. Instructors and academic advisors have the most direct contact with students; therefore, the identification of

student needs and problems as well as referral to the Student Services Office when deemed necessary is vital to the educational process. Trained Counselors are available to all students during both the day and evening hours Monday through Thursday and day hours on Friday. The primary objectives of the Guidance and Counseling services are:

1. To help students in developing to maximum potential.
2. To assist students in achieving an understanding and acceptance of themselves.
3. To assist students in developing decision-making skills.

Services are available to assist students in coping with academic or vocational problems. Students are assisted according to their individual abilities, backgrounds and situations in life.

### Health / Emergency Services

The College does not have a health clinic to provide hospitalization or emergency services. The physical location of the College campus is easily accessible to hospital facilities in both Marion and Morganton. In the event of an emergency, EMS ambulances are available on a 24-hour schedule, phone 911.

First-aid supplies are available in all shop areas and in each campus building.

If a student becomes ill during class and is unable to go by him/herself to the first aid station, it is the responsibility of the individual's instructor to accompany the student there. If the student is unable to contact a parent, spouse, or relative, then the instructor should contact the Student Services Office (or the Receptionist after 8:00 pm) who will contact the parent, spouse or relative.

In the event of serious accident or sickness, the following procedures should be followed:

1. Summon EMS ambulance.
2. Make the person as comfortable as possible WITHOUT MOVING HER/HIM UNTIL HELP ARRIVES.
3. As soon as possible, notify the Safety director at 652-0627 or the receptionist at extension 0.

**Note:** The College's *Comprehensive Safety Plan* is posted on the College website ([www.mcdowelltech.edu](http://www.mcdowelltech.edu)) under the heading *General Information*.

Any student enrolling in the College may present a student medical (health) data form. This information may be used for the purpose of referral in the event of an emergency and to notify appropriate personnel of conditions which may affect the student's enrollment in a particular program.

### Job Placement

The College offers Job Placement Assistance through the office of Student Services. A job placement counselor is provided to counsel and assist students with employment. Although employment cannot be guaranteed by McDowell Technical Community College, every effort

is made to notify students of job opportunities and assist them in securing positions of employment

### Testing Services

Psychological testing and the interpretation of testing are provided to students by trained counselors at no cost to the student. Recognizing that test information is only a part of the total information students need to consider in the process of self-understanding, self-direction and decision-making, this information is nevertheless useful. Placement, aptitude achievement, interest inventories, study habit inventories, and some personality assessment inventories are available.

### Student Enrichment Center

The Student Enrichment Center provides a variety of testing, counseling and student support services. These include: placement testing, career assessments and personality inventories to explore student interests and aptitudes, career counseling services, tutorial assistance services, and support services for students with disabilities (including students with learning disabilities).

The Student Enrichment Center operates the MTCC Student Tutorial Program. Students interested in participating in the program as a tutor or those desiring tutorial assistance should contact the Center for further details.

All Student Enrichment Center services are free to the MTCC student. Walk-ins are accepted; however, appointments are encouraged to guarantee the student these services in a timely manner.

### Placement Tests

In order to guarantee high program standards and student success, it is important that the academic abilities of students be equal to program entrance requirements. The "open door" policy allows all students the opportunity to obtain high education; however, program entrance requirements must be met. Each new student, except as designated below, is required to take a placement test prior to enrolling in a curriculum at McDowell Technical Community College. These tests are administered in the Student Enrichment Center. Testing assures that students will be enrolled in classes appropriate to academic abilities. It is recommended that students take the test one to two semesters prior to enrollment to provide time to address any academic deficiencies. Student Enrichment Center staff will advise each student according to the results of his/her placement test.

The test or parts of the test may be waived under these circumstances:

- Submit official ASSET or COMPASS scores taken within the last three years from another college.
- Submit an official transcript showing completion of college level English or math within the last 5 years at an accredited college with a grade of C or better.
- Submit proof of SAT verbal score Critical Reading of 500 or above or ACT English and Reading scores of 20 or above taken within the last three years.
- Submit proof of SAT math score of 520 or above or ACT score of 10 or above taken within the last three years.

Exemptions for testing are not made for applicants seeking admission to the Associate Degree Nursing or the Practical Nursing Programs.

#### About the Test

The college uses two ACT tests for placement purposes:

- Assessing Students Success in Entry and Transfer (ASSET)
- Computer Adaptive Placement, Assessment, and Support System (COMPASS)

ASSET is a timed pencil and paper type test while COMPASS is a computerized adaptive type test and is not timed. The test includes writing, reading, numerical skills and algebra. Most students taking the test on campus will be taking the COMPASS version. There is currently no fee for the test.

Entrance requirements vary for individual courses and programs. The sections required are based on the chosen curriculum. Students will receive the test results immediately. Results from tests do not affect eligibility for admission, but developmental courses may be required as part of the student's curriculum if the test indicates the need. Prior to taking the test, applicants are encouraged to obtain the COMPASS Sample Test Questions from the Student Enrichment Center or the JobLink Center. They can also be accessed at [www.act.org/compass](http://www.act.org/compass). After completing the practice test an applicant may find it helpful to review some of the test subject matter before attempting the test. A placement test review class is offered at the JobLink Center once a semester.

#### Placement Testing Rules

- Must have an application on file with Student Services.
- Must make an appointment with the Student Enrichment Center. Discuss special needs or concerns related to testing at that time. Persons with disabilities may request special accommodations. Official documentation verifying the disability and the need for special accommodations must be submitted prior to testing. Special accommodations include, but are not limited to, Braille, large print materials and tests on audiotape.
- Must bring social security number and have picture ID. Pencils and scrap paper will be provided.
- Placement test scores are considered current for three years. Returning students who have successfully completed all developmental courses within the last 5 years will not be required to retest unless there has been a change of major which requires higher levels of math or English.
- Retesting will not be permitted unless it is determined by the Director of the Student Enrichment Center or the Vice President for Learning and Student Services that the test scores are invalid or the student provides evidence that additional academic preparation has been completed.

#### Developmental Studies

McDowell Technical Community College has a Developmental Studies program designed to identify and assist students with academic weaknesses. Students scoring below proficiency levels determined by the College are required to enroll in the Developmental courses appropriate for the identified weaknesses.

Required Developmental courses are prerequisites for certain other courses and must be taken. **They count in computation of grade point average but do not count toward the hours required for particular degree programs.**

These courses may also be taken by others, at the student's initiative, or on recommendation of a faculty member.

#### Career Planning and Development

Educational objectives generally are pursued by students for the purpose of preparing themselves for the world of work or for job mobility. The function of all personnel involved in the educational process is to provide ways and means to assist the student in career planning and individual development.

#### Job Placement

The College offers job placement assistance through the Office of Student Services and the JobLink Career Center. A job placement counselor is available in Student Services for the purposes of referral to the JobLink Career Center. Although employment cannot be guaranteed by McDowell Technical Community College, every effort is made to notify students of job opportunities and assist them in securing positions of employment. The JobLink Career Center provides resume preparation, counseling, and assists students in securing employment. Up-to-date job openings are posted and available on-line through resources provided at the JobLink Career Center. Short-term employability skills classes are available to those seeking employment.

Students interested in full or part-time jobs are asked to complete a JobLink Customer Profile and have a conference with JobLink staff.

Students are also encouraged to utilize the services of the North Carolina Employment Security Commission located on State Street in Marion, NC for job placement assistance.