



Northcentral
TECHNICAL COLLEGE

**virtualcollege**



Student Handbook



Welcome to NTC!

We are delighted that you have selected NTC's Virtual College as your college of choice.

At NTC, we are committed to offering you a customized academic experience. After all, education shouldn't fit in a box. It should fit YOUR life. That's why NTC's Virtual College is so unique. Through flexible starts and dedicated advising, Virtual College makes attaining higher education an option for all.

As part of our campus community, I'd like to personally welcome you to the virtual NTC campus. You can be assured that you will receive the same high level of service and instruction as our in-person students. In addition to our excellent faculty, quality educational opportunities and state-of-the-art learning technology, NTC's Virtual College offers personal attention and a commitment to your personal and professional success.

In this virtual handbook, you will find information that will make your experience at NTC enjoyable and rewarding. If you are unable to find what you are looking for or if you have questions, we encourage you to contact your Virtual College advisor.

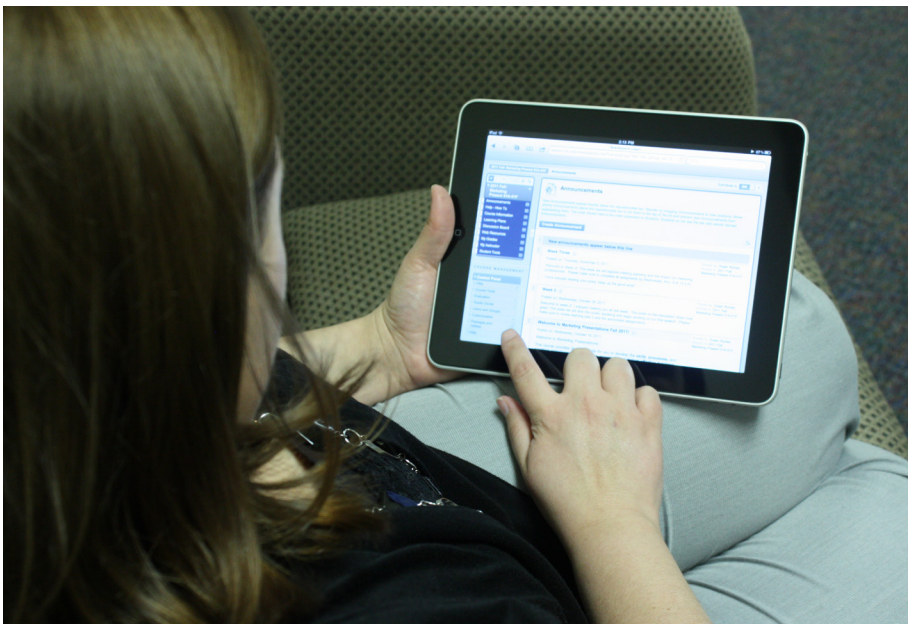
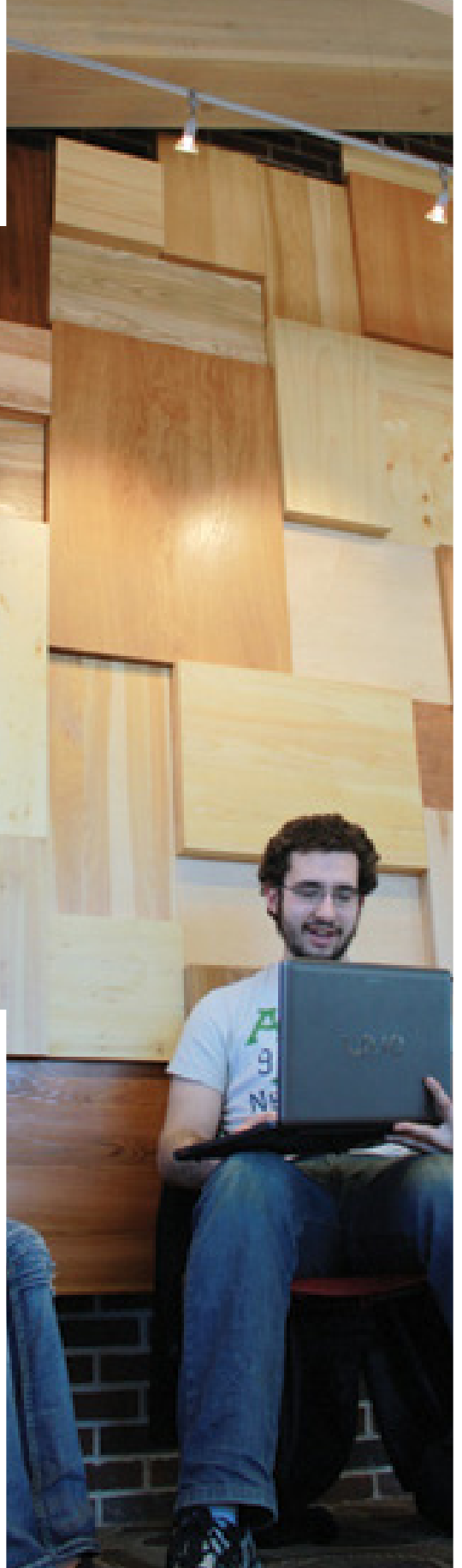
I wish you much success as you continue on your learning journey. Here's to your future!

Best Regards,

Lori A Weyers
President

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Continuous Improvement

Northcentral Technical College (NTC) continuously works to improve the programs, offerings and services provided to students and the community. NTC periodically surveys students and alumni and they are encouraged to provide feedback.

NTC Values Student Opinions

NTC welcomes students to submit comments or concerns online: www.ntc.edu/contact-us

Additionally, customer comment boxes are located in each department in Student Services, allowing individuals to provide feedback regarding services received.

Accreditation

<http://www.ntc.edu/accreditation.html>

NTC is regionally accredited by the Higher Learning Commission (HLC) of the North Central Association (NCA) and is an Academic Quality Improvement Program (AQIP) participant.

Annual Notification of Rights Under The Family Educational Rights and Privacy Act (FERPA):

NTC notifies students of their rights under FERPA on an annual basis. This annual notification will be available on the College's website here: <http://www.ntc.edu/sites/default/files/pdf/policy/Privacy%20and%20Access%20to%20Student%20Records.pdf>

Student Resources

Academic Advising

www.ntc.edu/current-students/academic-advising

NTC's Advising Specialists are available to assist students with academic goal setting, course registration, resource referral and can help monitor progress toward graduation. Additional services are offered in the areas of minority student and non-traditional student support.

Brandy Breuckman is the academic advisor dedicated to all Virtual College students. Brandy can be reached at breuckman@ntc.edu, by phone at 715.803.1700 or via Skype at [brandy.breuckman](https://www.skype.com/people/brandy.breuckman).

Bookstore

bookstore.ntc.edu

NTC students can find their course textbooks as well as all the supplies needed to be successful at NTC. Students will also find an assortment of NTC gear that shows school pride.

For the convenience of our students, the NTC Bookstore does provide an electronic book option when available. These e-books will be listed on the bookstore website in the same location as the hard copy books and can be purchased through the NTC Bookstore.

Counseling Services

www.ntc.edu/current-students/counseling

NTC offers counseling services through a partnership with Peaceful Solutions Counseling. Peaceful Solutions will provide NTC students with the opportunity to meet with a counselor/therapist for up to three

sessions at no charge on the NTC main campus, at the agency's office (located at 1720 Merrill Avenue, Wausau) or via phone/polycom. All services will be provided by a Master's level licensed mental health therapist.

Disability Services

www.ntc.edu/current-students/disability-services

NTC provides accommodations that allow students with disabilities to fully participate in the technical college environment. Disability Services (DS) works individually with qualifying students. Students are supported through a variety of services to encourage successful completion of their education. Requests for services are voluntary. Disclosure of this information will not affect a student's enrollment status, placement into programs, classes or financial aid.

Financial Aid

www.ntc.edu/current-students/paying-college/financial-aid

NTC's financial aid program helps students pay for their education by offering grants, loans, work-study programs and/or scholarships to students who qualify for assistance. When a student applies for aid, their own savings and earnings in addition to their family's financial resources will be used to determine their need for financial aid.

To apply for financial aid, students must complete and/or update the Free Application for Federal Student Aid (FAFSA) annually after Jan. 1 for the following school year.

Applications can be completed at any time, but it is highly recommended that students apply at least six weeks prior to the start of classes. The FAFSA is free and available on the web at www.fafsa.gov.

Financial Aid in Virtual College

Virtual College Associate Degrees and Technical Diplomas are eligible for financial aid. The census date (the point at which a student's enrollment is "locked" for financial aid purposes) for NTC Virtual College students is the 14th day of each individual course for which a student intends to begin, including weekends. A student's financial aid award will be based on the number of credits the student is enrolled in. The census date will determine when financial aid disbursement will occur.

Disbursement of Aid – Virtual College

Financial aid funds are initially disbursed per the published schedule on the NTC website provided the student has demonstrated attendance. Thereafter, disbursements will occur no later than 14 days after the first day of a course for which a student has demonstrated attendance (attendance for online students is determined by students' engagement in an academically related activity). For Virtual College there may be multiple disbursements if a student intends to begin courses at different times. Loans will be disbursed for students once a student attends (completes one academic assignment) in at least 6 credits. If a grade of NS, W, U or F is posted for a student or if a student receives a 100% or 80% refund, a student's financial aid award may be reduced accordingly.

Student Resources (continued)

Graduation Planning

www.ntc.edu/current-students/graduation-planning

All graduating students must apply for graduation through myNTC. The form allows students to indicate whether they plan on participating in the graduation ceremony and is required to receive a diploma.

Help Desk

www.ntc.edu/helpdesk

NTC's Help Desk allows students to get prompt assistance with the problems they may encounter with online course(s) such as log-in issues, browser settings and software/download issues. myNTC, NTC email and on-campus computer issues are also supported.

Hours

www.ntc.edu/hours.html

NTC sets standard hours for each NTC campus and many of the College's service areas.

Job Placement

www.ntc.edu/current-students/placement

NTC's Transfer and Placement office provides career advising, assistance with writing a resume and a cover letter and advice on how to make the most of a job interview. Students can also set up a job shadow or an informational interview to confirm their program/career choice.

Library

www.ntc.edu/library

The NTC Library supports College programs by providing resources, research help, study space and computer access.

Military Veterans and Their Families

www.ntc.edu/future-students/military-veterans-their-families

NTC offers military veterans and their families support in obtaining benefits earned through active military service. Students may be certified to receive these benefits through the Financial Aid Office or County Veterans Service Office.

Registration

www.ntc.edu/registration

NTC offers courses in a variety of flexible learning options including online, day, evening and weekend classes. Students can enroll online via myNTC, by phone, or in person.

Safety and Security

www.ntc.edu/security

NTC's Safety and Security Department is dedicated to providing a safe and secure learning environment for NTC students, employees and visitors. The NTC Wausau campus has campus security officers on duty during campus operating hours.

Sexual Assault and Harassment

www.ntc.edu/security/sexual-assault

NTC prohibits sexual assault or harassment of or by students, visitors or employees. This is consistent with NTC's philosophy of concern for the well-being of others.

Student Guidelines and Procedures

www.ntc.edu/current-students/guidelines-procedures

NTC establishes guidelines and processes to help students be successful.

Student Behavior Guidelines:

- Academic Honesty
- Children on Campus
- Computer Use Policy
- Discrimination and Harassment
- Drugs and Alcohol
- Safety and Security
- Student Code of Conduct
- Student Due Process
- Tobacco-Free Campus

Student Academic Procedures:

- Academic Achievement
- Academic Appeal
- Academic Forgiveness
- Academic Probation
- Academic Retake
- Add/Drop a Class
- Apply for Graduation
- Auditing a Course
- Challenge Test
- Changing Career Programs
- Exceptions/Overrides
- Grades
- Grading System
- Graduation Requirements
- Refunds
- Transcripts
- Work/Life Experience Credits

General Information:

- Academic Calendar
- College Accreditation
- Emergency School Closing
- Equal Opportunity
- Parking
- Public Assembly
- Refunds
- Religious Accommodations for Students
- Student Accident Insurance

- Student Bill of Rights
- Student Catalog
- Student Complaints
- Student Planner
- Student Printing Procedure
- Veteran Benefits

Student Life

www.ntc.edu/studentlife

NTC's Student Life offers students opportunities to become part of the NTC community. Students are able to explore and develop as individuals by participating in co- and extra-curricular clubs, Student Government Association (SGA), social events, leadership opportunities within Phi Theta Kappa and intramural athletics.

In addition, Student Life recognizes its role in helping students find jobs after graduation and partners with Placement and Transfer to offer a variety of workshops and other learning opportunities geared to enhance employment and related "soft" skills.

Transfer to a Four-Year College

www.ntc.edu/transfer

NTC's Transfer and Placement Office provides assistance to students interested in taking the next step in obtaining a bachelor's degree. Services are available to help students explore the many possibilities for continuing their education after NTC.

Tuition & Fees

www.ntc.edu/current-students/paying-college-tuition-fees

NTC's Tuition and Fees are established annually (June 1 through May 30) by the Wisconsin Technical College board. For 2013-2014 (June 1, 2013 – May 30, 2014), the Wisconsin resident tuition rate is \$122.20 per credit, plus a minimum of \$4 material fee and \$9.65 per credit activity fee. A \$10 per credit online course fee will be assessed for all online-Internet (I) courses. Out-of-state resident tuition is \$183.30 per credit. All students who take courses at an NTC campus are assessed a \$6.00 mandatory accident insurance fee.

Tutoring

www.ntc.edu/current-students/tutoring

NTC's Tutoring Services offers peer, group, professional and online tutoring to NTC students who may be struggling with their coursework free of charge. Tutoring Services are available to students on all NTC campuses.

Information Technology

Help Desk

This technical support service allows students to get prompt assistance with the problems they may encounter with their online course(s) in Blackboard and SkillSoft such as login issues, browser settings and software/download issues - myNTC, NTC email and on-campus computer issues are also supported.

The Help Desk is staffed during the fall and spring semesters:
Monday-Thursday, 7:30a.m.-7:00p.m.
Friday, 7:30a.m.-12:00p.m.
Saturday, 7:30a.m.-12:00p.m.

The Help Desk is staffed during the summer semester:
Monday-Friday, 7:30a.m.-4:30p.m.

Incidents after normal office hours can be reported 24 hours a day via email or voicemail. Students can request help with their technical problems by:

Calling 715.803.1160 and speaking to a Help Desk Technician that may be located off campus.

Emailing the Help Desk at help_desk@ntc.edu or submit a ticket at myhelpdesk.ntc.edu/helpdesk/WebObjects/Helpdesk.woa

The student will automatically receive an email notification informing them their request has been logged. When a solution is reached by the Help Desk Technician, the resolution is placed in the incident and the system automatically notifies the student via email that the incident has been closed.

my>NTC Passwords

A student's user ID is their student ID number. Their password will consist of the first two characters of their first name, the first two characters of their last name and the last four numbers of their Social Security number (e.g. John Doe is jodo5555).

Students changing their login password for the campus computers will also change their my>NTC and Blackboard passwords and vice versa; however, changes in these places will not affect their student email password.

If a student has questions, they can contact the Help Desk at 715.803.1160.

Email Addresses

Students are assigned an email address at NTC when they register for one or more classes. Their NTC email account will be the only email address used by the College.

Students should go to studentemail.ntc.edu or www.ntc.edu and click "Student Email," to access their student email account.

A student's username and password are set up as follows:

Username: 9-digit student ID
(Example: 200022128)

Password: First two characters of first name + first two characters of last name + last four digits of Social Security number (e.g. John Doe is jodo5555). Passwords are lower case.

Blackboard Access

Blackboard is a tool used at NTC to provide course materials online. If you have never used Blackboard you are strongly encouraged to take the Blackboard Orientation for Online found here www.ntc.edu/current-students/blackboard

To access your Blackboard please go to elearn.ntc.edu/webapps/login/

A student's username and password are set up as follows:

Username: 9-digit student ID
(Example: 200022128)

Password: First two characters of first name + first two characters of last name + last four digits of Social Security number (e.g. John Doe is jodo5555). Passwords are lower case.

If you are unable to login to your account you can reset your password. Here's how:

1. Click on 'Log in to my>NTC' on page that says password and username was not accepted
2. Click on Activate/Reset Password in box below sign in box
3. Enter Student ID or Social Security Number, then Date of Birth

If you continue to have problems, please contact the Help Desk at 715-803-1160.

Netiquette

Online Posting

Be aware that messages you post may be read by others and that the messages you read have been posted by others. Many times in an online world it is easy to forget that real people exist behind posted words. Make sure your postings are appropriate and any comments made to another post are as well. At NTC we encourage positive learning environments and all students are expected to contribute to a positive online learning environment.

In an online environment, respect people's time by getting your point across in a concise manner. Also, understand that you will be judged by the quality of your writing, so take your time and read it over for grammatical errors.

Manage Your Time

Some students may find it helpful to set aside a regular amount of learning time every day until your task or course is complete. Many instructors will give their Virtual College students suggested schedules. It is a good idea to stick to this suggested schedule as closely as possible. Be sure you have a plan for completion, check in with your courses regularly, look ahead at what is required by the end of the course and ask for help when necessary. If you need assistance with a plan for completing your courses please reach out to your instructor or your advisor. Your Virtual College advisor is Brandy Breuckman and she can be reached at 715.803.1700 or breuckman@ntc.edu.

Assignment Deadlines

While Virtual College has flexible assignment schedules, you must begin your course and complete one academic assignment within the first week of your designated start date (e.g. an assignment is an academic discussion post, quiz, exam or submitted assignment). If one academic assignment is not completed in this first week, an "NS" grade will be assigned by your instructor. Financial aid will not be disbursed until you complete at least one assignment.

All course work must be submitted by the final date of the semester for all Virtual College courses. For information on grading and drop/withdraw policies please visit www.ntc.edu/current-students/guidelines-procedures