

Student Handbook



The CPCC online student handbook is a comprehensive site including important services, resources and policies that govern academic and campus life. This valuable student information will help students navigate the college experience.

For information, please contact fye@cpcc.edu or call 704.330.6100.

Coursework Assistance

Help with Coursework

- Academic Advising (<http://www.cpcc.edu/ican/academic-advising>) provides students with professional guidance by recommending appropriate course placement and selection, explaining institutional policies and procedures, identifying strategies for success and developing individualized educational plans.
- Course Testing (http://cpcc.edu/testing_assessment/course-testing) in the Testing Centers or in a proctored setting is required for some courses.
- Free Tutoring (http://www.cpcc.edu/academic_learning) is available through the Academic Learning Center in subjects such as math, science, writing and study skills.
- Instructor office hours (<http://appserver.cpcc.edu/edirectory/departments.asp?dept=404>) are held by full-time instructors so that students can meet with them on campus. Online and part-time instructors can be reached through the contact information they have included in their course syllabus.
- The Learning Unit Listing (<http://www.cpcc.edu/learning/learning-organization/learning-unit-listing>) gives contact information for administrators in charge of learning at the college.
- The Library (<http://www.cpcc.edu/library>) operates on every campus and online to provide library instruction, interlibrary loan, textbook reserve service, group study facilities, one-on-one research appointments and online research assistance as well as well as integrated IM/webchat reference service.
- Program and Discipline Chairs, and Division Directors (<http://www.cpcc.edu/learning/learning-organization/directory-divdir-and-chairs>) manage courses and programs offered at the college.
- CPCC offers a wide variety of Programs of Study (<http://catalog.cpcc.edu/programsofstudy>).

- Programs of Study Contact Information (<http://appserver.cpcc.edu/edirectory/departments.asp?dept=404>) can be found in the CPCC directory.

Tips and Information

- The Academic Calendar (<http://catalog.cpcc.edu/aboutcpcc/academiccalendar>) lists important dates such as holidays, and the the start and end dates for fall, spring and summer terms.
- Academic Success Resources (<http://www.cpcc.edu/firstyear/student-services>) include APA and MLA style for research documentation, tips and strategies for communicating with instructors, formatting essays, managing time, public speaking, and reading scholarly articles.
- Online Learning (<http://www.cpcc.edu/online>) has become one of the most common ways for students to take classes or even complete an entire degree.
- The Online Learning Introduction (<http://www.cpcc.edu/online/resources/orientation>) helps students learn how to be successful taking online classes.
- Research for classes can be done through the Library's Research Databases (<http://www.cpcc.edu/library/databases>).

Attendance, Grades and Records

Attendance

- Attendance (<http://catalog.cpcc.edu/learningresources/academicregulations>) in courses is critically important and can affect student grades, records, finances and refunds, and the ability to remain in a class.
- Completion of an Enrollment Verification Assignment (<http://www.cpcc.edu/onlinelearning/Online%20Best%20Practices/eva-enrollment-verification>) (EVA) is required in online credit classes. Students must complete the EVA by the 10% point of the term in order to remain in the class.

Grades

- Auditing (<http://catalog.cpcc.edu/coursescourseregistration/college-levelcurriculumcourses/registeringforcurriculumcourses>) a course may be possible. Students who wish to audit a course must complete an Audit Agreement form, have it signed by the course instructor and submit the Audit Agreement to Registration Services at any CPCC campus by the due date.
- Course substitutions (<http://catalog.cpcc.edu/coursescourseregistration/college-levelcurriculumcourses/registeringforcurriculumcourses>) are permitted with final approval by the Division Director of the academic area in which the substitution is sought.
- Grade Appeals (<http://www.cpcc.edu/administration/policies-and-procedures/7-09-grievance-process-for-students>) are governed by Policies and Procedures. Any student who contests a course grade must attempt first to resolve the matter with the faculty member who assigned the grade before formally appealing the course grade.
- Grade Changes (<http://catalog.cpcc.edu/learningresources/academicregulations>) are performed by the instructor of record in the case of a grading error, or in other appropriate circumstances.
- Grade Point Average (<http://catalog.cpcc.edu/learningresources/academicregulations/gradingpolicy>) (GPA) is calculated based on A, B, C, D and F grades, and affects each student's Standards of Academic Progress (SOP). Note that Financial Aid uses a slightly

different method of calculating a student's Satisfactory Academic Progress standards (SAP)—see the Finances section.

- Incomplete grades (<http://catalog.cpcc.edu/learningresources/academicregulations/gradingpolicy>) may be assigned when a student has persisted through the course and completed at least 90 percent of the requirements for passing the course or when the instructor has determined extenuating circumstances exist.
- Repeating a credit course (<http://catalog.cpcc.edu/coursecourseregistration/college-levelcurriculumcourses/registeringforcurriculumcourses>) is allowed. Students may not enroll in the same course more than three times without approval of the appropriate division director, discipline chair or program chair. A withdrawal does not count as a repeat. When a course has been repeated, the higher grade is used to recalculate the Grade Point Average (GPA). However, all grades are recorded on the student's academic transcript.
- Financial Aid Satisfactory Academic Progress (<http://catalog.cpcc.edu/student-services/financialaid/sap>) standards (SAP) are used to help students who receive federal and state financial aid make measurable progress toward completion of a degree, certificate or diploma program in a reasonable period of time.
- Standards of Academic Progress (<http://catalog.cpcc.edu/learningresources/academicregulations/gradingpolicy>) (SOP) measures whether students are maintaining a 2.0 or higher cumulative grade point average
- The STAR (<http://catalog.cpcc.edu/learningresources/star>) system of academic alerts is used to send students alerts about how they are doing in their classes at two specific points in the semester: within the first three weeks and by mid-term. STAR Student Success Reports are sent to students' CPCC email accounts.
- Withdrawing from courses (<http://catalog.cpcc.edu/learningresources/academicregulations/gradingpolicy>) is allowed until the 35% point in the term. Students can withdraw from classes using the Registration and Student Planning link in MyCollege. Students receiving financial aid should contact the financial aid office before withdrawing from a course, to find out how they may be affected in terms of eligibility or even repaying aid.

Records

- Credit by examination (<http://catalog.cpcc.edu/enrollment/testingandassessment/clep>) can be earned through the College-Level Examination Program (CLEP).
- Credit by Examination (<http://catalog.cpcc.edu/enrollment/courselevelplacement>) can sometimes be given when students show convincing evidence of special aptitude or knowledge in the course material.
- Credit hours (<http://catalog.cpcc.edu/learningresources/academicregulations/gradingpolicy>) are determined according to a formula. 16 contact hours of classroom work equals 1 semester credit hour; 32 or 48 contact hours of laboratory work equals 1 semester credit hour; 48 contact hours of clinical work equals 1 semester credit hour; and 160 contact hours of work experience equals 1 semester credit hour.
- The Maximum credit load (<http://catalog.cpcc.edu/coursecourseregistration/college-levelcurriculumcourses/registeringforcurriculumcourses>) a student can take in spring or summer term, without getting overload permission, is 18.
- Medical withdrawals typically involve a student withdrawing from all courses based on a health condition. Requests should be made

through the Levine Campus (<http://appserver.cpcc.edu/edirectory/departments.asp?dept=402&subdept=179>) registrar.

- Name and address changes (<http://www.cpcc.edu/admissions/student-records/address-name-change>). Students can change their address and contact information in MyCollege, but name changes are handled through Student Records and must be documented by a marriage license, birth certificate or court decree.
- The Transcript Evaluation Process (<http://catalog.cpcc.edu/enrollment/transcripteval>) begins automatically when Student Records receives official transcripts. Students are notified by email when their evaluations have been completed. Previous courses completed with a "C" or higher grade from regionally accredited institutions that match CPCC courses are transferred for credit.
- Transcript Requests (<http://www.cpcc.edu/admissions/student-records/transcripts>) for CPCC transcripts to be sent to other institutions can be made through MyCollege, including requests for electronic or paper versions.

Services and Information

Support Services

- Bookstores (<http://catalog.cpcc.edu/learningresources/bookstores>). CPCC's Barnes and Noble bookstores sell course textbooks, clothing, gifts and accessories, supplies and electronics.
- Career Services (<http://catalog.cpcc.edu/careerresources/careerservices>) helps students discover and implement career plans and find job opportunities to meet their goals.
- Cashiering (<http://www.cpcc.edu/cashiering>) offices are located at every campus.
- The Centers for Military Families and Veterans (<http://www.cpcc.edu/military>) offer Veterans Resources in places where armed forces members (including National Guards/Reservists), veterans and their immediate family members engage in services promoting their personal and professional development.
- College Security Services (<http://www.cpcc.edu/college-security>) provides emergency and non-emergency help, assistance with parking and access, and the college's annual security report.
- Counseling and Advising Services (<http://www.cpcc.edu/ican>) help students with personal counseling, as well as academic and transfer advising on campus and online.
- The Disability Services (<http://www.cpcc.edu/disabilities>) office helps ensure that students with documented disabilities get equal access to learning, by providing them with academic accommodations and auxiliary aids or assistive technology.
- The Family Resource Center (<http://www.cpcc.edu/frc>) offers a positive, safe and friendly environment to recharge, educate and support students and their families.
- First Year Advising (<http://catalog.cpcc.edu/enrollment/firstyearexperience>) serves the academic and course needs of all first-time, college students.
- First Year Experience (<http://www.cpcc.edu/firstyear>) supports new and returning students by helping them get started, be comfortable on campus and connect with student services.
- The International Programs and Services (http://www.cpcc.edu/international_services) office supports the academic and personal growth of international students at CPCC who are on an F-1 student visa. The office assists with admissions, immigration-related issues, resources at the College and information about the Charlotte community.

- The MAN UP Program (<http://www.cpcc.edu/mentoring/man-up-program>) promotes the personal, academic and social development of male students through mentoring, service learning, workshops, leadership opportunities, motivation, academic coaching, social skills and career development.
- The Positive Community for Women (<http://www.cpcc.edu/ican/counseling-services/pcw>) is a female empowerment program sponsored by Counseling Services, with a mission of supporting and uplift college women through workshops, mentoring, community service projects and social/cultural activities.
- Single Stop (<http://www.cpcc.edu/singlestop>) strives to transform the lives of students with critical needs, helping them overcome financial barriers by connecting students to support systems. Services include free tax preparation, benefits and financial counseling, legal information and referrals to college and community resources.
- Testing And Assessment Centers (<http://catalog.cpcc.edu/enrollment/testingandassessment>) support the learning process by serving students, faculty and community testing needs, administering a wide variety of tests for instructional placement, certification, licensure and other specialized purposes.
- The Transfer Resource Center (<http://www.cpcc.edu/ican/trc>) offers advising and support services to CPCC students who plan to transfer to a four-year college or university.

Information

- The CPCC Terminology (<http://catalog.cpcc.edu/aboutcpcc/glossary>) page defines define terms frequently used at Central Piedmont Community College.
- The Directory (<http://appserver.cpcc.edu/edirectory>) can help students reach individuals and departments.
- Housing (<http://www.cpcc.edu/singlestop/contact-us-1>) is not offered at CPCC. Students can contact Single Stop for information about local housing options.
- Maps and Parking (<http://www.cpcc.edu/college-security/maps-parking>) information is available for CPCC campuses and locations.

Student Involvement

Getting Involved

- Clubs and organizations (http://www.cpcc.edu/student_life/Clubs%20and%20Organizations) let students gather and get involved, whether focusing on curriculum programs, or special interests.
- The Connect program (<http://cpcc.edu/firstyear/connect>) helps students meet other students and participate in fun and rewarding activities.
- CPCC Today (<http://www.cpcc.edu/cpcc-today>) is the weekly student e-newsletter filled with useful information including important deadlines, policy changes, events at the college and student discounts.
- The Global Learning Office (<http://www.cpcc.edu/study-abroad>) prepares students and faculty for life and work in a global society and facilitates study abroad.
- The Student Government Association (http://www.cpcc.edu/student_life/sga) represents the interests of all CPCC students and is present at each CPCC campus.
- Student Life (http://www.cpcc.edu/firstyear/connect/student_life) promotes activities, clubs and organizations which support and enhance learning in the classroom, provide opportunities for student

leadership development and honor the rich diversity at CPCC and in the surrounding community.

- The Student Life Calendar (http://www1.cpcc.edu/student_life/events/calendar) lists upcoming festivals, lectures, workshops, recreational experiences, conferences, field trips, service projects, educational exhibits, live music and other co-curricular experiences.

Events and Performances

- The Arts and Community (<http://www.cpcc.edu/artscommunity>) page helps students access options for getting involved that include art galleries and auditions.
- CPCC Tix (<http://tix.cpcc.edu>) sells tickets for CPCC performances.
- CPCC offers a range of Events and Performances (<http://www.cpcc.edu/artscommunity/arts-community/events-performances>) featuring the arts, community service, technology and global competitiveness.
- The Geek Fest (<http://www.thegeekfest.com>) is the college's annual technology and innovations event.
- The Sensoria (<https://sensoria.cpcc.edu>) festival is CPCC's signature celebration of literature and the arts.

Health, Recreation, and Wellness

- Health Resources (<http://www.cpcc.edu/bewell/CPCC-health-resources>) include walking trails, health screenings, dance and fitness classes, lunch and learns, and much more.
- Recreation and Fitness (http://www.cpcc.edu/student_life/student-recreation) activities include fitness centers, yoga and intramural sports.
- Recreation and Wellness (<http://www.cpcc.edu/cce/personal-enrichment/recreation>) Courses are offered through Corporate and Continuing Education.

Finances

Costs and Payments

- A Cost of Attendance (http://www.cpcc.edu/financial_aid/faq/cost-of-attendance) budget is available to help students taking credit classes estimate what it will cost to attend CPCC.
- Methods of Payment (<http://www.cpcc.edu/cashiering/payment>) can be found on the Cashiering page.
- The Tuition and Fees (<http://catalog.cpcc.edu/enrollment/tuitionandfees>) page also contains information about refund policies and Sponsored Programs.

Financial Aid and Veterans Benefits

- Financial Aid (http://www.cpcc.edu/financial_aid) helps students afford college by providing aid such as grants and scholarships.
- Financial Aid Programs (<http://catalog.cpcc.edu/student-services/financialaid/faprograms>) include Pell Grants, Federal Work Study, Scholarships and more.
- Students are selected for FAFSA Verification (http://www.cpcc.edu/financial_aid/faq/verification) each year through a random process. Selected students are required to provide additional documents.
- Some students seek Private or Alternative Loans (http://www.cpcc.edu/financial_aid/assistance/private-or-alternative-loans-1).
- Financial Aid Satisfactory Academic Progress (<http://catalog.cpcc.edu/student-services/financialaid/sap>) standards (SAP) are used to help students who receive federal and state financial aid make measurable

progress toward completion of a degree, certificate or diploma program in a reasonable period of time.

- Veterans Affairs Education Benefits (<http://catalog.cpcc.edu/student-services/veterans-resources/va-education-benefits>) are provided to veterans and eligible family members within a supportive environment.

Insurance

- International students may be able to find health insurance ([http://www.cpcc.edu/international_services/resources-for-international-students/health-insurance](http://www.cpcc.edu/international-services/resources-for-international-students/health-insurance)) options.
- CPCC students in certain programs may be able to purchase Student Insurance (<http://www.cpcc.edu/enterprise-risk-management/strategic/insurance-management/student-insurance>) plans for accident, health or travel.

Free or Inexpensive Services

- Bus passes (<http://www.cpcc.edu/financial-aid/fyi/book-purchases>) can be purchased in the bookstores by eligible financial aid recipients and are sometimes available through Single Stop.
- Screenings and some other Dental Services (<http://www.cpcc.edu/health-sciences/dental-clinic>) are available at low cost in the CPCC Dental Hygiene Clinic. Services are performed by students and supervised by faculty. Appointments are scheduled based on student requirements and typically last up to 3 hours.
- Emergency food pantries (<http://www.cpcc.edu/service-learning/emergency-food-pantry>) have been established at several CPCC campuses by Service-Learning in partnership with Loaves & Fishes.
- Free tax preparation (<http://www.cpcc.edu/singlestop/vita-free-tax-preparation>) and referrals for other community services are available through Single Stop.
- Students may be able to purchase inexpensive haircuts and other services (<https://www.cpcc.edu/medical-careers/cosmetology/salon-information>), performed by CPCC Cosmetology students under the supervision of licensed instructors.

Technology

Affordable and Assistive Technology

- Affordable Technology (<http://www.cpcc.edu/firstyear/affordable-devices>) may be available to CPCC students in the form of laptops, Internet and software downloads.
- Assistive Technology (<http://www.cpcc.edu/disabilities/testing-and-technology/assistive-technology-1>) is available for students with disabilities through Disability Services.
- Borrow calculators (<http://www.cpcc.edu/library/borrow>), laptops, books and media from CPCC libraries using your ID card.
- CPCC has Open Computer Labs (<http://www.cpcc.edu/services/services/open-labs>) for all student to use on each campus.
- Printing and Copying (<http://www.cpcc.edu/campus-printing/students>) services are available for students at CPCC campuses.

Mobile Technology

- CPCC Cloud (<http://www.cpcc.edu/cloud>) helps students use CPCC applications on their own devices.
- The CPCC Mobile App (<http://www.cpcc.edu/social/mobile-app>) gives students access to many CPCC resources, including class schedules

and grades, Blackboard, financial information, maps, calendars and the catalog.

- The Wireless Network (<http://www.cpcc.edu/its/services/students/computer-support/wireless>) lets students on any campus connect to CPCC technology.

Technology Help

- The ITS Help Desk (<http://www.cpcc.edu/its/helpdesk>) provides support of college licensed applications, and user accounts. Students can call 704.330.5000 for help.

Rights, Responsibilities and Safety

Rights

- FERPA (<http://catalog.cpcc.edu/enrollment/student-records>), the Family Educational Rights and Privacy Act, protects non-directory student information.
- CPCC is committed to supporting freedom of speech (<http://www.cpcc.edu/administration/policies-and-procedures/6-31-free-speech-public-assembly-and-distribution-petitioning-regulations>).
- Central Piedmont Community College is committed to equal opportunity and non-discrimination (<http://catalog.cpcc.edu/aboutcpcc/disclosure>).
- Title IX (<http://cpcc.edu/titleix>) prohibits sex discrimination in all college programs and activities, including but not limited to, admissions, recruiting, financial aid, academic programs, student services, counseling and guidance, discipline, class assignment, grading, recreation, athletics, housing and employment.

Responsibilities

- Academic honesty and integrity (<http://catalog.cpcc.edu/learning-resources/academic-regulations>) are expected of every student.
- College Policies and Procedures (<http://catalog.cpcc.edu/aboutcpcc/college-policies-procedures>) relating to students can be found in sections 6 and 7.
- CPCC is a drug free college (<http://www.cpcc.edu/administration/policies-and-procedures/7-01-drug-free-college>).
- The Grievance Process (<http://catalog.cpcc.edu/collegelife/student-grievance>) is governed by student complaint policies.
- The possession of weapons (<http://www.cpcc.edu/administration/policies-and-procedures/6-40-possession-of-weapons>) on college premises or during college sponsored events is strictly prohibited, except as required for preparation of food, instruction, maintenance or acting in the discharge of official duties.
- The college maintains important social media guidelines (<http://www.cpcc.edu/social/strategy-for-students>) for students.
- Student behavior is regulated by the Student Conduct (<http://catalog.cpcc.edu/collegelife/student-conduct>) policies.

Safety

- College Security Services (<http://www.cpcc.edu/college-security>) help students stay safe while at the college.
- The Critical Alert (<http://cpcc.edu/college-security/communications/critical-alert-info>) program notifies students in case of emergencies. Signing up for Critical Alert is one of the most important things students can do to remain safe.

- Vaccinations (<http://www.cpcc.edu/administration/policies-and-procedures/7.21-vaccination-new-6-8-15>) are not required for most CPCC students. However, students enrolled in selected programs may be required to submit proof of current immunization.