**Syllabus Addendum – Fall 2020 – Student Services**

**Student Success Center**

The Student Success Center is designed to help all students at NCTC develop tools to achieve their academic goals. The center links students to FREE tutoring, including a Writing Center, a Math Lab, and free online tutoring. The program helps students acclimate to college by providing free interactive online workshops. For more information, please visit your nearest Student Success Center.

Student Success offers academic coaching, tutoring, including a Writing Center, and a Math Lab to assist new students acclimate to college by providing computer lab services for prospective students. <http://www.nctc.edu/student-services/student-success/tutoring/index.html>

First generation students can also participate in TRIO which offers specialized services.

<http://www.nctc.edu/student-services/trio-student-support-services.html>

**Completion Center**

The NCTC Completion Center is a comprehensive student engagement program that increases retention and completion rates of first-time, low income students. Services include:

Success coaching to address students’ academic and non-academic challenges and issues; Success Seminars, and a centralized career readiness and job placement program.

<http://www.nctc.edu/student-services/completion-center/index.html>

**Career Services Center**

The NCTC Career Services Center is the place you can go for educational and career planning. Services include: Career/Degree Exploration, Job Search Tools and Resources, Resume and Professional Portfolio Development, Interview Skills and Preparation. Our Career Advisors partner with you in making your educational journey an efficient process towards a rewarding career. <http://www.nctc.edu/career-services/index.html>

**Counseling and Advising**

Support Services, Counseling and Advising staff offer a variety of services to current and prospective students, such as College 101, placement testing, academic advising and course registration, transfer assistance, and College Success seminars (Time Management, Study Skills, Test Anxiety, Choosing a Major, Learning Style Strategies, Career Exploration) and much more. <http://www.nctc.edu/counseling-advising/index.html>

**Testing Service Center**

The mission of NCTC Testing Services is to provide high-quality testing services that adhere to the professional standards and guidelines to meet the needs of students, faculty, and community members. <http://www.nctc.edu/testing-center/index.html>

**Early Alert and CARES**

The NCTC Early Alert program assists students who are at risk of failing or withdrawing from a course. Faculty and staff may refer students through the Early Alert process at any point in the semester in an effort to provide appropriate intervention and access to support services. Examples of behaviors that could prompt an Early Alert referral could be missing assignments, failing tests, excessive absences, or personal circumstances impacting academic performance. A student submitted as an Early Alert will be contacted by an [academic advisor or success coach](http://www.nctc.edu/counseling-advising/index.html) through text, phone, and/or via their NCTC e-mail address to discuss any current challenges as well as helpful resources and success strategies-we want our students to finish strong and know that education is a partnership!

The [NCTC CARES (Campus Assessment Response Evaluation Services) Team](http://www.nctc.edu/cares-team/index.html) is concerned not only about our students' academic success, but also their emotional and physical well-being. The CARES Team promotes a safe learning environment for students, faculty, and staff and is committed to taking a proactive approach in helping our students succeed by addressing the mental, emotional or psychological health and safety of the NCTC community. As a student, you have the ability to report concerning behavior which could impact your own safety or the safety of another NCTC student, such as stalking, harassment, physical or emotional abuse, violent or threatening behavior, or self-harm. Visit the NCTC CARES site to also locate campus and community resources, or email counseling@nctc.edu to get in touch with a member of the CARES Team directly.  As always, if you feel there is an immediate threat to your own safety or welfare (or to another student), please call 911 immediately.

**Financial Aid**

Financial Aid offers financial resources for students that qualify, visit the financial aid offices for more information. <http://www.nctc.edu/financial-aid/index.html>

**Student Success**

At NCTC, student success​ is progress towards collegiate goals, reached in an affordable and timely manner, under professional guidance, empowering students to serve skillfully in their chosen role within their community

**Equity**

NCTC defines equity as encompassing the practice of acknowledging individual differences and systemic disparities when developing new programs and resources for our campus community, which may sometimes challenge our own beliefs and assumptions, in order to ensure balanced educational opportunities toward completion.

**Affinity Groups**

Staff and faculty representing the Employee Resource Groups (ERG’s), along with academic advisors, counselors and success coaches, serve as mentors for NCTC’s student-centered ​Affinity Groups​.

An ​Affinity Group​ is a population of students who have specific needs, barriers or systems they are needing to navigate not only within college, but within life. Providing mentorship, support and resources for identified Affinity Groups such as Black/African American students, veterans and active military, single parents, students with disabilities, adult learners, Latinx, LGBTQ+ and students who have experienced foster care and/or homelessness, enables us to make more impactful, meaningful connections with students who are in dire need of equity and understanding.