

- [Frequently Asked Questions](#)-everything you need to know as a new or continuing student.
- [Student Services page](#)-all the offices and contact information you need!
- [Advising FAQ's](#)-get the inside scoop on all NCTC majors and programs.
  - [Meet Your Advisor/Coach](#)
  - [Let's Get Connected!](#) (*virtual sessions with advisors, faculty, and students in your major*)
  - [Degree Plans and Online Registration](#)
  - [Career Services](#) and [Completion Center](#)
  - [Course Combination/Credit Hour Maximization Matrix](#)
  - [Lion365 Year-Round Registration!](#)
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  - [Navigating Your First Year at NCTC](#)
- [Affinity Groups](#) and [Student Life & Organizations](#)
- [Awareness, Community Resources](#), and [Wellness](#)
- [CARES Team](#), [Counseling Services](#), and [LionCare](#) (*free telehealth services*)
- [Equity, Diversity, and Inclusion](#)
- [Financial Aid](#) and [Scholarships](#)
- [QLess and Signing into Virtual Lines](#)
- [Student Success/Tutoring](#), [TRIO](#), and [OSD](#) (*Disability Services*)
- [Testing Services](#)
- Keep track of NCTC [campus and COVID-related updates](#)

### [AFFINITY GROUPS](#)

Staff and faculty serve as mentors for NCTC's Affinity Groups for 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 groups such as Black/African American students, veterans and active military, single parents, 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. Virtual events and other opportunities to get connected, engaged, and to feel a sense of belonging are also available through NCTC [Student Life](#) and the [NCTC app!](#)

### [CAREER SERVICES CENTER](#)

In need of employment? NCTC Career Coaches meet one-on-one to provide training in writing resumes, job searches, interviewing, and more. The Skills to Succeed Academy is also a free interactive, online employability training program focused on building the skills and confidence you need to find the best career.

### [COMPLETION CENTER](#)

The Completion Center provides a variety of services for first-time in college students. These include academic success coaching, goal setting, course planning, student resources, career development, and job placement services for all new college students. Free online Success Seminars are also available through [Student Lingo](#) and new students will enroll in a [First Year Experience \(NCTC 1001\) course](#) to get started on the right track!

### [TESTING SERVICES](#)

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. Contact the Testing Center with questions or scheduling information for the TSIA2 placement exam, CLEP, GED, TEAS, or exams that must be proctored for NCTC courses.

## **COUNSELING AND ADVISING AND LIONCARE**

Academic advisors help students explore [majors and programs offered](#), how to take the best combination of classes to meet your goals, help you navigate [how and when to transfer](#), and guide students towards academic and personal success. At NCTC, you are assigned to a specific advisor or success coach based on your major or career interests. [Look for your advisor here](#)-and even schedule an appointment with them through their online calendar!

Students also have access to free 24/7 telehealth counseling and medical appointments through [LionCare](#), can contact one of our [NCTC Counselors](#) for help locating community resources, and/or complete the [Student Request for Assistance form through MyNCTC](#) to let us know what you need related to healthcare, housing, childcare, food, financial assistance, and other support (*login required for online form completion*).

## **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. A student submitted as an Early Alert will be contacted by an [academic advisor or success coach](#) 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!

The [NCTC CARES Team](#) is concerned not only about our students' academic success, but also their emotional and physical well-being. 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](#). And as always, if you feel there is an immediate threat to your own safety or welfare (or to another student), please call 911 immediately.

## **EQUITY, DIVERSITY AND INCLUSION (EDI)**

EDI partners with the entire campus community to create, maintain and demonstrate NCTC's commitment to an equitable, diverse and inclusive learning environment where NCTC students succeed. 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. Everyone Included. Everyone Belongs. Everyone Valued. Everyone Inspired.

## **FINANCIAL AID**

The Office of Financial Aid provides students with information and guidance with applying for eligible types of financial assistance, such as the FAFSA (Free Application for Federal Student Aid). Students who have any types of exemptions or tuition waivers will also work with the Financial Aid Office to have these funds applied to their accounts. Additionally, the [Scholarship Office](#) provides local scholarship opportunities through an online application process, and tips on how to secure other types of scholarship awards which can help finance educational goals.

## **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](#). First generation students can also participate in [TRIO](#) whose mission is to develop and equip historically underrepresented student populations with skills, experiences, and academic practices that assist them in achieving their educational goals. And the [Office for Students with Disabilities \(OSD\)](#) provides accommodations, academic, and career counseling for students although disclosure of a disability to college officials is not required unless requesting any accommodations.