



LONG BEACH  
CITY COLLEGE

## WEEKS OF WELCOME

August 9<sup>th</sup> – August 20<sup>th</sup>

### Frequently Asked Student Questions Resource Guide (FAQs)

This Resource Guide has been compiled to assist you with frequently asked questions students may ask during the open registration period. Remember that each student situation is unique. If the student has specific questions about their personal situation they should go directly to the relevant department to ask those questions. This resource guide and FAQs only provide basic information for common questions. If you are unsure or don't know the answer to a student's question please refer the student to relevant department or call Admissions & Records (562) 938-4485.

#### **ADMISSIONS & REGISTRATION**

- I checked my class schedule online and it says my classes were dropped. But I didn't drop my classes, what happened?**  
If you did not drop the class then it probably means that the class was cancelled or you were dropped for nonpayment.
- Where can I find a list of open classes?**  
There is a link on the [www.lbcc.edu](http://www.lbcc.edu) homepage to a List of Open Classes which is updated daily. **Be aware** this list is only accurate at the time of posting (students are continually registering online which change the status of classes frequently). The only current real time source is to go online to the student registration system and try to register for the class you want.
- Where do I go for assistance to begin the registration process?**  
During Weeks of Welcome from **August 9 - 20, 2010** Admissions will be located in the Library/Learning Center in the Academic Computer Center L251. At the PCC campus Admissions & Records is located at AA127. You can also get help with any registration questions by calling the Admission & Records Call Center at (562) 938-4485.
- I forgot my Student ID or Password, what do I do?**  
Call the Admissions Call Center at (562) 938-4485. The Admissions Call Center is open Monday - Thursday from 9am – 6pm and Fridays from 8am - 4:30pm.
- How can I add, drop or change classes?**  
You can make changes to your schedule by utilizing LBCC's online registration service [www.lbcc.edu](http://www.lbcc.edu). Make sure you take care of any fees owed or other holds on your account or the system will not allow you to add classes or make changes to your schedule.
- I just petitioned for a class by going to the class and the professor added me. What should I do next to be officially enrolled in the class?**  
The easiest way to add a class with a permission number is through LBCC's online registration system. Student ID and password are required to access the online registration system. Yellow add cards with instructor permission only, must be processed through the Admissions & Records dept to add a course.

Registration and Admission is open Mon & Thurs 8-7pm; Tues-Wed 8-6pm; Fri 8:00 – 4:30pm.

#### **ASSESSMENT/ORIENTATION**

- Where do I sign up for assessment placement test & orientation?**  
For information go online to <http://matric.lbcc.edu> and select a date or call (562) 938-4049 or 938-3920. You must have a student ID to sign up. There is an online orientation at <http://orientation.lbcc.edu> which is an easy way to learn more about LBCC and get tips to be successful in college.

- I do not have any results or scores of my assessment tests that I took here.**  
You can call the LAC Assessment Office at (562) 938-4049 or go to their offices at LAC M211 to get your scores. You can also go to the Counseling Office at PCC in GG100 to get your scores. If your placement scores have not been posted, you will need to contact the LAC Assessment Office for assistance.
- Does LBCC accept assessment scores from other schools?**  
Yes, we are accepting assessment scores from certain colleges. Please call (562) 938-4049 or come by the Assessment Office at LAC in M211 for more information about this. Be sure to bring your scores from the other college.

### CASHIERS - PAYMENT & FEES

- Where can I pay my fees?**  
You can pay your fees online with a MasterCard, Discover or Visa credit card (you will need your login, student ID and password) or in person at the Cashiers Office at the LAC campus in N104 or the PCC campus DD 147).
- I have a fee waiver. I should not owe anything. Why do I still have an amount due?**  
The fee waiver only covers the enrollment fee. You must pay for the college service card, student health fee, parking fees and any materials fees required for the class you registered to attend.
- There is a "hold" on my account. What do I do?**  
First check to determine what your hold is for. You can view your holds through OLE PeopleSoft by going to "Student Center" and "Holds" then click "Details" for more information.
- Can I register for my classes before I pay what I owe from previous semesters?**  
No, you will not be able to register for classes until you have paid all fees owed from previous semesters. Please pay online or go to the Cashier office to pay.
- Can I register for classes before I apply for financial aid?**  
Yes. You can go to financial aid after you register for classes.
- Where can I get a printed receipt?**  
You can obtain a printed receipt from your PeopleSoft student account on any computer or use a computer in the Academic Computing Centers at either campus.
- How much is the Student Health fee?** The health fee for Fall 2010 is \$17. You must pay this fee when you register for classes. This is NOT an optional fee.
- What is the College Services Card fee?**  
The College Services Card fee is \$20 and is optional. This card serves as your official student id card, is required for riding the FREE campus-to-campus Shuttle Bus, library check-out, access to the college computer labs, bookstore discount (including a 5% discount on text books!) and more.
- What are my options for paying for the College Services Card Fee (ASB Card)?**  
The ASB bank is now part of the Cashiers office. Students can pay online through the Pay fees function or go to the Cashier Office. All students must either: **a)** pay the fee, **b)** obtain a loan from Cashiers, OR **c)** obtain a "Surrender of Benefits" from the Cashier office.
- What are Materials Fees?**  
Certain classes that you registered for required an instructional materials fee to be paid at the time of registration. Materials fees are listed under each class in the class schedule.

### COMPUTER ACCESS LABS

- Where can students use computers on campus?**  
The Academic Computing Centers are located at both campuses on the second floor of the Library in Learning Resource Centers LAC L251 and at PCC LL216. *\*The computers available in the registration areas are limited to registration activities only.*

**Where can I get a print out of my class schedule?**

You can access your class schedule via the internet. You may also use a computer in the Academic Computing Centers on the second floor of the Library at either campus to view and/or print out your class schedule. In order to print something students need to purchase a Print Card from either the Library Research Center or Academic Computing Center machine (*cash only*).

 **Where can I check my email?**

You can view your email, or take care of other academic related computer tasks in the Academic Computing Labs in the Library.

### COUNSELING

 **How can I meet with a counselor?**

For the first two weeks of the semester, open counseling appointments will be available on a *first come, first served* basis. Regular academic counseling appointments may be scheduled beginning the week of August 23, 2010 for the week of August 30, 2010. To schedule a counseling appointment, contact Counseling: **LAC** in M221 or phone (562) 938-4560; **PCC** in GG100 or phone (562)938-3920. On-line counseling is also available at: <https://onlinecounseling.lbcc.edu>.

 **I don't know what classes to register for, how can I get help?**

Curriculum guides for LBCC programs and classes that meet the general education requirements for graduation and transfer can be found in the LBCC College Catalog or online at <http://osca.lbcc.edu/curriculumguides.cfm>. If you need to have a Student Educational Plan developed, you will need to make an academic counseling appointment.

Office hours are Monday - Wednesday 8 a.m. – 7 p.m., Thursday 8 a.m. – 5 p.m., and Friday 8 a.m. – 4:30 p.m.

### FINANCIAL AID

 **I have questions about Financial Aid. Where do I go?**

You can apply for financial aid online at <http://fafsa.ed.gov>. See the Financial Aid Website at: <http://fina.lbcc.edu> for more information. Or go to the Financial Aid office located on each campus: (LAC) M214 / (PCC) AA133.

 **When will financial aid be disbursed for the fall?** The first disbursement for the Fall 2010 semester is scheduled to be posted to the HigherOne debit cards on August 20. To receive that first disbursement, students must be registered for classes, be making satisfactory progress from 2009/10, have a complete financial aid file, and—if selected for verification—have their file verified. **How can I tell if my financial aid has been awarded?** You can see your financial aid awards online in OLE, the LBCC online registration system. Click on the “View Financial Aid” link under Campus Finances.

Office hours from August 9<sup>th</sup> – 20<sup>th</sup> are Monday & Tuesday 8:00 a.m. – 7:00 p.m., Wednesday & Thursday 8am-6pm. Offices are closed on Fridays at both campuses.

### PARKING PERMIT

 **What if I haven't got my parking permit yet?**

Student parking is **FREE during the month of August** in student parking stalls. Please observe all signs in all lots. Regulations can vary from lot to lot. Please remind students they will be ticketed if they park in a **staff** space, **meter** or other restricted parking area. **Parking citations are \$46.**

 **I'm having trouble finding parking where can I park?**

Additional parking available - LAC Campus Vets Stadium (enter from Conant St.) and PCC Campus on Pacific Coast Highway and Walnut Ave (enter from Walnut Ave).

**Where can I get my Parking Permit?**

You can purchase a parking permit online through the pay fees function in the Peoplesoft system or at the Cashiers office. The parking fee for **FALL 2010 is \$25** and allows you to park a car or motorcycle in campus lots designated for students. Parking in any student parking lot without a valid parking permit (starting Sept 1) or parking in a staff spot will result in a parking ticket issued by the Long Beach Police Department.

- I registered online. How do I get my parking permit?**  
If you paid the parking fees online a parking permit will be mailed to your home. Please make sure Admissions & Records has your current mailing address. **If you receive a “Voided Parking Permit,” that means DO NOT USE, the permit is not valid.**
- What if I paid for my parking permit online but haven’t received it?**  
If a student is looking for their College Service Card or Parking Permit that they paid for online and has not received their validation sticker or permit, send them directly to Cashiers Office. If the student has paid within the last week, please be patient as their payment is still being processed.
- Day Parking Permits** are available in most parking lots at both campuses for \$1.00. Machines accept \$1.00 bills and change. Most machines at this time will also accept Visa, MasterCard, and Discover. Permits are valid at either campus.
- Two additional shuttle buses will run from Vets Stadium to LAC Lot H Monday through Thursday 7:00 AM to 10:30 PM and Friday 7:00 AM to 2:00 PM every 10-15 minutes during the duration of the parking structure construction.** These will be local shuttles only to assist the students having to park in Vets Stadium due to the parking structure construction. When this service begins it will be continually evaluated to best serve the students.
- The intercampus PCC /LAC shuttle** will continue to operate between campuses Monday through Thursday from 7:00 AM to 5:00 PM. **There is no LAC / PCC shuttle service on Fridays.** See the website for any updates to the operating hours.

Parking Services can be reached at (562) 938-4534 for further information.

## PREREQUISITES

- The class I want requires a prerequisite class but I’ve already taken the course at another college or I wish to challenge a course prerequisite. What do I do?**  
If you have taken the class at another school, you must provide us a copy of your transcripts before you are allowed to register for the class. We must keep a copy of your transcript in your file so please bring official copies to the Admissions Office to be placed in your file. You can get the prerequisite challenge form online at <http://admissions.lbcc.edu/>. You will need to have the department head from which the course is challenged sign off on the form. You will then need to take the signed form back to the registration area to register for your class.

## STUDENT LIFE

- What is the College Services Card (also known as the ASB Card) Fee? How much is it?**  
The College Services Card with the validation sticker allows you to check-out items at the library, use the Campus Shuttle Bus, use the open-access computer labs, apply for LBCC scholarships, and receive a 5% discount at the bookstore, purchase bus passes or money orders on campus and many more services. This Card also serves as your official student ID. The fee for the Card is \$20 and is optional.
- I just need to pay my ASB Loan, where do I go?**  
If you need to pay your ASB loan you can pay online or go to the Cashiers office at either campus.
- Where can I get my Student ID?**  
Your ID will be given to you “on the spot,” after your photo is taken. You must have your college services card (CSC) validation sticker beforehand to receive your ID. You can purchase this through the Cashier’s Office. At LAC you go to the Information counter on the first level of the College Center/E building and at PCC you go to the “blue counter” next to the Game Room in the Student Center.

## STUDENT SUCCESS CENTERS & ACADEMIC RESOURCES

- **What kinds of academic support services are available at LBCC? Where can I get academic help?**  
With various locations between the LAC and PCC campuses, the four Student Success Centers foster student success by providing free learning assistance across the disciplines. A sampling of services provided include: supplemental learning assistance, tutoring, instructional media, private study rooms, the Supplemental Instruction program, textbook and laptop check out, and assistance with multimedia projects.
- Please note that the **Career Technical Education (CTE) Center has moved to its new location: II-133** at the PCC campus.

Please visit [www.successcenters.lbcc.edu](http://www.successcenters.lbcc.edu) for more information.

### PCC Campus

#### **PCC Multidisciplinary Success Center**

LL-206 (562) 938-3991

#### **Career Technical Education Center**

II-133 (562) 938-3125

### LAC Campus

#### **LAC Multidisciplinary Success Center**

L-212 (562) 938-4699

#### **Math Success Center**

D-103 (562) 938-4228

#### **Writing & Reading Success Center**

E building lower level (562) 938-4520

## VETERAN AFFAIRS

If you are a veteran or a dependent eligible for the GI Bill, thank you for your service and welcome to Long Beach City College.

- **Where is the Veterans Affairs office located?**  
The Veterans Affairs office is located at the Pacific Coast Campus in AA-122. The phone number to the office is (562) 938-3929. You can also visit us online at: <http://va.lbcc.edu>.
- **I am a military dependent of someone who was just stationed in California. This is not our home of record. What do I do?**  
You will need to get a "Military Dependent form" from the Admissions Office and have it signed by your spouse's commanding officer to waive state residency requirements.

## OTHER QUESTIONS

- **Where can I buy books for my classes?**  
You may buy books on campus at the Bookstore. At the LAC campus the bookstore is located in the I trailer in parking lot D and at the PCC campus in the EE building. Or purchase online @ [www.lbccbookstore.com](http://www.lbccbookstore.com)
- **How can I register for more than 18 units? How do I get permission?**  
You need to go to the counseling office (at LAC or PCC) and fill out an [overload petition form](#). Once the petition is approved, you will need to bring the signed form back to the registration area and register. This could take a few days. Check with the counseling office.
- **I am not 18 years old and am attending high school. Can I register for a class here?**  
You must complete a "High School Concurrent Enrollment Fee Waiver" form before you can attend LBCC. This form must be signed by a parent of the student and the high school principal.
- **Can I sign up for overlapping classes**  
You cannot sign up for classes with overlapping schedules. There are no exceptions to this rule.

- How do I find out the content of a course and what is being taught in the course?**  
There is a brief description of the content of each course in our course catalog, available online at [www.lbcc.edu/cat/index.html](http://www.lbcc.edu/cat/index.html) or purchase in the bookstore. You could also talk to someone in that department.
- I have not attended LBCC for a few years and I am on academic dismissal. What do I do?**  
The Petition for Readmission Form can be accessed online at <http://admissions.lbcc.edu/>. You must meet with a counselor.
- Can I take a course again (repeat a course I have already taken) to get a higher grade?**  
There are certain rules regarding repeating a class. You can look in the catalog for explanation of the policy or talk to Admissions & Records. You will probably need to fill out a Repeat Request form found in the Admissions & Records department before attempting to add this course. Admissions & Records will then process the form and inform you if you can repeat the course.
- How do I request official / unofficial transcripts?**  
Long Beach City College has retained Credentials Inc. to accept transcript orders over the Internet. Go to <http://admissions.lbcc.edu/transcriptrequest.cfm> to order your transcripts. If you are uncomfortable placing an order over the Internet, you can call Credentials Inc. at 800-646-1858 to place your transcript request. There is an additional operator surcharge for placing orders over the telephone. Unofficial transcripts can be printed directly from the online PeopleSoft system.