



LONG BEACH
CITY COLLEGE

WEEKS OF WELCOME

August 28th – August 31st

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 Outreach (562) 938-4490.

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 of enrollment fees. You will now need a permission number to enroll in classes that begin the week of August 28. To obtain a permission number you will need attend the first class meeting and ask the instructor to petition the class.

- Where can I find a list of open classes?**

There is a link on the 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. All classes that begin the week of August 28 a student must obtain a permission number in order to enroll even if the class appears to have seats available. Students should attend the first class meets to see if the instructor is issuing permission numbers (wait listed students will have priority to permission numbers. At this time students cannot be added to a waitlist. Waitlist are closed for classes that begin the week of August 28).

- Where do I go for assistance to begin the registration process?**

You can receive assistance at the Admission and Record office either at LAC in the A-Building 1075 or at PCC in GG-102. 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, 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 (The first two weeks of school). You can also visit our offices. Be sure to bring a valid photo ID. Please be aware that the call center has a high volume of calls if you are not assisted within 10 minutes please hang-up and try again.

- I forgot my Password, what do I do?**

To retrieve a forgotten password, use the "Forgot My Password" link on the Student Login page. For help, go to: <http://www.lbcc.edu/PeopleSoft/PeopleSoftHelp/StudentHelp/retrievepassword.cfm>.

- 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. 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. Students will need permission numbers for classes that begin August 28 they cannot just use the online system unless they have a permission number for those classes. Open late start classes they can register online. The waitlist is also available for late starting classes.

- 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?**

A professor does not add students to the class they issue permission numbers. Students must use the permission number before the end of late registration. 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. If you've enrolled in the course before, you'll need to go to Admissions with the Course Repetition Request form. Go to lbcc.edu/admissions for the form. If you're on a wait list, first drop yourself from that course then add yourself back into that course using the petition number you've been given by that instructor.

During Open Registration Admissions is open Monday through Thursday 8am - 6pm; Fri 8:00 – 4:30pm in the A -Building, Room A-1075.

ASSESSMENT/ORIENTATION

Where do I sign up for Assessment & Orientation?

For the schedule go online to <http://www.lbcc.edu/Assessment/>. LAC and PCC have Open assessments (no appointment needed, please arrive between the hours listed on the schedule). You must have LBCC Student ID # to sign-up. To prepare for the Assessment; you may go to the following website to complete sample questions: <http://www.lbcc.edu/Assessment/test-prep.cfm>.

Following your Assessment you will be signed up for a New Student Workshop (in-person orientation and educational planning). You may also complete the LBCC Online Orientation at <http://orientation.lbcc.edu> which is an easy way to learn more about LBCC and get tips to be successful at LBCC.

I do not have any results or scores for my LBCC Assessment.

You can check your assessment results online. For instructions visit:

<http://www.lbcc.edu/Assessment/results.cfm>. If you have any questions, call the LAC Assessment Office at (562) 938-4049 or go to LAC A-1040. If you have any questions, contact the LAC Assessment Office for assistance.

Does LBCC accept assessment scores from other schools?

Yes, we accept assessment scores from certain California Community Colleges. You should bring your scores to the Assessment Office for review. If you have questions, you may call (562) 938-4049 or go by the Assessment Office at LAC in A-1040.

Assessment Office (LAC A-1040) hours are Monday – Thursday 8:00 a.m. – 5:00 p.m. & Friday 8:00 a.m. – 12:00 noon

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 A-1075 or the PCC campus GG-101).

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. Make sure to apply for the FAFSA at <https://fafsa.ed.gov/>

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 2017** is \$20. 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, Students do not need a college id to use the college lab they have to be currently enrolled.

What are my options for paying for the College Services Card Fee (ASB Card)?

Students can pay online through the Pay fees function or go to the Cashier Office. All students must either: pay the fee, OR 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/Learning Resource Centers LAC L-251 and at PCC LL-216. **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/Learning Resource Centers 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/Learning Resource Centers.

COUNSELING

How can I meet with a counselor?

You can meet with a counselor on either express, on-line or 30-minute appointment.

*Express counseling is available on a walk-in basis in 10-minute segments to help answer questions.

*30-minute counseling is available daily on an appointment basis and is intended to help you complete your electronic student educational plan. To schedule a 30-minute appointment come by the Counseling office at **LAC** in A-1111 or at **PCC** in GG-202. For your convenience, you may also schedule an appointment by calling (562) 938-4560 (for LAC appointments) or (562) 938-3920 (for PCC appointments).

*On-line counseling is available if you are unable to make it into the counseling office or prefer a distance learning format. You can schedule an on-line appointment by visiting <https://onlinecounseling.lbcc.edu>.

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

Counselors are eager to help you! In order to ensure that you are taking the right courses to meet your academic requirements please make an academic counseling appointment to complete an electronic student educational plan. The following are available on-line resources and can help you identify your required courses:

Curriculum guides, ASSIST, and general education plans A, B, or C. You may access these at <http://www.lbcc.edu/Articulation/guides.cfm>

DISABLED STUDENT PROGRAMS AND SERVICES (DSPS)

□ I'm a disabled student where can I seek assistance?

Disabled Students Programs and Services (DSP&S) is a program within Student Services at LBCC. DSP&S provides many support services that enable students with disability related limitations to participate in the college's programs and activities. DSP&S offers a wide range of services that compensate for a student's limitations, such as note taking assistance, interpretive services, test taking assistance, and alternative media formats at no cost to students. For more information please contact our office at: LAC Room A 1134 • (562) 938-4558, fax (562) 938-4457 PCC Room GG 102 • (562) 938-3921, fax (562) 938-3272

EXTENDED OPPORTUNITY PROGRAMS & SERVICES (EOPS)

□ I need assistance because I am a low-income student and/or single parent, are there any programs that can help me?

Yes, EOPS assists with college access and support for students who experience language, social, and economic hardships. Qualified students receive priority registration, academic and personal counseling, and supplemental book assistance. For more information see: <http://www.lbcc.edu/eops/> LAC A-1134 (562)938-4273/ PCC GG-217 (562)938-3097.

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://www.lbcc.edu/financialaid/> for more information. Or go to the Financial Aid office located on each campus: (LAC) A-1075 / (PCC) GG-102.

□ When will financial aid be disbursed? The first disbursement for the **Fall 2017** semester is scheduled to be posted to the HigherOne debit cards on **August 28, 2017**. To receive that first disbursement, students must be registered for classes, be making satisfactory progress, 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 via the Viking Student System. Click on the "View Financial Aid" link under Campus Finances.

Our Office hours are Monday through Thursday, 8:00 a.m. – 6:00 p.m., and Fridays from 8:00 a.m. 4:30 pm (the first two weeks of school) at both campuses. Please see the financial aid website for further information: <http://www.lbcc.edu/financialaid/>.

PARKING PERMIT

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

Student parking is **FREE in student spaces** during the **first two weeks of the Fall and Spring Semester. Do not park in stalls marked "STAFF"**. 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 without authorization. **The minimum citation fine is \$49.**

□ 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 2017 is \$30** 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 (**Veterans Stadium & PCC parking lot 10, effective the third week of the semester**) 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 \$2.00. Machines accept \$2.00 bills and coins. Most machines also accept Visa, MasterCard, and Discover. Permits are valid at either campus. Permits are not valid in meters or Staff stalls
- What if I receive a citation?**
If you receive a citation and wish to contest it please follow the instructions on the citation. Citations cannot be contested or paid for at the Public Safety Building. They must be contested by contacting the City of Long Beach by phone at (562) 570-6822 or via the web at <http://www.longbeach.gov/>.
- I have a State of California disabled placard do I need a permit? No.** Persons issued a placard may park in any available parking stall, staff or student when displaying a valid placard. They may also park in any handicap stall including all provisions allowed by the CVC.
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 official 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://www.lbcc.edu/admissions/forms.cfm>. 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, 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.
- 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 <http://www.lbcc.edu/SuccessCenters/> for more information.

PCC Campus

PCC Multidisciplinary Success Center
EE-206 (562) 938-3991

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 Liberal Arts Campus in E-010. The phone number to the office is (562) 938-4162. You can also visit us online at: <http://www.lbcc.edu/veterans/>.
- **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-Building in parking lot D and at the PCC campus in the EE-building. Or purchase online <http://www.lbcc.edu/bookstore/>
- **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. You will have to have the paperwork completed by August 1 to attend the FALL 2017 semester

Can I sign up for overlapping classes

You cannot sign up for classes with overlapping time. 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 <http://www.lbcc.edu/catalog/> or purchase in the bookstore. You could also talk to someone in that department.

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 and you must submit a petition in Admissions and Records only if you have no more than 2 enrollments with a substandard grade or a mark of W . You can look in the catalog for explanation of the policy or talk to Admissions & Records. If you need assistance please visit an Admissions & Records Office for more information.

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://www.lbcc.edu/Admissions/transcript-info.cfm> to order your transcripts and additional information regarding ordering transcripts.