



STUDENT HANDBOOK

**2022-2023**

**New River Community and Technical College**

**Dean of Student Affairs  
280 University Drive  
Beaver, WV 25813  
Phone: (304) 929-5027  
[www.newriver.edu](http://www.newriver.edu)**

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## WELCOME FROM THE PRESIDENT



Welcome to New River Community and Technical College! Thank you for considering New River Community and Technical College (New River CTC) as the next step in your educational journey.

Completing a college degree or certificate is essential to getting a good job in today's economy. I encourage you to stay focused on your dream and not let difficulties or setbacks prevent you from seeing your dream through to the end.

At New River CTC, you will find quality instruction and a faculty and staff who are dedicated to helping you achieve your goals. We go the extra mile for our students by providing Student Success Centers at each campus where you can request tutoring or other services to help if you find yourself struggling in some subjects. We believe in you and will do everything possible to help you succeed.

Now that you have decided to come to New River CTC, I encourage you to get to know members of the faculty and staff and your fellow students. Get involved in college life outside the classroom. You will find many opportunities for personal enrichment and fun through involvement with student organizations. The friends and mentors you encounter while you are at New River CTC may well have a more lasting impact on your life than anything you learn in the classroom.

I wish you all the best as you continue your education.

Kindest regards,

A handwritten signature in blue ink that reads "Bonny Ball Copenhaver". The signature is written in a cursive style.

Bonny Ball Copenhaver, Ed.  
D. President

# VISION, MISSION, VALUES STATEMENTS

## VISION

New River Community and Technical College improves students' lives and enriches communities.

## MISSION

New River Community and Technical College provides accessible, affordable, quality education and workforce programs to meet the needs of the region it serves.

## VALUES

### Statement of Core Values

Shared values guide New River Community and Technical College in fulfilling its mission. These values influence thoughts, guide decisions, mold policies, and determine courses of action. Our employees are expected to support and enact these values in our daily work.

### Community

- ✓ Commit to the well-being of others.
- ✓ Model behavior that promotes unity.
- ✓ Demonstrate commitment to the College's mission.
- ✓ Promote a caring and supportive environment.
- ✓ Support continuous personal and professional growth.

### Integrity

- ✓ Practice fairness and honesty.
- ✓ Uphold ethical, professional, academic, and financial standards.
- ✓ Ensure transparency.
- ✓ Be accountable.

### Justice

- ✓ Respect the freedom and dignity of each individual.
- ✓ Respect and promote diversity.
- ✓ Promote positive attitudes toward each other.
- ✓ Provide equal opportunity for success.
- ✓ Prepare students and employees to work in a global and diverse environment.

### Service

- ✓ Provide service to each other and to the community.
- ✓ Be a responsive member of the community.

### Scholarship

- ✓ Pursue truth, learning and quality scholarship.
- ✓ Commit to increasing the knowledge of all individuals associated with the College.
- ✓ Foster lifelong learning.
- ✓ Maintain high standards in our constant pursuit of excellence.

## MISSION STATEMENT - STUDENT SERVICES

New River Community and Technical College Student Services is committed to providing high quality programs and services in a supportive, caring and challenging learning environment, empowering students in their own growth and success in furthering their educational, professional and personal goals.

**COLLEGE DIRECTORY – Below is a directory of College Staff organized by service**

CAMPUS	POSITION	PHONE
<b>Admissions - (Recruitment, admission counseling, new student advising, processing admission and new student registration)</b>		
Raleigh County Campus- A.T.C.	Student Program Advisor (at the Advanced Technology Center, Ghent, WV)	304-929-3315
Greenbrier Valley Campus	Student Program Advisor	304-647-6565
Mercer County Campus	Student Program Advisor	304-818-2012
Nicholas County Campus	Student Program Advisor	304-883-2437
Raleigh County Campus	Student Program Advisor	304-929-5469
Raleigh County Campus	Student Recruiter I (Raleigh, Summers, Mercer & Fayette)	304-929-6705
Raleigh County Campus	Student Recruiter II (Greenbrier, Pocahontas, Monroe, Nicholas & Webster counties)	304-929-6701
Raleigh County Campus	Director of Enrollment Services (Serves all locations)	304-929-5480
<b>Bookstore Services-Online store to rent or purchase textbooks</b>		
MBS Direct	<a href="http://bookstore.mbsdirect.net/newriver.htm">http://bookstore.mbsdirect.net/newriver.htm</a>	844-603-9960
<b>Business Office-Student accounts, billing, processing financial aid refunds</b>		
Greenbrier Valley Campus	Supervisor of Student Accounts	304-647-6569
Mercer County Campus	Supervisor of Student Accounts	304-929-6730
Nicholas County Campus	Supervisor of Student Accounts	304-883-2422
Raleigh County Campus	Supervisor of Student Accounts	304-929-6730
Raleigh County Campus	Chief Financial Officer (Serves all locations)	304-929-6731
<b>Career Services-Career assessment, resume writing and interview preparation, job postings, career events</b>		
Greenbrier County Campus	Educational Counselor	304-647-6591
Mercer County Campus	Educational Counselor	304-818-2014
Nicholas County Campus	Educational Counselor	304-883-2465
Raleigh County Campus	Educational Counselor	304-929-5016
Raleigh County Campus	Educational Counselor	304-929-5005
Greenbrier County Campus	Director of Student Success (Serves all locations)	304-929-5027
<b>Collegiate Recovery</b>		
Raleigh County Campus	Peer Recovery Support Specialist (Serves all locations)	304-929-6703
<b>Financial Aid-Grants, scholarships, loans, work study eligibility</b>		
Advanced Technology Center	Student Program Advisor	304-929-3315
Greenbrier Valley Campus	Financial Aid Counselor	304-647-6593
Mercer County Campus	Student Program Advisor	304-818-2012
Nicholas County Campus	Financial Aid Counselor	304-929-5017
Raleigh County Campus	Financial Aid Counselor	304-929-6723
Raleigh County Campus	Financial Aid Assistant III	304-929-5017
Raleigh County Campus	Financial Aid Manager (Serves all locations)	304-929-6723
Raleigh County Campus	Director of Financial Aid (Serves all locations)	304-929-5460
<b>Foundation Scholarships for New River Community and Technical College students</b>		
Raleigh County Campus	Executive Director, Institutional Advancement (Serves all locations)	304-929-1042
Raleigh County Campus	Administrative Associate – Institutional Advancement	304-929-6734

<b>Library Services-Research Assistance</b>		
Greenbrier Valley Campus-Available to students on all campuses; see college website		
Greenbrier Valley Campus	Librarian	304-647-6575
<b>Registrar's Office- Transcript requests, withdrawal process, grade forms, applying for graduation, processing current student registration forms, etc.</b>		
Raleigh County Campus	Registrar (Serves all locations)	304-929-1044
Raleigh County Campus	Records Officer (Serves all locations)	304-929-5461
Raleigh County Campus	Records Officer (Serves all locations)	304-929-6722
<b>Student Activities Office</b>		
Greenbrier Valley Campus	Coordinator of Student Activities (Serves all locations)	304-647-6710
<b>Student Government Association Advisor</b>		
Greenbrier Valley Campus	Coordinator of Student Activities (Serves all locations)	304-647-6710
<b>Student Affairs Administrator</b>		
Raleigh County Campus	VP of Administrative and Student Affairs (Serves all locations)	304-929-5493
<b>Technology Services-Reset Passwords, Login Issues</b>		
Raleigh County Campus	itsupport@newriver.edu (Serves all locations)	304-929-6725
Raleigh County Campus	VP for Technology (Serves all locations)	304-256-0281
Raleigh County Campus	Help Desk Manager	304-929-5466
<b>Student Success Centers-General Student Assistance, Referral to Community Resources, Disability Services, Placement Testing, Test Proctoring, Tutoring Services (Individual &amp; Online), Career Services</b>		
Raleigh County Campus-Advanced Technology Center	Educational Counselor	304-929-5459
Greenbrier Valley Campus	Educational Counselor	304-647-6591
Mercer County Campus	Educational Counselor	304-818-2014
Nicholas County Campus	Educational Counselor	304-883-2465
Raleigh County Campus	Educational Counselor, TANF	304-929-5005
Raleigh County Campus	Educational Counselor, TANF	304-929-5016
Raleigh County Campus	Director of Student Success (Serves all locations)	304-929-5027
<b>Veteran's Services-Certification, information and referral regarding benefits</b>		
Greenbrier Valley Campus	Coordinator of Adult and Veteran Services (Serves all locations)	304-647-6566
Greenbrier Valley Campus	Student Program Advisor/Veteran Certifying Official (Serves all locations)	304-647-6565

## CAMPUS LOCATIONS

New River CTC operates at the following locations in addition to various off-campus instructional sites. Contact information for each Campus is listed below.

Greenbrier Valley Campus  
653 Church Street  
Lewisburg, WV 24901-1303  
304-647-6560

Roger Griffith, Regional Director of Operations  
(Greenbrier, Mercer, Monroe, Pocahontas, and Summers Counties)  
Sandra Dixon, Administrative Associate

Mercer County Campus  
1001 Mercer Street  
Princeton, WV 24740-8230  
304-818-2009

Roger Griffith, Regional Director of Operations  
(Greenbrier, Mercer, Monroe, Pocahontas, and Summers Counties)

Nicholas County Campus  
6101 Webster Road  
Summersville, WV 26651  
304-872-1236

(Fayette, Nicholas and Webster Counties)  
Sonya Cool, Administrative Associate

Raleigh County Campus  
280 University Drive  
Beaver, WV 25813  
304-929-6703

(Raleigh and Mercer Counties)

## CAMPUS SAFETY

### EMERGENCY RESPONSE/CONTACTS

The basic emergency procedures are designed to enhance the protection of lives and property through effective use of campus resources. Whenever an emergency affecting a campus reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES the President, or his/her designee, may declare a state of emergency.

**IN THE EVENT OF AN EMERGENCY, CALL 911 or 9 -9-1-1**

#### Emergency Response Telephone

<b>Security Contact</b>	<b>Phone</b>
Director of Facilities and Security	304-929-5012
Advanced Technology Center, Ghent	304-673-4764
Greenbrier Valley Campus, Lewisburg Welding Lab, & One Room University	304-673-8441
Mercer County Campus, Princeton	304-673-9852
Nicholas County Campus, Summersville	304-673-9551
Raleigh County Campus, Beaver	304-673-7766



### **Local Law Enforcement**

Police/Fire/Ambulance Dispatcher  
Emergency 9-9-1-1 (When using New River CTC Office Phones)  
9-1-1 (Direct Number/Personal Phones)

### **EMERGENCY ALERT NOTIFICATION**

New River Community and Technical College provides an Emergency Alert System to communicate quickly with the New River CTC educational community regarding campus closings and emergency situations.

Login to the College portal (<https://portal.newriver.edu>) and click on the link named **Regroup Alert System**.

On your profile page in **Regroup**, click the link to **+Add new Phone Number** and enter your cell phone number.

On that same page, click the link to **+Add another email address** and enter your personal email address (not your New River email address).

Click **Save** and you're done. Now you will receive emergency notifications on your cell, your personal email, and your New River email.

If you have questions, please see our [Frequently Asked Questions](#) and if you need assistance, please contact the Help Desk (304-929-6725) for assistance.

### **INCLEMENT WEATHER PROCEDURES**

The decision to cancel classes on a campus due to emergency situations is made by the Regional Director of Operations in consultation with the Vice President for Academic and Student Affairs. The President is the only person who can close a campus or the entire institution.

Every effort will be made to announce the decision to close a campus by 6:00 a.m. for morning classes, 10:00 a.m. for afternoon classes, and 2:00 p.m. for evening classes.

Full inclement weather emergency procedures are outlined in New River Community and Technical College Policy NR 1.3 and are available here:

<https://www.newriver.edu/wp-content/uploads/2021/08/NR-1.3-Inclement-Weather-and-Emergency.pdf>

The following telephone weather lines have been established by the College for use during times of inclement weather:

<u>Location</u>	<u>Phone #</u>
Advanced Technology Center	304-929-3333
Greenbrier Valley Campus	304-647-6587
Mercer County Campus	304-818-2008
Nicholas County Campus	304-883-2421
Raleigh County Campus	304-929-5483

Cancellation or closure may affect only one building, campus, off-campus facility, or the entire College. Local media will be specifically informed to announce the affected campus location/facility.

## COLLEGE OFFICES AND SERVICES

Administrative offices at New River Community and Technical College are open from 8:00 a.m. – 4:00 p.m. Monday – Friday. Listed below are the various College offices and the services provided.

### OFFICE OF ADMISSIONS

New River Community and Technical College is an open-door admissions institution which means that the College is committed to providing an educational opportunity to all persons regardless of educational background or preparation. This office is the first point of entry for all new students interested in applying and enrolling at New River CTC. Information is available regarding the skill set certificates, certificates and associate degrees offered at the College. For more information, visit: <https://www.newriver.edu/degrees-and-certificates-a-z/>

Admission staff are available at all New River CTC locations to assist with the admissions process.

If you know of someone who is interested in New River CTC or someone who could benefit from New River CTC, please contact Student Recruitment for more information. Prospective students can request information at <https://start.newriver.edu/>

Please feel free to contact your local Office of Admissions for admission questions or assistance. Also see <https://www.newriver.edu/new-and-readmitted-student-registration/> and additional information located under FUTURE STUDENTS on our website, <https://www.newriver.edu/>.

### OFFICE OF ADMISSIONS CONTACT INFORMATION:

Advanced Technology Center (304) 929-3315	Nicholas County Campus (304) 883-2437	Mercer Co. Campus (304) 818-2012
Greenbrier Valley Campus (304) 647-6565	Raleigh County Campus (304) 929-5469	
Director of Enrollment Services (304) 929-5480		Toll free: 1-866-349-3739

### BUSINESS OFFICE

New River Community and Technical College operates a central Finance Office with staff working the following areas: accounts payable and receivable, payroll, and purchasing. The College also operates a Business Office on most of the campuses for the purpose of maintaining student accounts, collection of tuition and fees and distribution of financial aid refunds on specific days during each academic semester.

The staff on each of the College's campus Business Offices are listed below:

Greenbrier Valley Campus  
(304) 647-6569

Mercer County Campus  
(304) 929-6730

Nicholas County Campus  
(304) 883-2422

Raleigh County Campus  
(304) 929-6730

Chief Financial Officer (Serves all campuses)  
(304) 929-5012

Jordan Roark, Chief Financial Officer, [jroark@newriver.edu](mailto:jroark@newriver.edu)

## **CAREER SERVICES**

Career Services are offered to New River CTC students through the Student Success Centers on each campus.

### Services Provided

- Career Counseling
- Career and Occupational Information
- Employment Services—Resume Review, Interviewing Skills, Job Search Preparation and Referral
- Events—job fairs, workshops, etc.

### Offices:

Greenbrier Valley Campus  
304-647-6591

Mercer County Campus  
304-818-2014

Nicholas County Campus  
304-883-2465

Raleigh County Campus and  
Advanced Technology Center  
304-929-5005 or 5016

Director of Student Success (Serves all locations)  
Phone: 304-929-5027

Facebook: [www.facebook.com/NewRiverCTCCareerServices](http://www.facebook.com/NewRiverCTCCareerServices)

## **FINANCIAL AID OFFICE**

New River Community and Technical College attempts to provide the necessary financial assistance to enable students to attend college – grants, loans, student employment and scholarships are available. Students should complete the Free Application for Federal Student Aid (FAFSA) as soon as possible after October 1 each year to assure consideration for available funds. In order to continue receiving financial aid, a student must be making satisfactory progress in their course of study. Also, the College is required to verify that a student began attendance in all classes before financial aid awards can be paid to a student account or directly to a student. If a student begins attending some but not all classes, a school must recalculate federal financial aid to reflect the actual enrollment.

The Financial Aid staff looks forward to working with you as you pursue your education at New River Community and Technical College:

Advanced Technology Center  
(304) 929-3315

Greenbrier Valley Campus  
(304) 647-6593

Mercer County Campus  
(304) 818-2012

Nicholas County Campus  
(304) 929-6723

Raleigh County Campus  
(304) 929-6723

Financial Aid Manager (Serves all campuses)  
(304) 929-6723

Financial Aid Administration (Serves all campuses)  
Director of Financial Aid  
(304) 929-6723

## **TECHNOLOGY SERVICES OFFICE– Help Desk**

The New River CTC Help Desk provides direct support to all students and employees. Although the main desk is located on the Raleigh County Campus, we have technicians at every campus who contribute to the overall Help Desk schedule of extended support hours. You can reach the Help Desk by phone (304-929-6725), email ([itsupport@newriver.edu](mailto:itsupport@newriver.edu)), or submitting a ticket at [help.newriver.edu](http://help.newriver.edu). Members of the Help Desk staff can either solve your issue immediately or they can obtain enough information from you so that another technician can work to resolve your issue as soon as possible.

The technology services team also provides very important information (critical to a new student's academic success) during new student orientation. That information is located here:  
<http://web.newriver.edu/training/it075/index.html>

Additionally, the online orientation is available to provide this information within the context of additional information from other departments for students. Here is that link:

<https://www.newriver.edu/online-student-orientation-module/>

## **LIBRARY SERVICES OFFICE**

Library information services are available to all New River Community and Technical College students through the College's Library on the Greenbrier Valley Campus 304-647-6575; [ill@newriver.edu](mailto:ill@newriver.edu), and through Mountain Library Network (MLN) including the Summersville Public Library, Bluefield State College Library, Pocahontas County and Raleigh County Public Libraries. Each MLN library serves all MLN cardholders through free access to their collections and interlibrary loan services.

The College's Library web page provides online access to searchable electronic databases for all students and employees. For subscription-based resources, users must authenticate using their New River CTC usernames and passwords. The library page also has links to non-subscription (free) resources such as the Charleston Newspaper Index and ERIC. Course-related information can also be put on reserve by instructors. MLN Libraries provide journal article access through the WV Library Commission. Further information on Library services is available at <http://www.newriver.edu/current-students/library-services> and at 304-647-6575.

The College Library hours vary due to class schedules and staffing. In general, the Library is open during the semester Monday through Thursday from 9:00 am to 9:00 pm, and Friday 9:00 am to 4:30 pm. Summer hours generally run from 9:00 am to 4:30 pm, but can be adjusted to meet summer class needs.

For further information and assistance contact:

New River Community and Technical College Library  
653 Church Street  
Lewisburg, WV 24901  
304-647-6575

## **REGISTRAR OFFICE**

The Registrar's Office is the keeper of a student's official academic record. After a student has completed the admissions process and has registered for classes at New River CTC, the Registrar's Office maintains a file for each student with the following items:

- Admission application
- High school transcript/GED/TASC test scores
- ACT/SAT/Compass/Accuplacer Test Scores
- Prior college transcripts
- Attendance and grades for courses taken at New River CTC
- Graduation/degree(s) awarded

A student may want to contact the Registrar's Office to do the following things:

- To see if a prior college transcript has been evaluated; what credits transferred?
- To send a copy of your academic transcript
- To send proof of enrollment
- For graduation and related information
- To check on a grade such as not receiving the grade you thought you earned
- EDGE transcript was requested but the credit is not showing
- To see if a complete withdrawal form has been processed

Your academic records are protected under a federal law referred to commonly as FERPA (Family Educational Rights and Privacy Act.) Therefore, we will not release your academic records without your written consent.

If you have questions, please feel free to contact the staff of the Registrar's Office:

Records Officer  
(304) 929-5461

Records Officer  
(304) 929-6722

Registrar  
(304) 929-1044

## **STUDENT ACTIVITIES OFFICE**

The Student Activities Office is located on the Greenbrier Valley Campus and serves all New River Community and Technical College locations. This office is responsible for promoting extracurricular and co-curricular programs that complement and enhance each student's academic experience and personal development. Specifically, this office works closely with the Student Government Associations and their advisors, student clubs and organizations, and Division of Student Affairs staff to provide the College with cultural, educational, intramural and social programs. This office also acts as a resource to other College offices that wish to sponsor extracurricular programs.

In addition, the Office of Student Activities serves as a planning resource for campus events, assists in the development of student clubs and organizations at the College, and assists with leadership training for students. Students interested in getting more involved in student activities or starting a new club or organization are encouraged to contact the Office of Student Activities.

Contact Information:  
Coordinator of Student Activities  
Phone: 304-647-6710

## **STUDENT DISABILITY SERVICES**

### **Overview**

Student disability services are located within the campus Student Success Centers. New River Community and Technical College is committed to making all programs, services and activities fully accessible to students with disabilities. New River CTC makes every effort to help students with disabilities get the most out of attending college by providing reasonable accommodations to ensure access to all academic programs, campus organizations, services and activities, in accordance with the Americans with Disabilities Act (ADA) of 1990.

### **Who is Eligible to Receive Services?**

The ADA defines a person with a disability as any person who:

- (a) has a physical or mental impairment that limits one or more major life activities;
- (b) has a record of such impairment; or,
- (c) is regarded as having such an impairment.

You may be eligible to receive services at New River CTC if you have been diagnosed with a disability including, but not limited to the following:

*Mobility Impairment* – Mobility impairment refers to the inability of a person to use one or more of his/her extremities, or a lack of strength to walk, grasp, or lift objects. The use of a wheelchair, crutches, or a walker may be utilized to aid in mobility.

*Cognitive Impairment* – A cognitive impairment affects a person’s ability to reason, understand, and learn.

*Hearing Impairment* – Hearing impairments range from a mild hearing loss to total deafness. Those who are hard of hearing often use their residual hearing and lip read when communicating face to face. People who are deaf may use American Sign Language or lip-read, and may speak for themselves or use a sign-language interpreter.

*Visual Impairment* – A visual impairment affects a person’s ability to see, and includes: (1) inability to see images clearly and distinctly; (2) loss of visual field; (3) inability to detect small changes in brightness; (4) color blindness; and (5) sensitivity to light. A cane or a sight dog may be used to assist with mobility, and Braille may be used to read.

*Speech Impairment* – Speech impairments range from problems with articulation or voice strength to complete voicelessness. People with speech impairments may have difficulty in projection, articulation and fluency. Some people with speech impairments may use assistive devices or an interpreter to communicate.

Note: Students with temporary disabilities such as a broken arm/leg, etc. may qualify for special accommodations for the duration of their injury pending appropriate documentation.

### **How to Apply for Services**

In order to receive services, the student must first contact the following staff member on the student’s home campus to discuss a request for services. After the initial interview with the Educational Counselor, an appointment will be established with the ADA Coordinator for students to discuss requested and/or approved accommodations.

Advanced Technology Center  
304-929-5459

Greenbrier Valley Campus  
304-647-6591

Mercer County Campus  
304-818-2014

Nicholas County Campus  
304-883-2465

Raleigh County Campus  
304-929-5005 or 5016

In order to receive services, students must provide documentation to the appropriate staff member, preferably before the semester begins. The student also needs to submit an application for accommodation. Applications for the ADA services are on the New River CTC website at <https://www.newriver.edu/disability-needs/>.

Students with a medical disability, visual impairment, or hearing impairment, will need to submit a statement, on office letterhead, from the diagnosing physician stating the following:

- the student’s disability,

- ✓ how the disability will affect the student academically (if at all possible, this statement should include recommendations – for example, needs to sit in the front of the class, etc.),
- ✓ medications that the student may be taking (how that medication might affect the student), and
- ✓ doctor’s signature and date

This statement should not be written on a prescription pad.

Students with a learning disability or psychological disorder will need a psychological evaluation administered by a licensed psychologist which includes:

- ✓ the student’s diagnosis,
- ✓ recommendations for classroom accommodations,
- ✓ medications student is currently taking (if any), and
- ✓ how this disability will affect the student academically

Documentation should be no more than three years old. Educational plans used in primary and secondary schools known as 504 Plans (used to determine appropriate accommodations) or Individual Education Programs or Plans or “IEPs” (used for specialized instruction or services) are not adequate but can help to inform the College’s process of determining appropriate accommodations when submitted along with proper documentation.

## **STUDENT SUCCESS CENTERS**

Student Success Centers are located on each campus of New River Community and Technical College. Services provided in the Centers are available free of charge to all students currently enrolled in programs at the College. Educational Counselors staff most Centers Monday through Friday.

### **Operating Hours**

The Centers are open Monday through Friday, 8:00 am until 4:00 pm. Hours during the summer will follow the College’s office hours of operation. The Advanced Technology Center (ATC) Student Success Center hours vary and will be posted at the Center.

### **Academic Early Alert Services**

Students may be referred to a Student Success Center for early alert services for numerous reasons. The Financial Aid office may require students to meet with an Educational Counselor for an Academic Plan of Improvement if they have been suspended from the financial aid program. This could be those students not making satisfactory academic progress in their degree program, or who have expired financial aid eligibility.

Instructors, Program Directors, and others may make a referral if a student is about to be placed on academic warning, probation, or suspension or has excessive absences from class to make up an Academic Improvement Plan. Students will be required to adhere to the proposed plan.

### **Advising Services**

Academic Advising is provided to each New River CTC student to assist in career direction, academic counseling, course selection and scheduling. During the first semester of enrollment at the College, students are assisted with course selection by one of the Educational Counselors in the Student Success Center, or by a faculty member, depending on the student’s major. Students should consult with their faculty advisor thereafter. Students may identify their faculty advisor by logging into their myNewriver account and going to their self-service Banner page. During College breaks or at other times when a



student's faculty advisor is not available, students may be advised by one of the Educational Counselors in one of the Student Success Centers.

Personal advising is also available from the Educational Counselors to assist students in working through problems and issues that become a barrier to his/her educational success.

### **Testing**

The Student Success Centers offer a wide variety of testing services including the ACCUPLACER placement test, scheduled make up tests, and certain certification tests. There will be time blocks available during the week for testing purposes. Students will be required to schedule with the Educational Counselor.

Please bring your student ID with you to the Student Success Center if you plan on taking the ACCUPLACER placement test or any online exam you are scheduled for. Students may not use or display any of the following items during your test:

- ✓ Cell phones/I-Pods
- ✓ Tablets
- ✓ Digital cameras
- ✓ Headsets or ear buds (if needed, a noise reduction headset will be provided)
- ✓ Laptops

When taking a test in the Student Success Center, students are not permitted to use extraneous materials such as books, notes, scratch paper, calculators, etc. unless specified by the instructor through official email to the Educational Counselor. After the exam all testing materials including scratch paper will be turned in with your test.

*Students will not be permitted to take a test without proper identifications.*

### **Tutoring Assistance**

The Student Success Center has paid professional tutors in some disciplines. Peer tutoring may be available, as well as the web-based Brainfuse. Students are encouraged to check with the Center on their campus for specific dates and times of tutoring as well as availability of which courses have tutors.

For more information about the Student Success Centers and the services each provides, please contact one of the following:

Advanced Technology Center:  
304-929-5459

Greenbrier Valley Campus:  
304-647-6591

Mercer County Campus:  
304-818-2014

Nicholas County Campus:  
304-883-2465

Raleigh County Campus:  
304-929-5005 or 5016

Director of Student Success (Serves all campuses)  
304-929-5027

## **SERVICES FOR VETERANS AND MILITARY-CONNECTED STUDENTS**

New River CTC is proud of our veteran students and the children and spouses of veterans. We are appreciative of the honor and dignity in which you served and continue to serve the United States of America. We are committed to providing resources and support to veterans as they make the transition from soldier to student.

Military personnel, veterans and their families have a wide range of VA Educational Benefits available to them.

Veteran students should look at the Veteran's Benefits page on the New River CTC website for information: <https://www.newriver.edu/veterans-benefits/>. For more information on VA educational benefits or to apply, please visit <http://www.gibill.va.gov>. Students eligible for veteran's benefits should contact the certifying officials listed below to begin the Veterans' enrollment process.

Coordinator of Adult and Veteran Student Services (Serves all campuses)  
(304) 647-6566

Student Program Advisor (Serves all campuses)  
Veterans Certifying Official  
(304) 647-6565

## **COLLEGE POLICIES AND PROCEDURES**

### **STATEMENT OF NONDISCRIMINATION AND AFFIRMATIVE ACTION**

New River Community and Technical College does not discriminate in its educational programs or in admission to, access to, treatment in, or employment on the basis of race, color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, age, marital status, veteran or military status, disability, or genetic information or any other status or condition protected by applicable federal or state laws, Title VII Human Rights Act of 1964, Title IX Education Amendments of 1972, Section 504 of the Rehabilitation Act, Americans with Disabilities Act, and Equal Employment Opportunity Commission.

To see the College's nondiscrimination policy, or to file a complaint, visit <https://www.newriver.edu/nondiscrimination/>

The office listed below has been designated to handle inquiries regarding the College's non-discrimination policies relating to disabilities, sex, or other forms of discrimination.

Peter Hoeman  
Dean of Student Affairs / Title IX Coordinator  
New River Community and Technical College  
280 University Drive  
Beaver, WV 25813  
Telephone: (304) 929-5027  
Fax: (304) 929-6707

### **ALCOHOL/DRUG POLICY**

New River Community and Technical College is concerned with both the well-being and safety of the College community as well as the academic and personal development of each student. The College strives to create a healthy environment where the illegal and/or improper use of alcohol and drugs does not interfere with learning. The abuse of alcohol and/or drugs disrupts this environment and places the well-being of the members of the college community at risk. It is important for all members of the community to take responsibility for preventing the illegal and/or improper use of alcohol or drugs from adversely affecting the community's learning environment and the academic, physical, and emotional well-being of its students.

This policy is written to meet requirements of the Anti-Drug Abuse Act of 1988, the Drug Free Workplace Act of 1988, and in compliance with requirements of the 1989 amendments to the Drug-Free Schools and Communities Act, as articulated in the Education Department General Administrative Regulations (EDGAR) Part 86 (the Drug-Free Schools and Campuses Regulations).

#### **Policy**

New River Community and Technical College is an alcohol and drug-free environment. The use or possession of alcoholic beverages on College premises or at College-sponsored activities is strictly prohibited (Board of Governors Policy No. 10). The unlawful manufacture, distribution, dispensing, possession or use of controlled substance ("controlled substance" means a controlled substance in schedules I through V of Section 202 of the Controlled Substances Act (21 U.S.C. 812), and as further defined by regulation at 21 CFR 1300.11 through 1300.15) on New River Community and Technical College property or as a part of any College activity is prohibited. It is prohibited to come to work, class or any College-sponsored function under the influence of alcohol or illicit drugs. The abuse or

improper use of prescribed drugs is included in these policies.

New River Community and Technical College supports the laws and regulations of the United States of America, the State of West Virginia, the county governments in which campuses are located (Raleigh, Nicholas, Mercer, and Greenbrier) and the city governments in which the campuses are located (Beaver/Beckley, Summersville, Princeton, and Lewisburg). As a part of these laws and regulations, the unlawful possession, use or distribution of alcohol, illicit drugs, or any other controlled substance on campus or as a part of any college-related employment or activity is prohibited.

### **Disciplinary Sanctions**

Consistent with College, local, State and Federal laws, the College will impose disciplinary sanctions for violation of the standards of conduct outlined in the [Student Code of Conduct](#) (Policy C.200, section IV) and prohibited in the Drug-Free Schools and communities laws. Violations could result in suspension or dismissal from school, termination of employment and/or referral to law enforcement agencies as is consistent with college rules.

### **Violations for Students under the age of 21**

Part 99.31 (a) (15) (i) of the FERPA regulations authorizes - but does not require - disclosure to parents of "the student's violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance if--(A) The institution determines that the student has committed a disciplinary violation with respect to that use or possession; and (B) The student is under the age of 21 at the time of the disclosure to the parent."

The Vice President for Administrative and Student Services or designee has the authority to notify parents or guardians when students under the age of 21 are found to have committed violations of the College's policies related to the possession, use or distribution of alcohol or drugs.

### **Health Risks Associated with Alcohol/Illicit Drug Abuse**

#### **Alcohol**

Alcohol abuse is a primary concern on college campuses. Alcohol abuse significantly impacts the abuser and those around her/him in the campus community.

#### **Physical:**

- Blackouts, or periods of time where the individual can't remember what he/she did
- Development of gastro-intestinal problems
- Hypertension
- Problems with learning and memory
- Pregnant women who drink can have babies born with fetal alcohol syndrome, with permanent physical abnormalities and mental retardation.
- Children of alcoholic parents are more likely to develop alcoholism.
- Permanent problems with vital organs, including the liver and brain

The dangers of drinking and driving are well documented. Beyond these immediate outcomes of alcohol abuse are the problems that develop if alcohol abuse becomes a pattern of behavior. Alcohol can become a crutch that one looks to deal with problems and that in fact makes life more problematic.

Alcohol abuse and alcohol dependence have far-reaching consequences for the abuser and all those who come in contact with her/him. It is the most common of preventable illnesses that kill individuals. Most importantly it is a treatable disease.

### **Illicit Drugs**

*Cannabis (Marijuana):* Marijuana is a mood altering chemical substance that can impair short-term and long-term memory and comprehension. Chronic use of marijuana can reduce a person's coordination and energy level. Use of marijuana can increase a person's risk for infections due to a lower immune system, lung cancer and problems with infertility. THC is the active ingredient in Marijuana and is stored in the fatty tissue of the brain and reproductive system.

*Opiates (Narcotics):* Opiates are a group of chemicals that are used to treat moderate to severe pain. Narcotics can be prescription medications or street drugs such as heroin. Opiate drugs are highly addictive and can lead to dependency. Abuse of opiates can result in a coma or death due to a reduction in heart rate.

*Cocaine/Crack:* Cocaine is a stimulant to the central nervous system. The immediate effects of cocaine include dilated pupils, elevated blood pressure, heart rate and body temperature. Both cocaine and crack cocaine are highly addictive and can cause delirium, hallucinations, chest pains and convulsions.

*Amphetamines:* Amphetamines are chemicals that speed up the brain and nervous system. Use of amphetamines can cause a rapid or irregular heartbeat, tremors, loss of coordination, difficulty with sleeping and loss of appetite. Excessive use can cause mood changes and violent behavior and can result in permanent heart and brain damage.

*Hallucinogens:* Lysergic Acid (LSD), mescaline and psilocybin (mushrooms) cause delusions and hallucinations. Use of hallucinogens can cause panic, paranoia, confusion and anxiety. Flashbacks can occur months or years after use has stopped. Excessive use of hallucinogens can cause permanent psychological problems and depression.

In addition to these health problems, because judgment, reasoning, communication and perception are all negatively affected by alcohol and other drugs, these substances may lead to such things as: violence, relationship violence, date and acquaintance rape, poor academic performance, casual sexual encounters and the increased exposure to STDs and HIV/AIDS.

### **Prevention**

New River Community and Technical College is actively involved in the prevention of alcohol and drug abuse for its community members. Student Affairs Policy (Drug-Free Campus C.400) states, "The Campus-Wide Committee on Drug and Alcohol Abuse Prevention is established to plan and evaluate campus-wide drug and alcohol abuse prevention activities and to monitor compliance with federal statutes." Prevention activities, programs and informational sessions are ongoing.

### **Counseling and Treatment Resources**

New River CTC has a [Peer Recovery Support Specialist](#) to support students who are in recovery, or impacted by someone close to them who is in recovery or affected by substance use disorder.

New River Community and Technical College, in providing any list of counseling, treatment, and rehabilitation programs, is in no way affiliated with these agencies. New River CTC cannot accept liability for any services, treatment, or counseling provided by these agencies or their employees. The individual and his/her parents or guardian should conduct checks or reviews of these agencies to determine if they will meet the needs of the individual.

## **COMPUTER USE AND ABUSE POLICY**

To provide all members of the New River CTC educational community with reliable and consistent services, each user is expected to comply with the following expectations:

### **A. Statement**

All users of New River CTC's electronic resources and equipment will act in a responsible, ethical, and legal manner. New River CTC computer and network resources are state-owned resources intended to primarily support academic endeavors. Users will respect the rights and privacy of other users, share the resources equitably and follow New River CTC policies and procedures as well as local, state, and federal laws relating to copyrights, privacy, security, and other statutes regarding electronic/social media, information and communications.

### **B. Usage of Computers/Network**

The following shall govern the use of all New River CTC computer and network resources:

- i. Access to computer and network resources is restricted to authorized individuals as defined by the appropriate organizational unit. Accounts and passwords, when required, are assigned to specific individuals by the Technology Services Department or designee(s) and may not, unless properly authorized by the College, be shared with, or used by, other persons within or outside the College.
- ii. Actions that harass, threaten, or otherwise cause harm to individuals are prohibited. Respect for the rights of others is fundamental to ethical behavior at New River CTC. Actions that threaten or cause harm to other individuals are violations of both New River CTC policies and of West Virginia and federal law. Such actions may be prosecuted through both the College judicial process and, independently, in state or federal court.
- iii. Actions that impede, impair or otherwise interfere with the activities of others are prohibited. College computer and network resources are shared, and misuse of a particular resource can have a negative impact on other users. Accordingly, the College may require users to limit or refrain from specific uses. Intentional misuse or damage to resources is prohibited.
- iv. Actions that download or post to College computers, or transport across College networks, material that is illegal, proprietary or in violation of College contracts are prohibited.
- v. Actions performed using the College's computer and network resources, regardless of any disclaimers that might be made, ultimately reflect on the College community as a whole. Violations of copyright, licenses, personal privacy, or publishing obscene materials or child pornography may result in civil or criminal legal actions as well as College disciplinary actions.
- vi. Use of computer and network resources for commercial purposes, other than College-approved business, is prohibited. Limited personal use of the College's computer and

network resources for other purposes is permitted when it does not interfere with the performance of the user's job or other College responsibilities, and otherwise is in accordance with this policy. However, College-related uses take priority over personal uses when resources are inadequate to meet both demands. Further limits may be imposed upon personal use in accordance with accepted management principles.

### C. Security and Privacy

New River Community and Technical College uses various methods to protect the security of its computer and network resources and of its users' accounts. Users, however, should be aware that the College cannot guarantee such security and privacy. Users should also be aware that any electronic communication and data utilizing College-owned computer and network resources may be disclosed under provisions of the Freedom of Information Act, internal or external investigations, and other policies, procedures, state and federal laws as required. The College assigns to selected staff the responsibility for investigating alleged violations. The College may monitor electronic activities and inspect data files and communications of individuals.

### D. Penalties and Enforcement

Violations of these expectations should be reported to the Vice President of Technology Services and may be investigated by the College administration in cooperation with the appropriate law enforcement officials. Inappropriate use of New River CTC electronic resources may result in user accounts being suspended or revoked, disciplinary action up to and including dismissal and other appropriate legal action.

## **UNDERSTANDING FERPA (Family Educational Rights and Privacy Act of 1974)**

FERPA is the Family Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment. Statue: 20 U.S.C. 1232g; Regulations: 34CFR Part 99. The intent of the Act is to protect the rights of students and to insure the privacy and accuracy of education records. The Act applies to all institutions that are recipients of federal aid administered by the Secretary of Education.

### **What rights does FERPA afford a student with respect to their education records?**

- The right to inspect and review their education records
- The right to request an amendment to their education records that they believe are inaccurate or misleading
- The right to consent to disclosures of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure without consent
- The right to file a complaint with the United States Department of Education concerning alleged failures by the College to comply with FERPA

### **What is an education record?**

An "education record" is any record that is:

(1) Directly related to a student; and (2) maintained by an educational agency or institution, or by a party acting for the agency for institution. (This includes any information recorded in any way including, but not limited to, handwriting, print, computer media, video or audio tape, film, microfilm, and microfiche.)

### **What is not considered an education record?**

- Sole possession records or private notes held by a school official that are not accessible or released to other personnel

- Law enforcement or campus security records that are solely for law enforcement purposes and maintained solely by the law enforcement unit
- Records relating to individuals who are employed by the institution (unless the employment is contingent on their status as a student)
- Records relating to treatment provided by a physician, psychiatrist, psychologist; or other recognized professional and disclosed only to individuals providing treatment
- Records of an institution that contain information about an individual obtained only after that person is no longer a student at the institution, i.e., alumni records

### **When is the student's written consent not required to disclose information?**

When the disclosure is:

- To the student
- To school officials who have a legitimate educational interest
- To federal, state, and local authorities involving an audit or evaluation of compliance with educational programs
- In connection with financial aid
- To organizations conducting studies on behalf of educational institutions;
- To accrediting organizations
- To parents of dependent students
- To comply with a judicial order or subpoena
- In health or safety emergency
- Releasing directory information
- Releasing the results of a disciplinary hearing to an alleged victim of a crime of violence
- To a parent of a student under the age of twenty-one who has violated College regulations pertaining to the use or possession of alcohol or a controlled substance
- Releasing the results of a disciplinary hearing related to a crime of violence to anyone, when the student is found to have committed a violation of the College's rules or policies

### **NOTICE OF DESIGNATION OF DIRECTORY INFORMATION**

New River Community and Technical College has designated certain information contained in the education records of its students as directory information for purposes of the Family Educational Rights and Privacy Act (FERPA).

The following information regarding students is considered directory information:

(1) name, (2) address, (3) telephone number, (4) date of birth\*, (5) major field of study, (6) educational level, (7) dates of attendance, (8) the most recent previous educational agency or institution attended by the student, (9) country of citizenship, (10) full/part-time status, (11) candidacy for degree, (12) degrees, scholarships, and awards received.

Directory information may be disclosed by this Institution for any purpose at its discretion without the consent of a student. Students have the right, however, to refuse to permit the designation of any or all of the above information as directory information. In that case, this information will not be disclosed except with the consent of a student or as otherwise allowed by FERPA.



Any student refusing to have any or all of the designated directory information disclosed must file written notification to this effect with the College at the Registrar's Office, on or before the last day of regular registration each semester. Forms for this purpose are available in that office. In the event a refusal is not filed, this Institution assumes that a student does not object to the release of designated directory information.

\*It is the practice of New River Community and Technical College not to release a student's date of birth except as required by law or as a validation of positive identification of a student when furnished by a person making an inquiry.

#### **Who is a school official and what is legitimate educational interest?**

- School officials are those individuals who engage in the instructional, supervisory, advisory, administrative, governance, public safety, and support functions of the College. They need not necessarily be paid employees of New River Community and Technical College.
- Legitimate educational interest is when a school official requires a student's educational record in the course of performing his/her duties of the College.

#### **How does FERPA apply to parents of students pursuing postsecondary education at New River Community and Technical College?**

FERPA rights transfer to the student (referred to as "eligible student") when he or she reaches the age of 18 or attends a postsecondary institution. Therefore, the student, and **not the parent**, may access, seek to amend, and consent to disclosures of his/her education records.

#### **How does New River Community and Technical College notify students of their FERPA rights?**

Schools must notify eligible students annually of their rights under FERPA. New River Community and Technical College provides this notification through the student handbook, College website, and other means.

#### **If I have questions, who should I contact?**

Office of the Registrar  
280 University Drive  
Beaver, WV 25813-8987  
304-929-1044

More information on FERPA may be found on the web at:

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

#### **Confidentiality of Records**

"Educational institutions shall not release personal information on a student except on the condition that the party to which the information is being transferred will not permit any other party to have access to such information without the written consent of the parents or of the eligible student." Section 438(b) of the Family Educational Rights and Privacy Act of 1974 (the Buckley Amendment). A complete statement of your rights and the institutional policy on directory information are printed on the inside cover of the schedule each term. The complete Student Records Policies and Procedures for New River Community and Technical College are found in the New River Community and Technical College Policy Manual and students may obtain a copy from the Registrar's Office.

All educational records are maintained in the Office of the Registrar. Any student, upon proper identification, may request to see the material contained in his/her file. Copies will be made on demand of all material, except that which did not originate at New River Community and Technical College, at a cost of \$3.00 per document. No other person may see or obtain copies of these records without signed written consent of the student involved except representatives of governmental agencies authorized under the FERPA of 1974 and its amendments. Students may sign an authorization of release form available in the Registrar's Office granting access to their records to individuals they designate on the form. All requests for information should be presented to the FERPA Coordinator who is the Registrar.

Copies of all correspondence with the Admissions Office or the Registrar's Office, academic substitutions, academic exceptions, transfer agreements, grades and other material generally identifiable as academic in nature are maintained in these files. These files are reviewed, and all material not considered to be essential to represent the academic standing of the student is destroyed periodically.

The Registrar is responsible for maintaining all academic records. These records are available to College personnel who have a legitimate educational interest.

## **FINANCIAL AID**

### **SATISFACTORY ACADEMIC PROGRESS POLICY**

#### **Purpose**

In addition to all other requirements for federal financial aid eligibility, students must continue to be in good academic standing and be making progress toward a degree. The standards that are set forth here are stricter than the institution's standards of progress. Therefore, students who do not meet Satisfactory Academic Policy for federal financial aid may be unable to receive financial assistance, but will be able to attend New River Community and Technical College.

#### **Policy**

- A. Cumulative Grade Point Average and Attempted Hours
  - 1. A student receiving federal aid must maintain an overall 2.0 cumulative grade point average and complete at least 67% of all hours attempted.
  - 2. Any financial aid recipient failing to meet the required grade point average and/or complete 67% of attempted hours will be notified in writing that he/she may request PROBATIONARY STATUS. An agreement must be signed and received in the Financial Aid Office.
  
- B. Warning Status
  - 1. An extension of one semester of WARNING will be granted.
  - 2. Students attending on WARNING status must complete all classes for which they are registered and maintain a cumulative GPA of 2.0.
  - 3. During the warning status, a student may receive the Pell Grant. All other financial aid will be suspended.

C. Suspension Status

The period of ineligibility for financial aid (SUSPENSION STATUS) will extend until the student meets the Satisfactory Academic Progress policy. While in SUSPENSION STATUS, the student will be unable to receive financial assistance.

D. Time Limitations

Students who have already attempted the equivalent of 150% the program credit hours will not be able to receive any additional financial assistance.

E. Appeal Process

If there are special circumstances that causes a student to need more than the allotted number of semesters to complete an Associate Degree, or a Certificate program, the student may appeal. If there are extenuating circumstances that have caused a student not to meet the progression requirement after a semester of Financial Aid Warning, the student should submit a Financial Aid Appeal Form. Forms are available at <http://www.newriver.edu/financial-aid/forms>. If a student has been placed on Financial Aid Suspension, they may appeal. Students are referred to the Coordinator of Student Success Center for an Academic Plan of Improvement. If the Academic Plan of Improvement and subsequent plan are approved, they will be placed on Financial Aid Probation. If the Academic Plan of Improvement is not followed during the probationary semester, the student will be placed on Financial Aid Suspension and will not be eligible for Financial Aid.

**Financial Aid Implications for Withdrawing from Classes**

A student receiving financial aid who earns no credits during a semester and who does not officially withdraw from the College, may be billed for all of the aid disbursed for that semester. A student receiving financial aid who officially withdraws from the College may be billed for a portion of the aid received. The amount of repayment will vary based upon the amount of aid received and date of withdrawal.

A student should be aware that changes in enrollment status may affect his/her eligibility to receive assistance in future semesters. Any student who is considering withdrawal from classes or a reduction in his/her course load is encouraged beforehand to seek financial aid counseling as well as academic advising before dropping classes. Financial aid awards are determined by enrollment status. If the student drops classes before the aid funds are disbursed/delivered, the financial aid award will be reduced to a value corresponding to the enrolled hours at the time the funds are disbursed. The student is responsible for any charges that incur as a result in enrollment change.

## GRIEVANCE PROCEDURES

### Summary of Grievance Procedures

REASON	PUBLICATION	NOTES
<b>ACADEMIC</b>		
Appeal of a Final Grade	College Catalog	
Appeal of Academic Status	College Catalog	
Appeal of Academic Requirements	College Catalog	
Student Academic Rights Appeal of academic penalties imposed by a faculty member or by the institution including “grade penalty or exclusion from class, final course grades, academic probation, academic suspension, dismissal from an undergraduate program, dismissal from graduate program, dismissal from professional degree program, or dismissal from the institution.”	College Catalog	
<b>DISABLED STUDENTS</b>		
Grievance Procedures for Disabled Students “Students desiring to file a grievance regarding accessibility to programs or facilities of New River CTC may initiate the process by contacting the College's ADA Coordinator.”	Student Handbook	
<b>GENERAL</b>		
Student Grievance Procedure “. . . to provide equitable and orderly processes to resolve any differences or dispute between a student and a staff or faculty member about College policies or learning activities affecting the student.” The procedure calls for the complaint to be discussed and hopefully resolved at the lowest point possible but then proceeding to the next level if necessary: (1) with the staff or faculty member involved, (2) with the immediate supervisor of the staff or faculty member involved, and (3) with a Student Grievance Committee (making a recommendation to the Vice President/Chief Academic Officer in academic matters and to the President in other matters).	Student Handbook	
<b>SEXUAL HARASSMENT AND EQUAL EMPLOYMENT OPPORTUNITY</b>		
New River Community and Technical College does not discriminate in its educational programs or in admission to, access to, treatment in, or employment on the basis of race, color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, age, marital status, veteran or military status, disability, or genetic information or any other status or condition protected by applicable federal or state laws, Title VII Human Rights Act of 1964, Title IX Education Amendments of 1972, Section 504 of the Rehabilitation Act, Americans with Disabilities Act, and Equal Employment Opportunity Commission.	New River CTC Board of Governors Procedure BOG 1.2, available at <a href="https://www.newriver.edu/nondiscrimination/">https://www.newriver.edu/nondiscrimination/</a>	

## **Student Grievance Procedure**

### **Purpose**

The purpose of the Student Grievance Procedure shall be to provide equitable and orderly processes to resolve any differences or dispute between a student and a staff or faculty member about College policies or learning activities affecting the student. This may include but is not limited to grading, instructional procedures, class attendance policies, instructional quality, and other situations where the student believes he/she is being treated unfairly or arbitrarily.

### **Procedure**

**Step 1:** The student with a grievance must first discuss the grievance with the staff or faculty member involved. Every reasonable effort should be made by both parties to resolve the matter at this level. The initial conference must occur within ten (10) class days of the event, or, if a grade appeals, within ten (10) class days after the start of subsequent school term not including summer sessions.

**Step 2:** If the student continues to be dissatisfied with the results of step one, he/she may, within five (5) class days after the conference with the instructor or staff member, file a written appeal with the immediate supervisor of the individual instructor or staff member involved. The supervisor may attempt a resolution satisfactory to the parties involved, but if no agreement is reached, he/she will set a date for a meeting of all parties with a Student Grievance Committee. The Student Grievance Committee is an Ad Hoc Committee consisting of five (5) members--two students appointed by the SGA Advisor/counselor (in conjunction with the Student Government Association), two faculty members, and a Chairperson appointed by the Vice President for Academic Affairs or his/her designee. Both student and faculty members of the committee shall have the authority to determine whether an academic or other process was fair, prejudicial and/or capricious, and to recommend to the appropriate Vice President a suitable remedy.

The Student Grievance Committee shall meet under the following guidelines:

- The chairperson shall vote only in case of a tie.
- The student shall have the right to be accompanied by a representative of his/her choice from the Institution. Such representative may consult with, but may not speak on behalf of, the student or otherwise participate directly in the proceedings, unless they are given specific permission to do so by the Chairperson of the Student Grievance Committee. If the representative is to be an attorney, the student must notify the Office of the Vice President for Academic Affairs of this fact within a minimum of five (5) working days in advance of the Student Grievance Committee meeting.
- Both the student grievant and the faculty or staff member against whom the grievance has been filed may present witnesses or relevant materials during the proceeding.
- All parties to the grievance must remain present for the entire meeting.
- The meeting shall be closed to all others.

The committee shall form its recommendations within five (5) working days of its final session. All recommendations for grievances related to grades, faculty, or academic policy shall be forwarded to the Vice President for Academic Affairs. In other matters, the committee may refer its recommendations to the President of the area the Committee deems appropriate.

The President receiving the committee recommendation shall, within seven (7) working days after the meeting, prepare a statement of decision on the matter with copies to the student, the faculty or staff member against whom the grievance was filed.

**Step 3:** If the student, faculty, or staff member is not satisfied with the decision of the President, he/she may, within a period of ten (10) working days, make a written appeal to the President. The President may at his/her discretion hold a meeting to hear both parties in the grievance or may make a decision based on the record of the Student Grievance Committee hearing and/or the recommendation of the Provost. The President will notify the parties involved in the grievance of his/her decision in writing, within ten (10) working days after receiving the written appeal.

### **Grievance Procedures for Disabled Students**

The grievance procedure, as described herein, is provided to give students who qualify as disabled under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act an avenue for resolving problems regarding access to programs and facilities at New River Community and Technical College. Because of the immediate nature of such problems, efforts have been made to make turn-around times at the various levels as short as possible. These time frames may be extended upon mutual agreement of the individuals involved.

#### **Level I**

Students desiring to file a grievance regarding accessibility to programs or facilities of New River CTC may initiate the process by contacting the college's ADA Coordinator. If the grievance involves specific action taken by a college employee, the grievance must be filed within five (5) working days of that action. The grievance shall be referred to the appropriate administrator for review and investigation. A response will be provided to the student within five (5) working days of receipt of the grievance by the administrator.

#### **Level II**

If the student believes the written answer to the grievance is in error or improper, the student may within five (5) working days of receipt of the administrative response ask the ADA Coordinator to call a meeting of the ADA Committee to consider the grievance. The Committee shall consist of the ADA Coordinator, the Vice President of Administrative Services, the Classified Senate Chair, the Faculty Senate Chair, an SGA selected appointee, the Director of Enrollment Services, the Chief Financial Officer, the ADA representative for students, and an appointed faculty member. The student filing the grievance must submit the appeal in writing and must include any documents considered at the first level. The student must state why the response of the administrator is not satisfactory and tell what will resolve the issue.

The Committee will review the grievance and make its recommendation to the President or her/his designee within ten (10) working days of receipt of the grievance. The President will consider the recommendation of the Committee and provide a written response to the student within ten (10) working days of receipt of the Committee recommendation.

## **PARKING**

### **Where to Park**

New River Community and Technical College does not charge for student parking. Vehicles must be parked in lined parking spaces only. All parking lots have signs designating who is authorized to park there. Parking designations include:

- ✓ **General Parking** --Lots reserved for students, guests and contractors.
- ✓ **Regional Director, Staff and Faculty Parking Lots/Spots**--Parking spots designated as Regional Director, Staff, Administration, Maintenance, State Vehicle or Faculty are for the exclusive use of staff and faculty of the College. Students may not park in in these spaces at any time.
- ✓ **Service Vehicle Parking Spaces**--Parking spaces designated as Service Vehicle Parking are reserved for service, contractor and delivery vehicles. These spaces are not to be used for long-term parking. Violators will be ticketed and towed at the owner's expense.
- ✓ **Handicapped Parking**--Handicapped parking spaces are restricted to vehicles displaying a handicapped placard issued by the Department of Motor Vehicles, or a temporary handicapped pass.

### **General Rules**

The absence of "No Parking" signs does not mean that parking is allowed. Locating a legal parking space is the responsibility of the vehicle's operator. Lack of parking spaces will not be considered a valid excuse for violating a parking regulation. Vehicles must be parked in lined parking spaces only.

The absence of available parking does not authorize anyone to park illegally at any time. Violators will receive parking citations and the vehicle may be towed. Vehicle hazard lights cannot be used to park in a fire lane, roadway or any other area.

All vehicles parked on New River Community and Technical College property must be properly registered and insured. Vehicles left on school property without valid registration plates are subject to removal at the owner's expense. While parking on school property all automobiles are subject to search at any time the school has reasonable cause to do so.

Everyone is expected to follow posted speed limits, painted signs, placards or posting while in any New River CTC parking lot whether it is on school property or at a leased facility. Individuals who fail to do so may be subject to disciplinary measures, ticketing, and/or the loss of a space if appropriate.

You should notify a New River CTC security officer immediately for assistance if your car experiences a mechanical problem in a College parking lot.

### **Parking Permits:**

Currently the only New River CTC that issues permits/tag for parking is the Greenbrier Valley Campus and Mercer County Campus at no cost. Parking at the Raleigh County Campus, Mercer County Campus, and Nicholas County Campus is free and a permit/tag is not required. In cases where a permit is required, vehicles without valid permits will be towed at the owner's risk and expense.

### **Parking Oversight**

Safety and Security Services is responsible for overseeing the establishment of parking policies and procedures for all students, faculty, staff and visitors. The policies and procedures listed here have been established to clarify the use of parking facilities for the entire College community and minimize the inconvenience and risks caused by inappropriate parking.

## **SEXUAL HARASSMENT POLICY**

You can learn about the College's policy against sexual harassment, including how to file a complaint, at <https://www.newriver.edu/nondiscrimination/>.

## **STUDENT CLASSROOM EXPECTATIONS**

Appropriate student conduct is an expectation shared by faculty and administrators at New River Community and Technical College. Students are responsible for knowing appropriate classroom and campus conduct and instructors are responsible for setting both behavioral and academic standards in their classrooms. Faculty may remove a student from class for disruptive behavior or for any behavior that hinders the learning process.

### **Students are expected to demonstrate respect by:**

- ✓ turning cell phones and pagers to vibrate before each class begins
- ✓ attending class
- ✓ arriving at class on time, prepared, and having read material in advance
- ✓ informing your instructor before class whenever possible if you know you will be late or absent
- ✓ taking responsibility for getting notes and assignments if you miss a class
- ✓ respecting the opinion of others in class

### **Students should refrain from:**

- ✓ exhibiting rude or obnoxious behavior
- ✓ participating in side conversations in class that hinder the learning environment.
- ✓ sleeping in class
- ✓ bringing food and beverages to class (unless the instructor has given permission in advance)
- ✓ causing any type of disruption
- ✓ bringing children or family members to class (unless the instructor has given permission in advance)
- ✓ bringing a pet to class (service animals are not considered pets)

It's a good idea to exchange telephone numbers and e-mail addresses with other students in your classes. If you are absent, ask a trusted classmate for notes. Likewise, you can provide notes for others when they are absent.

Ask your instructors on the first day of class how they prefer to be contacted in case you need to reach them. Some instructors prefer to be contacted by telephone, others by email, and some by paper message.

**You should make a list with contact information and know what the procedure is for each instructor.** Collect the information when classes start while you have time. If you have any problems reaching an instructor, please call the Regional Director's office to attempt to reach the faculty member on your behalf.

## **DISTANCE LEARNING COURSE ETIQUETTE**

When you take an online course, the methods of communication are different than in a traditional course, but the same level of professionalism and etiquette still apply. In an online class be sure that your written communication is clear, precise, and professional. This will and should be much different than the text you might send on your mobile phone.

One of the main features of an online course is that communication occurs primarily by means of the written word. Because of this, the body language of the speaker and the audience, voice tone, and feedback from a listener are all absent. Take this into account both when contributing messages to a



discussion, as well as when reading them. Keep in mind the following points:

1. **Avoid language that may come across as strong or offensive.** Language can be easily misinterpreted in written communication. If a point must be stressed, review the statement to make sure that an outsider reading it would not be offended. Humor and sarcasm may easily be misinterpreted as well, so try to be as matter-of-fact and professional as possible.
2. **Keep writing to a point and stay on topic.** Online courses require a lot of reading. When writing, keep sentences focused and brief so that readers do not get lost in wordy paragraphs and miss the point of the statement. Also, do not introduce new topics; it may just confuse the readers.
3. **Read first, write later.** It is important to read all posts or comments of students and instructors within the course discussion before personally commenting to prevent repeating commentary or asking questions that have already been answered.
4. **Review, review, and then send.** There's no taking back a comment that has already been sent, so it is important to double-check all writing to make sure that it clearly conveys the exact intended message.
5. **The language of the Internet.** Certain aspects of Internet communication are not appropriate in the online classroom. For example, do not write using all CAPITAL LETTERS which is considered shouting, do not use "IM" language or emoticons. Always write in complete sentences and check your grammar.
6. **Consider the privacy of others.** Ask permission prior to giving out a classmate's email address or other information.
7. **An online classroom is still a classroom.** Though the courses may be online, appropriate classroom behavior is still mandatory. Respect for fellow classmates and the instructors is as important as ever.
8. **No inappropriate material.** Do not forward virus warnings, chain letters, jokes, etc. to classmates or instructors. The sharing of pornographic material is forbidden.

## **ZOOM COURSE EXPECTATIONS**

### **Student Behavioral Expectations**

- Be on time; join the class at least a couple minutes before it starts.
- Dress appropriately like you were in a face-to-face class. There is no doubt that our work and school wardrobes have become more casual. Casual attire can work for a Zoom class, but it is important to remember that you are still in a professional setting, and there is a dress code.
- Speak or write clearly and concisely when asking a question or making a comment. Use the appropriate language of the internet: Certain aspects of internet communication are not appropriate in a Zoom classroom. For example, do not write using all CAPITAL LETTERS which is considered shouting; do not use "IM" language or emoticons. Always write in complete sentences and check your grammar.
- Use proper grammar, punctuation, and spelling when using the chat box feature.
- Pay attention just like in an in-person class. Do not get up and move around, cook, or do anything else that has nothing to do with the lesson.
- Stay focused on your lesson. Do not smoke, eat, or drink during class; it is distracting for the instructor and for classmates.
- Be respectful to your classmates and instructor. Assume all video and audio are being recorded, so be careful about what you say or type. If you would not say something aloud in the physical presence of your professor and classmates, then it is not appropriate to say it in a Zoom session or

type it into a chat window. Courtesy, compassion, and generosity go a long way in group settings. Your peers are part of your professional network, so focus on building positive relationships.

### **Professional Conduct Expectations**

- A Zoom classroom is still a classroom. Though the courses may be online via Zoom, appropriate classroom behavior is still mandatory.
- Use your real name to identify yourself, and make sure that your name is displayed clearly for your instructor to see.
- Locate yourself in a quiet, well-lit room. Your instructor should be able to see your face. Avoid backlighting; a darkened face tricks Respondus, a test proctoring tool, into reporting you absent. Always show your face on camera.
- Stage your background. A professional-looking space is not always available, but you should think about what will be behind you when you turn on your video and take time to declutter that area. Zoom also makes [replacing your background with a virtual backdrop](#) easy.
- Sitting on a bed or lying down is not appropriate. Act as if you are in a real classroom.
- Do not operate a vehicle while participating in a Zoom session.
- Keep other people, children, and pets off screen: It can be fun to see your classmates' or instructors' pets, but a lot of jumping around or barking can end up being a real distraction for everyone. Try to put yourself or your pets behind a closed door, and let your family or roommates know when you plan to join a live class meeting. Children may be distracting to the instructor and other students. Posting a sign outside your study area can be a helpful reminder.
- Consider the privacy of others. Ask permission prior to giving out a classmate's email address or other information.
- Do not use inappropriate material. Do not forward virus warnings, chain letters, jokes, etc., to classmates or instructors. The sharing of pornographic material is forbidden.
- Do not leave the Zoom meeting before class ends. It is up to your instructor to mark you absent if you are not participating in the class at any time.

### **Technology/Zoom Expectations**

- Mute your microphone while entering the class by clicking the microphone icon in the lower left of the screen and stay muted, especially if there is background noise. When you need to talk, click the microphone icon again to unmute or simply press the spacebar on the keyboard to unmute and then release it to mute again after talking.
- Customize Your Profile. You can modify how your name appears and even [upload a static image](#) that appears on screen when you are not using your camera. While instructors often prefer that students use video, being able to see images instead of just a list of names is helpful, too.
- When in a Zoom meeting, it can be tempting to open other windows and tabs, check your email and social media feeds, or switch your attention to your phone. To avoid this, mute your phone and any pop-up notifications on your computer.
- Turn your camera on to show attendance and that you are there the whole class and participating. Simply being in Zoom class does not mean you are present. If you are not there all the time or do not participate, your instructor may count you as absent.

- Raise your hand to ask or say something. Zoom and other video conferencing platforms allow you to raise your virtual hand. It is a polite way to ask for an opportunity to speak; and helps your professor manage the discussion, especially in a large class.
- If you need to leave the Zoom meeting for a few minutes for any reason, send a private message to your instructor in the chat box, turn off your camera and mute your phone, and click on the coffee-cup button in the reactions section that shows you are away.

### **SUGGESTED SANCTIONS**

For students who do not obey the Zoom classroom rules, the sanctions at the discretion of the instructor may be as follows:

- Marked absence: The instructor will report the absence and reason in Drop Guard.
- Removal from Zoom room for that session: The instructor will report the removal in Drop Guard.
- Possible grade reduction
- Removal from course

### **STUDENT CODE OF CONDUCT**

All students are bound by the Student Code of Conduct, located [here](#).

### **TOBACCO USAGE POLICY**

New River Community and Technical College has established a Tobacco Product-Free Campus. Tobacco use is prohibited on all campuses.

### **WEAPONS**

New River CTC is committed to providing a safe environment for all students, employees, and visitors. This concern regarding the safety of our campus communities forms the basis for the following policy:

All New River CTC students, employees, with the exception of law enforcement personnel, are strictly prohibited from possessing deadly weapons while occupying any facility or vehicle owned, leased, or rented by New River CTC. Deadly weapons include firearms, explosive or incendiary material, or any other device or substance which in the manner used or intended to be used is reasonably capable of producing death or serious bodily injury. Any violation of this directive will be subject to immediate disciplinary action which may include expulsion, suspension, or dismissal.

## **STUDENT ACTIVITIES, CLUBS AND ORGANIZATIONS**

### **STUDENT CLUBS AND ORGANIZATIONS**

Students are encouraged to become involved with student organizations at New River Community and Technical College where they can impact their Campus through student government activities, professional organizations and honorary societies. Student events, community service activities, and other types of events are typically sponsored on New River CTC's Campuses.

Below is a listing of Student Organizations at New River Community and Technical College:

## **New River CTC Student Government Association (SGA)**

The function of the Student Government Association at New River CTC is to be a representative body of students in the decision making process directly affecting students at New River CTC; to serve as a link between the College administration and the student body in affairs of general welfare; to improve student relationships, initiative, self-expression, intercollegiate, community and school activities at the College. Each member of SGA shall be responsible for canvassing the student body concerning their preference for social activities and for seeking activities planned.

The advisor for all Student Government Associations is:  
Wanda Johnson, Coordinator of Student Activities  
304-647-6710  
wjohnson@newriver.edu

## **Phi Theta Kappa**

Phi Theta Kappa is a student organization to recognize and encourage scholarship among two-year college students. To achieve this purpose, Phi Theta Kappa shall provide opportunity for the development of leadership and service, for an intellectual climate for exchange of ideas and ideals, for lively fellowship for scholars, and for stimulation of interest in continuing academic excellence.

To be eligible for Phi Theta Kappa, a student must be enrolled in a regionally accredited institution offering an associate degree program; must have completed at least 12 hours of coursework that may be applied to an associate degree (part-time students are eligible at New River CTC); and have a grade point average of 3.5 or higher.

Advisor: Faculty: Betul Kudorogianis, 304-883-2456, [bkudurogianis@newriver.edu](mailto:bkudurogianis@newriver.edu)  
Staff: Wanda Johnson, 304-647-6710, [wjohnson@newriver.edu](mailto:wjohnson@newriver.edu)

## **Student Practical Nurse Organization (SPNO)**

The purpose of this organization encourages and promotes the development of each student by encouraging individual and group participation in a professional nursing organization as a means to further their nursing education and social activities.

JoAnna Perry: Faculty Advisor  
304-883-2429, [jperry@newriver.edu](mailto:jperry@newriver.edu)

## **New Student Organization Formation Procedures**

Students are encouraged to form student organizations that meet the needs of students and help to advance the mission of New River Community and Technical College. So that the College can provide support to student organization leaders and members, the procedures listed below have been developed for forming a new student organization.

Student organizations must be open to all New River CTC students without regard to race, color, national origin, ancestry, sex, sexual orientation, age, religion, blindness or disability. Students will adhere to all College policies and the Student Code of Conduct while participating in any student activity or student organization. Students will be allowed freedom of association with student organizations that promote the interests and mission of the College.

## **Procedures:**

Individuals interested in forming a new student organization should follow the procedures outlined below:

- ✓ Obtain a Student Organization Charter Application from the Office of Student Activities.
- ✓ Complete the Student Organization Charter Application and submit it to the Office of Student Services.
- ✓ Identify students interested in joining the organization. A minimum of 10 members is required for official recognition.
- ✓ Indicate whether the student organization will operate on the Advanced Technology Center, Raleigh County, Greenbrier Valley, Mercer County, or Nicholas County campus or will serve the entire College.
- ✓ Develop a constitution and bylaws for the proposed student organization which should include the name and purpose of the organization, definition of membership, organization structure, regular meeting times, method of funding, etc. (A sample constitution and bylaws are available from the Student Services Office.)
- ✓ Identify a New River CTC faculty or staff member to be the official advisor (or multiple advisors) of the student organization.
- ✓ Submit the Student Organization Charter Application to the Office of Student Activities. Applications will be reviewed by the Office of Student Activities, who will consult with the Student Services staff on the appropriate campus(s). The Student Government Association on the appropriate campus(s) will also review the documents and provide feedback. The organization advisor will be notified when an approval decision is made or if additional information is needed.
- ✓ Provide a basic projected budget for the first year of the student organization. If the student organization plans to maintain funds, the advisor should open a checking account through the New River CTC Business Office on the appropriate campus.

## **Student Travel Procedures**

New River Community and Technical College is committed to enhancing students' learning opportunities through a variety of activities that may require travel away from the College and to ensuring the safety and security of students on such College sponsored trips. This policy establishes the guidelines and responsibilities for all travel that involves New River CTC students.

The types of activities and events covered by this policy include, but are not limited to, course related field trips, attendance at athletic events, sponsored student organizational or College departmental activities, grant sponsored travel, and meetings where a student is officially representing the college or a College sponsored student organization or club.

The sponsor of the student travel is responsible for ensuring compliance with these procedures.

## **Guidelines**

1. A full-time or part-time College employee (preferably the Event Sponsor) shall accompany students on College-sponsored travel.
2. All students participating in student organization-sponsored travel must have a cumulative GPA of 2.00 to participate.
3. The sponsoring group should check the college's calendar to make sure there are no conflicts in scheduling the trip.
4. Alcoholic beverages cannot be paid for with state funds.
5. Prior to departure, the Event Sponsor(s) must meet with those students traveling to discuss the planned itinerary, behavioral expectations and transportation details. Each student must review a copy of the New River CTC **Student Code of Conduct**, emphasizing that students traveling on a

College-sponsored trip are subject to the New River CTC Student Code of Conduct as if they were on campus.

### **Safety and Budget Requirements**

6. The New River CTC **Travel Authorization form\*** must be completed by the Event Sponsor(s) for all travel, which identifies the students' and Event Sponsor(s) names and projected expenses.
7. The College employee accompanying students on the trip must submit a copy of the **Waiver and Release of Liability, and Emergency Contact forms\*** prior to departure from campus. Any monies raised by a student organization for the trip must be tracked.
8. If there is a request for an Advance of funds, it must be submitted to the Business office at least 14 days before the date of travel and must be reconciled within 15 days of returning from the trip. The reconciliation of the advance must have original receipts, no substitutes.

*\*Forms are available from the Office of the Vice President of Administrative Services and should be submitted to that office when completed (304-929-6701).*

## **NEW RIVER CTC FOUNDATION**

The New River Community and Technical College Foundation is pleased to offer scholarships to deserving students pursuing certificates and degrees at the College. The scholarships can be applied to tuition, fees, books and other expenses incurred by New River CTC students. The Foundation annually awards over 40 scholarships totaling more than \$80,000. Scholarship applications are accepted in April for the upcoming academic year. For more information on scholarships and the applications process, visit the Foundation's webpage at <https://nrctcf.org/>.



## **NEW RIVER CTC ALUMNI ASSOCIATION**

The goal of the New River CTC Alumni Association is to involve graduates and former students in the life of the college. As New River CTC continues to meet the needs of the students and communities we serve, the support of our members is critical to our growth and success. There are numerous benefits to joining the Alumni Association and membership is FREE! For more information, visit our webpage at <https://nrctcf.org/homepage-standard/alumni/>.



## **NEW RIVER CTC ACADEMIC CALENDAR**

For the 2022-2023 academic calendar visit:

<https://www.newriver.edu/academic-calendar/>