



STUDENT HANDBOOK

2023-2024

New River Community and Technical College

280 University Drive
Beaver, WV 25813
Phone: (304) 929-5027
www.newriver.edu

Revised December 2023

Table of Contents

Contents

WELCOME FROM THE PRESIDENT	4
NEW RIVER COMMUNITY & TECHNICAL COLLEGE	5
VISION, MISSION, VALUES STATEMENTS	5
VISION	5
MISSION	5
VALUES	5
MISSION STATEMENT - STUDENT SERVICES	6
ACADEMIC CALENDAR.....	9
CAMPUS LOCATIONS: Where Are We located?	9
CAMPUS SAFETY: Keeping You Safe.....	9
EMERGENCY RESPONSE/CONTACTS.....	9
EMERGENCY ALERT NOTIFICATION: Regroup.....	10
INCLEMENT WEATHER PROCEDURES: Be In The Know.....	10
COLLEGE OFFICES AND SERVICES	11
ADMISSIONS: New River CTC is Open to Everyone!.....	11
BUSINESS OFFICE: Helping You Pay for College	11
CAREER SERVICES: Here to Support Your Future:	12
FINANCIAL AID OFFICE: Making College Affordable.....	12
LIBRARY SERVICES OFFICE: Easy Access for Students.....	13
REGISTRAR OFFICE: Keeping Your Academic Records Safe and Organized:	14
STUDENT SERVICES: Enhancing Your College Experience	15
STUDENT DISABILITY SERVICES: We are Here for You!	15
STUDENT SUCCESS CENTERS & STUDENT SUCCESS COACHES: Here to Help You Succeed:.....	16
COLLEGE POLICIES AND PROCEDURES.....	17
STATEMENT OF NONDISCRIMINATION AND AFFIRMATIVE ACTION	17
ALCOHOL/DRUG POLICY.....	18
COMPUTER USE AND ABUSE POLICY.....	20
NOTICE OF DESIGNATION OF DIRECTORY INFORMATION	23
SATISFACTORY ACADEMIC PROGRESS POLICY	24

PARKING: Where's My Car?.....	29
SEXUAL HARASSMENT POLICY.....	30
DISTANCE LEARNING COURSE ETIQUETTE	30
STUDENT CODE OF CONDUCT	33
TOBACCO USAGE POLICY	33
WEAPONS.....	33
STUDENT ACTIVITIES, CLUBS AND ORGANIZATIONS.....	33
NEW RIVER CTC FOUNDATION	36
NEW RIVER CTC ALUMNI ASSOCIATION	37

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 enclosed in a dashed rectangular border.

Bonny Ball Copenhaver, Ed.
D. President

NEW RIVER COMMUNITY & TECHNICAL COLLEGE

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 ambitious 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
Admissions - (Recruitment, admission counseling, new student advising, processing admission and new student registration)		
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
Bookstore Services-Online store to rent or purchase textbooks		
MBS Direct	http://bookstore.mbsdirect.net/newriver.htm	844-603-9960
Business Office-Student accounts, billing, processing financial aid refunds		
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
Career Services-Career assessment, resume writing and interview preparation, job postings, career events		
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
Collegiate Recovery		

Raleigh County Campus	Peer Recovery Support Specialist (Serves all locations)	304-929-6703
Financial Aid-Grants, scholarships, loans, work study eligibility		
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
Foundation Scholarships for New River Community and Technical College students		
Raleigh County Campus	Executive Director, Institutional Advancement (Serves all locations)	304-929-1042
Raleigh County Campus	Administrative Associate – Institutional Advancement	304-929-6734

Library Services-Research Assistance

Greenbrier Valley Campus-Available to students on all campuses; see college website

Greenbrier Valley Campus	Librarian	304-647-6575
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Registrar's Office- Transcript requests, withdrawal process, grade forms, applying for graduation, processing current student registration forms, etc.

Raleigh County Campus	Registrar (Serves all locations)	304-929-1044
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Raleigh County Campus	Records Officer (Serves all locations)	304-929-5461
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Raleigh County Campus	Records Officer (Serves all locations)	304-929-6722
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Student Activities Office

Greenbrier Valley Campus	Coordinator of Student Activities (Serves all locations)	304-647-6710
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Student Government Association Advisor

Greenbrier Valley Campus	Coordinator of Student Activities (Serves all locations)	304-647-6710
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Student Affairs Administrator

Raleigh County Campus	VP of Administrative and Student Affairs (Serves all locations)	304-929-5493
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Technology Services-Reset Passwords, Login Issues

Raleigh County Campus	itsupport@newriver.edu (Serves all locations)	304-929-6725
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Raleigh County Campus	VP for Technology (Serves all locations)	304-256-0281
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Raleigh County Campus	Help Desk Manager	304-929-5466
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Student Success Centers-General Student Assistance, Referral to Community Resources, Disability Services, Placement Testing, Test Proctoring, Tutoring Services (Individual & Online), Career Services

Raleigh County Campus- Advanced Technology Center	Educational Counselor	304-929-5459
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Greenbrier Valley Campus	Educational Counselor	304-647-6591
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Mercer County Campus	Educational Counselor	304-818-2014
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Nicholas County Campus	Educational Counselor	304-883-2465
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Raleigh County Campus	Educational Counselor, TANF	304-929-5005
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Raleigh County Campus	Educational Counselor, TANF	304-929-5016
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Raleigh County Campus	Director of Student Success (Serves all locations)	304-929-5027
Veteran's Services-Certification, information, and referral regarding benefits		
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

ACADEMIC CALENDAR

For the most up to date academic calendar, visit

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

CAMPUS LOCATIONS: Where Are We located?

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, Campus Director & Community Outreach
(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, Campus Director & Community Outreach
(Greenbrier, Mercer, Monroe, Pocahontas, and Summers
Counties)

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

Tori Taylor, Campus Director & Community Outreach
(Fayette, Nicholas, and Webster Counties)
Sonya Cool, Administrative Associate

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

Tori Taylor, Campus Director & Community Outreach
(Raleigh and Mercer Counties)

CAMPUS SAFETY: Keeping You Safe

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

Security Contact	Phone
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: Regroup

We are pleased to inform you about our Emergency Alert System, a valuable tool for staying informed about campus closures and emergency situations.

To activate this service:

- Visit the College portal at <https://portal.newriver.edu> and navigate to the "Regroup Alert System" link.
- On your Regroup profile page, select "+Add new Phone Number" to include your cell phone number.
- Additionally, you can add a personal email address (different from your New River email) by selecting "+Add another email address."
- After entering these details, click 'Save' to complete the process. You will now receive emergency notifications via your cell phone, personal email, and New River email account.

For further inquiries or assistance, please refer to our Frequently Asked Questions or contact the Help Desk at 304-929-6725.

INCLEMENT WEATHER PROCEDURES: Be In The Know

- The decision to cancel or delay classes on a campus due to emergency situations is made by NRCTC Doppler Gang/Weather Team. 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.
- Students will be notified about cancelations or delays via text message and the Regroup Alert System.
- 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>
- 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.

ADMISSIONS: New River CTC is Open to Everyone!

Exciting News: New River CTC is Open to Everyone!

- **Education for All:** No matter your past educational background, we are here to offer you a chance to learn and grow.
- **Check Out Our Programs:** We have a variety of programs from skill set certificates to associate degrees. Explore them all at <https://www.newriver.edu/degrees-and-certificates-a-z/>.

Admissions Help Just for You:

- **Friendly Admissions Team:** Our team across all New River CTC campuses is ready to guide you through the admissions process.
- **Learn More About Us:** Curious about what we offer? Find all the details at <https://start.newriver.edu/>.
- **Questions? We've Got Answers:** For any admissions questions, just reach out to your nearest Office of Admissions.
- **Information Hub:** For everything you need to know, whether you are new or returning, visit the 'FUTURE STUDENTS' section on our website: <https://www.newriver.edu/>.

Join Us on Your Educational Journey: We cannot wait to be a part of your learning experience at New River Community and Technical College!

BUSINESS OFFICE: Helping You Pay for College

Your Guide to Financial Services at New River CTC: <https://www.newriver.edu/student-accounts/>

- **We are Here to Help with Money Matters:** Our Finance and Business Offices are ready to assist you with all your financial needs.

What the Finance Office Does:

- **Keeping Track of Bills:** They handle all accounts payable and receivable.
- **Payroll Pros:** They manage payroll for our awesome staff.
- **Purchasing Power:** They oversee all the college's purchasing activities.

Business Office Services (Available on Most Campuses):

- **Student Account Management:** They keep your student accounts in check.
- **Tuition and Fees:** Need to pay your tuition? They have got you covered.
- **Financial Aid Refunds:** They distribute financial aid refunds on specific days each semester.

Your Go-To for Financial Questions:

- **Need Financial Guidance?** These offices are your primary go-to for any financial questions or

transactions during your college journey.

- **Always Here to Help:** They are committed to making your financial management as smooth as possible.

Reach Out Anytime: If you have any questions or need support, do not hesitate to contact them. Stay on top of your finances with ease!

CAREER SERVICES: Here to Support Your Future:

Available at Every Campus: You can find Career Services in the Student Success Centers on each campus: <https://www.newriver.edu/career-services/>

Services We Offer:

- **Career Counseling:** Not sure what career path to choose? We are here to help you figure it out.
- **Information Galore:** Get all the info you need on different careers and occupations.
- **Employment Services:** From polishing your resume to prepping you for interviews, we have got you covered. Plus, we will help with your job search and refer you to opportunities.
- **Events for Success:** Attend our job fairs, workshops, and other events to get a head start on your career journey.

FINANCIAL AID OFFICE: Making College Affordable

- **Financial Aid Options:** <https://www.newriver.edu/financial-aid/>
- **A Variety of Aid Available:** Check out our grants, loans, work opportunities, and scholarships to ease your college expenses.
- **Apply for Aid Early:** Get a head start on financial aid by filling out the FAFSA right after October 1 each year.
- **Stay Eligible:** Keep up with your studies to continue receiving financial aid.
- **Attendance Matters:** We need to verify your class attendance to process your financial aid.
- **Adjusting Aid for Your Schedule:** If you are not attending all your classes, we will tailor your federal financial aid to fit your actual enrollment.
- **Need Help? Just Ask:** Our Financial Aid team is always ready to guide and support you.

TECHNOLOGY SERVICES OFFICE: Help Desk

Need Tech Help? New River CTC Help Desk is Here for You: <https://web.newriver.edu/helpdesk/index.html>

- **Support for Everyone:** Whether you are a student or staff, our Help Desk has your back.
- **Convenient Locations:** You can find our main desk at the Raleigh County Campus, but do not worry, we have tech experts at every campus!

- **Extended Hours for Your Ease:** Our tech team works extended hours to help you whenever you need it.
- **Easy Ways to Reach Us:**
 - Phone: Give us a call at 304-929-6725.
 - Email: Shoot your queries to itsupport@newriver.edu
 - Online Ticket: Quickly submit a ticket at help.newriver.edu
- **Quick Solutions or Prompt Follow-ups:** Our staff will either fix your issue right away or gather info to get you the help you need ASAP.
- **Get Tech-Savvy with Our Orientation Guide!**
 - **Important for New Students:** During new student orientation, we share crucial tech information to kick-start your academic journey.
Find the Guide Here: Check out <http://web.newriver.edu/training/it075/index.html> for all the tech tips you need.
 - **Online Orientation Too:** Get a comprehensive overview of various departments, including tech, in our online student orientation.
 - **Access it Here:** Visit <https://www.newriver.edu/online-student-orientation-module/> for the full online orientation experience.

LIBRARY SERVICES OFFICE: Easy Access for Students

Library Services at New River CTC: <https://www.newriver.edu/library-services/>

- **Your Library Hub:** Our main library is on the Greenbrier Valley Campus. Call us at 304-647-6575 or email at ill@newriver.edu
- **More Libraries, More Resources:** Through the Mountain Library Network (MLN), you can also access resources at Summersville Public Library, Bluefield State College Library, and both Pocahontas and Raleigh County Public Libraries.
- **Free Library Access and Loan Services:** As a New River CTC student, you get free access to all these libraries' collections and can borrow items through interlibrary loans.

Online Resources at Your Fingertips:

- **Digital Library Collections:** Our Library web page gives you access to a bunch of searchable electronic databases.
- **Easy Login:** Use your New River CTC usernames and passwords for subscription-based resources.
- **Free Online Resources:** Find handy links to free resources like the Charleston Newspaper Index and ERIC.
- **Instructors' Reserve Materials:** Course-related materials can be reserved by your instructors for your reference.
- **Journal Articles via MLN Libraries:** Access a wide range of journal articles through the WV Library Commission.

- **Library Hours to Fit Your Schedule:**

- **Regular Semester Hours:** Open Monday to Thursday from 9:00 am to 9:00 pm, and Friday from 9:00 am to 4:30 pm.
- **Summer Hours:** Typically, from 9:00 am to 4:30 pm, but we adjust to match summer class schedules.

- **More Info and Assistance:**

- **Find Out More:** Check out <http://www.newriver.edu/current-students/library-services> for detailed info.
- **Call for Help:** Reach us at 304-647-6575 for any library-related queries.
-

REGISTRAR OFFICE: Keeping Your Academic Records Safe and Organized:

Registrar's Office at New River CTC: <https://www.newriver.edu/registrars-office/>

- **What We Do:** We are the official keepers of your academic records once you have completed admissions and registered for classes.

Your Student File Includes:

- Admission application
- High school transcript/GED/TASC scores
- ACT/SAT/Compass/Accuplacer Test Scores
- Transcripts from previous colleges
- Your attendance and grades at New River CTC
- Records of graduation/degree(s) awarded

When to Contact Us:

- **Transcript Evaluation:** Wondering if your credits from another college transferred? Just ask us!
- **Need a Transcript Copy?** We can send a copy of your academic transcript.
- **Proof of Enrollment:** Need to prove you are enrolled? We've got you covered.
- **Graduation Info:** Questions about graduation? Reach out!
- **Grade Queries:** Concerned about a grade? Let's check it out.
- **EDGE Transcript Credits:** If you requested an EDGE transcript but do not see the credits, let us know.
- **Withdrawal Confirmation:** Want to confirm if your complete withdrawal form was processed? Contact us.

Your Privacy is Our Priority:

- **FERPA Protection:** Your academic records are safe under FERPA (Family Educational Rights and Privacy Act).
- **Consent Needed for Record Release:** We will not release your records without your written permission.

STUDENT SERVICES: Enhancing Your College Experience

- **Beyond the Classroom:** We're all about boosting your academic journey with exciting extracurricular and co-curricular programs.
- **Your Go-To for Campus Life:** The Director of Student Services collaborates closely with Student Government Associations, their advisors, and various student clubs and organizations.
- **A Helping Hand for Events:** If you're looking to organize campus events or start a new club, Student Services is here to help with planning and development.
- **Leadership Opportunities:** Interested in developing your leadership skills? We've got you covered.
- **Get Involved:** Eager to dive into student activities or kick-start a new club? Reach out to Student Services to get started!

For more information, contact:

Wennetta Marie Rhodes, M.S.
Director of Student Services
New River Community and Technical College
Raleigh County Campus
280 University Drive
Beaver, WV 25813
Phone: 304-929-5027 - Fax: 304-929-6719
wrhodes@newriver.edu

STUDENT DISABILITY SERVICES: We are Here for You!

- **Disability Services at New River CTC**
 - **Committed to Accessibility:** We ensure all programs and activities are accessible to students with disabilities, in line with the Americans with Disabilities Act (ADA).
- **Who's Eligible?**
 - **Defined by ADA:** You are eligible if you have a physical or mental impairment that affects major life activities, have a record of such impairment, or are regarded as having such an impairment.
 - **Examples of Disabilities:**
 - **Mobility Impairment:** Difficulty in using extremities, requiring aids like wheelchairs, crutches, or walkers.
 - **Cognitive Impairment:** Challenges in reasoning, understanding, or learning.
 - **Hearing Impairment:** Ranges from mild hearing loss to total deafness.
 - **Visual Impairment:** Issues with vision clarity, field of vision, brightness perception, color blindness, or light sensitivity.
 - **Speech Impairment:** Problems with articulation, voice strength, or complete voicelessness.
- **Temporary Disabilities:** Even short-term disabilities like a broken arm/leg can qualify for accommodations.
- **How to Apply for Services**
 - **Contact Your Campus:** Reach out to the staff member on your home campus for an initial discussion.
 - 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
- **Provide Documentation:** Before the semester begins, submit documentation and an application for accommodation. Find applications at <https://www.newriver.edu/disability-needs/>.
- **Specific Requirements for Medical or Psychological Disabilities:** You will need a statement or psychological evaluation with diagnosis, academic impact, medication effects, and recommendations.
- **Documentation Guidelines:**
 - **Recent and Relevant:** Ensure your documentation is no more than three years old.
 - **504 Plans and IEPs:** While primary and secondary school plans like 504 or IEPs are not adequate alone, they can be helpful when combined with the required documentation.

STUDENT SUCCESS CENTERS & STUDENT SUCCESS COACHES: Here to Help You Succeed:

- **Available on All Campuses:** Find a Success Center on each campus for all your academic needs: <https://www.newriver.edu/student-success-center/>
 - **Free for All Students:** If you are enrolled, all these services are free.
- **Opening Hours:**
 - **Regular Hours:** Open Monday to Friday, 8:00 am to 4:00 pm.
 - **Summer Hours:** Follows the College's office hours.
- **Academic Early Alert Services:**
 - **Get Back on Track:** If you're falling behind, our Financial Aid office might ask you to create an Academic Plan of Improvement with a Student Success Coach.
 - **Support for Challenges:** Whether it's about grades, absences, or financial aid eligibility, we're here to help you improve.
- **Advising Services:** <https://www.newriver.edu/ssc-advising-needs/>
 - **Career and Academic Guidance:** Get help with career direction, course selection, and scheduling with a Student Success Coach.
 - **First Semester Support:** Student Success Coaches or faculty members assist you in picking your first semester courses.
 - **Faculty Advisors:** After your first semester, contact your faculty advisor for further guidance.
 - **Personal Advising:** Our Student Success Coaches are also here to help with personal challenges affecting your education.
- **Testing Services:** <https://www.newriver.edu/ssc-testing/>
 - **Variety of Tests:** We offer ACCUPLACER placement tests, make-up tests, and certain certification tests.
 - **Bring Your ID:** Always carry your student ID for testing.

- **Test Room Rules:** No cell phones, tablets, cameras, headsets, laptops, or other distractions. If you need, we provide noise reduction headsets.
- **Material Usage:** Only use materials like books, notes, or calculators if your instructor has emailed permission to the Educational Counselor.
- **Tutoring Assistance:** <https://www.newriver.edu/ssc-tutoring-2/>
 - **Professional and Peer Tutors:** We offer paid professional tutoring in some subjects and peer tutoring in others.
 - **Brainfuse Access:** Check out web based Brainfuse for more help.
 - **Flexible and Accessible:** Visit your campus center for specific tutoring schedules and subject availability.

SERVICES FOR VETERANS AND MILITARY-CONNECTED STUDENTS: A Big Salute

- **A Big Salute to Our Veteran Students and Their Families at New River CTC!**
 - **Proud and Supportive:** We are super proud of our veteran students, and the children and spouses of veterans. Thank you for your service to the USA!
 - **Transitioning from Soldier to Student:** We are committed to making your shift to student life as smooth as possible with plenty of resources and support.
- **VA Educational Benefits:**
 - **Many Benefits for You:** As military personnel, veterans, or family members, you have access to a range of VA Educational Benefits.
 - **Start Exploring:** Check out the Veteran's Benefits page on our website at <https://www.newriver.edu/veterans-benefits/>.
 - **More Info and Applications:** Visit <http://www.gibill.va.gov> for detailed information and to apply for VA educational benefits.
- **Getting Started with Veterans' Enrollment:**
 - **Contact Our Certifying Officials:** If you are eligible for veteran's benefits, reach out to our certifying officials to kick off your Veterans' enrollment process. They are here to help!

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

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/>

ALCOHOL/DRUG POLICY

New River Community and Technical College is concerned with the well-being and safety of the College community and 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 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, 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) are a group of chemicals 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 involved in preventing 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, reflect on the College community. 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 are 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 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. Statute: 20 U.S.C. 1232g; Regulations: 34CFR Part 99. The Act's intent is to protect student rights and to ensure the privacy and accuracy of education records. The Act applies to all institutions receiving 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 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 in its students' education records as directory information for the Family Educational Rights and Privacy Act (FERPA): <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

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 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 the designated directory information disclosed must file a 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 while 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
304-929-1044

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 information requests should be presented to the Registrar's FERPA Coordinator.

Copies of all correspondence with the Admissions Office or the Registrar's Office, academic substitutions, academic exceptions, transfer agreements, grades, and other material identifiable as academic 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.

SATISFACTORY ACADEMIC PROGRESS POLICY

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 extraordinary circumstances that cause 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 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 considering withdrawal from classes or a reduction in his/her course load is encouraged beforehand to seek financial aid counseling and 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 incurred from enrollment change.

GRIEVANCE PROCEDURES

Summary of Grievance Procedures

REASON	PUBLICATION
Appeal of a Final Grade	College Catalog
Appeal of Academic Status	College Catalog
Appeal of Academic Requirements	College Catalog

<p>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.”</p>	<p>College Catalog</p>
<p>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.”</p>	<p>Student Handbook</p>
<p>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).</p>	<p>Student Handbook</p>
<p>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.</p>	<p>New River CTC Board of Governors Procedure BOG 1.2, available at https://www.newriver.edu/nondiscrimination/</p>

Student Grievance Procedure

I. Purpose

This policy establishes a formal procedure for addressing student grievances relating to college policies, faculty or staff conduct, and academic activities. The aim is to provide a fair, equitable, and orderly process for resolving disputes or disagreements that a student may have with a faculty or staff member concerning issues such as grading, instructional procedures, attendance policies, instructional quality, or any situation where a student perceives unfair or arbitrary treatment.

II. 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 and Student 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 administrator a suitable remedy.

The Student Grievance Committee shall meet under the following guidelines:

- The chairperson shall vote only in the event of a tie.
- The student shall have the right to be accompanied by a representative of his/her choice from the Institution. Such a 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 and Student 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 proceedings.
- 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 and Student Affairs. In other matters, the committee may refer its recommendations to the administrator of the area the Committee deems appropriate. The Vice President for Academic and Student Affairs, or relevant administrator, 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 Vice 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 decide based on the record of the Student Grievance Committee hearing and/or the recommendation of the Vice President of Academic & Student Affairs. 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 periods 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 Academic and Student Affairs, Staff Council Chair, 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's My Car?

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 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.

Parking Rules at New River CTC: Know the Basics

- **No Sign Doesn't Mean Yes:** Just because there isn't a "No Parking" sign doesn't mean parking is allowed. Finding a legal spot is up to you.
- **No Excuses for Illegal Parking:** A full parking lot isn't a reason to break parking rules. Park only in marked spaces.
- **Illegal Parking Consequences:** If you park illegally, be ready for a parking citation, or even towing. And no, hazard lights don't make it okay to park in a fire lane or other illegal spots.
- **Vehicle Requirements:** All vehicles on campus must be properly registered and insured. Unregistered vehicles may be towed at your expense.
- **Subject to Search:** Remember, any vehicle on campus can be searched at any time.
- **Speed and Sign Compliance:** Drive and park responsibly, following all speed limits and signs in our lots, whether on school property or at leased facilities. Ignoring these can lead to disciplinary actions or losing your parking privileges.
- **Car Trouble? Contact Security:** If your car breaks down in a college parking lot, let a New River CTC security officer know right away for help.

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 oversees 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
- respecting the opinion of others in class
- 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

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 when you have time. If you have problems reaching an instructor, please call the Regional Director's office to try 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 primary 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:

- **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.
- **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.
- **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.
- **Review, review, and then send.** There is 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.
- **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.
- **Consider the privacy of others.** Ask permission prior to giving out a classmate's email address or other information.
- **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.
- **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 and 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: Get Involved

Get Involved and Make a Difference: Student Organizations at New River CTC

- **Join the Action:** Dive into student life by joining organizations that suit your interests. You can shape your campus experience through student government, professional organizations, and honorary societies.
- **Events and Community Service:** Be a part of various student events, community service activities, and more happening across our campuses.

Explore Our Student Organizations: Check out the exciting list of student organizations at New River

Community and Technical College and find your fit!

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

Student Government Association (SGA) at New River CTC: Your Voice, Our Mission

- **Be Heard:** The SGA is all about representing you in decisions that impact student life at New River CTC.
- **Bridge Builders:** We act as a link between you and the college administration, focusing on your overall welfare.
- **Enhancing Student Life:** Our goal is to boost student relationships, self-expression, and participation in various activities both within and outside the college.
- **Your Ideas Matter:** Each SGA member is dedicated to gathering your ideas for social events and ensuring those activities are awesome and engaging.

For information, contact:

Wennetta Marie Rhodes, M.S.

Director of Student Services

Phone: 304-929-5027 - Fax: 304-929-6719

wrhodes@newriver.edu

- **Phi Theta Kappa: Celebrating Academic Excellence**

- **Recognizing Scholarship:** This organization is all about acknowledging and encouraging your academic achievements in two-year college programs.
- **More Than Just Grades:** It's not just about academics; Phi Theta Kappa also offers chances to develop leadership skills, engage in community service, and be part of an intellectually stimulating community.
- **Fellowship and Learning:** Join a group of fellow scholars to share ideas and ideals, enjoy lively fellowship, and stay motivated towards continued academic success.
- **Joining Phi Theta Kappa:**
- **Eligibility Criteria:**
 - Be enrolled in a regionally accredited institution with an associate degree program.
 - Have completed at least 12 credit hours applicable to your associate degree. Part-time students at New River CTC are also welcome!
 - Maintain a grade point average of 3.5 or higher.

- **Student Practical Nurse Organization (SPNO): Fostering Growth and Community**

- **Empowering Nursing Students:** This organization is all about encouraging your personal and professional development in nursing.
- **Participate and Prosper:** Get involved in various activities, both as an individual and in groups, to enhance your nursing education and enjoy social interactions.

JoAnna Perry: Faculty Advisor

304-883-2429, jperry@newriver.edu

New Student Organization Formation Procedures

- **Make a Difference:** We encourage you to create student organizations that cater to your interests and support the college's mission.
- **Inclusive and Open:** Your organization should welcome all students, regardless of race, color, national origin, ancestry, sex, sexual orientation, age, religion, blindness, or disability.
- **Follow the Rules:** While being part of any student activity or organization, remember to stick to the College's policies and the Student Code of Conduct.
- **Freedom to Associate:** You are free to join organizations that align with your interests and further the goals of the College.

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

- Obtain a Student Organization Charter Application from the Director of Student Services. Complete the Student Organization Charter Application and submit it to the Director of Student Services.
- Identify students interested in joining the organization. At least 10 members are 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 Director of Student Services.
- Applications will be reviewed by the Director of Student Services, who will consult with the 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

- A full-time or part-time College employee (preferably the Event Sponsor) shall accompany students on college-sponsored travel.
- All students participating in student organization-sponsored travel must have a cumulative GPA of 2.00 to participate.
- The sponsoring group should check the college's calendar to make sure there are no conflicts in scheduling the trip.
- Alcoholic beverages cannot be paid for with state funds.
- 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

- 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.
- 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.
- If there is a request for an Advance of funds, it must be submitted to the Business office at least 14 days (about 2 weeks) 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/>.

