New Student Orientation Guide
2018–2019
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Welcome JCC Jaguars!

I am delighted to welcome you to the student body of Johnston Community College. You have chosen an excellent institution. Thank you!

Did you know JCC has been recognized as one of the most excellent community colleges in the U.S.? That’s right! JCC was chosen by the prestigious Aspen Institute as a top 150 excellent community college from over 1000 community colleges across the nation.

Also – JCC won the 2018 Community College Futures Assembly’s Bellwether Award. This independent policy think-tank is one of the premier organizations in the US which recognizes and promotes effective college programs. JCC was honored to be a Bellwether winner for our One-College Philosophy.

Those are two examples of excellence at JCC. There are countless others including excellent pass-rates on Health Science licensure exams, excellent results in Statewide Performance Measures such as Math and First Year Completion, five Goodnight Scholars who have transferred to NCSU in Engineering, statewide recognition of faculty and student excellence, Industry-related program certification and, national recognition of excellence in many of our program areas.

Because of that excellence, JCC will provide you with a pathway which leads to educational success and career opportunity. Student Success is our constant focus. Class sizes are small. Instructors are experts in their fields and are dedicated to teaching. Our Foundation is growing to offer more scholarship aid and provide support for equipment and facility needs. Our Division of Student Services will ensure you are not alone in navigating your course of study here. Additionally, you will find we are committed to the philosophy of student engagement as a means of achieving success. Student clubs, Fall Fest, Spring Fling, Athletics, concerts, movies, community service are all among the many different activities in which you can be involved.

This commitment to student success is found in the creation of the Student Success Center. Opening in fall 2019, this facility will be a one stop shop for student services, from the first step on campus through graduation and job placement or college Transfer.

When we say we are, “One college – with endless opportunities,” we mean it. We look forward to helping you find success here and into your life ahead!

So again, welcome to the Jaguar family! Best wishes for a rewarding college experience!

~Dr. David Johnson, JCC President
15 to Finish is an exciting, campus wide initiative that encourages Johnston Community College (JCC) students to graduate on time by completing at least 15 credits a semester, or 30 a year, which could include the summer term.

Most full-time students take less than 15 credit hours and do not finish in the timeframe they anticipated they would, which in turn adds to the costs of extra semesters.

While not all students will be able to take 15 credits per semester (or 30 per year), one of the goals of the 15 to Finish initiative is to provide critical information about what it takes to graduate in a timely manner. In doing so, this ensures students are making informed decisions about course loads, degree completion, and the costs associated with their academic pathway.

**Students, as you start your journey with JCC, Strive for 15!**

- You are more likely to graduate on time.
  - ◊ JCC students who take 15 hours per semester in their first year are more likely to graduate in two years. The longer you stay in college, the more likely it is you may quit without ever earning a degree. You do not want to waste your time and money!
- Your bank account will thank you.
  - ◊ When you spend extra semesters in college, you miss out on the full-time salary you could earn as a college graduate. Meanwhile, your college debt keeps multiplying.
- It feels good.
  - ◊ There is a huge sense of accomplishment and pride in finishing your degree within two years! Setting a graduation goal and meeting it sets the stage for future success.
- Your life is waiting!
  - ◊ After two years, you risk being left behind while your friends move onto four-year colleges or their careers. Do not make a career out of being a student.

Choose your path.
Start your path.
Stay on your path.
Graduate!
What Should I do BEFORE Classes Start?

Make and attend your academic advising appointment. Schedule your appointment on Appointment-plus at www.johnstoncc.edu. Your advisor will be assigned during your admissions interview.

Check your Financial Aid Status. Log in to WebAdvisor to check your status and print your award letter.

Register for your classes through WebAdvisor. This can be done at http://webadvisor.johnstoncc.edu/pebble/. If you are new to WebAdvisor, watch the tutorial for steps on how to log into your JCC account. If you need help, contact the Jaguar Office of Learning Technologies (JOLT) at 919-464-2260.

Pay your tuition bill by the due date. View payment deadlines and pay for courses through WebAdvisor or at the Cashier’s Office. You must have been awarded financial aid, turned in a sponsorship form, or paid tuition by the payment deadline to prevent your course schedule from being deleted.

You will not receive a bill.

Get your Student ID card. These are made in the Learning Resource Center (LRC). New students must bring a current photo ID and a copy of their class schedule. Contact the library with questions at jcclibraryhelp@johnstoncc.edu.

Get your parking permit. Parking permits are available for free at the Campus Safety and Security Office in the Wilson Building.

Purchase or rent your textbooks from JCC Barnes and Noble. Visit the bookstore online at www.johnstoncc.edu or on campus in the Wilson Building C1105.

Receive your Refund Selection Kit through BankMobile. You will receive a green envelope in the mail from BankMobile around the first week of class each semester. This envelope contains important information about how to receive refunds from JCC. Once it arrives, follow the directions in order to let BankMobile know how you want to receive your refunds.

Sign up for Jaguar Alerts. This will enable you to receive immediate notifications of campus emergencies and closings. Sign up at www.johnstoncc.edu/jaguar-alerts.aspx.

Print a final schedule. This should be done the day before classes start in case any room assignments have changed.

Subscribe to the JCC calendar. See page 5 of this guide for instructions.
Fall 2018
1st Day to Charge in Bookstore using FA, Sponsorships, or Scholarships........8/6
Late Advising and Registration for Fall ..........................................................8/9
Late Fall Registration Payment/Payment Plan Sign-up Deadline....................8/9
Last Day for 100% Refund ..............................................................................8/14
Classes Begin ..................................................................................................8/15
Last Day for Adding Courses ........................................................................8/16
Last Day for Charging in Bookstore using Financial Aid, Sponsorships, or
Scholarships ......................................................................................................8/24

Labor Day Holiday ...........................................................................................9/3
Fall Break for Students.......................................................................................10/15– 10/19
Last Day to Drop Without Grade Penalty ..........................................................11/2
Advising for Spring 2019 – New & Returning Students .........................10/22 – 12/3
Spring 2019 Registration, Payment, and Payment Plan Sign-up ......11/5– 12/13
Thanksgiving Holidays ......................................................................................11/21 - 11/23
Last day for Early Spring 2019 Registration, Payment, and Payment
Plan Sign-up........................................................................................................12/13

Last Day of Classes ..........................................................................................12/17

Spring 2019
1st Day to Charge in Bookstore using FA, Sponsorships, or Scholarships....1/2
Late Spring Advising and Registration .............................................................1/2
Late Spring Registration Payment/Payment Plan Sign-up Deadline.............1/2
Last Day for 100% Refund ..............................................................................1/3
Classes Begin ..................................................................................................1/4
Last Day for Adding Courses .........................................................................1/7
Martin Luther King Holiday .........................................................................1/21
Last Day for Charging in Bookstore using Financial Aid, Sponsorships, or
Scholarships .......................................................................................................1/15
In order to succeed in college, students must obtain accurate and timely information as well as adhere to deadlines. In order to obtain the latest information students must (1) check their JCC Gmail account on a daily basis and (2) subscribe to the JCC calendar of events. For more information regarding JCC Email, see page 17 of this guide.

To subscribe to the JCC calendar:
1. Go to the JCC homepage at www.johnstoncc.edu.
2. Under Upcoming Events, select View All Events.
3. Select one or more of the categories of information. (NOTE: Students are strongly encouraged to select “Academic Calendar” for the latest information regarding important dates and “Academic Support” for information regarding workshops, trainings and other activities related to success in courses.)
4. Above the calendar, select Subscribe.
5. Select Weekly Email and enter the Display Name and your Email Address.
6. Click Subscribe to Weekly Email.
7. Click Close Window.

Students who have questions about the calendar should contact Student Services at (919) 209-2128 or the Academic Skills Center at (919) 209-2117.
Applying for Financial Aid/ Scholarships


2. Submit a FAFSA (Free Application for Federal Student Aid) at https://fafsa.gov on or after October 1. Submit your FAFSA by May 1 and supporting documentation by June 1 for fall and October 1 and supporting documentation by November 1 for spring to meet JCC’s priority filing deadline. Be sure the include the JCC federal school code on the FAFSA: 009336.

3. Apply and be admitted to JCC. Your FAFSA will not be available to the college until you have applied for admission. You must be admitted into a JCC financial eligible degree, diploma or certificate program.

4. View your SAR (Student Aid Report) at https://fafsa.gov and respond to any messages that appear regarding your application.

5. Check your JCC email and Webadvisor accounts on a daily basis to check for important messages from the Financial Aid office concerning your status and if additional documentation is required.

6. If additional information is requested, log in to your Webadvisor account to access “Financial Aid Self-Service.”

7. Start your scholarship search at https://johnstoncc.academicworks.com. Each year the application window is from March 15 to June 1.

8. Check your Financial Aid status by logging into Webadvisor to access “Financial Aid Self-Service” and print your award letter.

9. Receive your Refund Selection Kit from Bankmobile. (This kit is for funds disbursed to you from financial aid awards, grants, refunds, etc.) Select refund preference by visiting: https://www.refundselection.com/refundselection/#/welcome/continue.

10. You must chose a refund preference to avoid a delay of any refund you may be due.

11. Watch for important email messages and written correspondence from the Financial Aid Department. Respond quickly to requests for additional information or action.

12. Get ready to do it again! Financial Aid is an annual process, so you complete a FAFSA every year.

Contact the JCC Financial Aid staff if you have any questions.
(919) 209-2036
JCC ADVISING MISSION STATEMENT
Academic advising empowers and provides a collaborative and supportive environment which promotes the educational, career and professional development of our students throughout their academic endeavors.

Academic advising is one of the most essential components for success at Johnston Community College. All students are assigned an advisor or group of advisors to assist with the selection of courses, establish academic goals, answer questions about their program of study and ensure students are prepared to register for courses each semester.

HOW CAN YOU GET THE MOST FROM YOUR TIME WITH AN ACADEMIC ADVISOR?
- **Prepare** – Formulate questions. Think about your academic and career goals. Gather academic records before meeting with an academic advisor.
- **Participate** – Be ready to answer and ask questions!
- **Record** – Write down what you discussed with your advisor.
- **Problem Solve** – Discuss challenges to your educational success and how to resolve them. Ask your advisor about resources on campus.
- **Plan** – Discuss the courses you need to take over the next few semesters in order to reach your educational and career goals. Investigate your post JCC transfer and career options.

The Center for Academic Planning (CAP) provides advising to college transfer students, pre-medical and special interest students. Additionally, the CAP functions as an information source for degree program requirements, advising and registration. Our primary purpose is to help JCC students accomplish their educational goals, by planning a course of study that is consistent with their objectives.

All other students are advised by their program specific faculty advisors located throughout the campus. Please visit [http://www.johnstoncc.edu/studentresources/advising.aspx](http://www.johnstoncc.edu/studentresources/advising.aspx) for more information.

As a student, it is important to proactively set up advising appointments with your advisor. Every student is required to meet with his/her advisor each semester before registering for classes. Advising appointments can be made by accessing Appointment-plus on the JCC homepage.
Essential College Terminology

**Advisor** - A person who assists you in the selection of courses for your chosen field of study and is usually a faculty member.

**Associate of Applied Science (A.A.S)** - Two-year technical program that prepares you for the job market.

**Associate of Arts (A.A)** - A two-year program that concentrates on humanities and social sciences for those planning to continue in a bachelor’s degree curriculum at a senior college.

**Associate in Engineering (A.E.)**—A two-year program that concentrates on required general education and prerequisite courses that meet entrance requirements at all of the North Carolina public Bachelor of Science Engineering programs for those planning to continue in a bachelor’s program.

**Associate of Science (A.S.)** - A two-year program that concentrates on mathematics and science for those planning to continue in a bachelor’s degree curriculum at a senior college.

**Audit** - A course for which you pay tuition and fees, but do not receive credit.

**Catalog** - The official college publication available online that contains what you need to know about Johnston Community College.

**Certificate Program** - A curriculum generally requiring one year or less of course work.

**Contact hours** - The actual number of hours in class per week, per course.

**Counselor** - A person who provides you with personal, academic, vocational or career counseling.

**Course load** - The number of courses or credits taken in a specific term.

**Credit hours** - Every class is worth a value called a credit hour. Every degree, diploma or certificate program requires you to take a certain number of credit hours.

**Curriculum** - The program of courses required to receive a degree, diploma or certificate in your chosen area of study.

**Criteria** - Pre-determined guidelines that identify requirements for demonstrating competence in a designated skill.

**Developmental courses** - A series of courses in Math and Reading/English that provide preparation, remediation and academic guidance for college level courses in these areas.

**Drop/Add** - This term refers to adjusting your schedule by dropping and/or adding courses. The drop/add period is limited and is indicated on the academic calendar.

**Electives** - Courses which are not specifically named in your curriculum but are required for graduation. Check with your academic advisor before choosing an elective.

**FAFSA (Free Application for Federal Student Aid)** - The form that must be completed in order for a student to obtain financial aid

**FERPA (Family Education Rights and Privacy Act)** - Provides students the right to privacy of their school records. To comply, schools are not allowed to share information about the student without his/her written consent.
Food-time students – Students who are taking at least 12 credit hours. Students who are registered for 11 credit hours or fewer in one semester is a part-time student.

Grade point average (GPA) - The average of your grades for all classes taken at Johnston Community College. It is calculated by adding all earned quality points and dividing by the number of credit hours taken. Please see GPA calculator listed under academic advising on the JCC website.

Hybrid Class — Class delivered primarily over the Internet but with regularly required face-to-face meetings.

Incomplete Grade - A temporary grade given by an instructor as a placeholder until completion of work and only given in special circumstances.

Lab — A course, or portion of a course, devoted to experimentation or practical application.

NA — Never Attended

Placement tests - Standardized tests in Math and Reading/English which are used to place students in appropriate courses in these academic disciplines.

Prerequisites - Preliminary skills, knowledge or courses which are required before enrollment in a particular course. Requirements are listed in the course description section of the catalog.

Special credit student - A student who is taking one or more curriculum credit courses but is not enrolled in a specific curriculum.

Syllabus - A document given out at the beginning of a course that includes due dates, assignments and policies.

Transcript - A printed record of every course you’ve taken at JCC and the grades you’ve received. Transcripts may be obtained from the Registrar’s Office.

WD - Student drops the course without a grade penalty.

WF - Student is dropped by faculty due to violation of the attendance policy with grade penalty.
The Academic Skills Center

The Academic Skills Center, located on the first floor of the Learning Resource Center, is a lively, student-centered learning environment open to all JCC students regardless of their program of study or academic level. Students seeking academic support are encouraged to visit the Academic Skills Center during regularly scheduled hours. (Fall and Spring: Monday through Thursday, 8:00 a.m.-8:00 p.m., and Friday, 8:00 a.m.-2:00 p.m.; Summer: Monday through Thursday, 9:00 a.m.-3:00 p.m.)

Tutorial Services

The goal of the Academic Skills Center is to provide high-quality academic support to currently enrolled Johnston Community College students. As such, the Center provides academic support in various formats including but not limited to the following: walk-in service, scheduled 1:1 tutoring, small group instruction, online tutoring, and academic workshops.

The Academic Skills Center employs 30+ professional tutors to provide walk-in assistance, scheduled 1:1 tutoring, and small group instruction. Immediate, unlimited walk-in service is available for the high demand subjects such as English, Math, Science, Physics, History, Political Science, and many more. Scheduled 1:1 tutoring is available in most subject areas during regular operational hours. Students may receive tutoring in multiple courses and may schedule up to two one-hour appointments per week for any supported course in which they desire assistance. Many JCC students use a combination of walk-in tutoring and scheduled 1:1 tutoring in order to maximize their learning potential.

Academic Workshops

Academic workshops are presented by faculty, staff and tutors in Academic Enrichment Services throughout the semester. Please join us in informative and interactive sessions that are designed to reach all academic levels and programs of study. Students are encouraged to subscribe to the JCC Academic Support Calendar of Events and check their JCC email account daily for more information about upcoming workshops. To learn how to subscribe to the calendar of events, see page 5.

Online Tutoring

Smarthinking is a FREE online tutorial service available to JCC students through their BlackBoard account. Students can access assistance through Smarthinking 24 hours a day/7 days a week. Students have 8 hours of access to Smarthinking per semester and are encouraged to fully utilize this free service. Over 60 subjects are available for on-line tutoring. Subjects include but are not limited to the following: Writing, Biology, Algebra, Statistics, Calculus, Business, Economics, Spanish, Literature, Chemistry,
Physics, Accounting, MS Office applications and much, much more!

Log-in Directions:
Log-in to your JCC Blackboard account
Turn off all pop-up blockers
Select the course for which you will utilize Smarthinking
Find the course table titled “Tools”
Scroll through the list of available tools. Find “Smarthinking Online Tutoring”
Once your browser is checked to support Smarthinking, the homepage for
Smarthinking will appear.

Testing
In addition to academic support services, the Academic Skills Center offers test
proctoring services. Proctoring services are provided for make-up testing of JCC
courses, various program admission testing, and proctored exams for courses taken at
other colleges and universities.

In order to complete make-up testing for JCC courses, students must obtain
permission from the instructor. Students must bring a state-issued picture ID or JCC
student ID and arrive at the Academic Skills Center with the fully allotted testing time
before the Center’s scheduled closing. There is no cost for make-up testing services.
Please note that students who are registered with Disability Support
Services do not complete make-up testing in the Academic Skills Center but
should contact the Disability Support Services Coordinator to schedule
testing.

Proctoring of other college/university exams is provided to JCC students and
employees as well as community members. Proctoring must be scheduled in advance.
For more information about the proctoring services, please call the Academic Skills
Center’s Testing and Records Coordinator at 919-209-2118.

Contact the Academic Skills Center at (919) 209-2117 for assistance or visit
the Center Monday-Thursday, 8:00 a.m.-8:00 p.m. and Friday, 8:00 a.m.-
2:00 p.m. during the fall and spring semesters. (Summer hours are
Monday through Thursday 9 a.m.—3 p.m.)
Student Support Services (TRIO)
Student Support Services (TRIO) is designed to assist students reach their academic goals of graduating from JCC with a two-year degree and transferring to a four-year college or university. Students who qualify to participate receive a culmination of services. TRIO serves to motivate and help students accomplish academic and personal success by offering comprehensive individual support.

Free services available from TRIO include:
♦ Success Coaching
♦ Transfer guidance & tours to universities
♦ Academic Support (Tutoring)
♦ Learning Communities supported by Nationally Certified Tutors
♦ Leadership Opportunities

Last year TRIO:
♦ 90% of TRIO participants are in good academic standing with the college;
♦ 88% of TRIO participants were retained from fall 2017 to spring 2018
♦ All TRIO tutors are certified by the National Tutor Association as Tutors and Academic Coaches

TRIO is a federally funded grant program by the U.S. Department of Education.
Student Support and Resources

Disability Services
Through the Disability Services Office, JCC students with special health conditions, disabilities, or limitations can receive academic support. Services are provided for students who qualify under ADA or Section 504 of the Rehabilitation Acts of 1973.

The goal is to ensure all qualified students receive accommodations to help them to be successful. Students seeking accommodations must initiate contact with the disability services coordinator at least 30-days prior to the beginning of classes. The student must provide documentation verifying the disability.

NOTE:
- IEPs and 504 Plans from secondary educational institutions are not sufficient forms of documentation to determine eligibility for disability services at post-secondary institutions.
- Documentation and accommodations vary from secondary and post-secondary level.
- Current medical or psychological documentation is required.

While it is the student’s responsibility to request his or her accommodations, the Disability Services Coordinator will serve as the contact in making sure the student is treated fairly.

To make an appointment with the Disability Services Counselor, contact Student Services at (919) 209-2128.
Career Services Center

Johnston Community College provides a variety of services to help students develop job search skills and locate employment.

Our Career Center staff assists students with exploring, developing and setting goals related to each student's unique educational and academic needs.

- Resumé writing
- Cover letter writing
- Interview skills
- Mock interviews
- Career exploration
- Career counseling
- Career planning
- Networking
- Job strategies
- Work-based learning

Contact Career Services at (919) 209-2042 or visit Wilson Building, Room 1034.

Counseling Services

The counseling staff provides admissions, career, transfer, educational, disability, and personal/social counseling services. Counseling is available for all prospective and current students.

Students are encouraged to utilize counseling services at any point throughout their enrollment at the College.

For further information, contact:
Dr. Thomas Dean
Coordinator of Counseling Services
Office of Enrollment and Student Success
Wilson Building, Room C1040
(919) 209-2120
Almost all communication from Johnston Community College will be done electronically, whether it is checking your financial aid status via WebAdvisor, communicating with your instructor through student email, taking an online course through Blackboard, or making an advising appointment through Appointment Plus. From the point of application forward, it is important that incoming students know how to access these technologies. Utilize the information below to become a student in the know.

**WebAdvisor**

WebAdvisor is the central hub for most student administrative information. Through it, students will register for classes, access financial aid and payment information, and see transcripts. This is also the location to find out your user name and reset your password. This user name and password will be your single log on for email, WebAdvisor, and Blackboard.

- Go to www.johnstoncc.edu and click the **WebAdvisor** link at the top right of the screen.
- Click on **Continue to WebAdvisor** link at the right of the page.
- Click on **Account Information** to learn your User ID and to set or reset your Password for WebAdvisor, Blackboard, and JCC Email.

**First time logging-in?** Click on **What’s my User ID.** You will need to provide: (1) your last name, (2) your full Social Security # or your Colleague ID (on your student ID, acceptance letter, or advising sheet). After you have verified your User ID, you will then click on **Reset My Password** and follow the instructions in step 5.

- If you already know your User ID and just need your Password (or to reset your password), click on **Reset My Password.** If you are resetting your password, you will need to enter your date of birth and the zip code that JCC has in our registration system for the “preferred address zip code” field. If you do not know what is on record, please visit Student Services to be sure that we have your correct information.

- After validating your request, you will now choose a new password.
  - Must be at least 8 characters
  - Must contain at least 1 capital letter in the first 8 spaces
  - Must contain at least 1 number in the first 8 spaces
  - No special characters or spaces
  - May not use 3 or more letters from the user’s account name.
- Then choose a security question (the answer to this question is not case sensitive). You will be asked this question again – please choose a Q&A that you will remember!

IF YOU DO NOT RECEIVE A SCREEN THAT SAYS “PASSWORD UPDATED SUCCESSFULLY,” PLEASE RETRY THIS PROCESS FROM THE BEGINNING BEFORE CONTACTING JCC FOR HELP. IF AFTER A SECOND TRY YOU STILL HAVE TROUBLE, PLEASE CONTACT JOLT AT (919) 464-2260 FOR ASSISTANCE WITH THE PROCESS.
JCC Student Email Account

- Click on Student Email in the top right-hand corner of the JCC homepage (www.johnstoncc.edu).
- Enter your entire email address (Yourusername@mail.johnstoncc.edu) and your WebAdvisor password.
- This will take you to your student email account.

Please check your email daily. Updates from admissions, financial aid, and other service groups will come to you through email.

Appointment-plus

The scheduling of your advising appointment is done through a scheduler called Appointment-plus. Here are the directions for how to use it as a first time user.

- Click on Appointment-plus at bottom of home page (www.johnstoncc.edu).
- Select Program of Study and choose the appropriate program.
- Select Appointment Type. Choose JCC Advising Appointment option (ignore Evaluation Appointment option).
- Select Advisor and choose the appropriate advisor.
- Select the date for your advising appointment.
- Once the date is selected, the advisor’s calendar will appear. Select the time of your appointment.
- Please note: Dates and times in gray are NOT available for appointments.
- Once you have selected the time, select New User.
- Your first name, last name, phone number, e-mail and birth date are required to schedule the appointment. The remainder of the fields are optional. Select Finalize Appointment.

You should receive a confirmation message once your appointment has been scheduled.

You may cancel your appointment by going to the Appointment-plus homepage, type your email address in the upper right hand corner of the screen and select Log In.

If you need help with student technology, please contact JOLT (Jaguar Office of Learning Technologies) for technical support.
JOLT offers many learning technology services for students at JCC including help with distance education, Blackboard, log in issues, Internet-televised courses and more. A student helpdesk is provided and walk-ins are welcome. We also provide workshops and one-on-one trainings by appointment.

Visit our website at: http://www.johnstoncc.edu/jolt/ for information about getting started in an online course, viewing our training calendar, frequently asked questions and more.

Come visit us in the Distance Learning Suite, 2nd floor of the Learning Resource Center. For assistance, contact us at 919-464-2260 or drop us an email at distancelearning@mail.johnstoncc.edu.
Student Clubs and Organizations

Student clubs and interest groups are encouraged as a means of developing common bonds or purpose and friendship between students with similar occupational and academic interests. Faculty members serve as advisors and assist student leaders in planning club programs and developing group activities.

<table>
<thead>
<tr>
<th>Club Name</th>
<th>Advisor</th>
<th>Advisor’s Contact #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paralegal Club (PSP)</td>
<td>Jennifer Williford</td>
<td>919-209-2062</td>
</tr>
<tr>
<td>Applied Industrial Technology (AIT)</td>
<td>Brian Worley</td>
<td>919-464-2281</td>
</tr>
<tr>
<td>Literary Guild</td>
<td>Elizabeth Baker</td>
<td>919-209-2175</td>
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<td>RITE Program</td>
<td>Josef von Jones</td>
<td>919-209-2144</td>
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<td>American Sign Language (ASL)</td>
<td>Kaye Beddard</td>
<td>919-209-2110</td>
</tr>
<tr>
<td>JCC Dance Team</td>
<td>Kendra Arnold</td>
<td>919-209-2115</td>
</tr>
<tr>
<td>Johnston Community College Association of Nursing Students (JCCANS)</td>
<td>Jennifer S. Wells</td>
<td>919-209-2575</td>
</tr>
<tr>
<td>Club</td>
<td>Name</td>
<td>Phone</td>
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<tr>
<td>Sonography Club</td>
<td>Steven Penny</td>
<td>919-209-2502</td>
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<tr>
<td>Phi Theta Kappa Honor Society (PTK)</td>
<td>Clara Harrison</td>
<td>919-209-2212</td>
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<td></td>
<td>Lisa Draughn</td>
<td>919-209-2234</td>
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<tr>
<td>Student Ambassadors</td>
<td>Scott Hadding</td>
<td>919-209-2182</td>
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<td>Public Service Professionals Club (former Criminal Justice Club)</td>
<td>Cynthia Moore</td>
<td>919-464-2361</td>
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<td>Wayne McLendon</td>
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<td>Cosmetology Club</td>
<td>Jennifer W. Wells</td>
<td>919-209-2107</td>
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<td>Radiography Club</td>
<td>Ann Jackson</td>
<td>919-209-2156</td>
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<tr>
<td></td>
<td>Wendy Collins</td>
<td>919-209-2157</td>
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<tr>
<td>Athletics</td>
<td>Derrick Arnold</td>
<td>919-209-2203</td>
</tr>
<tr>
<td>National Technical Honor Society (NTHS)</td>
<td>Paula Parrish</td>
<td>919-209-2108</td>
</tr>
<tr>
<td>National Society of Leadership and Success (NSLS)</td>
<td>Derrick Arnold</td>
<td>919-209-2203</td>
</tr>
<tr>
<td>Spanish Club</td>
<td>Jennifer Horvath</td>
<td>919-209-2587</td>
</tr>
<tr>
<td></td>
<td>Josh Sanderson</td>
<td>919-209-2029</td>
</tr>
<tr>
<td>JCC EMS Club</td>
<td>Jeremy Beal</td>
<td>919-209-2353</td>
</tr>
<tr>
<td>Keystone Leaders</td>
<td>Thomas Dean</td>
<td>919-209-2120</td>
</tr>
<tr>
<td>Psychology Club</td>
<td>Thea Boyer</td>
<td>919-209-2246</td>
</tr>
<tr>
<td>Campus Ministries</td>
<td>Dustin Gurley</td>
<td>919-209-2116</td>
</tr>
<tr>
<td>STEM Cell Club</td>
<td>Lance Gooden</td>
<td>919-209-2145</td>
</tr>
</tbody>
</table>

**Athletics**

Member of the National Junior College Athletic Association

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men’s Basketball Coach</td>
<td>Jason Johnson</td>
<td><a href="mailto:jccmensbasketball@johnstoncc.edu">jccmensbasketball@johnstoncc.edu</a></td>
</tr>
<tr>
<td>Women’s Basketball Coach</td>
<td>Alonzo Lunsford</td>
<td><a href="mailto:jccwomensbasketball@johnstoncc.edu">jccwomensbasketball@johnstoncc.edu</a></td>
</tr>
<tr>
<td>Men and Women’s Golf Coach</td>
<td>Ed Ransopher</td>
<td><a href="mailto:jccgolfcoach@johnstoncc.edu">jccgolfcoach@johnstoncc.edu</a></td>
</tr>
</tbody>
</table>

19
JCC Student Ambassadors are a diverse group of students who serve as leaders on campus. They are liaisons between students, faculty, and staff, and they help answer questions and participate in campus activities. Ambassadors develop relationships with the campus community and network with community representatives. These students are also driven to serve others outside the campus community and participate in volunteer projects.

During their time as Ambassadors, students gain leadership skills and are provided development opportunities throughout the course of the year served.

Student Ambassadors must maintain high academic standards and undergo an application and interview process. In return for their service, students are awarded a scholarship to cover tuition and student fees. Up to 15 students are selected each year.

For more information about the program or how to apply to be a Student Ambassador, contact Scott Hadding in the Foundation Office at (919) 209-2182 or by email at sahaddingjr@johnstoncc.edu.
The Johnston Community College Library is located in the Learning Resources Building on the JCC main campus.

Regular semester hours are:
Monday-Thursday: 7:30am-8:00pm
Friday: 8:00am-3:00pm
Saturday and Sunday: Closed
Open 24 hours via Chat

Research Assistance - Get help with topic selection, location of sources (physical and online), citation help (APA MLA, and more), formatting of papers and essays, and one-on-one research appointments.

Printing and Other
Black & white $.05/page; Color $.35/page
Fax $.50/page (local and toll free numbers only)
Copies $.05/page
Student ID Creation

The library has in-house the following:
Over 35,000 print books
Almost 4,000 dvds, audiobooks, and CDs
79 magazines and journals, newspapers
Laptops for in-house checkout only
Sony video camcorders with memory card
TI-83 calculators

Looking for something not in-house? The Library is a member of the CCLINC, meaning we share print resources with 50 other community college libraries. Together we own over 1.8 million materials! If we don't have it here, there is a good chance we can get it for you, and its always free.

The Library owns over 80 online databases including NCLIVE. Databases provide access to full-text articles, thousands of ebooks, eAudiobooks, eVideos, and much more. Some of the more popular are:
NCLIVE
PrepSTEP
Associates Program Source Plus

Distance Learning
Taking an online course? Studying off-campus? The Library comes to you! We are available 24/7 via our Chat service.

All online resources can be accessed via your Blackboard/WebAdvisor username and password. If needed, you will be prompted to sign in.

Social Media
Facebook
Instagram @johnstoncclibrary

Phone (919) 464-2251

Library Website
Campus Safety & Security

How to Report an Incident on Campus

Emergencies: Dial 911 first!

Information Desk .................................................................(919) 934-3051
Campus Police & Security .......................................................(919) 209-2111
Student Services .................................................................(919) 209-2128

Crime Information & Statistics
JCC publishes an Annual Security Report each year for the safety and security of the campus. For more information, visit http://www.johnstoncc.edu/consumer/campus-crime-report.aspx.

Campus Police & Security
Lost & Found
Lost and found items are managed by Campus Police & Security Services, which is located in the Wilson Building Lounge, Room #1211E.

Student ID Cards
Students must carry their ID card with them at all times. Campus Police & Security officers or a College official may ask a student to show his or her ID at any time while on campus or at any activity sponsored by the school off campus. If a student fails to show identification, the college official may ask the student to leave campus.

Smoking on Campus
All buildings on the JCC campus are smoke-free, which includes the use of any tobacco, as well as electronic cigarettes. In addition, smoking adjacent to buildings will only be permitted at outdoor areas that have been designated as smoking areas. For more Student Code of Conduct information, visit http://www.johnstoncc.edu/studentresources/collegecatalog/index.aspx.
Parking Permits and Traffic Regulations
A parking permit is provided to each student, and is obtained from the Campus Safety and Security Office in the Wilson Building. Permits are valid from August to August. North Carolina traffic regulations are applicable to everyone who drives a motor vehicle on the campus. General student parking is available in any lined spaces not designated for visitors, handicapped persons, faculty and staff members, etc.

Jaguar Alerts
Student email addresses are pre-registered to receive Jaguar Alerts. Logging into your Jaguar Alerts account will enable you to choose to receive immediate notifications of campus emergencies and closings by alternate email accounts and/or by texts. For more information, visit http://www.johnstoncc.edu/jaguaralerts.aspx
Located in the Wilson building, the B&N JCC Bookstore is a great stop for all of your textbook, electronic and apparel needs. Whether you rent or buy, go digital or print, the bookstore is your one stop shop before classes start.

**Bookstore Hours**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Thursday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 am – 3:00 pm</td>
</tr>
<tr>
<td>Saturday &amp; Sunday</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

**Extended Bookstore Rush Hours** will be listed on our website. The bookstore is always **OPEN** the weekend before and the Saturday after classes begin.

Refund Policy:
Students have up to 7 days from the start of classes to return books for a **FULL REFUND**.
Students who drop a class have 30 days from the start of class to get a **FULL REFUND** on Fall or Spring textbooks.
Present your Receipt **(NO RECEIPT! NO RETURN!)**
Return books in the **Original Condition** in which it was purchased
Present your **DROP SLIP** (Drop Class after the 1st week ONLY)

Contact us: Phone: (919) 209-2104 Fax: (919) 209-2227 Email: sm8088@bncollege.com

Order Online today: www.johnstoncc.bncollege.com
<table>
<thead>
<tr>
<th>For Questions About:</th>
<th>Ask:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising and Planning</td>
<td>Center for Academic Planning, (919) 464-2267, or your assigned advisor</td>
</tr>
<tr>
<td>Academic Assistance</td>
<td>Academic Skills Center, (919) 209-2117</td>
</tr>
<tr>
<td>Academic Probation</td>
<td>Enrollment and Student Success, (919) 209-2201</td>
</tr>
<tr>
<td>Add/Drop a Course</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
<tr>
<td>Admissions</td>
<td>Admissions, (919) 209-2128</td>
</tr>
<tr>
<td>Address/Phone Change</td>
<td>Admissions, (919) 209-2128</td>
</tr>
<tr>
<td>Athletics</td>
<td>Athletic Director, (919) 209-2203</td>
</tr>
<tr>
<td>Attendance</td>
<td>Your Instructor</td>
</tr>
<tr>
<td>BlackBoard</td>
<td>JOLT, (919) 464-2260</td>
</tr>
<tr>
<td>Books/Supplies</td>
<td>Barnes and Noble Campus Bookstore (919) 209-2104</td>
</tr>
<tr>
<td>Career Counseling</td>
<td>Career Services, (919) 209-2588</td>
</tr>
<tr>
<td>Change of Program/Major</td>
<td>Admissions, (919) 209-2128</td>
</tr>
<tr>
<td>Clubs and Organizations</td>
<td>Student Activities, (919) 209-2203</td>
</tr>
<tr>
<td>Course Selection</td>
<td>Center for Academic Planning, (919) 464-2267</td>
</tr>
<tr>
<td>Disability Support Services</td>
<td>Student Services, (919) 209-2128</td>
</tr>
<tr>
<td>Emergencies</td>
<td>911; Campus Police: (919) 209-2111</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Financial Aid Office, (919) 209-2036</td>
</tr>
<tr>
<td>General Inquiries</td>
<td>Operator, (919) 934-3051</td>
</tr>
<tr>
<td>Email</td>
<td>JOLT, (919) 464-2260</td>
</tr>
<tr>
<td>Grading System</td>
<td>Your Instructor</td>
</tr>
<tr>
<td>Library</td>
<td>Library, (919) 464-2251</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>Campus Police, (919) 209-2111</td>
</tr>
<tr>
<td>Parking Permits/Rules</td>
<td>Campus Police, (919) 209-2111</td>
</tr>
<tr>
<td>Personal Counseling</td>
<td>Counseling Services, (919) 209-2128</td>
</tr>
<tr>
<td>Registration</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
<tr>
<td>Student ID card</td>
<td>Library, (919) 464-2251</td>
</tr>
<tr>
<td>Placement Testing</td>
<td>Testing Services, (919) 209-2228</td>
</tr>
<tr>
<td>Transcripts and Records</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
<tr>
<td>Transfer Assistance</td>
<td>Center for Academic Planning, (919) 464-2267</td>
</tr>
<tr>
<td>Tuition/Fees</td>
<td>Cashier, (919) 209-2165</td>
</tr>
<tr>
<td>Tutoring</td>
<td>Academic Skills Center, (919) 209-2117</td>
</tr>
<tr>
<td>Veteran Affairs</td>
<td>Financial Aid, (919) 209-2573</td>
</tr>
<tr>
<td>WebAdvisor</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
</tbody>
</table>
Johnston Community College Campus Map

Map Legend and Major Facility Resources

A – Elsee Building
B – STEAM Building
C – Wilson Building
    Academic Skills Center and Tutoring
    Admissions
    Bookstore
    Business Office
    Center for Academic Planning
    Career and Transfer Center
    Financial Aid
    Registrar’s Office
    Student Lounge/Jaguar Grill
    Student Activities
    Student Services
    Writing Studio
D – Tart Building
    Great Hall/Auditorium
E – Learning Resource Center
    Library
    JOLT
F – Health Sciences Building
G – Smith Building
H – Britt Building
I – Transport Technology Building
J – Public Safety Services Complex
Appendix A:

Career and College Promise (CCP)

Additional Information for Dual-Enrolled Students
What Should I do BEFORE Classes Start?

**Attend your Academic Advising Appointment**
You must meet with a JCC academic advisor to determine classes needed for your pathway and to register for classes. Specific instructions about advising and registration process for CCP student will be shared through your JCC email and on the [CCP website](mailto:). Check Your JCC email Account on a Daily Basis

**Get your Student ID Card**
You must acquire a student ID card regardless if you are taking classes at JCC, online, or at a high school. Student ID cards are made in the Learning Resource Center (LRC). You will need to bring a current photo ID card and a copy of your JCC class schedule.

**Get Your Parking Permit (students taking classes on JCC campus only)**
Parking permits are available at Campus Safety and Security Office in the Wilson Building.

**Pick up textbooks and access codes from the CCP Center (JCPS students only)**
Visit the CCP Center, A117 Elsee Building, to pick up your textbooks and access codes. For textbook pick up dates, sign up for CCP Remind message.

**Sign up for Jaguar Alerts. (See page 23 for sign up information)**

**Sign up for Remind and Twitter**
To sign up for CCP Remind: Text @2gc867 to 81010 or go to [rmd.at/2gc867](http://rmd.at/2gc867). Follow CCP on Twitter: @jcpsccr

**Print a Final Class Schedule**
You are expected to print a final copy of your JCC schedule before classes start in a case classroom locations have changed. You may access your schedule through WebAdvisor.

**Check the JCC Academic Calendar for Important Dates**

**Pay Your Fees Bill by the Due Date**
View payment deadlines and pay fees through WebAdvisor or at the Cashier's Office located in the Wilson Building. You will not receive a bill.

**Print your Class Syllabus**

**Sign Your Memo of Understanding (MOU)**
You and a parent must sign the MOU to participate in Career and College Promise Program.

Homeschool, private school, and any student attending school outside of Johnston County must complete these items.

Purchase or rent your textbooks and access codes from [JCC Barnes and Noble](mailto).
Excerpts from Memo of Understanding

Below are statements from the MOU that must be signed by Parents and Students prior to beginning class

Student Name _____________________  High School _________________________

The student and parent understand:

♦ The student is attending Johnston Community College according to the guidelines specified in Session Law 2011-145, the Appropriations Act of 2011, commonly called Career and College Promise.

♦ The student is expected to follow the Johnston County Schools Student Code of Conduct as well as Johnston Community College Student Code of Conduct while enrolled in classes at Johnston Community College.

♦ The student must follow the attendance policy for JCC classes as noted on the class syllabus. This attendance policy is different from that of Johnston County Schools. There are no excused and unexcused absences in JCC classes.

♦ Students who are dropped from any college class for discipline issues or lack of attendance will receive an F (60) for the class on their high school transcript and a WF on their college transcripts. Receiving a WF can possibly affect college financial aid when the student graduates from high school.

♦ Students will receive only one grade for the class which will be the final course grade at the end of the semester.

♦ (JCPS Students Only) College textbooks will only be provided for students enrolled in at least one high school class during the semester of attendance at the college. Students who do not return their textbooks to the CCP office by the deadline will receive a bill for the cost of the textbooks. Students are responsible for paying for etexts, textbooks, and applicable fees for summer classes.

♦ The first day of college classes for Fall is August 15 and for Spring is January 4. (Check your schedule for the first day of your class and what days and time the class meets.)

♦ Parents are not allowed to contact JCC instructors. Any issues should be reported to the high school counselor or your Area CCP School Representative.

♦ Any parking or speeding violations as well as major discipline issues that take place on the campus of JCC will be reported to the Smithfield police officers on campus.
Excerpts from Memo of Understanding (cont.)

- SAT, Accuplacer, or NCDAP.
- Once a course has begun, students taking a CCP course on their high school campus will not be allowed to drop the course.
- Welding, as well as online courses with a lab such as Biology and Chemistry, may have an additional supply expense that will be the responsibility of the student.
- CCP students who take classes at JCC or online may drop a course before the deadline noted on your course syllabus. You will need to notify your Area CCP Director that you want to drop a class in order to follow the CCP process of dropping a class.

By signing this MOU, you understand that dropping a CCP course with a WD or a NA may affect your ability to receive financial aid after graduation. College students are expected to make Satisfactory Academic Progress. All final college course grades including F, I, WF, WD, NA will count in a student’s Satisfactory Academic Progress (SAF). For more information on SAF, visit the Financial aid website.

CCP Requirements for Students

- Continue to make progress toward high school graduation- take one course on the high school campus
- Maintain a 2.0 GPA in college after completing two courses
- A student who falls below a 2.0 GPA after completing two college courses will be subject to the college’s policy for Satisfactory Academic Progress. (ex. Academic Warning and Probation)
**CCP Summer Class Options**

- CCP students (including graduating CCP seniors) can only take courses within their CCP pathway in the summer.
- Tuition is waived in the summer for CCP students.
- All CCP students are responsible for paying applicable fees and purchasing textbooks and/or etexts for summer classes.
- All summer courses for CCP students, except for graduating seniors, count on their high school transcript and in their high school GPA.

**How CCP Classes Count**

As of printing and according to NCDPI, CCP classes count as high school courses this way:

- MAT 171, MAT 172, MAT 271, MAT 152, MAT 143 = 4<sup>th</sup> HS Math
- Any college science course such as BIO or CHM = 4<sup>th</sup> Science for Honors Diploma
- SPA 111/112 or ASL 111/112 = HS Foreign Language requirement
- CTE classes = blend with two high school CTE classes or fulfill four CTE course requirement for graduation cluster (pathway dependent)

**JCPS Academic Course Levels**

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>F</th>
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<tbody>
<tr>
<td>Standard</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Honors (1/2 point)</td>
<td>4.5</td>
<td>3.5</td>
<td>2.5</td>
<td>1.5</td>
<td>0</td>
</tr>
<tr>
<td>AP (1 point)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>CCP (1 point)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IB (1 point except Ab Initio)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>
**CCP Troubleshooting**

*Career and College Promise students have different processes than traditional students at JCC. Please follow the list below for any questions that you have.*

<table>
<thead>
<tr>
<th>Issue</th>
<th>Person to Contact</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to log in into email, Blackboard, or Webadvisor</td>
<td>JOLT</td>
<td>(919)464-2260&lt;br&gt;<a href="mailto:distancelearning@mail.johnstoncc.edu">distancelearning@mail.johnstoncc.edu</a></td>
</tr>
<tr>
<td>Need copy of final semester transcript</td>
<td>JCC Registrar</td>
<td>(919) 209-2018&lt;br&gt;Transcript Request form on Webadvisor</td>
</tr>
<tr>
<td>Instructor is not emailing me back</td>
<td>CCP program</td>
<td>919) 209-2034 or&lt;br&gt;A117 Elsee Building</td>
</tr>
<tr>
<td>Have question about class attendance</td>
<td>Class Instructor</td>
<td>Information on class syllabus</td>
</tr>
<tr>
<td>Need to miss class or was absent from class</td>
<td>Class Instructor</td>
<td>Information on class syllabus</td>
</tr>
<tr>
<td>Having trouble signing in to online class resource such as My Labs or Web Access, etc</td>
<td>Class Instructor</td>
<td>Information on class syllabus</td>
</tr>
<tr>
<td>My online class assessment has closed or kicked me off the computer</td>
<td>Class Instructor</td>
<td>Information on class syllabus</td>
</tr>
<tr>
<td>All textbook etexts, or access code questions/issues</td>
<td>CCP Program</td>
<td>919) 209-2034 or&lt;br&gt;A117 Elsee Building</td>
</tr>
</tbody>
</table>
### CCP Troubleshooting (cont.)

<table>
<thead>
<tr>
<th>Advising and Registration</th>
<th>CCP Program</th>
<th>Students must check the CCP website and their JCC email account for information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want a tutor or need academic assistance</td>
<td>Academic Skills Center or CCP Area Director</td>
<td>Academic Skills Center - (919) 209-2117 First floor of Learning Resource Center</td>
</tr>
<tr>
<td>Want to drop a JCC class or having difficulty in class</td>
<td>CCP School Representative</td>
<td>(919) 209-2034 or A117 Elsee Building</td>
</tr>
<tr>
<td>I have an IEP or 504 Plan or medical disability</td>
<td>Office of Enrollment and Student Success</td>
<td>(919) 209-2128 or C1040 Wilson Building</td>
</tr>
</tbody>
</table>
# Who to Call List for CCP?

<table>
<thead>
<tr>
<th>For Questions About:</th>
<th>Ask:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising and Planning</td>
<td>CCP School Representative, (919) 209-2034</td>
</tr>
<tr>
<td>Academic Assistance</td>
<td>Academic Skills Center, (919) 209-2117</td>
</tr>
<tr>
<td>Academic Probation</td>
<td>Director of Enrollment and Student Success, (919) 209-2201</td>
</tr>
<tr>
<td>Add/ Drop a Course</td>
<td>CCP School Representative, (919) 209-2034</td>
</tr>
<tr>
<td>Admissions</td>
<td>CCP School Representative, (919) 209-2034</td>
</tr>
<tr>
<td>Address/ Phone Change</td>
<td>Admissions, (919) 209-2128</td>
</tr>
<tr>
<td>Athletics</td>
<td>Athletic Director, (919) 209-2203</td>
</tr>
<tr>
<td>Attendance</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
<tr>
<td>BlackBoard</td>
<td>JOLT, (919) 464-2260</td>
</tr>
<tr>
<td>Books/Supplies</td>
<td>CCP School Representative, (919) 209-2034; Barnes and Noble Campus Bookstore, (919) 209-2104</td>
</tr>
<tr>
<td>Career Counseling</td>
<td>Career Services, (919) 209-2588</td>
</tr>
<tr>
<td>Change of Program/Major</td>
<td>CCP School Representative, (919) 209-2034</td>
</tr>
<tr>
<td>Clubs and Organizations</td>
<td>Student Activities, (919) 209-2203</td>
</tr>
<tr>
<td>Course Selection</td>
<td>CCP School Representative, (919) 209-2034</td>
</tr>
<tr>
<td>Disability Support Services</td>
<td>Student Services, (919) 209-2128</td>
</tr>
<tr>
<td>Emergencies</td>
<td>911, (919) 209-2111</td>
</tr>
<tr>
<td>General Inquiries</td>
<td>Operator, (919) 934-3051</td>
</tr>
<tr>
<td>Email</td>
<td>JOLT, (919) 464-2260</td>
</tr>
<tr>
<td>Grading System</td>
<td>Course Instructor</td>
</tr>
<tr>
<td>Library</td>
<td>Library, (919) 464-2251</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>Campus Police, (919) 209-2111</td>
</tr>
<tr>
<td>Parking Permits/Rules</td>
<td>Campus Police, (919) 209-2111</td>
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<tr>
<td>Personal Counseling</td>
<td>Counseling Services, (919) 209-2128</td>
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<td>Registration</td>
<td>CCP Director, (919) 209-2034</td>
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<tr>
<td>Student ID card</td>
<td>Library, (919) 464-2251</td>
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</tr>
<tr>
<td>Transcripts and Records</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
<tr>
<td>Transfer Assistance</td>
<td>Center for Academic Planning, (919) 464-2267</td>
</tr>
<tr>
<td>Tuition/Fees</td>
<td>Cashier, (919) 209-2165</td>
</tr>
<tr>
<td>Tutoring</td>
<td>Academic Skills Center, (919) 209-2117</td>
</tr>
<tr>
<td>WebAdvisor</td>
<td>Registrar’s Office, (919) 209-2018</td>
</tr>
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