

MY SUPPORT SERVICES

Academic Advising

Academic advising is an opportunity to exchange information designed to help students reach their educational and career goals. Advising is a shared responsibility between a Certified Advisor and the student. Ultimately, it is the responsibility of the student to make decisions about his/her life goals by creating a plan to reach those goals. Certified Academic Advisors can assist in this process by helping the student understand options, determine resources and, when necessary, identify alternatives. To be adequately prepared for registration, students should seek academic advising before the registration process begins to become familiar with pre-requisites for courses, degrees and programs, and transfer institutions.

For students enrolled in online courses, contact the NLC Web Advisor either by email at nlc-advising@alamo.edu or via live chat (hours vary). [Alamo Colleges : NLC : Academic Advising](#) If you have an assigned Certified Academic Advisor, they can also assist you.

Visit the Academic Advising Center website at [Alamo Colleges : NLC : Academic Advising](#) to learn more.

LOCATION

Advising is located in the Brazos Student Union. Sign-in at the Welcome Center to see your academic advisor or contact us via email at nlc-advising@alamo.edu

Ways to schedule Remote Advising

1. Log on to Navigate and schedule an appointment with your assigned Advisor
[Alamo Colleges : NLC : Academic Advising : Advisors](#)
2. If you do not have an assigned Advisor email nlc-advising@alamo.edu

WHO IS MY ADVISOR

Shortly after census date of your first semester of enrollment, you will be assigned a Certified Academic Advisor. You can find out who this is by logging in to your ACES account and clicking on the “My Page” tab.

REGISTRATION PINS

A registration PIN number and academic advising is required at 15, 30, and 45 hours of enrollment. It's as easy as 123...

Step 1: See your advisor

Step 2: Get your PIN

Step 3: Register!

Add/Drop/Withdraw

ADDS	Students may add classes through ACES www.aces.alamo.edu online during designated time periods listed in the Schedule of Classes.
DROPS/ WITHDRAWALS	The terms “drop” and “withdraw” are used interchangeably. Drops/Withdrawals can be initiated by the student or faculty member. Faculty must drop a student for non-attendance during the first day of class. Faculty may also initiate the drop due to lack of progress. (Read Financial Aid note*)

STUDENT WITHDRAWAL PROCESS	<p>Students can access ACES and drop courses online until the last day to withdraw. Withdraw deadlines can be found on the Academic calendar at: http://alamo.edu/calendars/</p> <p>After the census date, students will submit the withdraw request via ACES for approval from faculty or their Certified Academic Advisor.</p> <p>Any request after census will be given the appropriate withdraw grade.</p> <p>Students in a developmental course must obtain the instructor's signature before visiting with an advisor to initiate a drop. (Read Financial Aid note*)</p> <p>Students are strongly encouraged to speak with their instructor or Certified Academic Advisor before requesting a withdraw.</p>
<p>*Students receiving Financial Aid (FA) should visit with the Financial Aid office prior to initiating a drop to review possible financial penalties that can affect eligibility, return of funds, and /or completion rate.</p>	

WHERE DO I GO TO WITHDRAW?

All withdraw requests can be made through your ACES account.

1. **Log into Aces**
2. **Click the 'STUDENT' tab**
3. **Click on the picture labeled 'REGISTER HERE' under the Registration section of the webpage**
4. **Click on the Banner Menu located in the top left corner (shows as four squares)**
5. **Go to the 'Student' menu**
6. **Click Registration**
7. **Then select Course Withdrawal**
8. **Select the appropriate term**
9. **Choose the Course(s) you wish to withdraw from within the Action Column or Total Withdrawal from All Courses**
10. **Complete Student Questions and check Acknowledgement**
11. **Reminder: Students are limited to six(6) college course drops during their undergraduate career, including a course(s) dropped at another**

If you would like to speak with your Certified Academic Advisor, sign-in at the Welcome Center, located on the first floor of the Brazos Student Union. Students should meet with their instructor and advisor to discuss other options/strategies before deciding to drop a course.

Admissions and Records

The Admissions & Records Services role includes admissions application processing (ApplyTexas), receiving and processing of transcripts, state residency determination, and the receiving and processing of bacterial meningitis forms. Additional information about the admission and registration process can be found on the college website at the link below.

<https://www.alamo.edu/nlc/admissions--aid/>

LOCATION

Admissions and Records is in Brazos Student Union, room 114

Email: nlc-admissions@alamo.edu

READMISSION TO CLASS

Students dropped for excessive absences, failure to show on the first day of class, or dropped for non-payment may be reinstated to class at the discretion of the instructor of record, only if circumstances justify reinstatement. The Add/Drop form must be signed by the faculty member and department chair if the add is before census date. If the add happens after the census date for the term, students will need to have the approval of the instructor, department chair, dean of academics, and Vice President of Academics. After all required signatures have been obtained the form will need to be submitted to the Admissions and Records Office for processing.

Transcripts

OFFICIAL TRANSCRIPT:

Transcripts may be requested through the following website:

<https://www.alamo.edu/nlc/experience-nlc/current-students/records-and-transcripts/>

Parchment is a third party vendor who sends out transcripts on behalf of NLC. Transcripts can be sent via mail for \$10.00 or via PDF for \$5.00. The first copy of your official transcript is free.

Northeast Lakeview College will not mail via overnight services; fax to other educational institutions, students, employers or other third parties; or accept students' personal requests for transcripts via email or phone.

UNOFFICIAL TRANSCRIPTS:

Students may use ACES self-service to print unofficial copies of their transcript, available to the student at no cost.

In compliance with FERPA regulations and Alamo Colleges District policy, transcripts may only be released to the student of record, unless the student has previously submitted the FERPA Consent Form.

Hold

A hold will prevent class registration and/or release of a student transcript. Holds are placed on the student account if students have not settled issues with their records (e.g., submitting official transcripts, bacterial meningitis forms, etc.) and/or satisfied all financial obligations to the Alamo Colleges District. All holds can be viewed in ACES.

Advising Center, Admissions and Records and Welcome Center Hours	
Fall and Spring Semester (Hours subject to staff availability)	Summer Semester
Monday 8:00AM – 7:00PM (doors lock at 6:30PM)	Monday-Thursday 8:00AM-7:00PM (doors lock at 6:30PM)
Tuesday, Wednesday, Thursday 8:00AM-6:00PM Friday 8:00AM – 5:00PM	Closed Friday & Saturday
Saturday 9:00AM-1:00PM (First Saturday of the month) (doors lock at 12:30PM)	Virtual services available Mon 8:00AM-10:00PM (last student at 9:30PM) Tues, Wed, Thurs 8:00AM-10:00pm (last student at 9:30PM) and Friday/Saturday 8-5 (last student at 4:30PM)

Virtual services available Mon 8:00AM-7:00PM (last student at 6:30PM) Tues, Wed, Thurs 8:00AM-10:00PM (last student at 9:30PM) and Friday/Saturday 8:00AM-5:00PM (last student at 4:30PM)	https://www.alamo.edu/nlc/experience-nlc/current-students/academic-advising/
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Assessment Center & Course Exam Centers

The Assessment Center provides testing services that meet the various needs of the student population. Services include test administration of the Texas Success Initiative (TSI) requirements for college placement, CLEP (College Level Examination Program) and external correspondence testing. For more information visit <https://www.alamo.edu/nlc/assessment>. You must have a valid picture ID with you the day of the test.

The Course Exam Center provides test proctoring services for students who may have missed a NLC course test due to an absence, have requested testing accommodation through the office of Disability Support Service, or who are enrolled in NLC online courses or any of the online courses offered through one of the colleges of the Alamo Colleges District. Students should first coordinate with their instructor before contacting the Course Exam Center regarding testing. For more information visit <https://www.alamo.edu/nlc/examcenter>.

Location: Brazos Student Union, Room 227

Email: nlc-assessment@alamo.edu, nlc-examcenter@alamo.edu

Fall and Spring Hours

	Assessment Center (Hours subject to staff availability)	Course Exam Center (Hours subject to staff availability)
Monday	8:00am - 7:00pm	8:30am - 7:00pm
Tuesday	8:00am - 6:00pm	8:30am - 6:00pm
Wednesday	8:00am - 6:00pm	8:30am - 6:00pm
Thursday	8:00am - 6:00pm	8:30am - 6:00pm
Friday	8:00am - 5:00pm	9:00am - 2:00pm
Saturday	9:00am - 1:00pm (1 st Saturday of each month)	9:00am - 1:00pm (1 st Saturday of each month)

Summer Hours

	Assessment Center	Course Exam Center
Monday	8:00am - 7:00pm	8:30am - 7:00pm
Tuesday	8:00am - 7:00pm	8:30am - 7:00pm
Wednesday	8:00am - 7:00pm	8:30am - 7:00pm
Thursday	8:00am - 7:00pm	8:30am - 7:00pm
Friday	CLOSED	CLOSED
Saturday	CLOSED	CLOSED

A valid picture ID is required of all test takers, NO EXCEPTIONS

Call Center

The Call Center is the information hub for the Northeast Lakeview College. It serves as a point of contact for students, parents, staff, faculty, and the community. The Call Center provides timely, accurate and educational information by telephone. The Call Center responds to a variety of inquiries such as:

- Getting started with NLC
- Paying for college
- Degrees and courses offered
- Clearing holds
- Adjusting residency
- Updating student records

Call Center Hours college representatives are available:

Fall and Spring:

Monday	8:00am-7:00PM
Tuesday – Thursday	8:00am – 6:00PM
Friday	8:00AM – 5:00PM
First Saturday of each month	9:00am – 1:00PM

Summer:

Monday – Thursday	8:00AM- 7:00PM
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Contact us at: 210-21ALAMO (210-212-5266)

Career Engaged Learning Office

The Career Engaged Learning Office (CELO) offers an array of services to assist students with exploring and engaging in experiences that relate to each student's unique career goals. Students are encouraged to begin career planning early and the CELO office can guide you on strategies to become a marketable candidate in the workforce.

The Career Engaged Learning Office supports students with individualized appointments, events, workshops, and classroom presentations:

- **Career Exploration**- free career assessments to identify interests and career pathways.
 - [Focus 2](#) - access code: **nighthawks**
 - [Career Coach](#)
- **Career Experience**- explore job and internship posting.
 - [Handshake](#) access the job board from the ACES Student tab
 - [AlamoEXPERIENCE](#) view career opportunities, accessible from the ACES Student tab.
 - [Parker Dewey](#) explore Micro-Internships for short-term, paid, project-based experiences.
- **Career Readiness**- preparing for the workforce
 - Résumé and cover letter reviews - to highlight in-demand skills.
 - Interview preparation - tips on successful interviewing and mock interviews.
 - Connecting with CELO - view the latest career events on AlamoEXPERIENCE, accessible from ACES Student tab.

Visit the [Career Engaged Learning Office](#) webpage to learn more about our free career resources or email nlc-careers@alamo.edu to schedule an appointment with a Career Navigator.

Career Engaged Learning Office (CELO)
Brazos Student Union, Room 125
(210) 486-5142
nlc-careers@alamo.edu

Computer Labs

OPEN COMPUTER LABS FOR ALL STUDENTS

The Open Computer Lab is available for students in the Comal Learning Resource Center Room 237. Workstations are equipped with general and special use software and are connected to the Internet so users can access their email. Students are expected to follow all Appropriate Use of Information Technology Resources guidelines posted in the student computer labs and on the College web site at

https://mynlccatalog.alamo.edu/content.php?catoid=217&navoid=15932#Computer_Usage.

For computer assistance, students should direct questions to the Lab Tech on duty or call IT help desk 210-486-5777.

Additional computers (located on the 1st floor of the Comal Learning Resource Center) are also available to students with priority use of computers for curricular-based research assignments/projects and course assignment work.

IT Support Resources:

IT Help Desk Email: nlc-helpdesk@alamo.edu

IT Help Desk Web Page : <http://www.alamo.edu/nlc/it>

IT Help Desk Telephone Number: (210) 486-5777

IT Help Desk Office: Comal Learning Resource Center, Room 306

Orientation to Online Learning (OLRN)

Students who enroll in EDUC-1300 at NLC or are new to online learning at NLC or any of the colleges in the Alamo Colleges District are required to complete OLRN-0001 – a no-fee, 0-credit “mini course” that helps students prepare to be effective online learners. OLRN-0001 will help students become familiar with the CANVAS learning management system; introduce them to successful practices in utilizing online learning tools and more comprehensively ensure students are exposed to NLC’s support curriculum. For more information about OLRN-0001, please see the OLRN student page.

<https://www.alamo.edu/nlc/academics/academic-resources/Instructional-Innovation-Center/OLRN-Student-Page/>

Students in these courses and programs are supported with student and academic support. More information about these services can be found by clicking the “NLC Library and Academic Support Services” tab on the left-hand navigation menu within Canvas.

Instructional Innovation Center (Distance Learning)

Students who need help in using online tools can seek assistance in the IIC. Tools such as CANVAS, Zoom video conferencing, Respondus Lockdown Browser, eTextbooks, Google Drive, BioSig-ID, and Turnitin are a few of the online tools that students can get assistance using. If you are having trouble accessing your ACES account, please contact the IT helpdesk <https://www.alamo.edu/nlc/IT>. For more information about the eLearning Center, visit <https://www.alamo.edu/nlc/academics/academic-resources/Instructional-Innovation-Center/> or <http://nlclibrary.libguides.com/elearning>

Contact: nlc-dlc@alamo.edu

AlamoEXPERIENCE: <https://alamo.campuslabs.com/engage/organization/nlclibrary>

Experiential Learning

Experiential learning provides a real-world understanding that enhances academic success through active learning experiences and personal reflection. Students participating in experiential learning activities, supplement their classroom learning, enhance their marketable skills, and build connections for their future careers.

Types of Experiential Learning

- **Co-Curricular Learning**
Activities related to course curricula, e.g. lab projects, research
- **Extra-Curricular**
Activities that foster student involvement, e.g. student organizations, interest groups, sports
- **Field Experience**
Activities directly related to career insight, e.g. internships, job shadowing
- **Service Learning/Community Service**
Guided community service related to learning objectives, e.g. food pantry, Habitat for Humanity

The [AlamoEXPERIENCE](#) portal allows students to explore opportunities and document involvement on a co-curricular transcript. Access [AlamoEXPERIENCE](#) on the ACES Student tab.

For more information, contact:

Career Engaged Learning Office (CELO)
Brazos Student Union, Room 125
(210)-486-5142
nlc-careers@alamo.edu

Financial Literacy

NLC Financial Literacy provides resources to help students grow financial knowledge, manage financial decisions, and plan for the future.

NLC Financial Literacy offers:

- On-campus workshops and virtual webinars
 - [NLC Financial Literacy on AlamoEXPERIENCE](#)
- Access to one-one-one financial coaching
 - [Schedule an appointment with a Financial Coach](#), hosted by MOSAIEC
- Financial literacy tools to learn about financial topics, including developing a personalized budget, managing your credit score, and preparing for large purchases.
 - [Create a free account on iGrad](#)

Visit the [NLC Financial Literacy](#) webpage to learn more about the free resources available to students.

For more information, contact:

Career Engaged Learning Office (CELO)
Brazos Student Union, Room 125
(210) 486-5142
nlc-careers@alamo.edu

Transfer Services/Articulation Agreements

Transfer Services provides the educational pathway for successful transfer from Northeast Lakeview College to a four-year university. The Colleges of the Alamo Colleges District have established articulation agreements with more than 20 universities.

Transfer Services includes:

- Transfer Advising Guides, or TAG's, provide students with course offerings at the Alamo Colleges that fit into specific program and degree requirements at participating four-year institutions.
- Connection to university representatives, electronically and through on-campus informational tables.
- Transfer Fair for students to meet with university representatives and gather information on programs and admission.
- Information on campus tours, informational sessions, preview days, and other special events.
- Assistance with transfer application and supplemental materials.

Information on Transfer Advising Guides and Transfer Agreements

Transfer articulation agreements guide students on courses taken at the Colleges of the Alamo Colleges District, to earn credits toward degrees at participating four-year universities.

Begin planning your university transfer early. For more information, visit the Transfer Services website at:

[Alamo Colleges : NLC : Transfer Center](#)

Contact Transfer Services at nlc-transfer@alamo.edu or in person at the Advising Office located in the Brazos Student Union Building.

Reverse Transfer Graduation

Students who transfer from Northeast Lakeview College to another Texas public college or university prior to completing all degree requirements may qualify for an Associate Degree while attending the transfer institutions.

The Reverse Transfer Degree Program is designed for students who have accumulated at least 25% of the Associate Degree/ Certificate at Northeast Lakeview College (usually 15 credit college-level credit hours), and who have subsequently completed the Northeast Lakeview College degree requirements at the transfer institution.

Students seeking the Reverse Transfer Degree must:

- Submit an online Graduation Application Form.
- Submit an official transcript from a Texas public college or university indicating missing NLC credit (and/or the award of a baccalaureate degree).

For more information on Reverse Transfer Graduation, please contact our Graduation Team at

nlc-graduation@alamo.edu

Student Accessibility Services

The Alamo Colleges District (ACD) is committed to providing a learning environment that is equal to all students. In an effort to accomplish this goal, ACD complies with all requirements of the Americans with Disabilities Act Amendment Act and Section 504 of the Rehabilitation Act. All students will receive a discrimination-free education with all services provided to ensure an equal opportunity for higher education. This section defines a disability as a physical or mental impairment that substantially limits one or more of the major life activities or an individual, a record of such an impairment, and is regarded as having such an impairment. If you would like to establish and/or renew services,

please follow the information below.

Students may obtain services through the Office of Student Accessibility Services (SAS) once you have registered for classes. Students who need classroom accommodations or need services for registration, enrollment or Texas Success Initiative (TSI) test will need to do the following:

1. Complete the Request for Student Accessibility Services form
2. Provide supporting documentation regarding the disability (i.e. medical records, assessments created by Health Care Providers, School psychologists, or Psychiatrists) for which accommodations are being requested.
3. Meet with Disability Support Services staff to review accommodations

To initiate services students may complete the online application by clicking on the guardian link below or stop by the office: <https://www.alamo.edu/nlc/admissions--aid/specific-populations/SAS/>

Student Accessibility Services: (210)486-5179 Location: Brazos Student Union, Room 21

Academic Support Center (Tutoring)

TUTORING

Northeast Lakeview College offers exceptional academic support through a variety of convenient and effective tutoring services. CLRA Level 1 certified tutors provide subject-specific guidance and effective study strategies to help students overcome academic challenges. These tutoring services are accessible and cater to different learning preferences.

In-person Tutoring

Visit our labs to access in-person tutoring and computer resources for the following subjects:

- Academic Support Center (Comal Learning Resource Center, Room 214):
English and all writing-intensive subjects.
- Math Lab (Salado Hall, Room 118 & 120):
Math, Programming and MyMathLab assistance.
- Science Study Center (Bosque Science Center, Room 112):
Biology and A&P, utilizing hands-on models and faculty-led review sessions.
- Tutoring Center (Paluxy Hall, Room 118):
Chemistry tutoring and faculty-led review sessions

Online Tutoring

For added convenience and flexibility, we offer online tutoring through two platforms:

- **Brainfuse:** Access Brainfuse via Canvas for tutoring in mathematics, sciences, writing/English, Spanish, and selected social sciences. Students receive 7 hours of online tutoring per semester, with the option to request additional support through the Academic Support Center Program Coordinator.
- **Zoom:** Our dedicated Zoom links, available at www.alamo.edu/nlc/tutoring, provide seamless access to virtual tutoring sessions.

Academic Coaching

Academic Coaching is available for students who need assistance with time management, goal setting, learning styles, and stress management. Build general and transferable skills for academic careers and beyond. Academic Coaching sessions are held in Comal Learning Resources Center, Room 212 and can be booked in Navigate.

Important Links and Contact Information

- For tutoring lab hours and locations, visit <https://www.alamo.edu/nlc/tutoring>.
- Stay updated on tutoring news and events with AlamoEXPERIENCE: <https://alamo.campuslabs.com/engage/organization/nlctutoring>.
- We are here to assist you! For any questions or inquiries, please don't hesitate to contact us at nlc-lakeviewtutors@alamo.edu or call 210-486-5615.

Veteran's Center

The mission of the Veteran's Center (VA) at Northeast Lakeview College is to support military veterans, active duty, reservist, and family members as they transition to Northeast Lakeview College by providing programs, services and resources required to facilitate student success. The Veteran's Center (VA) assists all eligible veterans obtain financial assistance and information on Veterans Benefits while they attend Northeast Lakeview College and offers assistance regarding advising, registration information, enrollment facts, and specific requirements for veteran students. Veterans receive priority registration Northeast Lakeview College and any other Alamo Colleges (See time ticketing). This allows students receiving benefits to register and submit documentation to facilitate faster VA processing. The Texas Veterans Commission has awarded the Veterans Education Excellence Recognition Award (VEERA) Gold Award to Northeast Lakeview College Veteran Center for Fiscal year 2022-2023.

The Northeast Lakeview College Veteran's Center receives and processes all VA chapter benefits and Hazlewood Exemptions for all eligible students. Hazlewood Exemption provides exemptions for qualified Texas veterans from the payment of tuition and other required charges, but excludes student service fees, deposit fees, and any fees or charges for books, lodging, board or clothing for up to 150 semester credit hours. The purpose of the Hazlewood Exemption (Hazlewood Act) is to provide an education benefit to honorably discharged Texas veterans and to eligible dependents of Texas veterans. There are three types of Exemptions Veteran exemption, Legacy exemption, and 100% exemption based on disability rating or MIA or KIA.

Please visit the VA Center to learn more about Hazlewood exemptions and other federal benefits including:

- Chapter 30 - Montgomery G.I. Bill® Active Duty Educational Assistance Program
- Chapter 31 - Vocational Rehabilitation Program40
- Chapter 33 - Post-911 Veterans Educational Assistance Act of 2009
- Chapter 35 - Survivors and Dependent Educational Assistance Program
- Chapter 1606 - Selected Reserve Educational Assistance Program

The Veteran's Center is receiving paperwork for certification via online submissions. Please visit our website for instructions - <https://www.alamo.edu/nlc/admissions--aid/specific-populations/veterans-center>

The Student Veteran Alliance (SVA) organization at Northeast Lakeview College that is active and engaged on and off campus through various community service projects. (On AlamoEXPERIENCE go to <https://alamo.campuslabs.com/engage/organization/student-veterans-alliance>). The purpose of the organization is to enrich the lives of veterans and their family members and is open to all students willing to volunteer their time to this effort. Enhancement occurs through service, peer- to-peer mentoring and creating an atmosphere of camaraderie between students and veterans. During the 2016-2017 Academic year, the SVA won awards for outstanding community service, programming and the Excellence in Achievement Award to name of few.

Veteran's Center Contact:

nlc-va@alamo.edu
210-486-5827

Veteran's Center Hours	
Fall/Spring Hours (Hours subject to staff availability)	Summer Hours
Monday 8:00AM-7:00PM	Monday 8:00AM-7:00PM (doors lock at 6:30PM)
Tuesday 8:00AM-6:00PM	Tuesday 8:00AM-7:00PM (doors lock at 6:30PM)
Wednesday 8:00AM-6:00PM	Wednesday (reserved for New Student Orientation)
Thursday 8:00AM-6:00PM	Thursday 8:00AM-7:00PM (doors lock at 6:30PM)
Friday 1:00PM-5:00PM (walk-ins)	Closed Friday, Saturday & Sunday during Summer
1 st Saturday of the month 9:00AM-1:00PM (First Saturday of the month) (doors lock at 12:30PM)	

Welcome Center

The Welcome Center is a comprehensive One-Stop service designed to aid students in the navigation of all services available at Northeast Lakeview College. The One-Stop shop serves as a primary knowledge center to help students identify and understand the necessary steps for enrollment, assessment, advising, and registration. The Welcome Center is staffed by personnel from admissions and advising, providing:

- the official welcome booth for all visitors to the Brazos Student Union
- answers to general questions and in-take services for all students
- operation of the Virtual Welcome Center to promote assistance to remote students

The Welcome Center serves as the “front door” of NLC, and promotes student success by directing students to available student support services available to them on campus. It is located on the first floor of Brazos Student Union.

On Campus Hours (Spring)

- Monday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)
- Tuesday, Wednesday, Thursday: 8:00 am - 6:00 pm (last student check-in at 5:30 pm)
- Friday: 8:00 am - 5:00 pm (last student check-in at 4:30 pm)
- First Saturday of the Month: 9:00 am - 1:00 pm (last student check-in at 12:30 pm)

Virtual Hours (Spring)

- Monday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)
- Tuesday, Wednesday, & Thursday: 8:00 am - 10:00 pm (last student check-in at 9:30 pm)
- Friday and Saturday: 8:00 am - 5:00 pm (last student check-in at 4:30 pm)

On Campus Hours (Summer)

Monday—Thursday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)

Virtual Hours (Summer)

- Monday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)
- Tuesday, Wednesday, & Thursday: 8:00 am - 10:00 pm (last student check-in at 9:30 pm)
- Friday and Saturday: 8:00 am - 5:00 pm (last student check-in at 4:30 pm)

On Campus Hours (Fall)

- Monday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)

- Tuesday, Wednesday, Thursday: 8:00 am - 6:00 pm (last student check-in at 5:30 pm)
- Friday: 8:00 am - 5:00 pm (last student check-in at 4:30 pm)
- First Saturday of the Month: 9:00 am - 1:00 pm (last student check-in at 12:30 pm)

Virtual Hours (Fall)

- Monday: 8:00 am - 7:00 pm (last student check-in at 6:30 pm)
- Tuesday, Wednesday, & Thursday: 8:00 am - 10:00 pm (last student check-in at 9:30 pm)
- Friday and Saturday: 8:00 am - 5:00 pm (last student check-in at 4:30 pm)

MY INFORMATION

ACES

ACES is the official communication portal that provides students with secured access to various applications using a single sign-on. As an ACES user, you will have access to register for classes, financial aid information, email, library resources, and online courses through CANVAS. ACES will also provide you with the latest information of events and important news taking place within your college.

https://www.alamo.edu/nlc/about-NLC/College_Offices/information-technology/faq-aces/

FERPA

The Family Educational Rights and Privacy Act (FERPA) requires any school that receives federal funds to release or withhold a student's education records in accordance with its rules. The Family Educational Rights and Privacy Act (FERPA) is designed to protect the privacy of students' education records.

<https://www.alamo.edu/about-us/compliance/ferpa/>

Consent to Release FERPA

If a student would like someone to be able to inquire about their account or act on their behalf, they must complete the Consent to Release FERPA form. This form, along with valid photo identification for the student and person receiving permission, should be submitted to Admissions and Records for processing.

Alamo GPS (Goal+Plan = Success)

All students are required to have a GPS-ISP (Individual Success Plan) on file before completing 30 semester hours. Alamo GPS is a web-based tool designed to help a student see their Alamo College degree plan and their progress toward completion and graduation. Alamo GPS educates the student on all program requirements in their degree plan through an easy-to-read worksheet. It informs the student of all the courses completed and all the courses left a student needs to complete their degree for graduation. This web-based tool is designed to assist a student with their course planning, but is not intended to replace face-face advising.

For Information: <https://www.alamo.edu/district/gps/>

BIOGRAPHICAL CHANGE

If a student's account is missing information or has incorrect information, a Biographical Change Form is required. This form would also be utilized for legal name changes. Along with this form, supporting documentation (marriage license, court records, social security card, birth certificate, etc.), along with valid photo ID, must be submitted. Admissions and Records receives and processes these forms.

Student forms can be found at this website:

<https://www.alamo.edu/nlc/experience-nlc/current-students/form-standards-petitions-appeals/>

CHANGE OF PRIMARY INSTITUTION

If a student would like to change their primary institution to a different Alamo College, they must submit a Change of Primary Institution Form. In order for the form to be approved, the student must choose a degree and Field of Study that the new college offers. These forms are submitted to Admissions and Records for processing.

Name Change

Students may change their legal name on their permanent academic record by presenting appropriate documentation to the Enrollment Services/Admissions and Records Office. Correcting the spelling of the proper sequence of the legal name requires an official birth certificate. To request a name change, submit a completed form and the signed court order, marriage license, or divorce decree showing the new legal name. To assume a spouse's name following marriage, complete a request and provide the marriage certificate. To discontinue use of a married name and resume

use of the original family name or another name, present a divorce decree or a signed court order showing restoration of the original or adoption of another name.

Location: Welcome Center - Brazos Student Union

Residency

Students verify and establish residency based on the answers they provide to the core Residency questions on the ApplyTexas application. Students may be contacted by college personnel for additional residency documentation. Residency status can only be changed prior to the earliest census date corresponding to course enrollment for the term.

Location: Welcome Center - Brazos Student Union

Student ID Card

Students are required to have a Northeast Lakeview College ID. Students seeking a student photo ID must be registered with tuition paid, be enrolled in an installment plan, or have no tuition balance. Students must provide a valid photo ID to receive a college student ID. All students must present a student identification card for access to services and activities such as the library, physical education facilities, special events, advising, transcript requests, etc.

AlamoEXPERIENCE: <https://alamo.campuslabs.com/engage/organization/nlc-student-activities>

Location: Office of Student Life

Email: nlc-student@alamo.edu

The Student Life Office and Student Lounge Hours (Hours subject to staff availability)	
Fall and Spring Semester	Summer Semester
Monday 8:00AM-7:00PM	Monday-Thursday 8:00AM-7:00PM
Tuesday, Wednesday, & Thursday 8:00AM-6:00PM	Closed Friday & Saturday
Friday 8:00AM-5:00PM 1st Saturday of the month 9:00AM-1:00PM	During the month of August 9:00AM – 1:00PM