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). https://www.alamo.edu/nlc/WebAdvising/. If you have an assigned Certified Academic Advisor, they can also assist you.

Visit the Academic Advising Center website at http://www.alamo.edu/nlc/advising/ to learn more.

LOCATION
Advising is located in the Student Commons building (STCM) Room 101. Sign-in at the Welcome Center to see your academic advisor or contact us via email at nlc-nlcadmin@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

<table>
<thead>
<tr>
<th>ADDS</th>
<th>Students may add classes through ACES <a href="http://www.aces.alamo.edu">www.aces.alamo.edu</a> online during designated time periods listed in the Schedule of Classes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>DROPS/WITHDRAWALS</td>
<td>The terms “drop” and “withdraw” are used interchangeably. Drops/Withdrawals can be initiated by faculty. 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*)</td>
</tr>
</tbody>
</table>
| STUDENT WITHDRAWAL PROCESS | 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/  
After the census date, students will submit the withdraw request via ACES for approval from faculty or their Certified Academic Advisor.  
Any request after census will be given the appropriate withdraw grade.  
Students in a developmental course must obtain the instructor’s signature before visiting with an advisor to initiate a drop. (Read Financial Aid note*)  
Students are strongly encouraged to speak with their instructor or Certified Academic Advisor before requesting a withdraw. |

*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.

WHERE DO I GO TO WITHDRAW?

All withdraw requests can be made through your ACES account.

1. Log in to ACES
2. Click on STUDENT
3. Click Web Services
4. Click Student
5. Click Registration
6. Scroll and Click on Course Withdrawal
7. You are now on the Course Withdrawal Form
8. Please review your Student information

Note: If Current Count for Six Drop limit is below 6, you will be able to submit Course Withdrawal Form; however, once you have reached the 6 drop limit, your Course Withdrawal Request for individual courses may not be able to be processed and you will receive and email notification.

9. Under Action click on course you want to drop for a single class withdrawal or click on Total Withdrawal from all courses for Institutional Withdrawal.
10. Ensure all questions are answered throughout the form and complete the Acknowledgment to proceed and submit the request.
11. After you click Submit, it will give you a screen that indicates the Withdrawal request has been received.
12. Please check your Alamo email box for email notifications. Students will receive emails for the following reasons:
   a. Upon submittal of request.
b. After Withdrawal request has been completed.
c. If request can’t be processed; for example 6 drop limit.
d. If request is cancelled by Faculty or Certified Advisor, confirmation is sent to you.
e. Request from Faculty or Advisor if they need you to contact them.

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

Nighthawk’s Nest Food Pantry

The Nighthawk’s Nest food pantry was established in January 2019 to be a resource for students in need of temporary assistance. The food pantry, located in the Student Commons Building, room 202, is stocked with non-perishable food items such as canned meats and vegetables, rice, beans, pasta and a variety of sauces. The food pantry also carries personal hygiene items such as soap, shampoo and conditioner, shaving needs, oral hygiene and feminine hygiene products. There is no charge to shop at the food pantry and students may visit the pantry twice per month. In addition to the food pantry, NLC Advocacy Center can assist students with other unexpected life situations with a variety of interventions. The Advocacy Center is also a referral source for mental and physical health.

Please visit our webpage for information about services and training for food pantry volunteers.

Nighthawk’s Nest Advocacy Center
https://www.alamo.edu/nlc/experience-nlc/campus-life/campus-resources/nighthawks-nest-advocacy-center/

Food Pantry hours for Fall/ Spring
Monday-Thursday 10 am -12 pm
First Saturday of the month 9 am- 1 pm

For assistance, contact Tracy Floyd, Director of Student Success:
(210) 486-5610
nlc-nest@alamo.edu
STCM 222B

Admissions and Records

The Admissions & Records/Enrollment Services role includes admissions application processing (ApplyTexas), receiving of high school and college transcripts, requesting of college transcripts, state residency determination, early admission, and the submission of bacterial meningitis forms. Additional information about the admission and registration process can be found in the online College Catalog.
https://www.alamo.edu/nlc/experience-nlc/current-students/academic-advising/

LOCATION
Admissions and Records is located in Student Commons building (STCM) 114
https://www.alamo.edu/NLC/Admissions/
Email: nlc-admissions@alamo.edu
Telephone: (210) 212-5266

READMISSION TO CLASS
Students dropped for excessive absences resulting in lack of progress may be reinstated to class at the discretion of the instructor of record only if circumstances justify reinstatement. The appropriate reinstatement form must be signed by the faculty member and submitted to the Enrollment Services/Admissions and Records Office.
Transcripts

OFFICIAL TRANSCRIPT:
What is a transcript? It is a comprehensive record of courses taken, honors received, and degree(s) conferred.

Transcripts may be requested:
Online through ACES Web Services at alamo.edu
Via U.S. mail or fax, provided the fax includes a signature, Banner ID or Social Security Number, and a copy of a photo ID.

Educational Releases signed by the student are required for each request and are subject to review.

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.

The first copy of your official transcript is free, and $10 for each additional copy requested. Transcript requests can take up to 10 business days to be processed. Contact Admissions and Records if your request is not processed within 10 business days.

UNOFFICIAL ACES 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.

Holds

An Academic Hold will prevent processing and release of a student transcript. Transcripts will be withheld if students have not settled all admissions requirements (e.g., submitting official transcripts from all institutions attended) and satisfied all financial obligations to the Alamo Colleges District.

Note: Any request received for student record with a “transcript hold” will not be processed until the “hold” is resolved. Students are notified via email of the need to clear the “hold.”

<table>
<thead>
<tr>
<th>Advising Center, Admissions and Records and Welcome Center Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall and Spring Semester</strong></td>
</tr>
<tr>
<td>Monday, Tuesday &amp; Wednesday 8:00AM-5:00PM</td>
</tr>
<tr>
<td>Thursday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
</tr>
<tr>
<td>*Friday 1:00PM-5:00PM * Limited Services available before 1:00PM</td>
</tr>
<tr>
<td>Saturday 9:00AM-1:00PM (First Saturday of the month) (doors lock at 12:30PM)</td>
</tr>
<tr>
<td><strong>Summer Semester</strong></td>
</tr>
<tr>
<td>Monday-Thursday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
</tr>
<tr>
<td>Closed Friday &amp; Saturday</td>
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</tbody>
</table>
Assessment Center

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/admissions-aid/assessment-center/](https://www.alamo.edu/nlc/admissions-aid/assessment-center/). You must have a valid picture ID with you the day of the test.

Location: Student Commons Building 300, STCM 227
Telephone: (210) 486-5177
Fax: (210) 486-9177
Email: nlc-assessment@alamo.edu

<table>
<thead>
<tr>
<th>Assessment Center Hours</th>
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<tbody>
<tr>
<td><strong>Fall and Spring Semester</strong></td>
<td><strong>Summer Semester</strong></td>
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<tr>
<td>Monday-Wednesday</td>
<td>Monday-Thursday</td>
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<tr>
<td>8:00AM-5:00PM</td>
<td>8:00AM-7:00PM</td>
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<tr>
<td></td>
<td>(doors lock at 6:30PM)</td>
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<tr>
<td>(doors lock at 6:30PM)</td>
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<tr>
<td>9:00AM-1:00PM</td>
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<tr>
<td>(First Saturday of the month)</td>
<td></td>
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<tr>
<td>(doors lock at 12:30PM)</td>
<td></td>
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<tr>
<td>All Testing is by Appointment Only</td>
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</tr>
<tr>
<td><a href="https://www.alamo.edu/nlc/assessment">www.alamo.edu/nlc/assessment</a></td>
<td></td>
</tr>
</tbody>
</table>

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
- Registering for courses
- Paying for college
- Degrees and courses offered
- Continuing education courses offered
- College events
- and much more

Call Center Hours college representatives are available:
Fall and Spring Monday –Friday: 8:00am-5:00pm. Summer Monday – Thursday 8:00- 5:00. Contact us at: 210-21ALAMO (210-212-5266).
Career Services

Career Services offers an array of professional services that assist students with career exploration, career planning and setting goals that relate to each student’s unique educational and academic needs. To help ensure success, Career Services provides access to a variety of online career exploration resources, assists students with identifying and developing career pathways, and works with students in developing a career plan.

Career Exploration/Career Advising

- **FOCUS 2**: An online career and educational planning system that provides students the ability to learn about their strengths and interests, explore pre-majors, research careers, and compare occupations.
- **Career Coach**: A web-based tool that offers a career assessment to learn about individual strengths and interests, provides current local data on employment, education and training. Students are able to create a personal profile that links them to careers in their field(s) of interest along with a corresponding educational pathway. In addition, the résumé builder allows students to develop a résumé into a simple and professionally formatted document, ready to use.
- **Career Fairs**: are held each semester to provide students with the most current career trend information from local employers. Students are able to network with prospective employers to begin establishing professional relationships with industry experts. Students will be able to inquire about part-time jobs, full-time opportunities, and internships.
- **Workshops**: Several career related workshops are hosted throughout the academic year that pertain to career exploration, industry panel discussions, and off-campus organizations.
- **Through a collaborative relationship, students and Career Services create a career path** by developing action plans targeted at attaining students’ academic and career goals,

Take advantage of these resources and services that are free to all Northeast Lakeview College Students. Call or come by to set up your individual career advising appointment today at (210) 486-5143 or nlc-careers@alamo.edu. Career Services is located in the Student Commons Building, STCM 124.

Computer Labs

**OPEN COMPUTER LABS FOR ALL STUDENTS**

Open Computer Labs are available for students in the Library and Student Commons Building. Networked computers 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://www.alamo.edu/siteassets/district/about-us/leadership/board-of-trustees/policies-pdfes/section-c/c.1.9-policy.pdf](https://www.alamo.edu/siteassets/district/about-us/leadership/board-of-trustees/policies-pdfes/section-c/c.1.9-policy.pdf). For computer assistance, students should direct questions to the Lab Tech on duty or call IT help desk 210-486-5777.

Locations:  Library (NLIB) 2nd floor is an open computer lab. Additional computers located on the 1st floor of the Library are also available to students with priority use of computers for curricular-based research assignments/projects and course assignment work.

Student Commons (STCM) Room 204 (food and drinks allowed)

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

Counseling and Support Services

Personal Counseling is available to assist students. Our Licensed Clinical Social Worker provides free short-term or crisis counseling. If long-term help is needed, students are referred to appropriate off campus resources. Students needing information on community resources such as medical or dental care, financial assistance for, child care, legal assistance, and assistance for military families can access our Community Resource Guide online at
For assistance, contact us to arrange an appointment at nlc-dsscounsel@alamo.edu or 210-486-5496. Students taking courses online should contact us for on campus or community assistance.

<table>
<thead>
<tr>
<th>Counseling and Support Services Hours</th>
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</thead>
<tbody>
<tr>
<td><strong>Fall/Spring</strong></td>
</tr>
<tr>
<td>Monday, Tuesday, Wednesday, Friday</td>
</tr>
<tr>
<td>8:00AM-5:00PM</td>
</tr>
<tr>
<td>Thursday 10:00AM-7:00PM</td>
</tr>
<tr>
<td>(doors lock at 6:30PM)</td>
</tr>
<tr>
<td><strong>Summer</strong></td>
</tr>
<tr>
<td>Monday - Thursday 8:00AM-7:00PM</td>
</tr>
<tr>
<td>(doors lock at 6:30PM)</td>
</tr>
</tbody>
</table>

**Disability Support Services**

This College is committed to ensuring that all programs, services and facilities are accessible to and provide equal opportunities for education to all students including students who need accommodation in online courses. The Disability Support Services Office coordinates accommodations for approved students with permanent and temporary disabilities as defined by the Americans with Disabilities Act (ADA) of 1990. The ADA prohibits discrimination in the recruitment, admission or treatment of students. Section 504 of the Rehabilitation Act of 1973 states: "No otherwise qualified individual … shall solely by reason of … handicap, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Guidelines to Establish Accommodations:

- Students self-disclose and request accommodations through the Disability Support Services Office.
- Students should provide documentation to include a diagnosis.
- Students will schedule an intake interview to discuss reasonable accommodations.
- Students will receive Letters of Accommodation via the student’s ACES email and/or in person.
- Students must submit a “Renewal Request for Disability Services Form” which is required for each semester for which the student seeks accommodations.

Accommodations to students may include but are not limited to:

- Exam Accommodations
- Adaptive Technology - Reading software
- Access to Instructor’s notes and power points

Informing Instructors of Accommodations

Faculty who need to be informed of a student’s approved accommodations will be sent a letter from the Disability Support Services Office upon request by the student; the Letter of Accommodations to the instructor explains the accommodations needed for the student.

Continuation of Services

Approved accommodation services may be provided each semester if the approved student informs the Disability Support Services Office that services are needed for the current term. It is necessary for approved students to complete a Renewal Request for Disability Services form each semester.
The office approves reasonable accommodations which will be adhered to by college staff, faculty and administration.

LOCATION
Student Commons (STCM) 222D
(210) 486-5487
nlc-dsscounsel@alamo.edu
http://www.alamo.edu/nlc/Disability/

Distance Learning and OLRN-0001

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 Distance Learning support page.

https://www.alamo.edu/nlc/DL/

Students in these courses and programs are supported with student and academic support. More information about these services can be found in the “Library and Academic Support Services” tab under their specific headings within the CANVAS course navigation menu.

eLearning Center and Instructional Innovation

Students who need help in using eLearning technologies can seek assistance in the eLearning Center. Tools such as CANVAS, Blackboard Collaborate, Respondus Lockdown Browser, eTextbooks, Google Drive, BioSig-ID, and Turnitin are a few of the eLearning technologies 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/elearning or http://nlclibrary.libguides.com/elearning

Location: Library (NLIB) 123
Contact: nlc-dlc@alamo.edu
(210) 486-5372

Job Placement

Job Placement offers a variety of services that help prepare students and members of the community to be successful and competitive candidates as they enter the workforce and reach their employment goals. Job Placement focuses on increasing quality employment opportunities, collaborating with employers to facilitate valuable connections and providing professional development opportunities.

Job Placement Services

• Résumé & Cover Letter Review
• Interview Skill Development
• Individual Job Search Strategies
• Job Application Assistance
• Professional Development Workshops
• Annual Instructional Professional Etiquette Dinner

Job Placement also provides students and members of the community access to employers through an online job board, PurpleBriefcase and by bringing employers on campus throughout the semester to recruit potential candidates.

• https://app.purplebriefcase.com/pb/account/login?s=AlamoNLC.
Employment and Internship

The constant demands on a college student’s time can leave you feeling overwhelmed. Most students today have to work at least part-time, while juggling the work of college courses. Finding the balance is hard, but it can be done. Use the chart below as a guide for building your schedule:

<table>
<thead>
<tr>
<th>WORK (hours per week)</th>
<th>SCHOOL (courses load should be)</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 hours (full-time)</td>
<td>6 hours (1/2 time)</td>
</tr>
<tr>
<td>30 hours (full-time)</td>
<td>9 hours (3/4 time)</td>
</tr>
<tr>
<td>20 hours (part-time)</td>
<td>12 hours (full-time)</td>
</tr>
<tr>
<td>10 hours (weekend, etc.)</td>
<td>12 + hours (full-time)</td>
</tr>
</tbody>
</table>

The Job Placement Office offers a variety of services that help prepare students and members of the community to be successful as they enter the workforce and reach their employment goals.

Job Placement can assist with strategies for finding part-time jobs, full-time employment, on-campus student employment, and internships. For assistance with your job search, contact the Job Placement Office by phone at 210-486-5141, by email at nlc-jobs@alamo.edu, or visit the office, located on the first floor of the Student Commons Building (STCM 125).

Job Placement website: https://www.alamo.edu/nlc/academics/academic-resources/career-services/
Facebook Page: www.facebook.com/NLC.CS

Transfer Services/Articulation Agreements

Transfer Services provides the educational pathway for successful transfer from Northeast Lakeview College to the four-year college/university. Transfer Services is committed to assist students with making a smooth transition into baccalaureate degree programs. NLC has established articulation agreements/partnerships with a number of colleges/universities to help facilitate the transfer process. The most current transfer articulation agreements, university information, transfer equivalences, transfer plans, general core requirements, and transfer scholarship information is provided.

Transfer Services includes:
1. Assistance with transfer planning by providing college/university information for admission, programs of study, core/academic requirements, financial aid, scholarships, and tuition.
2. One-on-one student appointments with various college/university admissions representatives.
3. A biannual Transfer Fair to provide opportunities for students to meet with admissions representatives of colleges/universities.
4. Off-campus trips to colleges/universities and specific programs of study.
5. Identifying students who are eligible for reverse transfer graduation.

Call or come by to set up an appointment with an admissions representative today at (210) 486-5004 or nlc-transfer@alamo.edu.
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 25% of the Associate Degree, usually 15 credit college-level credit hours, and who have subsequently completed the Northeast Lakeview College degree requirements at the transfer institution. Earned hours must include the courses required by the Texas Higher Education Act as set forth in Subchapter F, sections 51.301 and 51.302 (six [6] semester hours in U.S./Texas government and six [6] hours in U.S./Texas history).

Students seeking the Reverse Transfer Degree must:
- Submit an Application Graduation Form online.
- Submit an official transcript from a public Texas college or university indicating the award of a baccalaureate degree.
- Speak with your academic advisor today!

LOCATION: Student Commons (STCM) 101
https://www.alamo.edu/nlc/experience-nlc/current-students/transfer-center/reverse-transfer/

For more information on Reverse Transfer Graduation, please visit STCM 124 or contact nlc-transfer@alamo.edu or 210-486-5143.

Academic Support Center (Tutoring and Course Exam Center)

TUTORING
Tutoring is offered in the Academic Support Center for select disciplines and is free of charge. Tutoring is also available online to students with synchronous support through Brainfuse and asynchronous support via the NLC Academic Support Center online form. Please see the Academic Support Center LibGuide for more information. http://nlclibrary.libguides.com/asc. Access Brainfuse through your course’s CANVAS interface. For more information, please visit https://www.alamo.edu/nlc/tutoring.

Location: Library (NLIB) 214
Contact: nlc-lakeviewtutors@alamo.edu
(210) 486-5365

COURSE EXAM CENTER (CEC)
The CEC 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 in distance learning courses should contact their instructor for more information about academic testing requirements. The Course Exam Center only handles tests for the colleges in the Alamo Colleges District.

Location: Student Commons (STCM) 227
Contact: nlc-examcenter@alamo.edu (210) 486-5177

Testing policies include:
- All students wishing to test must present a valid picture ID (Texas Driver’s License, Alamo Colleges District Student ID or Military ID), No ID, no test.
- No cell phones are allowed in the testing area. Students must leave all items not necessary for their test in the testing office.
- No talking in the testing area.
- All tests must be started at least one hour before closing. Students will not be allowed to test if they arrive less than one hour prior to Testing Center close.
• Once students begin their test, they may not leave the testing area until the test is finished.

For more information about the Course Exam Center, please visit our website at https://www.alamo.edu/nlc/examcenter

<table>
<thead>
<tr>
<th>Tutoring and Course Exam Center Hours</th>
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</thead>
<tbody>
<tr>
<td><strong>Fall and Spring Semester</strong></td>
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<tr>
<td><em>Monday - Thursday</em></td>
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<tr>
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</tr>
<tr>
<td><em>Friday</em></td>
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<tr>
<td>9:00AM - 2:00PM</td>
</tr>
<tr>
<td><em>Saturday</em></td>
</tr>
<tr>
<td>9:00AM - 1:00PM (First Saturday of the month) (doors lock at 12:30PM)</td>
</tr>
</tbody>
</table>

**Veteran’s Center**

The mission of the Veterans Affairs 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 Veterans Affairs 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. This allows students receiving benefits to register and submit documentation to facilitate faster VA processing.

The Northeast Lakeview College VA 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 Program
- 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

We have a Student Veteran Alliance (SVA) organization at Northeast Lakeview College that is active and engaged on and off campus through various community service projects. 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. Visit the new Veteran Student Lounge opening Fall 2018.
Veteran’s Affairs Center
Location: Student Commons (STCM) 111
Contact: nlc-va@alamo.edu
210-486-5827

<table>
<thead>
<tr>
<th>Veteran’s Center Hours</th>
<th>Summer Hours</th>
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</thead>
<tbody>
<tr>
<td><strong>Fall/Spring Hours</strong></td>
<td><strong>Summer Hours</strong></td>
</tr>
<tr>
<td>Monday 8:00AM-5:00PM</td>
<td>Monday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
</tr>
<tr>
<td>Tuesday 8:00AM-5:00PM</td>
<td>Tuesday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
</tr>
<tr>
<td>Wednesday 8:00AM-5:00PM</td>
<td>Wednesday (reserved for New Student Orientation)</td>
</tr>
<tr>
<td>Thursday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
<td>Thursday 8:00AM-7:00PM (doors lock at 6:30PM)</td>
</tr>
<tr>
<td>Friday 1:00PM-5:00PM (appointment only)</td>
<td>Closed Friday, Saturday &amp; Sunday during Summer</td>
</tr>
<tr>
<td>1st Saturday of the month 9:00AM-1:00PM (First Saturday of the month) (doors lock at 12:30PM)</td>
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Welcome Center

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

- the official welcome booth for all visitors to the Student Commons Building
- welcome and in-take services for all students
- document in-take for admissions and enrollment

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 Student Commons (Building 300).
MY INFORMATION

ACES
ACES is an 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/nlc/academics/academic-resources/distance-learning/student-privacy/

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 to help a student see their Alamo College degree plan and their progress toward completion and graduation. Alamo GPS educates the student of all the 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/

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 - Student Commons Building

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 - Student Commons Building (STCM) First Floor

Student ID
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.
Location: Office of Student Development, Leadership and Activities Student Commons Building (STCM) 132A
Contact: (210) 486-5153
Email: nlc-student@alamo.edu
<table>
<thead>
<tr>
<th>Fall and Spring Semester</th>
<th>Summer Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday &amp; Wednesday 8:00AM-6:30PM</td>
<td>Monday-Thursday 8:00AM-7:00PM</td>
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<tr>
<td>Thursday 8:00AM-7:00PM</td>
<td>Closed Friday &amp; Saturday</td>
</tr>
<tr>
<td>Friday 8:00AM-5:00PM</td>
<td>During the month of August 9:00AM – 1:00PM</td>
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