



LONG BEACH  
CITY COLLEGE

## WEEKS OF WELCOME

### Frequently Asked Student Questions Resource Guide (FAQs)

This Resource Guide has been compiled to assist you with frequently asked questions students may ask during the open registration period. Remember that each student situation is unique. If the student has specific questions about their personal situation they should go directly to the relevant department to ask those questions. This resource guide and FAQs only provide basic information for common questions. If you are unsure or don't know the answer to a student's question please refer the student to relevant department or call Admissions & Records (562) 938-4485.

### **REGISTRATION**

- Why were so many classes at LBCC cancelled for fall semester?**  
California's budget crisis has resulted in approximately \$938 million dollars in budget cuts to 110 community colleges statewide, forcing community colleges everywhere to make hard decisions. The funding cuts were so drastic that just about every academic & vocational department at LBCC has had to cancel many of their scheduled class sections.

- I checked my class schedule online and it says my classes were dropped. But I didn't drop my classes, what happened?**  
If you did not drop the class then it probably means that the class was cancelled or you were dropped for nonpayment.

#### **Where can I find a list of open classes?**

There is a link on the [www.lbcc.edu](http://www.lbcc.edu) homepage to a List of Open Classes which is updated daily. **Be aware** this list is only accurate at the time of posting (students are continually registering online which change the status of classes frequently). The only current real time source is to go online to the student registration system and try to register for the class you want.

- Where do I go for assistance to begin the registration process?**  
During Weeks of Welcome from **August 10 - 21, 2009** at LAC Registration Area which includes Admissions & Records, Cashiers, Student Id Cards and Information Kiosks will be set up in the Student Center E Building. At the PCC campus Admissions & Records will be in the Student Center. The Cashiers office is at their normal location in the DD building from Monday-Thursday 8:00 a.m. – 7:00 p.m. and Friday 8:00 a.m. - 5:00 p.m. On Saturday, August 15<sup>th</sup> the registration area will be open from 9am-1pm. You can also get help with any registration questions by calling the Admission & Records Call Center at (562) 938-4485.
- I forgot my student ID or Password, what do I do?**  
Call the Admissions Call Center at (562) 938-4485.
- How can I add, drop or change classes?**  
You can make changes to your schedule by utilizing LBCC's online registration service [www.lbcc.edu](http://www.lbcc.edu) or the telephone registration system, (562) 938-4700. Make sure you take care of any fees owed or other holds on your account or the system will not allow you to add classes or make changes to your schedule.
- I just petitioned for a class by going to the class and the professor added me. What should I do next to be officially enrolled in the class?**  
The easiest way to add a class with a permission number is through LBCC's online registration system. Student ID and password are required to access the online registration system. Yellow add cards with instructor permission only, must be processed through the Admissions & Records dept to add a course.

## PAYMENT & FEES (CASHIERS / STUDENT ACCOUNTS)

- Do I have to pay the increased \$6/unit enrollment fees if I already paid for my classes?**  
Yes, if you do not pay the difference owed there will be a hold on your account which will prevent you from adding new classes or making changes to your class schedule. Students who already receive the BOG fee waiver do **not** have to pay the fee increase.
- Where can I pay my fees?**  
You can pay your fees online with a MasterCard, Discover or Visa credit card (you will need your login, student ID and password), via phone (562) 938-4700 with your Student Id # and Pin (birth date in 6 digit format) OR in the Cashiers Office (LAC, Bldg E upstairs in the Valhalla room during Open Registration or PCC at the normal Cashiers location in Bldg DD.)
- I have a fee waiver. I should not owe anything. Why do I still have an amount due?**  
The fee waiver only covers the enrollment fee. You must pay for the college service card, student health fee, parking fees and any materials fees required for the class you registered to attend.
- There is a "hold" on my account. What do I do?**  
First check to determine what your hold is for. You can view your holds through OLE PeopleSoft by going to "Student Center" and "Holds" for details and information.
- Can I register for my classes before I pay what I owe from previous semesters?**  
No, you will not be able to register for classes until you have paid all fees owed from previous semesters. Please pay online or go to the Cashier office to pay.
- Can I register for classes before I apply for financial aid?**  
Yes. You can go to financial aid after you register for classes.
- Where can I get a printed receipt?**  
You can obtain a printed receipt from your PeopleSoft student account on any computer or use a computer in the Academic Computing Centers at either campus.
- How much is the Student Health fees?** The health fee for Fall 2009 is \$15. You must pay this fee when you register for classes. This is NOT an optional fee.
- What is the College Services Card fee?**  
The College Services Card fee is \$20 and is optional. This card serves as your official student id card, is required for riding the FREE campus-to-campus Shuttle Bus, library check-out, access to the college computer labs, bookstore discount (including a 5% discount on text books!) and more.
- What are my options for paying for the College Services Card Fee (ASB Card)?**  
The ASB bank is now part of the Cashiers office. Students can pay online through the Pay fees function or go to the Cashier Office. All students must either: **a)** pay the fee, **b)** obtain a loan from Cashiers, OR **c)** obtain a "Surrender of Benefits" from the Cashier office.
- What are Materials Fees?**  
Certain classes that you registered for required an instructional materials fee to be paid at the time of registration. Materials fees are listed under each class in the class schedule.

## FINANCIAL AID

- I have questions about Financial Aid. Where do I go?**  
You can apply for financial aid online and submit forms online. See the Financial Aid Website at: <http://fina.lbcc.edu> for more information. Or go to the Financial Aid office located on each campus: (LAC) A105 / (PCC) AA133. Office hours for August 10<sup>th</sup> – 21<sup>st</sup> are Monday-Thursday 8:00 a.m. – 7:00 p.m. and Friday 8:00 a.m. - 5:00 p.m. LAC campus only: during the registration period, there is also a Financial Aid

information kiosk by the vending machine area near the bookstore (outside the Student Center). Staff will be available to assist you with your questions about financial aid.

### **COUNSELING**

**How can I meet with a counselor?**

For the first three weeks of the semester, open counseling appointments will be available. Students will be seen on a *first come, first served* basis. Regular academic counseling appointments may be scheduled beginning the week of September 8<sup>th</sup>. Express counseling (10 minute appointments) will also be available at that time. After Sept 8<sup>th</sup> to schedule a counseling appointment contact Counseling: **LAC** in A163 or phone (562) 938-4670/456; **PCC** in GG100 or phone (562)938-3920. Office hours are Monday through Wednesday 8 a.m. – 7 p.m., Thursday 8 a.m. – 5 p.m., and Friday 8 a.m. – 4:30 p.m. On-line counseling is also available at: <https://onlinecounseling.lbcc.edu>.

**I don't know what classes to register for, how can I get help?**

Curriculum guides for LBCC programs and classes that meet the general education requirements for graduation and transfer can be found in the LBCC College Catalog or online at <http://osca.lbcc.edu/curriculumguides.cfm>. If you need to have a Student Educational Plan developed, you will need to make an academic counseling appointment.

### **PREREQUISITES**

**The class I want requires a prerequisite class but I've already taken the course at another college. What do I do?**

If you have taken the class at another school, you must provide us a copy of your transcripts before you are allowed to register for the class. We must keep a copy of your transcript in your file so please bring official copies to the Registrar or Associate Registrar to be placed in your file.

**I want to challenge a course prerequisite, where do I go?**

You can get the prerequisite challenge form online at <http://admissions.lbcc.edu/>. You will need to have the department head from which the course is challenged sign off on the form. You will then need to take the signed form back to the registration area to register for your class.

### **ASSESSMENT/ORIENTATION**

**Where do I sign up for assessment placement test & orientation?**

For information go online to <http://matric.lbcc.edu> and select a date or call (562) 938-4670 or 938-3920. You must have a student ID to sign up. There is a new online orientation at <http://orientation.lbcc.edu> which is an easy way to learn more about LBCC and get tips to be successful in college.

**I do not have any results or scores of my assessment tests that I took here.**

You can call the Assessment Office at (562) 938-4049 or go to their offices LAC W120 to get your scores. If your placement scores have not been posted, you will need to contact the assessment office for assistance.

**Does LBCC accept assessment scores from other schools?**

No, we are unable to accept assessment scores from other schools. Please sign up for an assessment test.

### **STUDENT LIFE**

**What is the College Services Card (also known as the ASB Card) Fee? How much is it?**

The College Services Card with the validation sticker allows you to check-out items at the library, use the Campus Shuttle Bus, use the open-access computer labs, apply for LBCC scholarships, and receive a 5% discount at the bookstore, purchase bus passes or money orders on campus and many more services. This Card also serves as your official student ID. The fee for the Card is \$20 and is optional.

**I just need to pay my ASB Loan, where do I go?**

If you need to pay your ASB loan you can pay online or go to the Cashiers office at either campus.

**Where can I get my Student ID?**

Your ID will be given to you "on the spot," after your photo is taken. You must have your college services card (CSC) validation sticker beforehand to receive your ID. You can purchase this through the Cashier's Office. At LAC you go to the Information counter on the first level of the College Center/E building and at PCC you go to the "blue counter" next to the Game Room in the Student Center.

## PARKING PERMIT

 **I haven't gotten my parking permit yet, where can I park?**

Please observe all signs in all lots. Regulations can vary from lot to lot. There is always parking available at Veterans Stadium. Please enter and exit off of Conant St for easier access. You may purchase one day parking permits in most lots for \$1.00. These permits are valid at both campuses in student stalls only. Parking Services can be reached at (562) 938-4534 for further information.

 **Where can I get my Parking Permit?**

You can purchase a parking permit online through the pay fees function in People or at the Cashiers office. The parking fee for **FALL 2009 is \$25** and allows you to park a car or motorcycle in campus lots designated for students. Parking in any student parking lot without a valid parking permit (starting Sept 1) or parking in a staff spot will result in a parking ticket issued by the Long Beach Police Department. The current parking ticket fine is **\$47**.

 **I registered online or over the telephone. How do I get my parking permit?**

If you paid the parking fees online or over the telephone a parking permit will be mailed to your home. Please make sure Admissions & Records has your current mailing address. If you receive a "Voided Parking Permit," that means **DO NOT USE, the permit is not valid**.

 **What if I just need to buy a Parking pass/permit only, do I still have to stand in line?**

Go directly to the line for the Cashier office. You can also pay online with a Visa or MasterCard (credit card). If you paid within the past week, please be patient as your payment is probably being processed.

If a student is looking for their College Service Card or Parking Permit that they paid for online or by phone and has not received their validation sticker or permit, send them directly to Cashiers Office. If the student has paid within the last week, please be patient as their payment is still being processed.

## COMPUTER ACCESS LABS

 **Where can students use computers on campus?**

The Academic Computing Centers are located at both campuses on the second floor of the Library in Learning Resource Centers LAC L251 and at PCC LL216. *\*The computers available in the registration areas are limited to registration activities only.*

 **Where can I get a print out of my class schedule?**

You can access your class schedule via the internet. You may also use a computer in the Academic Computing Centers on the second floor of the Library at either campus to view and/or print out your class schedule. In order to print something students need to purchase a Print Card from either the Library Research Center or Academic Computing Center machine (*cash only*).

 **Where can I check my email?**

You can view your email, or take care of additional registration transactions at any of the Academic Computing Labs (formerly known as Open Access Labs).

## VETERAN AFFAIRS

If you are a veteran or a dependent eligible for the GI Bill, thank you for your service and welcome to Long Beach City College.

**Where is the Veterans Affairs office located?**

The Veterans Affairs office is located at the Pacific Coast Campus in AA-122. The phone number to the office is (562) 938-3929. You can also visit us online at: <http://va.lbcc.edu>.

**I am a military dependent of someone who was just stationed in California. This is not our home of record. What do I do?**

You will need to get a "Military Dependent form" from the Registrar or Associate Registrar and have it signed by your spouse's commanding officer to waive state residency requirements.

## OTHER QUESTIONS

**Where can I buy books for my classes?**

You may buy books on campus at the Bookstore **OR** purchase online @ [www.lbccbookstore.com](http://www.lbccbookstore.com)

**How can I register for more than 18 units? How do I get permission?**

You need to go to a counselor or the counseling office and fill out an overload petition. Once the department approves the petition, you will bring your paper copy back to the registration area and register. This could take a few days. Check with the counseling office.

**I am not 18 years old and am attending high school. Can I register for a class here?**

You must complete a "High School Concurrent Enrollment Fee Waiver" form before you can attend LBCC. This form must be signed by a parent of the student and the high school principal.

**Can I sign up for overlapping classes**

You cannot sign up for classes with overlapping schedules. There are no exceptions to this rule.

**How do I find out the content of a course and what is being taught in the course?**

There is a brief description of the content of each course in our course catalog. You could also talk to someone in that department. [www.lbcc.edu/cat/index.html](http://www.lbcc.edu/cat/index.html)

**I have not attended LBCC for a few years and I am on academic dismissal. What do I do?**

The Petition for Readmission Form can be accessed online at <http://admissions.lbcc.edu/>. You must meet with a counselor.

**Can I take a course again (repeat a course I have already taken) to get a higher grade?**

There are certain rules regarding repeating a class. You can look in the catalog for explanation of the policy or talk to Admissions & Records. You will probably need to fill out a Repeat Request form found in the Admissions & Records department before attempting to add this course. Admissions & Records will then process the form and inform you if you can repeat the course.

**How do I request official / unofficial transcripts?**

Long Beach City College has retained Credentials Inc. to accept transcript orders over the Internet go to <http://admissions.lbcc.edu/transcriptrequest.cfm> to order your transcripts. If you are uncomfortable placing an order over the Internet, you can call Credentials Inc. at 800-646-1858 to place your transcript request. There is an additional operator surcharge for placing orders over the telephone. Unofficial transcripts can be printed directly from the student Self Service PeopleSoft system.