This New Student Guide has been developed as a resource tool for use during your enrollment at LSC. Please take a few minutes to flip through the pages and learn more about such areas educational planning, financial aid, policies, scholarship opportunities, and the many other services available to you.

This document can be provided in alternative formats upon request by contacting Lake Superior College’s Disability Services at (218) 733-7650 or MRS/TTY (800) 627-3529.
Student Services: First Floor S1940
The Student Services center is home to Admissions, Advising, Counseling Services, Financial Aid, Records & Registration and the Academic Affairs.
Phone: 218-733-7601

Disability Services: First Floor S1962
Lake Superior College provides access to programs, services, and activities to students with documented disabilities, as required by law. Reasonable accommodations may include test taking accommodations, alternative text, early registration, sign language interpreters and adaptive equipment.
Phone: (218) 733-7650 or MRS (800) 627-3529

Payment Office: First Floor S1983
The Payment Office processes student payments including tuition, class fees, application fees, and transcript fees. The Payment Office can answer questions related to Higher One Card, student accounts, student payment plans, and student payroll.
Phone: 218-733-7610
Campus Security and Escort Services: Information Desk, First Floor
To report criminal activities, unsafe situations, and emergencies, or request assistance or a security escort, contact Campus Security.
Phone: (218) 733-1080 or (218) 522-1019

Technology Support Center: First Floor E1001
The Technology Support Center can assist you with all of your academic computer needs. Get help with your StarID accounts, email, e-Campus (online classes/D2L), software, printing accounts, and scanning. You’ll also have access to a quiet computer lab (S2960) that has over 50 computers available plus workspace for laptop users. LSC has campus wide wireless access as well!
Phone: 218-733-1016 or 11ext. 1016 or connect@lsc.edu.

Veteran’s Resource Center: First Floor E2072
The Center is designed to support our student veterans and their families during their time here at LSC. The Center integrates student services that include VA program information, Minnesota state veteran’s representative, VA Certification representative, and also houses the Veteran’s Club for LSC. The center also provides space and computers for our student veterans.
Phone: 218-733-7604

Library: First Floor E1050
The Harold P. Erickson Library serves the academic needs of the campus population. The Library is home to a growing collection of print, electronic, and audio-visual materials that support the curriculum of the college. Our staff members are readily available to assist students with their research efforts. Students can also reserve quiet study spaces for individual and group work.
Phone: 218-733-5912

Learning Center: Second Floor E2330
Lake Superior College’s Learning Center is a place to find free tutoring in many subjects as well as other academic resources. You can walk in for tutoring or schedule an appointment. Tutoring is provided by professional and student peer tutors.
Phone: 218-733-7671
Student Life: First Floor W1624
Student Life is the hub of fun student events and activities and supports things such as the Wellness Center, Welcome Week events, student-run organizations and much more. Student Life is also where new students get their LSC student ID card. The ID card also functions as a free DTA bus pass and as a library card for registered students. Your student ID could also give you access to great student discounts at local businesses.
Phone: 218-733-5996

Intercultural Center: First Floor W1614
The Intercultural Center provides a connecting point for students of all cultural backgrounds and a supportive atmosphere in which human diversity will be recognized, respected and nurtured. The Center also provides a number of resources including: confidential support and personal advising to help balance personal, family, and educational concerns: advocacy and referral to college and community resources: access to free private phone and campus food shelf.
Phone: 218-733-7678

LSC Coffee Spot: First Floor near Student Life
The LSC Coffee Spot brews up delicious specialty coffees, smoothies and blended drinks to help energize students!

LSC Store: Second Floor Commons
The LSC Store has everything students need for success, including new and used textbooks, backpacks, school and art supplies, and required specialty tools and equipment for certain occupational classes. Also, find great LSC apparel! Books can be purchased online via the website. Book returns will be accepted through the 10th day of each semester (with appropriate receipt). A college book wholesaler conducts a book buy-back during finals week of each semester.
Phone: 218-733-7706

LSC Café: Second Floor Commons
Delicious meals are served up every day that classes are in session at the LSC Café. You’ll find everything from classic homemade Minnesota Hot dishes to burgers and fries. Snacks and convenience foods are available from a variety of vending machines.

OFF CAMPUS SITES

<table>
<thead>
<tr>
<th>Emergency Response Training Center</th>
<th>Center for Advanced Aviation</th>
<th>Downtown Campus</th>
</tr>
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<tbody>
<tr>
<td>Truck Training Center</td>
<td>4425 Airport Approach Road</td>
<td>120 N. 2nd Avenue West</td>
</tr>
<tr>
<td>11501 Highway 23 Duluth, MN 55808</td>
<td>Duluth, MN 55811</td>
<td>Duluth, MN 55802</td>
</tr>
<tr>
<td>218-733-1074</td>
<td>218-733-7737</td>
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</tbody>
</table>
Who is my advisor?

Professional Advisors

Professional Advisors are assigned to students pursuing the Associate of Arts degree (AA degree), Associate of Fine Arts degree (AFA degree) and students who are preparing to enter an occupational program. Professional advisors have areas of specialization to help provide "pre-program" students with the most up-to-date information possible. You can find the areas of specialization listed below:

Pre Business, Computer, Public Safety, Trade & Industry, Transportation Careers

Emily Chapinski – Phone: (218)733-5983, Email: e.chapinski@lsc.edu
Betsy Gagnon – Phone: (218) 733-7618, Email: b.gagnon@lsc.edu

Pre Health Careers

Sherry Dalager – (218) 733-5954, Email: sh.dalager@lsc.edu
Loretta Kopetzky – Phone: (218) 733-7633, Email: l.kopetzky@lsc.edu
Rochelle Luoma– Phone: (218)733-2000, Email: r.luoma@lsc.edu

AA & AFA Degrees

Melissa Wilson – Phone: (218)733-7711, Email: m.wilson@lsc.edu
Stephanie Wainionpaa– Phone: (218)733-5916, Email: s.wainionpaa@lsc.edu
Eric Brandt– Phone: (218)733-1009, Email: e.brandt@lsc.edu

Professional advisors are located in the Student Services Center. We encourage you to make appointments to meet with your assigned advisor, but you are always free to “drop-in” and meet an advisor who specializes in your program.

Program Advisors

Until you are fully enrolled in your occupational program, your contact with your assigned program advisor may be limited. Once you are fully enrolled in your specific program, you should make a point to meet with your program advisor for your academic planning. Your program advisor is a wonderful asset in helping you learn the demands and needs of your field. S/he will also be able to assist you with course selection for your program and help you complete your graduation packet.
**ADD/DROP/WITHDRAW POLICY**

Once the semester starts, you only have a 5 day window to make adjustments to your schedule! This is called the “Add/Drop Period.”

Think of this as our “return policy”. You only have this timeframe to change your classes without financial and academic obligations.

**Add/Drop Period for Full Term Courses:**
Students may add and/or drop a class through the fifth (5th) academic calendar day of the term. Students will not be charged tuition and certain fees for courses dropped within this timeframe and the courses do not appear on their transcripts.

Additions or Drops must be processed by the close of business on the 5th day of the term (4:30 p.m.).

**Add/Drop Period for Late Start Courses:**
Classes that start later in the term can be dropped within one calendar day of the first class session. That drop needs to be processed by the close of business on the day after the course begins (4:30 p.m.).

***If your course is only a weekend course you must drop it prior to the start date.***

Students are responsible for the management of their schedules online in e-services. **ADVISORS CANNOT ADD OR DROP A COURSE FOR YOU.**

Please be advised that dropping a late start course after Financial Aid has paid out could affect your aid for the semester. See an advisor with questions.

**WITHDRAWING**

After the Add/Drop Period students still have the option of “withdrawing” from a course or courses. These courses will show with a grade of “W” on the student transcript.

**Partial Withdrawals:**
Withdrawal from a portion of semester courses does not entitle the student to any refund or reduction in tuition and fees. Withdrawing from a course or courses negatively affects a student’s completion rate, but does not affect GPA.
Total Withdrawals:

A total withdrawal means that a student withdraws from all of their courses (at the same time). If this withdrawal happens early in the semester, students may be eligible for a refund of a portion of the related tuition and fees.

Total withdrawal refunds for Fall/Spring Terms:
6th - 10th business day of the term: 75%
11th - 15th business day of the term: 50%
16th - 20th business day of the term 25%
After 20th business day of the term 0%
Summer Term:
6th through 10th business day of the term 50%
After the 10th business day of the term 0%

Partial or Total Withdrawal from courses can affect Financial Aid. When you are considering a withdrawal we highly recommend you speak to an advisor to see how it will affect your overall standing at LSC.

FAILURE FOR NON-ATTENDANCE

Students are expected to regularly attend classes for the courses in which they are enrolled and instructors are expected to report students who are not attending (in non-attendance in) their classes. Students reported by an instructor to be in non-attendance will be automatically assigned a grade of FN (failure for non-attendance) for that course.

Non-attendance occurs when the student fails to engage in any academically-related activity for 14 consecutive calendar days. For courses lasting eight or fewer weeks, non-attendance also occurs when the instructor determines that the student’s failure to engage in academically-related activity is such that the student can no longer be successful in the course, even though the non-attendance has continued for fewer than 14 consecutive calendar days.

TUITION/FEES & PAYMENT

A college education is an investment in your future. Understanding the costs involved in your education and making good financial decisions now is critical to your long term success, through college and beyond.

Students have access to their billing information the moment they are registered for classes through their e-services. LSC does not send paper bills to students prior to the term. It is a student’s responsibility to know the costs associated with their education.

Current tuition and fee information is listed on the LSC website at:
http://explore.lsc.edu/spo/default.aspx

Residency:
Students will be eligible for in-state tuition if they have resided in Minnesota for at least one year prior to applying for admission, or if they graduated from a Minnesota High School. If there is any question as to residency status, the student will have to petition for in-state residency status.
Reciprocity:
Students from neighboring states, such as Wisconsin, North Dakota, South Dakota, and others, may qualify for Reciprocity. Reciprocity allows students to be charged a reduced tuition rate in comparison to non-residents. Students do not automatically qualify for reciprocity, they must apply for it. Look on the Student Payment Office website for details.

http://explore.lsc.edu/spo/default.aspx

Don’t get dropped for non-payment!
Lake Superior College has established payment deadlines for each term. The college shall drop all classes for students who have not paid in full, do not have financial aid in place, or have not established a payment plan.

The college shall grant an extension of the payment due date for students who have filed and are awaiting properly approved financial aid from federal, state, or other third-party sources.

Students should not rely on the Registration Cancellation for Nonpayment process to manage their enrollment status.

***Students who do not plan to attend classes must drop classes online or they will be held responsible for any balance due.***

Payment Plan:
Students have the option to set up a payment plan to pay for tuition and fees. Payment plans are set up online. To find out more information about the payment plans and to learn about payment plan deadlines visit: https://www.factstuition.com/ecashier/Index?OpenForm&query=mnsculakesuperior

LSC PLUS Card
After a student completes their first registration, they will receive the LSC PLUS Card in the mail. The plus card is how students select how to receive student refunds and student payroll payments. It is fast, secure, and convenient.

You need the card at LSC even if you choose not to open a Higher One account. Watch your mail for a bright green envelope. When you receive the card, follow the directions on how to set it up. More information is online at the student portal.
FINANCIAL AID

The primary purpose of Federal Financial Aid is to provide financial help for students who may not otherwise be able to afford college.

To be considered for Federal Financial Aid students must complete the “Free Application for Federal Student Aid” or FAFSA. This form is completed electronically at www.fafsa.gov.

Once the FAFSA is completed, Lake Superior College will determine how much aid a student is eligible for, and provide the student with an award letter outlining the kinds of aid a student will receive.

TYPES OF FINANCIAL AID

<table>
<thead>
<tr>
<th>SCHOLARSHIPS:</th>
<th>GRANTS:</th>
<th>LOANS:</th>
<th>STUDENT EMPLOYMENT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Scholarship does not have to be repaid. It is not part of the Federal Financial Aid package. Students are responsible for applying to scholarships independently.</td>
<td>Grants are generally considered part of your Federal Financial Aid, although some companies and organizations offer grants as well. They do not need to repaid.</td>
<td>Loans are debt. They require repayment and there are fees, charges and interest. Some loans are considered part of Federal Financial Aid and some are considered alternative or private loans.</td>
<td>Student Employment is available at LSC through your Financial Aid award or for any students. Positions are on and off campus.</td>
</tr>
<tr>
<td>• Lake Superior College Foundation Scholarships</td>
<td>• Federal Pell Grant</td>
<td>• Federal Direct Loans</td>
<td>• Federal Work Study</td>
</tr>
<tr>
<td>• Community Scholarships</td>
<td>• Federal SEOG Grant (Supplemental Education Opportunity)</td>
<td>• Federal Parent Loans for Undergraduate Students (PLUS LOANS)</td>
<td>• MN Work Study</td>
</tr>
<tr>
<td>• Tribal Scholarships</td>
<td>• Bureau of Indian Affairs Grants</td>
<td>• Minnesota Student Educational Loan Fund (SELF) loans</td>
<td>• Institutional Student Help</td>
</tr>
<tr>
<td>• Many more</td>
<td>• Minnesota State Grant</td>
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<tr>
<td></td>
<td>• Post Secondary Child Care Grant</td>
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<td></td>
<td>• MN G.I. Bill Grant</td>
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</table>

In addition to Federal Financial Aid students are encouraged to apply for scholarships through the Lake Superior College Foundation as well as through community organizations.

LSC Foundation information can be found online at: http://www.lsc.edu/foundation/scholarships/

Applying for Financial Aid and Scholarships is the student’s responsibility and is best done early so that if there are questions or problems there is time to get things in place well in advance of the semester start.
YOU are in charge of your success!

At Lake Superior College students have instant and convenient access online to all the information they need to succeed!

It all starts with the activation of your STARid. The STARid is one username and password for all things LSC. Once you have this set up you have access to everything you need! Setting up the STARid is typically done at orientation.

**e-Services:**
In e-services you’ll have access to:
- **Account management:** change your address and update your contact info.
- **Course Registration:** register for courses, drop and add courses, access your current course schedule
- **Grades and Transcripts:** Check grades, access your unofficial transcript and access your Degree Audit Report (DARS) to be sure you are on track with degree requirements.
- **Financial Aid:** Get real-time updates on the status of your aid, check your award letter, process your student loans
- **Bills and Payment:** Access your tuition and fee information
- And more!

**e-Campus:**
Access your online courses here. Also, many on campus courses use online features to make your educational experience even more beneficial.

**e-Mail:**
All Students are assigned a student e-mail account which can be accessed using your STARID. This e-mail is the official means of communication from LSC to you. Students are responsible for information sent to their e-mail, and critical dates, deadlines and class information is often sent there. Check it often to help you succeed!

From the home page you’ll find these services under “current students.” You’ll also find links to information about the LSC Store, Learning Center, Library, Technology Support Center, Student Employment information – and so much more! It’s your online hub for everything you might need.

The more you know about your own education here at LSC the more likely you are to achieve your goals.
Measuring Success at LSC

Lake Superior College requires that students make satisfactory academic progress towards a degree, diploma or certificate to remain in good standing. Additionally, federal law requires that a recipient of state or federal financial aid make satisfactory academic progress towards a program (AA, AFA, AAS, AS degree, diploma or certificate) to remain eligible for aid.

**Grade Point Average:** All students are required to maintain the minimum cumulative GPA of 2.0. All credits are included in the calculations. Grades of A, B, C, D, F and FN will be included in the GPA calculation.

All students are also required to maintain complete a minimum of 67% of cumulative registered credits.

**Failure to Meet Standards**

**Financial Aid and Academic Warning:**
If a student goes below a 2.0 cumulative GPA or 67% cumulative Completion rate at the end of a semester, they will be placed on Academic and Financial Aid warning status for one semester. If at the end of the warning period a student has brought both their GPA and Cumulative Completion Rate back to standards, they will no longer be on warning and will once again be considered in “good academic standing”.

**Financial aid and academic suspension of students on warning status:**
If, at the end of the warning period, a student has not met both the institution's cumulative grade point average and completion percentage standards, the student will be suspended both academically and from Federal Financial Aid immediately. That student will be required to sit out for a semester and must meet with a counselor to form an Academic Action Plan prior to being allowed to register.

In most cases the student will not have access to Financial Aid again until they have completed 6 credits and paid out of pocket for those credits.

**Academic Probation:**
Upon completion of an action plan, a suspended student will be placed on Academic Probation. The student can remain enrolled as long as they maintain a 2.5 semester GPA and 100% completion of all classes they attempt while on probation. Students will be taken off of academic probation once they have raised their cumulative GPA to 2.0 and their cumulative completion rate to 67%

Your academic standing is critical to your continued enrollment at Lake Superior College. Please take this policy seriously and be sure you access campus resources if you are running into difficulties.

**Maximum Time Frame for Program Completion:**
All students are expected to complete their program within an acceptable period of time. The maximum time frame for financial aid recipients is 150% of the published credit length of their program. For example, the maximum timeframe for a 60 credit program is 90 attempted credits. Up to 30 attempted credits of developmental and ESL courses are exempt from a student’s 150% completion rate.

**Dean’s List:**
Students who complete 9 or more credits, complete 100% of their attempted credits and achieve a GPA of at least 3.5 will be recognized as on the Deans’ List for that semester.
### ACADEMIC DATES AND DEADLINES FOR LSC STUDENTS

#### 2014-2015 School Year

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>First drop for non-payment</td>
<td>08/26/2014</td>
</tr>
<tr>
<td>Last day to drop/add – Fall</td>
<td>08/29/2014</td>
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<tr>
<td>End of full refund for Fall</td>
<td>08/29/2014</td>
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<tr>
<td>Drop for non-payment - Fall</td>
<td>08/29/2014</td>
</tr>
<tr>
<td>End of 75% refund period</td>
<td>09/08/2014</td>
</tr>
<tr>
<td>End of 50% refund for TOW</td>
<td>09/15/2014</td>
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<tr>
<td>End of 25% refund for TOW</td>
<td>09/22/2014</td>
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<tr>
<td>Fall grad requests due</td>
<td>11/03/2014</td>
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<td>Spring/Summer registration: Disabilities/SSS</td>
<td>10/27/2014</td>
</tr>
<tr>
<td>Spring/Summer registration: 45+ creds</td>
<td>10/28/2014</td>
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<td>Spring/Summer registration: 30+ creds</td>
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<td>Spring/Summer registration: 15+ creds</td>
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<td>Spring/Summer registration: 1+ cred</td>
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<td>Spring/Summer reg.: Currently enrolled</td>
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<td>Spring/Summer registration: New Student</td>
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<td>Spring/Summer reg.: New non-degree</td>
<td>11/24/2014</td>
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<td>Last Day to Withdraw - Fall</td>
<td>Varies</td>
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<td>First drop for non-payment - Spring</td>
<td>01/13/2015</td>
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<tr>
<td>Drop for non-payment - Spring</td>
<td>01/16/2015</td>
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<td>End of 100% refund for Spring</td>
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<td>Last day to drop / add - Spring</td>
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<td>End of 75% refund period for TOW</td>
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<td>End of 25% refund for TOW</td>
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