

Need Help?  
Ask Me!

Welcome Squad  
Volunteer Packet

Spring Creek Campus  
Fall 2017

Volunteer: Thank you for volunteering during this very busy time! Included you will find information which may help you answer questions that students have on your campus. If you don't know an answer or cannot find one in this packet, please contact the Information Desk.

## FAQs – SCC Campus

**Q:** Where is my classroom?

**A:** Be careful when you answer this question because many times students inadvertently enroll themselves in classes at the wrong campus. Several of our buildings have the same letters (i.e. A at CPC, PRC, and SCC). A good way to solve this is to look at the Section Number, the letter of which indicates the campus. FYI: Some students have all classes except one at a single campus and then have one in the middle of a schedule at another campus. Send them to Advising so they can straighten this up.

**Q:** Do I need a parking sticker?

**A:** Yes. Students can get their free parking stickers at the Student Life Office (F130).

**Q:** Do I have to have a student ID?

**A:** Yes, you cannot use the labs, testing center, fitness center, etc, without them. They also double as your library card.

**Q:** Where do I get my student ID?

**A:** IDs are made in the Student Life Office (F130).

**Q:** Where can I print my schedule?

**A:** The Computer Lab (J 110).

**Q:** I want to add and drop a class, what do I need to do?

**A:** Students can add and drop classes on-line through the fourth day of classes for Fall & Spring (16 week courses) via Cougarweb.

**Q:** Where is a computer I can use?

**A:** The student can go to the Computer Lab (J 110) to use a computer.

**Q:** I want to add a class, but it is full, what do I need to do? I was on a waitlist, what should I do?

**A:** Look for options at different times and locations. Overloads are an exception. If there are special circumstances, have them contact the appropriate division office (see campus office list). An FYI that you can pass along to the student: Math & Natural Sciences DOES NOT allow overloads. On-line courses are not usually overloaded. The waitlist is also gone.

**Q:** I enrolled in classes and this morning when I tried to print out my schedule there was nothing there.

**A:** Chances are they forgot to pay and were dropped from all their classes. Tell students to go online and re-register. If student paid & thinks that there is a mistake, then send them to the Cashiers/Bursars office (G143).

**Q:** My class was cancelled and I need another class, what do I do?

**A:** First make certain the cancellation on the door is the correct class. Student can add classes on-line through the fourth day of classes for Fall & Spring (16 week courses) via Cougarweb. Course Cancellations=100% refund

**Q:** I went to my class, but it was the wrong class/no one was there. What should I do?

**A:** Check to make sure the student isn't in an evening class instead of a morning class, or vice versa. Often this happens when it's an 8:00 class. Also, look at the dates to make sure that the class isn't an express class that begins later in the semester.

## SCC Frequently Visited Areas

Academic Advising Office: **G 103**

Admissions and Records Office: **G 103**

Financial Aid: **G103**

Bookstore: **F 161**

Cashier's/Bursar's Office: **G143**

Computer Lab: **J 110**

Library: **L Building**

Student Life (Student IDs): **F 130**

Printing Express (Buy Backs): **D114**

Testing Center: **J 232**

Center for Academic Assistance (Writing Center/Math Lab): **D 203**

Students who want to drop off their **meningitis vaccination** records should be sent to the Admissions Office (G 103).

**Division Offices:**

ACCT	B189
ANTH	J112
ARTS	K102
BIOL	J112
BITC	J112
BUSI	B189
CHEM	J112
Child Development	K102
COMM	F135
COMM DESIGN	K102
COMM MUSIC	K102
DANC	K102
DE MATH	F135
DRAMA	K102
ECON	B189
EDUC	K102
ENGL	B189

ENVR	J112
ESL	F135
FRLG	F135
GEOG	J112
GEOL	J112
GOVT	B189
HIST	B189
HUMA	B189
INRW	F135
IPPD	F135
MATH	J112
MUSIC	K102
PHED	J112
PHIL	B189
PHOTO	K102
PHYS	J112
PSYC	J112
SOCI	J112
SPCH	F135

# SCC HOURS OF OPERATION

## (EXTENDED HOURS FIRST WEEK)

### STUDENT & ENROLLMENT SERVICES OFFICES

Academic Advising, Financial Aid, Admissions, Student Life (Picture IDs)

Monday	August 28	7:30am - 8:00pm
Tuesday	August 29	7:30am - 8:00pm
Wednesday	August 30	8:00am - 8:00pm
Thursday	August 31	8:00am - 8:00pm
Friday	September 1	8:00am - 5:00pm

- **Please advise students that they will need to be in line at least TWO HOURS prior to the posted closing time\*\*\*\***

### BOOKSTORE

Monday	August 28	7:30am - 9:00pm
Tuesday	August 29	7:30am - 9:00pm
Wednesday	August 30	7:30am - 9:00pm
Thursday	August 31	7:30am - 8:00pm
Friday	September 1	7:30am - 5:00pm

# Map of SCC

