

ACADEMIC SERVICES

Information and Expectations for all SC4 Students

Information:

1. **FERPA:** Because of Federal privacy laws, including the Family Educational Rights and Privacy Act, your instructor and staff members at SC4 are unable to discuss anything related to your grade, performance in class, or any other issues with anyone other than you.
2. **Class Cancellation:** The College has established a phone number (810-989-5770) that students can call to find out about class cancellations and faculty absences. Class cancellations are also posted on the SC4 portal online daily.
3. **Student E-mail Accounts:** Students are assigned an SC4 e-mail account upon applying to the College. SC4 uses e-mail to communicate with all students taking classes for credit, including important information about billing, classes, deadlines, events, refunds, financial aid and registration.
4. **Student Help Desk:** Students who need assistance with the student e-mail system and the WAVE online registration system may call (800) 630-8918 or (810) 989-5858. For **Webstudy** technical support, contact (888) 326-4058, Option 3 (available 24/7) or the Center for eLearning at (810) 989-5525 (Monday – Friday, 8 a.m. to 4:30 p.m.).
5. **Getting Academic Help:**
 - A. **Achievement Center:** Provides specialized academic services to assist students by providing educational software, study materials, success seminars, tutoring, as well as, disability services, in accordance with state and federal laws and regulations, including the Americans with Disabilities Act (ADA). SC4 will provide reasonable accommodations to students with disabilities, provided such accommodations does not fundamentally alter the nature of the program, cause undue hardship on the college, or jeopardize the health and safety of others. For assistance call (810) 989-5759, (800) 553-2427, or ac@sc4.edu. Located in the College Center, Room B-100.
 - B. **Math Center:** Offers free tutoring for all math classes and assistance with individual math problems. Contact (810) 989-5701 or visit the Clara E. Mackenzie Building (CEM), Room 104.
 - C. **Writing Center:** Offers free tutoring with student writing consultants who are able to assist in every step of the writing process. This service is available to all students for writing assignments in all courses. Contact (810) 984-3881, ext. 6223 or visit the Main Building, Room 121.

Expectations:

1. **Class Attendance:** Class attendance policies are established by each individual instructor and are presented to each student on the course syllabus within the first week of class. Students are expected to adhere to the policies and abide by any penalties imposed should they fail to do so.
2. **Appropriate Student Conduct:** Students are expected to act responsibly and to conduct themselves in the classroom and on the campus in a manner that does not disrupt the learning process for professors, instructors, staff, or other students per the SC4 Student of Conduct policy. Disciplinary measures may be taken should students fail to conduct themselves accordingly.
3. **Academic Dishonesty:** When the instructor has sufficient evidence of cheating or plagiarism, the instructor may impose disciplinary actions such as assigning a failing grade to the student's assignment, quiz, paper or test, or the course as a whole.
 - A. **Definition of Plagiarism** - is the appropriation of language, thoughts or ideas of another author and claiming that as one's own. Plagiarism is work not produced by the student or work that does not credit borrowings from the original source(s).
 - B. **Definition of Cheating** – can be, but is not limited to, a student using electronic technology, notes or other written materials not permitted by the instructor, looking at another student's paper without permission of the instructor, requesting answers from other students, or working with other students when independent work has been required.
4. **College Course Content:** College is a place where there is a free exchange of ideas, and exposure to ideas, those you may like and those you might not. This is at the very core of every college course a student takes. It is the college experience. Please keep in mind that the ideas presented and discussed are at the discretion of the instructor or professor in any given course, and for some students may require some adjustment or understanding on their part.
5. **Student Complaint Procedure:** In the event of an issue, the student will meet with the instructor/faculty or staff member involved to attempt to resolve the concern. If a satisfactory resolution has not been reached, the student has the option to consult with the following persons in the following order: 1) the appropriate program lead; 2) the appropriate academic lead; 3) the appropriate division administrator; 4) the Vice President of Academic Services.
6. **Student Grade Appeal Procedure:** Any appeal for a change of grade, other than a final grade, must be initiated by the student in the semester during which the student was enrolled in the course. Appeals of a final grade for the semester must be made prior to the last day of classes of the subsequent semester. The only grounds for a grade appeal are:
 - A. **The grade is allegedly based on an error in calculation.**
 - B. **The grade assigned allegedly did not follow the grading criteria in the course syllabus.**It is the responsibility of the student to prove that the grade is incorrect or unjustified. This Student Grade Appeal follows an Informal Procedure initially with the instructor, and a Formal Procedure, if a satisfactory resolution cannot be reached. For more information, please view the SC4 portal for further details.