

Mission

Transform individuals and strengthen our communities
through innovative and accessible learning

Vision

The community's driver for individual, social, cultural, and economic vitality



Accreditation

Lakeshore College is accredited by The Higher Learning Commission
230 South LaSalle Street, Suite 7-500, Chicago, IL 60604-1411
hlcommission.org; 312.263.0456.

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STUDENT RESOURCES

ACADEMIC SUPPORT & TUTORING

Lakeshore College's Academic Support & Tutoring Services provides free assistance for a variety of classes and programs. Students may access support through drop-in hours, structured labs, study groups, and individualized tutoring. Support is provided in the areas of General Education, such as Reading, Math, English, Social Science, Science, Technology, and Study Skills. Most supports are available virtually, in person, or over the phone.

Technology Support

Student technology support provides one-on-one computer help for a variety of campus technologies and software, including Blackboard, MYLAKESHORE, Microsoft Office 365 (Outlook/email, Word, Excel, and PowerPoint), computer management, and more. Students may access the [Quick Bytes](#) webpage for self-help videos for commonly used applications and resources essential to student success.

Academic Support

Academic Support is a resource for all students at Lakeshore who want to improve their academic skills, time management, study tips, test anxiety strategies, and more. Every student can benefit from building their skills to help them achieve greater academic success. Students interested in learning more about academic coaching or who would like to get started with a coach should connect with a member of the Academic Support & Tutoring team today.

Peer Tutoring

Academic Support & Tutoring also offers a peer tutoring program in which students are connected with a peer tutor either in person and/or virtually. Peer Tutoring is available for individualized help in technical program classes. The link to request a peer tutor or to become hired as a peer tutor can be found here: [Academic Support and Tutoring – Library at Lakeshore College \(libguides.com\)](#). Please note, a tutor match is not guaranteed, but all efforts are made to find a tutor.

Tutor.com

For students who seek support via online tutoring, Lakeshore has partnered with Tutor.com. Professional tutoring support is available 24/7 and features a team of on-demand expert tutors. Success is not achieved alone; it takes a team and Tutor.com is here to help. Access Tutor.com directly from all courses in Blackboard, located on the left-hand navigation pane, or as a tile in MYLAKESHORE. This service is free to students and can assist in a variety of content areas.

Academic Support & Tutoring contact information: 920.693.1322 or academic.support@lakeshore.edu

ANIMALS ON CAMPUS

Service Animals

In accordance with the Americans with Disabilities Act and sections of the Rehabilitation Act, qualified service animals are permitted on campus when accompanying a person who has a disability with few exceptions as prescribed by law. A service animal is an animal trained to do work or perform tasks for an individual with a disability. If a service animal is removed, Lakeshore will provide an opportunity to participate in the service, program, or activity without having the service animal present.

Emotional Support Animals

An emotional support animal is an animal that is not trained to do work or perform tasks, but whose presence provides emotional support, comfort, or companionship for the person with a disability. Emotional support animals are NOT service animals and are generally not allowed on campus. If an employee with a disability wants to use a non-service animal on campus, they should request an accommodation from Human Resources. If a student with a disability wants to use a non-service animal on campus, they should request an accommodation from Accommodation Services.

Therapy Animals

Although therapy animals are not considered service animals under the ADA, they may be permitted on campus, on a case-by-case basis, for certain events in limited areas. Therapy animals are trained to provide therapeutic contact to improve physical, social, emotional and/or cognitive functioning. For therapy animals to be considered for approval, the animal and handler must be certified by an accredited therapy animal training association and provide proof of liability insurance and required vaccinations. Any employee seeking to use a therapy dog in the course of their job duties must discuss with their respective Vice President and complete the necessary paperwork.

Animals used for Educational Programming

The college permits the presence of animals in public areas (interior and exterior) on campus when the animal is used to support educational programming and training. Such circumstances will be reviewed and approved by leadership on a case-by-case basis.

Removal of Animals from Campus

Animals must always be under the control of the handler. If they are not properly controlled by the handler, if the animal's behavior is aggressive, disruptive, or alters the fundamental nature of a service, or if the animal poses a direct threat to the health or safety of others, the handler will be required to remove the animal from college property immediately.

[Animals on Campus](#) Contact information: 920.693.1120 (711) or nicole.yang@lakeshore.edu.

CAREER SERVICES

Career Services coordinates resources and services that help facilitate student transition from college to work. Multiple learning and networking opportunities are available. These include, employment development seminars, workshops, and consultations, as well as resources on the college website.

Handshake is the Lakeshore and Wisconsin Technical College System's official employment link for Wisconsin technical college students and graduates seeking job openings and internships posted by employers.

Lakeshore provides gently used clothing for professional and personal purposes. Available items vary based on donations. All items are FREE for students.

For more information, email careerservices@lakeshore.edu with all questions and inquiries relating to Career Services.

DENTAL CLINIC

The Lakeshore Community Dental Clinic provides limited dental services for individuals who qualify for free or reduced costs. For more information, contact 920.693.1185 or email dental@lakeshore.edu

Educational Support Services

Accommodation Services

Partners with students to develop plans that ensure equal access to programs, services, and activities at Lakeshore. Students with disabilities are eligible for reasonable accommodations as outlined by the Americans with Disabilities Act and the Rehabilitation Act. Students who are pregnant or parenting a newborn are eligible for reasonable accommodations as outlined by Title IX of the Educational Amendments of 1972. Accommodations are voluntary, confidential, and outcome neutral.

Fostering your Future

Fostering your future provides enhanced support to meet the unique needs of students who are or have been foster youth.

Language Access

Provides tailored assistance to support students adjusting to college courses in English through support that focuses on English skills and course content. Services include: one-on-one and small group study sessions, individualized assistance and resources, text to speech, note-taking, and testing support. Lakeshore also provides limited interpretation for meetings with advisors, Academic Counselors, financial aid, and other services.

Educational Support Services contact information: 920.693.1120 (TTY 711) or educationalsupport@lakeshore.edu

FINANCIAL COACHING

Lakeshore partners with community organizations to provide free financial coaching to students. Coaching sessions assist students with developing customized spending plans and specific financial goals. Students may schedule a coaching session by emailing financial.coach@lakeshore.edu.

LIBRARY SERVICES

[The Lakeshore Library](#), located in the Lakeshore Building's Student Resource Center, provides a learner-centered environment where students, staff, and community members may access information through a variety of educational and technological resources responsive to users' needs.

Physical Resources

Students with an active Lakeshore ID number may borrow library materials such as books, journals, audiovisual resources, course textbooks, test prep materials, and more. Items can be searched via the [library catalog](#). The library also has many course textbooks available for checkout, including print copies of online OER (open educational resource) books. Students may request books, articles, and materials from other libraries, at no cost, through interlibrary loan.

Students are financially responsible for any items checked out to their library account, including items that are not returned, lost, or damaged. Most library materials may be renewed in person,

over the phone at 920.693.1130, by email at library@lakeshore.edu, or on the [library website](#) under “My Account.”

Online Resources

Lakeshore students can access [online resources](#), including eBooks, journals, audiobooks, and videos 24/7 by logging into MYLAKESHORE and selecting the “Library Databases” tile.

Devices & Equipment

Laptops, and electronic devices, including Apple iPads & Microsoft Surfaces, are available to current Lakeshore students enrolled in at least one course and in good financial standing with the College. Borrowers need to present a current Lakeshore Student ID card and may check out one laptop or tablet at a time. Various equipment (power cords, headphones, microphones, web cams, calculators, scanners, flash drives, etc.) is also available. To check availability and see full terms and conditions for equipment checkout, please visit: [Library Libguide](#) > Devices & Equipment.

Study Rooms & Study Booths

Study rooms for quiet study are available with priority given to current Lakeshore students. Check-out period is two hours with the opportunity to renew if no one is waiting for a room.

For more information, contact the Library at 920.693.1130 or email library@lakeshore.edu

MENTAL HEALTH COUNSELING

Personal, individual, and short-term counseling is available to assist eligible students in dealing with concerns which may interfere with class success or personal growth. Lakeshore has partnered with BetterMynd, an online therapy platform, to offer students access to free video-therapy sessions with their diverse network of licensed mental health counselors. Supportive counseling is offered during daytime, evenings, and weekends to aid students with personal issues and enhance their mental and emotional well-being.

To register and get started with a counselor, sign up at: <https://app.bettermynd.com/register>.

For additional questions, email students@bettermynd.com.

ORIENTATION & STUDENT SUCCESS TUTORIAL

Lakeshore College’s Orientation program provides students with information and resources to successfully navigate their college experience and achieve their educational goals. Once students have been admitted to the College, they will have access to a library of online tutorials and videos to assist with logging into their Lakeshore Student account, how to make payment on their tuition bill, completing online coursework, and utilizing a variety of free student resources.

Individual programs may require an additional program orientation session. Each respective division will coordinate and communicate dates, times, and details.

ACADEMIC COUNSELING

Academic Counselors are assigned to students based upon their program and guide students throughout their college experience. They serve as a great starting point for questions and needs. In addition, they:

- Clarify academic and career objectives and ensure appropriate program choice to meet goals.
- Review academic plans/pacing guides and assist in determining appropriate and realistic course sequencing.
- Assist in understanding and updating academic plans/pacing guides due to curriculum and/or course progression changes.
- Proactively support the student's progress and academic performance.
- Serve as a touchpoint for questions and needs and connect the student to appropriate resources.
- Empower students to take ownership of their education and understand program requirements.

Students can schedule an appointment with their Academic Counselor by calling 920.693.1366 or by using the scheduling feature in Navigate.

STUDENT LIFE

Student Life at Lakeshore is viewed as an integral part of the total educational experience. Being involved in activities beyond the classroom is helpful in broadening cultural horizons, creating outlets for self-expression, preparing for the workplace, and having fun. Monies from the supplemental fee contribute to student recognition awards and student organization assistance and support Lakeshore Student Leadership Board activities and services.

Annual Student Awards Celebration

The college recognizes and celebrates students for academic success, student leadership, and service excellence. Faculty and staff nominate students for recognition of their curricular and co-curricular achievements. Award recipients are notified of their selection prior to the event. Students are encouraged to bring family and friends to join in celebrating their achievements.

For information regarding Student Life and Annual Student Awards Celebration, email studentlife.slb@lakeshore.edu.

STUDENTSHARE

Each of Lakeshore's locations offer various food, clothing and/or personal care supports at no cost to students. Generous donations from the Lakeshore Foundation, college and community members make this possible.

For information, email studentshare@lakeshore.edu.

STUDENT LEADERSHIP BOARD (SLB)

The College's Student Leadership Board is comprised of student representatives and organizations whose executive members are selected via an application process set forth by the Lakeshore SLB. The SLB provides students with opportunities to participate in democratic leadership/self-government. It acts as the liaison between the administration, faculty, staff, and students; promotes citizenship/leadership; operates as the students' official voice in the college community; and acquires information for dissemination to the student body. The SLB operates according to a constitution with the assistance of college appointed SLB Staff Advisors. Official meetings are held between September and April and all students are welcome. SLB executive members can participate in statewide student advocacy activities through Wisconsin Student Government.

For additional information, email studentlife.slb@lakeshore.edu.

STUDENT ORGANIZATIONS

Lakeshore's Student Leadership Board (SLB) approves and supports student clubs and associations that are open to all Lakeshore students. Active involvement outside the classroom promotes beneficial learning experiences that further develop and enrich students' interpersonal and professional skills. Student organizations may be formed based on student interest and completion of the Lakeshore SLB approval process.

The following is a list of approved, active student organizations which is subject to change:

- Auto Maintenance Club
- Business Professionals of America (BPA)
- Culinary Club
- Dental Assistant Club
- Information Technology (IT) Club
- InterVarsity Christian Fellowship
- Lakeshore Chapter Student Nurses Association (LCSNA)
- Makers Club
- Medical Assistant Club
- Paralegal Student Association
- Phi Theta Kappa (PTK) Honor Society—Beta Lambda Sigma Chapter
- Professional Agricultural Students (PAS)
- Radiography Club
- Society of Human Resource Management (SHRM) Student Chapter

For detailed information about student organizations, email studentlife.slb@lakeshore.edu.

WISCONSIN TECHNICAL COLLEGE SYSTEM (WTCS) AMBASSADOR PROGRAM

The Wisconsin Technical College System Ambassador Program recognizes and rewards outstanding student achievement and appreciation for technical education. Lakeshore's WTCS Ambassador represents the college and the WTCS at campus, community, and WTCS events, including a training conference for newly selected ambassadors.

The Lakeshore WTCS Ambassador program seeks student applications for the position, and eligible applicants are interviewed by a selection team. The Lakeshore WTCS Ambassador enjoys prestige and yearlong visibility as a champion for technical education.

For information, email studentlife.slb@lakeshore.edu.

TECHNOLOGY HELP DESK

The Technology Help Desk is located on the Cleveland Campus in the Student Resource Center. The Help Desk is available Monday through Friday to help students with technology-related issues. Additionally, for convenience, the Technology Help Desk provides a password reset tool enabling instant password changes. This tool is accessible on the Student Resources page of the Lakeshore website: <https://lakeshore.edu/experience-ltc/student-resources>

For more information, please call 920.693.1767 or email: helpdesk@lakeshore.edu Hours: Monday-Thursday 7 AM – 7:30 PM and Friday 7 AM – 4 PM

For assistance outside of the daily Help Desk hours, please reach out to the support team at BlackBeltHelp. To obtain limited assistance when the internal Help Desk is unavailable, simply dial the same phone number: 920.693.1767, and individuals will be connected with a support member.

TESTING SERVICES

Testing Services administers a variety of tests including the Accuplacer; GED/HSED; keyboarding; Credit for Prior Learning test-out exams for Lakeshore classes; HESI nursing entrance exams; and proctored instructional testing for Lakeshore classes.

Testing Procedures:

- Appointments are required and must be scheduled 24 hours in advance. Proctored instructional testing for Lakeshore classes must be scheduled through Navigate.
- Testers MUST have a photo ID with full name and picture.
- Testing must be completed by closing time. Please plan accordingly.
- Cell phones and electronic devices (including smart watches) are not allowed. Lockers are available.
- Scratch paper and pencils are provided. Calculators will be provided if approved. Personal calculators are not allowed. All items must be returned to the proctor when finished.
- Beverages and snacks are not allowed.
- Testers may not leave for breaks after a test has started.
- Only testers are allowed in testing areas.
- If testing on a computer, no other applications or websites are to be open.
- Testing rooms are under camera surveillance and recording.
- Violations will be reported to the appropriate division and student conduct office.

For more information, contact Testing Services at 920.693.1184 or testing@lakeshore.edu.

TRIO/STUDENT SUPPORT SERVICES

TRIO/Student Support Services helps low income, first generation, and students with disabilities achieve their dreams of higher education. It is federally funded by the U.S. Department of Education.

Goals of the TRIO/Student Support Services:

- Provide support for participants using TRIO/Student Support Services resources to facilitate their academic success.
- Improve GPA, retention, and academic success of participants by providing academic support services, advising, financial education, leadership and career development opportunities.
- Increase the percentage of students who obtain a degree and transfer to a four-year college.

TRIO/Student Support Services contact information: 920.693.1653 or email trio@lakeshore.edu.

GENERAL COLLEGE INFORMATION

ACCIDENTS/FIRST AID/EMERGENCY CARE

All accidents occurring on college property are to be reported immediately to a Lakeshore staff member. Incident report forms are to be completed within 24 hours. To report an accident: https://cm.maxient.com/reportingform.php?LakeshoreTC&layout_id=4.

ADULT EDUCATIONAL AND ENGLISH LANGUAGE LEARNERS PROGRAMMING

Lakeshore offers programs to prepare adults to earn a high school credential, enter a college program, and/or enter employment. Instruction is provided in the areas of reading, writing, math, social studies, science, civics, career and employability education, and English Language Learning (ELL). The course of study is determined through goal setting and working closely with a Academic Counselor and instructors to create an individualized plan of education.

Specific Programming Includes:

- Adult Education is designed for individuals who want to review, learn, or improve academic skills in reading, writing, math, and digital literacy. The curriculum offers students the opportunity to meet personal needs for additional education, training and/or employment.
- GED/HSED programming prepares adult students to earn a high school credential, such as the General Education Development (GED) certificate or the High School Equivalency Diploma (HSED). To earn a GED, students must successfully complete a Career Awareness course and four academic exams:
 - Reasoning through Language Arts
 - Mathematical Reasoning
 - Science
 - Social Studies
- The HSED credential requires successful completion of the four GED exams PLUS the following:
 - Health (exam or coursework)
 - Employability Skills course
- Alternative HSED programming is also available. A competency-based, structured class option allows students to earn the HSED without taking the GED exams. This is for individuals who can, in a classroom setting, demonstrate mastery of skills expected of Wisconsin high school graduates, but who would be unable to demonstrate those competencies in a formal, timed, testing environment. This credentialing opportunity also requires a state-mandated civics test.
- All high school credentialing opportunities also require a state mandated civics test in addition to the above criteria.
- The English Language Learning (ELL) program is designed to provide non-English and limited-English speaking students coursework in Reading, Writing, Listening, and Speaking the English language. Other subjects offered are digital literacy, citizenship exam preparation, and employability classes.
- Career and employability courses are offered to explore interests, skills, and goals for employment. Resume writing, interviewing skills, digital literacy, and other skills to obtain and retain employment are stressed.
- Lakeshore support services are offered; these include:

- Academic Counselors are available to assist with career planning, program enrollment support, and selection. Academic Counselors can also work with students on college admissions steps.
- Student support, such as accommodation services, educational support services, and academic support.

CAFETERIA

The Lakeshore Cafeteria is located on the upper level of the Lakeshore Building, on the Cleveland Campus. Lakeshore's vending service features grab-and-go items including sandwiches and beverages. Vending machines and microwave ovens are available in all buildings.

CHILD CARE CENTER

The Center is designed for children of full- and part-time students at Lakeshore. Parents may register their children, ages two through six years. Please inquire early as spots are limited and fill quickly. Information and [registration forms](#) are available in the Child Care Center. For more information, call 920.693.1243.

COMPUTER LABS

The Student Resource Center contains the largest open computer lab on campus. Computers in the lab contain most software required for Lakeshore courses. A network username and password are required to log on.

EVACUATION DRILLS

Emergency evacuation drills will be conducted periodically during the school year by the Incident Management Team. Anytime the fire alarm is sounded, it should be treated as a real fire. Each classroom has emergency evacuation instructions and routes posted. Students should become familiar with this information to ensure a swift but safe evacuation from the building. All persons are required to leave the building, stand clear of all exits, and remain outside until notified by safety/security personnel that it is safe to re-enter the building.

FITNESS CENTER

The Fitness Center is located on our Cleveland campus, on the lower level of the Lakeshore Building, room L179. The area has a variety of equipment such as treadmills, weight machines, elliptical trainers, stationary bikes, and locker rooms with showers. The Fitness Center is an unsupervised exercise center open to students, current staff and their family members 18 years of age or older, Lakeshore retirees, and Lakeshore District residents. It can be used free of charge when available. Before first use, participants are required to review the Fitness Center policy which includes guidelines, dress code, and a release-of-all-claims form. The policy and form are accessible and can be signed at the Student Success Welcome Center located in the Library at the Cleveland Campus in the Lakeshore building. Fitness Center hours may vary and are listed on the College's website. <https://lakeshore.edu/experience-lakeshore/on-our-campus/fitness-center>

LACTATION/NURSING MOTHERS ROOM

Please see the Student Success Welcome Center for access to a private lactation/nursing mothers room.

LOCKERS

Lakeshore uses LuxerOne smart lockers to securely store and distribute college-related materials. The smart locker system allows students to pick up items and resources from places such as Student Share, the Library, eCampus, and more using a secure code sent by email or text. The lockers are located in the Student Share area in the Lakeshore Building of the Cleveland Campus. Students needing accommodations should contact 920.693.1120 (TTY 711). Lakeshore is not responsible for theft or damage to locker contents.

LOST & FOUND

Lost and found items may be claimed at Student Success Welcome Center upon proper identification by the owner.

LAKESHORE ONLINE BOOKSTORE

The Lakeshore Online Bookstore (eCampus) can be accessed via the Lakeshore Online Bookstore tile in MYLAKESHORE.

Textbooks

The Lakeshore Online Bookstore offers new, used, digital, and rental textbooks. Students must purchase their books online. Books can be ordered for Cleveland campus pick up or home delivery. If delivering to campus, the student will be notified by email and text message when books are ready for pick up at the Lakeshore Library. See the Bookstore page under the Current Students Hub tile in MYLAKESHORE for current policies and pick up hours.

Return Rentals and Sell Back Books

Return your rentals and sell back your books directly to eCampus by logging in to your Lakeshore Online Bookstore account.

PARKING REGULATIONS FOR LAKESHORE CLEVELAND CAMPUS

Regulations:

- Lakeshore assumes no responsibility for vehicles or their contents while parked on campus. The person whose name a vehicle is registered under is responsible for all violations incurred by the registered vehicle.
- The **enforced speed limit** for vehicles operated on campus is **15 miles per hour**.
- All roadways and building approaches are considered lanes. Parking in these areas is prohibited. Parking on lawns, sidewalks, and marked walkways is prohibited.
- The parking lot layout is designed with safety in mind. Follow marked traffic routes through parking lots 6 and 7.
- Bicycle parking racks are available near Ag/Energy (A1), Nierode (N2), Lakeshore (L8) and (L12); and Public Safety (P1) except during winter months. Racks are also available at Sheboygan and Manitowoc campuses.
- Accessible parking is allowed in designated areas by permit only. **Permits are available only through the DMV.**

Enforcement: Parking regulations are enforced under Village of Cleveland Ordinance and the State of Wisconsin Statute.

Penalties: Persons violating posted parking regulations may be required to pay a fine in accordance with the Village of Cleveland or the State of Wisconsin traffic deposit schedule.

Link to Lakeshore College Cleveland Campus map: <https://lakeshore.edu/about/campus-locations-maps-hours>

MYLAKESHORE

MYLAKESHORE is a website that provides centralized access to commonly used applications you may need such as Blackboard, Lakeshore email, MyLTC, Navigate, Password Reset Tool, and Technology Help Desk. The website can be accessed at <https://lakeshore.edu/experience-ltc/student-resources>.

MyLTC

MyLTC is a website that provides access to information, tools, and applications students need to participate as a member of the college community. Students can do the following and more:

- View financial aid to do list items
- Enroll and drop classes
- View demographic information
- View and print unofficial transcripts
- View and pay tuition
- Apply for, view, and accept financial aid
- View and print grades
- View and print class schedule
- Search class offerings
- Print enrollment verification
- Add/update emergency contacts
- Update address and phone numbers (students are expected to keep this information current)

EMAIL

Anyone who fully completes the admissions requirements or registers for an undergraduate or extended education course is automatically provided with a Lakeshore email account.

The student email is: full last name + last 5 numbers of the student's ID. (For example, the email address for Lenny Zen, ID #12345678, would be zen45678@lakeshore.edu). Email is the official mode of communication to students at Lakeshore. Therefore, it is important that students check their student email daily.

Students will receive essential information in their email inbox such as registration dates, graduation information, financial aid, special events, course information from faculty and much more. Visit lakeshore.edu and login to MYLAKESHORE to access the Lakeshore email account through Microsoft Office Outlook 365.

Email accounts of students will be deleted 126 days after the term end date if they don't re-register for classes. Communications will be sent prior to the end of the term remind students to transfer personal data.

NAVIGATE AND STUDENT REFERRAL

Navigate is an online Student Success Management System that connects students to staff, Academic Counselors, faculty, and campus resources. Students can schedule appointments and receive important text messages from Academic Counselors and instructors, access important school information and resources such as reminders for registration dates, scholarships, and tuition/fees information. Faculty and staff also use Navigate as part of the college's Early Alert System to submit student referrals that initiate student outreach for just-in-time student support. Students can access Navigate through MYLAKESHORE or by downloading the free Navigate Student app. For best results, open Navigate in Google Chrome. If you have any questions, please contact Lakeshore's Help Desk at 920.693.1767 or HelpDesk@lakeshore.edu.

OPEN EDUCATIONAL RESOURCES (OER) AND ZERO TEXTBOOK COST (ZTC) COURSES

ZTC classes have no textbook-related costs, including access fees for online materials. Instead of a publisher's textbooks, ZTC courses use a mix of OER online textbooks, links to scholarly and professional websites, resources from the Lakeshore library databases, and multimedia lectures created by Lakeshore instructors. Some materials may have a low-cost option to print. There may still be other non-textbook mandatory costs associated with some of these sections (e.g., scientific calculators, laboratory materials and/or supplies, etc.).

Students will be able to see if they are in a ZTC when they search for their required textbooks in the bookstore. Students will get a message informing them of Open Educational Resources and/or library content required for this course. The course syllabus and Blackboard will also indicate if the class is a ZTC

To print a copy of an online OER textbook, check in the Lakeshore Library to see if they have a checkout copy, or print a personal copy in the Lakeshore Copy Center (L264).

PREFERRED & LEGAL NAME

A student's legal name is the name that is listed on official college documents including, but not limited to, transcripts, certificates, and diplomas. Students who wish to use a preferred name on campus may request that Student Success staff add their preferred name to their student record at Lakeshore.

Students with preferred names:

- will be listed by their preferred name in the student directory.
- will use their preferred name when setting up a username and password for the Lakeshore network and email.
- will be known by their preferred name by the Lakeshore Help Desk.
- MUST contact Student Billing to ensure that all refunds are processed according to their preference **before any refunds are issued.**

Please note that preferred names are not related to legal or official name changes. Students who wish to change their legal name should submit the Official Name Change Form which is available at Student Success or online at [Official Name Change Form](#)

PRINTING/COPYING

To print on campus, student printing accounts are loaded with \$10 at the beginning of each semester (fall, summer, spring). Funds can be added to the account at the Student Success Welcome Center. Any funds added will roll over to the next semester; the original \$10 does not.

COPY CENTER

Lakeshore's Copy Center (L264) offers printing and mailing services, including black and color copying, folding, cutting, scoring, laminating, spiral binding, postage stamps for purchase, and assistance with mailing needs. The Copy Center can print OER (Open Educational Resources) course textbooks. All mail delivered to Lakeshore is considered the property of Lakeshore and will be distributed as determined by Lakeshore administration. For more information, contact 920.693.1147 or copycenter@lakeshore.edu

REGISTRATION

To register online at lakeshore.edu, students should first go to the Current Students Hub and click "MYLAKESTORE" to log in using their User ID and password. Once logged in, select the MyLTC tile to access the registration tools. From there, students can choose classes and complete the registration process. Alternatively, registration is also available in person at the Student Success Welcome Center.

Students will need to complete the following steps to register for classes:

1. Identify the Necessary Classes

If a program student wishes to review the recommended sequence of courses along with prerequisites and corequisites, they should consult the program information sheet. To determine if a desired class has a co/prerequisite, they can visit one of the following resources on the lakeshore.edu website.

- Searchable class listing
- Course descriptions on the program information sheets
- MyLTC Shopping Cart

For assistance in choosing classes, speak with a Academic Counselor. To meet with a Academic Counselor, please call 920.693.1366 or schedule an appointment online through Navigate.

2. Find Class Information

To obtain essential information about each course to register for, students should collect the following details:

- Class Title
- Class Number or Catalog Number

This information can be conveniently acquired through the online *Find a Class* search feature, or on the Lakeshore website.

3. Register for Courses

Confirm the registration dates in MyLTC. Military service members will receive priority registration in accordance with federal law. There are two easy options to register for

Lakeshore class(es):

a. Online Registration (Preferred)

- Log in to MyLTC using the student ID number and password provided. Online registration access is available 24/7.
 1. Forgot the password? Reset it at MyLTC.
 2. The Chrome browser is recommended for online registration.
 3. For additional information about MyLTC use the drop down to find the informational brochure at lakeshore.edu/current-students/technology/

b. In-Person

- Hours: 7:30 am to 5:30 pm Monday-Thursday; 7:30 am to 3:30 pm Friday.
- The Student Success Welcome Center is located on the lower level of the Lakeshore Building.
- For directions to Lakeshore, visit <https://lakeshore.edu/about>

4. Pay Tuition

See [Pay Tuition](#) section in this handbook.

5. Print the Schedule

Find instructions on how to print the schedule from within MyLTC or MYLAKESHORE at lakeshore.edu/how-to-apply/already-a-student-class/print.

6. Purchase Books

The Lakeshore Online Bookstore (eCampus) can be accessed via Lakeshore Online Bookstore tile in MYLAKESHORE

RESTROOMS

Restrooms are available on all Lakeshore campuses and are available to members of the college community and their visitors. Lakeshore also offers handicapped-accessible, single-unit facilities, that provide increased privacy.

SCHOOL CLOSING

On a rare occasion, a situation may arise affecting closing of one or more campuses. (Ex: power outage, waterline break, lock down, cybersecurity issue, bomb threat, etc.). In these cases, the Incident Management Team will alert students and employees. For more information, see the [Unscheduled Building Closure Policy](#).

Students or faculty who are assigned to clinical experiences and employees who are providing contracted services in business and industry will conform to the closure status of those institutions regardless of any other announcements made concerning the closing of the College.

SEVERE WEATHER

Tornado and severe weather drills are conducted periodically during the school year by the Incident Management Team. In the event of a thunderstorm, high winds, tornadoes, etc., an announcement will be made. Occupants will be notified that this is a tornado watch, or a tornado or severe weather warning. Updates will be provided as available.

Students should become familiar with the Tornado/Severe Weather refuge instructions posted in each classroom. Once in the designated refuge area, remain there until notified by safety/security personnel that it is safe to leave. Students are encouraged not to leave the campus while these conditions exist.

STUDENT SUCCESS WELCOME CENTER

Student Success Welcome Center is designed to streamline customer service for a variety of needs. Staff are available on our Cleveland Campus, in the lower level of the Lakeshore building, from 7:30 am to 5:30 pm Monday through Thursday and 7:30 am to 3:30 pm Fridays. Students can visit Student Success for assistance in the following items or services:

- Receive general information
- Register, change, and drop classes
- Make payments
- Billing questions
- Schedule appointments with Academic Counselors and other Student Success staff
- Obtain student photo ID card/program badge
- Student lockers
- Add money to student printing accounts
- Sign up for student activities and promotional events and purchase event and movie tickets
- Drop off and pick up lost and found items
- Vending machine refunds

Student Photo ID

The Student Photo ID serves as a personalized identifier featuring the student's photo. It grants access to library services, financial transactions within Lakeshore, and may provide discounts for external experiences.

ACADEMICS

ACADEMIC FORGIVENESS

Academic Forgiveness is an opportunity to omit the grade point average calculation of credit courses taken during a period of time at Lakeshore. However, course grades will remain on student transcript.

Current students or returning students who had a last undergraduate enrollment within the last three calendar years may apply for academic forgiveness for one term of their choice. Students can only apply once for academic forgiveness for one term.

Returning Students who have not taken any undergraduate classes for a period of at least three calendar years from the last semester of attendance may only apply once for academic forgiveness for a maximum of three semesters of their choice.

Students must be currently matriculated into a program and enrolled in undergraduate classes. Previous grades will remain on the student's academic record but will not be calculated into their grade point average (GPA).

Financial aid funding and Satisfactory Academic Progress do not fall under the Academic Forgiveness policy; enrollment/grade history will continue to be a factor when determining financial aid eligibility.

Students must meet with their Academic Counselor to discuss the qualifying conditions for academic forgiveness prior to submission. The counselor will help the student determine whether repeating a course or forgiveness is their best option.

All course decisions approved for Academic Forgiveness are final and cannot be reversed. If a student changes their program, credit forgiveness is not reversible, and they will need to retake the course if it is required for the new program. Courses that are approved for academic forgiveness will not be eligible to be used as a prerequisite or co-requisite for another course.

APPEAL PROCESS

Students that are denied forgiveness for a course or courses may appeal that decision to the Vice President of Student Success.

ATTENDANCE

It is important that all students enrolled at Lakeshore attend classes regularly to receive the maximum benefit from the educational opportunities provided. Students enrolled in online, or CBE online courses will participate in regular meetings with the instructor to discuss their progress and any academic needs. These meetings can occur virtually or in-person. Students are expected to abide by the attendance policy established by the instructor as published in the course syllabus.

Students that do not attend class sessions in accordance with the class attendance policy and/or whose irregular attendance is negatively affecting achievement will be entered into Lakeshore's referral process to develop an appropriate plan for student success.

It is the student's responsibility to drop a course if they no longer plan to attend. The refund amount will be based on the Refund Policy outlined in this handbook. Students may drop classes via their MYLAKESHORE account or in person at the Student Success Welcome Center desk. Students are unable to drop classes by telephone or email.

CALENDAR

Two 15-week semesters, and one 8-week summer session are offered. Selected programs are offered at other dates. Fall (December) and spring (May) graduation celebration events are held on campus.

CLASS ADDITIONS, TRANSFERS, & DROPS

Students may add, transfer, or drop classes either through their MyLTC account or in person at the Student Success Welcome Center.

Adding Classes:

Students may add a class seven (7) days after the class starts. After (7) days, division approval is required to register.

Dropping Classes:

Students may drop a class at any time before the last day of class. Students who drop a class may be eligible for a refund according to the WTCS Refund Policy. Students are unable to drop courses by telephone or email. Students who withdraw from a class at the time when more than 60 percent of the class hours have elapsed will receive a grade of WF. Prior to that time, the student will receive a grade of W.

Note: Students are advised to contact their Academic Counselor prior to dropping to discuss potential impact on financial aid, refunds, and other educational impacts.

Students are responsible for officially dropping classes or withdrawing from campus for the term. Stopping attendance in class does not constitute dropping a class or withdrawing from a term. Lakeshore will only drop students from courses if the student initiates a drop as described above. Class fee refunds are issued in accordance with guidelines established by the Wisconsin Technical College System. The refund amount received is based on a few factors, including when the drop occurred and how much class meeting time has elapsed.

COURSE DELIVERY METHODS

Learning options offer flexibility and affordability to many of the same courses offered in a traditional on-campus classroom.

- Flexibility: Options designed to suit individual preference.
- Affordability: reduce cost of travel, daycare, and time away from work.
- Same courses: the course outcomes do not change, only the delivery.

Traditional, Video Conference, Online, Blended, Hybrid, Competency-Based Education (CBE), and iFlex

These courses are designed to offer greater convenience and learning options.

- **Traditional and Technology-Facilitated courses** are delivered in a face-to-face setting. The course may use technology to facilitate instruction.

- **Video Conference courses** are delivered via network or web conferencing.
- **Online course** content is delivered 100% through the internet and accessed by students using a web browser in an asynchronous and possibly synchronous format. Courses may require proctored (supervised/onsite) testing. Students are required to complete work by specific deadlines throughout the course. The following are essential for online courses:
 - Access to a computer with internet service.
 - Strong motivation to achieve a goal.
 - About 3 hours per credit each week for class work (may vary depending on class, content, skill level, etc.).
 - Good time management skills.
 - Computer skills in email, internet, and basic computer operations.
- **Blended courses** use online learning activities to aid in learning the course material and reduce face-to-face instructional time. Less than 50% of the course instruction is delivered via online using the internet combined with face-to-face instruction. For example, a course that normally meets twice a week as a traditional course may only meet once a week or every other week in a blended course. The course schedules show the times the course will meet in a face-to-face format. The student will need access to a computer with internet service.
- **Hybrid courses** combine online and face-to-face instruction. At least 50% but less than 100% of course instruction is delivered via online using the internet (accessed by the student using a web browser), combined with face-to-face instruction. A one-time face-to-face course orientation or off-line supervised tests/exams at specified sites may be conducted in conjunction with these courses.
- **iFlex** is a course delivery that lets students have the flexibility of attending in person or online, as their schedule allows. Students have equitable components, such as learning activities, assessments, and recorded lecture content, whether sitting in the classroom or learning online. Structured due dates are present throughout the course. Class time may vary, depending on individual course. Check course schedule for meeting times and locations.
- **CBE Delivery Format** is a delivery format that Lakeshore offers, just like blended, online, hybrid, and face-to-face instruction. However, because CBE can be applied to multiple courses differently, the CBE delivery was divided into additional delivery methods.
 - **CBE On-Campus** CBE on-campus courses offer flexibility in scheduling and gives you the opportunity to complete coursework on campus. Course activities can require in-person participation with your instructor and/or classmates. CBE on-campus courses also use a web-based learning platform to facilitate lecture instruction. Consult the course schedule to identify the times and locations available for your on-campus learning.
 - **CBE Hybrid** CBE hybrid courses offer you the opportunity to attend structured courses to stay at a minimum pace, but allow flexibility when life happens or acceleration to move faster through material. With a combination of in-person instruction and online platform learning, set your own flexible schedule to complete coursework. Additional course activities may require you to participate in scheduled, structured on-campus or virtual in-person sessions with your instructor and/or classmates. Consult the course schedule to identify the learning meeting times and locations.

- **CBE Online** CBE online courses can be completed 100% online at times convenient to you. Regular interactions between you and your instructor are scheduled virtually during mutually agreed upon times. You can also drop in during scheduled hours on campus to meet with your instructor and other students.

CREDIT FOR PRIOR LEARNING

Lakeshore recognizes its responsibility to provide advanced placement status to those students with valid and credible learning experiences that have occurred outside our college classrooms. Credit for Prior Learning may be granted for the following situations:

Transfer Credits:

- 1) Postsecondary credits earned at other Wisconsin Technical College System (WTCS) colleges.
- 2) Postsecondary credits earned at non-WTCS colleges.
- 3) Credits earned by high school students.
- 4) Credits earned by completing a registered apprenticeship.

Other Non-College Education & Training*:

- 1) Subject area competency demonstrated by passing a district or national examination.
- 2) Previous work experience, military training, education or training, or other prior learning demonstrated as comparable in content and rigor to a specific technical college course or courses.

*Students desiring to earn credit for their prior learning from non-college education and training (work/life experience) may be assessed for their prior learning through a prior learning assessment. A prior learning assessment can be a test, portfolio, skills demonstration, or combination of methods. Testing out of a course must be completed within the first two weeks of the course. Not all courses have prior learning assessments, students should contact their Academic Counselor at 920.693.1366 for more information.

General Guidelines for Credit for Prior Learning:

Credit for prior learning must be applied toward a specific program at the College. Non-program students are not eligible for advanced standing.

- The student must have earned a grade of 2.0 or better (on a 4.0 scale) in the course being considered.
- The course being transferred must be generally equivalent in content and meet or exceed the credit value of the Lakeshore course.
- Transfer credit may be awarded for up to 75% of the degree, diploma, or certificate requirements. Students must complete a minimum of 25% of the technical/occupational courses required to complete the degree or diploma at Lakeshore.
- Lakeshore reserves the right to place time limits on prior learning for which credit may be granted based on technological changes specific to that field.
- Original transcripts from awarding institutions are required when transferring college credits to Lakeshore.
- If the student chooses to be assessed for their prior learning in a currently enrolled class, it must be completed within the first two weeks of the class and any refund due to the student will follow WTCS refund policy for that specific class.
- Credits earned through prior learning assessments are not eligible for financial aid.

- The student does not have to be enrolled in the course to complete a prior learning assessment.
- If the student has been enrolled in the course for longer than two weeks or has been enrolled in the same course at any point in the past, the student may not petition for Credit for Prior Learning.
- Exams are \$50 and Portfolio and Skill Demonstrations are \$90.
- Credit for prior learning for previous work experience will include a \$90 fee.
- Courses may be bundled so that only a single assessment fee is charged.

GRADING

Grading communicates the student's level of competence and/or proficiency at the end of each class. The definition and grade point value of each is as follows.

Grade A • Superior • Superiorly met for CBE courses • Awarded 4 grade points per credit • Included in GPA	Grade B • Above average • Met for CBE courses • Awarded 3 grade points per credit • Included in GPA
Grade C • Average • Awarded 2 grade points per credit • Included in GPA	Grade D • Below average • Awarded 1 grade point per credit • Included in GPA
Grade F • Failure • Not met for CBE courses • Awarded 0 grade points per credit • Included in GPA	Grade P • Pass • Awarded 0 grade points per credit • Not included in GPA • Student achieved the competencies for the class at the required proficiency level.
Grade N • Non-graded • Awarded 0 grade points per credit • Not included in GPA • The class is not a graded/credit class.	Grade LF • Lapsed F • Awarded 0 grade points per credit • Included in GPA • An IC grade that has not been changed to another grade six weeks after the end of
Grade WF • Withdrawal F • Awarded 0 grade points per credit • Included in GPA • Student withdrew from the class at the time when more than 60 percent of the class hours had elapsed.	Grade W • Withdrawal • Awarded 0 grade points per credit • Not included in GPA • Student withdrew from the class after the class had started but before 60 percent of the class hours had elapsed.

Grade TR • Transfer • Awarded 0 grade points per credit • Not included in GPA • Student achieved the competencies by some other approach than completion of the specific class at Lakeshore and has	Grade WE • Withdrawal for extenuating circumstances • Awarded 0 grade points per credit • Not included in GPA • Student withdrew from the class after it had started due to extenuating circumstances.
Grade R • A previously failed course will be changed to a final grade of R after a student successfully retakes and passes • Not included in GPA	Grade TA • Transcribed audit (for high school students ONLY) • Not included in GPA
Grade NS • No show • Indicates student registered for a class but did not participate nor drop the class • Not included in GPA	

Consistent Grading Scale

Due to accreditation requirements, certain program handbooks may follow different grading scales from those below.

Traditional (Non-CBE)

A 93-100%
 B 86-92%
 C 78-85%
 D 70-77%
 F Below 70%

CBE

Superiorly Met A 93-100%
 Met B 86-92%
 Not Met F Below 86%

A complete grading policy may be obtained in Student Success. [Grading Policy](#)

Courses forgiven under the Academic Forgiveness policy will be noted on the student transcript with an * and are not included in GPA.

IC (Incompletes)

Students may be eligible to receive an “IC” grade in an undergraduate class where they have completed at least 75% of the work for the course and at the discretion of the instructor. The student will then have additional time (up to six weeks), as agreed upon with the instructor, to complete all remaining requirements for a valid grade found on the grading scale. The “IC” grade changes to an “LF” grade six weeks after the last day of the term if there is no other grade given or extension granted. Grades of “IC” are considered as attempted but not completed when calculating percentage of completion for financial aid when determining Satisfactory Academic Progress. The “IC” grade is not calculated into the non-financial aid GPA until the grade has been changed.

R (Retake Class)

If a student retakes a course, the most recent grade is retained and the previous course grade is changed to a grade of "R". The most recent grade is used to calculate the grade point average. All courses attempted will be shown on the permanent record, but the final cumulative grade point average reflects only the most recent grade.

AU (Auditing a Class)

Students may enroll in a class without desiring a grade. This is called "auditing." An auditing student must register and pay the same fees as students enrolled for credit. The usual withdrawal/refund policy will apply.

No credit is given for a class which is audited. Therefore, the audited class does not count towards credit load or for financial aid. When auditing a class, students may not change enrollment status at a later date to receive credit for that class. Students may, however, retake the class as a regular student and receive credit upon successful completion of the class.

To audit a class, the student must obtain written approval from the instructor of the class before the end of the second week of that class. A Course Audit/Drop/Transfer form with the instructor's signature indicating the audit status must be returned to Student Records for processing.

A student may audit a course as part of an overall educational plan of self-improvement. A student may not audit a course for the sole purpose of assisting another student academically with the course.

Lakeshore reserves the right to restrict the auditing of certain classes.

STUDENT GRADE APPEAL AND OTHER ACADEMIC CONCERN PROCESS

Students may appeal a final grade, assignment grade, or other academic concern through the following process. For grade appeals, students must initiate step one of the appeal process within seven (7) business days following the submission of the grade. All appeal steps must be communicated in writing or via email.

Step 1

The student is encouraged to communicate with the instructor who assigned the grade to resolve the concern. The faculty will respond within seven (7) business days.

Step 2

If not resolved, the student will submit a Grade Appeal form. The appeal form will be submitted to the Division Dean or Associate Dean who will conduct a review of the information presented by the student and respond with a decision within seven (7) business days.

Step 3

The student may appeal the Dean's decision to the Executive Director of Student Affairs by submitting a written document describing their specific concerns. The Executive Director of Student Affairs then reviews the appeal to determine if it merits further consideration. If the matter does not warrant further consideration, the matter will be considered closed. If further review is warranted, additional information will be collected and provided, at the Executive Director of Student Affairs' discretion, to either an Internal Investigation Committee or the Vice President of Instruction.

Step 4a

Internal Investigation Committee will consist of the Vice President of Student Success, a student, a faculty member not associated with case, and a Dean not associated with that division. The Executive Director of Student Affairs will serve as an ex-officio member. Students and staff involved will be notified of the decision within fifteen (15) business days. The decision of the Internal Investigation Committee will be considered final for the Lakeshore process.

Step 4b

The student may appeal the committee's decision, in writing, to the Vice President of Instruction within ten (10) business days of the receipt of the committee's decision. The Vice President of Instruction will meet with the student involved within ten (10) business days. The decision of the Vice President of Instruction will be considered final for the Lakeshore process.

The College's final decision may be appealed to the Wisconsin Technical College System (WTCS).

GRADUATION REQUIREMENTS

Students are required to submit an Application for Graduation to Student Records one semester prior to the anticipated graduation date. The Lakeshore College District Board will confer associate degrees, technical certificates, and technical diplomas to students that meet the following graduation requirements:

- Complete program of study with at least a program grade point average (GPA) of 2.0.
- Complete technical/occupational studies courses with a passing grade. Students and staff are to refer to program handbooks, course prerequisites or program curriculum for variations.
- All associates degree, technical diplomas, and certificate students must complete at least 25% of the technical/occupational studies courses at Lakeshore.

HONORS RECOGNITION

Lakeshore has academic honors recognition for continuing and graduating students.

Honors Graduate

To receive Graduate Honors at the time of graduation, a student needs to earn a program GPA of 3.500 to 3.999. Honors designations will appear on the student's transcript after graduating from a selected program.

Presidential Honors Graduate

To receive Presidential Honors at the time of graduation, a student needs to earn a program GPA of 4.000. Honors cords will be awarded to graduates who earn Honors, and an honors medallion will be awarded to graduates who earn Presidential Honors.

Honor cords and medallions may be worn during the graduation celebration event.

Awards Celebration

See [STUDENT LIFE](#) (Student Leadership Board) section in this handbook.

Dean's List

Students that have 6 or more semester credits and at least a semester GPA of 3.500 will qualify for the Dean's list. Student names will be sent to the area newspapers for publication at the end of the fall and spring terms.

Phi Theta Kappa Honor Society

Phi Theta Kappa (PTK) is an international honor society for two-year institutions. PTK recognizes and encourages academic achievement and provides opportunities for individual growth and development through participation in honors, leadership, service, and fellowship activities. Students are invited to join when they have completed 12 or more credits of associate degree coursework or six credits of technical diploma coursework and overall 3.50 cumulative GPA (counted from the past 5 years). The one-time, lifetime membership fee is \$75.

Military Honor Cords

In recognition of military service to the United States of America, students who are honorably discharged or currently serving in the U.S. military (active duty, National Guard, or Reserves), or will be commissioned upon graduation, are given the opportunity to wear a red, white, and blue honor cord. Current or former service member who chooses to be recognized at the ceremony may contact Student Records at records@lakeshore.edu to receive a military cord.

INSTRUCTOR ABSENCE/CLASS CANCELLATION

Instructor absences and subsequent class cancellations will be announced via a text, email, and/or phone call. Student should check their Lakeshore student email and Blackboard as coursework may still be required. Communication will be updated as often as necessary throughout the day. School closings are also posted on the campus website at lakeshore.edu.

PREREQUISITES

Prerequisites for courses are designated in the course descriptions found on the program sheet and the "Find a Class" link on the college website. Registration in a class requiring a prerequisite is permitted by satisfying the prerequisite requirements or with permission of the instructor. Information is available in the Student Success office. Courses may have a specified minimum achievement level required in the prerequisite courses.

SHARED PROGRAMS

Shared programs exist between Lakeshore and other Wisconsin Technical System Colleges. Students are subject to the same grade and grade point average requirements for class progression. All grades earned in program courses offered by Lakeshore or shared program districts are calculated into the program GPA.

Financial aid is available to those who qualify and will be issued by the degree-granting college.

Courses required within the shared program are included in financial aid credit load.

TRANSFER OF CREDITS TO LAKESHORE

Students may transfer credits taken at other postsecondary institutions to Lakeshore. Credits will only be accepted under the following conditions:

- An official transcript must be requested by the student to be sent from the campus where the student took the class(es).
- If the official transcript is not mailed directly from the sending campus, it must be delivered in an unopened, sealed envelope.
- The sending campus must have been regionally accredited at the time the class or classes were taken.
- The student must have earned a grade of C or higher for credits to transfer.
- The student may be required to provide additional information such as course descriptions or course syllabi, in order to complete the transfer process.

TRANSFER OF CREDITS TO OTHER POSTSECONDARY INSTITUTIONS

Lakeshore credits transfer to a large number of other colleges and universities in Wisconsin and across the country. To transfer credits to another institution, the student must request an official transcript online on the Lakeshore website. Student records, including transcripts, are confidential documents and will be only sent out upon an online request.

Credit transferability is determined by the receiving institution. Lakeshore's Executive Director of Student Affairs will assist students with transferability concerns.

PAYING FOR COLLEGE

ACCIDENT INSURANCE (Student mandatory)

All students enrolled in program courses will automatically be enrolled in the mandatory student accident insurance program. This provides \$50,000 of coverage at 100% if a student is injured in an accident while in the classroom, lab, clinical or intern site. The student is also covered while participating in any college or club sponsored event, and while driving to and from class or clinical/intern site. Students enrolled in distance learning, on-line, basic skills, or adult and continuing education courses would not be covered. The cost for this insurance is \$4 per student per term and will be added to the student's account. Students requesting to waive this coverage must contact the Financial Services office. To view personal coverage information, edit a primary address, or generate an ID card, visit [Gallagher Student Health and Special Risk](#).

FEES

The fee structure is established and approved through the Wisconsin Technical College System Administration and Board. Payment of fees is required to complete the admission and pre-registration process. Please refer to the online fee schedule for current pricing.

- Program Fee: a program fee will be charged for all credit classes. Vocational apprenticeship classes will be charged for each credit equivalent. The program fee covers registration, class, and lab fees.
- Supplemental Fee: a supplemental fee is charged to part- and full-time students taking credit classes. These monies help support graduation, student employment service, Student Leadership Board, clubs, student leadership and development activities, and student cultural and social events. Adult Education/English Language instruction and 38.14 contracts are exempt from paying the supplemental fee.
- Material Fee: a material fee is charged for various materials used in a given course.
- Test Outs Fee: a student may attempt to test out of certain classes by taking an examination. The cost is \$50 per test out. The College Level Examination Program (CLEP) total cost is \$120.
- Accuplacer Fee: Apprentice students required to take the Accuplacer will be charged \$25.
- Background Information Disclosure Fees: This is required for students involved in identified programs. The cost is \$40.
- Lakeshore Transcript Requests Fees: Official transcripts are \$10 per transcript and must be requested online. Unofficial transcripts have no fee and may be printed via MyLTC.
- GED/HSED Transcript Requests: GED/HSED transcripts and credentials must be requested from the State of Wisconsin Department of Public Instruction (official bearer of the record); contact the department at 800.768.8886 or dpi.wi.gov/ged/transcripts.
- Accuplacer Test Result Transcript Requests Fee (for use at other colleges): A \$10 fee is charged for transcript requests made in writing, in person, by mail, email or fax. Contact Testing Services at 920.693.1184 or testing@lakeshore.edu. Transcripts are mailed within 48 hours. Accuplacer test results cannot be printed from MyLTC.
- Accident insurance is \$4 per student/per term and will be added to the student's account.
- Diploma reprint fee is \$10.
- International Student Admission Processing fee is \$100.
- Additional fees may apply.

FINANCIAL AID

Financial Aid services are in the Student Success area. Financial Aid staff are available to help students apply for financial aid and complete other financial aid requirements. Lakeshore offers Title IV federal and state financial aid which includes grants, loans, and work-study jobs, along with Veteran benefits to students who qualify. Students wishing to receive financial aid must complete a Free Application for Federal Student Aid (FAFSA) each academic year and complete additional Lakeshore Financial Aid forms and provide documentation, as necessary. "The definition of an academic year for purposes of distributing financial aid funds is 30 weeks of instruction and 24 semester credit hours. The academic year consists of a fall term and a spring term. An 8-week summer term is also available."

Book Charges

Book charges to purchase required books and supplies are available to students with pending financial aid in excess of tuition and fees for the semester. Book charges are only valid at the Lakeshore Online Bookstore. Students are not required to purchase books and supplies at the Lakeshore Online Bookstore and are not required to exercise the option to utilize the book charge process. Book charges are typically capped at \$900 with special considerations occurring through the Lakeshore Financial Aid Office. Book charges are available 3 weeks prior to the start of the term through the 10th week of the term.

Disbursement

Funds are paid 3 weeks into the academic semester for fall and spring, after July 1 for summer semester, and weekly thereafter. A student must have begun participation in at least one of their scheduled classes for financial aid to be paid. When financial aid is paid, it is applied to their student account to pay for any existing charges. Any excess is released as a refund via a paper check or direct deposit as directed by the student.

Eligibility

Generally, a student must meet the following eligibility criteria to receive financial aid: be admitted to an eligible degree-seeking program at Lakeshore; be a citizen, permanent resident of the United States, or other eligible non-citizen as detailed at fafsa.gov; have a FAFSA with a successful citizenship match (by the Social Security Administration for U.S. citizens or the United States Citizenship and Immigration Services in the Department of Homeland Security for eligible non-citizens); maintain Satisfactory Academic Progress (SAP) according to the SAP policy; be in compliance with Selective Service Registration, for state aid only; have a high school diploma, HSED, or GED; be enrolled at least half-time for federal and state funded financial aid programs (those less than half-time may only be eligible for the Federal Pell grant); resolve any drug conviction issues; fill out all required documents to complete a financial aid file; only take coursework necessary for the program being pursued; participate in coursework; and complete any necessary applicable loan requirements.

Enrollment Level for Financial Aid

Students taking 12 or more credits are considered fulltime; 9-11 credits are considered three-quarter time; 6-8 credits are considered halftime; and 1-5 credits are considered less than halftime. Students may need to complete 16 to 18 credits each semester to graduate on time.

Types of Financial Aid

Need-based awards offered include: Federal Pell Grant; Federal Supplemental Education Opportunity Grant (SEOG); Direct Subsidized Student Loan; Federal Work Study; Wisconsin Grant; Talent Incentive Program Grant (TIP); Minority Retention Grant; Fund for Wisconsin Scholars; Bureau of Indian Affairs Grant; Wisconsin Indian Assistance Grant.

Non-need-based awards offered include: Direct Unsubsidized Student Loan; Additional Unsubsidized Student Loan; Parent Plus Loan; Nursing Loans; Wisconsin Technical Excellence Scholarship; Wisconsin Covenant Grant; Wisconsin Foundation Grant; and Wisconsin Academic Excellence Scholarship.

Satisfactory Academic Progress (SAP)

The U.S. Department of Education requires financial aid recipients to maintain satisfactory academic progress (SAP). SAP measures both qualitative (grade point average process) and quantitative (pace and number of credits earned). All attempted undergraduate credits, including repeated courses, withdrawals, and incomplete courses will be calculated in a student's SAP, regardless of whether financial aid has been received for these courses.

- **Satisfactory Academic Progress** will be calculated at the end of each academic semester. Students are expected to receive a cumulative grade point average (GPA) of at least 2.0 and complete at least 66.67% of their cumulative credits attempted to remain in good standing.
- **Pace Measure** is based on the cumulative number of program credits attempted, not to exceed 150 percent of credits required in the student's program. Students in excess of 150 percent may appeal and develop a maximum timeframe plan to continue financial aid eligibility.
- **Qualitative Measure** is based on a student's cumulative grade point average (GPA). Students must maintain a cumulative GPA of 2.0 to remain in good standing.
- **Quantitative Measure** is based on the cumulative satisfactory completion of cumulative attempted credits. Students must maintain a cumulative satisfactory percentage of completion of 66.67% or higher to remain in good standing.
- **Financial Aid Warning** is when a student fails to meet either the qualitative or quantitative measure, or both. The student is still eligible to receive financial aid while on warning.
- **Financial Aid Suspension** is when a student fails to meet either the qualitative or quantitative measure after the warning period. The student is no longer eligible to receive financial aid.
- **Appealing Financial Aid Suspension** is when the student appeals to have financial aid reinstated due to extenuating circumstances. Extenuating circumstances must be outside of the student's control, have documentation, and be explained in the Financial Aid Appeal Form. All SAP appeals, supporting documentation and any academic plans must be submitted to the Financial Aid Office by the last date of the current academic year term. Failure to do so will result in students being ineligible for financial aid for the term.
- **Financial Aid Probation** is when the student has an approved appeal. This allows the student to receive another semester of financial aid.
- **Financial Aid Academic Plan** is when the student has an approved academic plan. This allows the student to continue to receive financial aid as long as the academic plan requirements are followed. Students must meet cumulative satisfactory academic progress by term (versus cumulative) to remain in good standing.

A full description of the SAP policy can be found at lakeshore.edu/financial-aid/eligibility/satisfactory-academic-progress.

Withdrawal

If a student receiving financial aid withdraws from all classes in a semester, the financial aid office is required to calculate any potential Return of Title IV funds (R2T4) to the Department of Education. A student must complete 60% of a semester to avoid a R2T4. If any financial aid is determined to be owed, the student will receive an email detailing the amounts and instructions on how to make payments. In addition, a hold will be placed on your account preventing future registration until the repayment balance is paid.

PAY TUITION

Lakeshore payment methods include cash, check, money order, credit card (Visa or MasterCard), a completed Financial Aid Award, a third-party authorization, and the Lakeshore payment plan. Refer to MyLTC for detailed payment plan options and dates.

Students anticipating expenses to be paid by an agency such as the Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Act (TAA), Veterans Benefits, or Department of Vocational Rehabilitation must provide an authorization form detailing the course(s) and fees approved for payment.

Students who have not been awarded financial aid from Lakeshore's Financial Aid Office and elect to sign a payment plan agreement must follow the payment plan guidelines. Students are required to pay a nonrefundable participation fee at the time of signing up for the payment plan unless the student chooses the auto-withdrawal option for payment.

Any unpaid balance is the responsibility of the student. It is the student's responsibility to ensure all applicable financial aid, third-party payments, and other outside payments are applied to their account as expected. Balances not paid by the due date are subject to:

- A late payment fee of \$100 for failure to pay by the due date; \$100 maximum per semester.
- Referral to an outside collection agency and collection costs, and to the Tax Refund Intercept Program or State Debt Collection.
- Not being able to register until balances are paid.

Up to date billing information is found within MyLTC.

Agency Assistance

Students who receive financial assistance through agencies such as the Bay Area Workforce Development, Division of Vocational Rehabilitation, etc., should contact the Student Billing staff in Student Success if they have questions. An authorization from the agency is needed to charge tuition, books, fees, and supplies at the college. Some agency regulations require strict and regular attendance. Students are responsible for any balances unpaid by the agency.

Payment Options:

- Lakeshore accepts a variety of payment methods:
 - Cash, check, credit cards (Visa or MasterCard), money order, and electronic funds transfer
 - Scholarships
 - Financial aid

- Employer/Agency Funding. Authorization must be on file at the time of registration, or an Agency Payment Agreement form must be completed. Forms are available at Student Success.
- Payment plan
- Employee Reimbursement Payment Agreement (requires a payment of \$50 per class, Lakeshore Employee Reimbursement form, and student's employer's Human Resource policy per semester. Contact Student Billing for more information.)
- Registration on or after the stated tuition due date for a semester will require immediate payment of tuition and fees.

Past Due Fees:

- Past due fees owed to Lakeshore results in a hold placed on the students record, prohibiting further services. The hold remains in effect until the financial obligation has been satisfied.
 - Students with outstanding balances will not be allowed to register.
 - Lakeshore reserves the right to require upfront payment from a student for future registrations.
 - Past due balances may result in a referral to an outside collection agency and collection costs, and to the Tax Refund Intercept Program or State Debt Collection.
 - Library resources, including equipment, if not returned to by due date, may result in additional fees and collection efforts. After equipment is referred to collections, it will be permanently disabled.
 - If a returning student has gone to collection agency more than 2 times and have cleared their balance, they will have a cash only hold. This will allow a student to register if payment is made in full at the time of registration or financial aid is put in place as anticipated on their account.
- To view the account summary, visit MyLTC and click on "Student Center" and "Finances."
- Send communications to:

Lakeshore College
Attn: Student Billing
1290 North Avenue
Cleveland, WI 53015

REFUNDS

Class Refund

When a student drops a class, the amount of refund received is calculated in accordance with the Wisconsin Technical College System refund schedule. That schedule is based on a number of factors, including when the withdrawal occurred and how much of the class meeting time has lapsed.

- If students withdraw on or before the first day of class, they are entitled to a fee refund equal to 100% of the fees.
- If students withdraw before or at the time 10% of the course's potential hours of instruction have been completed, they are entitled to a fee refund equal to 80% of the fees.
- If students withdraw after 10% but before more than 20% of the course's potential hours of instruction have been completed, they are entitled to a fee refund equal to 60% of the fees.
- If students withdraw after 20% of the course's potential hours of instruction have been completed, they are not entitled to a fee refund.

- No refunds will be considered for advanced standing and test-out fees.
- Students seeking advanced standing in classes they want to enroll in or are enrolled in need to complete testing out of the class within the first two weeks of the class start date to receive a full class refund.

If a student received financial aid to pay for the term, that money may be due back to financial aid.

Refund Appeals

All refund appeals must be initiated by sending the completed Lakeshore College Request for Refund Appeal with proper documentation to the Executive Director of Student Affairs no later than 42 calendar days from the end of the term.

A refund request made after the 42-day grace period will not be accepted and students will be responsible for payment. Refunds for extenuating circumstances (situations outside of students control) will be made at Lakeshore's discretion.

Disputed Fee Assessment

Disputes regarding registration, withdrawals, and related fee assessments or refunds MUST be brought to the attention of Student Billing and/or the Executive Director of Student Affairs during the semester in which the registration and related fee assessment occurred. Lakeshore's obligation to follow-up on such disputes does not extend beyond the term the disputed charges took place.

SCHOLARSHIPS

The Lakeshore College Foundation awards scholarships to assist students with the costs of tuition, fees, and books for both fall and spring semesters. Scholarship selection criteria differ depending on the opportunity and can include, but are not limited to, financial need, merit, program enrollment, and general student success. Foundation scholarships are funded by charitable donations from local foundations, Lakeshore staff, businesses, friends, and alumni who elect to invest in their community by supporting technical education, the college, and its students.

Foundation scholarship applications and information can be found on My Lakeshore. Enrolled students can go to their "My Lakeshore" page, click on the orange and yellow icon for AwardSpring, sign in with their Lakeshore username and password, see a list of scholarships, and complete an application. For questions, please reach out to the Advancement team at foundation@lakeshore.edu

STUDENT EMPLOYMENT

Lakeshore College provides students with a variety of employment opportunities to help manage educational costs, gain valuable work experience, and explore career interests. These opportunities include both Federal Work-Study Program and Student Help positions.

The Federal Work Study Program is a need-based financial aid initiative that allows students to work part-time, earning funds to help cover their college expenses. On-campus positions are available on a first-come, first served basis.

For students who don't qualify for Federal Work Study, Lakeshore offers Student Help positions. These provide students with the chance to earn income while gaining relevant experience in their

academic fields.

Both on-campus roles offer semi-monthly pay, require student to be enrolled in at least 6 credits, and maintain average grades while employed.

All available positions can be found on Lakeshore College's career page in both English and Spanish. If you're interested in either Federal Work Study or Student Help roles, you are encouraged to submit an application. For any questions or assistance, please reach out to the Human Resources department at humanresources@lakeshore.edu or call 920-693-1158.

VETERANS SERVICES

Lakeshore College is approved by the State Approving Agency (SAA) at the Wisconsin Department of Veterans Affairs (WDVA) for enrollment of those persons eligible to receive federal GI Bill® education benefits. The SAA approves specific programs offered at specific locations for veterans and other eligible persons to receive federal veteran's education benefits under Title 38 of the U.S. Code. Please note: Students must complete and submit necessary forms, including proof of eligibility for federal VA benefits and the Lakeshore Veterans Education Benefits Request form, to initially receive state and/or federal benefits and avoid late fees. Veterans continuing to receive federal benefits must complete the Lakeshore Veterans Education Benefits Request form each semester. For more information, contact the local County Veterans Service Officer or Lakeshore's Financial Aid/Veterans Office at VETS@lakeshore.edu or 920.693.1118.

Effective January 2020, the Harry W. Colmery Veterans Educational Assistance Act of 2017 (also known as the "Forever GI Bill"), Section 107, requires Post-9/11 GI Bill® monthly housing payments to be calculated based on the location of attendance. Contact the School Certifying Official for specific details.

Veterans Standards of Progress Policy for Federal Benefits

To obtain federal veterans educational benefits, government regulations require students to maintain satisfactory academic progress in the program that they are enrolled. Academic suspension will be reported to the Veterans Administration, as officials at Lakeshore are obligated to do so. Failure to meet satisfactory progress requirements will result in:

Semester GPA of 1.0 to 1.99: During the semester a veteran is on academic probation, satisfactory progress with a 2.0 semester GPA must be achieved, or eligibility for benefits for the following semester will be lost.

Semester GPA of .99 or lower: Veterans academic suspension. If a student earns less than a 1.0 grade point average for any semester, they will lose their eligibility for veterans benefits. If a student become ineligible for veterans benefits, they can re-establish eligibility by seeking services through their Lakeshore Academic Counselor in order to resolve academic or other problems and to establish a meaningful plan for successful completion of their education or training. A specific request for resumption of veterans benefits following an interruption due to unsatisfactory progress or conduct must be filled out by the student and their Academic Counselor and submitted to the veterans certifying official at Lakeshore to determine whether further payments of veterans educational assistance allowance should be authorized. This form will be mailed to the student with notification of unsatisfactory progress. A student can re-establish eligibility in this manner only one time. If the student is suspended a second time, they will need to take six credits and pass with a 2.0 semester

GPA or greater in one semester. A student can then resume benefits the semester following this.

The law requires student payment for a course which is not used in computing graduation requirements unless extenuating circumstances are shown. If a student does not meet the required course grade, it can be retaken until required grade is obtained.

If the student feels there are extenuating circumstances, they should notify the Veterans Administration of the circumstances. The Veterans Administration will then make a decision regarding whether the extenuating circumstances are beyond the student's control.

If the student does write to the Veterans Administration, explain the circumstances in detail in order that a fair and just decision can be made. Be sure to include the Veterans Administration file number associated to the case. Correspondence can be submitted by postal mail or through an online request at <https://ask.va.gov>. If sending by mail, use the address below.

Veterans Administration Regional Office
PO Box 4616
Buffalo, NY 14240-4616

Veterans Standards of Progress Policy for Wisconsin GI Bill Benefits

As of January 1, 2014, a student must have at least a 2.0 cumulative GPA to qualify for benefits. They will be responsible for any costs associated with attending classes if their cumulative GPA is below 2.0. This will be a requirement for every semester.

If the student loses their WI GI Bill eligibility because of their GPA but later improves their cumulative GPA to at least 2.0, they will be able to use the WI GI Bill during the next semester in which they enroll for classes.

RIGHTS & RESPONSIBILITIES

Please note, individual program handbooks may detail policies that are required for specific programs and may supersede general college policies.

ACADEMIC FREEDOM

The college as an institution will remain neutral on partisan political matters. The neutral position is maintained to encourage an environment where faculty, students, and employees can express individual points of view and to insulate the college from undue political influence or pressure.

Faculty at Lakeshore are entitled to freedom in the classroom in discussing their course competency and outcomes, but they should be careful not to introduce into their teaching controversial matter which has no relation to their course competency and outcomes. Faculty members are expected to educate students to think for themselves, and to facilitate access to relevant materials that they need to form their own opinions. Faculty members are expected to present information fairly, and to set forth justly divergent opinions that arise out of the academic process and professionalism.

Examples of individual conduct that is not protected under the Academic Freedom Policy are as follows, but not limited to: threats or verbal harassment directed toward any member of the college community; disorderly conduct on college property or at any college-sponsored function in a manner that disturbs the privacy of other individuals and/or the instructional program; violation of college regulations or policies; and violation of any federal, state, or local criminal law either on campus or at any college sponsored activity.

ACCESS TO STUDENT RECORDS - FERPA

Student Records Confidentiality Notice

The Family Educational Rights and Privacy Act (also known as FERPA or the Buckley Amendment) affords students certain rights with respect to their education records. They are:

- The right to inspect and review the student's educational records within 45 days from the day the college receives a request for access. The student should submit written requests that identify the record(s) they wish to inspect to Student Records or the Executive Director of Student Affairs.
- The right to request the amendment of the student's education records that the student believes is inaccurate or misleading. They should write to the Executive Director of Student Affairs and clearly identify the part of the record they want changed and specify why it is inaccurate or misleading.
- The right to consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that FERPA authorizes disclosure without consent.
- The right to refuse to permit the college to designate disclosure of personally identifiable information about the student as directory information which is not subject to restrictions on disclosure.

The following information is designated directory information: name, city and state of residence, field(s) of study, current enrollment status, dates of attendance, degrees received, honors and awards received (including selection to a dean's list or honorary organization), and photos and videos of students for use in college presentations/displays, news releases, publications, and websites.

Students who do not wish to have their designated directory information disclosed Must complete the Withhold Directory Information form.

Students may consent to the release of non-directory information by submitting a form for Authorization to Release Non-Directory Information.

Under sections 99.31(a) and 99.34 of Title 34 of the Code of Federal Regulations, applying the Family Educational Rights and Privacy Act, should a Lakeshore student seek to enroll in another college or university to complete a course or degree, Lakeshore may share personally identifiable data with that college or university's education officials without the student's prior approval. Lakeshore may also share personally identifiable information with college officials who have a legitimate educational interest.

Officials of the college are defined as:

- Persons employed by the school in an administrative, supervisory, academic, research, or staff position.
- Persons serving on school governing bodies.
- Persons employed by or under contract to the college to perform a specific task, such as an attorney or auditor.
- An official has legitimate educational interest if they need to:
 - Perform duties specified in their job description or under terms of contractual agreement.
 - Provide campus services related to a student such as advising, financial aid, and counseling.
 - Conduct tasks related to a student's education or campus discipline.

Lakeshore maintains a record of all releases of student records. Students may forward questions concerning FERPA or request to view a copy of what was shared with other colleges by contacting the Executive Director of Student Affairs at 920.693.1733. Student data information may be used by the college under allowed exceptions in accordance with the respective laws.

The student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

**Family Policy Compliance Office
US Department of Education
600 Independence Avenue, S.W.
Washington, DC 20202-4605**

For more information on FERPA, please visit the website for the Department of Education at ed.gov.

ACCOMMODATIONS FOR RELIGIOUS BELIEFS

In accordance with Wisconsin Statutes of 38.04(16) Ch 14, the Civil Rights Act of 1964, and Title IV, students with sincerely held religious beliefs may request reasonable accommodations for attendance, academic work, and/or examinations to observe religious holidays or services or to preform religious

requirements. Students must submit the Accommodation for Religious Belief Request form at least five (5) business days prior to the dates accommodations are requested. It is strongly recommended that requests be submitted earlier. Accommodations staff will communicate the accommodation determination to the student and faculty. Religious Accommodation plans are valid for one (1) semester and should include all dates impacted during the time frame.

Accommodations for Religious Beliefs contact information: 920.693.1120 (TTY 711) or nicole.yang@lakeshore.edu

ALCOHOL POLICY FOR LAKESHORE STUDENTS

Lakeshore recognizes that the misuse and abuse of alcohol and other chemicals is a serious health problem affecting every aspect of human life. On-campus use or possession of alcohol is prohibited.

Lakeshore and the Wisconsin Technical College System Board policy forbid the expenditure of student activity fees for alcoholic beverages. These expenditures include the activity fee transfers that are allocated to student organizations each semester. All college-sponsored activities (using tax dollars and/or activity fees) must be open to all students regardless of age. Alcoholic beverages are also forbidden at off-campus college-sponsored activities. The consumption of alcoholic beverages is prohibited during the scheduled time of an educational field trip. The advertising of alcoholic beverages is prohibited on college property and in college publications.

BULLETIN BOARDS

Bulletin boards are located throughout the campus upon which announcements of interest to students will be posted. Students should check bulletin boards regularly. All items to be posted need to be submitted to Student Success Welcome Center for prior approval. Once approved, Lakeshore staff will post in appropriate locations.

CARE TEAM

The CARE (Concern, Assessment, Response, and Evaluation) Team serves the Lakeshore community by evaluating and responding to disruptive, troubling, or threatening behaviors brought to the attention of the Team. As a part of this work the team also seeks to help identify members of the Lakeshore community who are in need of support, guidance, or other intervention and to refer them to appropriate campus and community resources. This interdisciplinary team provides a centralized system for faculty, staff, students, and parents to refer high-risk student situations. The ultimate objective is to assist students and our community to move from a state of distress and increased risk to a condition of safety and security.

The CARE Team works together to:

- Address concerns of students' well-being or behavior that may be harmful to oneself, others, or is disruptive or threatening.
- Regularly monitor, review, and appropriately respond to reports received via email, incident reports or other regarding potentially harmful, threatening, or disruptive student behavior.
- Triage all notifications of student behavior concerns to identify threat level and/or appropriate action.
- Provide outreach, consultation, appropriate assessment, and/or referral for issues related to

concerning student behaviors.

- Create a unified reporting and tracking system that allows the CARE Team to observe patterns of behavior and document the discussion, intervention, and recommended plan for identified students.

Anyone can refer a student to the CARE Team via the online care referral form, or cm.maxient.com/reportingform.php?LakeshoreTC&layout_id=2, including Lakeshore employees, students, family members, and others who believe a student might benefit from additional resources and support. Referrals are reviewed during normal business hours and are not monitored after hours, on weekends, or during official college holidays. For emergency or urgent situations involving immediate risk or threat to safety, security, or health, please call 911.

COMPUTER-USE POLICY FOR COLLEGE STUDENTS

The computing and telecommunicating networks, computing equipment, and computing resources of Lakeshore College (hereinafter “College”) are owned by the College. The College’s technical resources are provided for the benefit of the College and its employees and students. These resources are provided for use in the pursuit of College business or College education. Use of College technical resources is a privilege, not a right, as such, the following rules and regulations apply to all users. Additional procedures may be adopted by various divisions/departments to meet specific administrative or academic needs. Any adopted requirements must be in compliance with applicable federal and state laws, and this policy.

Regulatory Limitations

Without prior notice, the College may monitor use of the equipment and networking structures and all systems for legitimate academic, administrative, and business reasons, including:

1. To ensure the security and operating performance of systems and networks.
2. To ensure appropriate academic and school related use of equipment/materials.
3. To enforce College policies.

Monitoring includes the right of the College to access messages and files which have been deleted, but not fully erased from systems. Legitimate academic, administrative, or business reasons include, but are not limited to, the right to inspect the contents of electronic messages or files in the course of an investigation prompted by evidence of violation of a College policy or as necessary to locate substantive information which is not readily available through other means. The contents of electronic communications files and records obtained for legitimate academic, administrative, or business needs may be disclosed within the College District, without the permission of student, to those with an essential need to know, as well as to law enforcement and regulatory agencies.

Notwithstanding the right of the College to view, retrieve, and read any and all electronic messages, records, or files within College systems; electronic messages, records, and files must otherwise be treated as confidential by students and accessed only by the author or intended recipient. Students may not attempt to gain access to another person's electronic messages, records, or files without authorization or the permission of the person.

- A. The College reserves the right to limit access to all equipment, networks, and resources when federal or state laws or College policies are violated, or when College contractual obligations or College operations may be impeded.

- B. The College may authorize confidential passwords or other secure entry identification; however, students are to have no expectation of privacy in the material sent or received by them over the College computing systems or networks. While general content review will ordinarily not be undertaken, monitoring of this material may occur for the reasons specified above. Computer passwords are not and are not intended as a guarantee of confidentiality or privacy. Students may not use a password, access a file, or retrieve any stored information unless authorized to do so.
Each individual user is responsible for the proper use of his/her assigned account, including password security. Users must not share computer accounts or disclose access information to unauthorized persons.
- C. The College has the right to monitor and/or restrict material located on all college owned computing devices (computer, laptop, tablet PC, smartphone, etc.) whether or not such computers are attached or able to connect to campus networks. The College strictly prohibits the use of personal computing devices on the College's secure network.
- D. All material prepared and used for purposes and posted to or sent over College computing and other telecommunicating equipment, systems, or networks must be accurate and must correctly identify the author and receiver.
- E. No person shall make copies or distribute copyrighted material (e.g., software, database files, documentation, articles, graphic files, music, movies, and downloaded information) through the email system or by any other means unless you have written permission from the author of those materials. Illegal copies of software may not be run on any District computer. The Technology Services staff will take the necessary action to prevent violations of this requirement. Students are responsible for any and all liability resulting from violation of this prohibition. Failure to comply with this rule may result in disciplinary action by the college as well as legal action by the copyright owner.
- F. The College is not responsible for the loss of data or interference with files which may occur in the course of maintenance of networks or equipment.
- G. The College is not responsible for lost or deleted files which have been saved on any type of media.

Permissible Use

Students are required to adhere to this policy and any related College rules, regulations, and procedures for work produced on computing equipment, systems, and networks. Students may access these technologies for academic, administrative, and school related uses, if the following restrictions are followed:

- A. The use is lawful under federal or state law.
- B. The use is not prohibited by the College or institutional policies.
- C. The use does not damage or overload College computing equipment or systems, or otherwise harm or negatively impact the systems' performance.
- D. The use does not conflict with copyright or trademark law.
- E. The use does not result in commercial gain or private profit (other than as allowable under College intellectual property policies).
- F. The use does not state or imply College sponsorship or endorsement.
- G. The use does not violate state or federal laws or College policies against race or sex discrimination, including, but not limited to, racial slurs, gender specific comments, comments on sexual orientation, or sexual harassment.
- H. The use does not involve unauthorized passwords, identifying data, or any other action

that attempts to circumvent, disable, or overload system security, or in any way attempts to gain unauthorized access.

- I. The use does not involve activities which interfere with or disrupt network users, services, or equipment, to include, but not limited to:
 - 1. Distribution of unsolicited advertising or mass mailings;
 - 2. Propagation of computer worms or viruses; and
 - 3. Downloading and/or running any destructive or disruptive programs on College computer systems.
- J. The use does not involve accessing or attempting to access by "hacking" or any other unauthorized entry, materials, information, resources, communication devices, or the files of other users, which the student reasonably understands to be restricted to persons other than the student. Intentional interception of any electronic communication is considered unauthorized access and may violate the Electronic Communications Privacy Act.
- K. The use does not involve in any manner disabling or inactivating virus scanning software or restrictive filters.

Illegal Activity

- A. Any illegal use of the network, or its use in support of such activities, is strictly prohibited.
- B. Illegal activities are defined as a violation of local, state, and/or federal laws.
- C. The submission, publication, or transmission of information or data of any type for the purpose of planning, preparing, or engaging in criminal activity of any type is strictly prohibited.
- D. College officials will report actual or suspected criminal conduct to law enforcement authorities.

Viewing or Distributing Obscene or Pornographic Materials

- A. Students may not intentionally access, download, store, or transmit obscene or pornographic sites, materials, files, or messages through the College District Information Systems or using any College District computing and telecommunicating networks, equipment, or computing resources to include, but not limited to, any sites, materials, messages, or files, which:
 - 1. Contain adult oriented or pornographic images, written materials, or discussions;
 - 2. Are restricted to adults or persons age 21 or over because of adult oriented sexual or violent content
 - 3. Contain sexually explicit images or materials of any type, to include images of the human body which depict nudity or sexual excitement, as well as actual or simulated sexual acts. Conduct of this character is not and will not be recognized as appropriate or authorized use of College computing equipment, information systems, and networks for personal, academic, administrative, or business purposes.
- B. Violation of this section, paragraph A, will result in disciplinary action as stated under "Suspension of Privileges by Executive Director of Student Affairs".

Suspension of Privileges by Executive Director of Student Affairs

- A. The College's VP of Student Success or the College's Manager of Technology may suspend a student's access privileges for as long as necessary to protect the College's computing resources. As soon as practicable following the suspension, the Executive Director of Student Affairs must take the following actions:
 - 1. The student must be provided with notice of the computing resources suspension and the reasons for it.
 - 2. The student must be given an opportunity to meet with the Executive Director of

Student Affairs to discuss the suspension if the student requests it.

3. Following the meeting, the student must be notified that the student may appeal to the Executive Director of Student Affairs' immediate supervisor if the student is dissatisfied with the outcome of the meeting.
- B. The Executive Director of Student Affairs may suspend computing privileges as a disciplinary sanction following adjudication under the student code of conduct.

Violation of Policy

- A. Any violation of this policy will be considered "misconduct" under the College's [Student Code of Conduct](#) (13) Misuse of Computing Resources. Violations should be reported as provided under the Code.
- B. Violations of federal or state law may be referred for criminal or civil prosecution.

Application of Public Records Law

All information created or received for work purposes and contained in College computing equipment files, servers, or electronic mail (email) depositories are public records owned by the college and are available to the public unless an exception to the Wisconsin Public Records Law applies. This information may be purged and destroyed only in accordance with the College records retention schedule.

COMPLAINTS

Complaints are related to federal and state laws that define an individual's legal rights. Lakeshore recognizes two categories of complaints:

- Harassment/Discrimination Complaints (Equal Educational Opportunity)
- Sexual Harassment/Misconduct Complaints (Title IX)

Harassment or Discrimination

Federal and state laws including, but not limited to, Title VI, Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and Title IX, prohibit harassment and discrimination.

Harassment is when someone's speech or actions are severe, pervasive, or targeted in a way that hinders a student's ability to get an education, significantly harms their well-being, substantially interferes with their rights, or intimidates the student because of their identity. Harassment can happen on its own or alongside other forms of discrimination.

Discrimination is when a person or an organization limits a student's equal education opportunities based on their membership in a protected class as defined by federal and state laws.

Retaliation is an act or series of acts that punish a student for asserting their right to be free from discrimination and harassment.

All student complaints alleging harassment, discrimination, or retaliation shall be reported to the Educational Support Services Manager located in the Student Success Division at Lakeshore. All employee complaints shall be reported to the Executive Director of Human Resources, located in the Human Resources Department at Lakeshore College.

Upon receiving a formal complaint, Lakeshore will take prompt action to investigate the complaint and

take corrective action to eliminate the discrimination.

Complaints for harassment/discrimination contact information: 920.693.1858 (TTY 711) or tanya.boman@lakeshore.edu

Sexual Harassment

Title IX is a federal law that prohibits sexual harassment in educational programs. Sexual harassment is a broad term that includes the traditional definition of sexual harassment, sexual violence, and any other sex-based misconduct including relationship violence. Sexual harassment includes, but is not limited to, the following: sexual harassment, stalking, sexual assault, domestic violence, hostile environment, and other act of sexual violence.

All sexual harassment and misconduct shall be reported to the Title IX Coordinator as soon as possible. The Title IX coordinator is located in the Student Success Division at Lakeshore College, 1290 North Avenue, Cleveland, WI 53015.

Upon receiving a formal complaint, Lakeshore College will take prompt action to eliminate the sexual harassment or misconduct, prevent its recurrence, and address its effects.

cm.maxient.com/reportingform.php?LakeshoreTC&layout_id=3
[Prohibition of Sexual Harassment under Title IX Policy](#)

CONCERNS

Students are encouraged to use the following procedure to report concerns. A concern is any written expression of dissatisfaction about the College that is not a complaint. For example, harassment/discrimination (EEO) and sexual harassment/ misconduct complaints (Title IX). Concerns may involve a Lakeshore faculty or staff member, administrator, another student, facilities, services, etc. To submit a concern about the campus please complete a Questions, Concerns and Suggestions form located at: cm.maxient.com/reportingform.php?LakeshoreTC&layout_id=6

Student concerns will be addressed via the following procedure:

Step 1

Student completes and submits the Questions, Concerns and Suggestions form. The form is available online at cm.maxient.com/reportingform.php?LakeshoreTC&layout_id=6.

Step 2

The Executive Director of Student Affairs will contact the student to gather any information regarding the concern that has been raised. The Executive Director of Student Affairs will also make every attempt to meet with the other party/parties related to the shared concern to gather additional information.

Step 3

The Executive Director of Student Affairs will attempt to resolve the concern by scheduling a meeting with the parties involved, if necessary. Executive Director of Student Affairs will serve as a neutral third party during this meeting which is designed to follow a process to resolve the concern informally. The goal of the mediation process is to provide a resolution to the concern that is acceptable to both parties. If a meeting is deemed to not be necessary, the Executive Director of Student Affairs will relay the concern and all related information to the individual or campus office that is best positioned to address and resolve the concern.

Step 4

If the mediation meeting fails to resolve the matter, it will be referred to one of two Vice Presidents for a final decision. If instructional in nature, the Vice President of Instruction would be the final step in the process. If the matter involves anything other than instruction concerns, the Vice President of Student Success would be the final step in the process.

CAMPUS POLICE & SECURITY

Lakeshore employs part-time police and security officers to support safety needs on campus.

CRIME AWARENESS & CAMPUS SECURITY (CLERY ACT)

Lakeshore is committed to maintaining a safe and secure environment on campus. As part of the Crime Awareness and Campus Security Act of 1990, the college provides complete information about security awareness, crime prevention, crime reporting, crime statistics, and other related policies. This information is communicated annually to students and staff, through the Annual Security Report.

Hazing is prohibited under both federal law (Clery Act) and state law. Hazing includes any act that endangers the mental or physical health or safety of a student or others for the purpose of initiation, affiliation, or continued membership in a group or organization. Incidents of hazing must be reported and may result in institutional discipline as well as criminal prosecution.

EQUAL OPPORTUNITY

Lakeshore College does not discriminate against protected classes, including but not limited to race, color, national origin, religion, sex, or gender – including sexual orientation, gender identity, gender expression, disability or age in employment, admissions, or its programs or activities. To handle inquiries regarding Lakeshore's nondiscrimination policies, contact the Vice President of Student Success Tanya Boman for students at 920.693.1858, tanya.boman@gotoltc.edu or the Executive Director of Human Resources for staff/others at 920.693.1139, Marissa.Holst@lakeshore.edu. Lakeshore College, 1290 North Avenue, Cleveland, WI 53015. (TTY 711) [Lakeshore Equal Opportunity Statement](#)

FREEDOM OF EXPRESSION

Freedom of thought, inquiry, speech, and lawful assembly are fundamental rights of all persons. These rights include the freedom to express opinions; to hear, express and debate various views, no matter how unpopular; and to voice criticism. Free speech is uniquely important to Lakeshore as it brings about a free interchange of ideas integral to the College's fundamental mission of teaching, research, and public service.

The College encourages students to present ideas, express their individuality and culture, and be open to thoughts or lifestyles that differ from their own. The College expects all students will present themselves in a respectful manner that does not endanger, threaten, or infringe on the rights of others. The College also expects students will not conduct themselves in a manner that will infringe on another individual's education or the mission of the College. Students that fail to meet these expectations can be referred to the Student Conduct Process.

HAZARDOUS WASTE & CHEMICAL EXPOSURE

Some classes, such as chemistry and physics, may present the possibility for exposure to substances which have the potential for health hazards. Faculty teaching such a class will include in the class syllabus specific information pertaining to potential exposure and appropriate safety information will be presented to reduce the risk.

Any persons present near chemicals (including hazardous waste) should realize that they are voluntarily exposing themselves to these substances. Precautions, such as changing routes so as not to pass near the hazardous exposure areas or delaying enrolling or not enrolling in a class, may be necessary. These precautions are especially important for people with sensitive medical conditions which could make exposure to the substance mentioned above especially dangerous. Women who are in their first trimester of pregnancy should avoid exposure.

Any time the potential exists for exposure to substances; protective clothing will be required.

MILITARY SERVICE MEMBER SPECIAL CIRCUMSTANCES READMISSION & REFUND POLICY

Students who serve in the National Guard, Reserves, or Active Duty stationed locally who are ordered into active military service in the Armed Forces of the United States or who are requested to work for the federal or state government during a national emergency, limited national emergency, or state emergency are provided priority readmission upon their return. Individuals in these circumstances will be eligible for 100% refund of tuition and fees for the current term.

Students who are forced to withdraw from classes due to the activation of a close family member (father, mother, stepfather, stepmother, spouse or life-partner) are provided priority readmission upon their return. Individuals in these circumstances will be eligible to submit a refund appeal request citing military activation as the extenuating circumstance. This appeal, if granted, may result in a 100% refund of tuition and fees.

Individuals seeking a refund of tuition and fees are required to provide a copy of the activation orders to the campus Executive Director of Student Affairs.

Students who choose to stay enrolled and/or complete their coursework may do so in consultation and with permission from their instructor(s).

MINORS ON CAMPUS POLICY

The scope of this policy includes minors on campus who are either unaccompanied or accompanied by an adult. This policy does not include minors on campus who are participating in an educational offering or course/program-related needs. This policy does not apply to the Lakeshore's Child Care Center.

Minors on campus in general

To protect the safety of minor visitors and to avoid disruptive behavior, minors accompanying employees, students, or visitors must be under the constant supervision of their responsible adult while on college property or on the site of any approved off-campus class or other college events. Employees of the College cannot take supervisory responsibility for any unattended minors. Minors are not permitted to be left unattended in any College facility at any time or left alone with an adult

that has not accompanied the minor to campus.

The College assumes no responsibility or liability for minors on College property or on the site of any approved off-campus class or other college events, nor for any accidents or injuries to minors occurring on College property.

Employees, students, or visitors who bring minors to the College are responsible for all aspects of the minor's behavior, including the minor's safety, and are financially responsible for any damages caused by the minor.

Minors are encouraged to come to campus for college-sanctioned activities specifically scheduled and designed for their benefit.

Exceptional circumstances (applicable to employees and students only)

Minors may be brought into a particular workplace or classroom setting, in exceptional circumstances, if prior written approval is granted by an authorized Lakeshore representative. The Lakeshore employee or student is still responsible for the minor's safety, behavior, and are financially responsible for any damages caused by the minor.

NON-REGISTERED INDIVIDUALS IN THE CLASSROOM

To preserve the integrity of the educational environment, non-registered individuals are not allowed in Lakeshore classrooms, labs, shops, or designated testing areas, except when the non-registered individuals are part of the instructional activities. Exceptions may be made in cases of emergencies and with prior approval from the Dean or their delegate.

POLITICAL ACTIVITIES ON COLLEGE PREMISES

The care, control, and management of the campus of the Lakeshore, at all locations, is vested within the College District Board and Office of the College President. The Colleges' Political Activities policy can be found [here](#).

REPORTING OF CRIMINAL ACTIONS

Individuals should dial 911 from Lakeshore campus phones in an emergency situation.

SOLOMON ACT

Congress in 1996 enacted a series of laws that address Military Recruiting and Reserve Officers' Training Corp (ROTC) Program Access to Students of Higher Education (commonly referred to as the "Solomon Amendment"). Under these laws, colleges must give recruiters access to their campuses and provide them with lists containing "student recruiting information" in order to help military recruiters meet congressionally mandated recruitment numbers. The Solomon Amendment overrides FERPA and gives the military the right to receive data designated as "student recruiting information." If an institution or its sub elements does not comply, the entire institution risks losing certain federal funds.

STANDARD OF EVIDENCE

Lakeshore uses the preponderance of evidence standard in all matters involving students. This includes student code of conduct (academic and non-academic), Title IX, and equity cases. The preponderance of evidence standard is defined as such that a party has shown that its version of facts, causes, damages, and fault is more likely than not to be the correct version.

STUDENT CODE OF CONDUCT

Nonacademic Misconduct

Nonacademic Conduct Subject to Disciplinary Action. Lakeshore may discipline a student for engaging in, attempting to engage in, or assisting others to engage in any of the following types of nonacademic misconduct:

- (1) **Aiding or Abetting.** Aiding, abetting, or procuring another person to violate any provision of the Student Code of Conduct.
- (2) **Alcohol.** Use, possession, presence, manufacture, distribution, or being under the influence of alcoholic beverages except as expressly permitted by law and College policy.
- (3) **Arson.** Individuals are prohibited from intentionally setting fires unless such action is part of a bona fide academic lesson or experience.
- (4) **Bullying and Cyberbullying.** Deliberate or intentional behavior, including behavior conducted on computers, cell phones, and other electronic devices, using words or actions, intended to cause fear, intimidation or harm. Bullying and cyberbullying may be repeated behavior and involve an imbalance of power.
- (5) **Dangerous Conduct.** Conduct that endangers or threatens the health or safety of oneself or another person.
- (6) **Disorderly Conduct.** No person may engage in violent, abusive, indecent, profane, boisterous, unreasonably loud, or otherwise disorderly conduct under circumstances in which the conduct tends to cause or provoke a disturbance, in college buildings or on college lands.
- (7) **Drugs.** Manufacturing, distribution, possession, use or being under the influence of any drug or controlled substance or being in possession of drug paraphernalia or equipment used to manufacture, grow, or distribute drugs or controlled substances.
- (8) **Failure to Comply.** Failure to comply with the directions of College officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so; refusal or failure to leave premises because of conduct prescribed by this code.
- (9) **False Information.** Acts of dishonesty, including but not limited to the following: Furnishing false information to the College, any College official, faculty member or office.
- (10) **Fire Alarms and Safety Equipment.** Tampering with fire alarms or safety equipment is prohibited. This is including, but is not limited to, fire hydrants, fire hoses, extinguishers, AED's, and fire alarm pull stations.
- (11) **Forgery or Falsification.** Unauthorized possession of or fraudulent creation, alteration, or misuse of any college or other governmental document, record, key, electronic device, or identification.
- (12) **Harassment.** Conduct defined in s. 947.013, Stats.
- (13) **Hazing.** Conduct defined in s. 948.51, Stats.
- (14) **Misuse of Computing Resources.** Conduct that involves any of the following:
 - (a) Failure to comply with laws, license agreements, and contracts governing college computer network, software, and hardware use.
 - (b) Use of college computing resources for unauthorized commercial purposes or personal gain.
 - (c) Failure to protect a personal password or college-authorized account.
 - (d) Breach of computer security, invasion of privacy, or unauthorized access to

college computing resources.

(e) Other violations of Lakeshore's Computer Use Policy for College Students.

- (15) **Noncompliance with Disciplinary Sanctions.** Conduct that violates a sanction, requirement, or restriction imposed in connection with previous disciplinary action.
- (16) **Retaliatory Acts** – A persons may not commit any adverse action against a person because they have reported harassment, filed a complaint, acted as a witness in the complaint or conduct ostracizing the person, pressuring the person to drop the complaint, providing false or misleading information, or engaging in conduct that may reasonably be perceived to affect adversely that person's educational, living, or work environment. Further violations include threatening, intimidating, or coercing the person, otherwise discriminating against any person for exercising their rights or responsibilities under this policy.
- (17) **Serious and Repeated Violations of Municipal Law.** Serious and repeated off-campus violations of municipal law.
- (18) **Sexual Assault.** Conduct defined in s. 940.225, Stats.
- (19) **Stalking.** Conduct defined in s. 940.32, Stats.
- (20) **Theft.** Attempted or actual theft of College property or the property of others.
- (21) **Unauthorized Entry or Use.** Unauthorized entry into or use of College buildings and grounds, including roofs, ledges, balconies; unauthorized erection or use on College property of any structures including but not limited to tents, huts, gazebos, shelters, platforms, and public address systems.
- (22) **Unauthorized Recording.** Any unauthorized use of electronic or other devices to make an audio or video record of any person while on College premises without his/her prior knowledge, or without his/her effective consent when such a recording is likely to cause injury or distress. This includes, but is not limited to, surreptitiously taking pictures of another person.
- (23) **Unauthorized Use of or Damage to Property.** Unauthorized possession of, use of, tampering with, damage to, or destruction of College property or the property of others.
- (24) **Violation of Criminal Law.** Conduct that constitutes a criminal offense as defined by state or federal law.
- (25) **Violation of College Rules.** Conduct that violates any published college rules, regulations, or policies, including provisions contained in college contracts with students including program handbooks.
- (26) **Weapons or Dangerous Items.** Possession or use of firearms, explosives, dangerous chemicals, or other dangerous weapons or instruments on College premises or use of any such item unless part of an approved academic activity (This includes but is not limited to BB guns, Airsoft guns, Mace, switchblades and knives, or swords with blades over four inches).

Disciplinary Procedure:

- (1) **Process.** The Executive Director of Student Affairs may proceed in accordance with this section to impose, subject to hearing and appeal rights, one or more of the disciplinary sanctions listed under "disciplinary sanctions."
- (2) **Conference with Student.** When the Executive Director of Student Affairs concludes that proceedings under this section are warranted, the Executive Director of Student Affairs shall promptly contact the student in person, by telephone, or by electronic mail to offer to discuss the matter with the student. The purpose of this discussion is to permit the Executive Director of Student Affairs to review with the student the basis for his or her belief that the student

engaged in nonacademic misconduct, and to afford the student an opportunity to respond. If the student does not respond to the Executive Director of Student Affairs' offer to discuss the matter, the Executive Director of Student Affairs may proceed to make a determination on the basis of the available information.

(3) Determination by the Investigating Officer that No Disciplinary Sanction is Warranted. If, as a result of a discussion or review of available information, the Executive Director of Student Affairs determines that nonacademic misconduct did not in fact occur, or that no disciplinary sanction is warranted under the circumstances, the matter will be considered resolved without the necessity for further action.

(4) Process Following Determination by the Executive Director of Student Affairs that Nonacademic Misconduct Occurred.

(a) If, as a result of a discussion or review of available information, the Executive Director of Student Affairs determines that nonacademic misconduct did occur and that one or more of the disciplinary sanctions listed under should be recommended, the Executive Director of Student Affairs shall prepare a written report which shall contain all of the following:

1. A description of the alleged misconduct.
2. A description of all information available to the college regarding the alleged misconduct. Such information shall be available to the student upon request, except as may be precluded by applicable state or federal law.
3. Specification of the sanction to be imposed.
4. Notice of the student's right to an appeal.
5. A copy of this code of conduct and of the institutional procedures adopted to implement this section.

(b) The written report shall be delivered to the student.

(c) A student who receives a written report under this section has the right to appeal, as described in the following section, to contest the determination that nonacademic misconduct occurred, the choice of disciplinary sanctions, or both.

1. Where the disciplinary sanction sought is one of those listed (a) to (h), and if the student desires a hearing, the student shall file a written request with the Executive Director of Student Affairs within 10 days of the date the written report is delivered to the student. If the student does not request a hearing within this period, the determination of nonacademic misconduct shall be regarded as final, and the disciplinary sanction sought shall be imposed.
2. Where the disciplinary sanction sought is one of those listed (i) to (j), the Executive Director of Student Affairs shall forward a copy of the written report under to the Vice President of Student Success. The Vice President for Student Success shall, upon receipt of the written report, proceed to schedule a hearing on the matter. A hearing shall be conducted unless the student waives, in writing, the right to such a hearing.

Hearing:

- (1)** A student who requests an appeal hearing, or for whom a hearing is required, shall have the right to decide whether the matter will be heard by the Vice President of Student Success or a hearing committee. If the student does not request a hearing, the matter will be heard by the Vice President of Student Success.
- (2)** If a student requests a hearing, or a hearing is required to be scheduled due to the sanction being sought, the Vice President of Student Success shall take the necessary steps to convene the hearing and shall schedule it within 15 days of receipt of the request or written report. The

hearing shall be conducted within 45 days of receipt of the request or written report, unless a different time period has been mutually agreed upon by the student and the Executive Director of Student Affairs.

- (3)** No less than 5 days in advance of the hearing, the Vice President of Student Success or hearing committee shall obtain from the Executive Director of Student Affairs, in writing, a full explanation of the facts upon which the determination of misconduct was based, and shall provide the student with access to or copies of the Executive Director of Student Affairs' explanation, together with any other materials provided to the Vice President of Student Success or hearing committee by the Executive Director of Student Affairs.
- (4)** The hearing shall be conducted in accordance with the following guidance and requirements:
 - (a)** The hearing process shall further the educational purposes and be reflective of the college's commitment to student dignity, equity, and non-discrimination. The process need not conform to state or federal rules of criminal or civil procedure.
 - (b)** The student shall have the right to question adverse witnesses, the right to present information and witnesses, the right to be heard on his or her own behalf, and the right to be accompanied by an advisor of the student's choice. The advisor may be a lawyer. The advisor may counsel the student, but may not directly question adverse witnesses, present information, or witnesses, or speak on behalf of the student except at the discretion of the hearing examiner or committee. In accordance with the educational purposes of the hearing, the student is expected to respond on his or her own behalf to questions asked of him or her during the hearing.
 - (c)** The Vice President of Student Success or hearing committee:
 - 1. Shall admit information that has reasonable value in proving the facts, but may exclude immaterial, irrelevant, or unduly repetitious testimony.
 - 2. Shall observe recognized legal privileges (confidentiality).
 - 3. May take reasonable steps to maintain order, and to adopt procedures for the questioning of a witness appropriate to the circumstances of that witness's testimony, provided, however, whatever procedure is adopted, the student is allowed to effectively question the witness.
 - (d)** The Vice President of Student Success or hearing committee shall make a record of the hearing. The record shall include a verbatim record of the testimony, which may be a sound recording, and a file of the exhibits offered at the hearing. The student charged with misconduct may access the record, upon the student's request.
 - (e)** The hearing examiner or committee shall prepare written findings of fact and a written statement of its decision based upon the record of the hearing.
 - (f)** A Vice President of Student Success's or hearing committee's finding of nonacademic misconduct shall be based on one of the following standards of evidence:
 - 1. Clear and convincing evidence, when the sanction to be imposed is listed in Disciplinary Sanctions (1) (i) to (j).
 - 2. A preponderance of the evidence, when the sanction to be imposed is listed in Disciplinary Sanctions (1) (a) to (h).
 - 3. A preponderance of the evidence, regardless of the sanction to be imposed, in all cases of sexual harassment and sexual assault.
 - (g)** The Vice President of Student Success or hearing committee may impose one or more of the disciplinary sanctions listed (a) to (h) that differs from the recommendation of the Executive Director of Student Affairs. Disciplinary sanctions listed (i) to (j) may not

be imposed unless previously recommended by the Executive Director of Student Affairs.

- (h) The hearing shall be conducted by the Vice President of Student Success or hearing committee, and the college's case against the student shall be presented by the Executive Director of Student Affairs or his or her designee.
- (i) The decision of the Vice President of Student Success or hearing committee shall be prepared within 14 days of the hearing and delivered to the student. The decision shall become final within 14 days of the date on the written decision unless an appeal to the College President is taken.
- (j) If a party fails to appear at a scheduled hearing and to proceed, the Vice President of Student Success or hearing committee may either dismiss the case or, based upon the information provided, find that the student committed the misconduct alleged and assign sanction.
- (k) Disciplinary hearings are subject to the Wisconsin open meetings law and may be closed if the student whose case is being heard requests a closed hearing or if the hearing examiner or committee determines that it is necessary to hold a closed hearing, as permitted under the Wisconsin open meetings law. Deliberations of the committee shall be held in closed session, in accordance with s. 19.85, Stats. As such, proper notice and other applicable rules shall be followed.

Appeal to the College President:

- (1) Where the sanction prescribed by the hearing examiner or committee is one of those listed in Disciplinary Sanctions (i) to (j), the student may appeal to the College President within 14 days of the date of the written decision to review the decision of the hearing examiner or committee, based upon the record. In such a case, the College President has 30 days from receipt of the student's appeal to respond and shall sustain the decision of the nonacademic misconduct hearing examiner or committee unless the College President finds any of the following:
 - a. The information in the record does not support the findings or decision of the hearing examiner or committee.
 - b. Appropriate procedures were not followed by the nonacademic misconduct hearing examiner or committee and material prejudice to the student resulted.
 - c. The decision was based on factors proscribed by state or federal law.
- (2) If the President makes a finding, the President may return the matter for consideration by a different hearing examiner or hearing committee or may invoke an appropriate remedy of his or her own.

Discretionary Appeal to the Wisconsin Technical College System Board: The decision of the college shall be final, except that the WTCS board may, at its discretion, grant a review upon the record.

Settlement: The procedures set forth in this chapter allow the college and a student to enter into a settlement agreement regarding the alleged misconduct, after proper notice has been given. Any such agreement and its terms shall be in writing and signed by the student and the Executive Director of Student Affairs or Vice President of Student Success. The case is concluded when a copy of the signed agreement is delivered to the student.

Effect of Discipline Within the Institution: A student who, at the time of commencement, is subject to a continuing disciplinary sanction or unresolved disciplinary charges as a result of a report, shall

not be awarded a degree during the pendency of the sanction or disciplinary proceeding.

Petition for Restoration of Rights After Suspension or Expulsion: (for both academic and nonacademic misconduct) An individual who has been suspended may petition to have his or her student status, rights, and privileges restored before the suspension has expired by its own terms.

An individual who has been expelled may petition for readmission after a minimum of two years from the date of expulsion. The petition shall be in writing and directed to the College President. The College President shall make the readmission decision.

Emergency Suspension:

- (1) The College President may impose an emergency suspension on a student, pending final institutional action on a report of nonacademic misconduct, in accordance with the procedures of this section.
- (2) The College President may impose an emergency suspension on a student when all of the following conditions are met:
 - a. The Executive Director of Student Affairs has made a reasonable attempt to offer the student the opportunity for discussion, either in person or by telephone.
 - b. The Executive Director of Student Affairs recommends a sanction of suspension or expulsion.
 - c. The College President concludes, based on the available information, that the misconduct likely occurred and that the student's continued presence on campus meets one or more of the following conditions:
 1. Would constitute a potential for serious harm to the student.
 2. Would constitute a potential for serious harm to others.
 3. Would pose a threat of serious disruption of college-run or college-authorized activities
 4. Would constitute a potential for serious damage to college facilities or property.
- (3) If the College President determines that an emergency suspension is warranted under sub. (2), he or she shall promptly have written notification of the emergency suspension delivered to the student. The College President's decision to impose an emergency suspension shall be effective immediately when delivered to the student and is final.
- (4) Where an emergency suspension is imposed, the hearing on the underlying allegations of misconduct shall be held, either on or outside of college lands, within 21 days of the imposition of the emergency suspension, unless the student agrees to a later date.
- (5) An emergency suspension imposed in accordance with this section shall be in effect until the decision in the hearing on the underlying charges pursuant to is rendered or the College President rescinds the emergency suspension. In no case shall an emergency suspension remain in effect for longer than 30 days unless the student agrees to a longer period.
- (6) If the College President determines that none of the conditions specified above are present, but that misconduct may have occurred, the case shall proceed in accordance with published disciplinary procedure.

Potential Responses to Student Nonacademic Misconduct: Disciplinary Sanctions:

- (1) The disciplinary sanctions that may be imposed for nonacademic misconduct, upon conclusion of the disciplinary process, are any of the following:
 - a. A written reprimand.
 - b. Denial of specified college privileges.
 - c. Payment of restitution.
 - d. Educational or service sanctions, including community service.
 - e. Disciplinary probation.
 - f. Imposition of reasonable terms and conditions on continued student status.
 - g. Removal from a course in progress.
 - h. Enrollment restrictions on a course or program.
 - i. Suspension from the college.
 - j. Expulsion from the college.
- (2) One or more of the aforementioned disciplinary sanctions may be imposed for an incident of nonacademic misconduct.
- (3) Disciplinary sanctions shall not include the termination or revocation of student financial aid; however, this shall not be interpreted as precluding the individual operation of rules or standards governing eligibility for student financial aid under which the imposition of a disciplinary sanction could result in disqualification of a student for financial aid.
- (4) Suspension and expulsion:
 - a. A student who has been suspended or expelled from the college will forfeit any payment that has been made on their student account. The individual will be responsible for making payment on any outstanding account balance.
 - b. The individual will receive a final grade for enrolled class(es) based on current points earned out of total possible points at the time of suspension or expulsion.
 - c. During the suspension and expulsion period, the individual is prohibited from being on college campuses, events, and activities. Any individual found to be in violation of this may result in a trespass action, if necessary.
 - i. A petition process is available for those with a need to be on campus or attend college related events and activities during this period. The petition must be sent in writing and pre-approved by the Vice President of Student Success or Executive Director of Student Affairs.

Academic Misconduct

Academic misconduct subject to disciplinary action:

- (1) The definition of academic misconduct is an act in which a student:
 - a. Seeks to claim credit for the work or efforts of another without authorization or citation;
 - b. Uses unauthorized materials or fabricated data in any academic exercise;
 - c. Forges or falsifies academic documents or records;
 - d. Intentionally impedes or damages the academic work of others;
 - e. Engages in conduct aimed at making false representation of a student's academic performance; or
 - f. Assists other students in any of these acts.
- (2) Examples of academic misconduct include, but are not limited to: cheating on an examination; collaborating with others in work to be presented, contrary to the stated rules of the course; submitting a paper or assignment as one's own work when a part or all of the paper or

assignment is the work of another; submitting a paper or assignment that contains ideas or research of others without appropriately identifying the sources of those ideas; stealing examinations or course materials; submitting, if contrary to the rules of a course, work previously presented in another course; tampering with the laboratory experiment or computer program of another student; knowingly and intentionally assisting another student in any of the above, including assistance in an arrangement whereby any work, classroom performance, examination or other activity is submitted or performed by a person other than the student under whose name the work is submitted or performed.

Disciplinary Sanctions:

- (1) The following are the disciplinary sanctions that may be imposed for academic misconduct.
 - a. An oral reprimand;
 - b. A written reprimand presented only to the student;
 - c. An assignment to repeat the work, to be graded on its merits;
 - d. A lower or failing grade on the particular assignment or test;
 - e. A lower grade in the course;
 - f. A failing grade in the course;
 - g. Removal of the student from the course in progress;
 - h. A written reprimand to be included in the student's disciplinary file;
 - i. Removal from their academic program of study;
 - j. Disciplinary probation; or
 - k. Suspension or expulsion from the college.
- (2) One or more of the disciplinary sanctions listed in sub. (1) may be imposed for an incident of academic misconduct.

Disciplinary Sanction Imposed at the Discretion of the Instructor:

- (1) Where an instructor concludes that a student enrolled in one of his or her courses has engaged in academic misconduct in the course, the instructor will follow the following procedure to impose a sanction listed in (1) (a) through (f).
 - (a) CONFERENCE WITH STUDENT. When an instructor concludes that proceedings under this section are warranted, the instructor shall promptly offer to discuss the matter with the student. The purpose of this discussion is to permit the instructor to review with the student the basis for his or her belief that the student engaged in academic misconduct, and to afford the student an opportunity to respond.
 - (b) DETERMINATION BY THE INSTRUCTOR THAT NO ACADEMIC MISCONDUCT OCCURRED. If, as a result of the discussion, the instructor determines that academic misconduct did not in fact occur or that no disciplinary sanction is warranted under the circumstances, the matter will be considered resolved without the necessity for further action or a written report.
 - (c) DETERMINATION BY THE INSTRUCTOR THAT ACADEMIC MISCONDUCT OCCURRED
 - i. If, as a result of the discussion, the instructor determines that academic misconduct did occur, the instructor shall prepare a written report so informing the student, which shall contain the following:

1. A description of the misconduct;
 2. Specification of the sanction recommended;
 - ii. The written report shall be emailed to the student via their campus email account.
 - iii. The instructor will submit a CARE report for academic misconduct and include the written report sent to student in step i.
 - iv. The Executive Director of Student Affairs will reach out to the student to provide the following:
 1. Notice of the student's right to appeal the decision to the Division Dean; and
 2. A copy of the institutional procedures adopted to implement this section.
 - v. A student who receives a disciplinary sanction under this section has the right to appeal the decision of the instructor to the Division Dean to contest the determination that academic misconduct occurred, or the disciplinary sanction imposed, or both. If the student desires to appeal, the student must file a written request with the Division Dean within 10 days of personal delivery or mailing of the written report. If the student does not request a hearing within this period, the determination of academic misconduct shall be regarded as final, and the disciplinary sanction recommended shall be imposed.
- (2)** Where an instructor concludes that a student enrolled in one of his or her courses has engaged in academic misconduct in the course, the instructor will follow the following procedure to impose a sanction listed in (1) (g) through (h):
- (a)** The instructor will proceed as above but will also send a copy of the report to the Division Dean.
 - (b)** The instructor will inform the student that, because of the recommended sanction, the case will be heard, and a decision rendered by the Dean.
 - (c)** The Dean will review the information provided by the instructor and will meet with the student to discuss the case.
 - (d)** If, as a result of the discussion, the Dean determines that academic misconduct did not in fact occur or that no disciplinary sanction is warranted under the circumstances, the matter will be considered resolved without the necessity for further action.
 - (e)** If the Dean determines that misconduct has occurred, the Dean will:
 - i. Determine the appropriate sanction(s) for the offense. The sanction can be any listed in (1) (a) through (h). If the Dean determines that the appropriate sanction, is one listed in (1) (i) through (j), they will refer the matter to the Vice President for Instruction as outlined below.
 - ii. Inform the student of their decision via their campus email account.
 - (f)** A student who receives a disciplinary sanction under this section has the right to appeal the decision of the Dean to the Vice President of Instruction to contest the determination that academic misconduct occurred, or the disciplinary sanction imposed, or both. If the student desires to appeal, the student must file a written request with the Vice President of Instruction within 10 days of personal or email delivery or mailing of the written report. If the student does not request a hearing within this period, the determination of academic misconduct shall be regarded as final, and the disciplinary sanction recommended shall be imposed.

- (3) Where an instructor concludes that a student enrolled in one of his or her courses has engaged in academic misconduct in the course, and the instructor or the Division Dean has determined that a sanction listed in (1) (i) through (j) is warranted, the following procedure will be followed:
- (a) The instructor/Dean will proceed as above but will also send a copy of the report to the Vice President of Instruction.
 - (b) The instructor/Dean will inform the student that, because of the recommended sanction, the case will be heard, and a decision rendered by the Vice President of Instruction.
 - (c) The Vice President of Instruction will review the information provided by the instructor/Dean and will meet with the student to discuss the case.
 - (d) If, as a result of the discussion, the Vice President of Instruction determines that academic misconduct did not in fact occur or that no disciplinary sanction is warranted under the circumstances, the matter will be considered resolved without the necessity for further action.
 - (e) If the Vice President of Instruction determines that misconduct has occurred, the Vice President will:
 - i. Determine the appropriate sanction(s) for the offense. The sanction can be any listed in (1) (a) through (j). If the Vice President determines that the appropriate sanction is (1) (k), suspension or expulsion from the college, the Vice-President will present the case to the College President who will review the case and either confirm the recommended sanction or remand the case back to the Vice President for further review.
 - ii. Inform the student of their decision via their campus email account
 - (f) A student who receives a disciplinary sanction listed in (1) (i) through (k) under this section has the right to appeal the decision of the Vice President of Instruction to contest the determination that academic misconduct occurred, or the disciplinary sanction imposed, or both, to the academic misconduct hearing committee. The request for a hearing must be submitted to the Vice President of Student Success within 10 days of personal delivery or mailing of the written report. The Vice President of Student Success shall take the necessary steps to convene the hearing and shall schedule it within 15 days of receipt of the request. The hearing shall be conducted within 45 days of receipt of the request unless a different time period has been mutually agreed upon by the student and the College. If the student does not request an appeal hearing within this period, the determination of academic misconduct shall be regarded as final, and the disciplinary sanction recommended shall be imposed.

Hearing:

- (1) If a student requests a hearing, the Vice President for Student Success will take the necessary steps to convene the academic misconduct hearing committee and shall schedule the hearing within 10 days of receipt of the request or written report, unless a different time period is mutually agreed upon between the college and the student.
- (2) Reasonably in advance of the hearing, the committee shall obtain from the instructor or investigating officer, in writing, a full explanation of the facts upon which the determination of misconduct was based and shall provide a copy of the Academic Misconduct section of the Student Code of Conduct to the student.
- (3) The hearing before the academic misconduct hearing committee shall be conducted in accordance with the following requirements:
 - a. The student shall have the right to question adverse witnesses, the right to

present evidence and witnesses, and to be heard in his or her own behalf, and the right to be accompanied by a representative of his or her choice.

- b. The hearing committee shall not be bound by common law or statutory rules of evidence and may admit evidence having reasonable probative value, but shall exclude immaterial, irrelevant, or unduly repetitious testimony, and shall give effect to recognized legal privileges.
- c. The hearing committee shall make a record of the hearing. The record shall include a verbatim record of the testimony, which may be a sound recording, and a file of the exhibits offered at the hearing. Any party to the hearing may obtain copies of the record at his or her own expense. Upon a showing of indigency and legal need, a party may be provided a copy of the verbatim record of the testimony without charge.
- d. The hearing committee shall prepare written findings of fact and a written statement of its decision based upon the record of the hearing.
- e. The hearing committee may find academic misconduct and impose a sanction of suspension or expulsion only if the proof of such misconduct is clear and convincing. In other cases, a finding of misconduct must be based on a preponderance of the credible evidence.
- f. The hearing committee may impose a disciplinary sanction that differs from the recommendation of the instructor or investigating officer.
- g. The instructor or the investigating officer or both may be witnesses at the hearing conducted by the committee, but do not have responsibility for conducting the hearing.
- h. The decision of the hearing committee shall be served upon the student either by personal delivery or by first class United States mail and shall become final within 10 days of service.

Discretionary Appeal to the Wisconsin Technical College System Board: The decision of the college shall be final, except that the WTCS board may, at its discretion, grant a review upon the record.

Settlement: The procedures set forth in this chapter do not preclude a student from agreeing that academic misconduct occurred and to the imposition of a sanction, after proper notice has been given.

Right to Petition for Readmission: A student who has been expelled may petition for readmission, and a student who has been suspended may petition for readmission prior to the expiration of the suspension period. The petition for readmission must be in writing and directed to the president of the institution from which the student was suspended or expelled. The petition may not be filed before the expiration of one year from the date of the final determination in expulsion cases, or before the expiration of one-half of the suspension period in suspension cases.

TOBACCO/SMOKE-FREE CAMPUS POLICY

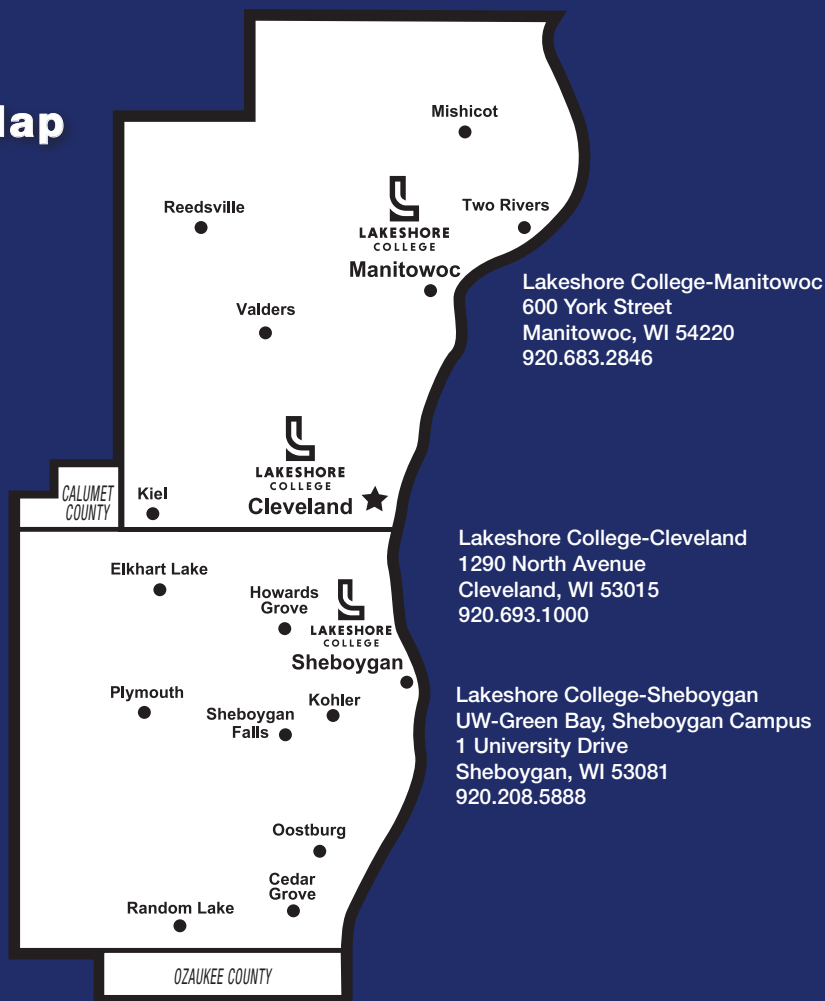
The Tobacco-Smoke Free Campus policy is part of the college's commitment to creating a healthy campus for all members of our campus community and is designed to be positive and supportive of overall health and well-being.

The Tobacco-Smoke Free Campus policy defines tobacco, smoking, or vapor products as including but not limited to all tobacco products including cigarettes, cigars, pipes, any devices used to smoke tobacco products, electronic cigarettes, vaporizers that are alternatives to smoking products, water

pipes, smokeless tobacco products such as, chewing, or dipping products, etc.

The use of tobacco, smoking, and vapor products is prohibited in all buildings and grounds owned or leased by Lakeshore. Individuals may use these products in their personal vehicles; however, improper disposal of cigarette butts or littering, smoking, or tobacco materials on campus grounds is prohibited.

District Map



LAKESHORE COLLEGE

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HLC Accredited • hlcommission.org

