Student Success at RCC

RCC has four schools that specialize in different areas of study. Each student will be assigned a Student Success Advisor in that degree program or major.

School of Arts, Education, Humanities & Social Sciences
* ADOLESCENT EDUCATION * CHILDHOOD EDUCATION * COMMUNICATION MEDIA ARTS *
COMMUNICATION/SPEECH STUDIES * EARLY CHILDHOOD EDUCATION * FINE ARTS *
* GRAPHIC DESIGN * LIBERAL ARTS: HUMANITIES * PHOTOGRAPHY *
* SOCIAL & BEHAVIORAL SCIENCES – PSYCHOLOGY, POLICAL SCIENCE, SOCIOLOGY *
* VISUAL AND PERFORMING ARTS *

School of Business & Professional Studies
* ACCOUNTING * BUSINESS ADMINISTRATION * CORPORATE AND HOMELAND SECURITY *
* CRIMINAL JUSTICE * CULINARY ARTS * ENTREPRENEURSHIP * FINANCE * HOSPITALITY *
* INTERNATIONAL BUSINESS *LEGAL STUDIES * MARKETING *

School of Nursing, Health & Wellness
HEALTHCARE SCIENCE HUMAN PERFORMANCE STUDIES * NURSING *
* PUBLIC HEALTH * OCCUPATIONAL THERAPY ASSISTANT *

School of STEM (Science, Technology, Engineering, Math)
* AUTOMOTIVE TECHNOLOGY * COMPUTER INFORMATION SYSTEMS * COMPUTER ASSISTED DESIGN
*COMPUTER SUPPORT SPECIALIST * CYBER SECURITY * ENGINEERING * ENVIRONMENTAL SCIENCE*
* MATH & COMPUTER SCIENCE * NATURAL AND PHYSICAL SCIENCES

Students can also choose to be "Undecided/Undeclared" within a School.

NAVIGATING THE myRCC PORTAL

My Apps

ADP | D2L Brightspace | Directory | Drive | eTranscript | Focus 2 | Forms | Library | Microsoft 365 | Outlook

Schedule Planner | Self-Service | Swift911 | SurveyDIG | TouchNet | TutorTrac

SOME IMPORTANT APPS:

D2L Brightspace	This is where you will see course announcements, your syllabus, lecture materials, assignments, discussion questions, etc. Make sure you check often!
Forms	This is where you will find any online forms that you need to submit – Application for Graduation, Change of Curriculum Form, etc. https://sunyrockland.edu/records-and-registration/registration-forms-and-resources/
Outlook	This is your RCC email. Make sure you check frequently! Always use your RCC email account to contact your Professors. Faculty and staff **may not respond to personal emails**. If you check your email on your phone, it is recommended that you download the Outlook app.
Schedule Planner	**Schedule Planner** allows students to quickly create conflict free schedules based on our current class offerings. Students select classes, put in times they are not available and the Schedule Planner gives them multiple options of schedules that meet their needs.

Self-Service	**Self-Service Banner** displays your student profile, including your personal information, degree program (major), registered courses, Student Success Advisor, GPA, etc. You can view your grades, credits, and class schedule via this interface. You can also search and register for classes.
TN TouchNet	**TouchNet** provides access to your student account and billing history. You can view your bill, make a payment, and set up a payment plan using this app. https://sunyrockland.edu/financial-aid/payment-options/touchnet-instructions/
TutorTrac	Use **TutorTrac** to schedule a virtual or in-person tutoring appointment. Tutoring is a FREE service provided to students on an appointment and drop-in basis. https://sunyrockland.edu/services/tutoring/

NAVIGATING SELF-SERVICE BANNER: STUDENT PROFILE

Self-Service

Once you log in to myRCC and select Self-Service it will take you to your Student Profile dashboard:

Student Profile - Rock T Hawk (R00242780)

Term: Spring 2023 | Standing: Good Standing, as of Summer 2022 | Overall Hours: 68 | Overall GPA: 3.30 | Registration Notices: 4 | Holds: 0

Rock T Hawk

- Curriculum and Courses
- Prior Education and Testing
- Additional Links
- Academic Transcript
- Registration
- Student Schedule
- View Application to Graduate
- Apply to Graduate

Bio Information
Email: missie.cullum@ellucian.com
Phone: 845 5744224
Gender: Male
Date of Birth: 01/10
Ethnicity: Hispanic or Latino
Race: Mexican
Citizen: Yes
Citizenship: Citizen
Emergency Contact: Rebecca, Hawk
Emergency Phone: 656 4545455

General Information ⓘ
Level: Credit
Class: Second Year
Status: Active
Student Type: Continuing
Residency: Rockland County
Campus: Not Provided
First Term Attended: Fall 2015
Matriculated Term: Not Provided
Last Term Attended: Summer 2022
Leave of Absence: Not Provided

Graduation Information
Graduation Applications: None

Advisors
Primary / Student Success Advisor: Gina J Lovitch

CURRICULUM, HOURS & GPA

Primary | Secondary | Hours & GPA

Degree: Microcredential
Study Path: Not Provided
Level: Credit
Program: Advanced Front Office Mgmt
College: Business/Professional Studies
Major: Advanced Front Office Mgt
Department: Business
Concentration: Not Provided
Minor: Not Provided
Concentration: Not Provided
Admit Type: Not Provided
Admit Term: Fall 2022
Catalog Term: Fall 2022

REGISTERED COURSES

Course Title	Details	CRN	Hours	Registration Status	Instructor
Introduction to the Human Body	BIO 10300 200	20001	3	**Web Registered**	Peter Andryuk
Western Civilization I	HIS 10100 202	20409	3	**Web Registered**	Konstadinos Ritsatos

Total Hours | Registered Hours: 6 | Billing Hours: 6 | CEU Hours: 0 | Min Hours: 12 | Max Hours: 18

Double check that your personal information (including your phone number), and your degree program is correct. If your degree program (major) is not correct, this could impact your financial aid and delay your graduation.

- **VIEW THE CURRENT TERM**: On the top left corner of the dashboard (under your name and ID number), you will see the selected term. To choose the current term, click on the drop-down menu, and click the term you want to view:
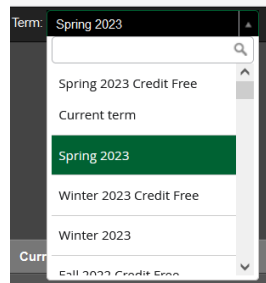
 *NOTE: Make sure you **do not** select the "Credit Free" term. The Credit-Free term refers to courses that do not have any credits.*

- **VIEW YOUR REGISTERED COURSES**: Once you select the term, you will see your registered courses on the bottom right corner. You will see each Professor's name is hyperlinked, so you can click on their name to find their contact information (email address, office location, etc.).

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- **VIEW YOUR ADVISORS:** At the bottom left corner of the screen, you will see your Student Success Advisor listed. Depending on your program of study, you may also have a Faculty Advisor listed. Or, if you belong to a special population (Honors, TRIO, EOP, etc.), you will have that advisor listed as well.

Advisors
Primary / Student Success Advisor   Gina J Lovitch

- **VIEW YOUR ACADEMIC TRANSCRIPT**: On the menu on the left-hand side (black background, white text) select "Academic Transcript" to view a semester-by-semester breakdown of all the credits and grades you have earned, including any transfer credits.

- **VIEW YOUR SCHEDULE**: Click on "View Schedule", and then select the term you want to view. You can select "Schedule" for a weekly calendar view, or "Schedule Details" for a listed view of registered classes, including meeting dates and times, etc.

🗓 Schedule   ☰ Schedule Details

Class Schedule for Spring 2023
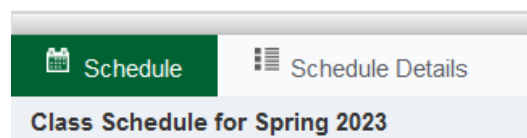
- **VIEW HOLDS:** On the top right-hand corner of your Student Profile, you will see if you have any holds. **Most holds will prevent you from registering for classes, so it's important to resolve any hold as soon as possible.**
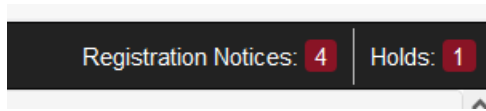
Click on "Holds" to review what the hold is for, and then click on the drop-down arrow to see the details, and who to contact to get the hold resolved.
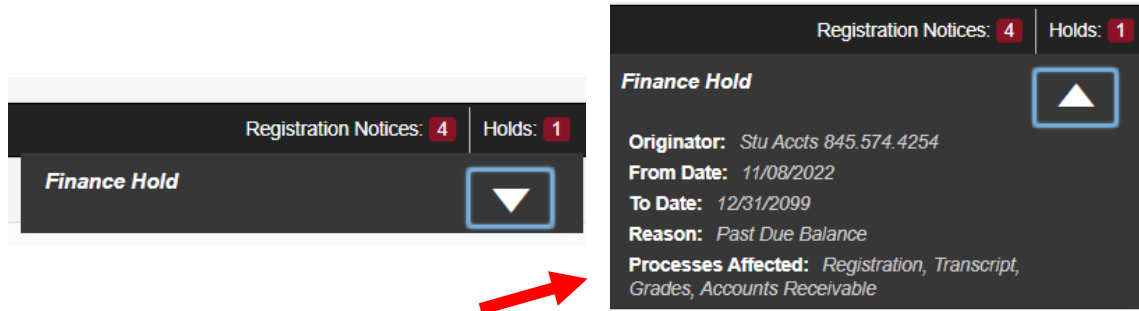
  - If you have a **"Must See Advisor"** hold, you must connect with your advisor. Your advisor will release the hold once you discuss what classes you plan to take.
  - If you have a **Finance Hold,** you likely have a balance due on your account. You can make a payment using the TouchNet app, or you can contact the Student Accounts Office or the Financial Aid Office to review the specifics.

- **REGISTER FOR CLASSES:** To search and register for classes, select "Registration", and then select "REGISTER/DROP CLASSES".

Register/Drop Classes
Search and register for your classes. You can also view and manage your schedule.

For step-by-step registration instructions, click the link below, and select "**Quick Guide to Self-Service Banner Registration**": https://sunyrockland.edu/records-and-registration/new-students/web-registration-instructions/

NOTE: If you have a hold on your account, you will not be able to select this. Instead, select "SEARCH FOR CLASSES". You won't be able to register at this time, but you can search for classes and write down the courses and sections you plan to register for.

Search for Classes
Looking for classes? In this section you can browse classes you find interesting.

❗ You have holds which prevent registration.

- **VIEW YOUR DEGREE REQUIREMENTS**: To view the courses your need to complete your degree, click "View Degree Works Audit". This evaluation will display all the courses required to finish your degree.
  - Scroll down to the section below Placement Results. You will see the name of your degree (ex: SOCIAL BEHAVIORAL SCIENCES AA – PSYCHOLOGY), along with credits required, credits applied, catalog year, and GPA.

Placement Results   COMPLETE

Catalog year: 2022-2023   GPA: 0.000

Social Behavioral Sciences AA - Psychology   INCOMPLETE

Credits required: 60   Credits applied: 35   Catalog year: 2022-2023   GPA: 3.500

	Course	Title	Grade	Credits	Term
○ 60 Credits	**Still needed:**	You currently have 35; you still need 25 more credits.			
⊘ College Writing I	ENG 101	College Writing I	TCR	3	The Beginning of Time

  - All required courses and credits will be listed:
    - completed courses will be displayed with a green check mark
    - courses in progress will be displayed with a half-filled blue circle
    - courses still needed will be displayed with a red circle

      ⊘   Complete   ○   Not complete

      ◑   Complete (with classes in-progress)

  - Clicking on a course will allow you to view additional course information:
    - course description
    - any pre-requite courses
    - a history of when the course has been previously offered
    - a "preview" of when the course will be offered next

With any technology, sometimes computer glitches occur. If it looks like a course is in the wrong place, something is missing, or you find something confusing (even if you don't!), please make sure to review your degree evaluation with your Student Success Advisor!

IMPORTANT DATES & DEADLINES

It is important that you check the Academic Calendar for important dates and deadlines, including:

- semester start and end dates
- registration start dates
- last day to add a class
- dates the College is closed
- class schedule changes (ex: Friday classes meeting on a Thursday)
- payment deadlines
- refund schedule (ex: last day for a 100% refund)
- last day to drop with no grade
- last day to drop with a "W"

ACADEMIC CALENDAR

REFUND SCHEDULE

DROP VS. WITHDRAWAL

Dropping a class means you are removing a course from your class schedule and it will not appear on your transcript. **The drop deadline happens around the end of the 3rd week of classes**. *NOTE: Depending on when you drop a class, and how many credits you are registered for, you may or may not receive a partial refund.*

Withdrawing from a class means you are removing a course from your class schedule after the drop/add period has ended.   This course will remain on your transcript and you will receive a "W", but your GPA will not be affected. **The withdrawal deadline happens around the 9th week of classes.**

- If you are thinking about dropping or withdrawing from a class, speak to your Professor and/or your Student Success Advisor first. Depending on the situation, you may be able to catch up and bring up your grade.

- If you are receiving Financial Aid, dropping or withdrawing from a course may affect your aid. It is recommended that you speak to a Financial Aid Advisor BEFORE you remove a class to discuss your options, and any consequences.

- Failure to attend a class does not count as notice of an official withdrawal.

HOW TO DROP/WITHDRAW

You can drop/withdraw in Self Service Banner the same way you register for classes:

- Log into myRCC and select Self-Service.
- On the left-hand side, select Registration, and then select Register/Drop Classes.
- Select the term, and then you will see your registered courses on the right hand side.
- In the column that says **Action**, depending on the point in the semester, select **Drop/Delete** or **Withdraw.**
- Select **Submit** to complete the process.

NOTE: If you have a FINANCE HOLD, you will not be able to drop/withdraw online using Self-Service. Although you cannot register for a class with a hold, **you can still drop/withdraw when you have a hold.** You must drop/withdraw using the online DROP/ADD form.

- Select FORMS from the list of apps in myRCC.
- Select Drop/Add Form (Online)

- Fill out your personal information at the top.
- Next to **DROPPING A COURSE,** select **Add,** and then enter the course information.

- Upload your photo ID, digitally sign the drop/add form, and click **SUBMIT** to complete the drop/withdrawal.
- Records staff will process the drop/withdrawal.

SCHEDULING AN APPOINTMENT WITH YOUR STUDENT SUCCESS ADVISOR

To schedule an appointment with your Student Success Advisor, go to the RCC website, and select ***Student Services*** *from the navigation panel.*
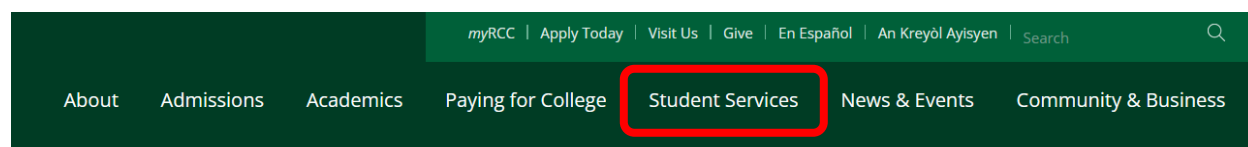
> ➢ From the drop-down menu, select **Student Success Advising.**
> ➢ If you know who your Advisor is, scroll down and click the link for the **Meet My Advisor page.** Click on **Schedule an Appointment** to schedule an appointment with your assigned advisor.
> ➢ If you don't know who your Advisor is, click on the link for **WHO IS MY ADVISOR?** Scroll down until you see your degree program (major). Click on it to expand the details, and then click on the link to **Book an Appointment**.

NOTE: In addition to scheduling an appointment, you will also find your Student Success Advisor's contact information, including phone number and email address.
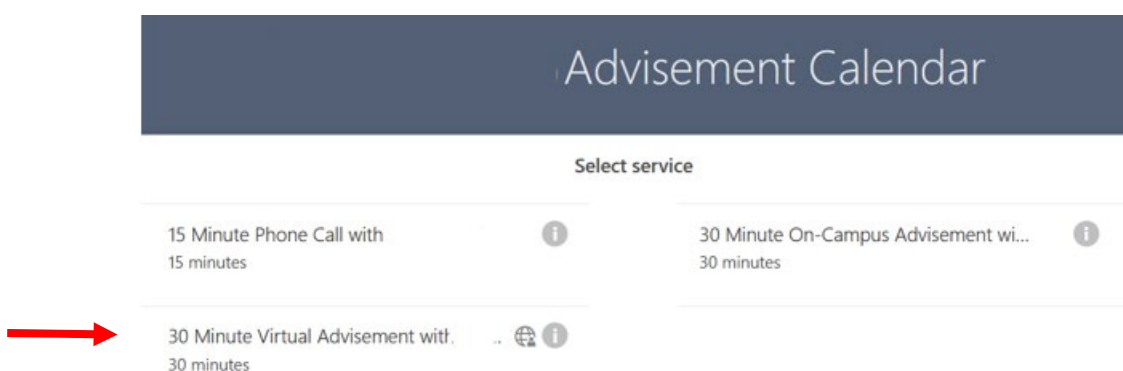
Once you have selected your Student Success Advisor's Advisement Calendar, you will select a service. Every Advisor will have an option to select a **VIRTUAL** or **ON-CAMPUS (IN-PERSON)** appointment. <u>You must click on a service (it will become highlighted) to be able to choose a meeting day and time.</u>

> ➢ Select a day, then select a time, fill out your information, and then select **BOOK**.
> ➢ Once you book the appointment, you will immediately receive a confirmation email.
> ➢ If you selected a **VIRTUAL APPOINTMENT**, in the confirmation email you will receive a link to join the meeting at the scheduled time.

Although you can join a virtual meeting from your phone, to make the most out of your advisement meeting, it is strongly recommended that you join from a laptop or desktop computer

During late registration (typically January and August), advisement is on a walk-in, first come, first served basis. No appointments are necessary, and no appointments will be taken. The best way to get the perfect schedule is to register early!

QUESTIONS? CONTACT STUDENTSUCCESS@SUNYROCKLAND.EDU or call 845.574.4427/4306