

WEST VIRGINIA NORTHERN COMMUNITY COLLEGE

STUDENT HANDBOOK

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Handbook Updated: June 2026

Introduction and Campus Information

Welcome to West Virginia Northern Community College! This Student Handbook is your guide to information about the student services, college policies, and learning resources available here. We at Northern believe it is essential that students are aware of their privileges and responsibilities.

This Handbook contains information that will serve as a resource while you are a student. We hope this information makes your time here at Northern a positive learning experience. Every student is entitled to reaching full potential in a safe learning environment. This Handbook helps us achieve this goal.

Introduction:

The administration, faculty, and staff of WVNCC welcome you to our college. We have prepared this Handbook to acquaint you with the policies and procedures that govern your education and student life here at Northern. WVNCC is a comprehensive community college with three campuses located in New Martinsville, Weirton, and Wheeling. It should be noted that information in this Handbook describes the general services provided by the College. Additional details can be found in the College Catalog or at our website, www.wvncc.edu.

Many programs, services and facilities are located on each of our three campuses. In some cases, a particular offering is provided only on one campus. If you have questions pertaining to services on a specific campus, you should contact the Action Center, a Student Success Coach, or stop-in to your local Student Service Center. WVNCC is firmly committed to student success and completion of your educational goal(s). We hope that the information provided in this Handbook helps you succeed at Northern.

Mission, Vision, and College Accreditation Agency

Mission Statement:

West Virginia Northern is a comprehensive community college that provides affordable, quality education and training for all who wish to learn. Northern strengthens our community and empowers individuals to pursue fulfilling lives.

Vision Statement:

WVNCC will be a trusted and valued community partner in lifelong learning.

We will:

- **Invest in human capital** - Assess, update, and improve employee training and professional development. Improve the employee lifecycle from recruitment through succession planning. Improve human and financial resource utilization.
- **Integrate technology to increase student success and organizational efficiency-** Advance technology utilization, effectiveness, and efficiency. Expand the use of technology-enhanced teaching and learning. Improve student engagement.
- **Fully implement and institutionalize the advising model-** Assess and adapt pathways and course modalities to student needs. Establish the advising communication plan. Expand access to the advising model for all students.
- **Meet workforce training needs for our communities-** Align credit and non-credit pathways and processes. Expand personal, career, and economic growth opportunities through continuing education. Develop and strengthen community partnerships
- **Expand student access to growth opportunities-** Guide students to resources to address their needs. Foster a safe, positive, and holistic student experience. Broaden marketing reach and recruitment efforts

We Value: Learner Focused, Access and Opportunity, Lifelong Learning, Teamwork, Transparency and Integrity and Excellence

College Accreditation Agency:

West Virginia Northern Community College is accredited by the Higher Learning Commission (HLC) through 2028-2029.

The Higher Learning Commission
230 South LaSalle Street Suite 7-500
Chicago, IL 60604-1411
Phone: 800-621-7440

www.hlcommission.org

For a complete list of all WVNCC programs accreditation, visit our website at wvncc.edu.

WVNCC Campuses

On May 9, 1972, the West Virginia Board of Regents created a dual-campus community college out of what was formerly the Hancock County Branch and the Wheeling Campus of West Liberty State College. The Board specified that the newly created institution was to be a comprehensive community college responsible for educational programs of two years or less duration for high school graduates and adults. Responding to local community requests, the College began offering courses in New Martinsville in 1973 and established a campus there in 1975. In 1976, WVNCC began offering classes in Weirton with a campus built in 1985.

As a two-year comprehensive community college, Northern offers a wide variety of programs and courses in the arts and sciences, career-technical education, developmental studies, and community service. Under an open-door enrollment policy, the College admits all adults desiring postsecondary education. High school students recommended by their schools for early access are also admitted. Graduates receive Associate in Arts degrees, Associate in Science degrees, Associate in Applied Science degrees and Certificates.

Wheeling

1704 Market Street
Wheeling, WV 26003-3643

Weirton

150 Park Avenue
Weirton, WV 26062-3797

New Martinsville

141 Main Street
New Martinsville, WV 26155-1211

All three WVNCC campuses have been supported significantly by the communities which they serve. Each campus has an active Friends of the College component that volunteers time and raises funds for special projects to help the College. Students are urged to familiarize themselves with the location of the Service Center on their campus. Most questions can be handled by personnel at the Student Success Center in Wheeling, Weirton, and New Martinsville.

You can also visit our website at wvncc.edu to learn more.

Students' Rights and Responsibilities

Student Academic Rights:

- The right to be graded or have his/her performance evaluated solely upon performance in the coursework as measured against academic standards. The student shall not be evaluated prejudicially, capriciously, or arbitrarily. West Virginia Northern Community College, pursuant to the requirements of Titles IV, VI, and VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, does not discriminate against applicants, employees, or students on the basis of race, color, religion, sex, disability, age or national origin in its employment policies and/or educational programs or activities, including admissions to such. Inquiries concerning this policy should be directed to the Campus Counselor at an individual campus or by calling our Human Resources office.
- The right to have any academic penalty reviewed.
- The right to have access to a copy of the college catalog or program brochure in which current academic program requirements are described (e.g., required courses, total credit requirements, minimum grade point average, probation standards, professional standards, etc.).
- The right to receive from the instructor written descriptions of content and requirements for any course in which they are enrolled (e.g., attendance expectations, special requirements, laboratory requirements including time, field trips and costs, grading standards and procedures, professional standards, etc.).

Student Code of Conduct:

- The college will adopt a Student Conduct Code ("Code of Conduct") to promote and preserve standards of conduct as part of its educational mission for the benefit of all who are a part of the WVNCC community.
- The college will define procedures including sanctions, processes, timelines and appeals to be followed in disciplinary cases in order that cases may be handled in a timely manner while serving the interests of the college community and safeguarding the rights of all students. The established procedures will be reviewed and updated yearly and will be governed by applicable federal and state regulations and procedures.
- This rule includes but is not limited to all WVNCC owned or leased grounds, buildings, equipment and facilities and include the conduct of the students while utilizing these facilities, this includes changing methods of communication such as cell phones and social media at or about the College, which has the same laws, regulations, policies, and code of conduct that applies to all other services,

activities, and functions at or concerning the College. The rule is also, in effect at all WVNCC sponsored events, including class field trips.

Student Grievance:

Initially, a student should pursue any concern about West Virginia Northern Community College (WVNCC) through the Student Grievance Process that WVNCC provides. Most complaints can be resolved at the college level. For information or questions about this procedure, contact the Vice President of Student Care and Success, 304-214-8845, jfike@wvncc.edu.

If your complaint is not resolved at the institution, you may present your complaint to the appropriate agencies below:

- If your complaint is associated with WVNCC's compliance with academic program quality and accrediting standards, you may file a complaint with the Higher Learning Commission, the agency that accredits the institution.
- If the complaint is in reference to a specific program that holds accreditation, you may contact the appropriate agency to register your complaint: College Accreditation Agencies.
- For all other complaints about WVNCC that are not about compliance with academic program quality and accrediting standards, you may file a complaint:
 - At the West Virginia Community and Technical College System or to the West Virginia State Attorney General.

Student Complaints:

- To comply with federal regulations and to contribute to the ongoing assessment of
- College excellence, the College will address student complaints in timely manner and in a way that demonstrates fairness and attention to student concerns. Formal written student complaints will be recorded in a log to meet the requirement of The Higher Learning Commission (HLC) regarding student complaints. Written complaints that have not been signed will not be entered into the log, unless a pattern involving a specific issue, division, department, or policy warrants an investigation.
- The log will include information about the disposition of student complaints, including those referred to external agencies for resolution. This log, with individual identities shielded, will be available to the Peer Review Team of the Higher Learning Commission for review. Written complaints forwarded to the College by the Higher Learning Commission will be tracked and recorded as part of this rule. The link is <https://www.wvncc.edu/contact/wvncc-formal-complaint/7641>.

Assessment of Student Academic Achievement:

- This is an important aspect of assuring achievement of state and national academic standards. This process includes the administration of standardized assessment measures that determine the achievement level of students at West Virginia Northern in specific areas and levels as compared with other students in similar levels and specialties across the country. These assessments are required of students; however, individual scores are not used as part of students' grades. Instead, it is information that permits the College to assess its strengths and needs to assure academic integrity in academic programs. Assessments are administered to students completing A.A.S. degrees to assess job-related skills as compared to specific occupational standards. These assessments are scheduled at times to make it convenient for students to participate. Completion of state mandated assessments are a graduation requirement, and failure to comply with completion of required assessments can result in a "hold" on student records until completed.

Academic Integrity:

- The College's academic program requirements are determined according to standards of each field, as recommended by qualified faculty in consultation with professionals in the field and approved by the Vice President of Academic Affairs, Curriculum Committee, and the President. Academic programs are approved by the WVNCC Board of Governors. All academic programs undergo a periodic program review involving professionals in the field and other educators with reports reviewed by the Board of Governors and CCTCE. Accredited programs undergo additional review and meet specific requirements for the professional accreditation. In addition to the specific academic course and program requirements, academic policies assure the integrity of the academic experience and degree.

Academic Honesty and Support of a Learning Environment:

- All students are responsible for their own academic work and behavior that supports a learning environment. Dishonesty results in disciplinary action such as lower grade, failing grade, administrative withdrawal, program probation, suspension, or dismissal. Behavior which interferes with the rights or learning environment of others can result in administrative withdrawal, suspension, or dismissal. Students have the right to appeal such decisions consistent with rule.

Academic Integrity and Student Responsibilities:

- The purpose of this Rule is to ensure academic integrity is maintained and ensure student responsibilities are defined. Rule: The College will establish procedures for academic integrity and student responsibility standards.

Plagiarism:

- This includes using someone else's ideas without giving credit to that person in an appropriate citation or using someone else's words without placing them in quotation marks and/or without identifying that person in an appropriate citation.

Cheating:

- This includes such practices as receiving test answers from or giving test answers to another student, submitting another student's work or another source as one's own work (unless permitted to do so because of a joint assignment), stealing tests or test items, or using notes when not permitted.

Student Service Centers

Each campus provides a centralized location where students can access a variety of support services. On the Weirton and New Martinsville campuses it is in the main lobby, while the Wheeling campus location is on the first floor of the B&O Building.

These Student Service Centers can assist students with:

- Admissions and recruitment
- Student Accounts and billing
- Academic records
- Student ID cards and parking permits
- Payment, Payment Plans and BankMobile
- General student support and connection to other offices within Student Services.

Whether you have questions about enrolling, paying for college, registering for classes, planning your academic path, or preparing for your career, staff are available to help connect you with the resources you need.

The Student Service Centers also assist students with a variety of administrative requests, including address changes, name changes, student identification cards, parking permits, and transcript requests.

Change of Address:

To update your address:

1. Log in to your Student Portal.
2. Click **Quick Links**.
3. Scroll down and select **Change of Address**.
4. Complete and submit the form.

A Student Success Center representative will review and process your request.

Change of Name:

Students requesting a name change must provide legal documentation to a Student Service Center or the Student Success Center. Documentation may also be submitted by emailing Registrar@wvnc.edu from your Northern email account. Acceptable forms of documentation include a marriage license, driver's license, court order, or other legal documentation supporting the name change.

Student Identification Cards:

All registered students receive a free WVNCC identification card. IDs include the student's photograph, name, and date issued and remain valid throughout the student's enrollment at the College.

Lost or stolen IDs should be reported immediately to a Student Service Center. Replacement IDs are provided at no cost. ID cards remain the property of WVNCC and may not be transferred, altered, or misused. Misuse may result in disciplinary action.

Parking:

Parking is available on all three campuses for free. Parking permits can be requested through the [Parking Permit Form](#) on the College website and picked up at any Student Service Center. A campus parking map is also available [online](#) for the Wheeling Campus.

Students are responsible for following all parking regulations. Vehicles parked in restricted areas may be ticketed or towed at the owner's expense. Accessible parking spaces are available on all campuses and require both a valid state-issued accessible parking permit and a current WVNCC parking permit. The College assumes no responsibility for theft or damage to vehicles or personal property while parked on campus. Students should secure their vehicles and report any theft or damage promptly.

Academic Transcripts:

Official academic transcripts can be ordered through the National Student Clearinghouse. Please go to WVNCC Website, Student Links, and [Transcripts](#) for instructions and ordering information.

Payment:

Tuition must be paid before the start of each semester or term. Students who register after their assigned payment deadline, or who add classes after registering, must make payment arrangements at the time of registration.

The College offers a convenient four-month payment plan to help students manage tuition costs. When setting up a payment plan, the first payment of 25% needs to be made to hold you in classes.

Payments may be made by cashier's check, check, Visa, MasterCard, Discover, American Express, or students may also make payments online through their student portal accounts.

Please note: WVNCC DOES NOT ACCEPT CASH!

How to Make a Payment in N.O.W.:

1. Log into your [Student Portal](#)
2. Click on the **N.O.W.** under the Tools menu bar.
3. Click on the **Pay Tuition and Fees Online** link.
4. Select the Term for which you're making payment (i.e. Fall 2025) and hit "Submit". **IMPORTANT: IF YOU SELECT THE WRONG TERM, IT MAY NOT REFLECT YOUR BALANCE APPROPRIATELY ON YOUR NOW ACCOUNT. IF YOU ACCIDENTALLY PAY FOR THE WRONG TERM, CONTACT STUDENT ACCOUNTS.**
5. In the "Payment Amount" box, indicate how much you would like to pay on your account. (It can be as little as one penny and as great as a billion dollars. (Do not overpay on your student account. You will not get an immediate refund for a negative balance.) When you submit it will take you to the next page where you will enter your biographical and card information. Make sure the amount that is at the top of that page matches the amount you selected to pay on the previous page. When you've entered your information in, you will then hit the "Pay" button. **IMPORTANT: DO NOT PUSH "PAY" MORE THAN ONCE. It can result in double-billing.**

The payment will be posted to your student account within 24 hours. If you do not see the payment reflected on your account, please call Student Accounts at 304-214-8832 or email studentaccounts@wvncc.edu.

BankMobile:

- We have partnered with BankMobile to deliver your financial aid refund. For help or if you have questions with your BankMobile account, please visit any of our Student Service Centers for assistance.

Action Center

Academic Advising and Registration:

Advising and Registration are housed in our Action Center. The ACT in Action Center stands for Advising, Career and Transfer. This department will be essential every step of the way throughout your time at WV Northern.

Action Center:

The Action Center team is charged with providing accurate information and support regarding academic advising, career exploration, and transfer planning.

Advising:

- Students are to make initial appointments to understand their English and Math placement scores, create an educational plan, select courses, confirm financial aid and tuition documentation, and interpret College policies.
- Advising Centers are open throughout the year.
- Based on their program of study, each degree-seeking student should work with the Action Center.
- Academic advisor assignments are coordinated through the Admissions and Registrar's offices. You can find your Advisor in your Student Portal.
- **The Action Center has a TANF Success Coach/Advisor:**
 - Any West Virginia Northern students who are part of the state assistance program TANF (Temporary Aid for Needy Families) through the DOHS will meet with the TANF Success Coach/Advisor.
 - Students receiving aid must meet with the TANF Success Coach/Advisor a minimum of once a month and additionally as often as needed for maintaining successful course completions. TANF students are required to fill out a monthly time sheet, maintain a 2.0, sign in any time they are on campus, and carry full time status for enrolled courses.

Career Services

- **Career Services** provides support with career exploration, assessments, job searches, resumes, interview preparation, job fairs, and connecting with employers.
- **Career Advising** offers individualized guidance and free career assessments to help identify your interests, skills, and values.
- **Career Resources** include online tools for résumé writing, cover letters, interview preparation, and occupational information such as job outlook, salary data, and career requirements.
- **Career Coach (Lightcast)** helps students explore careers, take career assessments, research wages and employment trends, identify matching WVNCC

programs, build résumés, and translate military experience into civilian career pathways.

- Students are encouraged to use Career Coach to discover majors and in-demand careers that align with their interests and goals.

Transfer Opportunities

- WVNCC graduates have many opportunities to continue their education through transfer agreements with four-year colleges and universities. These articulation agreements help qualified students transfer credits, achieve junior-level standing, and complete bachelor's degrees more efficiently. Students should work with both WVNCC and receiving institution advisors to ensure a smooth transfer process. West Virginia's statewide Core Transfer Agreement also allows many general education courses to transfer among public institutions.
- WVNCC's **Thundering Hilltoppers** partnership with West Liberty University provides additional transfer opportunities for students pursuing a bachelor's degree. Please click [here](#) for more information.

Multiple Measures Placement

- WVNCC has implemented a placement process known as multiple measures placement. Incoming students will work with an advisor to determine which English and math courses are appropriate for them. The conversation involves a review of high school and college transcripts, standardized and placement test scores, and our course placement guides.
- Degree and certificate-seeking students are placed into English and Math courses using the following methods:
 - **High School grade and GPA:** [Placement Score Table](#)
 - **ACT and SAT scores:** [Placement Score Table](#)
 - **High School Equivalency (HSE) tests:** [Placement Score Table](#)
 - **Placement exam administered by WVNCC:** [Placement Testing](#)
 - **Guided Self Placement** [Placement Testing](#)

Registration

Registration for classes including changes and withdrawal of enrollment in specific courses must be initiated by the student through completion of the registration process. Documentation of prerequisites for entry into specific courses is required prior to registration also.

The College offers multiple registration opportunities throughout the year to help students enroll in classes and plan their academic schedules. The Action Center also hosts programs such as **Days of Thunder** and **PEP (Personalized Education Plans)**, which

provide students with guidance and support during the registration process and help set them up for academic success.

Students are encouraged to be on the lookout for information about these events on the College website, through the student portal, and on the WVNCC GO App.

N.O.W- Northern on the Web:

You will use your N.O.W. to complete the following tasks:

- Register for classes
- Add/Drop Courses
- Check financial aid award or status
- See an unofficial academic transcript
- Update your address, phone, and email.
- Student Bills/Payments

How to Register:

Schedule an appointment with the ACTion Center staff to plan your class schedule by visiting the Advising and Registration [webpage](#). Once you are ready to register, you may do so through your N.O.W. Account or by using Schedule Builder. Information for both options is provided below.

Online Registration Instructions through N.O.W:

- Select **N.O.W. Access** from your WVNCC Student Portal.
- Under **Student Services**, select **Registration**.
- Select the semester registration should occur.
- Enter the CRNs (Course Reference Numbers) for the classes you wish to register for in the provided boxes, then click **Submit Changes** or **Save**.
- Once your registration is successful, the status will display **Web Registered**, confirming that you have been enrolled in the course(s).

Online Registration Instructions through Schedule Builder:

- Select Schedule Builder from your WVNCC Student Portal
- Make sure you are signed into the Schedule Builder by looking in the top right corner. If it says 'Guest', hit the 'Sign In' button.
- Select the semester registration should occur.
- Click on the arrows at the top of the page to review the different sections that the course is offered.
- Pin an option in place by selecting the color portion of the course information.
- Hit 'Get This Schedule'
- Hit 'Do Actions'.

Online Waitlist:

1. If a class is full, you can place yourself on the waitlist.
2. If a class is full, you will see a registration error of closed.
3. Click on the drop-down arrow under action and select waitlist; then click submit changes.
4. Check your WVNCC email daily to know if a space becomes available.

The notification email will provide directions on how to register for the class you were waitlisted for.

To View a Copy of your Schedule from N.O.W:

1. Click on Student Services.
2. Return to Registration and click Student Detail Schedule for the selected term.

Adding/Dropping Coursework:

Changes in registration are completed through your NOW or Schedule Builder. Classes may be added to your schedule through NOW or Schedule Builder Courses must be dropped online by the established deadlines. You are responsible for the changes made to your registration. Consult the academic calendar concerning deadline to drop courses. In addition, read the regulations regarding grades and refunds as well as financial aid, if applicable. Talk with your instructors and/or Action Center prior to making such changes. Often, alternatives or supplementary assistance may be available which makes course completion possible. In addition, identify the impact of dropping specific courses on your financial aid, graduation, enrollment status, etc.

Registrar's Office

The Registrar's Office maintains the integrity of student academic records and provides services such as transcript processing, degree audits, graduation certification, enrollment verification, transfer credit evaluation, and student record updates. The office is committed to ensuring accurate records and supporting students throughout their academic experience.

The College Catalog:

The Catalog is the official document of the Institution in relation to program offerings, policies, and other related matters. You can find the catalog on our [website](#).

Course Requirements:

Instructors give students a syllabus for each course that includes essential details about the course content, objectives, grading, and attendance. It's important to attend the first class to understand what is expected.

Class Loads:

- Full-time students are those students taking 12 or more credit hours during a fall or spring semester or six or more credit hours in a summer term.
 - Note: You may be required to maintain 12 credits hours for your own personal insurance purposes, loan deferment or other special situations. Students receiving the Promise Scholarships must complete 15 credit hours per semester during Fall and Spring to maintain their scholarship. Additional information on Promise Scholarships is available at www.cfwv.com.
- To be eligible for full-time financial aid, students must be enrolled in 12 or more credit hours during a fall or spring semester.

Course Substitutions:

- Course substitutions for courses no longer offered by the College can be made by the department chair/program director administering the affected course, with the approval of the Vice President of learning.
- A Student Petition for Alteration in Graduation of Program Requirements should be completed and forwarded to the appropriate personnel for approval. Faculty advisors and/or counselors should make every effort to assist students in completing degree requirements in an efficient and timely manner.

Standards of Academic Progress:

Please refer to the college catalog under Standards of Academic Progress Rule for specific details.

Alteration in Graduation:

Petition for alteration in graduation and program requirements may be submitted by students who request a modification in course requirements when they can document that program competencies or general education goals have been met in other ways. This petition should be initiated by the student consultation and with the approval of the academic advisor. **OPTIONS:** Substitution requests must be sent to the subject matter expert for review. Waiver requests must be sent to the program director as the program requirement expert for review.

Withholding Services because of Delinquent Accounts:

If you have delinquent accounts in the Business Office, Library, Financial Aid Office, Bookstore or elsewhere in the College, you will be denied College services such as grade reports, recommendations, evaluation of credit, official transcripts of credits earned at West Virginia Northern, registration for subsequent semesters and receipt of diploma. If you have any questions, contact your Student Service Center.

Viewing Student Records:

West Virginia Northern Community College maintains student academic records in a secure manner to protect student rights as guaranteed by the amended Family Educational Rights and Privacy Act of 1974. If you wish to see your own records, you should write a letter indicating the records you wish to review to the Registrar. You will then be notified when and where you can review your records. Such a review will take place within 45 days after your formal request. Should you wish to challenge the contents of your records, you must follow the College's Appeals Procedure. Refer to the Policies section of the College Catalog for specific details.

Under the amended Family Educational Rights and Policy Act of 1974, the following records are excluded from this review:

- Financial records of your parents and information included therein.
- Confidential letters and statements in the records before Jan 1, 1985; if such letters or
- statements are used for purposes for which they were intended; and records for which
- you have signed a waiver to your reviewing privilege. In compliance with the Family
- Educational Rights Privacy Act, should you wish to have personal information released

- to another person, agency or organization, you must make this request in writing to the
- College officials who maintain those records. Written requests are to be submitted to
- the Campus Service Center on your campus. The request will be denied if the written
- release form has not been submitted. The College will release student information to
- the following without your written consent:
 - College Officials
 - Agencies specified in the Family Educational Rights and Privacy Act; and
 - Civil authorities having legal documents to request the information.
 - Copies of the College's policy on complying with the Family Educational Rights and
 - Privacy Act are available from the Campus Service Center.

Enrollment Verification:

West Virginia Northern Community College uses Degree Verify through the National Student Clearinghouse to verify education attendance and graduation information. Please contact the Student Clearinghouse to obtain education and graduation information. Their web address is: www.studentclearinghouse.org.

Students who require enrollment verification, please log into the Student Portal, and click on the National Student Clearinghouse button.

If Verification is required prior to Enrollment being verified, please contact the Registrar's office at registrar@wvnc.edu.

Verification of attendance (health insurance, loan agencies, day care, OVRTA, good student discount, etc.) can be obtained by contacting the Registrar's Office located in the B&O Building.

Graduation Requirements for a Certificate or Degree Program:

Program requirements in the catalog at the time a student is admitted in an academic degree program will be utilized for certification that a student has completed appropriate degree requirements for graduation if graduation requirements are completed within five years. Students may elect to meet program requirements in the current catalog, provided all requirements in the current catalog are followed. Students who do not complete graduation requirements within five years will follow the catalog in effect at the beginning of the sixth year or the year of subsequent re-enrollment. It should be noted that students who do not take West Virginia Northern courses for two consecutive semesters (excluding summer) will be required to complete a new admission application for re-admission and will follow the program requirements in effect at the time of readmission.

Students are urged to work with the academic program advisor concerning any questions regarding graduation requirements. Part-time students who complete courses over a number of semesters will need to plan carefully since programs are frequently updated to maintain currency in career requirements. Substitutions for courses no longer offered by the College may need to be made.

The Registrar's Office certifies students have completed all academic requirements for the awarding of the degree. If an academic program is terminated, students impacted will be notified in accordance with Council for Community and Technical College Education and Higher Education Policy Commission procedures, and the College will offer the courses needed by currently enrolled students and assist the currently enrolled students in completing the degree program. Generally, a two-year program will continue for a year after the decision for termination is made.

Graduation Requirements:

All students who graduate from West Virginia Northern will document completion of the following requirements in addition to those required for specific degrees:

- Earn the minimum number of credit hours of academic credit required in the individual's degree program in the specific courses required as certified by the program faculty.
- Demonstrate basic proficiency in reading, English and math as evidenced by demonstration of proficiency on placement tests or completion of the required supplemental coursework and program coursework prerequisites.
- Achieve a 2.0 or higher cumulative grade point average on all college work that is not excluded in the computation of GPA because of applying other West Virginia Northern policies such as that for outdated coursework.
- See the WVNCC Catalog for current residency requirements.
- Fulfill all obligations to the College.
- Complete a First-Year Seminar course within the first year of enrollment. This requirement is limited to students entering Northern as first-time freshmen.
- Complete all college-level courses with a grade of "D" or better unless requirements that are more rigorous are required for a specific major.

Commencement ceremonies are conducted in May at the conclusion of the spring semester. Students who have completed graduation requirements during that year are invited to participate. Specific information is provided when students are provisionally certified for graduation. Arrangements for graduation robes, announcements, and other items should be made through the school's chosen vendor. Diploma covers are presented to those attending the commencement ceremony. Diplomas are mailed to graduates once all degree requirements are certified.

Graduation Honors:

Graduates with an overall grade point average of 3.25 or higher at the end of the fall semester are designated as honor students at the graduation ceremonies. An Associate degree level student achieving the highest cumulative grade point average and completing the least number of credit hours is recognized as the Valedictorian of the graduating class.

Honorary Societies:

Students who demonstrate academic excellence may be invited to membership in the local chapter of Phi Theta Kappa (PTK), a national honorary society for community and junior college students. Membership in Phi Theta Kappa Honorary Society is noted on diplomas of members. In addition to PTK, Lambda Nu (LN) is a national honor society for the radiologic and imaging sciences, open to students in the Radiography program who have earned a 3.0 or higher GPA. Its objectives are to “foster academic scholarship at the highest academic levels, promote research and investigation in the radiologic and imaging sciences, and recognize exemplary scholarship.”

Academic Honors:

Students achieving academic success are recognized each semester by three distinctions. The deadline for being recognized for fall honors is February 1, and for spring honor recognition is September 1. The deadline for updating honors on academic transcripts is May 1 for fall courses and December 1 for spring courses. These academic honors are:

Merit List: is for students who earn at least six semester hours in credit classes and have a semester grade point average of 3.25 or higher, including courses numbered below 100 in this catalog.

Dean’s List: is for students who earn at least nine semester hours in credit classes and have a semester grade point average of 3.5 or higher, excluding courses numbered below 100 in this catalog.

President’s List: is for students who earn at least 12 semester hours in credit classes and have a semester grade point average of 4.0, excluding grades earned in courses numbered below 100 in this catalog.

Financial Aid

West Virginia Northern Community College offers several types of financial assistance to aid students in meeting educational expenses. More than 90 percent of the financial aid awards are granted based on demonstrated financial need; however, the College also offers awards based on academic and extracurricular performance. After applying for admission, students may apply for financial assistance.

Types of Financial Aid Available

Federal Grants and State Scholarships:

- Federal Pell Grants
- Federal Supplemental Educational Opportunity Grant
- West Virginia Higher Education Grant
- West Virginia Invests Grant
- Pennsylvania State Grant
- The West Virginia PROMISE Scholarship
- The West Virginia Engineering, Science and Technology Scholarship
- West Virginia Nursing Scholarship Program

WVNCC Scholarships

- Gift aid based on academic performance, talent, or achievement. Scholarships are offered by WVNCC, WVNCC Foundation, and many outside organizations/associations.

Work-Study:

- Federal Work-study Program.

Loans:

- Federal Direct Loan (subsidized and unsubsidized).
- Federal Direct PLUS Loan.
-

Always review the Financial Aid Office [webpage](#) for updates to available financial aid funds.

Applying for Financial Aid:

- Complete and submit a FAFSA (Free Application for Federal Student Aid). The school code is 010920. FAFSA's take 5-7 business days for us to receive. File Early!
- Complete a WVNCC Financial Aid Application for the school year you wish to receive aid.
- Watch your e-mail account and/or mailbox for the notifications you will receive from the Federal Student Aid division of the U.S. Department of Education and our office after your FAFSA is submitted and processed. Review your FAFSA data carefully. If needed, make any corrections to your FAFSA information in accordance with instructions provided.

- A portion of all FAFSA applicants is selected by Federal Student Aid each year to have their FAFSA data verified. If chosen, the Financial Aid Office will notify you. Be sure to promptly submit all requested documents and/or clarifications so that we may efficiently process your financial aid file for you.
- Check your [NOW](#) account for any additional documents that may be required.
- If you are experiencing difficulties, please stop by the Financial Aid Office or your Campus Service Center for assistance. You may also contact the Financial Aid Office by email at financialaidoffice@wvncc.edu or by phone at 304-214-8844.
- Please read and respond to all mailed or e-mailed correspondence. If you're unsure how to respond or what to do, please let us know! We will only communicate with you through your Northern email.
- Please note that full-time enrollment (12 or more undergraduate credit hours per semester) is required to disburse 100% of your semester Pell Grant award. A Pell Grant award will be pro-rated for less than Full-time enrollment. Half-time enrollment (6 or more undergraduate credit hours per semester) is required to disburse Federal Direct Loans.
- Once we package your financial aid, you will receive an award letter notifying you of your aid for each semester.
- Credit balances/Title IV Refunds from federal funds after all tuition/fees/books/supply charges are paid will be available as scheduled each term. WVNCC has partnered with BankMobile to handle all your refunds.
- Please see the Schedule of Classes for your term to review the processing dates.

Paying for classes using Financial Aid:

- Financial Aid is paid based on your class registration and attendance. Your file must be complete for Financial Aid to be paid on your account. If you need to verify that all documentation is in, then please use financialaidoffice@wvncc.edu for questions.
- You should know the following:
 - You WILL receive a bill for your tuition and fees.
 - All charges will be taken from your Financial Aid award package before a refund is issued. It is the students' responsibility to make sure that their tuition is paid.

Tuition and Fees:

Tuition and fees are approved by the West Virginia Community College and Technical Education System. All Ohio residents are eligible for in-state tuition rates. Our metro rate is for the following counties: Allegheny, Beaver, Butler, Greene, and Washington counties in Pennsylvania. Early Access students who take college classes are eligible for a discounted rate.

Book Vouchers:

Financial Aid book vouchers begin on average two weeks before the start of semester classes. To be on the BibliU book voucher list you must have your financial aid file complete and have more funding than tuition and fees. To use the book voucher, you must purchase your books through BibliU during each semester's specific voucher period.

BibliU (Online Bookstore):

BibliU is the official bookstore of West Virginia Northern Community College. Please visit our website for more information.

Tuition and Financial Aid Credit Refunds:

Only in cases where the College cancels class or a student withdraws prior to the first day of the semester, or prior to the first day of class for classes beginning later in the semester, will full tuition be refunded. Refunds are automatically computed only for students who totally and officially withdraw from all courses during the refund period.

For students who totally withdraw from classes (excluding administrative withdrawals), a percentage of tuition only, based on total tuition charges, will be refunded following the schedule below. Fees are not refundable. If a student has been making payments according to a payment plan, the refund percentage is based on the full amount of tuition originally owed at the beginning of the semester.

- Classes cancelled by the College: 100% refund
- Prior to the first day of the semester: 100% refund
- Week One (Add/Drop Week): 100% refund
- Week Two: 90% refund
- Week Three and Four: 75% refund
- Week Five & Six: 50% refund
- After Week Six: No refund

A refund schedule for summer sessions and nontraditional periods shall be determined by the College's Business Office based upon the refund rate for the academic year and will be calculated using the following schedule:

- Prior to the first day of the term through the first week of class: 100% refund
- During the first 10% of the term: 90% refund

- From 11% to 25% of the term: 75% refund
- From 26% to 38% of the term: 50% refund
- After 39% of the term is completed: No refund

In doing the calculation, should the percentage calculation identify a partial day, the entire day will be included in the higher refund period. Fees are refunded only if classes are dropped during the 100 percent refund period. Students participating in federal financial aid programs will have their aid adjusted according to the federal Return of Funds policy. See "Federal Return of Funds Policy" in the current college catalog.

Student Life

Inclement Weather:

- West Virginia Northern Community College (WVNCC) is committed to the safety and security of its students, faculty, staff, and visitors. As such, a decision to modify the college's hours of operation is based on an overall concern for the safety and security of the college community.
- In general, WVNCC shall operate in accordance with the approved Academic Calendar, maintaining full operations and providing a safe environment for employees, students, and visitors, unless specifically modified by the President or senior officer(s) designated by the President. College remote operations, closings or delayed openings shall be authorized when hazardous weather conditions or other emergencies present a serious threat to the institution's safe operation and to the well-being and safety of employees, students, and visitors.

Class Cancellations:

In the event of:

- **All day classes** are canceled, classes with a starting time up to 4:59 p.m. are canceled.
- **All evening classes** are canceled with a starting time of 5 p.m. or after are canceled.
- **Delayed start:** A set starting time will be included in the various announcements.
 - For example, classes will start at 10 a.m. or delayed start-classes start at 10 a.m.
 - Action: All classes which are scheduled to begin prior to 10 am are cancelled. Any class with a scheduled starting time of 10 am or after will be in session as scheduled. Any exceptions to the above will be communicated by your instructor(s).
 - Another example: Classes will start at 11:00 am Delayed start-classes start at 11:00 am 3-hour delay
 - Action: All classes which are scheduled to begin prior to 11:00 am are cancelled. Any class with a scheduled starting time of 11:00 am or after will be in session as scheduled. Any exceptions to the above will be communicated by your instructor(s).
- **Dismissal:** All classes after a specific time will be canceled and any classes currently in session will be dismissed as indicated by your instructor.
- **Individual Class Cancellation:** instructors may occasionally need to cancel a specific class for a specific time. Students are to refer to the class syllabus for details regarding a specific class cancellation.

Communication Methods:

The college will communicate all class cancelations, delays, or dismissal via the following platforms: WTOV9/WTRF, social media, text messages via our alert system and a banner on our website.

College Directory:

You can find the College's directory on our website.

Food Services:

Vending Services are available on all campuses.

Fitness and Recreational Facilities:

Located in the Education Center, the College has a multipurpose room with a NCAA regulation basketball and several Pickleball courts. Students are permitted to use these facilities during school hours. Availability of the MPR is subject to classes and scheduled events. Students may check out equipment with the Office of Student Activities.

Also in the Education Center, past the MPR, you will find a fitness center. The fitness center is open to all staff, faculty, and students. This space is fully equipped with the appropriate workout equipment, TVs, yoga mats and more.

Housing:

There are no housing options on campus.

Health Care:

West Virginia Northern does not maintain student health insurance or health care facilities. You are encouraged to acquire health care and accident insurance if you are not covered by your parents' or personal insurance plans. Student insurance coverage can be obtained through local independent agents. The cost of medical treatment or support in the event of illness or injury is your responsibility. Students becoming injured or seriously ill at the College or in facilities used by the College must seek professional medical care and be responsible for any expense.

Student Spaces

Wheeling Campus

Lounges, Study Spaces & Vending.

EC 2nd Floor Lounge - Education Center / 10 17th Street

Study space with vending options.

Lobby- 1st Floor, B&O Building/ 1704 Market Street

Study space with vending options down the hall.

Snack Depot - 1st Floor, B&O Building / 1704 Market Street

Vending area with tables for snacking and studying.

ITC Student Lounge - 1st Floor, Industrial Technology Center / 1803 Eoff Street

Study space with vending options and TV.

ATC Student Lounge- 1st Floor, Applied Technology Center/ 1535 Market Street

Study space with food options plus foosball.

Tutoring & Educational Resources

Library - 2nd Floor, B&O Building / 1704 Market Street

A wide variety of educational resources, both in print and digital, are available for use by students, faculty, and staff. Plus, study areas and even group-study reservable rooms.

Academic Support Center (ARC) - 2nd Floor, B&O Building / 1704 Market Street

Tutoring, accessibility, advising, and more! The ARC can help you have a successful semester. Across the hall is the testing area and study room.

Fitness Center

Wheeling Fitness Center & Gym - 1st Floor, Education Center / 10 17th Street

Gym, fitness center and locker rooms, which are available to WVNCC students for free.

New Martinsville Campus

Lounges, Study Spaces & Vending

Student Lounge - 1st Floor, New Martinsville Campus / 141 Main Street

Lounge equipped with seating and study areas, plus a microwave and vending to provide a relaxing experience between classes.

Tutoring & Educational Resources

Library - 1st Floor

A wide variety of educational resources, both in print and digital, are available for use by students, faculty, and staff. Plus, study areas and even group-study reservable rooms.

Academic Support Center (ARC) - 1st Floor

Tutoring, accessibility, advising, and more! The ARC can help you have a successful semester.

Weirton Campus

Lounges, Study Spaces & Vending

Student Lounge - 1st Floor, Weirton Campus / 150 Park Avenue

Lounge equipped with seating and study areas, plus a microwave and vending to provide a relaxing experience between classes.

Vending Area - 1st Floor, Weirton Campus / Across from Service Center

Vending area with tables for snacking and studying.

Tutoring & Educational Resources

Library - 1st Floor

A wide variety of educational resources, both in print and digital, are available for use by students, faculty, and staff. Plus, study areas and even group-study reservable rooms.

Academic Support Center (ARC) - 1st Floor

Tutoring, accessibility, advising, and more! The ARC can help you have a successful semester.

Student Activities

Mission:

The Mission of Student Activities at West Virginia Northern is to create student learning, and development opportunities through social, academic, cultural, and civic engagement on and off campus. Students not only have fun on campus, but also develop interpersonal, organizational, and leadership skills all the while aiming to become ambassadors of positive social change in the future well after they've graduated WVNCC. Participation in co-curricular activities, organizations, and clubs is considered an integral aspect of a well-rounded education. As such, we offer opportunities for students to gain hands-on leadership experience through positions such as the Student Government Association and Campus Activities Board, opportunities to become active in our vibrant communities through community service and service-learning events, and the ability to join (or create) a student club or organization. These are in addition to our many educational, cultural, and social student events that take place throughout the year.

You can find information about upcoming events by:

- Following us on social media
- Student Newsletter
- Student Portal
- Viewing the calendar on our website
- Downloading the WVNCC GO App
 - Download our free app today to receive real-time alerts, catch up on news, view upcoming events and track important dates. The WVNCC GO App also provides access to search for team contacts, finding directions to our locations and more!
 - You can download it through the Apple Store or the Google Play store.
- LCD screens

Student Government Association (Tri-Campus):

- The West Virginia Northern Community College Student Government Association provides unique opportunities for students to build relationships, enhance leadership skills, become civically engaged, and maximize their college experiences. All aspects of the Student Government Association are advised and supported by the Office of Student Activities.

The specific functions of the Student Government Association are:

- to plan, promote and execute student activities, to stimulate student involvement with the college, and to recognize and assist other student groups
- to represent all students, and the college in the state level and in community service activities
- to select students for college standing committees, to make comments on issues, express student opinions on policies, and to initiate college wide discussion on student issues
- to organize and assist individual Campus Activities Boards

Duties of the Student Government Association Executive Board:

- to provide representation for the exchange of the student views on the issues of education and student life with the college administration
- to encourage awareness of student rights and responsibilities
- to encourage responsible suggestions from students in the policy and decision-making process of education and student life and refer these to the college administration
- to consider any proposal made by a student at regular meetings and to forward such to the proper administrative authorities
- to review concerns of individuals and student organizations and refer them to the entire SGA for deliberation or to the appropriate college administrators
- to meet at the discretion of the SGA President when special events dictate the necessity of a special meeting.

Membership:

Membership of the Student Government Association includes all students regularly enrolled at West Virginia Northern Community College. Voting representatives of this group consists of at least nine senators, one student representative to the Board of Governors, and one representative to the State Advisory Council of Students. Of these nine senators, at least four will come from Wheeling, three from New Martinsville, and three from Weirton. Each campus will receive one additional senator per one hundred full time equivalents (FTE).

SGA representatives must have a cumulative grade point average of 2.0 and must maintain enrollment of no less than six credit hours on the campus from which the member was

elected. When program requirements mandate that the student attend another campus, resulting in the hours being split between two or more campuses, the student must declare a home campus. A home campus may be declared by submitting a letter to the Director of Student Activities. To be eligible a student cannot have any prior violations of the student code of conduct.

Meetings:

The SGA meetings are held once a month TBD by the SGA Officers. All meetings will be held via ZOOM. All meetings are open to the student body, faculty, staff, and administration.

The student body of each campus shall elect their respective senators. The combined student body of all three campuses shall elect the Board of Governors Representative and the Representative to the Advisory Council of Students. Officers of the SGA will be elected by all current senators.

Elections:

Elections will be held the third or fourth week of April or if not, enough candidates it will run the third week of September. The exact date and time will be set by the SGA in consultation with the Director of Student Activities. A term runs from May 1st to April 30th of the following year. All students wishing to run for election need to include the SGA application and three references. The student body of each campus elects its respective senators. The combined student body of all three campuses elects the Board of Governors Representative and the Representative to the Advisory Council of Students. The Executive Board of the SGA will be elected by all current senators.

Starting A Club or Student Organization:

A student group wishing to receive official recognition and support from the college must be recognized as a Student Club/Organization by the Office of Student Activities. The Office of Student Activities will assist any student wishing to start a new club by supplying the required application and general guidelines, as well as general advice on best practices.

Current clubs can be found on our website under [Student Life](#).

Honorary Societies:

Phi Theta Kappa:

The Omega Epsilon Chapter was chartered at West Virginia Northern Community College on February 22, 1973, less than one year after the college was established.

Membership in Phi Theta Kappa is conferred on community college students who have established a record of academic excellence as adjudged by the college faculty. Initiates must also be of good moral character and possess qualities of good citizenship. The purpose of Phi Theta Kappa is to cultivate fellowship among students at two-year colleges through the United States.

Lambda Nu Honor Society:

Lambda Nu is a national honor society for the radiologic and imaging sciences, open to students in the Radiography program who have earned a 3.0 or higher GPA. Its objectives are to “foster academic scholarship at the highest academic levels, promote research and investigation in the radiologic and imaging sciences, and recognize exemplary scholarship.”

Student Activity Events:

If classes are cancelled, all student activity events will also be cancelled and possibly rescheduled. The college will use the text alert system to notify cancellations.

College Committees:

Students could sit on these college committees if they chose to do so:

- **Academic Appeals Committee:**
 - The Academic Appeals Committee convenes as needed to hear student appeals involving academic matters. The Faculty Assembly will select a minimum of six faculty for the committee representing all divisions and campuses. No division chair or program director may serve on the committee. Upon the filing of an academic appeal, the provost will constitute a committee to hear the appeal consisting of three (3) faculty from the faculty on the committee and two students recommended by the Campus Operations Manager on the campus where the appeal originated if from Weirton or New Martinsville Campuses or the Vice President of Student Services if from the Wheeling Campus. In a grade appeal, one faculty member must be from the discipline of the course in question or a related discipline. In a program dismissal appeal, one faculty member must be from the academic department housing the program.
- **Academic Judicial Board:**
 - The Academic Judicial Board is convened as needed to hear disciplinary matters involving students. It consists of three faculty, one from each campus, and one alternate from each campus, appointed by the Faculty Assembly; administrative staff member appointed by the President who will serve as Chair; and three students, one from each campus and one alternate from each campus appointed by the Student Senate.
- **Assessment of Student Learning Committee**
 - The Assessment of Student Learning Committee (ASLC) is charged with monitoring and guiding the implementation of the College’s Institutional Assessment Guidebook as it applies to the assessment of student learning outcomes. It consults with ASLC subcommittees and recommends criteria and guidelines for Course, Program, General Education, and Co-Curricular learning outcomes assessment. The committee makes recommendations to the Continuous Improvement Council and Institutional Assessment Committee. The Faculty Assembly selects a minimum of six (9) faculty members to serve two-year staggered terms. The committee selects three (3)

staff members who are versed in assessment to serve on the committee. The Chief Academic Officer will appoint a faculty member as the committee chair.

- **Curriculum and Academic Policies Committee (CAP) (formerly Curriculum Committee):**
 - The Curriculum and Academic Policies Committee (CAP) develops and/or reviews proposals that pertain to courses, programs, academic policies and academic procedures. The committee also reviews proposals and makes recommendations to the President’s Cabinet on the adoption of new programs, the discontinuation of existing programs, and the adoption of articulation agreements with other institutions. CAP assures that these proposals and agreements meet standards set by the faculty, the administration, the state of West Virginia, the Higher Learning Commission, and individual programmatic accreditors, as appropriate.
 - The Faculty Assembly selects a minimum of eight faculty with representations from all divisions to serve on CAP. As a committee that values and encourages engaged, stakeholder-informed decision making, additional voting members on NCAPP include the President or Vice President of Faculty Assembly, Division Chairs, the Registrar, the Director of Assessment, and the Director of Learning Services and the Student Representative elected by the Student Government. Non-voting members of CAP include the Vice President of Student Care and Success, the Vice President of Institutional Effectiveness, the Director of Student Services, the Director of Financial Aid, the Director of the ACTION Center, the Distance Education Coordinator, the Early Entrance Coordinator, and the Academic Affairs Operations Coordinator. The chair of CAP is the Chief Academic Officer.
- **Institutional Technology Committee:**
 - The Institutional Technology Committee is specifically charged to: 1) review and develop recommendations regarding policies and procedures related to the College's technology development and use, and 2) communicate committee work to faculty, staff, and students and provide input from these constituencies to the committee.
- **Library/LRC Committee:**
 - The committee advises the Director of Libraries on policy and acquisitions, assists in promoting use of the LRC's and the services of the librarians among faculty, and serves as a liaison to bring comments about the functioning of the LRC's from faculty to the Director. The committee is comprised of five faculty selected by the Faculty Assembly and one student selected by the Student Senate.
- **Mental Health and Wellness Committee:**
 - WVNCC recognizes that non-academic challenges are often a bigger barrier to student success than academic performance. The Mental Health and

Wellness Committee is charged with investigating mental health issues that may affect student success and making recommendations on how the institution may help students with these challenges. Additionally, the committee may propose wellness programming to benefit students and personnel.

- **Scholarship Committee:**
 - The Scholarship Committee evaluates scholarship applications and selects or makes recommendations to the Financial Aid office on initial recipient.
- **Strategic Enrollment Management Committee**
 - The Enrollment Management Committee is charged with implementing enrollment strategies in the areas of intentional outreach, strategic recruitment, admissions policies, and proactive academic advising that contribute to student enrollment initiatives consistent with the College strategic plan. The Committee will work collaboratively with other groups to achieve committee goals. Further, the Committee will use enrollment data to set enrollment targets. The Committee is co-chaired by a member of student services and a member of academic affairs. Additional faculty are selected by the Faculty Assembly to serve on the committee and a student is selected by the Tri-Campus Student Senate. Other members are appointed by the President upon recommendation of the co-chairs.
 - The Strategic Enrollment Management Committee manages the policies, activities, and practices related to the students' enrollment and retention. The committee serves the best interests of the students and the school and is focusing on ensuring the predictable enrollment and retention pattern; accessible comprehensive support of the learners; continuous faculty and staff professional development; and consistent alignment of all enrollment and retention practices with the mission of the College, the Strategic Plan of the School, and HEPC regulations. The advising and management of the current practices the institution's related to the enrollment and retention is also an important part of the committee work.
- **Student Appeals Committee (for Non-Academic Matters):**
 - The Student Appeals Committee is convened to hear student appeals involving non-academic matters. Recommendations are forwarded to the Vice President of Student Services.

To learn more or if you have questions, please ask the Director of Student Engagement at studentactivities@wvnc.edu.

Student Support Services

E-mail Accounts:

The college assigns an email account to all degree seeking, non-degree, transient and continuing education program of study students. All student e-mails will be given out in their initial acceptance packet sent out from the Admissions office. Official correspondence from the college is sent to your @mail.wvncc.edu email account, so it is critical that you set up and monitor this account.

WVNCC Student Portal:

My WVNCC Student Portal provides students with single sign-on access to student web services, such as Northern on the Web (N.O.W.), D2L Brightspace Learning System, Student Email, and more. Instructions to log into your student portal can be found in your Let's Get Started Guide or on our website under current students.

- If you have issues with your student portal, please visit the following website:
<https://www.wvncc.edu/offices-and-services/student-portal-issues/7236>

Use of Information Technology Resources:

Please refer to the Board of Governors Rule NC-7001. You can find it on our website. WV Northern Community College reserves the right at any time to alter these Terms of Use. Any changes will be effective immediately upon notice which we may provide by means including, without limitation, posting on the site or email.

Mental Wellness Resources:

BetterMynd:

West Virginia Northern Community College partners with BetterMynd to provide students with free access to online counseling services. BetterMynd offers a convenient and confidential way to connect with licensed mental health professionals from anywhere. Visit our website to learn more and get started.

How does it work?

Just log in, browse through our list of counselors, and choose someone who feels like the right fit for you. These 50-minute live video sessions are available during the day, at night, and on weekends, so you can schedule them around your busy college life, making it simple to prioritize your mental health without sacrificing your studies or social life.

Suicide and Crisis Lifeline

The following three actions should prompt you to immediately call or text 988 (988 Suicide & Crisis Lifeline) or call a mental health professional.

- Talking about wanting to die or to kill oneself
- Looking for a way to kill oneself, such as searching online or obtaining a gun
- Talking about feeling hopeless or having no reason to live

Lifeline Chat and Text is a service of the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline), connecting individuals with crisis counselors for emotional support and other services via web chat or texting 988. Lifeline Chat and Text is available 24/7 across the U.S. and certain territories.

The 988 Suicide and Crisis Lifeline is committed to providing individuals in emotional crisis with support, which can include connection to specialized services for different populations.

For more information on our Mental Wellness Resources, please click [here](#).

Academic Resource Center:

West Virginia Northern Community College campuses provide student support through the Academic Resource Center (ARC) which consists of accessibility services, library services, mental health programming and referrals, testing, and tutoring. An ARC is located on each campus and provides a wide variety of academic and personal skill development opportunities.

The WVNCC Academic Resource Center (ARC) provides students with quality academic support services for all who wish to learn to become successful and independent learners.

Veteran Benefits:

West Virginia Northern Community College welcomes all men and women who have served in the Armed Forces. Whether you are a discharged veteran, still serving on active duty, in the National Guard or Reserves, or a family member, WVNCC is committed to supporting and encouraging your success.

Currently, the college offers the following programs:

- The Montgomery GI Bill Active Duty, Chapter 30,
- Veterans Educational Assistance Program (VEAP)
- The GI Bill, Chapter 33 (Post 9/11)
- Dependents' Educational Assistance, Chapter 35
- The Montgomery GI Bill-Selected Reserves, Chapter 1606,
- Reserve Educational Assistance Program (REAP), Chapter 1607

Veterans wishing to enter West Virginia Northern Community College should contact the Veteran's Certifying Official for the proper procedure to get their educational benefits processed. Please visit our catalog to learn more about these benefits.

The WVNCC Alumni Association:

The Alumni Association is a permanent link between graduates and the College. The Association's mission is to provide services to West Virginia Northern alumni, students and the communities serviced by the College. The organization fulfills these goals by participating in community service projects, making donations to the College in various ways and working with the Student Senate and administrative offices. Currently one of the main focuses of the Alumni Association is to act as historians for the College. This work involves compiling, maintaining, and exhibiting a collection of B&O Railroad memorabilia, Hazel-Atlas Glass and glass manufactured in the New Martinsville area.

The Association also gives special awards recognition yearly to current students for outstanding achievements and to former graduates who have gone on to distinguish themselves in their career field. Lifetime membership is available to those who have earned 24 or more credits at West Virginia Northern. Members can actively participate in Alumni work through four standing committees - Membership, Museum, Service (to the community at large and the College), and Ways and Means. For more information about the Alumni Association, visit www.wvncc.edu/alumni.

The WVNCC Foundation Emergency Assistance Fund

The West Virginia Northern Community College Foundation Emergency Assistance Fund was established to help students facing unforeseen financial emergencies that could otherwise prevent them from continuing their education at WVNCC.

The mission of the WVNCC Foundation is to seek, receive, and manage private funds to enhance the College's capabilities in institutional development, professional development, capital facilities and equipment, and financial assistance to students. Operating independently of the College, the Foundation is a 501(c)(3) nonprofit corporation.

Eligibility Criteria

To qualify for assistance, applicants must meet the following criteria:

- Be a WVNCC student who has completed at least one semester, is currently registered for at least 6 credits, and is in good academic standing.
- Demonstrate a current financial need, as determined by the committee, and provide documentation of the situation. A federal aid application may be considered, but it will not be the only factor.
- Obtain a referral from a WVNCC faculty member, financial aid, and/or counselor.

- Be determined to be making academic progress by the Financial Aid and Registrar's Office.
- Sign a Statement of Understanding and Confidentiality form.

Application Process

Students must submit:

- A completed application form.
- Professional documentation of the financial emergency (if applicable).
- A letter from the student outlining their hardship and request.
- At least one reference letter from a WVNCC faculty member, financial aid officer, or counselor.

Selection Process

Applications are reviewed by the WVNCC Foundation Emergency Assistance Fund Committee, which includes a WVNCC employee, a foundation board member, and the Executive Director of the Foundation (who serves as chair). The committee will attempt to make decisions within three days of receiving an application. The Executive Director or a designated Foundation staff member will execute the final expenditure.

Award Details

A maximum of \$500 per student per request, with a lifetime maximum of \$1,000 per student.

Maximum expenditures from this fund are \$10,000 per year.

Funds are considered a grant; however, the WVNCC Foundation will accept repayment if the student wishes to do so after recovering financially.

Availability

Emergency assistance funds are available only after all other sources of funding have been exhausted.

Security and Safety

West Virginia Northern is committed to providing and promoting a safe and secure environment that is compatible with the Institutions' academic and co-curricular beliefs and visions. You are responsible for your individual actions and continued support to participate in reporting any suspicious activity or crime immediately. WVNCC complies with all applicable state and federal laws.

If you see signs of crime or a threat to you or other's safety, please report it immediately to a campus security liaison (only applicable for Wheeling and Weirton), a member of the Safety Committee (a list of members can be found on our website), campus service center staff, local law enforcement, or any other college official. A crime report will be made to ensure that nothing similar happens and to limit opportunities of threats to safety and security.

The Wheeling and Weirton Campuses have a Campus Security Liaison. The Wheeling campus has a full-time police officer on duty from 10am-6pm daily. The officer is responsible for patrolling campus, buildings, enforcing campus regulations, providing escorts as needed, securing, and maintaining required records related to safety and security among other assigned duties. The Wheeling campus has an on-duty Wheeling Police officer who patrols the building from 6pm-10pm Monday through Thursday. If you need help or an escort after hours, please call 304-650-9996. If you need to call the day officer, please call 304-650-9994.

Weirton has a campus security liaison that is there Monday through Friday or when needed. If you need to get ahold of the officer for any reason, please call 304-748-1142.

The New Martinsville campus is located near the municipal law enforcement offices. Any students are to report threats or crimes to the campus manager.

A few tips to help you improve your safety are as follows:

1. Take the most direct and safest route to your destinations.
2. Lock your vehicles while away.
3. Walk with other people whenever possible.
4. Make yourself familiar with the Campus Security Liaison and if they have an office note where that is.
5. If you see something out of place, tell someone.

Copies of the WVNCC Crime Awareness & Campus Security and Hazing reports can be found [here](#) or by requesting it at a local Student Service Center.

Closing the College:

- West Virginia Northern Community College (WVNCC) is committed to the safety and security of its students, faculty, staff, and visitors. As such, a decision to modify the college's hours of operation is based on an overall concern for the safety and security of the college community.
- In general, WVNCC shall operate in accordance with the approved Academic Calendar, maintaining full operations and providing a safe environment for employees, students, and visitors, unless specifically modified by the President or senior officer(s) designated by the President. College remote operations, closings or delayed openings shall be authorized when hazardous weather conditions or other emergencies present a serious threat to the institution's safe operation and to the well-being and safety of employees, students, and visitors.

The college will follow the Emergency College Closing Procedure:

- Closing the College refers to the times all buildings are locked, and personnel and students do not report, except *essential personnel. If the College is closed, all internal and external activities will be canceled.
- After the President or designee has determined the need to close the College/campuses one or more of the communication tools listed below will be activated to inform employees of a College Emergency Closing. The President or designee has the authority to determine the operations of the College even during a State of Emergency, a delay or a non-report of State employees, issued by the Governor.
 1. Text Alert System
 2. Email-Details specific to employees will be sent to employees.
 3. Web site (www.wvncc.edu)- WATCH Text Alert on screen display

WVNCC Texting System:

WVNCC uses a texting system called RAVE. This system is used to immediately notify students, staff, and faculty in an emergency, a weather alert affecting the College, or campus closing. Everyone will receive all emergency notifications for ALL campuses detailing the campus that is affected.

Alcohol and Drug-Free Environment:

The purpose of this rule is to assure compliance with the Drug-Free Schools and Communities Act of 1989 and the Drug-Free Workplace Act of 1988. This rule applies to the entire College community, including students, faculty, staff, and visitors to any of the campuses or classroom buildings.

Standards of Conduct: The unlawful manufacture, distribution, dispensing, possession or use of illicit drugs and unauthorized use of alcohol on West Virginia Northern Community College property or as a part of any College activity is prohibited. It is prohibited to come to

work, class or any College-sponsored function under the influence of alcohol or illicit drugs.

Disciplinary Sanctions: Consistent with College, local, State and Federal laws, the College will impose disciplinary sanctions for violation of the standards of conduct outlined above and prohibited in the Drug-Free Schools and Communities laws.

Violations could result in expulsion from school, termination of employment and/or referral to law enforcement agencies as is consistent with college rules. Federal trafficking penalties include substantial fines and imprisonment up to life. West Virginia law provides for penalties dependent on the classification of the substance, the activity involved and other convictions. The most severe penalties are for possession with intent to sell.

Tobacco Free Environment Rule:

The College has a responsibility to its employees and students to provide a safe and healthy environment. In support of this responsibility, the College has established the following rule regarding tobacco use on campus property:

- Tobacco use, which includes but is not limited to smoking, chewing, rubbing and the use of electronic tobacco devices, is prohibited on all college owned, leased, or operated property, buildings, and vehicles. This will include any public sidewalks within 25 feet radius of college entrances/exits. Organizers and attendees at public events, such as conferences, meetings, public lectures, social events, and cultural events, using college facilities will be required to abide by the College Tobacco-Free Campus rule. Organizers of such events are responsible for communicating and enforcing this rule to attendees.
- The sale of or free distribution of tobacco products on campus is prohibited. This includes the delivery of tobacco products to campus by means of delivery services of any kind.
- Campus organizations are prohibited from accepting money or gifts from tobacco companies. All tobacco advertising in public spaces, such as billboards and signs is prohibited. Accepting revenue for advertising tobacco products is inconsistent with the mission of this rule. Course learning materials which reference tobacco products, is acceptable, if the materials do not promote the use of tobacco.
- Tobacco advertisements are prohibited in college-run publications.

Enforcement of this rule will depend on the cooperation of all members of the campus community, both to comply and encourage others to do so. Faculty, staff, and students who see individuals smoking or using tobacco products are asked to inform these individuals in a professional and courteous manner that College rule prohibits tobacco use anywhere on grounds. Offenders are to be reported to the Chief Human Resource Office on the Wheeling campus and the Campus Managers on the Weirton and New Martinsville Campus.

Initial rule violations will be responded to with education. Repeated violations may be subject to appropriate disciplinary actions in accordance with the student code of conduct

and the employee disciplinary action rule for faculty, administrators, and staff. Visitors who violate the rule will be informed that WVNCC is a tobacco-free campus. Visitors who continue to violate the rule following a warning will be escorted off campus.

Campus Carry:

Campus Self-Defense Act Effective July 1, 2024

Starting July 1, Senate Bill 10, known as the Campus Self-Defense Act, will be in effect across West Virginia. Enacted by the West Virginia Legislature in 2023, this law permits individuals with a current and valid license to carry a concealed deadly weapon to carry a concealed pistol or revolver on the grounds of higher education institutions, with certain exceptions.

Key Points of the Campus Carry Policy

Eligibility: Only individuals with a valid concealed carry permit recognized by the state of West Virginia are allowed to carry concealed firearms on campus.

Concealed Carry: Firearms must be concealed at all times. Open carry, or constitutional carry is prohibited on campus.

Safety and Security Measures

WVNCC is committed to maintaining a safe and secure environment for all students, staff, and visitors. To that end, we are implementing several measures to ensure compliance with the new law while prioritizing campus safety:

Enhanced Security: Our campus security personnel will receive additional training to handle potential scenarios involving concealed firearms. We will also increase the presence of security staff in key areas across campus.

Clear Signage: Signage will be prominently displayed in areas where concealed firearms are prohibited to ensure clarity and compliance.

For the FAQs and Exceptions, please visit our [website](#).

Hazing:

What is Hazing?

“Hazing” is any activities or tasks expected of someone joining a group that are meant to humiliate, degrade or harm them — regardless of that person’s willingness to participate. That means even if a student agrees to the activities, it can still be considered hazing. And it can be illegal. An activity is probably hazing if:

- the activity is not educational;
- it does not represent the values of the group;
- only select members are participating;
- you do not feel like an equal member of the group;

- it puts members at risk for physical, mental or emotional trauma;
- or you would not feel comfortable having others witness your activity.

Definition of a Student Organization

A student organization is defined as an organization at an institution of higher education (such as a club, association or student government, for example) in which two or more of the members are students enrolled at the institution of higher education, whether or not the organization is established or recognized by the institution

Report Hazing

Step 1: Assess the Situation Is it an emergency? Are you or someone else in immediate danger? If so, dial 911

Step 2: Report Hazing

- Contact or call the WVNCC Campus Liaison Officer at 304-650-9994 to report the incident(s).

Step 3: Seek Counseling

If you need counseling to deal with the effects of hazing, contact BetterMynd student support through your student portal or the 24/7 Crisis line at 1-844-BTR-MYND

What Happens After Hazing is Reported?

1. When hazing is reported, whether by a named person or anonymously, it is always investigated. Hazing can be reported if it is happening directly to you or if it is happening to someone else.
2. Once a report is received, the case is referred to the WVNCC Campus Liaison Officer who will do an investigation and see if there is enough to file criminal charges. Hazing is a crime in West Virginia.
3. If there is enough to charge a person or a group criminally, it will be turned over to the local police, and then the College investigation begins. *Please know that protecting you and keeping your report anonymous throughout the entire process is important and we have structures set in place to do so. We will do our best to respect your privacy, so please be honest.*

Potential Signs of Hazing

If you observe any of the following signs in someone you know, they may be experiencing hazing:

- sudden change in behavior after joining the group

- physical, mental and emotional exhaustion
- lack of communication
- avoiding sharing the experiences they're having in the group
- claiming the experiences they're having in the group are acceptable because "it's their tradition" or because "it's a rite of passage for members"
- decreased performance in school and other activities
- physical abnormalities like scars, bruising, illness and other injuries
- anger, anxiety, depression and other emotional signs
- cancelling plans with friends or family at the last minute to do something with the group instead
- an immense sense of loyalty to the group
- other irregular behavior patterns

How to Prevent Hazing

- Make your group aware of the dangers of hazing and its consequences.
- Educate all members on hazing, its signs, how to report it and ways to prevent it.
- Foster a safe, inclusive environment within your group by creating alternative group bonding and teamwork activities.
- Encourage members to report any signs of hazing.
- Take reports of hazing seriously and investigate them.
- Hold your members and leaders accountable if hazing arises. If a member knows hazing is occurring and fails to report it, they are just as responsible as those engaging in hazing.

The Annual Hazing report can be found [here](#).

Title IX

West Virginia Northern Community College (WVNCC) is committed to providing an educational and work environment free from sex-based discrimination and harassment. This includes discrimination or harassment based on sex, gender, sexual orientation, gender identity, pregnancy or related conditions, sexual assault, dating violence, domestic violence, and stalking.

Title IX of the Education Amendments of 1972 is a federal law that prohibits sex-based discrimination in education programs and activities that receive federal financial assistance.

How to Report a Title IX Concern

Any individual may report sex-based discrimination or harassment to the Title IX Coordinator at any time, including during non-business hours. Reports may be made in person, by phone, by email, or through an online reporting form.

Reports may be made by students, employees, or third parties.

Title IX Coordinator is as follows: Complaints or notice of alleged policy violations, or inquiries about or concerns regarding Title IX policy and procedures, may be made internally to:

Robert Brak
Title IX Coordinator
Director of HR & Development
1704 Market Street
Wheeling, WV 26003
304-214-8901
rbrak@wvncc.edu

For additional information including details on confidentiality, reporting and additional information click [here](#).

Policies and Procedures

West Virginia Northern Community College is committed to providing a workplace and educational environment, as well as other benefits, programs, and activities, that are free from sexual harassment and retaliation. To ensure compliance with federal and state civil rights laws and regulations, and to affirm its commitment to promoting the goals of fairness and equity in all aspects of the educational program or activity,

WVNCC is pursuant to the requirements of Titles IV,VI,VII of the Civil Rights Act of 1964, Title IX Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, does not discriminate against applicants, employees, or students on the basis of race, color, religion, sex disability, gender, ancestry, marital or parental status or national origin in its employment policies and/or educational programs or activities, including admissions to such. Inquiries concerning this rule should be directed to the Chief Human Resource Officer.

Non-Discrimination Statement:

Public Notification of Nondiscrimination in Career-Technical Opportunities

West Virginia Northern Community College adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. West Virginia Northern Community College does not discriminate in its admissions practices [except as permitted by law], in its employment practices, or in its educational programs or activities based on sex/gender. As a recipient of federal financial assistance for education activities, West Virginia Northern Community College is required by Title IX of the Education Amendments of 1972 to ensure that all its education programs and activities do not discriminate on the basis of sex/gender. Sex includes [sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status].

West Virginia Northern Community College also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by West Virginia Northern Community College policy.

Any member of the campus community, guest, or visitor who acts to deny, deprive, or limit the educational, employment, residential, or social access, opportunities and/or benefits of any member of the West Virginia Northern Community College community on the basis of sex is in violation of the EEOC policy.

Any person may report sex discrimination (whether the person reporting is the person alleged to have experienced the conduct), in person, by mail, by telephone, by video, or by email, using the contact information listed for the Title IX Coordinator (below). A report may be made at any time (including during non-business hours) by filing an incident report at

<https://www.wvncc.edu/offices-and-services/incident-report/7320>. Any questions are to be referred to the Title IX Coordinator.

Appeal Procedures for Discrimination:

Any person who believes that the WV Northern Community College stated policy of non-discrimination has been violated can seek redress through college procedures. Any person may appeal administrative decisions, which are believed to be out of compliance with the provisions of the Equal Employment Opportunity Commission, or discrimination, by contacting, personally or in writing, Robert Brak, Director of Human Resources and Development, for the purpose of explaining the complaint. A complainant may at any time seek the assistance of the Director of Human Resources and Development (Affirmative Action Officer) for assistance with a complaint.

Appeal Procedures:

Any individual who has a complaint about discrimination and/or equal opportunity rights should contact the Affirmative Action Officer. 1. If the complaint is directed to the Affirmative Action Officer, he/she shall make an investigation into the matter and respond to the complainant within a period of 10 working days. 2. If the complainant is dissatisfied with the response received from the Affirmative Action Officer, he/she may appeal the matter to the President within 5 working days after the date the response is mailed. 3. In the case of a complaint made directly to the President, or in the case of an appeal to him or her from the response of the Affirmative Action Officer, the President shall investigate the matter, or have it investigated, and respond to the complainant within a period of 10 working days from the date of the complaint or appeal.

Equal Opportunity and Affirmative Action Policy:

West Virginia Northern Community College (the College) provides equal employment opportunities to all qualified employees and applicants and prohibits discrimination and harassment against any such individuals on the basis of protected characteristics. In addition, the College prohibits discrimination against students on the basis of protected characteristics in educational programs and activities, including admissions to such.

The College considers ethnicity, marital status, race, color, religion, sex/gender, national origin, age (40 and over), disability, genetic information, sexual orientation, gender identity and veteran status as protected characteristics and will not permit discrimination or harassment against any employee, applicant or student on the basis of any such characteristic or any other characteristic protected under applicable federal, state or local law.

The scope of this rule prohibiting discrimination and harassment extends, but is not limited to, the following: recruitment, employment, promotion, transfer, training, working conditions, wage and salary administration, benefits, discipline, promotion, transfer, layoff, termination processes, and the application of all other employment-related

policies. These principles of non-discrimination and anti-harassment also apply to educational programs and activities and the selection and treatment of independent contractors, personnel working on any College premises, and any other persons or firms doing business with the College.

The College will provide reasonable accommodations to applicants and employees who need them for medical or religious reasons, as required by law.

The College prohibits retaliating against a person who files a complaint of discrimination or harassment or participates in discrimination or harassment proceedings.

The College will conform both to the letter and the spirit of the law and regulations with respect to prohibiting any such discrimination or harassment and will engage in affirmative action to employ, advance in employment, and treat all qualified persons without discrimination in any employment practices.

Reporting:

Individuals wishing to report violations of this rule must be aware that College employees, depending on their roles, have varying reporting responsibilities and abilities to maintain the confidentiality of the individual making the report. Prior to reporting a violation of this rule to a particular employee, an individual should inquire as to whether that employee is bound by certain confidentiality and mandatory reporting requirements.

Any person who believes that the College stated rule of prohibited discrimination or harassment has been violated can seek redress through college procedures.

1. Any individual who has a complaint about a possible discrimination and/or equal opportunity or harassment and believed to be out of compliance with the provisions of this rule, should contact the College Equal Employment Opportunity Counselor/Affirmative Action Officer (EEO Counselor/AA Officer) within 10 working days.
2. If the discrimination and/or equal opportunity or harassment complaint is against the EEO Counselor/AA Officer, the individual should contact the President.
3. The EEO Counselor/AA Officer or President shall make an investigation into the matter and should respond within 10 working days, if possible.
4. If the individual is dissatisfied with the response received, the individual may appeal the matter to the President, in writing, within 5 working days of the response.

State Grievance Procedure:

The College strives to provide dispute resolution at the lowest level possible. Nothing in this rule prevents an employee from filing a grievance through the State Employee Grievance procedure.

Authority:

The Chief of Human Resources has been appointed by the President as the Equal Employment Opportunity Counselor/Affirmative Action Officer for the College.

Sanctions:

Sanctions may be imposed upon any person under the College jurisdiction who is found to have violated this rule. Typical student sanctions that may be imposed singly or in combination include, but are not limited to the following:

- a. Admonition
- b. Warning
- c. Disciplinary Probation
- d. Restitution
- e. Suspension
- f. Expulsion

Typical employee sanctions that may be imposed singly or in combination include, but are not limited to the following:

- a. Discussion
- b. Verbal Warning
- c. Written Warning
- d. Suspension
- e. Termination of Employment

Debt Collection:

West Virginia Northern Community College will be due diligent in collecting any funds (tuition, fees, loans, service, or rental/leasing agreements) owed it. The College will collect tuition and fees consistent with the West Virginia Code and WVNCC Board of Governors rule, "Tuition and Fees-Assessment, Payment, and Refunds" assuring that fees are paid prior to the beginning of classes or arrangements made for payment per the exceptions in that rule. When payment for classes is not made or appropriate arrangements made, then registration will be cancelled.

Until balances are paid or arrangements to pay are made, a "hold" is placed on the account and the ability to receive reports, access services, register for additional classes, or use facilities may be withheld. Holds remain on accounts until paid in full.

Students will be made aware of payments and payments due dates through publications easily available to them, through invoices provided for all services with due dates noted, and through publication of rules regarding consequences of nonpayment in schedules and catalog. Further, students who participate in college endorsed payment plans will be notified at least ten days prior to cancellation of registration if payments are not made according to payment schedule agreement.

For students leaving the College (graduation, withdrawal), particularly recipients of Federal Perkins Loans and National Direct Student Loans, exit interviews will be conducted to explain the personal responsibility and liability for repaying any outstanding College balances and/or loans.

The College may refer to a college-designated third-party agency or an approved contracted collection agency any invoices outstanding 30 days after the "third and final notice" which is given when an invoice is outstanding at 90 days.