CRLA BASIC/LEVEL 1 CERTIFICATION
Module 5: Campus and Community Resources and Referrals

ACADEMIC SUCCESS CENTER
(located on the first floor in the center of Burns Hall in Rooms 1217 & 1218)
(Math Café located on the third floor of the Student Center in Room 314)
(ASC at Washington County Center located in Student Services Area)

The Academic Success Center (ASC) offers instructional, supplemental, and computer assistance to support students' efforts to achieve academic success. Tutoring services and workshops are offered by CRLA certified tutors in the areas of math, science, and basic computer skills.

Tutoring services are free to those students who are enrolled in the course being tutored. No appointments are necessary for drop-in tutoring, and tutors are available Monday through Saturday in some capacity. Not only does the ASC offer tutoring services on the main campus in Burns Hall and the Math Café in the Student Center as well as Washington County Campus (WCC) in Springdale, but they also offer online tutoring and a computer lab for your use. Online tutoring is available for specific math and science courses; please visit their website for more information: https://www.nwacc.edu/web/labs/learninglab/onlinetutoring

The tutor centers are designed to provide group instruction though tutors will work with students one-on-one in fifteen to twenty minute intervals. If you need more individual attention, the best time to visit the center is in the early morning or late afternoon when traffic is at its lowest.

If you have any further questions or comments, please contact the ASC at (479) 619-2253 or visit their website: http://www.nwacc.edu/web/labs/learninglab/index.php

ADMISSIONS
(located on the second floor of the Student Center)
For more information on the admissions process, please visit the Admissions website at: https://www.nwacc.edu/web/LSS_Admissions/adm.php

CAREER PATHWAYS
(located on the second floor of the Student Center in Room 225)
The Arkansas Career Pathways program is an employability grant designed to provide support services for parents attending college classes. The goal is to help individuals become self-sufficient by increasing employability skills through higher education and training. Due to high levels of interest and eligibility, the NWACC Career Pathways program currently maintains a Pending Applications list.

Career Pathways participants have access to case management services (assistance with setting goals and planning support systems and resources), assistance finding jobs, extra instruction in building academic and employment skills, tutoring, and access to a computer lab. In addition, some parents may qualify for assistance...
with childcare, transportation, tuition, books, and other direct educational expenses. Assistance decisions are made on a case-by-case basis after the intake process is complete.

For more information, please visit the Career Pathways website: https://www.nwacc.edu/web/ldc_careerpathways/pathways.php

**CAREER SERVICES**
*(located on the second floor of the Student Center in the Advising Center in Room 233)*

Career Services provides the resources necessary to be competitive in the workplace and to strengthen the community through learning for living. Career Services provides individual, personalized assistance when it comes to choosing a major and/or career, designing your education plan, and reviewing your cover letters and resumes. They also maintain a database of jobs available in the community as well as offering career assessments and career information.

For more information, please contact Career Services at (479) 986-4001 or visit their website: https://www.nwacc.edu/web/ldc_careerservices/index.php

**CASHIERS OFFICE**
*(located on the second floor of the Student Center)*

For more information on setting up payment plans, billing schedules, payment due dates, and refunds, please visit the Cashiers Office’s website at https://www.nwacc.edu/web/cashier/add-drop.php

**DISABILITY RESOURCE CENTER**
*(located on the first floor of the Student Center in Room 114)  
(DRC at Washington County Center located in Room 122B)*

The primary mission of the Disability Resource Center (DRC) is to ensure equal access to educational opportunities for students with disabilities at NWACC. These services are not intended to give students an unfair advantage but to provide an equal learning environment for all NWACC students. Furthermore, the DRC continually strives to improve and incorporate comprehensive services to eliminate physical, programmatic, and attitudinal barriers incumbent with disabilities not only for students but also for faculty, staff and guests on our campus. In addition, the DRC seeks to strengthen our partnership with community agencies within the catchment area of Northwest Arkansas in order to develop and disseminate innovative models and exemplary practices that promote leadership and cultural awareness in the arenas of postsecondary education, rehabilitation, and student services.

Services are available to any NWACC student who has a documented disability. Individuals eligible for services include those with mobility, orthopedic, hearing, vision, or speech impairments as well as those with other health-related disabilities, traumatic brain injuries, learning disabilities, or psychiatric disabilities. Possible academic accommodations include student volunteer notetakers, permission to audio tape lectures, preferential classroom seating, special testing conditions, extended time for written assignments, consultation on the use and acquisition of auxiliary aids, and sign language interpreter services. All information and records obtained by the DRC are kept confidential, consistent with the Family Educational Rights and Privacy Act (FERPA) and ADA/504 mandates.

For more information, please contact DRC at (470) 986-4076 or visit their website at: https://www.nwacc.edu/web/LSS_disability/disability.php
DISTANCE LEARNING
Because NWACC offers many online classes—some are wholly online, others are hybrid—our Distance Learning department also offers the resources to succeed in those courses. Before enrolling in an online class, you need to check that you meet the technology requirements for your courses and are aware of how these classes are structured and what will be required of you. Most online classes and many on-campus classes use Blackboard for instruction and course management in some way, and the Distance Learning department offers a Blackboard Boot Camp to help prepare you to use this system.

For more information, please visit the Distance Learning website at:
https://www.nwacc.edu/web/disted/index.php

FINANCIAL AID
(located on the second floor of the Student Center)
The Financial Aid Office processes Federal and State Aid programs as well as scholarships.

For more information, please visit the Financial Aid website at:
https://www.nwacc.edu/web/lss_fa/index.php

HONORS PROGRAM
(located on the second floor of Burns Hall in Room 2224)
The mission of the NWACC Honors Program is to provide NWACC’s most intellectually gifted and motivated students with an innovative, principled, active, and challenging learning environment. The Program offers a curriculum of small, challenging classes, sponsors forums and speakers, and provides service-learning and travel opportunities for students. The program provides students with the tools necessary to plan and achieve life goals by instilling within them intellectual excitement and a thirst for knowledge, open-mindedness and an appreciation for diversity, and an understanding of the value of community service.

For more information, please visit the Honors Program website at:
https://www.nwacc.edu/web/academics_Honors/index.php

INTERNATIONAL PROGRAMS OFFICE
(located on the second floor of the Student Center in the Global Communities Center in Room 225)
The International Programs Office provides assistance to non-immigrant students and their dependents as well as other internationally-educated domestic students. Entering college in a new region is an exciting, busy, and sometimes stressful experience. New academic requirements, new people, new customs, and a new language can be confusing and frustrating. The staff in the International Programs Office is here to support and challenge you to become global citizens of the world, college and your community.

The International Programs Office is also responsible for study abroad trips. In the past, students have travelled to Russia, Germany, Italy, Guatemala, Austria, Hungary, and the Czech Republic.

For more information, please visit the International Programs Office’s website at:
https://www.nwacc.edu/web/lss_internationaladmissions/inter.php

LEARNER SUCCESS ADVISING CENTER
(located on the second floor of the Advising Center in Room 233)

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The Advising Center is available to help you with any academic issues you may be having. Foremost, they are available to assist with all aspects of degree planning, including completing orientation, selecting a major and degree plan, selecting and registering for classes, transferring to another institution, and succeeding at NWACC. Ultimately, advisors help you thoughtfully plan your schedule to help you reach personal and career goals. Advisors are assigned based on last names, and depending on the program of study you have selected, there may be an advisor within your department. The Advising Center does require you make an appointment to see your advisor; instructions can be found at the Advising Center’s website.

Please visit their website to learn how to find your advisor and for other information, including Tips for Success:
https://www.nwacc.edu/web/ldc_onlineadvising/index.php

PAULINE WHITAKER LIBRARY
(located on the first floor in the center of Burns Hall in Room 1304)

The library’s mission is to support your learning by providing access to quality information resources, expert research assistance, customized instruction, and educational technology. Students have access to computers, printers, copiers, and study rooms, and they can also request items from other libraries using Interlibrary Loans or by obtaining an ARKLink Card that allows you to patronize other libraries in the state.

For more information, please visit the Library’s website at:
https://www.nwacc.edu/web/library/index.php

STUDENT ACTIVITIES AND LEADERSHIP
(located on the second floor of the Student Center in Room 216)
(SAAB located on the first floor of the Student Center in Room 114)

The purpose of Student Activities and Leadership is to enrich the out-of-classroom experience for students at NorthWest Arkansas Community College. They want students to enjoy attending NWACC and continue their learning outside the classroom. There are many student organizations and clubs in which students can become involved as well as many events open to all students and sponsored by the Student Activities and Leadership department. The department also provides a game room and T.V. room in the Student Center for students to enjoy.

For more information, please contact the Director of Student Life Mary Beth Haas at (479) 619-3152 or visit the Student Activities and Leadership website at:
https://www.nwacc.edu/web/ldc_campusactivities/index.php

STUDENT RECORDS
(located on the second floor of the Student Center)

For more information on online registration, changing your major, or requesting a transcript, please visit the Student Records website at:
https://www.nwacc.edu/web/lss_records/records.php

STUDENT TECHNOLOGY HELP DESK
(located on the first floor of Burns Hall in Room 1214)

The Student Technology Help Desk is responsible for assisting NWACC students with their technology-related questions and problems. Some of the more common things that they assist with are logins, passwords, and browser problems. They also help with wireless setups and provide Blackboard Level 1 support.

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They offer limited assistance with web page navigation, answers to certain application questions, and also serve as an information center for students who don’t know where to go or who to call. They provide these services via telephone, email and walk-in at their office, which is BH1214.

For more information, please contact the Student Technology Help Desk at (479) 619-4376 or visit their website at: http://www.nwacc.edu/web/studentHelpdesk

**TESTING CENTER**
(located on the third floor of the Student Center in Room 306)

The mission of NWACC Testing Services is to uphold the vision and values of institution by providing NWACC students and the surrounding community in assessing their knowledge, skills and abilities as they relate to higher education by providing a variety of testing opportunities. This is accomplished through the use of written and computer-adapted assessment and testing instruments. NWACC Testing Services adheres to NCTA Professional Standards and Guidelines.

Appointments are required for all tests. Accommodations are modifications during the taking of exams which some students with disabilities are eligible to receive. Some examples include the following: extended test time, reduced-distraction environment, use of assistive technology such as screen enlargement for low vision. In order to use such accommodations, students must become registered with the Disability Resource Center (DRC) and present documentation of their disability.

For more information, please contact the Testing Center at (479) 619-4317 or visit their website at: https://www.nwacc.edu/web/ldc_testingcenter/index.php

**TRANSFER RESOURCE CENTER**
(located on the second floor of the Student Center in Room 235)

The Transfer Resource Center is committed to meeting the needs of students preparing to transfer to a bachelor degree program by providing accurate, up-to-date information and a set of coordinated resources, activities, and services that support the transfer process. The Transfer Center offers graduation checks and transfer information; transfer information on their website; articulated majors and equivalency guides; transfer workshops; bi-annual Transfer College Fairs; field trips to university campuses in the area; and access to advisors and admission counselors from four-year institutions.

For more information, please contact the Transfer Resource Center at (479) 986-4023 or visit their website at: https://www.nwacc.edu/web/ldc_transferservices/index.php

**VETERANS RESOURCES**
(located on the first floor of the Student Center in Room 114)

Veterans Resources offers those students who have served in the military many services, including VA GTAP information for guard personnel; VA kicker information; information on benefits based on chapter of entitlement; transferring VA benefits to NWACC or another college; direct deposit of benefit checks; requesting lost military records; VA telephone assistance for the hearing impaired; VA FTAP information for reserve and guard personnel; VA disability application information; online monthly verification of attendance; electronic certification of classes for VA benefit payment; acquiring contact information to the Veterans Administration; location website resources; and VA health benefits and online application.
For more information, please contact Veteran Certifying Official Dianna L. Portillo at (479) 619-2276 or visit the Veteran Resources website at: https://www.nwacc.edu/web/LDC_veteranservices/index.php

**WRITING CENTER**
*(located on the first floor of Burns Hall in Room 1003)*

The NWACC Writing Center is staffed by English Composition faculty who assist with the writing process. It is equipped with networked computers and printer. Students may schedule a consultation or walk-in to review their work, or they may consult via email (write-in@nwacc.edu). The instructors in the Writing Center will read and respond to writing, offer suggestions for improving one's draft, and encourage all to become better writers; they will not proofread or "fix" writing, write papers for students, or tell a student what grade a paper should receive. The Writing Center also offers workshops on various topics, such as correcting sentence fragments or using MLA formatting guidelines, throughout the semester. These are open to all students, staff, and faculty.

For more information, please visit the Writing Center’s website at: https://www.nwacc.edu/web/writingcenter/writing_center.htm

**REFERENCES CITED**


**REFLECTION QUESTIONS**

Answer the following questions. **It is not necessary to retype the questions, just label them:** "1.1" for Module 1, Question 1, "1.2" for Module 1, Question 2, and so on.

**Question 1.** Visit the Cashier’s Office website. When is the payment due date for this semester or the upcoming semester?

**Question 2.** Which department or office should a student visit to find out more information on Blackboard training?

**Question 3.** Visit the Career Pathways website. List the requirements for eligibility to participate in this program.
Question 4. Visit the Testing Center’s website. What must a student do to use his or her testing accommodations after registering with the Disability Resource Center (DRC)?

Question 5. Which office or department should a student visit to find out more information about studying abroad?

Question 6. Visit the Writing Center’s website. What hours is the Burns Hall center open on Wednesdays this semester?

Question 7. Which office or department should a student visit to change a major?

Question 8. Visit the Honors Program website. How many hours do students have to complete in honors coursework? What is the grade requirement for those classes?

Question 9. Who should a student contact in Veteran Resources to learn more information?

Question 10. How are advisors assigned? Visit the advising website and find your advisor’s name.

Email your answers to Ashley Byrd at pass@nwacc.edu