

SERVICES AND RESOURCES

ADVISORS

An advisor in the field of specialization chosen by the student is assigned upon admission to a degree-seeking program. Consultation is urged to ensure agreement on the program of study, proper sequence of courses, completion and filing of required forms, and degree completion at the time chosen by the student. Any student wishing to change fields of specialization should notify the Office of Graduate Studies to ensure that a review of records, determination of acceptance, and change of advisor can be made. Non-degree students are not assigned an advisor but may contact the Office of Graduate Studies for assistance in course selection.

BOOKSTORE

The Bookstore is open from 9 a.m. to 4 p.m. weekdays (with extended hours at the beginning of the semester) and offers the following services to the campus community: student/employee charge/declining balance accounts; College ring orders; check cashing (with proper student identification); and mail order service (434/544-8241; fax: 434/544-8243). Graduation regalia are also ordered through the Bookstore.

The Bookstore supplies required textbooks and recommended course materials for classes. For the convenience of students, the bookstore also stocks general books and magazines; health and beauty items; school, office, and computer supplies; academically priced computer software by special order; clothing; music/CDs; gifts and other insignia items. VISA, MasterCard, and Discover cards, bookstore charge or declining balance accounts, personal checks, and cash are accepted for payment.

CAREER SERVICES

Graduate students may freely use the Academic and Career Services Office at the College. Interested students should register with the office, establish a credentials file, and make full use of interview referral opportunities made available by the office, as well as the career resource library.

INFORMATION TECHNOLOGY AND RESOURCES

The technology facilities include a campus-wide network that connects all campus buildings and provides services to off-campus, college-owned residences. The network provides Internet access. Multi-platform resources are used for administrative and academic applications, hosting network support functions as well as web and email services. Connected to the network are more than 1,000 desktop computers located in faculty and staff offices, classrooms, and more than twenty computer laboratories designed to give students ready access to course-related software, productivity software such as word processing and spreadsheets, the

campus Intranet, and the Internet. Three of these laboratories are located in Hopwood Hall Learning Center, a facility that provides extended access to technological and educational resources. All students are provided an e-mail account and shared file space for coursework and personal webpages.

HEALTH SERVICES

Graduate students (both full- and part-time) may use the Health and Counseling Center. Students wishing to exercise this option must pay a per-semester fee at the start of each semester. They must also provide a completed Health Information Form including a record of required immunizations. The fee is payable at the Cashier's Office before the start of each semester during which the student wishes to use Health and Counseling services.

HOUSING

When space permits, residence hall housing is offered to graduate students. Students who reside in the residence halls must subscribe to a meal plan. Additional residential options may be available in College-owned houses near the campus. Requests for housing should be addressed to the Office of Residence Life, Hundley Hall, 434/544-8320.

LIBRARY AND INFORMATION SERVICES

The mission of the Knight-Capron Library is to empower the Lynchburg College community to make effective use of global information resources as lifelong learning and thinkers. To remain relevant to these needs, the library is evolving to the state of the virtual library, one that provides information resources regardless of location. In both formal and informal settings, librarians enable students to develop information literacy competencies to identify, access, and evaluate resources in electronic or print formats. These competencies serve students well during their academic careers and in their professional and personal lives. Instruction and consultation are available at the reference desk on an appointment basis with liaison librarians or on a walk-in basis.

The library's collection consists of traditional print and media resources, as well as a variety of electronic information resources, including an online catalog, a dictionary and IES encyclopedias, bibliographic and other databases, electronic journals, and the full text of thousands of periodicals. Depending on licensing agreements, electronic resources can be accessed from the library, from any networked computer on campus, or from off-campus computers. A special feature is the Electronic Information Resources Center, where students use computers to access any of the available electronic resources.

As a virtual library, a limitless collection is offered. In addition to electronic resources, the library relies heavily on cooperative arrangements for print resources available in other library collections at the local, state, and national levels. The library also has access to the resources of the Lynchburg Area Library Cooperative.

The Saxton Room houses a valuable collection of materials dealing with many subjects, including the early iron industry in Europe and the United States, fifteenth- and sixteenth-century illuminated manuscripts, seventeenth- to twentieth-century maps of North America, Lynchburg College faculty and alumni publications, the Bagby videotape archives, and the Christian Church (Disciples of Christ) Historical Collection for Virginia. The library houses the Lynchburg College archives, which serves as the official repository for materials dealing with the College's history from 1903 to the present. The archives contains resources such as College publications and photographs; retrospective office files of continuing value; the papers of faculty, staff, students, organizations, and alumni; and memorabilia.

The library maintains a normal schedule of ninety-four hours per week with extended hours during final examinations. To learn more about library services, consult with the staff and *The Guide to Services* or view the library's home page at www.lynchburg.edu/

OFFICE OF THE REGISTRAR

This office maintains the official academic records for students of the College.

Registration: Online course preference scheduling for the next academic year is completed in April. Students may process drop/adds to adjust their schedules. Drop/add forms are available in the registrar's office, the Office of Graduate Studies, or online as <http://www.lynchburg.edu/x4334.xml>. Please see the "Dropping or Adding Courses" section for the rules governing the process.

Transcripts: An official record of all academic coursework can be obtained by written request. Students should plan ahead to allow at least five working days for processing of transcript requests. A \$3 fee is charged for each transcript. Transcripts and diplomas may be withheld when students have unfulfilled obligations to the College. Unofficial transcripts, called academic summaries, are available online to current students.

Verifications: Enrollment verifications, which may be required for insurance, employments, etc., are available to students upon written request. The request should include what information is needed and to whom the verification should be sent.

STUDENTS WITH DISABILITIES

In compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, Lynchburg College supports students in obtaining reasonable accommodations at the College. It is the student's responsibility to submit appropriate documentation that establishes the disability to the support services coordinator. This documentation must be received no later than forty-five days prior to the first day of classes to give the College time to put the accommo-

dations in place. Late requests are not retroactive and may negatively impact the College's ability to provide accommodations in a given semester.

Documentation of learning disabilities must include a complete psychoeducational battery that has been completed within the past three years including subtest scores, narrative, and diagnosis. In the majority of cases, a 504 Plan does not provide all information required, although it may be helpful in establishing accommodations.

For physical, health, psychiatric, vision, or hearing impairments, the documentation must have been completed within the previous twelve months and include a diagnosis, complete description of the impairment and functional limitations, use of assistive devices or other services, current status (including medications), and an explanation of the anticipated impact upon the academic environment. In all cases, documentation must be prepared by an appropriately licensed or certified professional. The College reserves the right to request updates to determine whether or not any change in the status of the impairment has occurred.

No students will be excluded from any course or curriculum of study on the basis of a disability if the student can perform the essential functions of the course or curriculum with reasonable accommodations. Accommodations are established on a case-by-case basis and may include, but are not limited to, extended time for testing, alternate testing, and evaluation methods for students with impaired sensory, manual, or speaking skills, use of calculators, sign language interpreters, accessible housing and classrooms, and utilization of tape recorders.

Disability Support Services

The support services coordinator works with students who have documented disabilities to arrange for academic and other accommodations on campus. Students are strongly encouraged to contact the office as soon as the decision is made to attend the College, so the process can begin as early as possible and accommodations can be put into place in a timely manner. Visit www.lynchburg.edu/disabilityservices.xml, call 434/544-8687, or e-mail arnold.sm@lynchburg.edu for additional information.

Students with Physical Disabilities

Prospective students with physical disabilities are encouraged to visit Lynchburg College prior to making a decision about attendance. A personal visit enables the student and the College representatives to determine how the College can best serve the student's particular needs. The student must give the College a minimum of forty-five days notification prior to the first day of classes so appropriate accommodations can be put in place. If the accommodations require the purchase of special equipment or technology, the College requires a minimum of sixty days notification prior to the first day of classes. Requests for alternative text formats should be made a minimum of one semester in advance.

Regardless of the nature of the disability, students should note that accommodations that reduce academic expectations, standards, or eliminate essential components of coursework are not options. The Americans with Disabilities Act

does not require Lynchburg College to provide modified syllabi (including attendance policies), independent study, or distance education courses, personal assistance, or individual tutors, although reasonable efforts are made to meet the needs of students with disabilities.

Right to File Grievance

If a student feels that he/she has experienced discrimination due to a disability, he/she has the right to file a grievance. Lynchburg College recognizes that issues regarding ADA compliance may arise from time to time. It is in the best interests of the student, faculty, and staff to resolve such matters quickly. Lynchburg College has in place a Human Rights Policy that provides a means by which a student may file a grievance. Information about the policy may be found in *The Hornet* and at <http://www.lynchburg.edu/internal/policies/humanrights>.

TEACHER LICENSURE SERVICES

The teacher licensure officer works with students to determine requirements for teacher licensure and to communicate with area school divisions and the Virginia Department of Education about teacher licensure matters. The School of Education and Human Development provides statements on achievement or degree completion to school divisions. Students who need this service should request it thirty days before the deadline for their employment situation.

WRITTEN COMPLAINTS

Lynchburg College faculty and staff strive to provide each student with positive educational experiences and helpful services. Even so, it is understandable that complaints will arise from time to time. To address and resolve concerns as quickly as possible, all students are encouraged to address complaints to the office responsible for overseeing the area of concern.

If a student is uncertain about the appropriate contact for a complaint, he/she may submit a written complaint to the Dean of Students Office (113 Hundley Hall). The vice president and dean for student development or his/her designee will review the written complaint and contact the student regarding address of the complaint. If another College office is better able to address the complaint, then the vice president and dean for student development or his/her designee will forward the complaint to that office and notify the student where the complaint was directed. A representative of the office receiving the forwarded complaint will then contact the student regarding address of the complaint.