

FAMILY SESSION – FREQUENTLY ASKED QUESTIONS (FAQS)

What does FERPA mean for you as a college parent?

Generally, FERPA rules mean that students' educational records such as academic performance, financial aid, records (class attendance/participation, housing, extracurricular participation, student account billing, or student conduct records) will be given to the student and not to the parents. College students are considered responsible adults who may determine who will receive information about their educational records. College representatives are prohibited from discussing information about the student's academic record with parents. Most colleges have a release of information form which students can sign allowing information to be released to discuss records with parents. Your student may, or may not, want to sign this release. This release can be found at check-out today or in the Admissions and Registration office located in the College Welcome Center.

FINANCIAL AID AND STUDENT ACCOUNTS

When are tuition, fees, and payments due? The first day of each term.

What are the payment options? Cash, credit card, check, money order, or payment plan.

What if my student's financial aid is not ready by the first day of the term?

Payment will need to be made in full or the Nelnet Business Solutions (NBS) payment plan will need to be set up.

Where can students find the balance on their account?

Students can view their account balance any time by logging into "My Account" at www.northeast.edu and click on Student, Student Accounts and Account Detail by Term.

How does Student Accounts communicate with students?

Via the preferred email address provided on the Application for Admission, not by mail.

How does a student use their financial aid to purchase books?

If a student has been awarded financial aid and they have accepted their terms and conditions, their financial aid will disburse to their "My Northeast" account to cover tuition and fees and on campus housing; any excess aid is available to charge books against starting the Monday before the first week of the term through the first week of the term.

My student is living off campus – how do we cover those costs?

Any excess financial aid beyond tuition and fees and any books charged to the student's account will be released in a refund check to the student and can be used to cover living expenses. Excess grant/scholarship aid will be disbursed the second Friday of the term. Excess loan funds for a first-time freshman student are delayed by 30 days before they are released.

RESIDENCE LIFE

Why is it a good idea for my student to live on campus? What benefits will my student have by living on campus?

National data as well as data from the American Association of Community College show that residential college students have higher rates of persistence and completion than commuter students do. Students living on campus in residence halls provide students with more opportunity and access to become more connected to the college as well as part of the college culture. Also, many other advantages to living on campus include:

- Close to all classes. This is especially nice in the cold winter months, as students will not have to go out to warm up a car to go to class
- Foster and build relationships with other Northeast students in other programs as well as may see many of their classmates in the halls who are also in their program. This is very helpful during coordination of group projects as well as during study times.
- The Residence Halls offer several lounge spaces for student to get together to study as well as to hand out and get together socially.
- All utilities are included: wireless internet, cable TV, and all other utilities.
- Close to campus events: Athletic events, Wacky Wednesday, Monday Night @ the movies, and other events.

DINING SERVICES

My student is not living on-campus; can they still have a meal plan?

Yes, Chartwells and Northeast Community College offer several meal plan options. Students can take part in the meal plan program whether they live on-campus or off-campus. Off-campus students should contact Student Accounts to discuss meal plan options.

CAREER SERVICES

How can my student learn about jobs in Norfolk and the surrounding area?

Career Services posts temporary to full-time jobs on their online job board. Check out the site often as jobs are added daily. <https://northeast.edu/Career-Services/Job-Search.aspx>

ACADEMIC SUPPORT

How to I sign up for a tutor?

A tutor can be obtained by filling out a blue tutor request form. This form can be found at the front desk of the Advising and Academic Support Center located in the College Welcome Center. If there's a tutor available, the front desk will inform you of the hours. If there isn't a tutor available, the Academic Support Coordinator will contact you with more information. You can also request a tutor online at by filling out a "Request at Tutor" form at <https://northeast.edu/Support-Services/Academic-Support/Tutoring.aspx>.

How do I setup an appointment for a tutor on the Writing Center?

You can setup an appointment with a tutor by contacting the Academic Support Coordinator, Matt Hampl, at matthewch@northeast.edu or 402-844-7125. Matt can also help you to setup an appointment for the Writing Center. You can also make an appointment for the Writing Center online at <https://northeast.edu/Support-Services/Academic-Support/Writers-Clinic.aspx>.

STUDENT HEALTH AND COUNSELING

How can I prepare my student emotionally for college?

Before your child goes to college you should talk frankly and proactively about mental health in college. Students need to know that college is going to be overwhelming for EVERYONE at some point. The best thing you can do as a support person is to talk about mental health ahead of time, engage in a dialogue, and let your student know about the services at Northeast so everyone knows who to contact if a crisis does happen, Dean of Students & Athletics, Kurt K , kurtk@northeast.edu, 402-844-7722 or 911. Talk about stress and that most college students experience overwhelming anxiety and depression making it hard to function. Some even experience suicidal thoughts or attempts. Suicide is the second leading cause of death in this age group. Fifty percent of mental illness begins by the age of 14, and 75% by the age of 24. The first six weeks of college can feel frighteningly free and students might give in to binge drinking and suffer consequences. Talk to your student about establishing a healthy lifestyle with a supportive social network. Joining clubs or campus activities to get involved. This is one of the best things' freshman can do to jumpstart emotional wellness. Along with eating regular meals, getting enough sleep, and exercising. All this helps anchor their job of academic learning. Students may be reluctant to reach out for help on their own. So, pay attention to significant changes in your students' behavior especially during the first six weeks of school, such as not sleeping, a constantly sad tone of voice, or not mentioning any friends or social activities.

When should I get involved in my student's problems in college?

Encourage your student to handle minor problems. Remember your child usually only tells you when things are going bad, you're not hearing about the great times. However, if you notice: repeated tearful phone calls, weight loss/gain, frequent illness or fatigue, changes in behavior or other signs of depression, encourage your student to contact the college counselor, an RA/SA, an advisor, faculty member or Dean, etc. If you are concerned about your student's safety, call 911 immediately and follow up with the college counselor, Stephanie B stephanie@northeast.edu or 402-844-7277.

What is the Consent form for Treatment of a Minor?

Under Nebraska law, a minor may not receive healthcare or counseling services without permission of a parent/legal guardian except under specified circumstances. A minor is an individual who has not yet reached her/his 18th birthday (for mental health services) and 19th birthday (for healthcare services).

TRIO SUPPORT SERVICES

How does my student get accepted into TRIO?

Students are eligible for the program if they are a first-generation college student, if they meet the income eligibility requirements, or if they have a documented disability. To be considered for the program, students need to complete an application and provide the necessary taxable income information. The TRIO office will then review the application and the student will be contacted for an interview if they are qualified. If accepted into the program, the student will be assigned a TRIO advisor who will provide personalized guidance and support to empower the student to achieve success. Applications can be found on our website at <https://northeast.edu/Support-Services/TRIO/> or they may be requested by calling 402-844-7736 or emailing TRIO@northeast.edu

DISABILITY SERVICES

How does my student get accommodations?

- Watch this video <https://youtu.be/f4jCGmpWwYQ>
- For detailed information please go to: <https://northeast.edu/Support-Services/Disability-Services/Request-Accommodations.aspx>

Initial steps:

- The student must contact the Disability Services office and make an appointment to complete an application for services, request accommodations and participate in a conversation with a Disability Service office staff member.
- Provide documentation (medical records, educational records, mental health records) to provide information regarding their disabilities and submit it to Disability Services. All documentation is kept confidential.
- Apply now!

Will my student be treated differently by instructor if they know my student has a disability?

At Northeast, we embrace diversity! Instructors are committed to student access and success. They believe that accommodating students with disabilities is a shared responsibility. Faculty, students, and Disability Services staff work together to coordinate the implementation of reasonable accommodations. Instructors encourage students to use accommodations. They want students to use resources and support services that will enhance their students reaching their educational goals.

If my student had an IEP in high school, will my student receive the same accommodations and supports in college?

Some accommodations may be the same and some may be different. For example, college students are not provided modified exams, or provided supports that would give an unfair advantage over students without a disability. It most likely would be determined an unfair advantage and an inappropriate accommodation to have access to notes or a textbook during an exam when other students are expected to demonstrate a retention of information without the benefit of notes and textbook.

Accommodations that modify or waive academic and technical standards of a program or be of a personal nature are not provided in college (i.e. Transportation, personal attendant care, para educator). We encourage family members, with their student, to get familiar with the key differences between high school and college

Can I just tell the teachers about my student and what my student's accommodation needs are, so my student doesn't have to work with Disability Services?

Instructors will direct your student to contact Disability Services. Instructors have expertise in course or program content and rely upon the expertise Disability Services expertise to determine necessary accommodations. Instructors need to know what the accommodations are but typically have no need to know of the nature of the student's disability.

What can I do to help my student?

We encourage family members, with their student, to get familiar with the [key differences between high school and college](#). Let your student know that about 10 % of the student population identify as having a disability.

- Reassure your student that that advance preparation is not saying they have to use accommodations. Let them know that getting connected with Disability Services and having an accommodation plan in place is like having a spare tire in the trunk with training on how to change the tire! Better to have a spare tire with the knowledge of how to change the tire, then to not have a spare tire nor the knowledge of how to change the tire, when traveling on a road less traveled without cell service and suddenly having a tire go flat!
- We understand that you are experiencing a transition as you let go. Please read [An Open Letter to Parents](#) from Jane Jarrow, who is the founder and president of [Disability Access Information and Support](#), who provides technical assistance and professional development to the higher education community surrounding issues of accommodation and support for students with disabilities. She is also a parent of a child with a disability who attended college. She wrote this “Open Letter to Parents of Students with Disabilities About to Enter College” describing her own anxieties and providing suggestions for embracing your new role as supporter. Open the link to Read her “[Open Letter to Parents](#)”.

STUDENT CONDUCT

Does Northeast allow alcohol on campus if the student is 21 or older?

No, Northeast is a dry campus; alcohol and illegal drugs are not allowed. Students who violate this policy face sanctions. Northeast is also tobacco free.