

Students

Lane clearly states policies and procedures regarding students' rights and responsibilities—including academic honesty, appeals, grievances, and accommodations for persons with disabilities. Policies are readily available, and administered in a fair and consistent manner.

The primary location for policies and procedures related to students' rights and responsibilities is the College Online Procedures and Policies ([COPPS](#)) website. Lane's website and student portal "myLane", both prominently feature the "AskLane" question-and-answer look up tool that provides students easy access to answers about policies and procedures, such as "How do I Complain?"

Since its inception, the tool has had 1,167, 260 questions posted and has provided responses to 1,082,124. When an answer is not available a staff person researches it and that question and answer is written and recorded in the tool for the next time it is asked.

The top ten questions asked to date, with the frequency each has been asked are:

Rank	Title	Frequency
1	How do I contact a student, staff member or department?	49679
2	How / when can I get my financial aid money?	29412
3	Where can I find an academic calendar?	28638
4	How do I apply?	27912
5	Do I need to take placement tests?	27840
6	Which programs are offered by the Health Professions Department?	26353
7	Which Academic Programs do you offer?	19959
8	What is academic / class advising and counseling?	17098
9	Where can I find a complete list of current classes?	14810
10	How do I apply for financial aid?	14785

Students may appeal to the Academic Requirements Review Committee to waive or alter graduation requirements. Students may submit a Petition for Exception to Refund Policy form to request a refund for charges for classes not dropped by the refund deadline.

The [Student Code of Conduct Procedures](#) is available on the web and when students are cited the letter references the Student Code of Conduct. Students may register complaints through the student complaint process, including those regarding ADA accommodations not being met.

The Disability Resources (DR) Department also has information on its [website](#) related to student rights and responsibilities, in addition to other helpful resources. DR developed a handout that outlines expectations of students, as well as faculty, staff, and the DR Department. DR also has links to complaint processes on its website. COPPS procedures have been recently developed or revised to clarify how to provide disability accommodations and avoid discrimination. All course syllabi are required to post statements regarding the process by which students can receive Disability Resources' accommodations.

Policies and procedures regarding students' rights and responsibilities could be stated more clearly and proactively in user-friendly language and publicized more broadly throughout campus resource information. Steps need to be taken to provide more information on the website in Spanish and to insure processes are clear for first generation students, not necessarily familiar with college terms and procedures.

The Judicial Advisor Team is currently reviewing the Student Code of Conduct and Student Rights and Responsibilities documents with a completion date of July 2012. Academic and Student Affairs is in the process of purchasing and implementing a software tool that will allow faculty and staff to submit a complaint or code of conduct issue, track these and manage communications to individuals involved. It will also significantly enhance the college's ability to track and maintain data needed for Clery Act reporting. **(2.A.15)**

Lane adopts and adheres to admission and placement policies that guide the enrollment of students in courses and programs. Placement tests provide evaluation of prerequisite knowledge, skills, and abilities to assure a reasonable probability of student success at a level commensurate with Lane's expectations.

A "Steps for Getting Started as a Credit Student" [link](#) on Lane's homepage guides students through the credit admissions process. Admission and placement testing procedures are published on the website and in the catalog and are governed by Board of Education Policy D.070 Equality of Opportunity in Admissions. Lane accepts all students who are 18 or older or have a high school diploma or GED. Students who are under 18 and have not graduated may still attend if they follow the guidelines for Under 18 students.

Credit students who choose a program of study indicating their intent to earn a degree or certificate are required to take an Accuplacer reading test before registering. Students also must take an Accuplacer writing test and a math test developed by Lane Math faculty to clear prerequisites. Students may waive the tests by presenting transcripts indicating the writing and math prerequisite courses have been passed; however this practice is not advertised in publications to transfer students and is not widely known.

Students whose reading scores indicate they are underprepared for college level reading are placed into Guided Studies to take developmental classes in reading.

There are programs with limited enrollment that require specific prerequisites. These programs must have Academic and Student Affairs approval to conduct selection processes for these specialized programs. These are listed on the website and in the printed catalog.

Programs with Specific Admissions Procedures	Limited Enrollment Programs which require a Special Application Process
Nursing	Apprenticeship Trades
Dental Hygiene	Automotive Technology
Dental Assisting	Culinary Arts
Respiratory Care	Food Services Management
EMT-Paramedic	Hospitality Management
EMT-Basic	Early Childhood Education
Physical Therapist Assistant	Employment Skills Training
Medical Office Assistant	Energy Management: Renewable Energy

	Technician
Health Records Technology	Energy Management Technician
	Exercise and Movement Sciences
	Flight Technology
	Graphic Design Second Year
	Occupational Skills

Students interested in special admissions or limited enrollment programs are advised in Student Orientation Advising Registration (SOAR) or through the advising modules offered in the Moodle CMS system about the requirements for admission and re-entry. Students in these programs attend special orientations and work directly with advisors and faculty program coordinators of the program to address issues related to reentry or termination from the programs. This information needs to be published online and in the catalog to make the process more clear.

Lane's policy regarding continuation in and termination from its educational programs—including its appeals process and readmission policy—are clearly defined, widely published, and administered in a fair and timely manner. Academic standards for continued enrollment at Lane, separate from those related to meeting Satisfactory Academic Progress, are listed in the catalog and on the website. Policies are administered fairly and in a timely manner. The Success and Goal Attainment (SAGA) committee is revisiting "Early Alert" processes and policies to identify students who are struggling academically, to implement a new procedure related to academic standards in the fall 2012. This will provide additional interventions and make the process more clear for students. **(2.A.16)**

Lane maintains and publishes policies that clearly state its relationship to co-curricular activities and the roles and responsibilities of students and Lane for those activities, including student publications and other student media, if offered.

Co-curricular activities positively impact retention and support quality progression and completion. SOAR attendees are shown the myCampusLife tab in myLane to promote methods to learn about co-curricular activities and student groups use Facebook to promote events. Policies related to the Associated Students of Lane Community College (ASLCC) are articulated on the [ASLCC website](#), in written documentation maintained by the ASLCC Advisor, and in [COPPS](#). Policies related to student media such as The Torch (newspaper) and the Denali Literary Magazine are identified under the Student Rights and Responsibilities Policies. Student media is overseen by the Media Commission established by the Board of Education to provide a governing body representative of the student body, staff, and administration. This group acts as the primary policy-making body in regard to student publications. Recent activity has been limited to hiring the Torch Editor and could be expanded to respond to issues related to media on campus as the Commission was intended. The first residence facility will open in the fall of 2012 and the college will work with Blanton/Turner, the management firm hired to run the hall and develop a resident student handbook. Efforts are underway to overhaul the college website to be more accessible and informative for students.

Student athletes use the Student Athlete handbook and are expected to comply with the Student Athlete Code of Conduct.

Board Policy D.090, "Student Activities Fees for Student-Initiated Programs" provides a mechanism by which students may be assessed mandatory fees to support student-initiated programs; including a variety of clubs and activities listed on the ASLCC website. Talent Grants

designed to provide assistance for athletes, student leaders, Phi Theta Kappa and Performing Arts' students exist, but are not advertised or defined in print or on the website. **(A.2.17)**