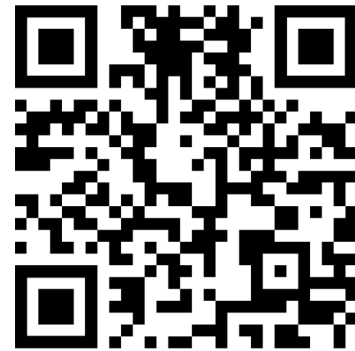


MTCC AT A GLANCE

www.mcdowelltech.edu



STUDENT ACTIVITIES:

Student Government Association

National Technical Honor Society

Phi Theta Kappa Honor Society

Campus Clubs And Organizations

ACADEMIC SUPPORT:

Academic Resource Center (ARC)

Campus Computer Lab

Career Coaching

Disability Services

Faculty Tutoring

Peer Tutoring

College Transfer: Associate in Arts, Associate in Science, Associate in Engineering, Associate in Arts in Teacher Preparation, Associate in Science in Teacher Preparation

Continuing Education: A wide variety of short courses designed to provide students with specific expertise, skill building or workforce development.

About Us

History

Established in 1964, MTCC began as the Marion-McDowell Industrial Education Center, near downtown Marion, and operated as a satellite unit of Asheville-Buncombe Technical Institute until 1967. The college moved to its current 31 acre site in 1970 and eventually became McDowell Technical Community College. Although the name has changed, lifelong learning has remained its primary focus.

Accreditation

McDowell Technical Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees. Questions about the accreditation of McDowell Technical Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, or by calling (404)-679-4500, or by using information available on SACSCOC's website (www.sacscoc.org).

The MTCC Health Information Technology program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

MISSION, VISION, VALUES AND GOALS



MISSION

MTCC enriches our community with access to student-centered, affordable, high-quality, lifelong learning opportunities that promote workforce development.



VISION

We learn and grow while focusing on individuals, our community, and our institution.



VALUES

We are Caring and Supportive of all.
We are Reliable and Available when needed.
We are Sincere in our commitment.
We are Amazing.



GOALS

Access
Retention & Progression
Quality
Success

Student FAQs

General:

Where do I find my student ID?

Your student ID is located on your acceptance letter and can be found in Self-Service under “user profile”.

How do I login to my Gmail account?

Your login information is located on your acceptance letter. Your username is your first initial, middle initial, last name and last 2 digits of your student ID at go.mcdowelltech.edu

(Example: jajohnson11@go.mcdowelltech.edu)

Your password is your student ID with an extra 0 in the front. (Example: ID = 0123123, password = 00123123)

What if I get logged out of my Gmail or have trouble?

Call 828-652-0651. Please leave message with Student ID and last 4 of social security number in order to get password reset.

How do I login to Self-Service? What do I do if I get logged out?

There is a Self-Service icon at the top right of the MTCC web page. Your login information is the same as your Gmail. If you forget your information, go to Self-Service and click on “forgot your user name or password?” and follow steps.

How do I change my name or address?

Go to www.mcdowelltech.edu

-Click on Resources

-Click on Student Forms

Print and fill out the “Address Change” form and turn in to Student Services.

Is childcare available for students?

Yes, childcare classes (ages 6 wks-5 yrs) are available for day classes only. Contact Childcare Center at 828-652-0637 to enroll.

Admission/Enrollment:

I have applied to MTCC. What is my next step?

Make sure to complete Financial Aid step in the Admissions process by visiting studentaid.gov to apply for financial assistance.

Contact the MTCC Financial Aid office with questions, 828-652-0602 or 828-652-0624.

Additionally, a high school transcript must be submitted to student services.

How do I sign up for classes?

For the first semester, a Success Coach will contact you for an initial orientation and assist you with enrolling into classes.

How do I sign up for classes after the first semester?

You will sign up for classes in Self-Service with the assistance of your program Advisor.

How do I know who my program Advisor is?

You can find your Advisor name in Self-Service under “Student Planning” or contact Student Services at 828-652-0622 or 828-659-0444.

How do I drop/add classes?

Prior to classes starting and until drop/add is over, you can drop classes online. If you plan to drop all classes, please contact Student Services at 828-652-0622 or 828-659-0444.

After drop/add, you will need to fill out the Withdrawal Form (available in Student Services) and give to your instructor to complete.

When is Registration?

Registration begins approximately 2 months prior to start of class. Register early before classes fill up!

Student FAQs

Continued...

Transcripts:

How do I get a copy of my transcript?

Go to MTCC website, click on Resources, click on Student Forms and fill out "Transcript Request" or visit Student Services on campus.

Can you fax/electronically send my transcript?

Student Services can fax an unofficial transcript at your request but we do not have the capability to electronically send an official transcript.

Can someone else pick up my transcript for me?

You can define a person for pickup on your Transcript Request form. The person will be requested to show ID.

Programs/Advisors:

Where do I find programs offered by MTCC?

Go to MTCC website and under the programs and Classes tab, click on Academic Degree Programs. In addition, all degree, certificate and diploma programs are listed in the MTCC catalog.

What program courses are taught at night?

All programs offer a night or an online component.

Will my classes transfer to a four-year college university?

General Education classes should transfer but students will need to check with the college/university to determine which classes will transfer.

MTCC has an articulation agreement with several colleges and this list can be found on the NC Community College Website.

(www.nccommunitycolleges.edu)

Placement Testing:

If I took classes at another college, do I have to take the placement test again?

Test scores are good for ten years. Please contact Student Enrichment Center at 828-652-0418 with questions.

Bookstore:

What are the hours of operation?

M-Th: 8:30am–5:00pm; F: 8:30am–2:00pm

When do I buy books? How do I pay?

Books can be purchased online at <https://mcdowelltech.edu/bookstore/> Supplies and other course material can be purchased in the bookstore.

Financial Aid/Payments:

How do I apply for financial aid?

Go to student.aid.gov to apply for financial assistance. Contact the MTCC Financial Aid office with questions, 828-652-0624 or 828-652-0602.

When will I get my financial aid?

Your admission file must be complete. Any additional documentation requested by FA office should be complete and placement tests (if needed) must be taken.

How do I know when refund checks will be mailed?

You may call the financial aid information line at 828-659-0450. After a disbursement date is determined, the line will be updated accordingly.

How can I pay for my classes?

MTCC accepts cash, check or credit card in person or credit card online through Self-Service.

Do you offer payment plans?

Yes, you may set up a payment plan through Self-Service. Contact the Business Office at 828-652-0696 if you have any questions.

What if I do not pay my charges by the first day of class?

If you do not pay or setup a payment plan before the deadline, you will be dropped from your classes for failure to pay.

Financial Aid

How do I apply for Financial Aid?

- The Free Application for Federal Student Aid (FAFSA) can be completed at www.studentaid.gov.
- This application is a student's application for all federal and state aid they may qualify for.

What do I need to complete my FAFSA?

- Student and parent* demographic information
- Student and parent* prior-prior year federal tax information (2023-2024 FAFSA uses 2021 tax information)
- Student and parent* asset and untaxed income information for prior-prior year

When can I apply?

- FAFSA opens annually on October 1, so students can apply early!
- As a rule, students should submit their FAFSA at least 8 weeks prior to the start of the semester they wish to begin classes.

I've already applied. Now what?

- Students must have an active MTCC admissions application completed before the Financial Aid Office can view and process a FAFSA.
 - Once a FAFSA has been submitted, it can take up to 10 business days to be received in the Financial Aid Office.
 - Once the MTCC Financial Aid Office receives the FAFSA, students are mailed a letter with instructions on how to access their MTCC Self-Service* and student email accounts.
 - An email will also be sent to the student's "go.mcdowelltech.edu" email to advise them of any additional documentation that are required. (Please note that students will not be awarded until all required documents are provided by the student.)
 - Students can check their Financial Aid status 'on-demand' in Self-Service. Students are emailed when their Financial Aid award is made and visible in the Self-Service portal.
-

Financial Aid

Continued...

Can I lose my Financial Aid?

- To maintain eligibility for state and federal financial aid, students must maintain Satisfactory Academic Progress (SAP). This includes:
 - Maintain at least a 2.0 GPA
 - Successfully complete 67% of hours attempted (i.e. students who attempt 12 hours in a semester, must successfully complete at least 8 hours)

Do I have to reapply for Financial Aid each year?

- Yes! The FAFSA covers each semester of an academic year (fall, spring, and summer).
- The FAFSA opens annually on October 1. The priority filing deadline for NC funds is January 1.

Attending in Fall 2023, Spring or Summer 2024?

Complete the 2023-2024 FAFSA!

(Use 2021 tax information)

School Code: 008085

STILL HAVE QUESTIONS?

Contact Financial Aid at:
financial.aid@go.mcdowelltech.edu OR
(828)-652-0624 OR (828)-652-0602

Open LMS and Gmail Accounts

Login to Open LMS

Check your MTCC Gmail account for the username and temporary password to login to LMS for the first time. You may have to search "password".

Next:

1. Launch your web browser and enter www.mcdowelltech.edu in the address line
2. Click the Open LMS link OR <https://mcdowelltech.mrooms.net>
3. Click Username and Password
Username:
 - First Letter of First Name
 - First Letter of Middle Name
 - Last Name
 - Last two digits of your Student ID (Example: jmdonavan56)Password:
 - Enter the temporary password provided in your EMAIL if first time (You may have search your email)
 - OR the password you created in the prior semester
4. Click Log In
When you have successfully logged in to Open LMS
5. Click My courses (upper right corner)
6. Click Courses Tab
7. Click a course tile to enter a course

Forgotten your username or password?

- Click the link to reset
- Search by Username or Email address
- A reset link is sent to your MTCC Gmail Account

Open LMS Orientation

Online Orientation:

1. Type: www.mcdowelltech.edu
2. Click Program & Classes
3. Click Distance Learning
4. Click Open LMS Online Orientation
5. Read the Orientation Document (Additional information found on this page)
6. Log into Open LMS to gain access to your Online Courses

In Person Orientation:

Takes place during the New Student Mandatory Orientation (see website) for days and times each semester.

Instructor Contact

1. Click McDowell Tech home page
2. Click About link
3. Click Staff Directory

Helpful Tips

Assistance:

If you are unable to log into the Online course on the first day of class, or a course does not display, email or call:

- Your Instructor
- Support Help Desk - 24/7: 866-834-8920 or submit a ticket
- Distance Learning: 828-652-0651 OR support@go.mcdowelltech.edu

Important:

A recent introduction to computer classes is strongly recommended

You are required to have access to the appropriate technology

Attendance Policy:

Enrollment is established when a student logs in to Open LMS and submits work via an enrollment quiz, syllabus quiz, or discussion board within the ten percent mark of the term.

When a student has missed the deadline, he or she may be automatically withdrawn from the course.

You must login regularly and complete work to document "attendance" or you may be withdrawn without a refund.

Self-Service and Gmail Accounts

Login to MTCC Gmail

1. Launch your web browser (ex. Firefox, Chrome, or Safari).
 2. Type: www.mcdowelltech.edu to access MTCC webpage
 3. Click Gmail link, top right:
OR type <https://accounts.google.com/>
 4. Click in the Username box:
Username:
 - First Letter of First Name
 - First Letter of Middle Name
 - Last Name and the last two digits of your Student ID (found on acceptance letter) then add go.mcdowelltech.edu
 5. Click Next
 6. Click in Password box:
Password:
 - Type 0 then your Student ID number (adding preceding 0 makes the password 8 digits long)
 - Example: Jane Mary Donovan | Student ID: 123456 | User: jmdonovan56@go.mcdowelltech.edu | Pass: 00123456
 7. Click Sign In
 8. Click Accept under "Welcome to your New Account"
 9. Create a new password prompt will appear
 10. Click Apps Icon - nine circles in upper right corner to access email
 11. Click Mail Icon to view your emails
 12. Click Calendar Icon for MTCC Dates
- **ADD a RECOVERY PHONE OR EMAIL****

Login to Self-Service

1. Launch your web browser (ex. Firefox, Chrome, or Safari).
 2. Type: www.mcdowelltech.edu to access MTCC webpage
 3. Click Self-Service
 4. Type in User ID
 - First Letter of First Name
 - First Letter of Middle Name
 - Last Name
 - Last 2 digits of student ID number
 5. Click in Password box:
 - Type 0 then your Student ID number (adding preceding 0 makes the password 8 digits long)
- If you are logging in for the first time you will be prompted to change your initial password.
- To Register for Classes:**
- Make an appointment with your onboarding / program advisor. You will not be able to register online without advisor approval.
1. Click Student Planning
 2. Click Go to Plan & Schedule
 3. Click Schedule
 4. Search for available sections of approved courses
 5. Add section
 6. Click Register
- You may only register for approved courses
 - Contact Advisor to request approval

Watermark

Log in to Watermark and connect with your success coach or advisor for support when you need it, this software is utilized by students and staff to promote student success.

To utilize:

1. Go to McDowell Tech's web page
2. Click the Watermark Link at the top of the site
3. Use your Gmail Credentials to log in and/or

Download:

Watermark Student App on your phone or tablet to make appointments with your academic advisor, counselor, or schedule a meeting with the success team all in one place!

Self Service: Helpful Tips

If you are unable to log into Self-Service:

- Reset password link is available on Self-Service
- Call Student Services 828.652.0622 or 828.659.0444
- Ask for assistance in the ARC Lab

Safety & Security Report

Overview

The McDowell Technical Community College (MTCC) Security Office provides protection to faculty, staff, students and college property. MTCC Security Officers are responsible for a full range of public safety services including investigating and reporting of all crimes committed on campus; responding to medical and fire emergencies; and monitor state and local laws regarding the use of controlled substances, alcohol and weapons.

Contact MTCC Security if you have questions or an emergency on campus by dialing 828-442-1084 (cell number) or 828-652-0673 (office) during normal operating hours or contact School Resource Officer at 828-317-1840 or dial 911 to contact law enforcement or Emergency Management Services.

Annual Report

In compliance with the Clery Act and Title IX, MTCC makes available security reports for a period of three years. This report can be found on the following MTCC website: www.mcdowelltech.edu click on Campus Life click on Safety and Security .

Sexual Offense/Assault Protocol and Policies

MTCC strives to maintain a safe educational atmosphere for all students, faculty and staff. These policies and procedures are included in the Title IX Act. The policies for sexual harassment and/or assault can be found at the following MTCC: website: www.mcdowelltech.edu click on Campus Life click on Safety and Security .

Notice of Non-Discrimination

MTCC is an Equal Opportunity Institution, complies with applicable federal and state laws prohibiting discrimination on the basis of race, sex, religion, age, ethnic origin, association, or disability. It is the policy of MTCC that no person shall be discriminated against in employment, admissions, or educational activities. The College will provide reasonable accommodations, modifications or adjustments through the use of nondiscriminatory policies and procedures for persons with qualifying disabilities.

Safety & Security Report

Continued...

Emergency Communications and Weather Announcements

For emergency communications and weather announcements regarding school/class cancellations, students may use the following forms of communication:

Text Alerts:

Students, faculty and staff may sign up for alerts and text messages by clicking on the following link and completing the sign-up information as requested.

(Note: this link works only while on campus)

<http://lynxguide.mcdowelltech.edu/cgi/subscriber.plx?pub=1>

Phone Messages:

Students may access a recorded phone message for school-wide emergency announcements or class cancellations or delays for all curriculum and continuing education classes by calling 828-659-0419. This number may be accessed at any time, but please listen carefully to ascertain whether the announcement you are listening to is current for the day in question.

Email:

Students may check their college Gmail account for emergency announcements and weather-related closings and delays.

The Family Educational Rights and Privacy Act (FERPA)

FERPA restricts the disclosure of personally identifiable information from school records and defines the rights of the student to review or request a change to the records. The FERPA policy can be reviewed online at the

Academic Resources, Library & Bookstore

Campus Bookstore

Fall/Spring:

M-Th: 9:00am-5:00pm
F: 9:00am-1:00pm

Summer:

M-Th: 8:30am-5:30pm

Smith Academic Resource Center (ARC)

FREE tutoring from MTCC
instructors.

Fall/Spring:

M-Th: 8:00am-7:00pm
F: 8:00am-1:00pm

Summer:

M-Th: 7:30am-7:00pm

MTCC Library

Fall/Spring:

M-Th: 8:00am-7:00pm
F: 8:00am-1:00pm

Summer:

M-Th: 7:30am-5:30pm

TUTOR.COM FOR ONLINE TUTORING THRU OPEN LMS

Mandatory New Student Orientation

Overview

New Student Orientation (NSO) is mandatory for all students (either online or face-to-face) in their first semester. Orientation will typically take place the day before classes begin each semester. Please check the MTCC website for updates and final dates and times each semester.



Face-to-face New Student Orientation takes place on the McDowell Tech campus.



Online NSO can be accessed online through the MTCC website at <https://mcdowelltech.edu/nsu/>

***Students who do not attend face-to-face or online NSO will receive a hold on their account, which will prevent future registration.**

Main Campus Map



www.mcdowelltech.edu

828-652-6021

*** - Main Campus Entrance**

4 AZALEA
 5 MAPLE
 11..... CEDAR
 14 HEMLOCK
 17..... DOGWOOD

18 MAGNOLIA
 19 HAROLD SMITH
 22 ... UNIVERSAL ADVANCED
 MANUFACTURING CENTER
 23 WILLOW

MAIN CAMPUS LOCATIONS:

Main Campus:

54 College Drive, Marion, NC 28752

Universal Advanced Manufacturing Center:

634 College Drive, Marion, NC 28752

NC Works/Ford Miller Employment & Training Center:

316 Baldwin Ave. #1, Marion, NC 28752



Important MTCC Phone Numbers

MTCC'S MAIN NUMBER: 828-652-6021

| BLDG# | | |
|-------|--|------------------------------|
| | Fax | 828-652-1014 |
| 11 | Academic Resource Center | 828-659-0418 or 828-652-0653 |
| 5 | Bookstore | 828-652-0678 or 828-652-0613 |
| 11 | Business Office | 828-652-0696 |
| 19 | Continuing Education | 828-652-0675 or 828-652-0662 |
| 23 | Cosmetology (for appointments) | 828-652-0687 |
| 4 | Childcare | 828-652-0637 |
| 11 | Dean of Students | 828-652-0669 |
| 17 | Dean of Curriculum Programs and Chief Academic Officer | 828-652-0699 |
| 19 | Associate Dean, Business, Arts & Sciences | 828-659-0488 |
| 22 | Associate Dean, CTE | 828-652-0641 |
| 4 | Developmental Studies | 828-652-0669 |
| 19 | Disability Services | 828-652-0678 |
| 4 | Distance Learning (Open LMS & Gmail) | 828-652-0651 |
| 11 | Enrollment / Admissions | 828-652-0622 |
| 23 | Esthetics (for appointments) | 828-652-0640 |
| 11 | Financial Aid | 828-652-0602 or 828-652-0624 |
| | LatinX Education | 828-659-0496 |
| 11 | Library | 828-652-0604 |
| 11 | MTCC Switchboard Operator | 828-652-0623 |
| | Nurse Aide Information Line (CNA) | 828-652-0639 |
| | Nursing Information Line (LPN & RN) | 828-652-0611 |
| 11 | Placement Testing | 828-659-0418 |
| 11 | President's Office | 828-652-0630 |
| 11 | Registrar | 828-652-0629 |
| 11 | Security | 828-652-0673 or 828-442-1084 |
| 22 | Small Business Center | 828-652-0634 |
| 11 | Student Enrichment Center | 828-659-0418 |
| 11 | Student Government Association | 828-659-0467 |
| 11 | Student Services | 828-659-0444 or 828-652-0622 |
| 11 | Veteran's Services | 828-652-0602 or 828-652-0624 |

NC WORKS/FORD MILLER EMPLOYMENT AND TRAINING CENTER: 828-659-6001

| | |
|---|-----------------------|
| Career & College Readiness | 828-659-6001 |
| High School Equivalency & Adult High School | 828-659-6001 ext. 137 |
| Human Resources Development (Employability Skills, Resumes) | 828-659-6001 |
| English Language Acquisition | |
| IDD Students..... | |

MTCC HOTLINE NUMBERS:

| | |
|--------------------------------------|----------------|
| Bookstore Customer Support | 1-800-325-3252 |
| Financial Aid | 828-659-0450 |
| Weather (MTCC delays/schedule) | 828-659-0419 |