

LAKE LAND COLLEGE

SERVICES TO HELP STUDENTS SUCCEED IN THE VIRTUAL ENVIRONMENT SPRING 2020

ACADEMIC ADVISING & REGISTRATION

www.lakelandcollege.edu/counseling-services/academic-advisement/

CURRENT STUDENTS

- Advisement for summer and fall classes is now in progress; registration begins on March 25th for all students. Your academic advisor is available through email and phone to answer your questions and to help plan for your summer and fall classes. Check your "Advisement Information" page in the Laker Hub to access your advisor's name and contact information.
- Step-by-step instructions for registering in your Laker Hub and utilizing Student Planning can be found under "Registration and Planning Instructions" at www.lakelandcollege.edu/counseling-services/advising-resources/.

NEW, READMITTING, AND TRANSFER STUDENTS

- An academic counselor is available through phone or email to provide advisement for the upcoming semester. Call (217) 234-5232 or email counsel@lakelandcollege.edu to schedule a phone appointment or to be referred to the counselor for your intended major. You can also directly contact the counselor for your intended major for advising information and for assistance with questions or concerns. Academic Counselors are listed below by academic division.
 - Allied Health: Andy Gaines, againes@lakelandcollege.edu
 - Agriculture and Business: Heather Nohren, hnohren@lakelandcollege.edu
 - Humanities and Communications: Jennifer Melton, jmelton52502@lakelandcollege.edu
 - Liberal Studies: Emily Hartke, ehartke@lakelandcollege.edu
 - Math and Science: Krista Burrell, kburrell@lakelandcollege.edu
 - Social Science and Education: Andrea Bright, abright4082@lakelandcollege.edu
 - Technology: Bryan Burrell, bburrell@lakelandcollege.edu

ACCOUNTING

www.lakelandcollege.edu/tuition-and-fees/

- Student payments can be made electronically in your Laker Hub > My IRIS > Financial Information > View Account and Make Payments and via postal mail. Mail should be addressed to Lake Land College Accounting, 5001 Lake Land Blvd., Mattoon, IL 61938.

- Students with balances can also enroll in a payment plan. To do so, e-mail mbailey1292@lakelandcollege.edu, call (217) 234-5214, or chat from the College's homepage.
- Students can access their 1098-T forms in the Laker Hub > My IRIS > Financial Information > View my 1098-T Forms.
- For student account or payment questions, e-mail mbailey1292@lakelandcollege.edu, call (217) 234-5214, or chat from the College's homepage.

ADMISSIONS & RECORDS

www.lakelandcollege.edu/admissions/

- Outgoing transcripts requests will be accepted and processed via your Laker Hub > My IRIS > Academic Profile > Transcript Request & Status; via email to admissions@lakelandcollege.edu; or fax to (217) 234-5390. Include a completed [Transcript Request Form](#) with your email or fax. If you have questions on transcript processing status, please contact Steffani Parks at sparks13335@lakelandcollege.edu
Transcripts that the College can send via electronic means (this can be done to an email address or receiving college or university that has subscribed to the same service that we use) will be processed daily during regular business hours. If you mail us a request or if your request must be sent by mail, this process will take longer and is not recommended at this time unless absolutely necessary.
- If you have questions about Lake Land College receiving your transcript, please contact Admissions and Records at (217) 234-5434 or by email at admissions@lakelandcollege.edu
- For questions in regards to in-school deferments, please contact Paula Smith, psmith12328@lakelandcollege.edu
- For questions regarding transcript evaluations (transferring of credit to Lake Land College), please contact Faith Donaldson, fdonaldson@lakelandcollege.edu or Tanishia Fulk, tfulk@lakelandcollege.edu
- For enrollment and degree verification questions, as they relate to employment, insurance discounts or related issues, please email Admissions and Records, admissions@lakelandcollege.edu
- For questions related to Intent to Graduate, please contact Faith Donaldson, fdonaldson@lakelandcollege.edu or Tanishia Fulk, tfulk@lakelandcollege.edu
- Questions related to International Admissions should be directed to Kim Hunter, khunter@lakelandcollege.edu
- For any other admission or records related questions not listed above, please call Admissions and Records at (217) 234-5434 or email admissions@lakelandcollege.edu

PROSPECTIVE STUDENTS

Prospective students may still complete an [Intent to Enroll](#) online.

- Applicants should still expect to receive a Welcome Letter in the mail.
- The Admissions staff are available via both phone and email to provide answers and counseling regarding enrollment at Lake Land College. This includes, but is not limited to [program selection](#) (including special admissions programs), [dual credit](#), questions or general questions regarding the Admissions Process.

CONTACTS:

MADISON DELKS

Community Outreach Coordinator

Email: mdelk@lakelandcollege.edu or call (217) 234-5429

- Non-traditional and Adult Students
- Questions regarding the application process
- Steps to enroll
- LSC employees and GED students who have questions about the enrollment process

PAM HARTKE

Admissions Representative

Email: phartke@lakelandcollege.edu or call (217) 238-2705

- High School Students/Dual Credit Students
- Questions regarding the application process
- Steps to enroll
- Questions regarding travel, events and contact point for school counselors

OLIVIA MINTUN

Admissions Representative

Email: omintun@lakelandcollege.edu or call (217) 238-2704

- High School Students/Dual Credit Students
- Questions regarding the application process
- Steps to enroll
- Questions regarding travel, events and contact point for school counselors

CAREER SERVICES

www.lakelandcollege.edu/career-services/

- If you are starting to build your employment documents, helpful tools and resources, including the Starter Document, are available on the website at www.lakelandcollege.edu/careerservices and on the I: drive under Student Resources/Career Services when logged into your VM.
- Students who need to submit a resume for critique for a class or simply for assistance can send their documents as a Word attachment to Tina Moore at tmoore@lakelandcollege.edu. All resumes will continue to be reviewed. Resume critiques are completed in the order they are received.
- If you have an interview coming up and need assistance, please send all questions to Tina Moore at tmoore@lakelandcollege.edu.

- If you would like to schedule a mock interview by phone, send your request to Tina Moore at tmoore@lakelandcollege.edu.
- If you have questions about class assignments related to Career Services, employment documents, portfolios, etc., send questions to Tina Moore at tmoore@lakelandcollege.edu.
- Internship and employment postings will continue to be made through the Career Services social media presence on Facebook, Twitter, and LinkedIn.
- If you are completing an internship in collaboration with Career Services, including students using the Cooperative Work Study Program (CWSP), please send all inquiries to Makenzie Reynolds at mreynolds401@lakelandcollege.edu.
- All other questions for the Career Services office can be directed through email to careerservices@lakelandcollege.edu.

COUNSELING SERVICES

www.lakelandcollege.edu/counseling-services/

The Counseling Services phone number, (217) 234-5232, and email address, counsel@lakelandcollege.edu, will continue to be monitored.

- Contact Counseling Services for
 - Assistance with getting started at Lake Land College.
 - Academic advising for new, readmitting, and transfer students.
 - Assistance with the registration process after advisement.
 - Information regarding requirements for specific Lake Land College degrees.
 - Information regarding career decision-making and changing your major.
 - Information regarding transferring to a university.
 - Referrals for personal counseling during this stressful time. Referral information is also available on our website at: www.lakelandcollege.edu/counseling-services/crisis-and-community-resources/

DUAL CREDIT

www.lakelandcollege.edu/dual-credit/

Lake Land College will follow the high school's schedule for all dual credit and dual enrollment courses. The College will continually monitor the situation. We will continue to communicate any changes in the day-to-day operation of the College as quickly as possible. We thank you for your continued partnership and flexibility in this quickly evolving situation. Questions can be directed to DCP@lakelandcollege.edu.

FINANCIAL AID

www.lakelandcollege.edu/financialaid/

Financial Aid is available via email at financialaid@lakelandcollege.edu. We can answer questions about the student's financial aid status, verification documents, account balance, FAFSA information, and provide general financial aid guidance and advisement.

- Forms can be mailed to Lake Land College Financial Aid, 5001 Lake Land Blvd., Mattoon, IL 61938. We will pick up forms and documents weekly for processing.
- Financial aid awarding, document processing and disbursements will continue with off-campus processing. Loan processing for the current year is ongoing. 2020-2021 loan processing will begin in May. Loan requests are submitted online.
- Students also are encouraged to monitor their student account via the Laker Hub for updates.
- We will continue to announce financial aid offers for 2020-2021. We will email the student's Laker Mail to notify them when an offer letter is available. Students will be able to view their awards via their Financial Aid Checklist in the Laker Hub.
- We are working closely with the Accounting Office to ensure timely disbursements and refunds.

GI BILL RECIPIENTS

Legislation is pending regarding GI Bill benefits to address colleges changing to an online format for many courses. We will communicate the final decision to impacted students through Laker Mail once the changes are final.

TALK BEFORE YOUR DROP

Federal rules require that students repay federal student aid when they do not complete 60% of the semester. For Spring 2020, repayment could be required if the student totally withdraws prior to March 28. Please contact our office if you are considering dropping so we can discuss your options.

LAKER FOOD PANTRY

www.lakelandcollege.edu/laker-food-pantry/

We will be able to provide food from the Laker Food Pantry through a curbside pickup service. Please contact Sharon Uphoff, College Nurse, at suphoff@lakelandcollege.edu for arrangements.

LIBRARY SERVICES

www.lakelandcollege.edu/library/

- Database and citation assistance will still be available virtually. Please contact Sarah Hill at shill@lakelandcollege.edu for general questions or to set up a virtual appointment.
- To prevent the spread of COVID-19, interlibrary loan services for physical items are suspended until further notice. However, please keep in mind that you still have access to all library databases from home. Databases include access to e-books, newspaper and journal articles, and streaming video. Contact Sarah Hill, shill@lakelandcollege.edu, or Scott Drone-Silvers, sdronesi@lakelandcollege.edu, if you have any issues logging in.
- Some of our online stuff can also be used for fun during this stressful time—visit the Databases page and use the links under the “Fun Reading” section to find ebooks , eaudio , and emagazines through the OverDrive, Cloud Library, and RBDigital apps
- If you currently have regular library materials checked out from us (or from other libraries in our system), please hold them until we determine that it is safe to return them to campus. We are working with other libraries in our library system to extend due dates and to waive fines as much

as possible during this time. If you have specific questions about this, please contact our Circulation staff via email, libcirc@lakelandcollege.edu.

- You can also contact some of the staff through the new chat application that appears in the lower right-hand corner of most of the College webpages. Select the drop-down and choose library (you can see if a staff member is online or not). Put in your name and your question, and we will try to assist you. If we are offline, we will be monitoring messages daily and will get back to you as soon as we can.

STUDENT ACCOMMODATIONS

www.lakelandcollege.edu/student-accommodations/

- Disability Support remains ready to assist in any way possible. Please contact Andrew Gaines, Counselor/Coordinator of Student Accommodations, at againes@lakelandcollege.edu with any questions or concerns regarding your accommodations.
- For students requiring extended test timing, your exam time should be increased even when your exams move online. Please be sure to check in with your instructor in advance of any exam to ensure that your extended time remains in-place.
- For students requiring an exam reader who would like an Academic Support Services staff member to read their exam, please utilize the reader imbedded in Microsoft Edge. If you do not have this browser on your personal computer, it can be accessed on your Lake Land College VM. For assistance, please contact Andy Gaines at againes@lakelandcollege.edu.

STUDENT LIFE

www.lakelandcollege.edu/student-life/

The Lake Land College Student Life Office is committed to providing virtual student engagement during the pandemic. We will still be responding to email, voicemail, and the online chat feature during normal business hours (8 AM-5 PM). Here is some specific information about Student Life units:

STUDENT ACTIVITY BOARD

SAB has cancelled all in person events for Spring 2020; however, we are in the process of planning virtual events that will take place on social media and/or the Lake Land website. SAB will meet virtually each week via Zoom on Wednesdays at Noon.

STUDENT GOVERNMENT ASSOCIATION/STUDENT TRUSTEE

SGA has cancelled all of their in person events for Spring 2020. The elections are happening via the Laker Hub on March 18th and 19th, 2020. The winners will be announced on Friday, March 20, 2020. The student delegates and the Student Trustee are still available via Lake Land email and social media platforms. Stay tuned to the social media pages for discussions, polls, and activities. SGA will meet virtually via ZOOM on Wednesdays at 11 AM. If you would like to be included in the SGA meeting to share a student concern, please email vlynch@lakelandcollege.edu for login information.

THE NAVIGATOR NEWS

The Navigator News is still publishing online and on their social media outlets. Their website is www.thenavigatornews.com. Please reach out to them with story ideas. They will soon be accepting applications for staff positions for the 2020-2021 academic year.

NATIONAL SOCIETY FOR LEADERSHIP AND SUCCESS/LEADERSHIP

All in person NSLS events have been cancelled for the Spring 2020 semester. Login to your dashboard to complete your requirements online. Email Marlene Meek with questions, mmeek@lakelandcollege.edu.

VOLUNTEERISM

The Serve Your Community Program is still operating. If you find ways to safely volunteer during this pandemic, even virtually, please keep track of those hours. You will need to email mmeek@lakelandcollege.edu for instructions on how to turn those hours in.

CLUBS

Lake Land Clubs are encouraged to offer virtual meeting options and virtual activities. No new club paperwork or fundraising requests will be accepted during the pandemic. Club Awards for Spring 2020 and the Interclub Council Meeting have unfortunately been cancelled. Please email vlynch@lakelandcollege.edu with specific questions.

STAY CONNECTED WITH STUDENT LIFE

Valerie Lynch, Director of Student Life 217-234-5270, vlynch@lakelandcollege.edu

Marlene Meek, Student Life Administrative Assistant 217-234-5277, mmeek@lakelandcollege.edu

Student Activity Board: Hannah Binnion, President, hbinnion@lakelandcollege.edu

Facebook "Lake Land College Student Activity Board"

Snapchat "llcsab"

Instagram "llc_sab"

Student Government Association: Eusebio Briseno, President, ebriseno@lakelandcollege.edu

Facebook "Lake Land College Student Government Association"

Snapchat "sga_llc"

Instagram "llc_sga"

Navigator News: Austin Wendling and Michael Grovier, Co-Managing Editors,

awendling@lakelandcollege.edu and mgrovier@lakelandcollege.edu

Facebook "Lake Land College Navigator News"

Instagram "thenavigatornews"

Twitter "NavigatorNews"

TECHNOLOGY HELP DESK

www.lakelandcollege.edu/iss/

In order to access your campus virtual machine (VM) from home, you will need to install the ViewPortal download on your computer. [Click here for instructions on how to download viewportal.](#)

If you need technology support as we transition into the virtual environment, the ISS help desk is available by calling (217) 234-5261. Extended Help Desk Hours will be offered:

- Saturday, March 21 and Sunday, March 22 from 8 a.m. to 5 p.m.
- Starting Monday, March 23, from 7 a.m. to 10 p.m.

You can also check out Frequently Asked Questions on their [webpage](#).

The College has established WiFi Hot Spots in certain parking lots of the [main campus](#) and [Kluthe Center](#) to help students with limited or no internet access at home. Additionally, here is a list of known providers that may be able to help:

- **Consolidated Communications:** The internet provider is offering two months free home internet service and installation to those who are not currently customers. To take advantage of this offer, call 1-855-399-3084 and mention offer code "two months free".
- **T-Mobile:** The mobile phone service provider is providing [unlimited data to all current customers](#) who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.
- **Comcast:** The cable giant is [offering free access to its Xfinity WiFi hot spots](#) for everyone, including non-subscribers, for 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers.
- **AT&T:** Like Comcast, AT&T is also providing [free access to its public WiFi hot spots](#). The company also said its consumer home internet wireline customers and fixed wireless internet customers would receive unlimited data.
- **Charter Communications:** The telecommunications company is [providing free Spectrum broadband and Wi-Fi internet](#) for the next 60 days to households with K-12 students or college students who don't already have a subscription. Like Comcast and AT&T, it's also offering its Wi-Fi hot spots for free to the public.
- **Sprint:**
 - Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
 - Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)
 - Offering complimentary rates from the U.S. to CDC-defined Level 3 countries to customers with international long-distance plans (effective 3/17) - <https://sprint.co/33v25dQ>

TRIO STUDENT SUPPORT SERVICES (TRIO SSS)

www.lakelandcollege.edu/trio-student-support-services/

The TRIO Student Support Services office is available from 8 am-5 pm and working to meet with students through phone meetings or online Zoom meetings. We can support you as you work through the transition from in class to online classes. Our office will continue to offer:

- Individual (virtual or phone) meetings with a TRIO Advisor – we will be reaching out to all of our students by phone call, text or email to schedule an appointment

- Virtual and Canvas access to a TRIO Tutor for English and writing assistance
- 24/7 access to Smarthinking online tutoring
- Video workshops through StudentLingo, topics including: 10 Steps for Success in your Online Course and Stress Management Techniques and more.
- Dave Ramsey Financial Literacy online workshops
- We can also assist with spring registration, completing financial aid documents, information and support for transferring to a university, assistance finding scholarships and provide referrals to for additional resources in the community

If you are interested in receiving information and resources from TRIO SSS, please complete our [eligibility survey](#), fill it out and email it to triosss@lakelandcollege.edu. If you are having trouble with typing in the document, please send us an email with answers to the questions from the survey. More information can be located on our website at <https://www.lakelandcollege.edu/trio-student-support-services/> or by calling or texting (217) 234-5456.

LAKE LAND COLLEGE FOUNDATION EMERGENCY FUNDING

www.lakelandcollege.edu/foundation/

The Lake Land College Foundation has an Emergency Assistance Fund that can be used to help students during this time. If you are a student who is facing challenges due to the online environment, please contact the Foundation at foundation@lakelandcollege.edu or (217) 234-5363.