

Frequently Asked Questions

How do I know when to register each term?

You can find this information online at our website and in each semester's course catalog. These are available at the Information Center.

How often should I see an advisor? When are advisors assigned? When are counselors available?

You should meet with your advisor each semester to make sure you are taking the right courses for your degree. An advisor is appointed for you by the Academic Affairs Office when you declare your major. If you are not sure who your advisor is, contact the Academic Affairs Office. If you have not yet chosen your major, counselors are available Monday thru Friday from 9am-3:30pm, by appointment.

Why do I have to take developmental classes?

If you tested into developmental courses it means your skill level is not at what ACC considers college level. The reading, writing and math courses are available to help you bring your skill level up. To determine your skill level, ACC uses the Accuplacer Computerized Placement Test. For more information on placement testing please view the placement testing website at <http://www.acc.commnet.edu/student-services/PlacementTest.htm>.

How often do I need to apply for Financial Aid?

You need to apply once a year in the spring, for the following fall and spring, by visiting the Financial Aid Office or by going online to www.FAFSA.ed.gov. ACC does have a priority deadline of June 1 for the fall semester and December 1 for the spring semester. After these dates students are awarded on a first come, first served basis. Please visit <http://www.acc.commnet.edu/financialaid/index.htm> for more information.

Will my courses transfer?

College level, credit bearing classes should transfer to the college of your choice. It will be your responsibility to ensure that the classes you take with us will transfer as you wish. We do have a Transfer Counselor available to help you with class selection. For school specific information see <http://www.acc.commnet.edu/student-services/TransferInformation.htm>.

I'm having difficulty in my classes, what should I do?

We offer free tutoring to our students through the Academic Skills Center. Please contact them at 860.253.3164 or visit their website <http://www.acc.commnet.edu/academicskills/index.htm>. In addition to in-person tutoring, Asnuntuck students have access to online tutoring in math, accounting and science at www.eTutoring.org.

I've changed my schedule, what do I do with the books I already bought?

To receive a full refund you must return abide by the text book return policy of Follett Bookstore. The dates for returns will change each semester.

To be eligible for a refund the general conditions are:

- The Cash Register Receipt given at the time of purchase must accompany all returns.
- Books must be in salable condition. New books must be completely clean and unmarked in any way.
- Do not open shrink-wrapped book packages until you are certain you are keeping the books. Shrink-wrapped book packages must be returned unopened whenever possible.
- Software included with textbooks must be untouched. Books including software will not be returnable once the software package is opened.

How do I change my schedule once I've registered?

This is an easy process. All you need to do is fill out an add/drop form within the first two weeks of class and turn it in to the Registrar's Office. Forms are located at the Information desk. If you need assistance, you should schedule a time to meet with one of the counselors. For information on all registration matters visit <http://www.acc.commnet.edu/registration/index.htm>.

I've forgotten my PIN to log on to Online, what do I do?

You will need to go either to the Registrar's Office or the Information Center to fill out a request to have your PIN reset. It is important to keep a log of all your usernames and passwords for your school information.

What should I bring to the first day of class?

You should be prepared to take notes; bring a notebook and pen along with the assigned course textbook. The first day of class usually entails an introduction to the course and its requirements by the instructor. You should also receive a syllabus which will outline learning outcomes, course objectives, assignments and their due dates.

Reading your schedule

After you have completed your registration and have paid for your courses, you will receive a Student Schedule/Bill from the Cashier. The top of your schedule will list the course number, title, meeting times, and class location for which you are registered. Under "Days", you will find codes indicating which days of the week your class will meet.

M=Monday, T=Tuesday, W=Wednesday, R= Thursday, F=Friday, and S=Saturday

The schedule will include the class location at the time your schedule was printed. **You should check one of the bulletin boards, located inside each entrance, immediately prior to your first class to confirm your classroom assignments.**

Charges, credits and balances due for your registered courses will then be listed. You will also find the policies governing refunds on this form.

Is there child care for my children?

Yes, the Children's Reading Room is available for registered ACC students on a co-operative basis and for children 3 years and older. For specific information on this service, contact Pam Keenan, Coordinator at 860.253.3043 or use this link <http://www.acc.commnet.edu/studentervices/ReadingRoom.htm>.

Are tutors available?

Yes, and it's a free service to registered ACC students! The Skills Center will be open Monday-Thursday 9am-8pm, Friday 9am-3p and Saturday 9am-4pm. Visit the Academic Skills Center to learn more or check out their information at <http://www.acc.commnet.edu/academicskills/index.htm>.

What am I going to do with my major?

ACC has a Career Counselor available to help you choose a major that will accomplish your goals and meet your needs. We also offer students and alumni access to the College Central Network to help with employment opportunities. Contact Stacy Tweedie or visit the website at <http://www.acc.commnet.edu/careerservices/index.htm>.

What kind of activities and student involvement opportunities do you offer on campus?

There are a variety of ways to become involved on campus. The Student Senate is a great way for students to make their voices heard. The Senate helps students shape decisions that affect their education and experiences while they develop leadership skills. For more information contact Amanda Baron at 860-253-3020 or visit the website at <http://www.acc.commnet.edu/student-services/StudentSenate.htm>.

The Student Activities Committee is dedicated to creating activities that can be both fun and educational. Events vary from a welcome back festival with food, music and a softball game, to Coffee houses dedicated to Domestic Violence Awareness. If you are interested in learning more or joining the Student Activities Committee please contact Amanda Baron at 860-253-3020 or visit the website at <http://www.acc.commnet.edu/student-services/StudentActivities.htm>.

There are also a variety of student clubs that are available for you to join. Please view the student handbook online at <http://www.acc.commnet.edu/student-services/documents/Handbook2006-2007.pdf> for more information.

Are there computers available for student use?

Yes, there are computers available for student use in the homework lab, the Learning Resource Center (LRC), and the Academic Skills Center (ASC). The homework lab is available in room 131 and is open Monday-Thursday 8:30am-9:30pm; Friday 8:30am-7:30pm; and Saturday 9:30am-3:30pm. The LRC is open Monday-Thursday 8:30am-8:30pm; Friday & Saturday 8:30am-4pm. The ASC is open Monday-Thursday 9am-8pm; Friday 9am-3pm and Saturday 9am-4pm.

What does it mean if I am on probation/suspension?

A student will be placed on academic probation for one or more of these reasons: if he/she has not satisfactorily completed 50% of the credits attempted; students who have completed 11 or fewer credits whose Cumulative GPA falls below 1.5 will be given a written warning; students who have completed between 12 and 30 credits inclusive whose CGPA falls below 1.7 and those who have completed 31 or more credits whose CGPA falls below 2.0, will be given a written notice that they are placed on academic probation. Students placed on probation will be required to take a reduced course load for one semester. To be taken off probation, a student must complete one semester of satisfactory progress and no longer meet the probation requirements. Students, who after being placed on academic probation for one semester and after taking a reduced course load, fail to attain the required CGPA as shown above will be notified in writing that they are suspended for one semester. After the period of suspension, students may be reinstated, either as regular or probationary students, upon application to the college. For additional information, visit the policy statements online at <http://www.acc.commnet.edu/student-services/documents/POLICY.pdf>.

What are the hours of operation for the college?

Continuing Education: M-R 8am-7pm; F 8am-5pm; Sat 8am-1pm

Academic Affairs: M-F 7:30am-7:30pm

Student Services: M-R 8am-9:30pm; F 8am-5pm; Sat 8am-12pm

Business Office: M-F 8am-5pm; extended hours during peak times