

# Center for Academic Planning and Support

Advising and persistence support services are available to students and community members through the Center for Academic Planning and Support (CAPS). Most services are available both in-person and remotely. Services include: assessment; academic advising (including international student advising); disability support and accommodations; academic coaching; peer and professional tutoring; career coaching; single parent, first generation, and ELL (English Language Learner) support services; web-based instruction; and workshops. In addition, the Center maintains a computer lab, study/tutoring space, career development resources, computer training room, assistive technology station, and testing rooms. Students are encouraged to visit CAPS during their first week of classes to familiarize themselves with the services and staff. CAPS services are free of charge to students. Community members may access the Center and its services by purchasing a Community Access Card.

Service Hours of Operation*:	
Monday – Wednesday	8:00 am to 5:00 pm
Thursday	8:00 am to 6:00 pm
Friday	8:00 am to 4:00 pm
*Hours may vary when classes are not in session or for staff training needs. Updated hours are posted throughout the Center and on the college web pages.	
Rochester laptop lab hours vary – contact <a href="mailto:kmccarthy@ccsnh.edu">kmccarthy@ccsnh.edu</a> for more information.	

For more information about any CAPS service or to receive a brochure, email CAPS at [greatbaycaps@ccsnh.edu](mailto:greatbaycaps@ccsnh.edu), visit the website at [Great Bay CAPS](#), call 603-427-7715, or drop in during open hours. CAPS is in Room 210 in Portsmouth, and some services may be accessed through the front desk in Rochester.

## Academic Advising

The goal of academic advising at Great Bay Community College is to assist students in creating academic plans that will help them achieve their educational goals in a timely manner. Advising is a process in which the student and the advisor collaborate to set individual objectives for the student's college experience. Ultimately, it is the student's responsibility to determine the path and meet their academic goals. Whether the goal is to earn a degree or certificate, transfer to another institution, or just take a few classes, the advisor will assist in developing a plan to achieve the goal.

Professional Academic and Transfer Advisors in CAPS on the Portsmouth campus, work with all students new to the college, regardless of major\*, to select classes for their first semester. In subsequent semesters, the advisors work with various students including Liberal Arts majors and non-matriculated students. The program faculty advise other students in the specific discipline. A complete list of faculty advisors can be found in the Advising and Transfer Center or online at [Advising & Transfer Center](#). All GBCC students are welcome to contact Advising and Transfer with any academic advising, transfer questions, or concerns. For more information email [greatbayadvising@ccsnh.edu](mailto:greatbayadvising@ccsnh.edu) or call 603-427-7728.

\*First-semester Nursing students are advised by faculty advisors.

## Transfer Advising

Advising services include assistance with exploring colleges for transfer, the transfer application process, and course selection based on future transfer goals.

As a comprehensive community college, Great Bay Community College develops partnerships to enable seamless transfer to baccalaureate colleges and universities across the state and beyond. Some of these colleges and universities include:

- Berklee College of Music
- Franklin Pierce University
- Keene State College
- Maine College of Art
- New England College
- New Hampshire Institute of Art
- Plymouth State University
- Rivier University
- Southern New Hampshire University
- St. Joseph's College of Maine
- University of New England
- University of Massachusetts, Lowell
- University of New Hampshire, College of Professional Studies
- University of New Hampshire, Durham
- University of New Hampshire, Manchester

Transfer articulation agreements have been developed with the University of New Hampshire to guarantee transfer into the following colleges:

- The College of Life Sciences and Agriculture
- The College of Engineering and Physical Science
- The Peter T. Paul College of Business and Economics

#### New Hampshire Transfer Program

The NH Transfer Program is a free transfer application. It offers a seamless process for all Community College System students who want to transfer to a University System of New Hampshire university or college. Visit [www.nhtransfer.org](http://www.nhtransfer.org) for more information.

#### SNHU Dual Admission Program

Great Bay Community College (GBCC) and Southern New Hampshire University (SNHU) have developed a transfer agreement that allows students who have completed an associate degree program at Great Bay Community College to transfer to SNHU to complete their bachelor's degree automatically. Participation in this dual admission agreement can take place at the time of the student's acceptance or any time before graduation from Great Bay Community College. All academic coursework in which a student has earned a 2.0 cumulative grade point average (CGPA) or grade of C- or higher in individual courses is fully transferable.

For more information on these and other transfer opportunities, please contact the Advising and Transfer: [greatbayadvising@ccsnh.edu](mailto:greatbayadvising@ccsnh.edu) or 603-427-7728.

#### **Academic Coaching**

CAPS Academic Coaches work with students at any point in their program to design personalized strategies for academic success. These strategies can include but are not limited to: time-management planning, organizational skills development, identifying and accessing support resources (e.g., tutoring services), and assistance managing school-life balance. Specialty support is available in the areas described below, and students may work collaboratively with faculty and CAPS Academic Coaches around these topics. When appropriate, students are referred to outside agencies for further assistance. Students referred to CAPS through an Academic Alert from a faculty or staff member will be contacted to receive these services.

#### **Tutoring Services**

Both peer and professional tutors are available in many subject areas to help students gain greater knowledge/confidence in their learning strategies, develop organizational skills, and complete assignments more successfully. Tutoring options include drop-in and by-appointment tutoring through Navigate, web-based

tutorials, and Smarthinking. Tutoring is offered on campus in CAPS and remotely via zoom. Schedules for tutoring are posted at the beginning of each semester and located on the website at [Great Bay Tutoring](#). Services are free of charge for GBCC students taking credit-bearing courses. The tutor program trains and certifies its tutors through the College Reading & Learning Association (CRLA). For more information about receiving tutoring or becoming a tutor, contact the Tutor Services Coordinator at (603) 427-7623.

### **College Transition Services**

Students who are transitioning to college from GED or adult education programs, or who have been away from school for prolonged periods, may access CAPS support in developing college readiness skills. Academic coaching is provided to assist students with college navigation, resources, and study skills for success. For more information, call (603) 427-7715.

### **Disabilities Support Services**

Community College System of New Hampshire (CCSNH) Disabilities Services Mission Statement: It is the mission of CCSNH Disabilities Services to provide equal educational access, opportunities, and experiences to all qualified students with documented disabilities who register with Great Bay Community College's Accessibility Advisor & Services Coordinator. Reasonable accommodations are provided to students to allow them to achieve at a level limited only by their abilities and not by their disabilities. Assistance is provided collaboratively to help students develop strong and effective independent learning and self-advocacy skills, as they assume responsibility for reaching their academic goals.

In compliance with Section 504 of the 1973 Rehabilitation Act and the Americans with Disabilities Act of 1990, the College does not discriminate against students with disabilities in terms of program admission and/or opportunities for academic success. Students are entitled to equal access to programs and services for which they are otherwise qualified.

Although students are not obliged to disclose their disability, in doing so, they become eligible to receive support services that promote retention and success. As each student's needs are unique, the provision of services is designed each semester individually. The nature of the disability, the requirements of the curriculum and specific classes, and the timeliness of the request determine reasonable accommodations.

To access services, students must provide recent documentation of their disability to the Accessibility Advisor & Services Coordinator. All information is kept confidential. For more information, contact the Accessibility Advisors & Services Coordinator at 603-427-7625, or visit our website at [Great Bay Accessibility Services](#).

Additional support is available to students with documented disabilities in career and technical programs through the Carl D. Perkins Vocational Educational Grant. For more information, contact the Academic and Community Support Coordinator at (603) 427-7724.

Grievance Policies and Procedures Appeal Process for a Student Denied Disability Services: Students denied disability services may submit a written appeal of the decision. Appeals should be sent to the Director of the Center for Academic Planning and Support (CAPS) and the Vice President of Academic Affairs (VPAA) within ten (10) working days of receipt of the decision from the Accessibility Advisor & Services Coordinator. The CAPS Director and VPAA will research the appeal and provide a decision to the student within ten (10) working days of receipt of the appeal letter.

If the student disagrees with the decision of the CAPS Director and the Vice President of Academic Affairs, the student may submit a written appeal to the President of Great Bay Community College. The original documentation and recommendation of the Accessibility Advisor & Services Coordinator will be reviewed by the President (or designee), who will communicate his/her decision in writing within fifteen (15) working days of receipt of the written appeal. The student may then appeal this decision to the Chancellor of the

Community College System of New Hampshire if desired. Inquiries may also be directed to the US Department of Education, Office of Civil Rights, 8<sup>th</sup> Floor, 5 Post Office Square, Boston, MA 02109-3921; (617) 289-0111; email: [OCR.Boston@ed.gov](mailto:OCR.Boston@ed.gov).

### **Single Parent Support**

GBCC recognizes the unique challenges associated with being a student who is also a single parent, single pregnant person, or displaced homemaker. Along with personalized academic support for these students, CAPS Academic Coaches can facilitate access to community service providers who specialize in meeting the needs of families and children. For more information, contact the Academic and Community Support Coordinator at 603-427-7724.

### **First-Generation/Low-Income Student Support**

GBCC recognizes the challenges of enrolling and maintaining matriculation for students from low-income backgrounds, especially if they are the first in their families to attend college. Support to complete the enrollment process, understand college terminology, manage barriers as they arise, and maintain academic success are available through the Academic and Community Support Coordinator in CAPS. For more information, call 603-427-7724.

### **English Language Learners (ELL) and International Student Services**

ELL and international students receive specialized academic support and advising services, which include skill development in oral and written communication, reading, study skills, test preparation, tutoring, and more. Other supports include advising regarding immigration status, employment eligibility, health insurance, taxes, travel, and legal referral. Students are encouraged to participate in the International Club to promote social growth and cross-cultural understanding. For more information, contact the ELL and International Academic Support Coordinator in CAPS. For more information, call 603-427-7626.

### **Testing**

CAPS provides a range of testing services which include, but are not limited to, proctored exams for distance learners, alternative testing services for faculty, student assessments for academic and career purposes, CLEP exams for credit through examination, ATI-TEAS testing for prospective Nursing students, and placement testing for new students. CLEP exams and placement testing are described in more detail under Academic Policies. Please see the Academic Policies section of this catalog, under sections [IX. Completion of Course Credits – #3 College Level Examination Program \(CLEP\)](#) and [VIII. Academic Placement Policy](#).

### **Career Development Resources**

A Career Coach works in CAPS on the Portsmouth campus to provide information about career resources available throughout the college and community. Computers are available for accessing Career Coach and the College Central Job Board, and individualized help is available remotely and in person. Events around job search skills, interviewing, and networking are held on an as-needed basis, as determined by expressed student interest. For more information, visit [Great Bay Career Assistance](#) or email [GBCCCareers@ccsnh.edu](mailto:GBCCCareers@ccsnh.edu).

### **Workshops**

The Center for Academic Planning and Support works collaboratively with other departments throughout the college and outside partners to offer non-credit workshops in a variety of subjects relevant to students and faculty. Dates and times are posted in the college events calendar and/or through promotional materials. Community members may attend workshops for a fee or with the purchase of a Community Access Card.