

## STUDENT RESOURCE GUIDE



### Welcome!

*I'm Freddie Cougar,  
FCC mascot. Look  
for my helpful hints  
along the way!*



### MAKE THE MOST OF YOUR TIME AT FCC!

This guide isn't about just getting through school, it's about thriving at FCC! You will discover what you're good at, learn how to bounce back when things get tough, and utilize the resources available to you, both here and in life. Remember, it's okay to ask for help. Whether you're struggling with a tough assignment, feeling stressed, or just want some advice on how to do your best, there are many people ready to lend a hand. Your journey through school is your own, and this guide is here to help you find support and encouragement along the pathway to achieving your goals.

Name: \_\_\_\_\_

Degree/Certificate/Program: \_\_\_\_\_

### THINGS YOU SHOULD DO AT FCC

- Make an appointment with CAPS
- Read the FCC NewsBlast in your myFCC email
- Walk around campus or take a tour
- Figure out where to eat or grab a snack
- Visit the Bookstore
- Visit the Learning Centers
- Get your parking pass or a TransIT schedule
- Find a spot to study and do homework
- Visit the art gallery at the JBK Theater
- Plan to attend a campus event or two



# WELCOME CENTER

The Welcome Center is the place to visit for information on all things FCC.

### WHAT YOU CAN DO:

- Contact this office if you have questions about FCC – any question at all
- Visit if you need assistance enrolling
- Get your parking pass and FCC photo ID
- Sign in to meet with CAPS, Financial Aid, Student Accounts, or Registration
- Find out about campus events, resources, services, and get directions to anything you need at FCC

### CONTACT:



[frederick.edu](http://frederick.edu)  
[assist@frederick.edu](mailto:assist@frederick.edu)  
301.624.2772  
Jefferson Hall, First Floor  
Student Center, First Floor



Don't forget your FCC photo ID!

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# IT HELP DESK

The IT Help Desk is a one-stop location where faculty, staff, and students can come for additional support with PeopleSoft, classroom technology, desktop computers, software purchasing, and network security.

### WHAT YOU CAN DO:

- Get password and username help
- Get help accessing Blackboard, PeopleSoft, and email
- Access myFCC from your phone
- Request online IT support
- Speak to a support person on the phone

### CONTACT:



[frederick.edu/helpdesk](http://frederick.edu/helpdesk)  
[servicedesk@frederick.edu](mailto:servicedesk@frederick.edu)  
301.846.2509  
Gambrell Hall, G-122



Don't worry—everyone else has to call to figure out their passwords, too.

# TESTING CENTER

The Testing Center is available for all students to take placement tests or assessments outside the classroom. They ensure testing materials are accessible in an environment dedicated to student success. They also help connect students to other campus resources.

## WHAT YOU CAN DO:

- Take the Accuplacer Exam (unless you're exempt)
- Make up an exam for a class
- Access approved testing accommodations
- Take standardized or industry assessments



[Book your appointment online ahead of time.](#)

## CONTACT:



[frederick.edu/testing](https://frederick.edu/testing)  
[testingcenter@frederick.edu](mailto:testingcenter@frederick.edu)  
301.846.2522  
Lingapore Hall, L-204

# FINANCIAL AID

This office helps you navigate paying for credit classes. They help you figure out financial aid forms, apply for scholarships, get a work-study job, and arrange loans.

## WHAT YOU CAN DO:

- Learn about financial aid
- Apply for financial aid
- Fill out the FAFSA or MSFAA forms
- Learn more about your financial aid benefits
- Receive answers to your financial aid questions

## CONTACT:



[frederick.edu/financialaid](https://frederick.edu/financialaid)  
[financialaid@frederick.edu](mailto:financialaid@frederick.edu)  
301.846.2620 (option 1)  
Jefferson Hall, J-302



# CAREER AND ACADEMIC PLANNING SERVICES (CAPS)

Advisors work to empower all students to achieve their academic and career goals by providing tools and resources.

## WHAT YOU CAN DO:

- Sign up for orientation
- Discuss your academic pathway
- Plan out your semesters
- Figure out which classes to take next
- Change your major
- Design a schedule that works for you



Make an appointment to see an advisor before making any big decisions.

## CONTACT:



[frederick.edu/caps](https://frederick.edu/caps)

301.846.2471

Jefferson Hall, J-200

## VIEW COURSE CATALOGS:



[frederick.edu/class-schedules](https://frederick.edu/class-schedules)

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# STUDENT ACCOUNTS (CASHIER)

This office helps you make payment arrangements, set up payment plans, and do anything else related to your student account.

## WHAT YOU CAN DO:

- Check your financial aid awards
- Review your student account
- Explore all your payment options
- Set up a payment plan
- Pay your tuition and fees



Pay on time to avoid being dropped from classes!

## CONTACT:



[frederick.edu/student-accounts](https://frederick.edu/student-accounts)

[studentaccounts@frederick.edu](mailto:studentaccounts@frederick.edu)

301.846.2658 (option 2)

Jefferson Hall, J-302





## FCC BOOKSTORE

FCC's bookstore is here to make sure that you can find the instructional materials that you need for your classes. This includes supplies for science, culinary, health sciences, and art courses.

### WHAT YOU CAN DO:

- Visit the bookstore website to shop and find information
- Search for course materials by your student ID number, the individual book titles, or by class
- Find other materials such as lab coats, watercolor paint, aprons, and protractors
- Get an FCC sweatshirt or other swag



*Shop early and don't forget to get some FCC merch.*

### CONTACT:



[frederick.edu/bookstore](https://frederick.edu/bookstore)  
[bookstore@frederick.edu](mailto:bookstore@frederick.edu)  
301.846.2463  
Student Center, First Floor

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## STUDENT LEADERSHIP AND ENGAGEMENT

Students can find exciting opportunities to interact with other students and explore their interests with this office.

### WHAT YOU CAN DO:

- Explore your interests by joining clubs and activities
- Grab two free snacks a day
- Enjoy free popcorn
- Participate in free trips
- Get tickets to local performances, movies, the Great Frederick Fair, and more
- Find the perfect service-learning opportunity and volunteer



*Get involved in one of the many clubs and organizations on campus!*

### CONTACT:



[frederick.edu/engage](https://frederick.edu/engage)  
[studentengagement@frederick.edu](mailto:studentengagement@frederick.edu)  
301.624.2793  
Student Center, H-101



## STUDENT SUCCESS PROGRAMS (SSP)

Success coaches offer support services to students who may be experiencing academic challenges, have difficulty adjusting to the college environment, or need extra support.

### WHAT YOU CAN DO:

- Seek personalized coaching to help you succeed
- Participate in workshops to sharpen specific skills
- Connect with extra resources for additional help



*Visit SSP early in the semester.*

### CONTACT:



[frederick.edu/student-success](https://frederick.edu/student-success)  
[studentsuccessprograms@frederick.edu](mailto:studentsuccessprograms@frederick.edu)  
301.624.2894  
Annapolis Hall, A-103

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## GLADHILL LEARNING COMMONS (LIBRARY)

This is the place to find our Library Resources, to visit the Tutoring and Writing Center, and to study. The space is inviting, and the librarians are there to help.

### WHAT YOU CAN DO:

- Study quietly or in a small group
- Access a computer
- Print your work
- Find information in the Research Databases
- Learn about academic research and peer reviewed sources
- Access information in person and online

### CONTACT:



[frederick.edu/library](https://frederick.edu/library)  
301.846.2444  
Linganore Hall, Second Floor



*Maximize your learning! Research librarians will teach you to find quality information.*

# LEARNING CENTERS AND TUTORING SERVICES

The Learning Center staff assists, encourages, and empowers students to develop academic skills and confidence to achieve their goals.

## WHAT YOU CAN DO:

- Get assistance in understanding assignments
- Review your work before submission
- Learn how to organize, research, and write papers
- Get tutoring to understand STEM courses
- Overcome frustration with assignments
- Reduce anxiety about tests
- Access support both in person and online



Meet with a tutor to make learning quick and easy.

## CONTACT:



[frederick.edu/tutoring](https://frederick.edu/tutoring)

STEM Center

Braddock Hall, B-208

Brian Penko

[bpenko@frederick.edu](mailto:bpenko@frederick.edu)

240.629.7839

Tutoring and Writing Center

Linganore Hall, Second Floor

Gladhill Learning Commons

Jennifer Georg

[jgeorg@frederick.edu](mailto:jgeorg@frederick.edu)

301.846.2520

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## FCC LIVE WELL (STUDENT SUPPORT)

FCC is committed to your well-being. This means your physical health, emotional health, social wellness, financial stability, and environmental wellness. FCC Live Well can help you meet your basic needs.

## WHAT YOU CAN DO:

- Get a snack or a meal
- Find housing and transportation information
- Seek emotional and mental health support
- Access all of FCC's wellness resources in one place



Visit the Cougar Mart, Cougar Pods, and the Food Pantry.

## CONTACT:



[frederick.edu/livewell](https://frederick.edu/livewell)

[livewell@frederick.edu](mailto:livewell@frederick.edu)

Student Center,

First Floor/Cougar Alley



## COUNSELING AND WELLNESS CENTER

The counselors at FCC will help you manage personal problems which impact your daily life. They will connect you to the resources you need to be successful and healthy.

### WHAT YOU CAN DO:

- Talk to a therapist when you feel overwhelmed
- Seek solution-focused counseling
- Access immediate support during a crisis
- Get guidance on finding additional mental health resources



*Visit the Zen Den for some peace and quiet.*

### CONTACT:



[frederick.edu/counselingwellness](https://frederick.edu/counselingwellness)  
[counselingandwellness@frederick.edu](mailto:counselingandwellness@frederick.edu)  
301.846.2757  
Student Center, H-103

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## DISABILITY ACCESS SERVICES (DAS)

Counselors in this office meet with students with disabilities to set up accommodation plans for access to the full college experience.

### WHAT YOU CAN DO:

- Request accommodations to access your courses and experiences at FCC
- Create an accommodation plan with the disability specialists
- Get help with the college transition and self-advocacy from DAS counselors
- Access interpreting services if you are Deaf or Hard of Hearing
- Use the resources in the DAS student lab



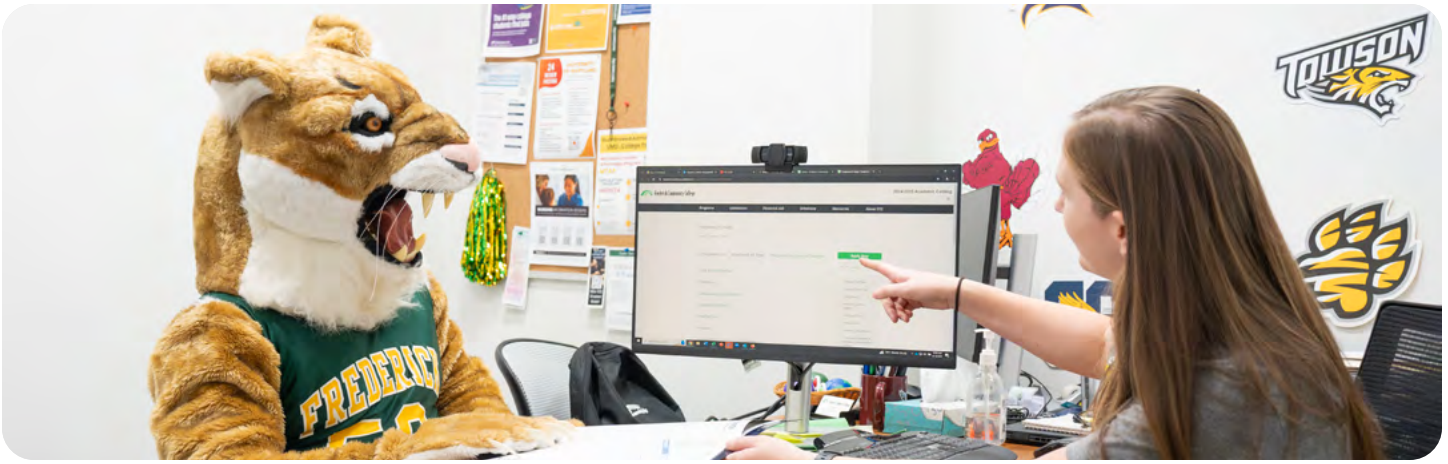
*Come by anytime you have a question—related to your disability or not.*

### CONTACT:



[frederick.edu/das](https://frederick.edu/das)  
[disabilityservices@frederick.edu](mailto:disabilityservices@frederick.edu)  
301.846.2408  
Annapolis Hall, A-105





## TRANSFER SERVICES

Transfer advisors help you select and matriculate to a four-year school.

### WHAT YOU CAN DO:

- Figure out which four-year schools might be a good fit for you
- Get help applying to other schools
- Learn about transferring credits to or from FCC
- Ask any questions about the transfer process



*Know the degree plan of your transfer school.*

### CONTACT:



[frederick.edu/transfer](https://frederick.edu/transfer)

301.846.2471

Jefferson Hall, J-200

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## VETERAN AND MILITARY SERVICES (VMS)

This office is a one-stop resource to serve, support, and honor veterans, service members, and their families on our campus.

### WHAT YOU CAN DO:

- Find out if you are eligible for veteran's benefits due to your service or a family member's service
- Understand all the veteran and military benefits available to you
- Connect with community resources to support your college experience



*If you or a family member served in the military, sign the banner outside A-109!*

### CONTACT:



[frederick.edu/vms](https://frederick.edu/vms)

[veterans@frederick.edu](mailto:veterans@frederick.edu)

301.624.2836

Annapolis Hall, A-109

# REGISTRATION AND RECORDS

This office is responsible for maintaining all student records. Information and forms for services related to enrollment, records, transcripts, graduation, and commencement are available here.

## WHAT YOU CAN DO:

- Update your name and contact information
- Sign a FERPA waiver
- Obtain an enrollment verification letter
- Apply for graduation
- Request transcripts



[Check here for important student forms.](#)

## CONTACT:



[frederick.edu/registration](https://frederick.edu/registration)  
[registration@frederick.edu](mailto:registration@frederick.edu)

# CAREER SERVICES

Anyone in the FCC community can visit this office to figure out the best path forward to obtaining jobs and resources.

## WHAT YOU CAN DO:

- Explore your skillset to see which careers align with your strengths
- Craft a job strategy and land a new job
- Modernize your resume
- Practice interview skills
- Network with area employers for jobs and internships



*Join Handshake  
to broaden your  
job search.*

## CONTACT:



[frederick.edu/careers](https://frederick.edu/careers)  
[careercenter@frederick.edu](mailto:careercenter@frederick.edu)

301.846.2471

Jefferson Hall, J-200



Notes:



## **Disability Access Services**

Frederick Community College (FCC) prohibits discrimination against any person on the basis of age, ancestry, citizenship status, color, creed, ethnicity, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, sex, sexual orientation, or veteran status in its activities, admissions, educational programs, and employment.

Under the ADA and Section 504, FCC makes every effort to accommodate individuals with disabilities for College-sponsored events and programs. For FCC employees needing accommodations, including interpreting, please email [humanresources@frederick.edu](mailto:humanresources@frederick.edu). For students and others with accommodation needs or questions, please call 301.846.2408, or to request sign language interpreter services, please email [interpreting@frederick.edu](mailto:interpreting@frederick.edu). Sign language interpreters will not be automatically provided for College-sponsored events without a request for services. Requests must be made at least five workdays before a scheduled event to guarantee accommodations. If your request pertains to accessible transportation for a College-sponsored trip, please submit your request at least 21 calendar days in advance. Requests made less than 21 calendar days in advance may not be able to be guaranteed.

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# CAMPUS MAP



If you need directions to any building or resource on campus, stop by the Welcome Desk in Jefferson Hall, pop in the Student Center, or ask any employee you see on campus.

[frederick.edu/maps](https://frederick.edu/maps)



## Welcome to Frederick Community College

- A Annapolis Hall**  
Administrative Offices, Disability Access Services (DAS), Institutional Effectiveness, Mid-Atlantic Center for Emergency Management & Public Safety (MACEM&PS), Office of Student Success Programs, Veteran & Military Services (VMS), FCC Foundation, Operations, Provost/Office of Teaching, Learning, and Student Success
- B Braddock Hall**  
Classrooms, Faculty Offices, STEM Learning Center
- C Catoclin Hall**  
Classrooms, Computer Labs, Faculty Offices, Science Labs, Student Lounge
- D Athletics Center**  
Athletics, Offices, Gymnasium, Locker Rooms, Weight Room

- E Conference Center**  
Adult Education (GED®, ESOL), Continuing Education & Workforce Development (CEWD), Meeting Rooms, Technology Labs
- F Visual & Performing Arts Center**  
Art Classrooms, Blackbox Theatre, Faculty Offices, Film, Video, and Graphics, J&K Theatre, MCH Art Gallery, Music Classrooms & Practice Rooms
- G Gambrell Hall**  
Office of Finance & Administration, Human Resources, IT Help Desk, IT Services, Purchasing & Procurement
- H Student Center**  
Bookstore, Cougar Café, Counseling & Wellness Services, Dual Enrollment & Early College, Faculty Offices, Honors College Classroom & Lounge, Mail Room, MOSAIC Center, Public Safety, Student Government Association, Student Leadership & Engagement, Student Lounges, Welcome & Information Center, Receiving

- J Jefferson Hall**  
Admissions & Enrollment Services, Career and Academic Planning Services (CAPS), Career Services, Financial Aid, Registration & Records, Student Accounts, Student Affairs Offices, Transfer Services, Welcome & Information Center
- K Mercer-Akre Kiln**
- L Linganore Hall**  
Classrooms, Faculty Offices, Health Science Labs, Language Lab, Learning Commons, Online Learning & Instructional Innovation, Student Lounge, Staff Lounge, Testing Center
- M The Carl & Norma Miller Children's Center**
- P Plant Operations**
- S Swardner Hall**  
Lecture Hall

In case of an emergency, Call 2453 or 4444 on campus or 301.846.2453 off campus or on your cell.

- Evacuation Locations
- Accessible Parking
- Electric Car Charging

For information on accessible routes, please visit [frederick.edu](https://frederick.edu)