

Academic Advising

Need to see an Advisor? Advising Services are offered year 'round. Be proactive and plan your advising session to avoid the peak periods and extended wait times.

For more information on advising, please visit www.alamo.edu/nvc/current-students/advising.

Academic Grievance Policy

When student complaints cannot be resolved through informal interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance procedure by filing a Student Academic Grievance form, available from any division chair. Students are encouraged to use the Academic Grievance process only when there is clear and convincing evidence that a faculty member has treated the student unfairly, arbitrarily, or capriciously. The Academic Grievance procedure allows for unresolved complaints to continue moving from student, to instructor, to division chair, to dean until consensus is reached or final decision affirming or denying the grievance is made by the appropriate dean. *(Source: Course Catalog)*

Conduct Issues (SOBI)

SOBI: Strategies of Behavioral Intervention is a process for identifying and working with students in distress or potentially disruptive, threatening or violent behavior. Students in distress frequently leave signals. Early and effective intervention can protect the student and the campus. If you see something, tell someone. Report non-emergency situations at <https://publicdocs.maxient.com/incidentreport.php?AlamoColleges>.

Grade Changes

A student has a maximum of one (1) year from the end of the semester or term in which the final grade was issued to request a review of the grade or petition for a change of grade. A student who believes that the grade received is incorrect should schedule a conference with the instructor and provide supporting documentation to resolve the issue. Grade changes require the approval of the instructor and the respective department chair. If students are not satisfied with an instructor's decision, they may initiate an Academic Grievance within five (5) days of the instructor's decision. *(Source: Course Catalog)*

Non-Academic Grievance Procedure

Students are encouraged to use the Non-Academic Grievance Procedure only where there is clear and convincing evidence that a college official has treated the student unfairly through forms of discrimination, abuse and/or harassment. Complete information on non-academic grievances may be found at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.7.1-Procedure.pdf>.

Registering for Classes

Need to register, add or drop classes? Complete instructions including links to the College Catalog and Class Schedule can be found at <http://www.alamo.edu/nvc/current-students/register>.

Alamo GPS—Degree Plans



Alamo GPS is a web-based degree audit program and academic advisement tool designed to help you understand the degree requirements for your major. Log in to **ACES** to access **GPS**!

Student Code of Conduct

Alamo Colleges students are expected to obey the penal and civil statutes of the State of Texas and the federal government, the Student Code of Conduct, and College District policies, procedures, regulations, and administrative rules. Students may find information on the Code of Conduct at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/F.4.2.1-Procedure.pdf>.

Student Financial Aid

Need information on qualifying and applying for financial aid? The Alamo Colleges District website contains information on how to qualify, Information on the Free Application for Federal Financial Aid (FAFSA), the financial aid award process and MORE! Visit <http://alamo.edu/district/financial-aid> for complete information.

Student Resources

Students may find helpful information on the campus bookstore, computer and internet discounts, food services and tutoring services at <http://www.alamo.edu/nvc/student-resources>.

NVC Feedback System (Complaints)

The NVC Feedback System helps the college improve by tracking concerns and suggestions from students, employees, and community members. Students may submit comments, suggestions, complaints, concerns, compliments, and inquiries at <http://www.alamo.edu/nvc/feedback> or via email at nvc-feedback@alamo.edu.