



SNEAD STATE FAQ'S



GENERAL FAQ'S

What are the hours of operation for the College?

The hours of operation for the Student Services and Business Offices are as follows:
Monday – Thursday, 7:30 a.m. - 6 p.m.; Friday, 8 a.m. - Noon.

Where are Student Services / Business Office located?

Admissions/Records/Recruiting Offices: Technology Building, Office 102
Business Office (Cashier): Technology Building, Office 101
Financial Aid Office: Bevill Center, Office 106

What is the College's contact information?

Boaz Campus (Student Services/ Business Offices close at noon on Fridays)

Phone: (256) 593-5120

Fax: (256) 593-7180

Mailing Address: P.O. Box 734, Boaz, AL 35957

Arab Site (closed on Fridays)

Phone: (256) 840-4116

Address: 161 S. Main Street, Arab, AL 35016

Aviation College

Phone: (256) 571-0623

Address: 24 Aviation Way, Albertville, AL 35950

STUDENT SERVICES FAQ'S

What is mySnead?

[mySnead](#) is the access point to your student records and information at SSCC. This is where you will register for classes, withdraw from classes, view admissions information, find financial aid records, access your grades, view/print/request academic transcripts, and many other things while you are a student. The link to mySnead is located at the top of the Snead State webpage (www.snead.edu).

What is Blackboard?

[Blackboard](#) is the program Snead State uses to facilitate all [online courses](#) and to supplement all other classes. Whether you are taking a fully online course, a blended course, or a class that meets on campus, you will use Blackboard. It is important that you login to Blackboard on the first day of the term and complete the syllabus assignment for every course to verify your participation in the course. There is a link to Blackboard at the top of the Snead State webpage (www.snead.edu) that will direct you to the Blackboard login page. The direct link to Blackboard is <https://snead.blackboard.com>. Your username is your S#, and your password is your date of birth in the format MMDDYY. Questions concerning Blackboard may be emailed to DL@snead.edu.

What is DegreeWorks?

DegreeWorks is one of the most important tools that students at SSCC have at their fingertips. It is a step by step academic plan that provides guidance on degree progress. Students may use it as a registration guide to see what courses are still needed for their declared major/program of study. Students may also use a “what if” feature to see how their courses taken will convert over to a new plan if they were to official change their major/program of study with the Office of Student Services. Students may access their individual DegreeWorks plan by logging into their mySnead accounts and selecting the ‘Student’ tab.

What is STARS or STARS Guide?

Students at Snead State who plan to transfer to a four-year college or university in the state of Alabama will need to print and follow a [STARS Guide](#) (Statewide Transfer and Articulation Reporting System). This agreement guides students through the first two years of coursework at community colleges and ensures the transferability of the coursework listed within the guide. To generate a STARS Guide for your major and four-year college choice, visit <http://stars.troy.edu/> and follow the directions to “Get the Guide.”

What is the Academic Calendar and how do I find it?

The Academic Calendar is the official college calendar that lists important dates and deadlines for students. It includes information such as the registration deadlines, withdrawal deadlines, and financial aid dates. The academic calendar also lists dates that auto-drops occur for non-payment. It is extremely important that all students become familiar with the Academic Calendar. It may be found by visiting the Snead State webpage (www.snead.edu), clicking on “Current Students,” and then selecting “Academic Calendar.”

Where can I learn more about college policies?

The [College Catalog](#) provides course names, numbers and descriptions for scheduling and advising purposes. It also includes the academic calendar and college policies. The *College Catalog* is located at www.snead.edu under the ‘Current Students’ tab. The *Student Handbook* is a guide to help prepare students during their time at SSCC. It includes tips for success, students’ rights and responsibilities as a student, facility

information, and Snead fun facts. The *Student Handbook* is located at www.snead.edu under the 'Current Students' tab.

How do I look up my student number?

Log into mySnead using your Social Security number in place of your S Number and your six-digit date of birth (mmddyy) as your PIN. Once you are logged in, click on the Student Tab, and then select Student Records, and View Your Current Program/Major Information. Your S Number will display on the right side of the screen with your name.

How do I withdraw from a class after the first day of class?

Students may withdraw from a class in one of the following ways: (1) online through their mySnead account under the Registration tab or (2) by coming into the Admissions & Records Office (Office 102 in the Technology Building) and completing the withdrawal request form. This is a secure site which requires authentication to log-on. There will be few days that online withdrawal will not be available due to account payment finalization. Important dates for each term are available on the college calendar. **Withdrawing from classes can affect financial aid status. Students are encouraged to check with the [financial aid office](#) prior to withdrawing from class.**

Do I have to pay for classes that I withdraw from?

Classes can be dropped online with no charge to the student during the regular add/drop period which runs through the last day to register. After the last day to register, you will be charged for all classes on your schedule. Please note: refunds after the start of classes are only given for complete withdrawals and are subject to the published refund schedule (on website). Questions related to refunds may be directed to the [SSCC Business Office](#) located in Office 101 of the Technology Building.

How do I request a transcript?

Current and past students can use the online ordering system. Click on mySnead, enter student number and PIN (six-digit birthdate-mmddyy), and open the Student tab. All transcript requests are processed within 48 hours if received during normal business hours. Requests received over weekends and holidays will be processed once the college reopens. Alternative options for ordering academic transcripts are found on the Snead website under the Alumni & Friends tab.

How do I access my unofficial transcript?

Click on [mySnead](#) at the top of www.snead.edu, enter student number and PIN (six-digit birthdate-mmddyy), and click on the Student tab. You can view and print a copy of your transcript.

How do I access my grades online?

Click on [mySnead](#) at the top of www.snead.edu, enter student number and PIN (six-digit birthdate-mmddyy), and click on View Grades. No grade reports are mailed. Once grades are uploaded to your transcript, they will no longer appear here.

How do I change my major?

Students wishing to change their majors must complete a [change of major form](#) and submit it to the Admission & Records Department in Office 102 in the Technology Building. After discussing the major change, students will be directed to print a new [STARS guide](#) and make an appointment with their new faculty advisor. A student who desires to make a program of study/major change and is unable to come to the campus may send a written request via his/her secured Snead student email account to studentservices@snead.edu.

What classes will transfer to a 4-year college or university?

Students at Snead State who plan to transfer to a four-year college or university in the state of Alabama will need to print and follow a [STARS Guide](#) (Statewide Transfer and Articulation Reporting System). This agreement guides students through the first two years of coursework at community colleges and ensures the transferability of the coursework listed within the guide. To generate a STARS Guide for your major and four-year college choice, visit <http://stars.troy.edu/> and follow the directions to "Get the Guide."

How do I request COMPASS or Accuplacer scores?

Email Ms. Tonya Shields at tshields@snead.edu or fax (256-593-7180) a written statement with your signature, social security number, and a photocopy of your ID stating that you would like a copy of your scores. If you want your scores to be sent to another institution, you must provide the correct mailing address.

REGISTRATION FAQ'S**How do I register for classes?**

Click on [mySnead](#) at the top of www.snead.edu, enter student number and PIN (six-digit birthdate-mmddyy), and click on the Student Tab followed by the Registration menu. The list of available courses may be found on the Snead website by clicking on *Future Students* and then *Course Schedule*.

How will I know what classes to take?

Most degree plans require the same basic classes, so freshmen - especially those who haven't declared a major - can register for those courses, such as Speech, English, Math, Science and History. Students whose placement scores indicated needed developmental courses should take those within the first two semesters of enrollment. All students should strive to take math and English courses in the first semester as well. Some courses are only offered during certain semesters, and some have prerequisites you must complete before signing up for the class. This information is outlined in the course description portion of the College Catalog. It is important that students use DegreeWorks for academic and registration planning. DegreeWorks was previously described in this document.

How do I know how many credit hours to take per semester?

Students must be enrolled in a minimum of 12 credit hours to be considered a full time student. Student loans require enrollment in at least 6 credit hours and most scholarships require 15 credit hours, so it's important to know the terms of your scholarship and follow them carefully. Also take into consideration how many semesters you plan to be at Snead and how many semesters your financial aid will cover. For example, if you do not plan on attending during the Summer terms, you will probably need to take more than 12 hours during the Fall and Spring terms.

What is the difference between the regular semester and a mini term?

A regular semester lasts 16 weeks. A mini term lasts only 8 weeks. Regular semester classes typically meet two days per week while mini classes may meet every day. Many students prefer mini term classes because they can accomplish more in a semester. They are able to focus more on the material since they receive instruction every day instead of every other day.

Do I have to be cleared to register before each semester?

No, but if you are a first-time student or if you change your major, you should see your advisor to review your degree plan prior to registration.

PAYMENT FAQ'S**When do I have to pay for my classes?**

Students are expected to secure payment for classes when they register. The College sets specific dates each semester when students are auto-dropped for non-payment. These dates are published on the College Academic Calendar. Ultimately, it is the student's responsibility to track his/her class schedule. Students who register after the last scheduled drop for non-payment are responsible for charges regardless of whether the student attends class.

How do I know how much I owe?

Students may view their balances and make payments by logging into their mySnead accounts. To access account information after logging into mySnead, click on *Students*, *View Account and Make Payments*, and then *Account Detail for Term*. Select the appropriate term. The account balance is only the total of charges and any non-financial aid payments. The field *Account Balance net of Authorized Financial Aid* will display account balances after all anticipated financial aid has been applied.

Is a payment plan available?

Snead State has partnered with Nelnet Business Solutions to allow students to pay over time. The student may enroll in the payment plan by visiting www.MyCollegePaymentPlan.com/snead. The student must be registered for the payment plan prior to the deadline each semester.

BLACKBOARD & WEBMAIL FAQ'S

How do I access my student webmail?

Click on "Student WebMail" at the top of the Snead State webpage (www.snead.edu). The [Snead student webmail](#) is hosted by Google. If you already have a Google account, you will need to add this one. Your user ID is your student number. Your email address is S000xxxx@students.snead.edu. The default password is your date of birth in the format YYYYMMDD (19901227). If you have difficulty, you may email Ms. Jerry Gullion (jgullion@snead.edu) for assistance. Be sure to include your full name, your S#, and your date of birth in your correspondence.

How often should I check my student webmail?

Daily. The College regularly sends notices through your student email about upcoming activities, changes in course schedules, and other important information such as financial aid. It is also important to keep your inbox cleared so new mail can be received without issues.

What is the User Name and PIN for logging into Blackboard (online) classes?

The user name is your student number. The password is your date of birth in MMDDYY format.

Who can provide technical assistance with Blackboard (online) classes?

You may email the Distance Learning Department at DL@snead.edu.

CAMPUS LIFE FAQ'S

Why do I need a photo Student ID badge?

The photo Student ID badge may be used to gain free admission to the College's athletic events, special fine arts events, and any other student activity sponsored by Snead State. Some businesses also provide student discounts, and the Student ID badge can be provided as proof of enrollment. Student ID's may be obtained in the Academic Success Center during normal business hours.

How do I become involved in student clubs and organizations?

You can obtain information through the [Office of Campus Engagement](#), located in the Academic Success Center, or you may attend Club Rush, held once during the fall semester and once during the spring semester. Club Rush brings all of the clubs together in one location, and students can visit the different booths to learn more about the clubs and how to become involved. Notification of the dates and times for Club Rush will be sent through student webmail. The *Student Handbook* and/or *Student Organization Handbook* (found on the Snead website, *Current Students*, *Student Organizations*) can be a resource for additional information concerning student clubs and organizations.

What is “break?”

There is a built-in break between classes that lasts from approximately 10:30 a.m. until 10:59 a.m. Clubs and organizations typically meet during this time, and other student activities may be planned during this time.

What if I don't want to leave campus for breakfast or lunch?

The Snead State Cafeteria serves lunch Monday through Friday from 10:30 a.m. until 1:30 p.m. The student lunch price is \$6. The SSCC Cafeteria is open to the public as well.

What if I want to work on campus?

There is a federal Work-Study program for students who have applied and received a Pell grant. Students may complete an application in the [Financial Aid Office](#).

If I'm on Service scholarship, how do I earn my service hours?

Participation in clubs and organizations can earn a student service hours. Students may also contact the different departments on campus asking if there is any work or projects they can volunteer for. Students may be informed of other opportunities through the Student Webmail. Students may contact Brittany Goble at bgoble@snead.edu for external resources. Do not wait until the end of the semester to start earning service hours.

Do I need a library card?

Yes, you will need access for any English class you take. The [Snead State Cyber Library](#) is located in room 105 of the Administration Building and offers access to over 70 databases as well as over 50,000 electronic books. Please visit the [Library Services](#) page on the Snead State website under the Current Students tab.

Where do I go if I need to use a computer?

Computer labs are available in some classroom buildings, the Academic Success Center (ASC) Building, and the Library (Administration Building).

Where do I go to get my parking permit? When should I get my permit?

Parking permits may be obtained in the Academic Success Center. You may get your permit prior to the beginning of the semester or during designated times established at the beginning of the semester. Students will be notified of those designated times through their student webmail. Students must show a valid driver's license to obtain a parking permit. There is no charge for the first parking pass.

Where do I park?

Each building has a designated parking area close by, and campus maps are available showing the lots students can use. It is recommended that you arrive in plenty of time before your classes begin in order to find a place to park and walk to class. Parking in an undesignated area and/or a handicapped parking space will result in ticketing by Security.

Where do I go to get my books and supplies?

The [bookstore](#), managed by Barnes and Noble, is located in the Boaz Outlet Center. For more information, call (256) 593-1861. Please visit <http://snead.bncollege.com> for additional information. You may purchase and/or reserve your books via this website.

Resources

What is the Academic Success Center?

The [Academic Success Center \(ASC\)](#) is part of Snead State Community College's desire to create an atmosphere where every student feels connected to the College, understands that the purpose is to help them graduate, and has available resources to help them progress towards graduation. Individual and group tutoring resources are available as well as a computer lab. The Academic Success Center is located behind the baseball field between the Weathers Business Building and the Maintenance Shop.

It is the policy of the Alabama Community College System and Snead State Community College, a postsecondary institution under its control, that no person shall, on the grounds of race, color, disability, sex, religion, creed, national origin, or age, be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program, activity, or employment.