

Welcome, Northeast Eagle!

The links provided on this webpage are guides to making informed decisions as a Northeast Texas Community College student. A broad range of topics offers essential understanding and tools to encourage a successful academic experience. Establishing relationships with people on the NTCC campus, including your Academic Advisor, Success Coach, Transfer Coach, Faculty Advisor, instructors, staff, fellow students, and many others, will enhance your first-year experience. For a great deal of additional knowledge, please visit the [Student Consumer Information](#), the [NTCC Catalog](#), [Student Handbook](#), or NTCC's [webpage](#).

Academic

[Academic Calendar](#)

Stay informed of important dates by accessing the yearly academic calendar. The calendar will contain registration openings/deadlines, first/last day of class by session, withdrawal deadlines, graduation dates, final examinations, and holidays breaks.

[Course Schedule](#)

The classes you registered for will appear on your course schedule.

- Review Start & End dates as we offer 16-week, 10-week, 8-week, 5-week, and Intersession semester courses.
- Course Days- View the days of the week your class is scheduled—MW-Monday & Wednesday, TR- Tuesday & Thursday, M-R- Monday through Thursday, etc.
- Course Times- Your scheduled lecture/lab instructional course time.
- Course Code- Access [Course Descriptions](#) to identify the course code, a summary of the significant learning experience, prerequisites, and credit hours earned for the course.
- Course Numbering System- First digit gives the rank of the course. A 0 is a developmental, 1 freshman, and 2 is a sophomore-level course. The Second digit signifies the semester hour value of the course. The third/four number distinguishes the course from others in the same department.
- Abbreviations in Course Code- [Course Formats](#) DC-Dual Credit, FE- Flex Entry Schedule, HN-Honors, HY- Hybrid, IN- Independent Study, MY-Math ways, ST-Stacked, TR-Traditional, TV- Two-Way Video, VC-Virtual College of Texas
- [Course Location](#)- Northeast offers courses at our [Main Campus](#), ITTC-Industrial Technology Training Center, Hanson Sewell Center-Pittsburg, Our Place Culinary-Pittsburg, Naples/Omaha Education Web=Online, and Community Resource Center.
 - Main campus buildings include MS-Math/Science, HUM-Humanities, UHS-University Health Science, BT-Business Technology, IA-Industrial Annex, VT-Vocational Training, CJC-Criminal Justice CS-Carroll Shelby Automotive Technology, and WC-Whatley Center.

Academic Advisor/Success Coach/Transfer Coach

All students are assigned an academic advisor based on major. Success Coaches support incoming first year students and then are supported by the transfer coaches their second year at NTCC. Your advisor and coach will help you navigate academic, social, financial, and other aspects of college. Your advisor/coach may contact you via text message, email or by phone for the following reasons:

- Discuss possible majors/careers
- Assist you with registration and FAFSA applications
- Work with you to create an academic plan for graduation
- Discuss strategies and resources to help you be successful in college
- Answer questions regarding policies, procedures and deadlines related to college (financial aid, registration, housing, payment plans, etc.)
- Maintain regular correspondence with advisees
- Contact you regarding Midterm grades or Non-attendance

You may schedule a virtual or face-to-face appointment with your Advisor, Success Coach, or Transfer Coach in your student portal at [My Advisor/Coach](#). Appointments are available Monday-Thursday 8:00 AM to 6:00 PM and Friday 8 AM to Noon. Walk-ins are always welcomed!

Advisors are located in Student Services and can be reached at advising@ntcc.edu or 903-434-8190. First-year Success Coaches are located in Humanities Room 103 and be reached at success@ntcc.edu or 903-434-8123. (Se Habla Español.) Transfer Coaches are in the Business Technology Building Room 109 and can be reached at transfersupport@ntcc.edu or 903-434-8311.

[Holds](#)

Clear holds before the semester begin date. Holds will be placed on your account after the twelfth-class day for Missing Admissions Documents (Online Orientation, Bacterial Meningitis, Transcripts), Academics (GPA-under a 2.0), or Business Office Balances. Submit pending documentation to admissions@ntcc.edu or clear your balance in your [Student Account](#). You can view and upload pending Admissions documents in your [Application Progress](#).

[Enrollment Verification](#)

Enrollment Verifications are available after the third week of classes. Click the link to obtain a certificate verifying enrollment at Northeast Texas Community College for the current term. The certificate can be used for insurance, loan deferment, or scholarship purposes.

[Course Reinstatement](#)

Students that are dropped after late registration has ended for non-payment or for students who are certified as non-attending and wish to be reinstated must complete the [Course Reinstatement](#) academic form. Both the instructor and the Vice President must approve for the Registrar to reinstate you in the course. You can view the status of your request in the far righthand column.

[Programs of Study \(Majors\)](#)

A program of study consists of courses required to complete a specific degree. The specific courses are identified through a degree evaluation tool available to you through the myEagle portal called [Degree Audit](#). Your degree plan can also be accessed from the main web page by selecting Academics, [NTCC Catalog](#); in the drop-down, select your entering Catalog year. Example 2021-2022 Catalog, then select [Programs of Study](#).

An Example of an Associate of Arts Degree Requirements will contain:

1. Core Curriculum. (Also known as "Basics")
2. Eighteen hours of academic transfer electives, primarily in a major field of study. (see [Programs of Study](#) section for specific program requirements) (Also known as Electives or Concentration courses)

TOTAL: 60 semester credit hours- for an Associates of Arts or Science (Certificate and AAS programs will consist of different total credit hours.)

[Degree Audit](#)

Your degree audit provides an overview of the courses that are met, and the courses needed to complete your selected degree plan (Major). Although faculty and staff advisors will use every effort to ensure students are provided the most appropriate advice possible in degree planning, it is ultimately the student's responsibility to register for classes that meet their educational goals and comply with all program requirements.

Information on the Degree Audit:

Current Major: If this is incorrect or had a change in major, submit a [Change of Major](#) request. Allow 24 hours for processing.

Phone number: to submit a change, on the [Home tab](#) in your portal select Phone number confirmation

Advisor: Your first advisor listed is your Academic Advisor; all others are Faculty advisors for your major.

Code Key: Use the code key to view if you completed, have not met, or are registered for the courses required for your degree plan.

The main codes are:

A checkmark indicates the course has been completed, and you have met the requirement.

An X indicates you have not yet registered nor taken a course in that component to meet the requirement(s).

A yellow circle means you have registered for the course, and the course is "In Progress."

Students intending to transfer to a university to complete a bachelor's degree are encouraged to bring a copy of their chosen university's catalog/degree plan with them to their advising/coaching sessions.

The Texas Common Course Numbering System (TCCNS) is a voluntary, cooperative effort among 137 **Texas** community colleges and universities to facilitate transferring freshman and sophomore level general academic coursework. Select- Compare Schools and select -Northeast Texas Community College with your choice of transfer university to determine both course equivalency and degree applicability of transfer credit on a statewide basis.

[Credit by Substitution](#)

In some cases, a credit by substitution form may be requested. Ask your Academic Advisor or Student Success Coach if required. This may be the case if another course has already been taken for a specific component other than what is required on your Degree Audit or Program of Study; your faculty advisor may or may not approve a course substitution to complete the requirement. Consult with an Academic Advisor before registering for a course that may require substitution.

[Credit by Examination -](#)

Students may earn course credit by demonstrating specified achievement on the subject examinations of the College Board of New York's College Level Examination Program, commonly called **CLEP**, through departmental examinations or for learning achieved through experiences outside typical educational settings. To view courses and score requirements, visit: [CLEP](#). Examples of this may be students fluent in Spanish may take the [College Board](#) Spanish Level 1 & 2 exam, pass the exam with score requirements and receive credit for SPAN 1411 & SPAN 1412 after paying the required fees.

[Advanced Placement \(AP\)](#)

Courses in high school that meet the AP Exam Score will also require the Credit by Examination form to be completed. Visit [Advance Placement](#) for score requirements and processes.

[Proctor Testing](#)

For classes that require proctored tests, students have three options. Students can test on the main campus at the Northeast Testing Center. Students can test at an approved college testing center or public library with an exam proctoring service if they reside outside the NTCC area. Students can use one of Northeast's online testing proctoring services with instructor approval. *All proctoring costs are the responsibility of the student.*

[Midterm Grades](#)

Midterm grades are not recorded on the student's permanent record but are used as advisory grades for Early Alert counseling purposes with your Academic Advisor, Success Coach, or Transfer Coach. View your Midterm and Final Grades [here](#).

[Academic Success Plan](#)

Your Academic Success Plan will help you understand your motivation to pursue your education, your educational experiences, and the tools you can use. Acknowledge your strengths and discover areas that can be improved or set up specific academic achievements in your coursework. Complete your Academic Success Plan [here](#) then set up an appointment with your success coach or advisor to discuss short-term and long-term goals.

[GPA Calculator](#)

Calculate your college course grades using our [GPA Calculator](#) to help you stay on top of your academic standing! You will need your unofficial transcript. Your Cumulative GPA (overall) on your transcript will be your Division Career Total GPA. Total quality points will be your total Ernd (Earned) hours listed on your transcript. Then enter the credit hours your current courses are worth and the projected grade. Click calculate to forecast what your new semester GPA and cumulative GPA will be for the upcoming term.

[Drops](#)

Essentially, a drop means unenrolling in a course by a certain deadline date. If you chose to drop a class **after** the drop deadline, it is considered a “withdraw” from a class. Students who can access myEagle may drop classes online using the [Add/Drop/Withdraw electronic form](#).

Drops before the census date (by twelfth class day of a regular semester; by the seventh day of a 10-week term, or by the fourth-class day of a 5-week term) are not recorded on the student's permanent record. Students cannot drop their final or only class using MyEagle during late registration. A complete withdrawal must be made in person at the [Registrar's Office](#).

For questions or to speak with an advisor select schedule an [appointment with an advisor](#) or contact your Academic Advisor at advising@ntcc.edu or Success Coach at success@ntcc.edu.

[Withdrawals](#)

A student who officially withdraws from a course after the twelfth-class day but within the first twelve weeks of a regular semester or: after the seventh-class day but within the first 8 weeks of the semester, or: after the fourth-class day but within the first four weeks of a 5-week term, will receive a grade of "W" in the course. Deadlines are posted in the [Academic Calendar](#).

Requests for withdrawal access [ADD/DROP/WITHDRAW online submission form](#). This form can also be completed in person or by email using only the student's Northeast email account. Emails will not be accepted from other email accounts, and withdrawals will not be accepted by telephone.

Please review the NTCC's [Grading Policy](#) and [Withdrawal Procedures](#) for more information. A grade of "W" is not calculated into your GPA and will not negatively affect your GPA. However, a grade of "W" may affect your financial aid eligibility. A grade of "W" is counted toward the total hours attempted but not successfully completed. Review NTCC's [Financial Aid](#) withdrawal policy for more information. If your account has an active HOLD, you must drop via emailing registrar@ntcc.edu.

[Registration](#)

Spring/May Intersession Registration opens in November, and Summer/Fall/December Intersession Registration opens in March. After your first semester at Northeast, you will have the option to register yourself using the Registration tab in your portal, submit an add/drop/withdrawal form, or schedule an appointment with your Academic, Faculty, Student Success Coach, or Transfer Coach.

[Schedule an Appointment](#)

[Add/Drop/Withdrawal Form](#)

[myEagle Registration](#)

[Developmental Education-](#)

To advance to a college-level course, students must receive an A, B, C, or CR. If the course is in progress, a passing slip from the instructor or proof of a passing score may be required to proceed to register. You may test out of a developmental course by retaking the TSI exam at any time. Submit passing scores to your instructor to receive a CR for the course. If you do not pass you will need to retake the TSI exam or retake the developmental courses.

[Final Grades](#)

The grading system used at NTCC is as follows: A (excellent), B (good), C (average), D (passing), F (failure), I (incomplete), W (withdrawal), NC (noncredit), CR (credit), P (passing). A- 4 points per semester hour B- 3 points per semester hour C- 2 points per semester hour D- 1 point per semester hour F- 0 points per semester hour.

Quality Points: What schools use to calculate your GPA, the number of credits taken times the points for the grade. Each letter is worth a certain amount of points per credit. The grade point average (GPA) is calculated by dividing the total number of grade points by the total number of semester hours attempted. Grades of "CR," "NC," "W," or "I" do not affect the grade point average.

Grade changes can be made only by the faculty member who issued the grade, and approval of the Executive Vice President for Instruction is required. Requests for a grade change must be made before completing the following fall or spring semester. View your [Grade Report or your GPA Projection](#) (estimate) for the semester. Professors have **until eight days** after the course's end date or the end date of the course extension to post final **grades**. Final course **grades will be posted** after the course ends.

Midterm and final grades can be viewed under [GRADES](#) in your myEagle portal, and final grades can also be found in your [unofficial transcript](#). For current courses, grades can be viewed in your Ultra Blackboard portal; click [HERE](#) to view a demonstration. If your grade has not yet been posted, contact your instructor or the Registrar at registrar@ntcc.edu.

[Transcripts](#)

Students may view, print an unofficial transcript, or request an official transcript using their [myEagle portal](#). To submit an unofficial transcript upload [here](#). Visit [Transcript Request](#) for more information.

[Course Evaluations](#)

A course evaluation is a form each student has the opportunity to fill out at the end of each term. The form asks about the course, how well objectives were communicated and how well the instructor worked with the class.

To complete your course evaluation: Log in to your NTCC Student Portal Page --> Evaluations --> Select your course from the available surveys or click [HERE](#). The evaluations are 100% anonymous. Faculty only see the combined results from all students in the class, and the reports are not available to them until 21 days after the final course grades have been submitted. Yearly Course Evaluation Results can be found [here](#). Course evaluations are only available at the end of the part of the term in which your course was offered. If one class ends the fifth week of school, that course evaluation won't be available on the sixteenth.

Financial

[Payment/Payment Plan](#)

The payment of tuition, fees, and deposits are due before the first-class day. Payment deadlines, account transactions/statements, authorize payers, view balance, set a payment plan, or make a payment are in the [Payments](#) tab in your myEagle portal. Paper bills are not mailed.

Northeast offers a variety of ways to pay for classes. Students can pay using MasterCard, VISA, DISCOVER, or checks via online services. Students can pay using these same forms of payment in addition to cash when visiting the Business Office. If paying by check, students are required to furnish the current driver's license number and date of birth of the person signing the check.

Northeast uses two methods of online payments:

One-time/full payments: An electronic system for all students to view their bills and make a one-time payment online with a credit/debit card or checking/savings account (ACH).

Payment plan: Make college more affordable by paying for tuition and fees over time by setting up a payment plan. There is a \$35 fee per semester to set up a payment plan. Click [here](#) to make changes to your current payment plan.

To access these payment methods or view your Student Account Billing Summary select [Payments](#) in your student portal and Select [Click Here to Calculate your balance before making payment or setting up a payment plan](#). You can also view your Student Account Summary details using the link [Payments](#).

[Refund Choice](#)

NTCC is required to collect a student refund account choice from all students. Student refunds may result from financial aid/scholarships that exceed expenses, dropping/withdrawing from class, loans, and/or overpayments. Your deposit designation/refund choice must be completed electronically.

All students need to make a [refund choice here](#). Students can request a Herring Bank Debit card during the direct deposit designation process, and a card will be mailed to your home address, or you can set up your personal bank to receive refunds.

Contact the [Business Office](#) for more information. To designate or update your bank account information, visit [Refund Choice](#).

[Tuition & Fee Schedule](#)

Northeast's tuition and fee schedule can be found at [Northeast Tuition and Fees](#).

Housing costs can be found at [Northeast - Room and Board Charges](#).

[Tuition and General Fees Calculator](#)

Estimate the cost of tuition and fees by using the tuition and general fees calculator. This does not include specialized fees, course-specific fees, and/or supplies, cost of books, housing, etc.

[Special Course Fees](#)

Fee or charge that is imposed to offset unfunded costs associated with an individual course offered either on or off campus or using other modalities, including: use of special software, nontraditional instructional systems; access to and use of technical instruments and equipment; and/or use of consumable laboratory or other instructional materials.

[Refund of Tuition and Fees](#)

Students who officially drop or withdraw from Northeast Texas Community College shall have their tuition and mandatory fees refunded according to the THECB's [refund policy](#). Refunds are based on the date that the drop or withdrawal form is received in the Registrar's Office. For courses dropped prior to the first-class day, a 100 percent refund is to be made. NOTE: Class Day means the day the semester is designated to begin and each consecutive school day thereafter. The [timetable](#) applies to all refunds, including early registered students. Refunds are deposited to the student's My Eagle Passport account. If the student does not have a My Eagle Passport, a refund check will be mailed to the address on file in the Admissions Office.

[1098-T \(TAX FORM\)](#)

If you or your parents pay for your Northeast tuition and fees, you may be able to offset the costs of school through federal tax credits. The American Opportunity Tax Credit (for undergraduate students) and the Lifetime Learning Tax Credit (for graduate students) are federal programs that provide up to \$2,500 and \$2,000 a year respectively to help offset the cost of your tuition, fees, books, and supplies. You or your parents will need your 1098-T form to get these credits. You can access your 1098-T form by visiting [1098-T Form](#).

If your Form 1098-T is blank, you may not be eligible to receive one. Some of those reasons could be: You do not have a valid Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) on file, students whose qualified tuition and related expenses are entirely waived or paid completely with scholarships or grants, such as the Pell grant, nonresident alien students, courses for which no academic credit is offered, even if the student is otherwise enrolled in a degree program, students whose qualified tuition and related expenses are covered by a formal billing arrangement between an institution and the student's employer or a government entity. If you have questions, please send an email to businessofc@ntcc.edu, include your student ID, and state the reason for the email.

[FERPA Permissions](#)

FERPA is a [Federal law](#) that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the US Department of Education. To give your parents, guardians, or other individuals your student educational or financial records, complete the [FERPA Permission form](#). More information regarding FERPA can be found at [FERPA](#) or by contacting the Registrar's office at 903-434-8139.

[Financial Aid](#)

The Financial Aid Office provides grants, scholarships, short-term loans, and/or job opportunities. These aid opportunities are provided in the belief that student's financial resources should not control education. The amount and type of aid a student may receive depends on the availability of funds and the student's established financial need.

Any married applicant, 24 years of age or older, a graduate/professional student, orphaned or a ward of the Court, a veteran of the US armed forces, or has legal dependents other than a spouse may be considered self-supporting (independent).

Federal and state funding not used to pay tuition and fees, books, or room and board charges will be disbursed to the student. This amount should be reported on the student/parent's federal income tax return.

Eligibility Requirements- To be eligible to receive federal student aid, you must

- be a US citizen or eligible noncitizen;
- have a valid Social Security number
- be enrolled or accepted for enrollment as a regular student in an eligible degree or certificate program;
- maintain satisfactory academic progress in college or career school;
- sign the certification statement on the *Free Application for Federal Student Aid (FAFSA®)* form stating that
 - you are not in default on a federal student loan,
 - you do not owe money on a federal student grant, and
 - you will use federal student aid only for educational purposes; and
- show you're qualified to obtain a college or career school education by
 - having a high school diploma or a General Education Development (GED) certificate;
 - completing a high school education in a homeschool setting approved under state law; or
 - enrolling in an eligible career pathway program and meeting one of the "ability-to-benefit" alternatives.

Application Procedures

01 Get Prepared [Gather the documents you'll need.](#)

02 Complete FAFSA® Form [Apply early to maximize your aid.](#)

03 Review **Student Aid Report** [Make corrections, if necessary.](#)

04 Respond to Aid Offer [Accept the aid you want.](#)

05 Receive Aid [Get your aid from your school.](#)

06 Renew Your FAFSA® Form [Reapply each year.](#) **Applications are open on October 1 of every year.**

Awards

View your Financial Aid Awards, Scholarship(s), Loans in your myEagle portal under Financial Aid or [here](#).

Missing Financial Documentation

If you have received notification of missing information for financial aid or if any documents have a status of "not received" in the Financial Aid- [Document & Message](#) you will need to complete and submit that document. For questions, contact financialaid@ntcc.edu.

Financial Aid Students Withdrawing from Courses

Title IV (federal) financial aid funds are awarded under the assumption that a student will remain in classroom attendance for the entire period (semester) for which the funds were awarded.

When a student withdraws from all courses, regardless of the reason, she/he may no longer be eligible for the full amount of funds originally awarded. The return of funds to the federal government is based on the premise that a student earns financial aid in proportion to the length of time during which she/he remains enrolled. A pro-rated schedule determines the amount of federal student aid funds she/he will have earned at the time of full withdrawal. For example, a student who withdraws in the second week of the semester has earned less of his/her financial aid than a student who withdraws in the fifth week. Once the 60% point in the semester is reached, a student is considered to have earned all of the financial aid originally awarded and not be required to return any funds.

Federal regulations require a recalculation of financial eligibility if a student:

- completely withdraws;
- stops attending before the semester's end (this is considered an unofficial withdrawal, and the return is based on the last date of an academically-related activity);
- does not complete all modules (mini-sessions) in which the student is enrolled as of the start date of the mini session.

Northeast students who receive federal financial aid who do not remain in attendance through the end of the semester could be responsible for repaying a portion of the financial aid originally received.

Students who do not begin attendance in classes are not eligible for federal financial aid and must repay all aid originally received.

[SAP Appeal](#)

If a student does not successfully complete any coursework for a given semester, they will automatically be placed on Financial Aid Suspension. While on Financial Aid Suspension, the student is not eligible to receive financial aid funds **unless** the student completes a Financial Aid Appeal([Appeal Form](#)), which will be reviewed to determine if financial aid can be restored. If the student completes a portion of coursework but is not in compliance with the SAP Policy, it will cause the student to be placed on Financial Aid Warning. While on Warning status, the student will continue to receive financial aid. The second consecutive semester of non-compliance will place the student on Financial Aid Suspension. While on suspension, financial aid is not available.

[Special Circumstance Appeal Form](#)

We recognize that the FAFSA may not always accurately reflect your financial situation. Although considerations for specific conditions are limited, we may consider particular cases as described below.

Special Circumstance Appeals will be considered after receiving your initial award notification for the current aid year. All submissions requesting special circumstance consideration will be verified; tax documents and other circumstance documents are required. After reviewing your verified unique circumstance documentation, your aid package may remain the same, increase, or reduce according to the financial information submitted. Submitting a special circumstance request does not guarantee an adjustment is made to your aid package. Decisions are final and will be communicated directly to the student. For more information, contact the Office of Financial Aid to see if your situation falls under a circumstance that can be considered. If approved, any additional funding awarded is only available for the academic school year for which the special circumstance is approved. Special circumstances must be reviewed annually.

Examples of Special Circumstances Considered

- Loss or reduction of income (layoff, illness, forced reduction of hours, temporary employment, etc.)
- Catastrophic medical or dental expenses
- Death, divorce, or separation of parents or spouse
- Non-recurring payments received during the FAFSA tax year that will not be repeated
- Loss of benefits, such as unemployment, disability, social security, veterans, child support, or alimony

Examples of Special Circumstances NOT Considered

- Increase of standard living expenses
- Purchasing material items such as a car, home appliances, vacations, second homes, etc.
- Reduction of assets. Changes in assets will be reflected in the following year's FAFSA.
- Credit issues, line of credit changes, previous student loan debt, etc.
- Medical bills paid by health insurance or that will be reimbursed by health care coverage.
- Siblings or parents who are also attending college. Siblings are already taken into account in the FAFSA. Students cannot list their parents in the number in college.

The [Special Circumstance Appeal form](#) is available by request only. If you feel you have a special circumstance, contact the [Office of Financial Aid](#) for further guidance. The deadline to submit a complete request for Special Circumstance consideration is March 1 of the applicable aid year.

[Loan History](#)

For important information about student loans, visit [Loan](#). Additional information regarding repayment plans, sample loan repayment schedules and other helpful information is available at <http://studentaid.ed.gov/repay-loans>. You can view your federal student loan and grant history online by logging into StudentAid.gov with your FSA ID. StudentAid.gov displays information from the National Student Loan Data System (NSLDS), a database containing information about federal student aid received by students and parents.

[iGrad](#)

iGrad is a financial literacy tool that is free for students, faculty, and staff. It has up-to-date scholarship resources, financial education courses, job searches, and an active community of members and users. Students: [Access iGrad](#)

Financial Aid- Disbursements

How you'll get your aid depends on the type of aid you accept. Grants (FAFSA, TASFA, TEOG, TPEG) and Student Loans NTCC will first apply your grant or loan money toward your tuition, fees, and (if you live on campus) room and board. Any money left over is paid to you directly for other education expenses. If you get your loan money, but then you realize that you don't need the money; after all, you may cancel all or part of your loan within 120 days of receiving it, and no interest or fees will be charged. Financial aid awards are given on a rolling basis. Disbursements are made 6 to 8 weeks after the first day of class has started.

View your [Student Account Balance](#) for tuition & fee charges and Pell award. To view your FAFSA award or pending documents, visit: [Financial Aid](#) in your myEagle portal. FATV: [Receiving your FSFA Funds](#)

Technology

OneLogin Setup- Instructional video for setting up OneLogin can be found [HERE](#).

Use this if you are setting up your OneLogin for the **First-time**.

1. OneLogin direct access here: <https://ntcc.onelogin.com/>
2. Enter NTCC full email address EX: jdoe789@ntcc.edu
3. Enter Password (portal & all NTCC Service password)
4. Prompt 2-Factor Authentication required click Begin Setup
5. Then download the OneLogin Protect app
6. Once the app is downloaded select Activate
7. Using the One Login Protect app click the + to add the first account & scan the QR code
8. Once you scan, Accept the System Use Notification

OneLogin Reset- Instructional video can be found [HERE](#).

Use this if you have a **new device or have deleted the OneLogin app**. Remember, only one device can be used per student. Do not use a parent's phone number.

1. Access One Login Reset here: <https://reset.ntcc.edu/>
2. Enter NTCC full email address and password
3. Enter the code that was emailed to your account and click Verify
4. Then click the link to register a new device.
5. Enter Email & Password to start 2-Factor Authentication, click Begin Setup
6. On your phone download OneLogin Protect app
7. Select Activate or + to add the first account & scan the QR code
8. Click Accept the System Use Notification

OneLogin Password Reset-

Use if you **forgot your password or need to update** your password.

1. Access One Login here: <https://ntcc.onelogin.com/>
2. Enter your email & Click Forgot Password
3. Re-enter your Email to Reset Your Password
4. Select either OneLogin Protect or Email
5. On the app, click Accept and Enter your New Password
6. On email, copy-paste the code and Enter your New Password
7. Retype your email and click Continue to complete the process

Need help? If you need further assistance, please email ithelp@ntcc.edu **USING YOUR NTCC EMAIL ACCOUNT by accessing <https://outlook.office365.com/> or call 903-434-8279**. Please note that all non-NTCC email is blocked from sending to the help desk. Include your phone number for immediate assistance.

- You will be required to use the OneLogin app (2-factor authentication) each time you sign in from a different device or once every 90 days. Click "Remember Me" if you are using your device after you first sign in to OneLogin.
- DO NOT DELETE THE APP FROM YOUR PHONE.
- Do not use your parent's phone number, and you will need access to the app to access your NTCC portal.
- Email ithelp@ntcc.edu if you need assistance or do not own a smartphone.
- DUAL CREDIT STUDENTS WILL LOG IN USING THEIR NTCC EMAIL ADDRESS AND PASSWORD ONLY! (OneLogin Does Not Apply)

IT Checklist-Once you have registered for classes, you can Install Steps 4-5 on the [IT Checklist](#).

Step 4-Install Office 365 - All NTCC students get FREE access to the full Microsoft Office suite for up to 5 devices.

1. First navigate to office.com and sign in with your student email (First initial, Last Name, Last 3 of social, @ntcc.edu)
2. Setup two-factor authentication by entering your cell phone number and following the prompts.

3. Then click Install Office > Office 365 Apps > Then follow prompts

[Step 5- Preparing your computer for Blackboard](#)

Visit the link for Blackboard installation preparation, turn off pop-up blockers, unblock content blocked by a browser, Respondus Lockdown browser, proctored exams, and update NTCC Student Information and Third-Party Support.

[Teams](#)

Microsoft Teams is a great communication tool at Northeast. Go to the app store of your mobile device and install Microsoft Teams. [\[Click Here Install\]](#) Your instructor may use TEAMS for your course. You may also message faculty, staff, and other enrolled Northeast students using the application.

[Online Courses](#)

Northeast offers high-quality, affordable online courses accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). Online courses are available throughout the Fall, Spring, Summer, and Intersession semesters and will transfer to most colleges and universities.

If you are not taking face-to-face classes and only want to take online courses, please go to our [Steps to Apply for Online ONLY Students](#) page. To the left, you will find resources that will help you understand what is involved in taking an online course and help you decide if online is a good fit for you. To see a listing of courses offered, click the [Available Courses](#).

Blackboard- NTCC uses Blackboard Ultra to deliver its online courses. Visit the [technical requirements](#) for NTCC online courses. Your account may be accessed using [OneLogin](#), [myEagle Portal](#), or directly at [Blackboard](#). Use your [NTCC Credentials](#) to log in. You can find your classes by selecting Courses in the Navigation Menu to the left. Inside the course, your instructor will provide you with instructions on proceeding in the [Syllabi](#). Please take some time to navigate the new environment and become familiar with the tools available. To set [notification/reminders](#), select your name in Blackboard, then System Settings -> Global Notification Settings -> Email/Push notifications.

[Blackboard Assist](#) is your place for the best online and campus resources to help you succeed in school and life. You can find Assist as a new entry in your Ultra Navigation Bar to the left in your Blackboard Environment, just below Grades. As we are making these links just for you as a member of the NTCC Community, this will be a work in progress, so check back often and see what resources are featured and added during this creation process. Technical support is available through Blackboard 24/7 and our NTCC team by emailing ithelp@ntcc.edu. Email us for any suggestions on additional links.

[Syllabi/Syllabus](#)

Every course has a syllabus, which provides information about assignments, exam dates, lab times, grading scales/policies, attendance policy, and term paper requirements. Dates and material covered might change, but the syllabus provides a good road map for your course's requirements and grading. You can contact your professor or speak with them after class if you didn't receive one or can't find it on the web links below. Syllabi and CV Listings [Click HERE](#).

[myEagle Portal](#)

The myEagle portal is a comprehensive web portal connecting students, applicants, faculty, and staff to their web-based services at Northeast. With just one login to myEagle portal at <https://myeagle.ntcc.edu/ICS> you can access your academic, student college records, and financial aid records.

Uploading Assignments

If you are trying to upload a paper, make sure you are not supposed to submit the assignment via [TURNITIN](#), this would be stated in your Blackboard Course. Turnitin is a web-based writing assessment toolkit which allows instructors and student through markup tools, rubrics, proofing tools and originality reports to detect plagiarism. Turnitin also provides peer review options. For Blackboard submissions [click here](#) for an instructional video on how to upload Blackboard assignments. Format requests: PDFs tend to work best. If you are having issues, try using a different web browser like google chrome or Firefox. If you are still unsure, you may email your instructor.

Student Resources

[Tutoring](#)

Northeast is dedicated to providing quality group tutoring for various courses. Tutorials are scheduled outside of class time and are led by trained instructor-recommended student tutors. All tutorials and workshops are free to Northeast Texas students. For additional questions, contact Student Success at 903-434-8123. Access our [On-Campus Tutoring Schedule](#).

[Online Tutor](#)

Northeast wants to give you the resources you need to succeed. We understand that not all students can attend on-campus tutoring during business hours. We offer online tutoring [here](#).

- Most Tutor.com services are available 24/7 to assist you with questions you may have. Certain subjects are offered during specific hours due to tutor availability.
- Our partnership with Tutor.com is designed to give you topic preparation in available subjects to extend your class materials and teaching.
- All students are eligible for up to 10 hours of online tutoring services per semester for available courses. Your time is only counted when you are in a live session or when a tutor is reviewing your paper.
- For additional questions regarding Tutor.com, contact our Transfer Support Team at 903-434-8311.

[Quizlet](#)

Quizlet offers free, simple learning tools that let you study any course. Access free flashcards, games, and practice study questions for many subjects.

[Inclusive Eagle App/Student Organizations](#)

Learn about student organizations, multicultural affairs, and clubs in our Student Activities office located in the Student Union Building. Join us by downloading our [InclusiveEagle](#) application. The InclusiveEagle app makes it easy for NTCC students to get rewards for engaging with campus events, students, and resources. For information on organizations on campus or how to start a club, visit [Student Life](#).

[Phi Theta Kappa- PTK](#)

Admissions to Phi Theta Kappa is by invitation only once you have completed 12 credit hours and achieved a cumulative GPA of 3.5. Learn more about our program and requirements at [Phi Theta Kappa](#).

[Honors](#)

As an honors student at NTCC you will be part of a small, close-knit community of driven individuals. Our program focuses heavily on research. Students have numerous opportunities to present their projects at the regional and national levels. Students also receive personal advising and one-on-one coaching from honors professors with doctorates. We offer very competitive scholarship packages and additional benefits.

[Student Handbook](#)

The student handbook will serve as a guide to help you navigate the policies and regulations at NTCC. It provides you with procedures for various processes and highlights resources that will be beneficial to you during your time at NTCC.

[Care Center](#)

Our mission is to help alleviate basic need insecurities within the college community by providing students with essential need resources through access to education, healthy food, advocacy, and empowerment.

- [Food PantryEatBetter4Less](#) Wellness Group
- Hygiene Closet
- Cook Nook

[Eagle Assist](#)

At Northeast Texas Community College, we understand that students often need support beyond the classroom. "Eagle Assist" is the place to start when looking for that type of assistance. Our support system is here to help you succeed in your academic and personal growth.

We are ready to help! Take advantage of our services provided.

- [Classroom Accommodations](#)
- [Mental Health Counseling](#)
- [NTCC Care Center](#)
- [Financial Literacy](#)
- [Other Resources](#)

[Special Populations](#)

Special Populations provides resources and support for students with disabilities on campus. Resources can include accommodations in the classroom, assistance with housing issues related to accessibility, and removing barriers that exist on campus.

New and current students can request accommodations using the [Online Accommodations Request](#) form. For information on facilities and services for disabled students, contact Advisor to Special Populations Administration/Student Services Building Tel: 903-434-8264 Email: kbelew@ntcc.edu or visit [Special Populations](#).

[Veterans' Affairs](#)

The Student Services staff serves as your One-Stop-Shop to coordinate all your academic activities, progress, and needs. The office is staffed by a full-time employee trained as a VA School Certifying Official and will help you connect with any services required on campus. Enrollment is certified to the appropriate agency upon request of the student. Any student enrolled at NTCC eligible for VA Educational Benefits/State of Texas military benefits should notify us when they wish to be certified using the [Enrollment Certification form](#) or [Continued Enrollment form](#) for Texas Exemptions already in place.

Contact Veteran's Affairs to determine eligibility and request your benefits at veteranaffairs@ntcc.edu or sridens@ntcc.edu. [Click Here](#) for our NTCC Veterans page or [Here](#) for the Student Handbook to view Veteran's Benefits, Policy and Procedures.

[Employment](#)

To search our job openings at Northeast, [Click Here](#).

[Work-study](#)

Work-study programs employ [students on-campus](#) to help pay their tuition and living expenses. If you are interested in a work-study position, stop by the Student Services Center to inquire. As always, you can reach us by phone (903-434-8132) or email (financialaid@ntcc.edu).

[Community Employment:](#)

iGrad is a financial literacy tool that is free for students, faculty, and staff. It has up-to-date scholarship resources, financial education courses, job searches, and an active community of members and users.

Employer: [Access iGrad](#) (Employers can use iGrad to post positions.)

Students: [Access iGrad](#)

[Whatley Center for Performing Arts](#)

The Whatley Center for the Performing Arts has offered world-class entertainment right here in East Texas since 1992. From amazing student-produced shows by Theatre Northeast to top musical talent, the Whatley Center offers something for everyone. Search upcoming events, purchase tickets or provide support by accessing [WhatleyCenter](#).

Jo's Coffee Shop

Jo's Coffee Shop, conveniently located in the Caddo Café of the Learning Commons, will be open Monday – Thursday 7:30 am – 12:30 pm. Hours of operation may vary by semester. Contact 903-434-8135 for confirmation. Please stop by and grab a delicious cup of coffee!

Sticky Study Areas

Work individually or in a collaborative group in your "sticky study" areas in the Humanities and Math/Science buildings.

[Fitness Center](#)

On-campus gyms are located at [Student Housing East](#). Students can use the facility 6:30 a.m. – 11:00 p.m. Monday – Thursdays, 6:30 a.m. – noon on Fridays using their Student ID card.

Dorm residents and faculty/staff can use the facility 24/7 and on weekends. Family, faculty, or staff members can access the FIT with a small yearly fee. For more information, contact Dr. Tom Seabourne at tseabourne@ntcc.edu or 903-434-8170.

Food Service

Food Service is available in the Student Union Building daily between 7:30 am and 6:30 pm. There are three full hot meals served Monday through Friday. Monday-Thursday: Breakfast is from 7:30-9:00 a.m.; continental breakfast is from 9:00-9:30 a.m.; lunch is from 11:00 a.m. -1:30 p.m.; dinner is from 5:00 - 6:30 p.m. On Friday, breakfast is from 7:30-9:00 a.m.; continental breakfast is from 9:00-9:30 a.m.; lunch is from 11:00 a.m.-1:00 p.m.; dinner is from 5:00-6:00 p.m. On Saturday and Sunday, there are two full hot meals served. Brunch is from 11:30 –12:30 pm, and dinner is from 5:00-6:00. Retail hours (snack bar) are from Monday to Thursday 7:30-1:30 and Friday from 7:30-1:00. Vending machines (soft drinks, candy, pastries, juice, etc.) are also available in the Student Union Building. Catering is also available upon request. Visit our [Meal Plan FAQ](#).

[Housing Forms](#)

The following Housing forms are located in your myEagle portal. Access the forms [here](#) for additional housing support contact studenthousing@ntcc.edu.

[Student Application](#)

View your residence information

Housing Application Payment

Room Request Cancellation Form

Move Out Notification

Housing Resident Assistant Application

Student Housing Maintenance Request

[Phone Confirmation](#)

Students can update their contact information in their myEagle portal.

Keeping your phone number updated is crucial as this is the phone number used for all IRIS Emergency Alerts and departmental text messages. The IRIS alerts convey urgent information, including safety drills, campus closures, weather notifications, or potentially hazardous situations. Departments like our IT department will return calls on tickets submitted to ithelp@ntcc.edu if an emergency response is needed. Other departments such as Financial Aid or your Success Coach will text you throughout the semester to convey essential deadlines, scholarship opportunities and help you with any barriers that may come your way.

Select the links to update:

[Phone Number Confirmation](#)

[Request for Change in Personal Information](#) (Name, address, personal information)

Learning Commons

The library [Charlie and Helen Hampton Library](#) is located at Learning Commons - Main Campus. Hours of operation: Mon - Tues: 8:00 a.m. to 7:30 p.m./Wed -Thurs: 8:00 a.m. to 6:00 p.m./Fri: 8:00 a.m. to 12:00 p.m. You can find books, academic journals, and other scholarly publications at the library. For online resources to access academic journals and publications, click [here](#). Contact the library at 903-434-8151 or email library@ntcc.edu for additional questions.

Computer Labs

Computer labs are available to students throughout the campus. The labs are open during normal business hours. Locations: Learning Commons, Industrial Annex, Business Technology, Math/Science and coming soon our Study Rooms located in Humanities and the Math/Science building.

[Library Databases](#)

Search electronic journals, magazines, newspapers, eBooks, and more by using the [Database Subject](#) drop down box. [Tutorials for Databases](#)

Access to Library databases is available to all currently enrolled NTCC students, as well as faculty and staff. If you are off campus, please use your myEagle portal credentials to login. If you need assistance, please contact library@ntcc.edu or 903-434-8151.

The links provided on this webpage are guides to making informed decisions as a Northeast Texas Community College student. A broad range of topics offer essential understanding and tools to encourage a successful academic experience. For a great deal of additional knowledge please visit the [Student Consumer Information](#), the [NTCC Catalog](#), [Student Handbook](#), or NTCC's webpage www.ntcc.edu. Establishing relationships with people on the NTCC campus including your Academic Advisor, Success Coach, Transfer Coach, Faculty Advisor, instructors, staff, fellow students, and many others will enhance your first year experience.

On-Campus Resources

Academic Advising (SSC-102)

903-434-8190

Admissions (SSC-107)

903-434-8122

Athletics Athletics (AC-Press Box)

903-434-8176

Bookstore (SUB-106)

903-434-8150

Campus Dining (SUB-109)

903-434-8200

Campus Security (CJC-102)

903-434-8127

Career & Transfer (BT-109)

903-434-8311

Communities in Schools (IA-110)

903-434-8212

Computer Assistance/Services (IA-109)

903-434-8279

Continuing Education (SSC-103)

Non-credit based courses

903-434-8134

Cosmetology (BT-102)

903-434-8209

Disability Accommodations/ Special Populations (SSC-102)

903-434-8218

Financial Aid & Grants (SSC-101)

903-434-8132

First Year Experience/ Student Success (HUM-103)

903-434-8123

Food Pantry (IA-105)

903-434-8307

Dual Credit/High School (HUM-104)

903-434-8257

Honors Program (HUM-115)

903-434-8229

Human Resources (LC-107)

903-434-8141

Library (LC-110B)

903-434-8151

Lost & Found (SUB-101)

903-434-8265

Payments/ Business Office (SSC-114)

903-434-8103

Performance Arts/Whatley Center (WC-125)

903-434-8181

Marketing & Public Relations (BT-108)

903-434-8114

Scholarships (SSC-129)

903-434-8116

Student Employment (SSC-101)

903-434-8132

Student Housing/Dorms (SHW)

903-434-8176

Student IDs (SSC-101)

903-434-8150

Student Involvement/ Development (SUB-101)

903-434-8265

Student Newspaper/The Eagle (HUM-108)

903-434-8232

Testing Center (SSC-122)

TSI, Pearson

903-434-8273

Texas A&M at NTCC (UHS-113)

903-434-8357

Transcripts/Registrar (SSC-105)

903-434-8139

Upward Bound (IA-105)

High School-College Prep

903-434-8219

Tutoring (HUM-103)

903-434-8123

Off-Campus Resources

Hanson Sewell Center

237 College St. Pittsburg, TX 75686

903-434-8393

Industrial Technology Training Center

1100 Lakewood Drive

Mt. Pleasant, TX 75455

903-434-8390

Naples-Omaha Center

412 W.L. Doc Dodson Blvd. Highway 67W

Naples, TX 75568

903-897-2935

Culinary- Our Place

114 Jefferson St Pittsburg, TX 75686

903-856-7000

Community Resource Center

105 N. Riddle Street Mt. Pleasant, TX 75455

Small Business Development Center- (SBDC)

903-434-8237

Adult Education/GED/ES

903-434-8341

Baptist Student Ministries (BSM)

510 SE 14, Mt. Pleasant, TX 75455

903-856-6696

NTCC Wesley Fellowship

2360 FM 1735 Mt. Pleasant, TX 75455

903-293-5621

TRAX Transportation

1406 N Edwards Ave, Mt. Pleasant TX 75455

903-572-3670