Welcome to MATC!
This guide will give you general information about MATC services. More detailed and specific information can be found on the MATC website, matc.edu.

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Your Successful Student
The faculty and staff at MATC want your student to be successful while at the college. MATC values student success, accountability, collaboration, customer focus, diversity, excellence, innovation and integrity.

We have found there are several characteristics that lead to success that you can encourage in your student:

1. Successful students attend classes regularly. They are on time. They listen and train themselves to pay attention. If they miss a session, they feel obligated to let the instructor know why before class begins, if possible, and their excuses are legitimate and reasonable. They make sure they get all missed assignments (by contacting the instructor or another student), and understand specifically what was covered in class. Successful students take responsibility for themselves and their actions.

2. Successful students take advantage of extra credit opportunities when offered. They demonstrate that they care about their grades and are willing to work to improve them. They often do the optional (and frequently challenging) assignments that an instructor may suggest.

3. Successful students are attentive in class. They don’t talk, read, or stare out windows. In other words, they are polite and respectful, and stay focused in class. They also participate and ask questions.

4. Successful students see their instructors before or after class, or during office hours, about grades, comments on their papers and upcoming tests. Successful students visit their instructor’s office at least once during the semester. They’ll go out of their way to find the instructor and engage in meaningful conversation. These students demonstrate to the instructor that they are active participants in the learning process and that they take the job of being a student seriously.

5. Successful students turn in assignments that look neat and sharp. They take the time to produce a final product that looks good, and reflects pride in their work. Successful students complete their assignments. Their work is turned in on time and follows the instructor’s directions.

Transitioning to College
Each student that goes to college finds their own way to adjust to the new surroundings. College represents freedom, eagerness and anticipation of new experiences. College can also represent some nervousness and anxiety. Students are shifting from a familiar environment to a new, different and unfamiliar environment with different expectations.

There will be new challenges. Students will have to adjust to new routines, and meet new and varied people. They will need to develop the ability and discipline to manage time.

- Students will need to develop the ability and discipline to manage time.
- They will need to develop the ability and discipline to balance demands.
- They will need to decide when to schedule their classes, keeping requirements for work and free time in mind.

Overall, students will have a greater degree of independence, which can initially be overwhelming for some and may require some trial and error. As they are exposed to new values and behaviors, they also may try new things.

Students will learn to take initiative, to accept responsibility, and in so doing, begin to relate to peers, instructors and you in new ways. A sense of independence grows out of this process, which assists students in building confidence and discovering their values, interests and strengths. Throughout the first year of college, students will have to meet a series of challenges, and all are part of an important period of exploration and discovery.

You, as a parent, have done an excellent job preparing your son or daughter to begin college. Although you will not be with your student throughout the day, there will be new people he or she can contact to get questions answered. These staff members look forward to assisting your student with making a positive transition to MATC and having a productive and successful college experience.
Colleges and universities have terms that are unfamiliar to people new to the school. Here are some terms and phrases commonly used at MATC:

ASC stands for Academic Support Center. MATC has a number of these centers on each campus designed for students to receive specialized assistance. For example, there are writing labs for assistance with research papers, and the science labs for assistance with biology, chemistry, or anatomy and physiology.

BID stands for Background Information Disclosure form. This form gathers information as required by the Wisconsin Caregiver Background Check Law. This form is normally completed by students in health care, child care and other academic programs that require the background check for students that will need to do clinical placements.

CBC stands for Criminal Background Check. A CBC is required for our health programs and several other programs, such as Early Childhood Education and Criminal Justice Studies.

Course wait list is the list available when class sections are full. This process allows students to put their name on the list and if space becomes available, they are notified via email and given the opportunity to register on the list and if space becomes available, they are notified via email and given the opportunity to register for the class.

Credits are what a student earns when they take a class. You need a certain number of credits and a certain grade point average to graduate from a program.

Cumulative grade point average is the average score of all class grades a student has received on a 4.0 scale. The 4.0 is considered an “A” at MATC and that is the highest a student can earn.

FAFSA is a financial aid term. It stands for Free Application for Federal Student Aid. This is the application students and parents use to apply for grants and other financial aid.

FERPA is a federal term that stands for Federal Educational Rights and Privacy Act. This is the federal law that determines what information regarding your student can and cannot be shared, who it can be shared with, and the context in which it can be shared.

Grade Point Average (GPA) is a number that reflects the average grades in a semester.

IEP is an Individual Educational Plan that is developed to meet a student’s individual educational need.

INFOOnline is the online system MATC students use to view their grades and program plan, register, drop classes, get an unofficial copy of a transcript, view classes that are available, view the cost of classes and make payments. Students can access INFOOnline from the main MATC website, matc.edu.

MyMATC is the MATC portal. It provides access to other sites within MATC like registration, grades, program plans, as well as informational items regarding the college.

Program plan is a document that shows students the classes they have taken and how they fulfill the requirements for graduation. Students can access their individual program plan via INFOOnline.

Rave is the alert system MATC uses to provide emergency and school closing information to the MATC community of students, faculty and staff. Students are notified via email and text messages.

Semester is a half-year term in a school or college, typically lasting 15 to 18 weeks. MATC has three semesters in an academic year: Fall, Spring and Summer. The Summer semester is normally six weeks; the Fall and Spring semesters are normally 16 weeks each.

Stormer Pass is the MATC ID card that provides students access to “campus cash,” library privileges, copy machines, athletic facilities, parking and the MATC bookstore.

Transcript is an actual record of classes a student takes while at MATC. The transcript will show the classes taken, the semester they were taken in, the grades and credits earned by semester, as well as the cumulative grade point average.

U-Pass is a semester-long bus pass that can be used during Fall, Spring and Summer semesters on any Milwaukee County Transit System (MCTS) bus route plus the 401 (Holt/College UBus), the 42U (Mequon/Highland UBus) and the I-43 Ozaukee County Express freeway flyer. The cost is part of the college tuition for eligible students, so there is no additional charge to pick up the electronic card.

To be eligible for a U-Pass, students must be current MATC students who are taking six credits or more during the Summer semester. Students can obtain a U-Pass from Campus Stormer Pass Stations, or Office of Student Life at the following campuses:

- Downtown Milwaukee Campus
  414-297-7859, Room S301
- Oak Creek Campus
  414-571-4669, Room A107
- Mequon Campus
  262-238-2390, Room A102
- West Allis Campus
  414-456-5448, Room 137

A replacement cost will be assessed for lost or stolen U-Passes. Therefore, it is important that students keep your U-Pass safe and for their use only. Any MATC Office of Student Life can provide additional information regarding lost/stolen cards. A cost of $45 will be assessed for the first replacement U-Pass card and a $90 fee will be assessed for the second replacement.

Students can call MCTS at 414-344-6711, or visit www.ridemcts.com, for route and schedule information or to request a Milwaukee County Transit Guide Route Map.
A Special Note to Parents Concerning a Student’s Educational Rights and Privacy

The Family Educational Rights and Privacy Act of 1974 (referred to as the “Buckley Amendment” or “FERPA”) is designed to protect the confidentiality of the records that educational institutions like MATC maintain on their students, and to give students access to their records to ensure the accuracy of their contents. The Act affords your student certain rights with respect to their education:

• The right to inspect and review their education records
• The right to request amendment of their education records if the student believes they are inaccurate or misleading
• The right to consent to disclosures of personally identifiable information in their education records
• The right to contact the Family Policy Compliance Office with a complaint concerning the college’s compliance

Information that MATC may disclose at its discretion is called “directory information.” Directory information is information contained in an educational record of a student that generally would not be considered harmful or an invasion of privacy if disclosed. Included in directory information for MATC is student name, major field of study, dates of attendance, sports participation, degrees and honors.

If your student wishes to withhold the disclosure of all of the items of directory information, he or she must complete a Request to Prevent Disclosure of Directory Information form, which is available in the Welcome Center on each campus. The form is processed in the Registrar’s office and must be received within the first two weeks of each term. A new non-disclosure form must be completed each semester, including Summer semester.

A Special Note to Parents Concerning a Student’s Grades

Grades and all other student education records are protected by FERPA. In compliance with the law, non-directory information, which includes grades and academic progress, requires the student’s written consent prior to its release by a school official to any source outside the college (including parents). At the conclusion of each semester, students are able to access their final grades electronically through INFOnline at matc.edu. Students can show parents their grades electronically, or they can print a report to show. Grades are not sent to the student by mail.

Public Safety

For your student’s safety, the Department of Public Safety provides around-the-clock monitoring and protection at all four MATC campuses. We respond to all campus emergencies, disturbances or requests for assistance. We also provide basic first aid, emergency lock cuts, walking escorts, directions and information, etc. We are also available to assist members of the MATC community 24 hours a day, 7 days a week.

Department of Public Safety is located in the following offices:

• Downtown Milwaukee Campus, Main Building, Room M274
• Mequon Campus, Room A280C
• Oak Creek Campus, Room A100D
• West Allis Campus, Room 100

All requests for assistance should be directed to the Downtown Milwaukee Campus office. The dispatcher will send the appropriate personnel at each campus, to assist with any safety or security needs.

The Department of Public Safety can be contacted from any campus in the following ways:

• Emergency: 414-297-6200 or dial 76200 when on campus
• Non-emergency: 414-297-6588 or dial 76588 when on campus
• TIPP Line (voice mail): 414-297-8477 or dial 78477 when on campus
• School closing: 414-297-6561
• Email: PublicSafety@matc.edu (Non-emergency only)

Campus emergency phones are available throughout the campuses, and most classrooms have telephones that automatically connect to the Public Safety Dispatcher.

All crimes, suspicious activity or emergencies should be reported to the Public Safety Emergency number – 414-297-6200 – immediately.

Rave Alert System

MATC uses the Rave Alert System to notify students in the event of an emergency and/or school closing. All active students are automatically added to the system on a daily basis. By default, only your student’s official MATC email address has been added as a method of contact. We encourage students to edit their Rave account notification settings to include cellphone/home phone. The changes can be made on the MATC Rave website and the link to the website is located on the homepage at matc.edu. Your student can find directions in the Student Handbook (page 33) to add and change contact information.

Want to be connected to MATC? GET RAVE

Enter your phone numbers and email address to receive emergency alerts from MATC.
MATC is a member of the North Central Community College Conference (N4C) and is affiliated with the National Junior College Athletic Association (NJCAA). Other members of the N4C include Madison College, College of DuPage, Joliet Junior College, Rock Valley College, Triton College, Wright College and Harper College.

The varsity men’s and women’s teams are nicknamed the Stormers. Men’s teams include baseball, basketball and soccer; women’s teams are basketball, soccer, softball and volleyball.

In general, students at MATC are eligible to participate on varsity teams if they meet the following minimum requirements:

- An entering first-year student athlete enrolling for his or her first semester must carry, as a regularly enrolled student, at least 12 college-level credits.
- For succeeding semesters, a student athlete must pass and accumulate a number of credit hours equal to 12 times the number of terms in which the student was previously enrolled full time for credit courses with a 2.0 cumulative grade point average or better.

For more information, call 414-297-7872, email stormers@matc.edu, or visit the Athletic office on the Downtown Milwaukee Campus, Main Building, Room M14.

Child Care

MATC has child care facilities at each campus:

- Downtown Milwaukee Campus
  Health Sciences Building, Room H240, 414-297-7322
- Mequon Campus
  Room A216, 262-238-2450
- Oak Creek Campus
  Room B124, 414-571-4690
- West Allis Campus
  865 South 72nd Street, 414-456-5419

The centers are open Monday through Friday. The Downtown Milwaukee Campus is open 6:30 a.m. – 5:15 p.m. The other campus locations are open 7 a.m. – 5 p.m.

The Downtown Milwaukee Campus provides child care during the Summer session; all other campuses provide care only for the Spring and Fall semesters and only when classes are in session.

All of the centers are accredited by the National Association for the Education of Young Children and licensed by the State of Wisconsin with a five-star rating.

The Portal – MyMATC

MyMATC is a dedicated portal for MATC students, which provides integrated data and information that students need frequent access to. MyMATC provides secure access to members of the MATC community from one web page. Users have access to MyMATC when they are on campus and off campus.

Email/Gmail

MATC uses Google Apps for Education for student email accounts. This email account is the primary means of communication between the school, the instructors and your student. The account can be accessed through MyMATC. If students have problems using their email account, they can contact MATC’s IT Help Desk at 414-297-6541.

Financial Aid

Financial aid rules and regulations are numerous and varied. The following is just an excerpt from the Financial Aid Handbook. It is important that your student read the handbook or have communication with the Financial Aid office if they have any questions.

The Department of Financial Aid is located on the Downtown Milwaukee Campus, 5 Building, Room S101; financial aid staff members also are available in the Student Services area at the Mequon, Oak Creek and West Allis campuses.

FAFSA

All students who wish to apply for financial aid must submit the online Free Application for Federal Student Aid (FAFSA) at fafsa.gov. Students are encouraged to submit their FAFSA as close to January 1 as possible for the upcoming school year. Financial aid awards are processed based on the date a valid application is received from the U.S. Department of Education. Some funds are limited and awarded to early eligible applicants.

Financial aid payments are disbursed based on the number of credits a student is enrolled in on the financial aid census date; adjustments will not be made if the student adds credits after the financial aid census date. A student’s financial aid award will be recalculated for any class(es) a student never attended. The student will be required to repay any funds received for credits never attended. See the financial aid section of matc.edu for a list of important financial aid dates.

A student may receive aid to repeat a previously passed course one additional time. If a student retakes a course that is not aid eligible, a recalculation of aid is done to exclude the credits for the repeated course. This rule applies whether or not the student received aid for earlier enrollments in the course.

If a student does not complete 60% of the semester, the student will be required to repay a portion of the financial aid received.

“...as your student prepares for a bigger world, it doesn’t mean that you will be left behind. Freedom, independence, self-sufficiency ... these are all things that we wish for our students; your students. Yet, they’ll always need you.”

Disbursements

At MATC financial aid will be disbursed to the students’ account starting the fourth week of the semester. You must have completed your Entrance Loan Counseling and signed a Master Promissory Note at studentloans.gov before any loan funds will be applied to the account. Loans are disbursed to students in two disbursements. The first disbursement will be approximately four weeks after the first day of the semester. The second disbursement is at approximately the mid-point of the semester. Students may be eligible to receive a book deferment if the MATC Financial Aid Office has received your FAFSA and the financial aid has been awarded for the semester, or they have submitted all required financial aid documents to the MATC Financial Aid Office. Students are not eligible for a book deferment if the FAFSA has not been received.

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150% Rule

In addition to the academic standards, when students receive financial aid, they are subject to the 150% Rule. This rule means that if you attempt more than 150% of the credit hours needed to graduate from your program of study, you will not continue to receive financial aid. If you exceed 150% in any one program, you will not be eligible to continue to receive financial aid. All of the credits that the student has ever taken at MATC or transferred to MATC, whether financial aid was used or not, are counted in this 150% rule calculation. If the student changed programs of study, all credits ever taken at MATC or transferred to MATC are counted, whether they can be counted toward the credits needed to complete the program of study or not.

For more information regarding financial aid eligibility and available funding, contact the Financial Aid office at 414-297-6282, or check the Financial Aid Handbook that can be accessed at matc.edu; click on Student Services and under Financial Aid, click on Handbook.

Fee Refunds

A 100% refund of the course fee is given only under two conditions:

• If the college cancels the class, or

• If the student initiates the refund in writing or on INFORline by the day before the first scheduled class meeting

If your student withdraws from a course after the start of classes, fees will be refunded in accordance with the refund schedule, provided the student has correctly initiated the drop. The refund is based on the student initiating the refund. If an instructor drops your student, there is no refund.

Full tuition and fees can be found on the matc.edu website. Go to Student Services and visit the Welcome Center page. The student initiated refund policy is as follows:

These calculations will be made for the student. The percentage of the refund is based on the start date of the class.

Spring and Fall
15- and 16-week courses
Day and Evening Class Refunds

<table>
<thead>
<tr>
<th>When the class is dropped</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before the class begins</td>
<td>100%</td>
</tr>
<tr>
<td>From calendar days 1 through 12</td>
<td>80%</td>
</tr>
<tr>
<td>From calendar days 13 through 25</td>
<td>60%</td>
</tr>
<tr>
<td>After calendar day 25</td>
<td>None</td>
</tr>
</tbody>
</table>

Summer and all other courses
less than 15 weeks -
Day, Evening and Weekend Class Refunds

<table>
<thead>
<tr>
<th>When the class is dropped</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before the class begins</td>
<td>100%</td>
</tr>
<tr>
<td>Before 11% of scheduled class is completed</td>
<td>80%</td>
</tr>
<tr>
<td>From 11% to 20% of scheduled class completed</td>
<td>60%</td>
</tr>
<tr>
<td>After 20% of scheduled class is completed</td>
<td>None</td>
</tr>
</tbody>
</table>

Career Pathways

Career Pathways are designed to help guide students as they make decisions about their education throughout their entire career. The pathways progress from high school to two-year colleges, to four-year colleges and universities.

Each certificate, technical diploma or associate degree in a Career Pathway offers job preparation in one’s career field, and provides a path to completing the next academic program. For example, after earning a technical diploma that is part of a Career Pathway, these credits can be applied toward completing the related associate degree program, leading to more earning power and greater employment opportunities.

To learn more about MATC’s Career Pathways, see matc.edu/academic_programs/

Honors Program

Students have the opportunity to participate in the college’s Honors Program. If an honors class is taken, the student receives the honors designation on MATC transcripts. Honors students can benefit by:

• Coursework to prepare the student for bachelor’s degree programs
• Interaction with Honors faculty and Honors students
• Greater latitude to pursue special-interest projects for credit
• Participation in national and regional Honors associations and conferences

To participate in the Honors Program, your student should complete an Honors Option contract with the instructor. For more information, email honors@matc.edu.

Grading

A student’s grade point average (GPA) is computed by multiplying the grade point value of each grade by the credit value for the course. The total grade point value is divided by the total number of credits attempted, to determine the grade point average.

Letter grades are given the following grade point values:

A 4.00 Superior
A- 3.75
A- 3.675
B+ 3.25 Above Average
B 3.00
B- 2.75
C+ 2.25 Average
C 2.00
C- 1.75
D+ 1.25 Below Average
D 1.00
D- 0.75
U 0.00 Unsatisfactory/Failing

P Pass
I Incomplete
W Withdrawal
AU Audit (does not receive financial aid for an audited course)

An Incomplete (I) may be given if your student has satisfactorily carried a course until near the end of the semester and has made arrangements to complete the course requirements prior to the end of the following semester. An I that is not removed from the student’s transcript within one semester will become a U (failing grade) on the student’s transcript.

“Higher education should not be a luxury. It is a necessity, an economic imperative that every family in America should be able to afford.”

President Barack Obama

Letter grades are calculated based on the following grade point values:

A 4.00
A- 3.75
A- 3.675
B+ 3.25
B 3.00
B- 2.75
C+ 2.25
C 2.00
C- 1.75
D+ 1.25
D 1.00
D- 0.75
U 0.00

P Pass
I Incomplete
W Withdrawal
AU Audit (does not receive financial aid for an audited course)

An Incomplete (I) may be given if your student has satisfactorily carried a course until near the end of the semester and has made arrangements to complete the course requirements prior to the end of the following semester. An I that is not removed from the student’s transcript within one semester will become a U (failing grade) on the student’s transcript.

To participate in the Honors Program, your student should complete an Honors Option contract with the instructor. For more information, email honors@matc.edu.

"Higher education should not be a luxury. It is a necessity, an economic imperative that every family in America should be able to afford.”

President Barack Obama
Academic Support Centers are located on each campus. Your student can receive assistance in computer applications, course assignments, online use, math, science, social sciences, study skills, writing, as well as tutoring services. Current MATC IDs are needed for printing documents at these centers.

The Academic Support Centers are:
- Communications Center
- Computer Production Center
- Math Center
- Science Center
- Tutoring Services
- Writing Center

Standards of Academic Success and Financial Aid Eligibility

The Standards of Academic Success provides MATC students who are having academic difficulties with a framework for knowing when assistance and specific support services are needed, to make sure they have success in meeting their educational goals and to graduate from the college. The standards define the requirements students must meet to maintain satisfactory academic progress and financial aid eligibility.

Program students’ progress is evaluated after the end of the Fall, Spring and Summer semesters.

When determining students’ statuses, there are four criteria evaluated:

- Semester Grade Point Average (GPA) based on courses completed at MATC during the semester being evaluated. The requirement is a 2.0 GPA.
- Cumulative GPA based on all courses completed at MATC. The requirement is a 2.0 GPA.
- Semester course completion rate (percentage of credits completed out of credits attempted at MATC for the semester being evaluated). The requirement is to complete at least 67%.
- Cumulative course completion rate (percentage of credits completed out of all credits attempted at MATC). The requirement is to complete at least 67%.

The full Academic Standing policy can be found on matc.edu under Student Services. Students needing assistance regarding this policy can visit the Counseling and Advising office on each campus or email advising@matc.edu for any questions they may have.

We encourage students to seek help immediately. To assist students in successfully completing their courses, MATC has a number of academic support systems in place.
The mission of the MATC JOBshop is to assist your student and our graduates with employment needs and provide career information resources. Through the use of the Wisconsin TechConnect Job System, students can explore employment opportunities and research the job market in specific program areas. The JOBshop partners with employers to offer information about job openings for MATC graduates and students. It also provides opportunities for students to network with employers through on-campus programming, employer information sessions and job fairs.

There are many more services and information MATC offers that are not outlined in this packet. We invite you to spend some time on our website getting to know the college in greater detail.

At matc.edu, you can find information on:

- Accelerated programs
- Apprenticeships
- Continuing Education courses
- Credit for Prior Learning
- Credit transfer agreements with University of Wisconsin schools and Historically Black Colleges and Universities
- Department of Multicultural Student Services
- Honor societies
- How students can change their address/phone number
- How students can review their academic record
- Internships
- Office of Bilingual Education
- Online programs
- Scholarships
- Student Accommodation Services for persons with disabilities
- Veterans services

Sources: Emerson College Parent Resource Guide, MATC Catalog and matc.edu

We look forward to serving your student from admission to graduation.

We thank you and your student for choosing
Downtown Milwaukee Campus
700 West State Street

Mequon Campus
5555 West Highland Road

Oak Creek Campus
6665 South Howell Avenue

West Allis Campus
1200 South 71st Street

matc.edu
Wisconsin Relay System 711