



## Wilkes-Barre Center

### Hours of Operation

Monday-Thursday: 8AM-9:30PM Friday: 8AM-4PM

### Staff Hours

Monday-Thursday: 8AM-6:30PM Friday: 8AM-4PM

Phone: 570-740-0780

wbcenter@luzerne.edu



## WELCOME WILKES-BARRE CENTER STUDENTS!

*Below we have listed some common questions and answers to better serve you here at the Wilkes-Barre Center.*

### Who are the staff at the Wilkes-Barre Center?

|              |                               |
|--------------|-------------------------------|
| Director:    | Adam Blannard                 |
| Advisor:     | Bonny Laneski<br>Miryan Reyes |
| Secretaries: | Jocelyn Reese<br>Keely Glatz  |

**What can I see an advisor for?** Our advisors can assist you with many things. Questions regarding academic programs, specific course information, registration, adding/dropping courses, withdrawal, tutoring, etc. can be answered by reaching out to one of our advisors. Appointments are suggested, but certainly not required.



**Where do I park?** Free parking is available after 5:00 PM in the lot adjacent to the Irem Temple located on Franklin Street. Meter parking is available. There are no charges for the meters after 6:00PM. Additional parking (for a small fee) is available at Boscov's.

**Is there security at the Wilkes-Barre Center?** Yes. A security officer is on site at the center Monday-Thursday 9AM-10PM and Friday 9AM-4PM. Security is available to escort students to their vehicles after classes. Please let our officer know if you would like an escort.

**Is there an open computer lab available to use?** Room 103 is a designated open computer lab available when a class is not in session. Lab hours and a sign-in sheet are posted at the entrance to the room. You will need a LCCC network account and user name/password created to gain access to a computer. If you need help, inquire at the front desk.

**How do I know if the center is closed due to inclement weather or other emergencies?** Please note: If the Main Campus is closed, the dedicated sites will be closed as well. When the college is closed or delayed due to inclement weather or other emergency, announcements will be made on local television and radio stations. In addition, it is recommended that you sign up for text/email alerts by going to [student.luzerne.edu](http://student.luzerne.edu) and click on email/text alerts. You can also go online and check the college web home page ([www.luzerne.edu](http://www.luzerne.edu)).

**Need a Photo ID?** You can obtain a photo ID at the Main Campus Security Office. On occasion the Wilkes-Barre Center will take photos for student ID's. More information to come.

**What is Self-Serve/Student Planner?** All students are advised to set up a Self-Serve/Student Planner account. Doing so will allow the student to access transcript, academic evaluation, and class schedule information. Grades and financial aid information are found here. Access through the LCCC Student Intranet or at this link: <https://self-service.luzerne.edu/>

**Need a Snack?** Dunkin Donuts, Circles, and Chick-fil-a all located on Public Square offer quick meal options.

**What about Cancellations?** Daily class cancellations can be announced by instructors via the student intranet or on hallway monitors. Please be sure to check this service for the most recent information. Email notification of cancellations may also be sent to your LCCC student email account.

**Have you moved or obtained a new phone number?** Anyone who has had a **change of name, address, or telephone** is asked to stop by the front desk to complete a form allowing your records to be updated. Current telephone numbers (cell phones if you prefer) are particularly important as we make every effort to keep our students advised of classes that have been cancelled.

**Do you need help with a writing assignment?** We have a free onsite writing Center facilitated by faculty; please check at the front desk for the schedule. If you have a research paper, essay, or other writing assignment you would like assistance with, you will find help here. An On Line Writing Center is also available. Faculty reviewers will review your paper and email it back to you with suggestions for improvement. <https://studentportal.luzerne.edu/writingcenter/>

**Smoking Policy? There is no smoking on college property.** Our landlord has instituted a zero tolerance smoking policy for this building. Student safety is of the utmost importance, and we ask everyone to help us maintain it.

**Do we have access to the Library?** The LCCC library offers our students a variety of services and opportunities including access to various databases which serve as excellent reference sources. If you would like more information on how to access the available databases, please stop by the front desk. <https://depts.luzerne.edu/library/>

**Can I get a tutor?** LCCC WB Center offers students free walk-in peer tutoring for a wide variety of subjects. If you are having difficulty with a course, please don't wait until you are in serious trouble to seek help. A tutor request form must be completed online at the Student Intranet. <https://studentportal.luzerne.edu/tutor/jump.jsp>

**E-Mail Accounts?** The College offers E-mail addresses to all students. As the College moves to a paperless system, it is important that you have a college E-mail. If you do not currently have an E-mail address, visit our student portal at <http://student.luzerne.edu>, and click the "click here to create an account" link.

**What about Financial Aid?** Financial aid may be tracked through your Self-Service account. Students often ask for the number to reach financial aid offices at Main Campus. For your convenience, we are listing the toll-free number with all extensions. 1-800-377-5222 Extensions: 7390, 7396, 7414, 7351, 7395. However, we have been advised that replies are often received more quickly via E-mail. The address for financial aid is [fao@luzerne.edu](mailto:fao@luzerne.edu).