Self-Service
Student Guide
(as of 11/20/2024)

Piedmont Community College
PO Box 1197
1715 College Drive
Roxboro, NC 27573
(336) 599-1181
www.piedmontcc.edu

Table of Contents

Getting Started with Self-Service

What is Self-Service?

Self-Service is our new student portal that allows students to plan out the courses in their academic programs, register for classes, request transcripts, check grades and many more functions.

How do I log in to Self-Service?

Logging in is easy. You will log in with your network user account (PCCAD). This is the same log in you use to access your PCC email account.
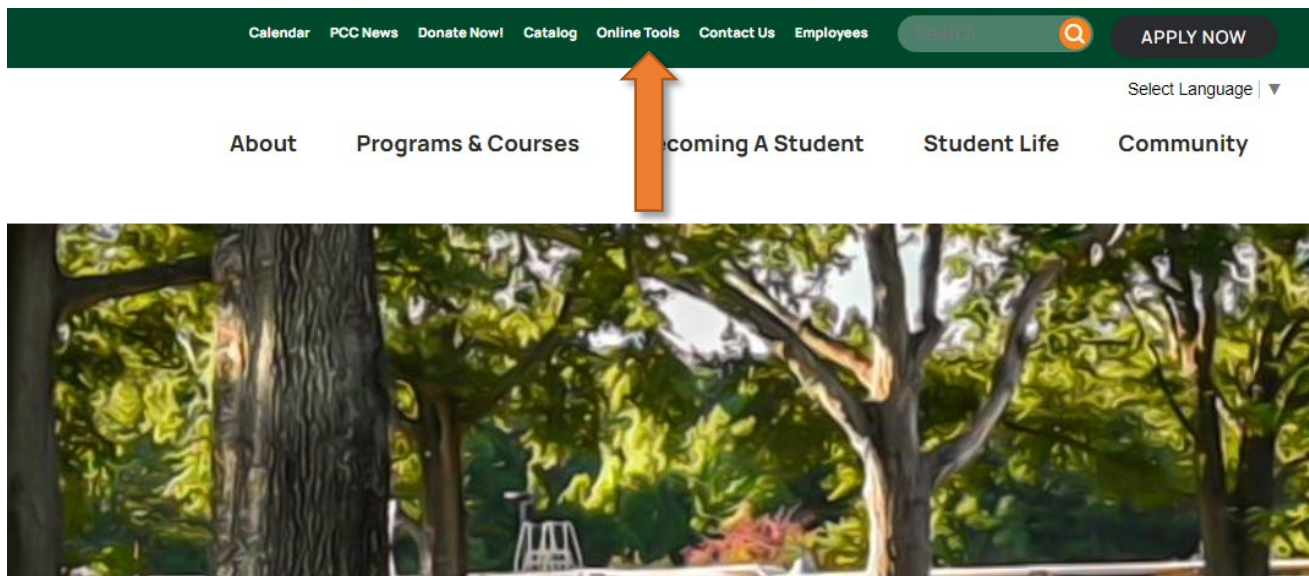
Need assistance? Click here: https://piedmontcc.edu/it/it-login-information/

What if I forget my password?

If you forget your password, go to this link to reset it: https://reset.piedmontcc.edu/PasswordReset/

If you are unable to reset your password, or require additional assistance with your log in credentials, please call the student help desk at (336) 322-2300 or email studenthelpdesk@piedmontcc.edu.
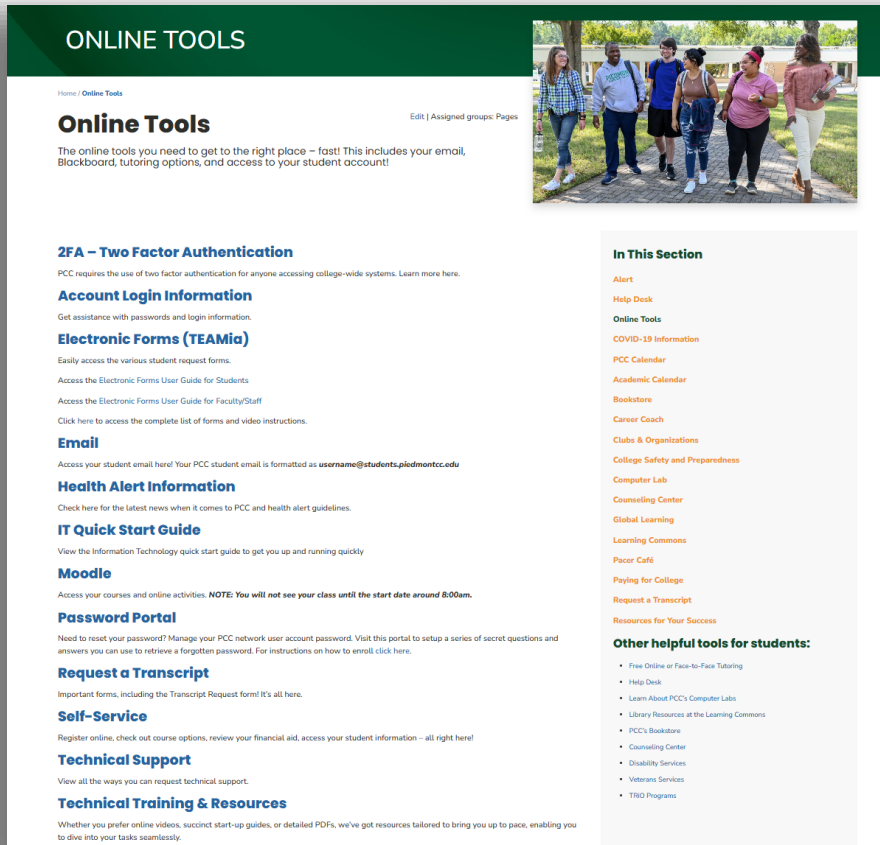
Logging into Self-Service

You may access Self-Service from our homepage by clicking on "Online Tools":
www.piedmontcc.edu

Click on "Self-Service" to login.

Click "STUDENT/EMPLOYEES"

Sign in with the same credentials you use for Blackboard, WebAdvisor, and your student email
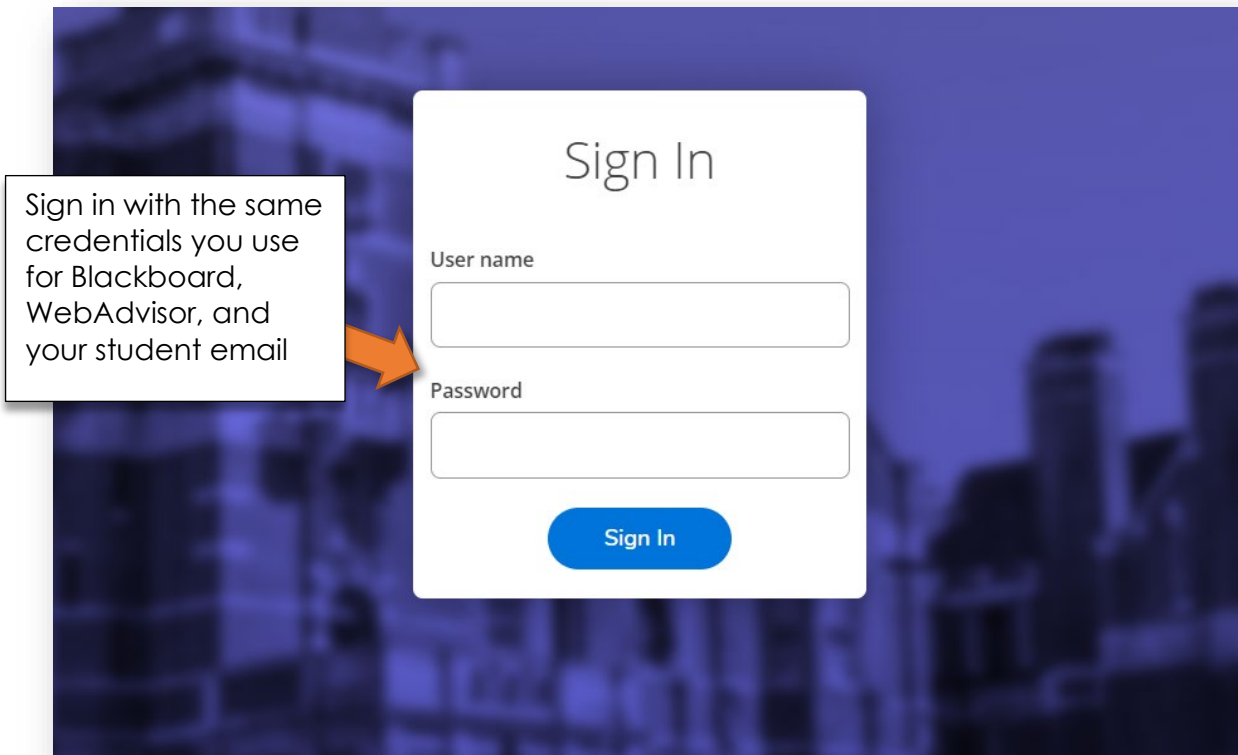
Self Service Landing Page

When you first log in to Self-Service, the following landing screen will appear. Click on "Student Finance" to view items such as tuition and fees, payments, financial aid that is pending or has been applied to your account and refund checks.
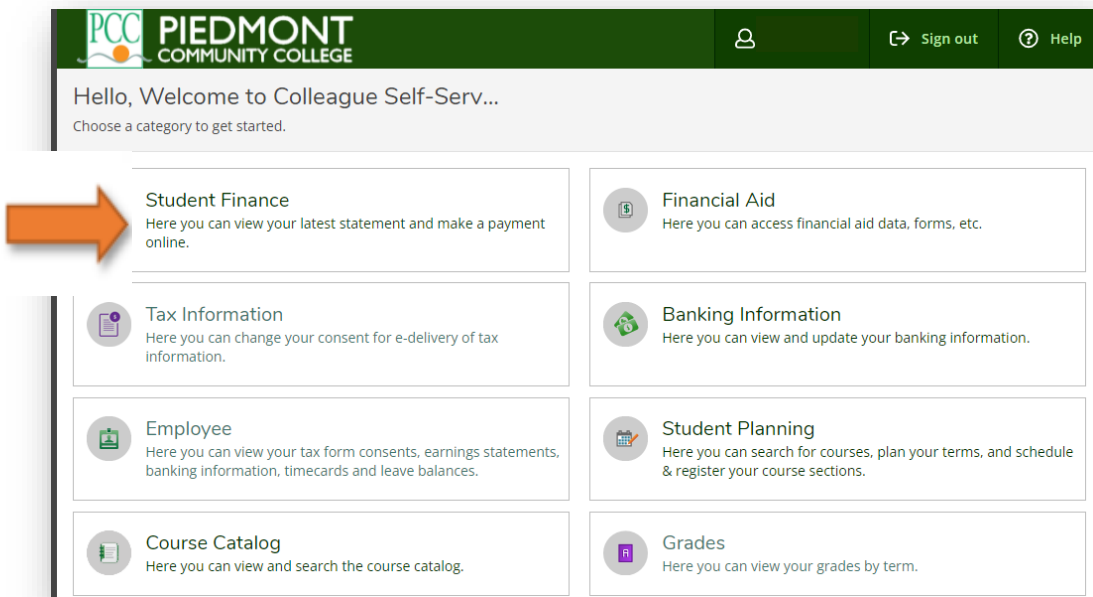
Student Finance

Account Details

Click on any semester and the account activity for that semester will appear:

Account Overview

Amount Overdue	$0.00
Total Amount Due	$0.00 Make a Payment (Admin)
Total Account Balance	-$1,256.00 Account Activity (Admin)

Spring Semester 2022	-$1,256.00
Fall Semester 2021	$0.00
Spring Semester 2021	$0.00
Fall Semester 2020	$0.00

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This shows charges, payments, financial aid applied, refunds and balance

Term: Fall Semester 2020 - Balance: $0.00

View Statement

Charges $1,300.79 − Payments $25.00 − Financial Aid $3,173.00 + Refunds $1,897.21 = Balance $0.00

Click here to view your statement

Expand All

Click here to expand and get more details.

Charges	$1,300.79	∨
Payments	$25.00	∨
Financial Aid	$3,173.00	∨
Refunds	$1,897.21	∨
Balance	$0.00	

Student Statement

Below is an example of what a statement for a semester looks like. (Note that student information has been blacked out.)

Student Statement

Piedmont Community College
P O Box 1197
Roxboro, NC 27573

Name	███████
Student ID	███
Total Balance	███
Total Amount Due	$0.00
Amount Enclosed	

Please return this portion of the statement to the institution, along with your payment.

Date Generated: 1/10/2022

Account Activity Summary - Fall Semester 2020

	Charges	
	Tuition by Section	$988.00
	Fees	$62.00
	Miscellaneous Charges	$250.79
+	**Total Charges**	**$1,300.79**
-	**Student Payments**	**$25.00**
-	**Financial Aid**	**$3,173.00**
+	**Refunds**	**$1,897.21**
=	**Fall Semester 2020 Balance**	**$0.00**
=	**Total Amount Due**	**$0.00**

Course Schedule

Section	Course Title	Credits	CEUs	Days	Times	Classroom	Start/End Dates
ACC-120-71	Prin of Financial Accounting	4.00		TBD	TBD	DLON DLON ONLINE	8/17/2020-12/16/2020
BUS-110-41P	Introduction to Business	3.00		M TBD	1:45-2:55 PM TBD	PERCO L 101 PERCO DLON ONLINE	8/17/2020-12/16/2020
ECO-251-41P	Prin of Microeconomics	3.00		F TBD	10:55 AM-12:10 PM TBD	PERCO L 101 PERCO DLON ONLINE	8/17/2020-12/16/2020

Setting Up a Payment Plan/Making a Payment

You may set up a payment plan or pay in full by clicking on Student Finance, and then "Make a Payment" to pay your balance in full, or "TOUCHNET-View Account and make Payments" to set up a payment plan.

☰

🏠 **Home**

🏛 **Financial Information** ⌄

Student Finance ⌃

Account Summary

Make A Payment ← Make a "one-time" payment

Account Activity

My Bookstore Available Funds

Pay for Registration

Registration Activity

TOUCHNET - View Account and Make Payments ← Set up a payment plan

Financial Aid ⌄
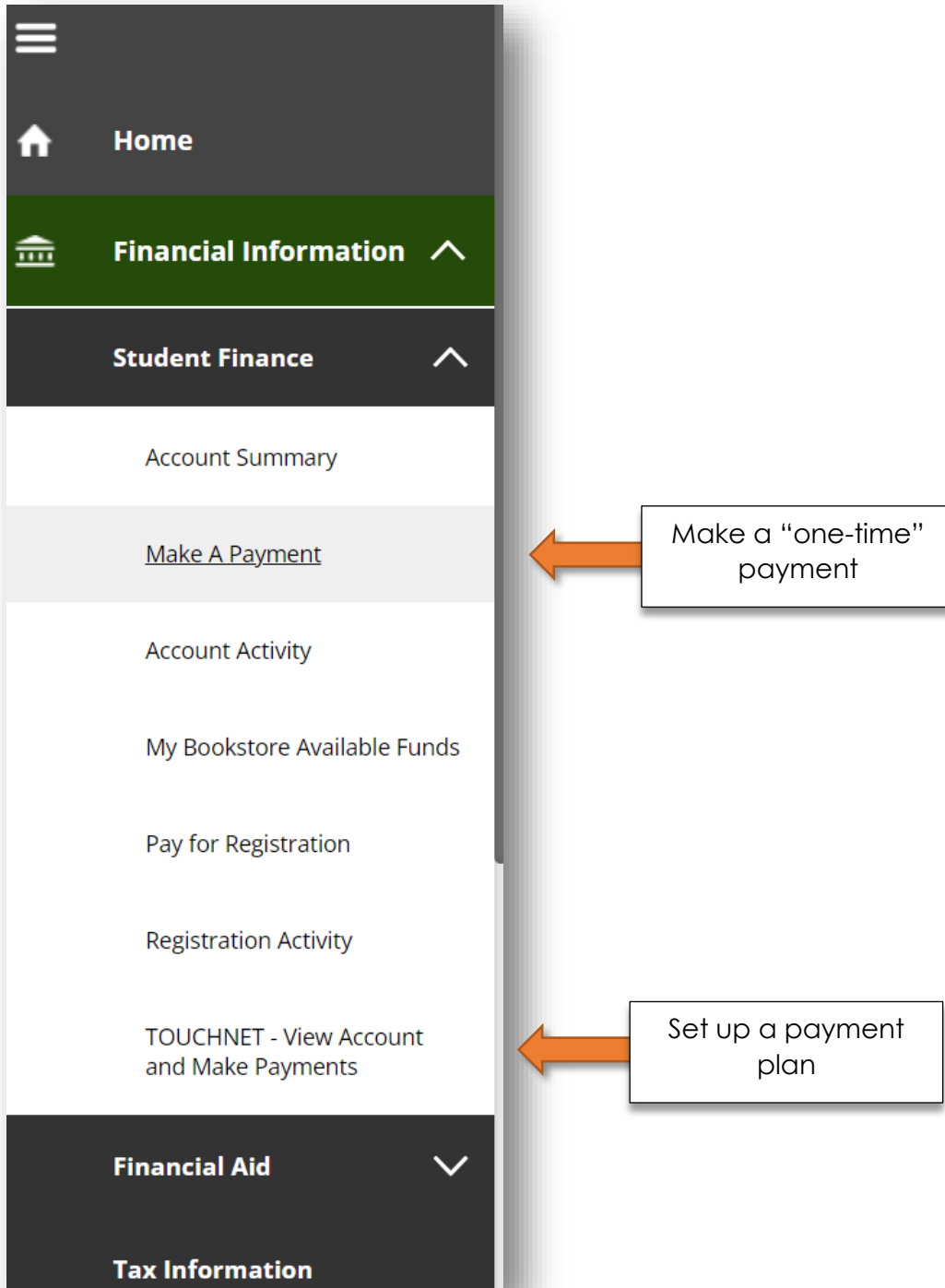
Tax Information

Tax Information (1098T form)

At the beginning of the tax year when you need tax information for your status as a student you can access your 1098-T in the Tax Information page.
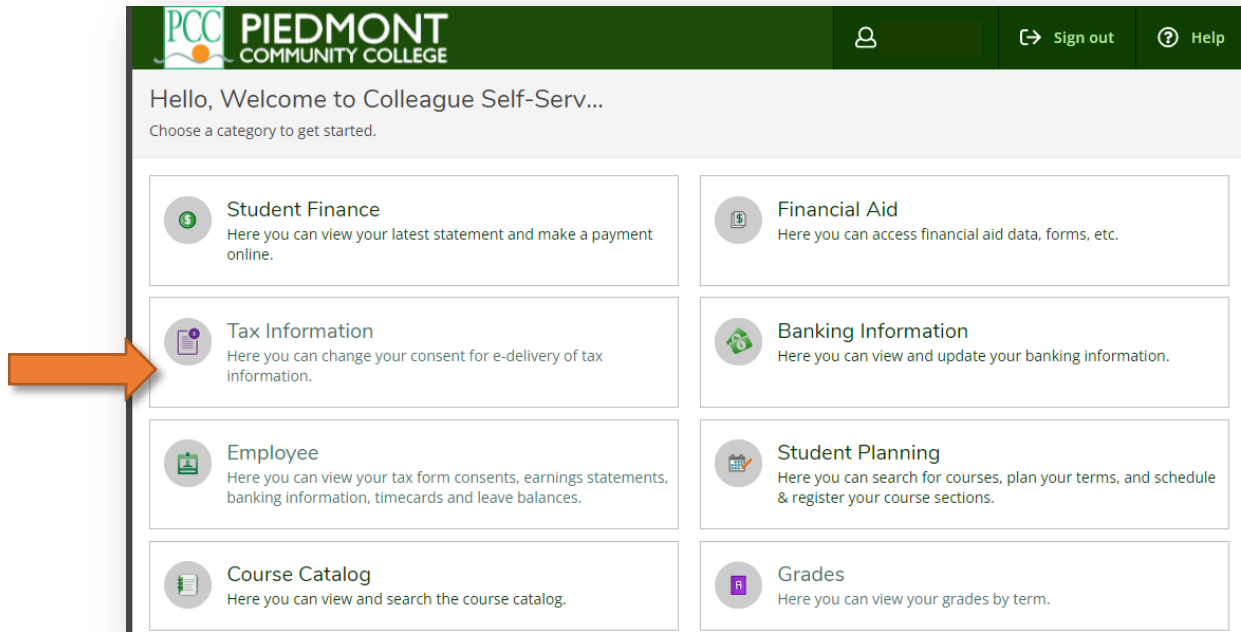
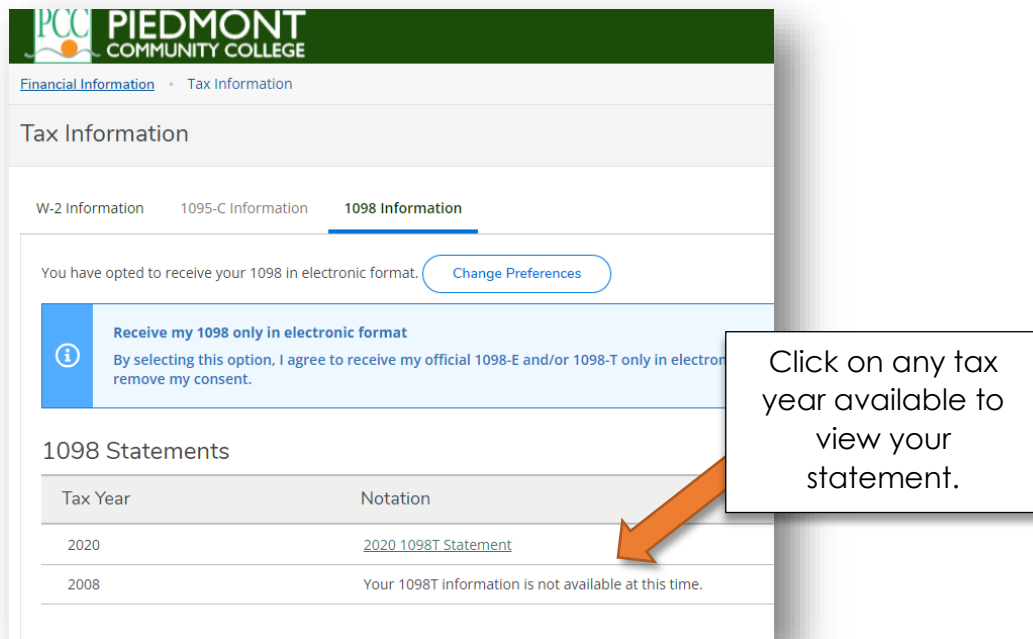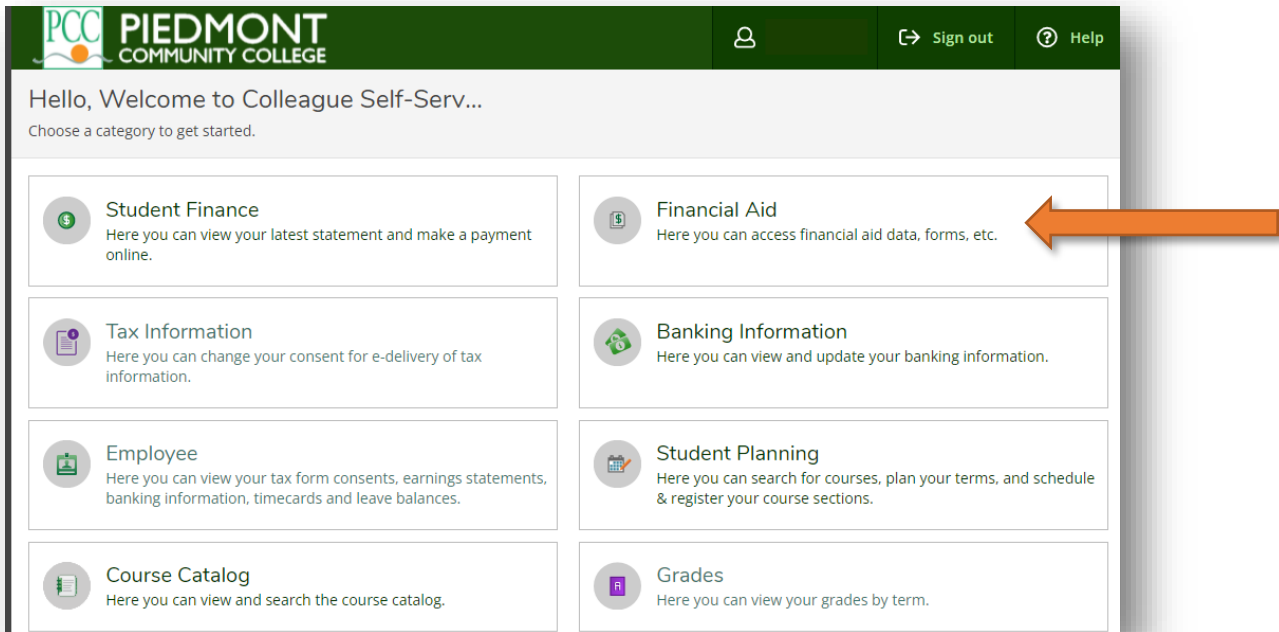Click "Tax Information" and the following screen will appear.
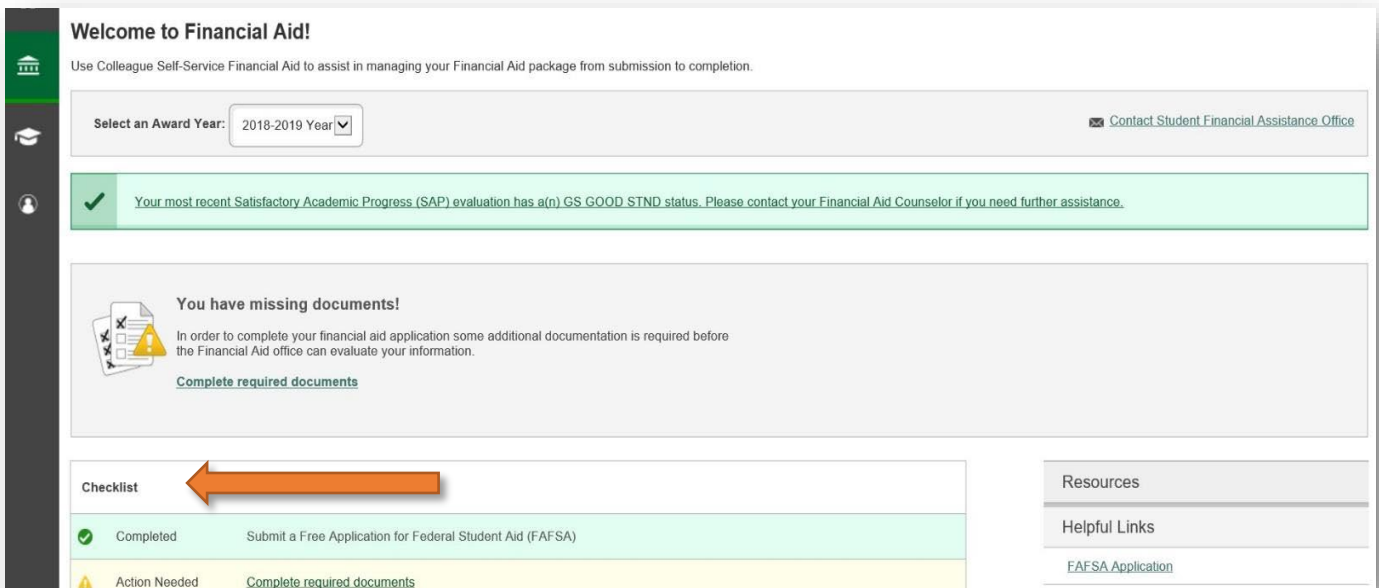
Financial Aid

Click on the Financial Aid tab to view your financial aid details:

FAFSA Application Status

Once you enter the Self-Service Financial Aid page you will see a checklist at the bottom with the status of you FAFSA Application for the selected award year.

You can change your award year at the top of the screen to the school year you want to check on.

Click on the Required Documents link to see what items are needed to move forward.

Required Documents

When you click on Required Documents, (see above screen shot) Self-Service will generate a complete/incomplete list.

Satisfactory Academic Progress (SAP)
You can check your eligibility status on the Satisfactory Academic Progress page.

To view PCC's policy regarding satisfactory academic progress, please click here:

[Satisfactory Academic Progress Policy](#)

Bookstore funds
View funds available at the bookstore:

Academics

Click on "Academics" (academic cap icon) and the following submenu will appear:
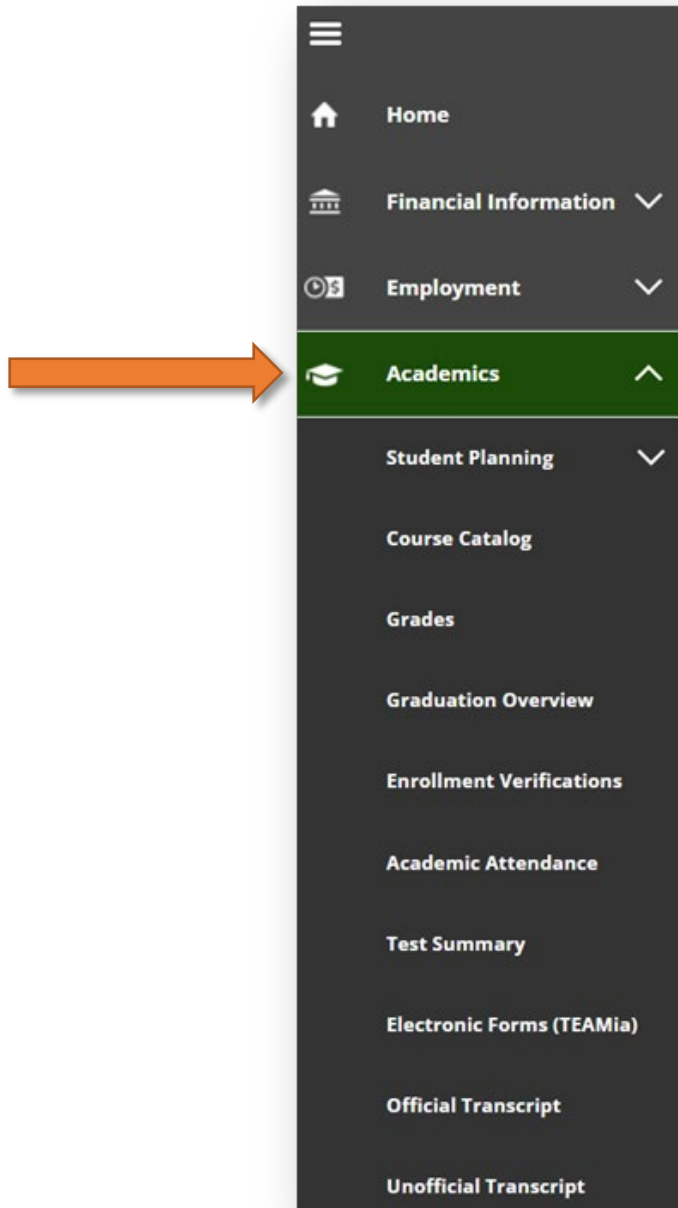
Student Planning (search for courses, plan your terms, and register for classes)
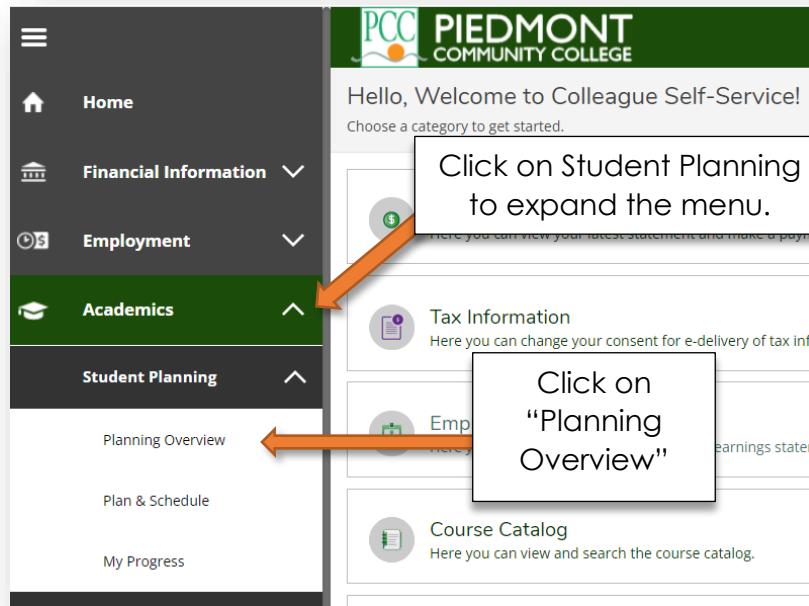
Click on "Go to My Progress":

This page shows the required courses that you need to complete your academic program. It also shows those classes that you have taken and those that you will need for your degree etc. If you have questions about your progress check with your advisor.

My Progress

Search for courses...

◄ ► Accounting ⊗
(3 of 3 programs)

View a New Program   Load Sample Course Plan

At a Glance

🖨 Print

Cumulative GPA: 2.308
Institution GPA: 2.308 (0.000 required)
Degree: Associate in Applied Science
Majors: Accounting
Departments: Accounting
Catalog: 2017

ℹ **Program Completion must be verified by the Registrar.**

Progress

Description
The Accounting curriculum is designed to provide s ... more

Program Notes
Show Program Notes
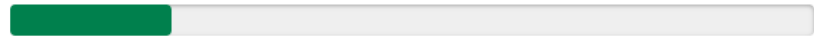
Total Credits   51 of 69
51

Total Credits from this School   13 of 18
13

Requirements Expand All ⌄

General Education Requirements

Complete all of the following items. ⚠ **1 of 5 Completed.** Hide Details

---

General Education Requirements

Complete all of the following items. ✓ **5 of 5 Completed.** Hide Details

A. English

Take 3 hours; from ENG-111
Complete all of the following items. ✓ **1 of 1 Completed.** Show Details

B. Communication

Take 3 hours; from COM-231 ENG-115
Complete all of the following items. ✓ **1 of 1 Completed.** Show Details

C. Humanities

TAKE 3 HOURS; FROM ART-111 ART-114 ART-115 ART-116 ART-117 DAN-110 DRA-111 DRA-122 HUM-110 HUM-115 HUM-120 HUM-121 HUM-150 HUM-160 HUM-211 HUM-212 HUM-230 MUS-110 MUS-112 MUS-210 MUS-211 PHI-210 PHI-215 PHI-230 PHI-240 REL-110 REL-211 REL-212 REL-221
Complete all of the following items. ✓ **1 of 1 Completed.** Show Details

D. Social/Behavioral

TAKE 3 hours;from ANT-210 ANT-220 ECO-151 ECO-251 ECO-252 GEO-111 HIS-111 HIS-112 HIS-116 HIS-121 HIS-122 HIS-131 HIS-132 POL-120 POL-130 POL-220 PSY-150 SOC-210 SOC-213 SOC-220 SOC-225 SOC-240
Complete all of the following items. ✓ **1 of 1 Completed.** Show Details

E. Mathematics

TAKE 3 hours; from MAT-140 MAT-171
Complete all of the following items. ✓ **1 of 1 Completed.** Show Details

Major Requirements

Course Catalog

Course Catalog only shows courses for the "active term" i.e., future terms that have been created. Also, the Course Catalog can be searched from the Self-Service landing page (no login required) or from inside your Self-Service Account. Same procedures apply. Below is how to search from inside Self Service.
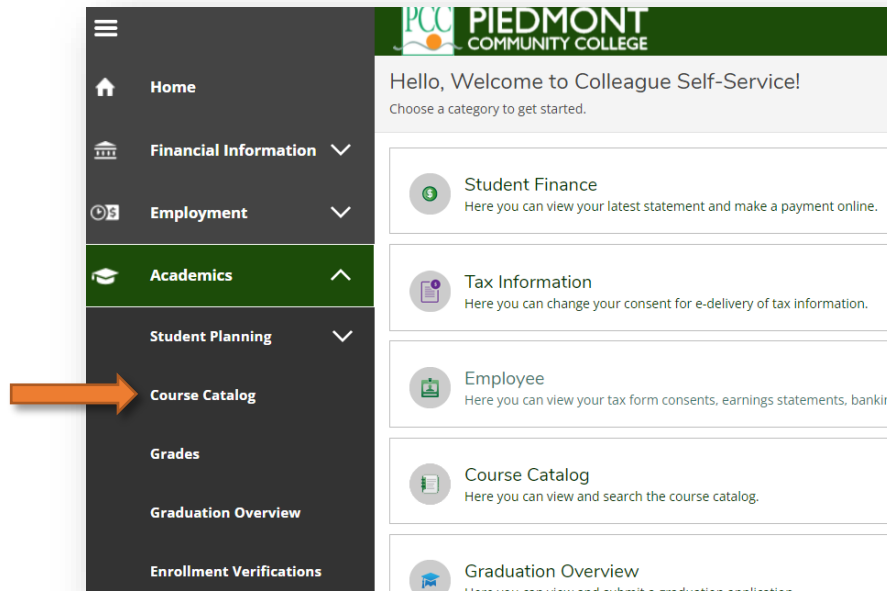
To check on courses offered Click on "Course Catalog" and the following will appear.
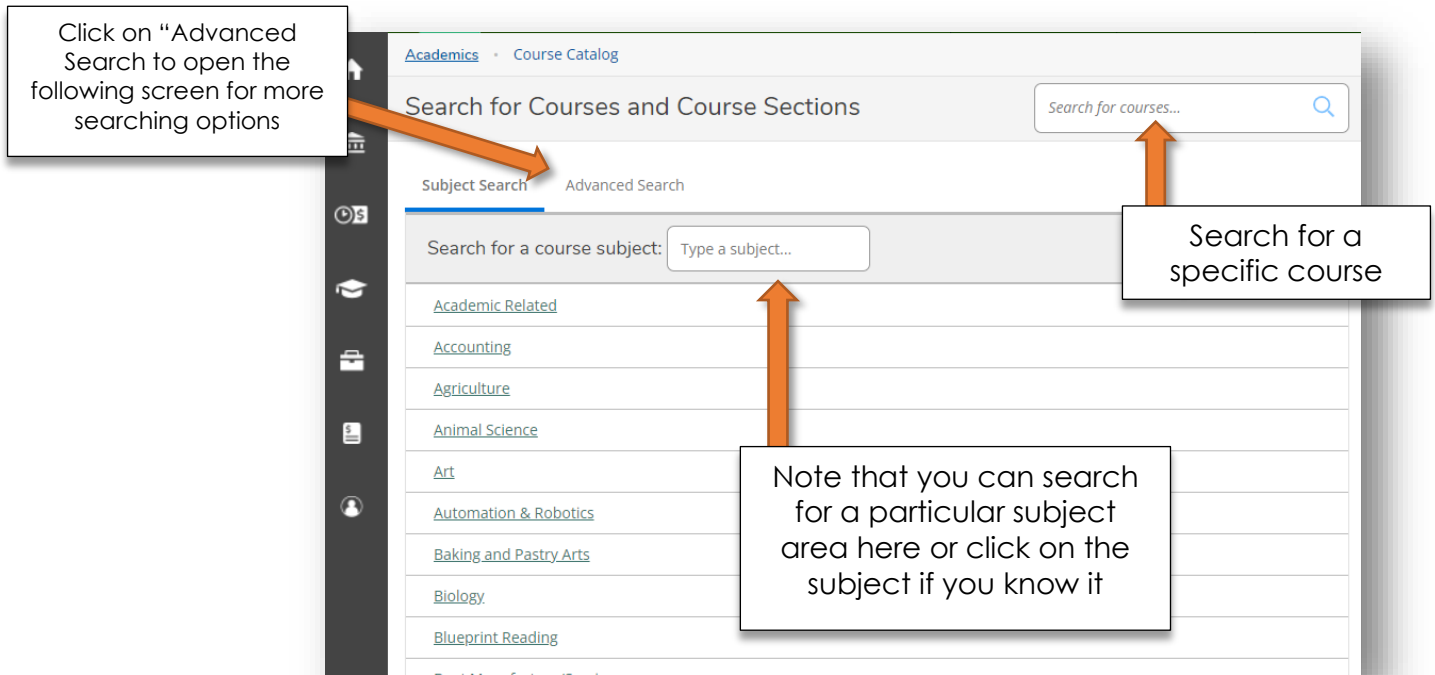
You can search by term, course, day of week, location, etc.

Shown below is an example advanced search result for the following criteria: Term (2022 Spring Semester), Course – AGR (Agriculture), & Location (Caswell County Campus)

Course Registration

From the home screen, click "Student Planning":

Click "Go to Plan & Schedule":

On this screen, you can search for courses and view your week at a glance for planned or registered courses. Please note: Planned courses are those you may plan to take and have loaded into your "cart", but your seat in the class is not secured. Registered courses are those that you've officially enrolled in for the upcoming term.

On this screen you can filter results and search by different criteria as needed (subject, location, time, etc.). Click on "View Available Sections" to see results.

Once you are sure you have the correct section, click "Add Section":

PIEDMONT COMMUNITY COLLEGE

saclayton98 | Sign out | Help

Academics · Course Catalog

Search for Courses and Course Sections

Back to Course Catalog

Search for courses...

Filter Results | Hide

Filters Applied: None

Availability

☐ Open and Waitlisted Sections
☐ Open Sections Only

Subjects

☐ English (2)

Locations

☐ Caswell County Campus (1)
☐ Distance Learning/Online (1)
☐ Person

Terms

☐ Fall Sem
☐ Spring S

Days of

☐ Sunday
☐ Monday

ENG-111 Writing and Inquiry (3 Credits)

Add Course to Plan

This course is designed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process. Emphasis includes inquiry, analysis, effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English.

Requisites:
Take One Set: Set 1: DRE-097 Set 2: ENG-002 Set 3: BSP-4002 - Must be completed prior to taking this course.
Take ENG-011 - Must be taken either prior to or at the same time as this course.
Offered:
All

View Available Sections for ENG-111

Fall Semester 2022

Add Section to Schedule

Section Details

ENG-111-61P Writing and Inquiry
Spring Semester 2023

Instructors	Fry, C
Meeting Information	M, W 9:30 AM - 10:35 AM
	1/9/2023 - 3/6/2023
	Person County Campus, C Bldg 112 (Classroom Hours)
	M, T, W, Th, F, Sa, Su
	1/9/2023 - 3/6/2023
	Person County Campus, Distance Learning/Online ONLINE (Classroom Hours)
Dates	1/9/2023 - 3/6/2023
Seats Available ⓘ	25 / 25 / 0
Credits	3
Grading	Graded
Requisites	

Close | **Add Section**

on County Campus, H ... 218 ...room Hours

Fry, C (**Classroom Hours**)

Instructors

01

> Review once more and click "Add Section" if this is the correct selection.

PIEDMONT COMMUNITY COLLEGE

saclayton98 | Sign out | Help | 2

Academics · Course Catalog

✓ ENG-111-72 has been planned on the schedule.

Search for Courses and Course Sections

Back to Course Catalog

Filter Results | Hide

Filters Applied: None

ilter Results | Hide

ENG-111 Writing and Inquiry (3 Credits)

Add Course to Plan

...ed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process.
...nquiry, analysis, effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon
...s should be able to produce unified, coherent, well-developed essays using standard written English.

...: DRE-097 Set 2: ENG-002 Set 3: BSP-4002 - Must be completed prior to taking this course.
...t be taken either prior to or at the same time as this course.

...e Sections for ENG-111

☐ Caswell County Campus (1)
☐ Distance Learning/Online (1)

Fall Semester 2022

> Confirmation "pop-up" message that the course has been added to your plan.

> Once you have added all your courses, click on the home button to get back to your planned schedule.

RETURN TO TABLE OF CONTENTS

Click on "Student Planning":

Your selected course(s) will appear on your schedule as a bright yellow "planned course". Then click "Register Now":

Your course(s) will then show in your schedule as a green scheduled course:
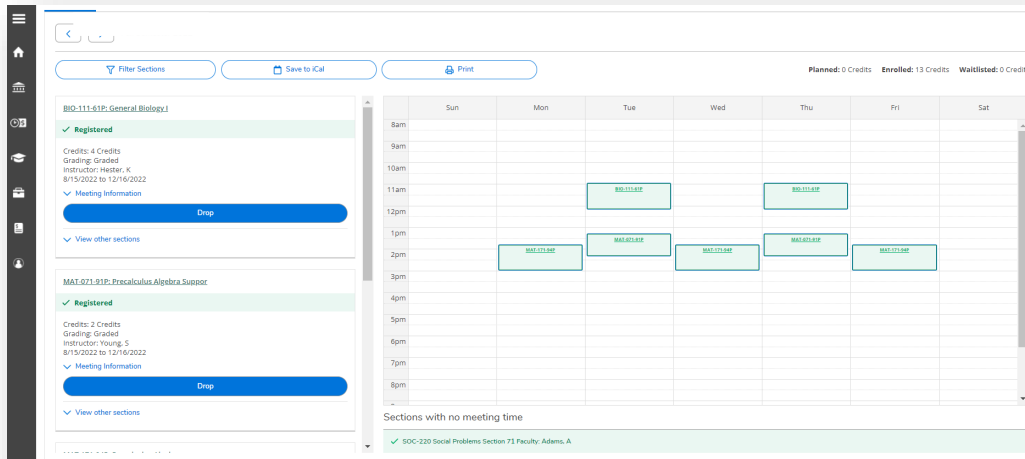
How to Find Your Advisor
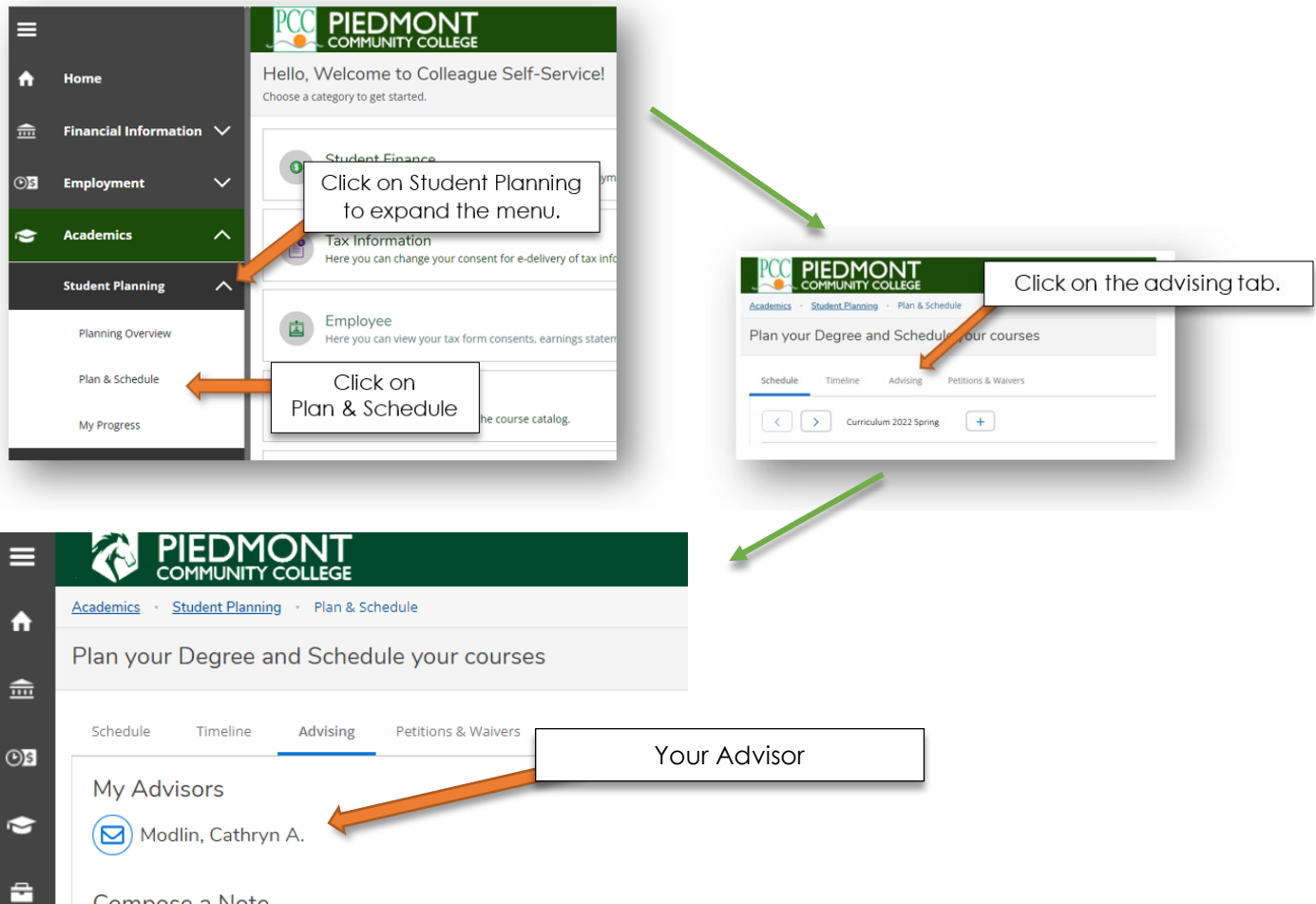
Grades

Click on "Grades" (either link) to view your grades, by term, for every class taken at PCC.

Course Section, Title, Final Grade, Midterm Grade and Credits are listed for each course by term.

Enrollment Verifications

Students can request Enrollment Verifications in Self-Service.

On this screen you can add a request or see what requests are on file:

Enrollment Verification Requests

Enrollment Verification Requests

Add New Request

ⓘ No enrollment verification requests on file

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To add a new request, fill out the required information and click "submit":

PIEDMONT COMMUNITY COLLEGE

Academics · Enrollment Verifications

Enrollment Verification Request

‹ Back to Enrollment Requests

Please complete the form below to request an enrollment verification. For more information please contact the Registrar.

Recipient *

Address *

☐ Outside US/Canada

Address Line 1 *

Address Line 2

City *

State/Province *

Please choose a state/province ⌄

ZIP/Postal Code *

Copies *

1

Comments

Cancel   **Submit**

Once the request is received in the Records office, items are processed, printed, and forwarded to the designated recipient listed on the initial request.

Submitting Electronic Forms

To submit a student change form or a class withdrawal form, click on "Electronic Forms (TEAMia):
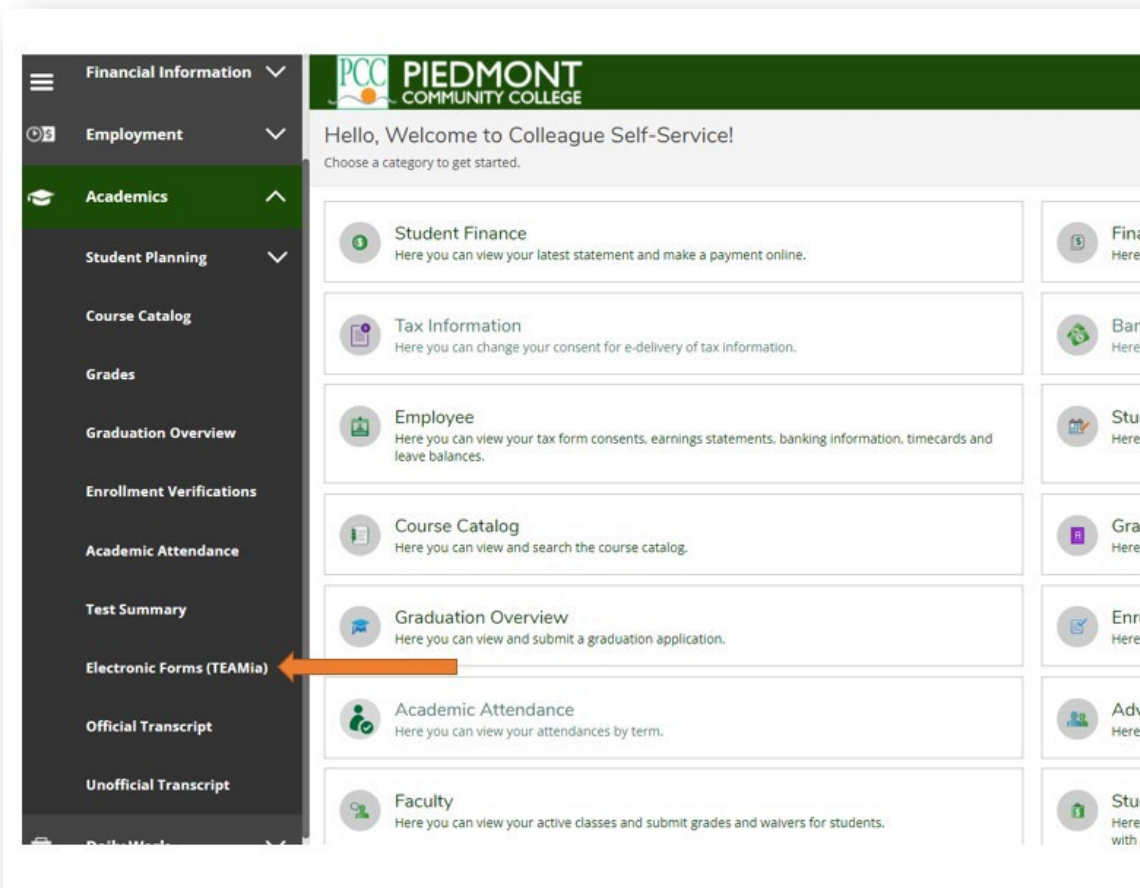
Class Withdrawal Request

Click on the option to "Withdraw Class"
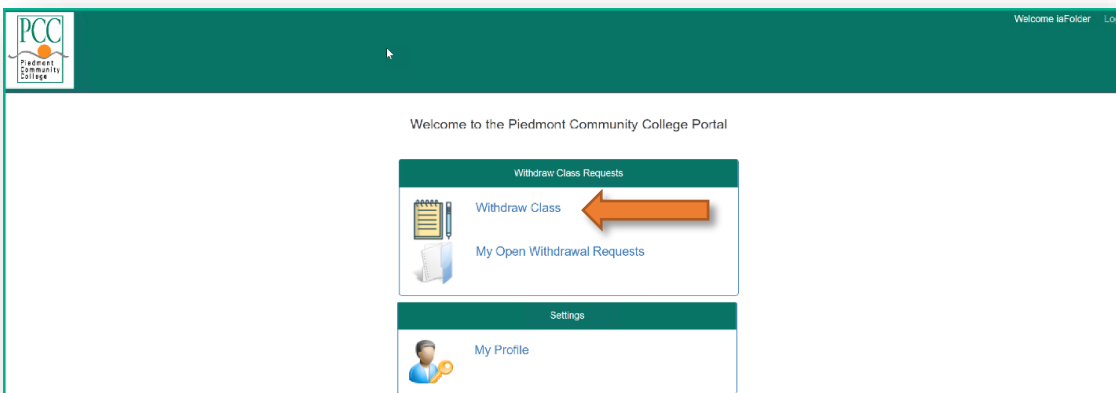
The list of courses you are registered for will display. Select the course you would like to withdraw from and click "CONTINUE":

The Class Withdraw Detail Screen will display. Most fields are pre-populated. You will need to enter the Withdrawal Reason from the drop-down selection (required) and click Save.

Once you have saved the information, the confirmation screen will display. The withdrawal form has been sent to the instructor. To return to the home page, click on the PCC logo or click 'here'.
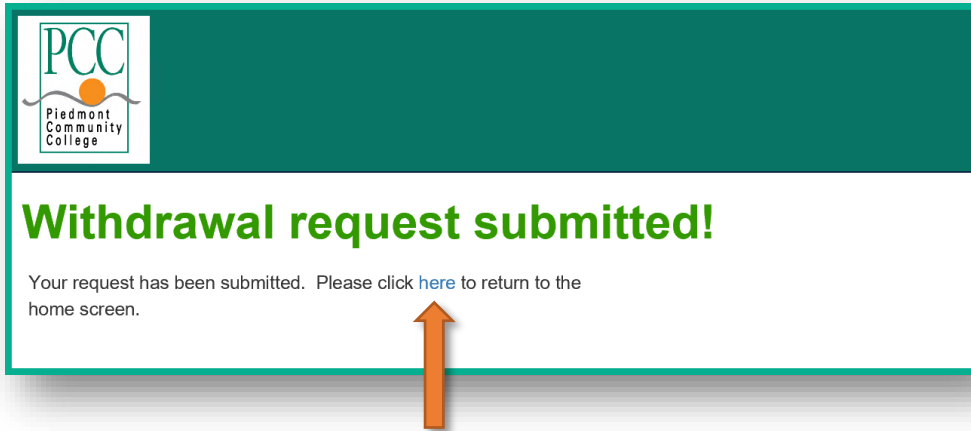
Once the request has been approved by the instructor, a confirmation email will be sent to your PCC student email address. To view the status of your request, click My Open Withdrawal Requests link from the home page.
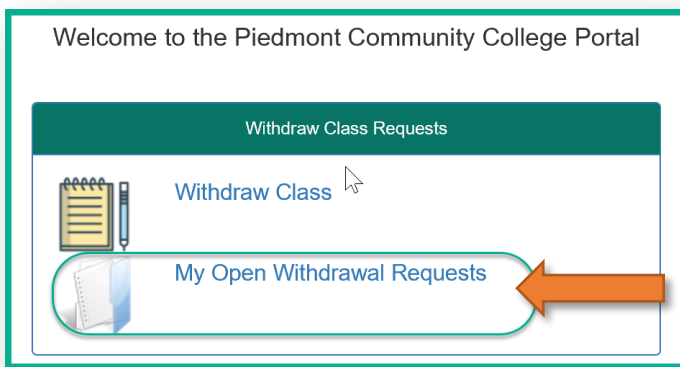
To view the list of withdrawal requests and status of each, click on the view details icon.

Id	Date Created	Status	Summary	
82	07/28/2021	Awaiting Instructor Approval	Student Withdrawal Class -	
81	07/26/2021	Awaiting Student Completion	Student Withdrawal Class -	
80	07/26/2021	Approved by Instructor. Awaiting Registration Approval	Student Withdrawal Class -	

Change of Information Form (Address update, name changes, SSN, and change of major)
Click Change of Information Request:

Page 29 of 34
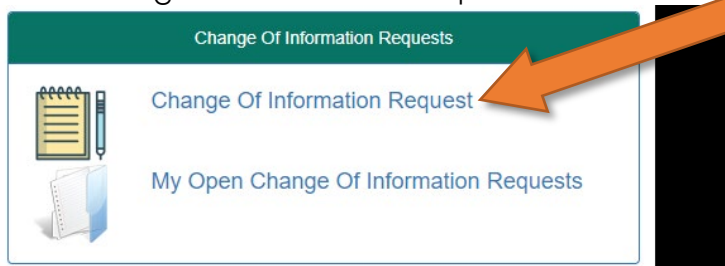
The request page will display the items to be completed. Click on the arrow beside "*Enter Information*" to create your request.

Last Name	Student
First Name	Sally
Colleague ID	9999999

Actions

Status	Action
Not Started	▶ *Enter Information
Not Started	▶ *Upload Supporting Documentations
Not Started	▶ *Send to Admissions

Attachments

Attachment ... ▼	Name ▼	Attachment Actions ▼

Complete the necessary information on the form then click **Save and Continue**.

Once you have completed the form, click the "SAVE AND CONTINUE" button.

Click here to change the page size

Click here to zoom in and out

Welcome PIEDMONT

Student Change of Information
✓ SAVE AND CONTINUE   ⊘ CANCEL

↑ ↓ 1 /1 ┼ — Auto

Piedmont Community College
Updated 9/2021
Admissions and Records
Student Change of Information

This form must be submitted with valid government issued photo ID. If you are providing or correcting your social security number you must also provide your social security card.

Print your information as it currently appears on your file.
Name:
LAST   FIRST   MIDDLE
PCC Student ID#:   Date of Birth

CHANGES TO BE PROCESSED: (Only complete the sections to be changed)

NEW NAME
                                          Nicole
LAST   FIRST   MIDDLE
Proper documentation must be attached for name change.

NEW MAILING ADDRESS

NUMBER, STREET, APT #   CITY   STATE   ZIP CODE
New E-mail Address:
New Home Phone: New Cell Phone: New Work Phone:

Copy of Social Security Card and photo ID must be attached for SSN change.

INCORRECT SOCIAL SECURITY NUMBER TO BE REMOVED:
CORRECT SOCIAL SECURITY NUMBER TO BE ADDED:

✓ SAVE AND CONTINUE   ⊘ CANCEL

If documentation is required, then click the arrow box beside "Upload Supporting Documentation."

Click Browse or Drop File Here to upload the document. Once uploaded, click the Attach button.

Once you have completed the form and uploaded the documentation, click the arrow box beside Send to Admissions to submit the request.

Transcripts
Students have access to their official and unofficial transcripts through Self-Service.
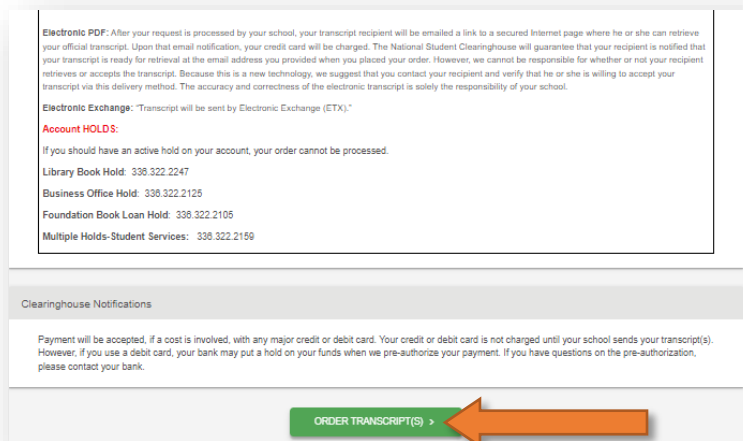
Official Transcripts
PCC has authorized the National Student Clearinghouse to provide official college transcript ordering on the National Student Clearinghouse (NSCH) secured website. Click on "Official Transcript". You will then be directed to the NSCH website to request your official transcript

Click "Order Your Transcripts" and follow the prompts on the screen (you may choose to have your transcript sent electronically, mailed, or held for pickup – instructions are on this screen):

Unofficial Transcripts

Students may also access their unofficial transcripts through self-service at no charge.*

This is reminder that you are viewing an unofficial transcript.

Click here to choose which transcript you want to view or print.
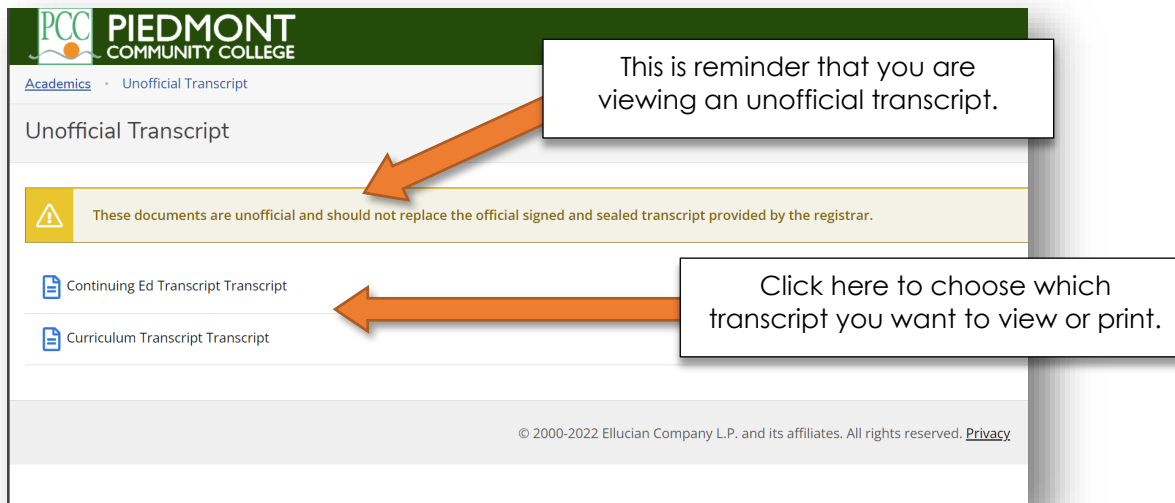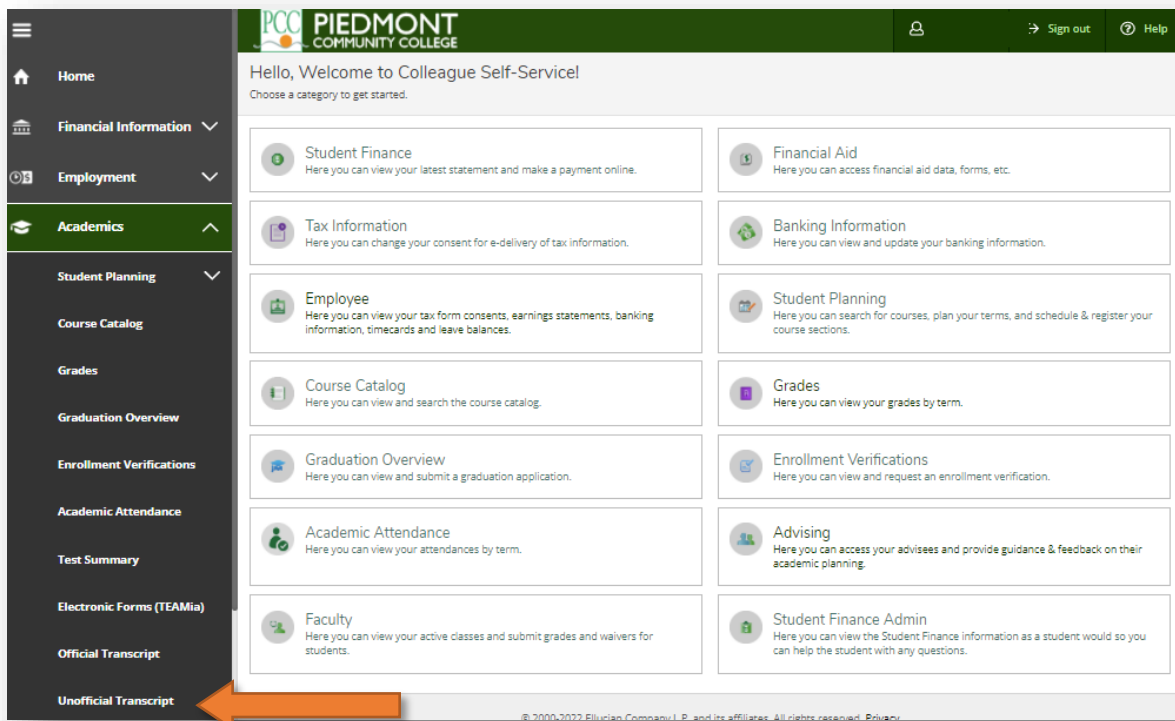
*At the end of the 1-year period after separation from the college, you will not be able to access your unofficial transcripts through Self-Service. Students with deactivated user accounts may order official transcripts at a cost of $7.90 per copy.

Course, Title of Course, Final Grade, Hours Attempted and Completed, Dates, Academic Standing are listed by term. You can then download the .pdf to save or print.

```
Curriculum:
Noncourse Works
                                              Att      Cmpl
Course      Title/Comments                    Cred     Cred     Course Date
-------------------------------------------------------------------------------
MEC-111     Machine Processes I               0.00     3.00   08/16/21
                    The total Noncourse cred: 0.00     3.00

                                              Hrs      Hrs      Grade
Course      Title/Comments          Grd Repeat Att     Cmpl    Points  Course Dates          Shell Crs
---------   ---------------------   --- ------ ------  ------  ------  ------------------    ----------
            Fall Semester 2019
ACA-122*A   College Transfer Success  F        1.00    0.00    0.00   09/05/19-12/16/19
ATR-112     Intro to Automation       A        3.00    3.00   12.00   08/15/19-12/16/19
CIS-110*A   Introduction to Computers C        3.00    3.00    6.00   08/15/19-12/16/19
ENG-111*U   Writing and Inquiry       W        3.00    0.00    0.00   08/15/19-12/16/19
MAT-171*U   Precalculus Algebra       C        4.00    4.00    8.00   08/15/19-12/16/19
MNT-110     Intro to Maint Procedures A        2.00    2.00    8.00   08/15/19-12/16/19
                            Term Totals:      16.00   12.00   34.00   GPA = 2.615
                      Cumulative Totals:      16.00   15.00   34.00   GPA = 2.615

            Spring Semester 2020
COM-231*U   Public Speaking          WE        3.00    0.00    0.00   01/08/20-05/09/20
HUM-115*A   Critical Thinking         F        3.00    0.00    0.00   01/08/20-05/09/20
HYD-110     Hydraulics/Pneumatics I   A        3.00    3.00   12.00   01/08/20-05/09/20
MEC-130     Mechanisms                A        3.00    3.00   12.00   01/08/20-05/09/20
PSY-150*U   General Psychology        D        3.00    3.00    3.00   01/08/20-05/09/20
                            Term Totals:      15.00    9.00   27.00   GPA = 2.250
                      Cumulative Totals:      31.00   24.00   61.00   GPA = 2.440

            Summer Semester 2020
ELC-117     Motors and Controls       A        4.00    4.00   16.00   05/18/20-07/16/20
                            Term Totals:       4.00    4.00   16.00   GPA = 4.000
                      Cumulative Totals:      35.00   28.00   77.00   GPA = 2.655
Academic Standing: Good Standing

            Fall Semester 2020
ACA-122*A   College Transfer Success  C        1.00    1.00    2.00   08/17/20-12/16/20
BPR-111     Print Reading             A        2.00    2.00    8.00   08/17/20-12/16/20
DFT-119     Basic CAD                 A        2.00    2.00    8.00   08/17/20-12/16/20
ELC-112     DC/AC Electricity         A        5.00    5.00   20.00   08/17/20-12/16/20
ISC-170     Problem-Solving Skills    A        3.00    3.00   12.00   08/17/20-12/16/20
                            Term Totals:      13.00   13.00   50.00   GPA = 3.846
                      Cumulative Totals:      48.00   41.00  127.00   GPA = 3.024
Academic Standing: Dean's List

            Spring Semester 2021
COM-231*U   Public Speaking           W        3.00    0.00    0.00   01/06/21-05/08/21
ELC-113     Residential Wiring        A        4.00    4.00   16.00   01/06/21-05/08/21
ENG-111*U   Writing and Inquiry       W        3.00    0.00    0.00   01/06/21-05/08/21
HUM-115*A   Critical Thinking         F        3.00    0.00    0.00   01/06/21-05/08/21
ISC-112     Industrial Safety         B        2.00    2.00    6.00   01/06/21-05/08/21
                            Term Totals:      15.00    6.00   22.00   GPA = 2.444
                      Cumulative Totals:      63.00   47.00  149.00   GPA = 2.922
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For additional assistance utilizing self-service, please contact Student Development at (336) 322-2159.