

CCP FAQs

How do I find my ACC ID?

ACC ID numbers can be found in a student's Self-Service account under user profile. The CCP office also emails this to students after their advising & registration appointment. Contact the CCP office at ccp@alamancecc.edu or 336-506-4231 if you need assistance.

How do I know where my classes are located?

Class locations are listed in Self Service. Log in - go to Planning - Plan & Schedule. Campus maps can be found by using the search feature on the ACC homepage.

How do I obtain a parking pass & student ID?

Parking passes and student ID cards are free and can be obtained by filling out a registration form through our public safety office at this link: <https://www.alamancecc.edu/safety-and-security-site/parking-and-transportation/>

How is my ACC transcript sent to colleges and universities that I apply to?

Transcripts may only be ordered by the student (not the CCP office). The cost for each individual transcript is \$3.50. Please visit our transcript page at this link: <https://www.alamancecc.edu/admissions-site/transcripts-and-records/transcripts/>

My ACC and high school schedules conflict. How do I change my classes?

Reach out to the CCP office (336-506-4231 or ccp@alamancecc.edu) to schedule an appointment with an advisor.

Do my online classes meet at a certain time?

ACC class sections denoted by (E) are strictly online and do not have a specific meeting time. Any ACC class section denoted by (EL) will meet virtually at the time noted in Self Service. (ie, COM 231-01EL MWF 9:05-10:00 would be expected to attend class virtually at the designated time).

My college applications ask that I list any college classes I have taken. How can I access that information?

Unofficial transcripts (which list each course, grade and semester taken) can be accessed in Self Service. Official transcripts can be requested through Self Service as well.

My Moodle/Email login information has expired. How can I reset my password?

Please access www.alamancecc.edu - Quick Links - Self Service and click Password Reset on the left hand side of the page.

Where can I find what textbooks are needed for my classes?

Please access www.alamncecc.edu/ - Services For Students - Bookstore. Scroll to the bottom of the page and you will find “order books online”.

Do I need textbooks on the first day of class?

It is recommended to have your books on the first day of class, but not required. Course assignments often begin on the first day so be sure to get your textbooks or online access codes as soon after the first day as possible. Be aware that the ACC bookstore does not always have each textbook in stock.

I can not get Proctortrack to work on my laptop or computer. Who do I contact?

Please contact Distance Learning for questions about remote learning or IT issues. They can be contacted at distancelearning@alamancecc.edu or 336-290-0555.

I submitted my classes in Self Service, but they are not showing as registered, who do I contact?

Dual Enrollment or CCP students can NOT register themselves. This must be done by a CCP advisor. It is helpful to plan your courses in Self Service but you must contact the CCP office to schedule an advising and registration appointment to register for courses.

How do I access the Career and College Promise webpage?

From a computer (not a mobile device), go to www.alamancecc.edu - Quick Links - Career & College Promise. You can also visit this link: <https://www.alamancecc.edu/admissions-site/career-and-college-promise/>.

Are my textbooks, online access codes and/or equipment covered under CCP (dual enrollment)?

Students are responsible for the cost of books, equipment and any fees. In certain circumstances a high school or school district may cover costs. Check with your high school counselor to know if your materials are covered. Tuition is waived for CCP.

For my cosmetology class, do I have to purchase my cosmetology kit and book?

No. ACC's cosmetology department loans CCP students a textbook and kit. They are provided on the first day of class

My Spring ACC classes conflict with final exams for my high school classes. What do I do?

Please communicate with your high school counselor about this before ACC classes start. If, in fact, you will miss an ACC class you need to communicate with the ACC instructor and to confirm that you can stay in the class.

Do my ACC classes start the same week as my high school classes?

ACC and high school classes typically do NOT begin at the same time. Please be aware of that, as ACC can not add students to classes once a semester's drop/add period ends. Students can access start dates in their self service account and advisors discuss this at advising meetings.

How do I drop or add a class?

Students should always consult their school counselor before changing their ACC schedule. Dropping classes could jeopardize graduation status and/or athletic eligibility. Students should make every effort to have their schedule set before the ACC semester begins. Students can, however, drop and add classes (if space permits) during the drop/add period, which is the first four days of the semester. After that, students can add 12 week classes that have a later start date. If students need to drop after the drop/add period (this should be avoided when possible), they must email their course instructor and request to be dropped.

What does a drop with a WP mean?

If students drop a class after drop/add but before the drop deadline, the course will show on the ACC transcript with a grade of WP for Withdraw Passing. This does not affect the college GPA but can affect financial aid if students apply for aid at ACC after high school graduation.

How do I register for upcoming semesters?

You may register for upcoming semesters by scheduling an advising appointment through the CCP office at 336-506-4231 or CCP@alamancecc.edu.

I've been waitlisted for a class. How will I know if I get a seat in the class?

Students will be notified through their ACC email when a seat becomes available. Seats will only be available for 24 hours. Since students can not register themselves, they must contact the CCP within that 24 hours to claim their seat. Seats cannot be claimed on weekends or holidays.