



carecenter.waketech.edu

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Education is not preparation for life;
education is life itself.
- John Dewey



CARE Center

College is serious business. When life's challenges threaten to derail your academic endeavors, come to the Care Center for guidance and resources to help you stay on track.



Student Success Coaches

Guidance and encouragement to help students achieve their academic goals.



Emergency Aid

May be available to cover immediate needs that interfere with academic success.



Technology Assistance

Available to help students in the classroom and with assignments at home.



"The Nest" Food Pantry

Operates at seven Wake Tech locations.



Transportation Assistance

Gottalough/GoTriangle bus passes, emergency gas cards, connections to carpool options.



Wellness Services

Confidential counseling to help resolve personal problems such as anxiety, trauma, substance abuse, and others.



Student Money Management

Resources, tools and financial education needed to be fiscally responsible today and after graduation.

Scan QR code to learn more.



Success Tips

Student Success Coaches help you to set goals, figure out what's working and what isn't, and connect you with resources on campus and in the community. Here are some student success tips to help you throughout your college journey.



1. Implement tools and strategies

- Check email and Blackboard frequently.
- Use a daily planner, electronic calendar and/or phone alerts.
- Work with your Student Success Coach to tailor a plan that works for you.
- Plan to spend 2 hours studying for every hour you spend in class.

2. Partner with students, faculty and staff

- Form study group sessions with your classmates.
- Utilize virtual meetings on Teams.
- Work together to help you think creatively and build strong communication skills.

3. Communicate with your instructor

- Reach out to your instructors if you are struggling.
- Office hours are the times that students should visit instructors.
- Don't assume your instructors won't help you—always ask.

4. Familiarize yourself with technology

- Enroll in eLearning Intro.
- Contact ITS Help Desk for support at 919-866-7000.

5. Connect with college resources

Wake Tech offers a wide range of free resources. Check out the roadmap on page 7 for available resources.

Common Terms

Asynchronous Learning - Type of online education allowing students to learn on their own schedule.

Credit - Metric used to determine the intensity or length of a course.

Curriculum - Refers to the specific lessons and subjects students learn in a course.

FAFSA - Free Application for Federal Student Aid, the FAFSA is a document students must file each year to qualify for federal student aid.

FERPA - Family Education Rights and Privacy Act, it governs who can access students' educational records.

Financial Aid - Money students receive to help offset the cost of college. May be offered through government entity, college or private organization.

GPA - Grade point average refers to the numerical value of final grades. Usually calculated using a 4-point scale corresponding to grades A through F.

Hybrid - Class that combines face to face learning with online learning.

TLC - Tutoring and Learning Center offers a range of free tutoring services for students.

Office Hours - Scheduled times when students are able to meet with instructors.

Pell Grant - Designed to assist students from low-income households, largest federal grant program

Prerequisites - Classes that the college expects students to have taken prior to enrollment.

Program Planning Guide (PPG) - Courses required for specific degrees or certificates.

Registrar - Head of the college's record-keeping department.

Synchronous Learning - Students and instructors interact in real time.

Syllabus - Document instructors provide at the beginning of a course providing an overview of requirements, assignments, tests and other necessary information.

Transcript - Displays overview of a student's academic progress and grades.

Work-Study - Provides part-time employment for students with financial need. Apply via Financial Aid Office.

Get Connected

Why Get Involved?

Getting involved at college can help ease the transition from high school to college. Involved students are more likely to graduate, report higher levels of satisfaction with their college experience and feel more connected. Here are some additional benefits of getting involved in college:

- Make friends
- Find leadership opportunities
- Build your resume
- Learn time management
- Reduce stress
- Discover new interests
- Improve grades and outcomes

Student Success Peer Leader

Student Success Peer Leaders understand the challenges of college life and are here to provide guidance, share wisdom and experiences, and support students through their college journey.

Students may request to be connected to a Peer Leader via Student Success Coach website.

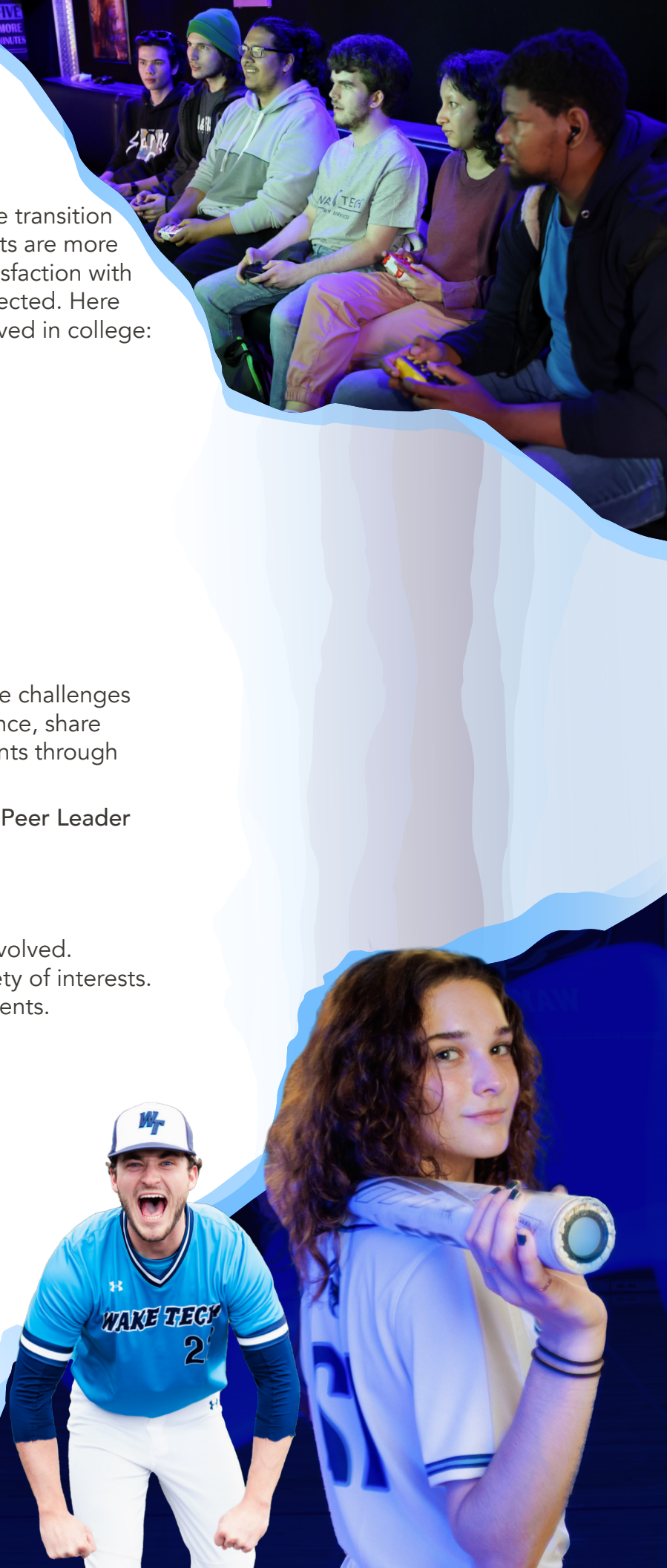
Student Life

Enrich your college experience by getting involved. Wake Tech offers student activities for a variety of interests. Visit Wake Tech Xtra for a list of clubs and events.

- Join a club
- Volunteer
- Participate in an event
- Serve in the Student Government
- Play a sport
- Become a Student Ambassador



xtra.waketech.edu



Roadmap to Success

To achieve college and career success, it is important to set personal goals and then develop a road map to achieve them. Below are three steps for academic and/or personal goals you can use as a starting point on your academic journey. You can reach out to your Student Success Coach this semester to develop a personalized plan for success, based on your specific goals, objectives and challenges.



Goal #1: Achieve passing grades in my classes

- Check in with your professor during office hours.
- Set up weekly or bi-weekly appointments at the Tutoring and Learning Center (TLC).
- Create a study plan for each topic you are reviewing in class.

Goal #2: Develop better study skills

- Study for 30 minutes; take a 10 minute break to get some fresh air and stretch; go back and study for another 30 minutes.
- Remove as many distractions as you can when you study.

Goal #3: Become knowledgeable of resources

- Visit the Care Center to view all resources they have to offer, including Wellness Services and student support.
- Need to speak with a counselor immediately or outside of business hours? Contact We Care student assistance program 24/7 at 800-633-3353 for free, confidential counseling and consultation.
- Visit the library to view all resources they have to offer.
- Connect with your Success Coach if there is something you cannot find.

Need help navigating this roadmap? Reach out to your Success Coach today!

Resources

Academic Advising: Customizes an education plan for each student's career goals.

919-866-5474 | advising@waketech.edu

Care Center: Provides one stop for wraparound support to achieve your academic goals.

919-866-6111 | care@waketech.edu

Career Services: Helps clarify a career goal, a program of study and explore next steps in career plan.

919-866-5695 | careers@waketech.edu

Disability Support Services: Provides accommodations for documented physical, psychological or learning disabilities. Be sure to connect with DSS if you had accommodations in high school.

919-866-5670 | dssaccommodationreq@waketech.edu

ITS Help Desk and Answer Center: Assistance with student portal, Key Account and password, Blackboard or other technical issues.

ITS: 919-866-7000 | helpdesk@waketech.edu

Answer Center: 919-866-5000 | answers@waketech.edu

Registration and Records: Learn about priority registration, drop, add and withdrawal dates, and order transcripts.

919-866-5700 | registrar@waketech.edu

Student Success Coaches: Help you create success plans (strategies and tips) for navigating the semester.

successcoach@waketech.edu

Tutoring and Learning Center (TLC): Free tutoring services.

919-866-6880 | tutoring@waketech.edu

Veteran Services: Informs of educational benefits, resources and special programs.

919-866-5099 | veterans@waketech.edu

We Care: 24/7 mental health support, legal and financial consultation.

704-529-1428 or 800-633-3353



Care Teams

Advising, Student Success Coaches and Career Coaches

Care Teams provide each student with an assigned team of advisors, Success Coach and Career Coach.

Academic/Faculty Advisor

- Register for classes
- Plan your program of study
- Make program changes

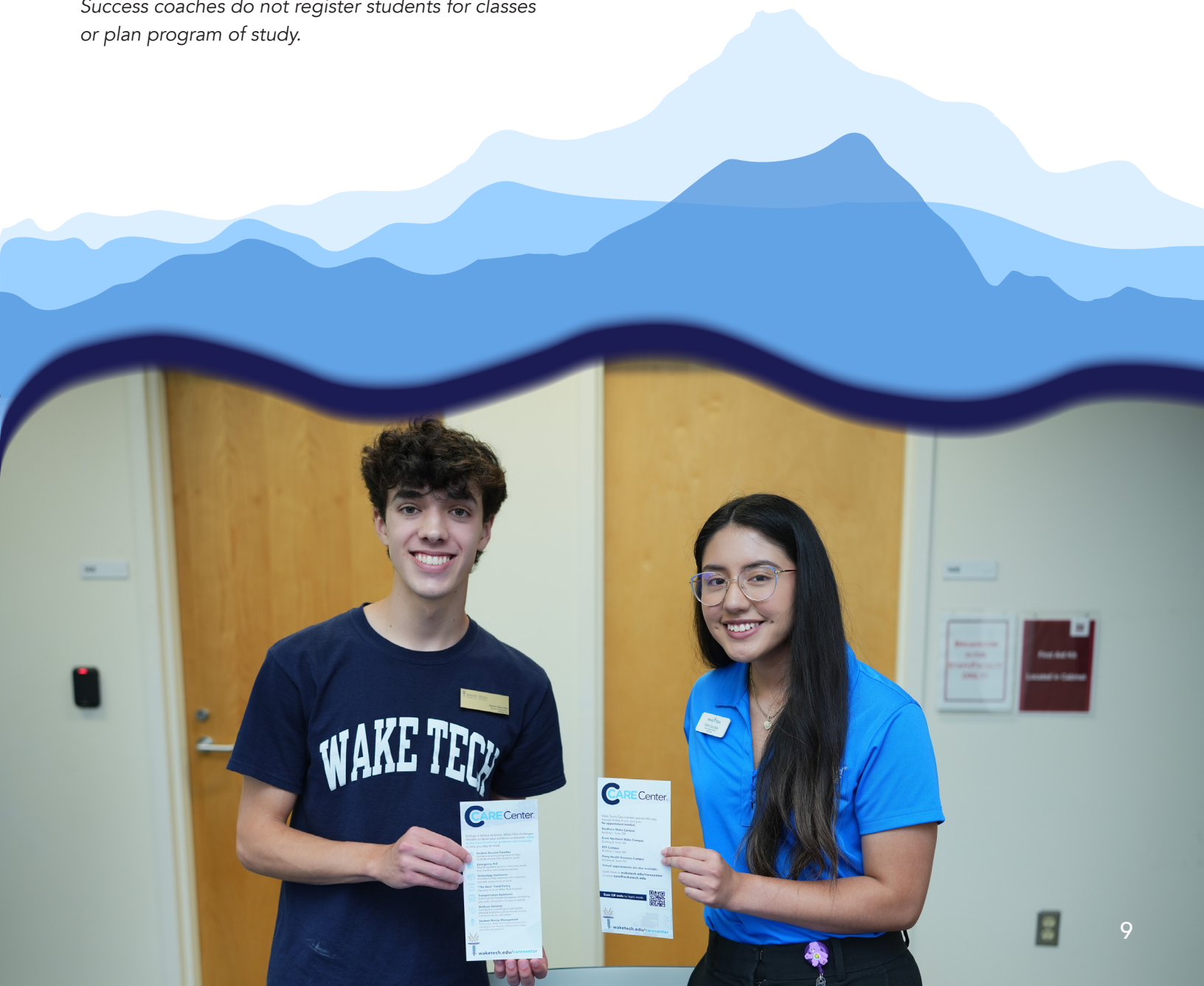
Student Success Coach

- Self-assessment
- Identify academic, personal and career goals
- Connect you with campus resources

Success coaches do not register students for classes or plan program of study.

Career Coach

- Career exploration
- Resume and cover letter writing
- Interview skill-building
- LinkedIn assistance
- Job search strategies



Leadership Team



FAITH PALMER
Dean, Care Center



AMANDA ALLEN
Director of Student Success



MELODY WIGGINS
Director of Student
Support Programs



HAEJIN KIM
Assistant to the Dean,
Care Center

Meet Our Success Coaches



SHERRIA ARDS
Communication, Social Sciences,
Art & Humanities Care Team

Students enrolled in the Associate in Arts and Associate in Fine Arts degree program who plan to transfer to a four-year school to pursue a major in the areas of communication, social sciences, art or humanities.



HOLLY FITCH
Communication, Social Sciences,
Art & Humanities Care Team



ZACHARIAH BELL
Math & Science Care Team

Students pursuing an Associate in Science degree who plan to transfer to complete a bachelor's degree in biology, chemistry, math, environmental science or pre-professional programs like pharmacy or veterinary medicine.



SARAH DOMINGUEZ
Education, Hospitality & Personal Services Care Team

Education: Associate in Applied Science degree students enrolled in the Early Childhood Education Career Track, Early Childhood Education Non-Licensure Track and Birth-Kindergarten Licensure Track programs.

Hospitality & Personal Services: Associate in Applied Science degree students enrolled in Baking & Pastry Arts, Cosmetology, Culinary Arts, esthetics technology and Hospitality Management.



MICHAEL EURE

Advanced Manufacturing, Construction & Maintenance and Biotechnology Care Team

Advanced Manufacturing: Associate in Applied Science degree students enrolled in Electronics Engineering Technology and Mechanical Engineering Technology programs.

Construction & Maintenance: Associate in Applied Science degree students enrolled in Air Conditioning, Heating, & Refrigeration Technology, Architectural Technology, Building Automation Technology, Civil Engineering Technology, Construction Equipment Systems Technology, Construction Management Technology, Diesel and Heavy Equipment Technology, Electrical Systems Technology, Facility Maintenance Technology, Geomatics Technology, Interior Design, Plumbing and Welding Technology.

Biotechnology: Associate in Applied Science degree students enrolled in Biotechnology program.



AMANDA ALLEN

Health Care & Wellness Care Team

Students enrolled in Computed Tomography, Dental Assisting, Dental Hygiene, Neurodiagnostic Technology, Magnetic Resonance Imaging, Mammography, Medical Assisting, Medical Laboratory Technology, Nursing, Pharmacy Technology, Radiography, Sonography, Health and Fitness Science and Human Services Technology.



DAVYOUS MELVIN

Business Care Team

Students in the Associate in Arts program who are planning on transferring to a four-year institution to major in a business-related field. Student enrolled in Accounting And Finance, Business Administration, Medical Office Administration, Office Administration, Paralegal Technology and Supply Chain Management.



ENRIQUE RODRIGUEZ

Information Technology Care Team

University transfer students interested in IT and students enrolled in Graphic Design, Business Analytics, Cloud Infrastructure, Computer Programming & Information Science, Cybersecurity, Data Science & Programming, IT Service & Support, Network Technology, Simulation & Game Development, Web & UX Design and Web Developer.



ASHLEY WHEELER

Public Safety, Transportation and Veterans Care Team

Public Safety: Associate in Applied Science degree students enrolled in Criminal Justice, Criminal Justice Technology - Forensic Science, Emergency Medical Science and Public Safety Administration.

Transportation: Associate in Applied Science degree students enrolled in Automotive Systems Technology, Collision Repair & Refinishing Technology and Heavy Equipment & Transport Technology.

Veterans: Supports military-connected students including veterans, spouses of veterans or dependents of veterans.



ERICA WISE

Engineering Care Team

Engineering: Students pursuing an Associate in Engineering degree who plan to transfer to a four-year university. Associate in Applied Science degree students in the Civil Engineering Technology, Electronics Engineering Technology, Geomatics Technology, Mechanical Engineering Technology and Mechatronics programs.

Care Center Locations

carecenter.waketech.edu

Southern Wake Campus

Building L, Suite 128



Scott Northern Wake Campus

Building B, Suite 134

RTP Campus

Building 1, Suite 244



Perry Health Sciences Campus

Building A, Suite 157

Eastern Wake Campus

Building C, Suite 135

