**Admissions Q&As**

**How do I become a student?**

**New students** - never attended PC before

To Apply go to: [https://www.portervillecollege.edu/apply](https://www.portervillecollege.edu/apply)

**Returning student** - you have attended PC before

Go to [https://portalguard.kccd.edu](https://portalguard.kccd.edu)

- this link can be found on the top left of our website
- This will take you to the Password Manager.
- (only if password forgotten) Click Forgot Password
- Click forgot password again
- When prompted, enter your:
  - Last name
  - Last four of your Social Security Number
  - Date of Birth
- You will be prompted with your security Question. As long as you can answer the question you can change the password.
- You should now receive your ID number and email.

**How do I do submit my update form/application?**

Login to [https://portalguard.kccd.edu](https://portalguard.kccd.edu)

- Click MyBanWeb menu dropdown at the top, next to your name.
- Select **Update Form**
- Select the correct term (semester)
  - Spring begins in January
  - Summer begins mid May to early June
  - Fall begins mid to late August
- An update is needed to add classes for an upcoming semester.
- If you need assistance, email [PCAR@portervillecollege.edu](mailto:PCAR@portervillecollege.edu) with your questions. Make sure to use your PC assigned email account when emailing us.

**How do I register for classes?**

Login to [https://portalguard.kccd.edu](https://portalguard.kccd.edu)

- Click MyBanWeb menu dropdown at the top, next to your name.
- Select **add drop classes**
- Select the correct term
- Click **Submit**
- **If you know the CRN(s)**, scroll down and enter the CRNs (if not, see below)
  - Select **class search**
Select course to take
• Click course search
• Select title view sections
  Important Note: courses that begin with a “B” are Bakersfield College Courses, “P” Porterville Courses, and “C” are Cerro Coso).
• Check for times and days you would like to take your course, click box to the left of the title
• Click register
  • Click Submit Changes
  • Be sure to check for errors

How do I know my Registration Date?
To find your registration date:
Login to https://portalguard.kccd.edu (top left of the Porterville College website)

• Click the MyBanWeb menu
• Select Registration Status
• Select the Term
• Click Submit

How do I clear holds on my account?
Clearing a hold on your account
Login to https://portalguard.kccd.edu

• Click MyBanWeb menu dropdown at the top, next to your name.
• Select Registration Status
• Select appropriate term
• Click Submit
• Read about the hold for the semester identified.
• Click View Holds at the bottom. This will tell you exactly what the hold is. Once you know exactly what the hold is on your account, email pcar@portervillecollege.edu with your hold (include screenshot if necessary) and how we can assist.

How do I take a course if I am a High School student?
Go to https://www.portervillecollege.edu/fast-track-college/fast-track-college-program and follow the steps shown.

I am being charged out of state tuition, how can I fix the problem?
• Depending on how you filled out your application/update form this will determine what information will be required. To establish California residency there must be a union of physical presence in California and the intent to become a resident.
• Physical presence is established after one year of continuous residence in California completing at least a day before the semester for which application is being made. Physical presence within the state solely for educational purposes does not constitute establishing California residence, regardless of the length of that presence.

• Intent is established through completion of the specific items listed on the residency form.

Email pcar@portervillecollege.edu from your PC email for further assistance with your questions. You can access the [link to form](https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com/pcedu/s3fs-public/ResidencyForm_Fillable.pdf)

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**Where do I get Prerequisite and Repetition of Course Approval form?**

All information on this form must be legible for processing. Email the form from your PC email account to pcar@portervillecollege.edu.

The Prerequisite and Repetition form Requires:

- CRN, Course name and number
- Must have 3 signatures:
  - Student
  - Instructor
  - Division chair
- Student information:
  - Name
  - Student ID number
  - Dates

**How do I drop a class?**

There are a few ways to do this.

**Dropping a Class through [link](https://portalguard.kccd.edu)**

Login to [link](https://portalguard.kccd.edu)

- Click **MyBanWeb** menu dropdown at the top, next to your name.
- Select **Add or Drop Classes**
- Find the class you wish to drop
- select drop down box next to the title of course to drop
- click **Submit Changes**
Petition for withdraw under Extenuating Circumstances beyond your control

- Speak to your instructor to start this process. Be prepared to show documentation to support your claim.
- Your instructor must fill the instructor signature field, last date of attendance, and comment.
- When turning in the form to Admissions and Records provide completed form with supporting documentation.
- Email the Petition Form with supporting documentation to pcar@portervillecollege.edu from your PC email account.

What if I was dropped by mistake from a class or trying to enroll in a restricted course?

If you are trying to get re-instated into a class or enrolled in a restricted course, email pcar@portervillecollege.edu and they will assist you with getting back into the class. Make sure to use your PC assigned email account when emailing us.

I would like to challenge or dispute a grade. What do I do?

Email the professor of the course first. If you have already done so and would like to proceed, then email the department chair of the subject you are disputing. If you need further assistance, email pcar@portervillecollege.edu from your PC assigned email account and a staff member will assist you.

How do I get official proof of enrollment?

Verification Form

If the entity requiring proof has a form, such as:

- Insurance
- Housing
- Training verification
- Child care etc.

Submit your request from your PC Email to pcar@portervillecollege.edu with enrollment verification in the subject line. Include the email, fax, or address to send the verification to.

Verification letter

In instances where there is not a required form, A&R can provide you with verification on official letterhead. Submit your request from your PC Email to pcar@portervillecollege.edu with
enrollment verification in the subject line. Include the email, fax, or address to send the verification to. Most verifications take five (5) business days to process.

**How do I submit documentation for a name change, social security change, or date of birth?**

This change will require two forms of Government Documentation, depending on which change you need to do. We need one government-issued picture ID and one legal document showing proof of the change you would like to make. The General Update must be completed and submitting with documentation [https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com/pcedu/s3fs-public/General_Person_Update_Fillable.pdf](https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com/pcedu/s3fs-public/General_Person_Update_Fillable.pdf)

An example is if you want to change your name due to marriage, you can send in your California Driver’s License or California Identification Card with the new name along with your marriage certificate. If you have further questions, please email pcar@portervillecollege.edu from your PC email account to get started with this process. If you are sending documentation, please email pcar@portervillecollege.edu

**What do I do if I cannot access my Inside PC portal?**

Go to [https://portalguard.kccd.edu](https://portalguard.kccd.edu) - this link can be found on the top left of our website

- You are taken to the Password manager.
- Click Forgot Password
- Click forgot password again
- Enter when prompted your
  - Last name
  - Last four of your Social Security Number
  - Date of Birth
- You will be prompted with your security Question. As long as you can answer the question you can change the password.
- You should now receive your ID number and email.

If you cannot access your security question, email pcar@portervillecollege.edu with your concerns.

**How do I get my PC ID number and email address if I received that there were discrepancies in my account?**

If you applied for Porterville College and have a CCC ID number, but received an email stating that there were delays in processing in your application, you may email pcar@portervillecollege.edu with your CCC ID #, full name, date of birth and physical address on the application. We will help you retrieve your PC ID number and college email address.

**What classes are currently being offered?**

**Class Schedule Pre-defined Searches**

The [Class Schedule page](https://www.portervillecollege.edu) has links to many pre-defined searches for current class offerings.
Class Search without logging into InsidePC

- See [Search for Classes](#) under the Programs and Classes menu item
- Select Term
- Click submit

This will show all the courses currently being offered. To register for the course, you must use the Add or Drop Option in InsidePC.

**How do I turn in my high school certification form and high school transcripts?**

- Email the concurrent enrollment form along with your high school transcript to [pcdualenrollment@portervillecollege.edu](mailto:pcdualenrollment@portervillecollege.edu) from your PC email account. This must be sent by the student not a parent nor guardian.
- If you are a home school student, please attach a copy of your Home School Affidavit. We cannot process the request without your affidavit and transcript.
- Visit Fast-Track to College Program [https://www.portervillecollege.edu/fast-track-college/fast-track-college-program](https://www.portervillecollege.edu/fast-track-college/fast-track-college-program) to find the steps and more information for concurrent enrollment.

**Will I get notified when my transcript evaluation has been completed?**

No. Transfer credit will be posted to your unofficial transcript under “Transfer Credit Accepted by Institution.” Please keep observance of your unofficial transcript. At this time, transcript evaluations may take up to 6 weeks. The 6-week waiting period begins when official transcript(s) and Request for Evaluation form have been received.

**Will Admissions and Records complete the Verification of Intent to Earn AS-T/AA-T Degree even though my ADT was electronically verified through the ADT eVerify website?**

No. Please be sure to submit official transcripts to your CSU to show the conferral of your degree.

**Academic Renewal**

- Please read the complete form before submitting petition to make sure you qualify.
- Email the Petition Form with supporting documentation to [pcar@portervillecollege.edu](mailto:pcar@portervillecollege.edu) from your PC email account.

At this time, Academic Renewals may take up to 8 weeks to be processed.
Degree Evaluation Petition

- Filling period deadlines are listed at the top of the petition.
- All official transcripts and AP Scores must be received in the Admissions and Records Office prior to the evaluation process.
- Email the Degree Evaluation Form to pcar@portervillecollege.edu from your PC email account.
- Please list all the majors on one graduation petition if you plan to complete all degree requirements by the end of the same semester.
- If you no longer wish to be awarded, please send an email to pcar@portervillecollege.edu from your PC student email account.

How do I change my last name on my diploma?

Admissions and Records must print diplomas with the name we have in our student data system (Banner). If your name changed, you must first submit the required documentation to Admissions and Records in order to have your name updated in Banner. You must present two forms of legal documentation, which have two instances of the new name you wish to have. For a duplicate diploma there is a fee of $10.00. Please send an email to pcar@portervillecollege.edu from your PC student email account with the required documents.

How do I send an official transcript to another school, employer or any other destination/location?

This information is on our [https://www.portervillecollege.edu/transcripts](https://www.portervillecollege.edu/transcripts) If you attended PC prior to 1987, complete the [www.credentials-inc.com/tplus/?ALUMTRO001268](http://www.credentials-inc.com/tplus/?ALUMTRO001268)

Can I check the status of my transcript request?

Yes, if it was an online order. Please call Credential Solutions at 847-716-3005 for any updates OR click on your order confirmation email and click on “check order status.”

How do I access my unofficial transcripts?

- Go to [https://portalguard.kccd.edu](https://portalguard.kccd.edu)
- Click MyBanWeb menu dropdown at the top, next to your name.
- Select View Transcripts
- For transcripts prior to 1987 must be requested online through Credentials [https://www.credentials-inc.com/tplus/?ALUMTRO001268](https://www.credentials-inc.com/tplus/?ALUMTRO001268)

Porterville College will not be allowing hold for pick up orders during our campus virtual schedule. Please mail your official transcripts to your permanent address or to your third party requester.

What if I do not see my question or concern here.
Feel free to ask any questions or state your concern to pcar@portervillecollege.edu if it pertains to Admissions and Records.

Veteran Student Services

I am a Veteran/Dependent, how do I know if I’ve been certified for the current semester?

You may reach out to the VA directly to follow up on any past or current certifications. Their number is 855-225-1159.

I am a Veteran/Dependent, I dropped/added a course to my current schedule. What next?

Please email pcar@portervillecollege.edu. Be sure to put Veteran in the subject line. Include the course information and date this was completed. We should be able to update the certification for you. Be sure to email from your PC student email account.

I have not received any payments from the VA for the current semester.

Please contact the VA at 855-225-1159 for any questions related to payments.

The VA isn’t paying me full-time. Why?

It’s likely you are not enrolled as a full-time student. Which is 12 or more units. Be sure if you add or drop any courses, you notify us immediately so we can make the proper adjustments to your certification in a timely manner. In this case, you’d need to email pcar@portervillecollege.edu and add Veteran to the subject line. Be sure to email from your PC student email account.

I am trying to register and my registration date is wrong.

Please be sure you have completed any updates via your student account. If you are still getting a later date reach out to us via email at pcar@portervillecollege.edu. Be sure to add Veteran to the subject line and email from your PC student email account so we may verify the reason for late registration.

Why do I still have a balance on my PC account? Shouldn’t the VA have paid by now?

The process for VA payments takes additional time. If you are concerned, please reach out via email at pcar@portervillecollege.edu, and be sure to add Veteran to the subject line. We should be able to verify how much we billed them for and if payment has been received already.
I have registered for Summer/Fall 2020 courses and need to certify for the VA. How do I fill out my Veteran Certification Form while the campus is closed?

Please email pcar@portervillecollege.edu from your PC student email account. Be sure to put Veteran in the subject line. Please include your student ID# (do not include your SS#), the term (summer/fall), and your current major. If you have updated your CSEP with the VA Counselor since the last semester, please include a copy of that in your email as well.

I need to be tagged for priority registration and/or to not be dropped for non-payment.

Please email copy of your DD-214 or active military ID to pcar@portervillecollege.edu from your PC student email account. Be sure to add Veteran to the subject line. Please include your student ID#.