

Porterville College Admissions and Records

Question: How do I become a student?

Answer: Go to <https://www.portervillecollege.edu/apply> if you are a new student. If you are a returning student, proceed with the following:

<https://www.portervillecollege.edu/admissions/continuing-or-returning-students> There are two ways to get there. 1st Go to click InsidePC. This will take you to the Password manager. Click Forgot Password / forgot password again. It will then ask for your Last name, last four of your Social Security Number, and date of Birth / Get security Question as long as you can answer the question you can change the password. This will give you your ID number and email.

Question: How do I do submit my update form/application?

Answer: Once logged in to your InsidePC account click MyBanWeb / Update form be sure to apply for the correct semester Spring begins in January, Summer begins mid-May to early June, and Fall semester begins mid to late August.

Question: How do I register for classes?

Answer: Once in your account click MyBanWeb / add drop classes / select the correct term / submit / scroll down if you know the CRN's now is the time to enter them. Once you enter them click Submit Changes be sure to check for errors.

Or:

You can also select class search / select course to take / course search / select title view sections. (Important Note: courses that begin with a "P" Porterville Courses, "B" are Bakersfield College 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. Course should now appear on your schedule bill as long as there are no errors.

Question: I have holds on my account how do I clear them?

Answer: First login to your account through InsidePC click registration status if you have a hold this will tell you there is a hold 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.

Question: I am a High School student and I want to take a course, what do I do?

Answer: Go to <https://www.portervillecollege.edu/fast-track-college/high-school-admissions-records-process> and follow the steps shown.

Question: I am being charged out of state tuition, how can I fix the problem?

Answer: 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. The physical presence is established after one year of continuous residence in California completing at least a day before the semester

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for which application is being made. Intent is established through completion of the specific items listed on the residency form below. Physical presence within the state solely for educational purposes does not constitute establishing California residence, regardless of the length of that presence. Email pcar@portervillecollege.edu through your PC email and we can assist you with your questions. Please click on the link below to access the Residency Determination Form. <https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com/pcedu/s3fs-public/page/ResidencyForm.pdf>

Question: I have a Prerequisite and Repetition of Course Approval form, where do I turn it in and what is needed on this form?

Answer: Prerequisite and Repetition of Course Approval forms should have CRN Course name and number. The form must have three signatures: Instructor, division chair or Dean over that department, and student. All Student information name, student ID number and dates must also be on this form and legible for processing. Email the form from your PC email account to pcar@portervillecollege.edu

Question: I need to drop a class how do I do this?

Answer: There are a few ways to do this:

1st will be to login into your account through InsidePC go to MyBanWeb; add drop classes; find class to drop select drop down box next to the title of course to drop; click submit changes this should drop the course.

2nd will be with a Drop Form if it is an extenuating circumstance beyond your control. Please speak to your instructor to start this process. Be prepared to show documentation to support your claim. Email pcar@portervillecollege.edu to request the form.

Question: I have a grade change whom do I turn it in to?

Answer: Only faculty and staff can turn this in to A&R for processing. Email the Grade Change form to pcar@portervillecollege.edu and keep the original for reference or in case, it is needed for audit purposes.

Question: I need to have official proof of enrollment what do I do?

Answer: Do you have a form for A&R to fill out? Insurance, housing, training verification, childcare etc. A&R could also provide you with an official letterhead verification. Most verification take three business days to process. We will need an email, fax, or address to send it to. Requests can be submitted by email pcar@portervillecollege.edu from your PC email.

Question: I need to submit documentation for a name change, social security change, or date of birth, where do I submit the documentation?

Answer: 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. An example is if you want to change your name due to a marriage, you can send in your California Driver's License or California

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Identification Card with the new name and your marriage certificate. You would email the items to pcar@portervillecollege.edu from your PC email account requesting for the change.

Question: How can a student turn in the following forms: Program Change Form, Drop Form, Residency Determination, Verification of Enrollment, Prerequisite and Repetition of Course Approval, Course Audit Form, and High School Certification Form.

Answer: Email the form from your PC email to pcar@portervillecollege.edu and keep the original for reference.

Question: How can a student turn in any of the following forms: Academic Renewal, Request for Transcript Evaluation and Graduation Petition.

Answer: Email the form from your PC email to pcar@portervillecollege.edu and keep the original for reference.

Question: I cannot access my InsidePC portal?

Answer: Go to <https://www.portervillecollege.edu/> and click InsidePC this will take you to the Password manager click Forgot Password / forgot password again / It will then ask for your Last name , last four of your Social Security Number, and date of Birth / Get security Question as long as you can answer the question you can change the password. This will give you your ID number and email. If you cannot access your security question email pcar@portervillecollege.edu with your concerns.

Question: How do I access my unofficial transcripts?

Answer: Go to portervillecollege.edu, then click on InsidePC, then click on MyBanWeb, then click on View Transcripts.

Question: I applied to Porterville College; I have a CCC ID number, but I have not received my PC ID number and email address. I also received an email stating that there were discrepancies in my account. How do I get this information?

Answer: Email pcar@portervillecollege.edu with your CCC ID #, full name, date of birth and physical address on the application.

Question: What classes are currently being offered?

Answer: Please take a look at portervillecollege.edu, then click on Programs and Classes, and then Search for Classes, then click on the term you would like to see courses offered, and finally click submit. This will show all the courses currently being offered.

Question: I would like to drop my classes due to a medical hardship or extenuating circumstance?

Answer: Please fill out the Petition for Withdrawal Under Extenuating Circumstances form. Once the student section is completed, email to your instructors who will then complete the instructor section via email (instructor must fill out the last date of attendance and comment section). When turning in the form to Admissions and Records provide Medical documentation

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and/or support documents for your request. Email pcar@portervillecollege.edu from your PC email account.

Question: I would like to turn in my high school certification form and high school transcripts.

Answer: Please be sure to email in the high school certification form as well as high school transcripts to the dual/concurrent counselor at PC, John Ghilarducci at john.ghilarducci@portervillecollege.edu from your PC email account who will review your high school transcripts and upon completion forward to Admissions and Records for registration.

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

Answer: 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.

Question: 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?

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

Question: Can my Academic Renewal be expedited?

Answer: Unfortunately, no. At this time, Academic Renewals may take up to 8 weeks to be processed.

Question: How will I know if my Academic Renewal was approved or denied?

Answer: Once your Academic Renewal is processed, an email will be sent to your Porterville College Student account/email.

Question: Do I need to submit a Graduation Petition for every major?

Answer: No. Please list all the majors on one graduation petition if you plan to complete all degree requirements by the end of the same semester.

Question: Can I withdraw my graduation petition?

Answer: If you no longer wish to be awarded, please send an email to pcar@portervillecollege.edu from your PC student email account. Please notate in the subject line: Graduation.

Question: I changed my last name and I want my diploma to have my new last name.

Answer: 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.

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Question: How do I know I am qualified to participate in Commencement if I have not heard what the status is on my graduation petition?

Answer: As long as you submitted a graduation petition to Admissions and Records by the appropriate deadline, you are currently being reviewed for commencement. You will receive an email with up-to-date information regarding Commencement by April 17th.

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

Answer: Please click on the link <https://www.portervillecollege.edu/transcripts>. Unfortunately, if you are trying to utilize one of your free transcripts, you can wait to order them when campus re-opens or order them online and pay the fee. Also, if you attended PC prior to 1987, please fill out the form (click on the link) <https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com/pcedu/s3fs-public/page/Transcript%20Request%20form%202017-2018%282%29.pdf> and email to pcar@portervillecollege.edu, there is no rush for this option.

Question: Can I check the status of my transcript request?

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

Question: Where do I access an unofficial transcript?

Answer: Students may access their unofficial transcripts at any time by logging in to their Inside PC student account on the website. Unfortunately, if you attended PC prior to 1987, these records are housed in our office and would need to be accessed manually or located in our scanning system. You would need to reach out via email at pcar@portervillecollege.edu and/or wait until the campus re-opens to access these unofficial/official transcripts.

Question: I need a General Education Certification (GEC) or IGETC for my UC or CSU.

Answer: Please fill out the transcript request form stating only IGETC certification and email this to pcar@portervillecollege.edu from your PC student email account for processing. Please allow 2-4 weeks for processing. This will be submitted directly to the UC or CSU you have provided on the request.

Question: How do I request a duplicate diploma or certificate?

Answer: If you are trying to request a Duplicate Diploma or Certificate, these requests must be mailed to the college. Please submit a written request with your PC student ID #, name of degree or certificate, address where you would like for it to be mailed, signature, and a ten-dollar processing fee included to 100 East College Avenue, Porterville, CA 93257. Unfortunately, our office is currently closed for in-person requests until further notice. If you request a transcript either official or unofficial your Certificate of Achievement and Degree will show up as awarded. Job Skill Certificates will not show up on your transcripts.

Question: What if I want to take a Credit by Exam test with my instructor for credit?

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Answer: Credit by Exams will currently not be available during our hard closure. Once campus reopens for normal business hours a student may request to receive the credit by exam form.

Question: Can I order a HOLD for PICK UP transcript?

Answer: Porterville College will not be allowing HOLD FOR PICK UP ORDERS during campus hard closure, please mail your official transcripts to your permanent address or to your third-party requestor.

Question: I do not see my question or concern here.

Answer: Please feel free to ask any questions or state your concern to pcar@portervillecollege.edu if it pertains to Admissions and Records.

Veteran Student Services

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

Answer: You should have received an auto-generated email to your PC student email account when the certification was submitted. You may also reach out to the VA directly to follow up on any past or current certifications. Their number is 855-225-1159.

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

Answer: 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. Which would then generate an auto-generated email to your PC student email with the updates/changes made. Be sure to email from your PC student email account.

Question: I haven't received any payments from the VA for the current semester.

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

Question: The VA isn't paying me full-time. Why?

Answer: 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.

Question: I'm trying to register and my registration date is wrong.

Answer: Please be sure you've completed any updates via your student account. If you're 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.

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

Answer: 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.

Question: 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?

Answer: 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. Once we are able to submit the certification to the VA, you should receive an auto-generated email to your PC student email account. 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.

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

Answer: 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#.