

Frequently Asked Questions

(Q): I completed the online application, but I don't have a Lone Star College account yet. What should I do?

(A): It may take up to two business days for a Lone Star College account to be generated after an application is completed. The entire application must be completed and submitted for an account to be generated. If you log back into ApplyTexas and there is a Submit option for the application, it has not yet been submitted. If you are having issues with completing the application or have gone an extended period of time without receiving your LSC Acceptance email, please reach out to LSC-Admissions@LoneStar.edu for assistance.

(Q): I want to add a new dual credit class for the upcoming semester, but my high school counselor is not available. Can I add a new class since I already have classes?

(A): A counselor signature is always needed when adding new dual credit courses. You may request courses for college credit only without a counselor's signature, but college credit only courses do not award high school credit.

(Q): My summer courses haven't started yet, but my high school counselor is not available. Can I change out my summer courses?

(A): Changes can be made to accommodate for time and mode of instruction needs if the type of class remains the same, such as when switching from one GOVT 2305 course to another GOVT 2305 course. Switching to or adding a different type of class requires a high school counselor's signature.

(Q): Do I need to do everything on my Applicant list in myLoneStar?

(A): Depending on your circumstances, there are three items that may need to be addressed. The pre-assessment activity must be completed if you need to complete placement testing at a Lone Star College location, and bacterial meningitis vaccination documents are required if you attempt any courses at a Lone Star College campus or center. Dual credit students are not required to attend a new student orientation, but you are welcome to do so if you would like to learn more about a campus.

(Q): Why can't I register for dual credit classes using myLoneStar?

(A): An exceptional admit hold will remain on your account until March of the year that you graduate from high school. It prevents high school students from registering for courses through myLoneStar. All high school students' requests to add or drop classes are completed by submitting paperwork.

(Q): Do I need to pay for my classes at a Lone Star College location?

(A): You may also pay for classes through myLoneStar. When you sign in, click on Student then Financial Account.

(Q): Why are my classes so expensive?

(A): There are a few factors to consider. First, tuition waivers for dual credit courses are applied separately from registration. How long it takes for the tuition waivers to be applied after registration depends on how long it takes the course approval form to be delivered to the Business Office. This process may take as little time as a few minutes if the course approval form is processed in-person at University Park to several business days if we are off-site registering students at our partner schools. It

may take a full business day for tuition waivers to be applied to courses added after a course approval form has already been submitted for the semester.

Another consideration is that course costs are based on the number of credit hours attempted, the mode of instruction, and if the course has lab fees. For the 2019-2020 academic year, the most commonly quoted cost of a dual credit course is \$73. That is based on a three credit hour course attempted at a high school. Attempting that same course online adds a \$16 per credit hour cost to the \$73, bringing the total to \$137. Attempting that course in-person at a Lone Star College campus or center adds a \$21 infrastructure fee to the \$73, bringing the total to \$94. A four credit hour course at a high school would cost \$93. If you would like to see a full explanation of the costs associated with courses, please visit <http://www.lonestar.edu/lscs-catalog.htm>. The information will be in the Financial Information section of the applicable academic year's catalog.

The last factor would be if one or more courses are being attempted for college credit only – which tuition is not waived for – instead of dual credit. This happens when the course being attempted will not award high school credit. Situations where this applies may include when a student has already completed the high school equivalent course and received credit or when a course is attempted that does not have a high school equivalent credit. Please check with your dual credit contacts if you believe you may have been mistakenly registered for college credit only. Your high school counselor will be able to explain if you already have the high school equivalent credit, and your Lone Star College dual credit contact will be able to verify if the registration was coded for dual credit or college credit only.

(Q): What should I do about the _____ hold on my account?

(A): There are several holds that commonly appear on dual credit students' accounts. Please note that you will not be able to use myLoneStar to register for courses until March of the year that you graduate high school, regardless of any holds that are on your account. The following holds will *not* prevent you from requesting and attempting courses,

- **Exceptional Admit** – This hold remains on your account until March of the year that you graduate high school. Please contact your Lone Star College dual credit representative if the hold has not been removed at that time.
- **FERPA Release of Educ Records** – This hold indicates that a FERPA form has been submitted. The form outlines what type of educational records may be released to whom and for what reasons.
- **Test Preparation Session Req'd** – This hold indicates that a student has not completed the pre-assessment activity required to attempt placement tests at a Lone Star College assessment center. If you will not need to complete placement tests through Lone Star College, this hold may be disregarded.
- **Transcript Required or HS/GED/HSEP Transcript Req'd** – These holds indicate if a college or high school transcript is required, respectively. These holds are only placed on students' accounts if they indicate that they have attended another college or completed high school in the ApplyTexas application.
- **New Student Orientation Req'd** – This hold indicates that a student has not completed an orientation with a Lone Star College location yet. Dual credit students are not required to complete a new student orientation. A new student orientation will be necessary after graduating from high school if you wish to attempt more classes with Lone Star College.

- **Student Success Crse Required** – This hold indicates that a student has not been enrolled in EDUC 1300 yet. Dual credit students are not required to attempt EDUC 1300. EDUC 1300 will be necessary after graduating from high school if you wish to attempt more classes with Lone Star College.

The following holds will not prevent you from requesting courses, but they may drop you from courses if they are not resolved early enough,

- **Bact Meningitis Proof Required** – This hold indicates that documentation has not been received regarding a bacterial meningitis vaccination. *If all your courses are completed at your high school or online, this hold does not need to be addressed.* Information about vaccination compliance may be found here: <http://www.lonestar.edu/vaccination-compliance-steps.htm>.
- **Parental Consent & Waiver Form** – This hold indicates that the Parental Consent and Waiver Form has not been received by Lone Star College. This form is normally submitted to high school dual credit counselors, who submit the form along with or before submitting course approval forms.

The following hold will prevent you from requesting courses until it is addressed,

- **DC Student Grade Below C** – This hold indicates that a dual credit student has received a grade below C in a previous term. A Dual Credit Reinstatement Request Form must be completed and submitted for review. Please ensure that all requested documents listed on the form are included. The hold will not be removed if the reinstatement is approved, but your Lone Star College dual credit contact will be able to see if documentation has been submitted and approved.

(Q): Can I receive financial aid as a dual credit student?

(A): High school must be completed before financial aid may be applied for.

(Q): I don't want to take this class anymore, so what are my options?

(A): A drop/add form may be submitted to request that a course be dropped if the last day to withdraw has not passed. Financial and grade consequences should be considered before requesting a drop.

If a drop is completed before the listed first day for a class, a full refund will be issued that class. Classes dropped on or after the listed first day of class yield refunds of 70%, 25%, or 0% based on how many calendar days have passed and what session the class is part of. Up-to-date refund policy information may be found in the LSC catalog: <http://www.lonestar.edu/lscs-catalog.htm>. The information will be in the Financial Information section of the applicable academic year's catalog.

Classes that are dropped on or before the official day of record will not appear on a student's LSC transcript. Any class dropped after the official day of record and on or before the last day to withdraw will result in a W for the class. Withdrawing from courses while enrolled in high school does not count against the six-drop limit that applies to Texas institutions of higher learning. However, please keep in mind that W's affect your successful course completion rate. Your successful course completion rate is a factor in your ability to obtain financial aid after graduating from high school. Check with your desired four year institution to see what completion rate you must maintain to remain eligible for financial aid.

If possible, please consult your high school dual credit counselor regarding possible drops. Drops may affect your high school schedule and/or your anticipated high school graduation date.

(Q): What is the six-drop limit?

(A): Students in Texas institutions of higher learning may only drop courses a maximum of six times during their undergraduate careers. There are a few exemptions to this limit, one of which is to be enrolled in high school while attempting college courses. More information related to the six-drop limit may be found here: <http://www.lonestar.edu/drop-limit.htm>.

(Q): Who pays for the textbooks and materials for my dual credit courses?

(A): Students are responsible for the cost and collection of textbooks and materials.

(Q): I received a grade that I do not want to appear on my transcript. What can I do?

(A): All final grades will appear on your college transcript, and there is no system for removing or leaving off a grade from transcripts that are sent to other institutions. If you believe that you received a grade in error, you may work with your DC Counselor to submit an appeal. All appeals must be completed within 12 months of the end date of the course in question.

(Q): If I attempt a class again, can I improve my GPA?

(A): Students may attempt a course again and use the higher grade for LSC GPA purposes. There are a few matters to note regarding this as a dual credit student, though. First, the course would have to be attempted for college credit only as high school credit has already been received. That means tuition and fees would both have to be paid for the class. Also, both grades will appear on the LSC transcripts sent to other institutions. How other institutions will evaluate those courses and calculate the cumulative GPA will depend on those institutions' policies.

(Q): Will I apply as a freshman when I apply to another institution after graduating high school?

(A): You will usually be considered a freshman admit as most institutions only consider credit hours completed after graduating from high school for transfer student classification. Please check with your four year institution's admissions team and/or website for the best answer.

(Q): I applied to another institution, and they are requesting an official transcript. Where do I get one of those?

(A): Official transcripts may be ordered through your myLoneStar account. Sign into myLoneStar, click on Academic Records, then select Request Official Transcript CR. Alternatively, you may visit <http://www.lonestar.edu/transfer-transcript.htm> and click on Order Your Official LSC Transcript Now. Important general information, the cost of transcripts, and estimated times of delivery will be displayed before the ordering process begins.

(Q): Where can I get an unofficial transcript?

(A): Sign into myLoneStar, click on Academic Records, then select View Unofficial Transcript. Select the CR Unofficial Transcript report type, then click Submit. The unofficial transcript produced will be a PDF in a new tab or pop-up window. Note that pop-up blockers can prevent the unofficial transcript from being displayed.

(Q): How do I access my Lone Star College email?

(A): There are two different email accounts you have access to as a Lone Star College student. Your myLoneStar student email is accessed by clicking on Student Email after logging into myLoneStar. This

email is used by Lone Star College staff and administrators to communicate with students. Use this email to reach out to advisors, records specialists, and other student service specialists. Your D2L class email is accessed by clicking on LSC-Online in myLoneStar. A mail icon will be seen at the top of the online class homepage. This email is used by faculty to communicate with students in online classes.

(Q): What do I need to do for placement testing?

(A): First, check if your high school provides any placement testing opportunities. If no opportunities are available, then placement testing can be completed at a Lone Star College testing center. The pre-assessment activity needs to be completed before visiting an LSC testing center. Access the pre-assessment by logging into myLoneStar, clicking on Applicant, and clicking the Complete Pre-Assessment Activity link.

An assessment referral may be requested after completing the pre-assessment. It is recommended that you contact your LSC dual credit representative to obtain a referral before visiting a campus. A completed assessment referral and a photo ID will be needed to attempt placement tests. Please check with your LSC campus to determine if an appointment will be necessary. Testing center information may be found here: <http://www.lonestar.edu/testing-centers.htm>.

(Q): How much do placement tests cost?

(A): Dual credit students do not have to pay for their first attempt at a TSI test. TSI retests cost \$10 per section. Other common assessments include the higher level math test (\$10), AVANT test (\$25), and CLEP test (\$15).

(Q): How do I sign into myLoneStar?

(A): You should receive a welcome letter email from Lone Star College within two business days of completing your application. That welcome letter will have your student ID number on it. Go to my.lonestar.edu and click on Reset Password. Follow the on-screen prompts to set up a password, then use your student ID and password to log into myLoneStar.

(Q): Where are my online classes?

(A): Sign into myLoneStar and click LSC-Online. Complete the online orientation, if you have not already done so. It may take up to two business days for the class to appear in D2L after registering for an online course.

(Q): Do I need to get a bacterial meningitis vaccination?

(A): It depends on the classes that you register for. If one of your classes is in-person or hybrid at a Lone Star College campus or center, then you will need to submit bacterial meningitis vaccination documentation. Documents may be uploaded by logging into myLoneStar then clicking on Student -> Links -> Magnus Health. Please refer to the following website for more information: <http://www.lonestar.edu/vaccination-compliance-steps.htm>. If all your classes are either 100% online or at your high school, you do not need to provide any bacterial meningitis documentation.

(Q): What deadlines do I need to worry about?

(A): There are three deadlines students need to be aware of. The registration deadline for dual credit students is when all paperwork must be turned in by. That deadline is set based on several time-related considerations. Those considerations include estimates on how many registration issues may be encountered after the deadline, how long it may take available LSC staff to resolve those issues, and how much time students may need allotted for adjusting their schedules.

The payment deadline is the last day to pay for classes. Any classes that are not paid for after the payment deadline may be dropped for non-payment. If a schedule change is approved after the payment deadline and a balance would result, the class must be registered and paid for on the same day.

When taking in-person or hybrid courses based out of Lone Star College campuses or centers, bacterial meningitis documentation needs to be submitted well before classes begin. The date when students begin dropping from in-person and hybrid courses may vary, but it is a best practice to submit documentation as soon as possible. No matter when the documentation deadline is, bacterial meningitis vaccinations must be received at least 10 days prior to attending classes.

(Q): Do I have to attend a new student orientation (NSO)?

(A): Dual credit students are not required to attend an NSO. You are encouraged to attend an NSO if you plan on taking any classes at a Lone Star College campus or center, though.

(Q): When will I get my Lone Star College student ID number?

(A): Your LSC student ID number will be provided in a welcome letter that should be received within two business days of submitting an application.

(Q): Do I need EDUC 1300 and PHED 1164?

(A): You are not required to complete either course as a dual credit student, and neither course is available for dual credit. PHED 1164 is required to achieve Core Complete status, however. Please note that PHED 1164 must be attempted as college credit only if you wish to complete it while in high school. That means that there will not be high school credit for the course, and tuition must be paid along with fees. EDUC 1300 must be attempted before completing an associate degree at Lone Star College or before taking fall/spring courses after graduating from high school.

PHED 1164 and EDUC 1300 may be available as dual credit for those attending early college high schools. Please check with your high school dual credit counselor or Lone Star College dual credit representative for more details.

(Q): There were extenuating circumstances that caused me to receive a failing grade/remain enrolled in a class I did not take. What can I do?

(A): A Dual Credit Appeal Request Form should be completed in this situation. Documentation supporting the appeal should be included with the form when it is turned in. Such documentation may include doctors' notes, correspondence with instructors or staff, and/or transcripts. These types of appeals need to be submitted to your high school dual credit counselor within 12 months of the class' end date.

(Q): I received a D in my last dual credit class. What happens next?

(A): Dual credit students who receive a D or an F in a dual credit class will be dropped from any future terms they are registered for. You will have to complete a Dual Credit Reinstatement Request Form to seek permission to request more dual credit courses. Please note that there are four items requested on the form: the completed reinstatement form, a written or typed statement, an unofficial high school transcript, and an unofficial LSC transcript. It is very common for students to have to take a semester off before resuming dual credit classes. Keep this in mind when planning future high school semesters.

Note that this only applies to dual credit courses. The form will not need to be completed after receiving a D or an F in college credit only courses. It is important to note that any D's and F's earned at Lone Star College while in high school – dual credit or otherwise – do count toward Academic Standing holds, such as Academic Standing – Probation and Academic Standing – Suspension. More information on Academic Standing may be found here: <http://www.lonestar.edu/probation-suspension.htm>. Those grades can also affect your financial aid eligibility upon graduating high school.

(Q): Will I get a refund for the class that I paid for but dropped?

(A): This depends. If a class is dropped before its first calendar day of class, a 100% refund will be issued. On or after the first calendar day of class, the amount that will be refunded may be 70%, 25%, or 0%. When the class is dropped and how many weeks long the class is will determine which amount applies. Please refer to the Financial Information section of the corresponding academic year's LSC catalog at <http://www.lonestar.edu/lscs-catalog.htm>.

(Q): When will I get my refund for dropped classes?

(A): Refunds begin processing one week after the official day of record for a class. Please allow several business days at that point for the refund to be processed, disbursed to your bank, and received by your bank if payment was made electronically. When receiving a check, time should be provided for the check to be cut, mailed, and received.