

Student Guide to Campus Offices

What to Expect – FALL 2020

Welcome back to campus! As you get adjusted to a new way of living and learning, we wanted to let you know how various campus offices will be operating this fall. Check out this guide for everything you need to know about how to contact your key resources at North Central. If you still can't find what you're looking for, contact the Office of Student Affairs.

Office of Student Affairs

What to Expect:

A staff member will be in the office and able to assist you during business hours; however, we request that you call in advance to schedule an appointment when possible. Office staff can meet either online or in person, following College guidelines for physical distancing.

Contact Information:

Office Location: Old Main, 5th Floor

Office Hours: 8:00am – 4:30pm

Phone Number: 630-637-5151

Office Email: studentaffairs@noctrl.edu

Primary Contact: Marilyn Zydlo (mdzydlo@noctrl.edu)

Academic Advising

What to Expect:

The academic advising team will be available this semester primarily through email and virtual Microsoft TEAMS appointments Monday through Friday during campus office hours of 8:00 a.m. to 4:30 p.m. You are encouraged to email academic advisors with questions, as many common questions can be answered readily via email. Also, most registration processes can now be handled remotely via email, including submission of common registration forms. Forms can be found on [CardinalNet](#) and any required advisor/faculty signatures can be provided via an email sent from the person's North Central email account. Academic advisors will also be available for virtual appointments as needed to assist you with your registration and course planning needs.

Contact Information:

Contact Your Advisor: Log in to Merlin > Student Menu > "Email My Advisor"

Staff Available by Email or Virtual appointments: 8:00am – 4:30pm

Business Office / Student Accounts

What to Expect:

The Student Accounts Office will be available to students during business hours via phone, email, and Microsoft Teams. Please allow 2 business days for a response to email as the start of the semester is a busy time for all of us. You are encouraged to schedule in advance if an in-person meeting is necessary by calling 630-637-5689 or emailing studentaccounts@noctrl.edu. When you are in the office, physical distancing guidelines will apply.

We are also offering a new and convenient way to drop off payments without entering Old Main. A drop box has been installed on the southeast corner of the parking lot side of Old Main (toward White Activities Center). After leaving the Boiler House you can easily drop off your payment on your way to class without having to come into the building.

The Business Office staff (including the offices of Accounting, Accounts Payable, and the Office of the Vice President for Finance) can also be contacted by phone, email, or Microsoft Teams. Invoices, out of pocket expense reports, mileage reports, check requests, and reimbursements can be submitted via email to apinvoicing@noctrl.edu for your convenience.

Contact Information:

Office Location: Old Main, 3rd Floor

Office Hours: Student Accounts staff will be available in the office from 8:00am-3:00pm. From 3:00pm-4:30pm staff will be available via phone, email, and Microsoft Teams.

Phone Number: 630-637-5689

Email: studentaccounts@noctrl.edu, busoffice@noctrl.edu, apinvoicing@noctrl.edu

Links: [The Business Office](#), [The Office of Student Accounts](#)

Department of Campus Safety

What to Expect:

The Department of Campus Safety will be open from 8:00 a.m. to 4:30 p.m. for IDs, permits, property, and other services. You may receive support after hours by contacting the Officer on Duty at 630-637-5911.

Shuttle: You will have access to the Cardinal Shuttle for transportation to and from the remote lot only during the week (Monday-Friday) from 9AM-9PM and extended hours and stops on Saturday and Sunday from 11AM-10PM. The weekend shuttle will have a grocery store accessible during each hour of operation.

Red Bikes: You will have the ability to sign up for a Red Bike. Distribution of red bikes will occur during the second week of the term as they are individually assigned to students.

Escorts: Escorts will be provided for students to receive immediate medical attention to locations within a 3-mile radius.

Parking Permits: Parking permits will be sold online (credit cards) and distribution will be located in the Campus Safety office. Students may purchase a permit in the office with cash/check payments only.

Lost & Found: Students may contact Campus Safety if they have lost an item on campus or would like to turn in found property.

Contact Information:

Office Location: New Hall, Lower Level

Office Hours: 8:00am-4:30pm

Phone Number: 630-637-5911

Office Email: campussafety@noctrl.edu

Primary Contact: Ashley Klco (anklco@noctrl.edu)

Links: [Campus Safety Website](#)

Campus Store

What to Expect:

The Campus Store will be open with online ordering and curbside pickup options available. Customers can utilize the 15-minute parking spot in Lot H for pickups. For additional safety, the store has been equipped with plexiglass dividers at registers, and each register and counter will be disinfected after transactions. The number of customers will be monitored and limited to 50% capacity.

Contact Information:

Location: Campus Store, 100 E. Jefferson

Hours: Monday-Thursday: 9:00am – 4:00pm, Friday: 9:00am – 3:00pm

Phone Number: 630-637-5635

Primary Contact: Emerald Beston (edbeston@noctrl.edu)

Links: [Campus Store Website](#)

Office of Career Development

What to Expect:

You are encouraged to use Handshake, our career management platform, to schedule virtual appointments with staff and resume reviews with Career Peer Advisors. Appointment types include Career Exploration, Job Search Support, Mock Interviews, Internship Preparation, and Graduate School Planning. In person appointments may be accommodated by request. You will receive weekly email tips, tutorials and event reminders on Tuesdays, and can join weekly “Ask Me Anything” live sessions on Wednesdays at noon. You can also subscribe to the [Get Career Ready @NC Blog](#).

Preparation and recruitment events, including job search skills workshops, company information sessions, career fairs and interview days will take place online and will be posted on Handshake for students to register, research companies, connect with employers and apply directly to jobs and internships. You can also use Handshake to register your internship and access more online tools including a career resource library, What Can I Do With This Major, CareerOneStop, and Big Interview.

Contact Information:

Office Location: (Virtual) School of Business and Entrepreneurship, Lower Level

Office Hours: (Virtual) 8:00am – 4:30pm

Phone Number: 630-637-5147

Email: Career@noctrl.edu

Primary Contact: Haydee Nunez (hnunez@noctrl.edu)

Links: [Handshake](#), [Instagram](#), [CardinalNet](#)

Disability Services

What to Expect:

The Office of Student Disability Services will be available to students during business hours via phone, email, and Microsoft Teams. Please email sds@noctrl.edu to request an appointment. If you are requesting accommodation for the first time, please see the Registration Process and Verification Option on the [Student Disability Services HUB page](#).

Contact Information:

Office Location: School of Business and Entrepreneurship, Room 152

Office Hours: 8:00am – 4:30pm (after hours by appointment)

Phone Number: 630-637-5264

Office Email: sds@noctrl.edu

Primary Contact: Mindy Diaz (mcdiaz1515@noctrl.edu)

Links: [The Hub](#)

Dyson Wellness Center

What to Expect:

The staff at the Dyson Wellness Center is available to support you. You may contact us or request a medical, counseling or advocacy appointment by calling 630-637-5550 or by emailing DysonWellness@noctrl.edu during normal business hours (Monday-Friday, 8am-4:30pm). ***To reduce the spread of COVID-19 and maintain health and safety, we are not permitting walk-ins for questions or appointment scheduling.***

After speaking with one of our administrative assistants, you will receive an email with detailed instructions for completing required forms and scheduling your appointment. ***COVID-19 symptom screenings will take place both on the phone at the time you are requesting an appointment, as well as electronically on the day of your scheduled appointment via a web-***

based form. Counseling and advocacy appointments continue to be via telehealth while medical appointments have telehealth and in-person options, depending on clinical appropriateness.

If you are scheduled for an in-person appointment, please come alone as only the person with the scheduled appointment will be allowed to enter the Dyson Wellness Center. Be sure to wear a face covering and to have your NC ID ready.

We encourage students with in-person appointments to keep their phones on and with them the day of their appointment in case we need to get in touch prior to your scheduled appointment time. Please follow the directions posted on the door in order to be permitted to enter the Dyson Wellness Center. Upon entering the Dyson Wellness Center, your temperature will be taken and you will be given instructions as to where to wait for your appointment.

After hours or in case of an emergency, please call 9-1-1 or Campus Safety at 630-637-5911 for immediate assistance, or refer to the [Dyson Wellness Center website](#) for additional resources.

A Note on Emergencies: In the event of a health and safety emergency, staff in the Dyson Wellness Center, Department of Campus Safety, or the Office of Residence Life may reach out to you via phone, email, or text. In order for us to promote and maintain physical distancing, we ask that you please respond immediately to outreach. In the event the College is unable to reach you quickly, it is likely your emergency contact and/or local police will be contacted.

Contact Information:

Office Location: Benedetti-Wherli Stadium, 2nd Floor

Office Hours: 8:00am-4:30pm

Phone Number: 630-637-5550

Email: DysonWellness@noctrl.edu

Links: [DWC Website](#), [Instagram](#), [Twitter](#)

Office of Equity, Diversity, and Inclusion

What to Expect:

The Office of Equity, Diversity and Inclusion oversees the College's non-discrimination and Title IX policy (i.e. Discrimination, Harassment, Sexual Misconduct and Retaliation policy). The Assistant Vice President for Equity, Diversity and Inclusion assists students with understanding their options when they experience sexual misconduct or discrimination based on any protected identity such as race, ethnicity, disability, sex or gender, veteran status, national origin, and/or religion. The AVP for Equity, Diversity, and Inclusion will be working both remotely and on-campus. If you need assistance making a virtual appointment, contact Caitlin Gullotto at cjgullotto@noctrl.edu or visit Amy Smith located in Old Main 530.

If you experience an emergency, contact Campus Safety at (630) 637-5911 or Naperville Police at 911. Students experiencing sexual misconduct can contact the confidential Campus Advocate, Tatiana Sifri, at tsifri@noctrl.edu or by phone at (630) 637-5550. If you need to talk with

someone about a bias incident, the Office of Multicultural Affairs is located on the Second Floor of the White Activities Center (WAC) and staff can be contacted at (630) 637-5100.

Contact Information:

Office Location: Old Main, 5th Floor Office

Hours: 8:00am – 4:30pm

Phone Number: 630-637-5340

Primary Contact: Rebecca Gordon (rgordon@noctrl.edu)

Links: [The Hub](#), [Title IX website](#), [Title IX Reporting Form](#), [DEI website](#), [Bias Incident Reporting Form](#)

Office of Faith and Action

What to Expect:

The Office of Faith & Action will offer a variety of online and in-person programs (including Focus and 12:5 worship services, and book discussions related to anti-racism) adhering to current CDC and physical distancing guidelines and using larger and/or outdoor spaces when possible. Staff will typically be in the office during business hours, and you are welcome to drop-in or schedule an appointment for an online or in-person meeting.

Contact Information:

Office Location: Keikhofer Hall, Main Level

Office Hours: 8:00am – 4:30pm

Phone Number: 630-637-5417

Office Email: faithandaction@noctrl.edu

Primary Contact: Brian Rainville (bmrainville@noctrl.edu)

Links: [Instagram](#)

Office of Financial Aid

What to Expect:

Many financial aid issues can be resolved remotely. In an effort to adhere to physical distancing guidelines, we recommend that you try to reach us via email first for resolution. A staff member will be in the office and able to assist you during business hours; however, we request that you call in advance to schedule an appointment when possible. Office staff can meet either online or in person, following College guidelines for physical distancing. If you would like another person to accompany you for an appointment, please schedule an online meeting due to space limitations.

Contact Information:

Office Location: Old Main, 3rd Floor

Office Hours: 8:00am – 4:30pm

Phone Number: 630-637-5600

Email: finaid@noctrl.edu

Links: [Financial Aid Website](#)

Office of First-Generation Programs

What to Expect:

The Office of First-Generation Programs will offer a combination of in-person and virtual Cardinal First workshops in the fall. Cardinal First Fridays and Cardinal First Transition (for new first-generation students) will offer in-person programming with physical distancing protocols in place and meals served in individual boxes; other programming will be done virtually. First-gen students are always welcome to schedule one-on-one meetings virtually (via Microsoft Teams) or in-person in the First-Gen Center (Old Main 522). The First-Gen Center will be staffed weekdays 8:30am-4:30pm for drop in visitors with physical distancing in place. All first-gen students will receive e-mails from Cardinal First with details/updates. #FirstgenForward

Contact Information:

Office Location: Old Main, 5th Floor

Office Hours: 8:30am – 4:30pm

Phone Number: 630-637-5155

Primary Contact: Julie Carballo (jmcarballo@noctrl.edu)

Links: [Cardinal First Facebook](#), [Instagram](#)

Information Technology Services (ITS)

What to Expect:

ITS remains committed to providing the best possible technical support to all NCC students, faculty and staff. The ITS Help Desk is available to students via phone and email. ITS will make every effort to assist you with your technical issue either over the phone, through a Microsoft Teams meeting or via a remote control session. If you require in-person assistance, please schedule an appointment from the link on the [ITS website](#). Appointments are available Monday-Friday during normal business hours. If you require a visit to the ITS office, face coverings and physical distancing guidelines will apply. ITS offers extended phone support hours while the semester is in session, available Monday-Thursday, 4:30 p.m. – 9 p.m and Saturdays, 10 a.m. – 2 p.m. on Saturdays.

Contact Information:

Office Location: Carnegie Hall - 110

Office Hours: Monday-Friday, 8 a.m. - 4:30 p.m.

Phone Number: 630-637-5440

Email: helpdesk@noctrl.edu

Links: <https://its.noctrl.edu>

Office of Multicultural Affairs

What to Expect:

The Office of Multicultural Affairs will have a staff member in the office during business hours; however, we request that you call in advance to schedule an appointment if possible. Staff will take appointments virtually and in-person following physical distancing guidelines. The office will be providing a mix of virtual engagement and in-person programs following college guidelines for physical distancing.

Contact Information:

Office Location: White Activities Center (WAC), Second Floor / Old Main, 5th Floor (Director)

Office Hours: 8:00am – 4:30pm

Phone Number: 630-637-5100

Office Email: mca@noctrl.edu

Primary Contact: Dorothy Pleas (djpleas@noctrl.edu)

Links: [Instagram](#)

Office of the Registrar

What to Expect:

Most registration processes can be handled remotely via email, including submission of common registration forms. Forms can be found on [CardinalNet](#), and any required advisor/faculty signatures can be provided via an email sent from the person's North Central email account. In an effort to adhere to physical distancing guidelines, please call or email with questions first, rather than coming to the office. Staff members will be available to answer your questions via email and phone, and will schedule personal appointments if needed to assist you during our modified open office hours of 9:00 a.m. to 3:30 p.m.

Contact Information:

Office Location: Old Main, 3rd Floor

Office Hours: 9:00 a.m. to 3:30 p.m. (Staff Available by Email or Phone: 8:00am – 4:30pm)

Phone Number: 630-637-5252

Email: registrar@noctrl.edu

Office of Residence Life

What to Expect:

The Office of Residence Life will be open to students during business hours, or as communicated. Staff can be contacted by phone, email, or Microsoft Teams, and can meet either online or in person, following College guidelines for physical distancing. You are encouraged to schedule in advance with your Area Hall Director if an in-person meeting is necessary.

Contact Information:

Office Location: New Hall, Lower Level
Office Hours: 8:00am – 4:30pm
Phone Number: 630-637-5858
Office Email: ResLife@noctrl.edu
Primary Contact: Andrew Zobac (awzobac@noctrl.edu)
Links: [Instagram](#)

Center for Social Impact

What to Expect:

The Center for Social Impact will continue to offer programs, events, and discussions via online platforms (including the Social Impact Live! series) and in smaller, outdoor, or other physically-distanced group settings. You are encouraged to set up online or in-person meetings with staff/faculty in the Center, preferably scheduled in advance via email. Drop-in visitors at 40 E. Jefferson are welcome, but are asked to call before entering the building. Physically-distanced interactions on the front porch are welcomed.

Contact Information:

Office Location: 40 E. Jefferson
Office Hours: 8:00am – 4:30pm
Phone Number: 630-637-5147
Primary Contact: Jeremy Gudauskas (jkgudauskas@noctrl.edu)
Links: [Instagram](#), [The Hub](#)

Office of Student Involvement

What to Expect:

The Office of Student Involvement will have a staff member in the office during business hours; however, we request that you call in advance to schedule an appointment if possible. In-person events on campus will adhere to current CDC and physical distancing guidelines, and student organizations will be provided training and guidance. Many virtual engagement opportunities will be provided as well. Student organizations can continue to manage events and membership through the online platform Presence.

Contact Information:

Office Location: White Activities Center (WAC), Second Level
Office Hours: 8:00am – 4:30pm
Phone Number: 630-637-5100
Primary Contact: Rachel Pridgen (rcpridgen@noctrl.edu)
Links: [Presence](#), [Instagram](#)

Veteran & Military-Affiliated Student Services

What to Expect:

Student Veterans: Our Monthly Veterans Lunches will continue from Noon-1pm on the first Thursday of each month in the Veterans Resource Center with individual box lunches available for pick up or dining in. The Veterans Resource Center will be open the same schedule as other academic buildings and all student veterans are asked to adhere to posted guidelines. Details and updates will be sent from Veteran Services.

Student Veterans and ROTC Cadets: You can schedule one-on-one virtual appointments with Julie Carballo via Teams and text/voice communications via her mobile phone.

Contact Information:

Office Location: Old Main, 5th Floor

Office Hours: By appointment

Phone Number: 630-637-5155

Primary Contact: Julie Carballo (jmcarballo@noctrl.edu)

Links: [Facebook](#)