## FAQs

### Where Is the Online Dual-Credit Application?
Visit [www.southeast.edu/applynow](http://www.southeast.edu/applynow) and select “Dual Credit/SENCAP Application”
Complete the [Paper Application](http://www.southeast.edu/applynow) for students without a SSN

### My Student Applied but Never Received Their SCC ID#:
Visit [resetpw.southeast.edu/?ref=getidnumber](http://resetpw.southeast.edu/?ref=getidnumber) to retrieve their SCC ID#

### My Student Supplied SCC with the Incorrect SSN:
Upload a copy of their signed SS card via the secure upload at: [uploads.southeast.edu/registration](http://uploads.southeast.edu/registration)

### My Student Forgot Their SCC Password:
Visit [resetpw.southeast.edu](http://resetpw.southeast.edu)

### Where Can I Access the Class Schedule?
Find the term schedule at: [www.southeast.edu/classschedules](http://www.southeast.edu/classschedules)

### Where Can I Access the SENCAP Guidebook?
Click to find the -- GUIDEBOOK

### My Student Is Having Trouble Logging Into “The Hub”
Chat with tech support: helpdesk.southeast.edu
E-Mail tech support: helpdesk@southeast.edu
Call tech support: 402-437-2447

### Where Can I Access the 2021-2022 Calendar?
Find important refund and withdrawal dates by viewing the [2021-2022 Calendar](http://www.southeast.edu/applynow)

### My Student Is Ready to Enroll:
Directions to enroll online
[Drop/Add Form](http://www.southeast.edu/classschedules)

### My Student Wants to View Their Class Schedule:
Login into [thehub.southeast.edu](http://thehub.southeast.edu)
Select Web Advisor for Students
Select Academic Profile > My Class Schedule

### My Student Needs to Drop a Course:
Submit a [Drop/Add Form](http://www.southeast.edu/classschedules)

### My Student Needs to Purchase Their Textbook:
Visit the SCC Campus Store
Campus “High School/Dual Credit”

### Where Can I Access the 2021-2022 Calendar?
Find important refund and withdrawal dates by viewing the [2021-2022 Calendar](http://www.southeast.edu/applynow)
FAQs

MY STUDENT NEEDS TO PAY THEIR BILL:
- Login into thehub.southeast.edu
- Select WebAdvisor for Students
- Select Student Financial Info > View Account and Make Payments
- Or call Student Accounts: 402-437-2669

MY STUDENT APPLIED FOR ACE BUT THEIR APPLICATION WAS REJECTED:
All ACE questions can be directed to Susan Rocker at srocker@southeast.edu

MY STUDENT NEEDS TO SEND AN OFFICIAL TRANSCRIPT:
- Login into thehub.southeast.edu
- Select WebAdvisor for Students
- Select Transcript Request > Transcript Type “Credit Trans- Mailed from Lincoln”
- Or complete the Transcript Request Form

WHERE CAN I FIND TRANSFER INFORMATION?
Find out how your classes will transfer using these resources
- Transferology.com
- Southeast Community College Transfer Information

WHERE CAN I VIEW PLACEMENT SCORES:
Find alternate scores here:
- Accuplacer & ACT Placement Scores
- Alternate Math Scores

OUR SCHOOL TUITION BILL IS INCORRECT, WHO SHOULD I CONTACT?
All school billing related questions can be directed to Marcie DeLong at mdelong@southeast.edu

WHERE CAN I ACCESS THE INSTRUCTOR NDE ID NUMBER?
Contact Caleb Berg at cberg@southeast.edu

WHERE CAN I ACCESS SUGGESTED NDE COURSE CODES?
Page 26 of the SENCAP Guidebook

HOW CAN I SCHEDULE MY STUDENT A CAMPUS VISIT?
Contact Admissions: admissions@southeast.edu

WHERE CAN I ACCESS THE DUAL-CREDIT STAFF DIRECTORY?
DC Advantage/SENCAP Staff Directory

Where can I learn more about Southeast Community College’s Dual-Credit Programs?
Visit our website at www.southeast.edu/highschoolstudentprograms