

2. Click on the **Academic Info** tab.
3. Login to **Academic Info**. **Do not type in “corp\” before your username.**
4. Click on the **My Account** tab, and then click on the item you would like to review (e.g., Account Information, Make Payment Online, Payment Information).

You may also make payments to your account through the automated payment system on **InfoZone** or at the front desk. Campus staff is available to answer any questions you may have concerning your account.

## LOAN MANAGEMENT

Loan Management services are available to assist you with loan repayment options, deferments, debt management, and financial literacy. These services are available to all students. To learn more about these services or for assistance with your loans, contact the Student Accounts Department at (844) 597-9632.

## STUDENT ADVISING

We provide assistance and support to students who experience academic or personal problems during the course of their education. It is important that you speak with someone as soon as possible so that you can get the help you need. Qualified staff are available to assist you with developing a course of action designed to address your particular issue. Your primary contacts for student advising needs are:

- Instructors
- Student Center Coordinators
- Deans
- Admissions Advisors
- Financial Aid Advisors

You may contact these individuals by phone, e-mail, or in-person.

## ACADEMIC SUPPORT SERVICES

The following academic support services are available to students free of charge:

### Tutoring

Instructors are your first point of contact when requesting tutoring services. Every **SJVC** instructor has specific hours allocated to tutoring students. Hours of availability vary by instructor and are published on the course syllabus along with the instructor’s contact information. In addition to one-on-one tutoring, instructors may provide suggestions on how to improve your study habits and techniques.

Your fellow classmates or a student mentor is the second point of contact for tutoring services. You are encouraged to get to know the people sitting near you in class and form a study group. Ideally, study group members meet weekly, share notes, discuss key concepts, and study for exams together.

### Student Center

Student Centers (SC’s) are based in computer labs or in the LLRC’s. The SC’s are staffed with qualified math and English instructors who are referred to as “Student Center Coordinators” (SCC’s).

SCC’s may provide tutoring in math and English, and, to some extent, other general education courses. They may also assist with word processing, research, proper citation, etc.

The SCC’s are available to assist students with their customized math and English tutorials (described below).

### MyLabs Plus

MyLabs Plus is an online readiness course that prepares students for academic success in their math and English classes. Students enrolled in the MyLabs Plus readiness course will complete a personalized study plan for math and English. The study plan must be completed prior to entering MTH 121 and ENG 121. The study plan may be accessed 24 hours a day from any computer with internet access.

For more information, please visit the Student Center.

## LIBRARY AND LEARNING RESOURCE CENTERS (LLRC)

The LLRC provides resources and services that enhances course content, supports information literacy, and enriches the overall college experience.

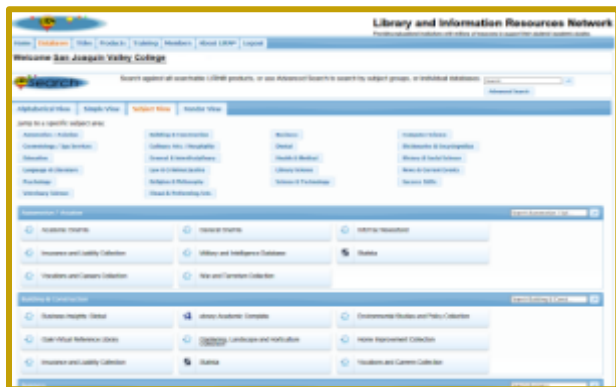
### Resources and services provided include:

- Reference materials, fiction and non-fiction books, periodicals, audio-visual resources, newspapers, copy machines, and additional in-class learning resources which support the curricular requirements of programs.
- Computers with internet access and word processing capabilities, spreadsheet, and presentation software;
- Access to the [Library and Information Resources Network](#), an online research database (see description below);
- Paper and on-line journals specific to individual programs; and
- Access to the LLRC online library catalog.

The LLRC Coordinators and staff provide instruction and assistance relating to library resources and services, including finding and using resources, searching the online library catalog, conducting research using physical and online resources, and formatting and printing documents.

A valid **SJVC** identification badge is required when checking out library materials. LLRC Coordinators can provide information on the following:

- hours of operation;
- library and loan policies;
- checkout and return of resources; and
- renewals and overdue or lost materials.



## Library and Information Resources Network (LIRN)

LIRN is an online library collection of a number of informational resources. LIRN provides access to over 80 million journal articles, books, encyclopedias, newspapers, magazines, and audio and video clips.

LIRN is a powerful tool which will allow you to conduct research on many different subjects. You may access LIRN 24 hours a day from any computer with internet access by clicking on **LIRN** from the **Links** tab on the **InfoZone** homepage. You will need to use the following username and password to login:

**Username:** 83762

**Password:** sjvclib77

After you have entered the identification code, a list of LIRN databases will appear and you will be ready to begin your research.

For more information on conducting research through LIRN, please contact your LLRC Coordinator.

## PERSONAL RESOURCES

The College provides services to students with needs in the areas of transportation, childcare, counseling, food and utilities assistance, and certain prevention programs. The Office of the Dean of Student Services will help connect students with these resources, including referrals to appropriate outside agencies. The following is an overview of these services:

- A list of students who reside within the same city and are willing to carpool with peers;
- Gas vouchers;
- A directory of licensed childcare providers and agencies that may be able to assist in locating and securing childcare and possibly contribute to payment of related expenses;
- Outside agency contacts that may help with food needs and costs;
- Campus food bank or pantry;
- Outside agency contacts that may assist you with payment of rent and/or utilities;