



# **SAN JOAQUIN VALLEY COLLEGE**

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# **STUDENT HANDBOOK**



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## MESSAGE FROM THE BOARD OF DIRECTORS

Dear Future Graduates:

Welcome to **SJVC**! We are pleased that you have chosen to pursue your education at our College. The upcoming months and years will be a time filled with much excitement, challenge, and growth.

We commend you for taking the first step towards pursuing your dreams for yourself and your loved ones. During the course of your education with **SJVC**, you will be presented with many opportunities that will contribute to your academic, personal, and professional goals. We are committed to your success and look forward with you in anticipation of the day when you receive your Associate Degree or Certificate of Completion.

As you embark upon this exciting journey, there is much you will need to know in order to ensure that you have the best experience possible as a student. To meet that end, we have developed the **Student Handbook** which will assist you as you assimilate into campus life, adjust to your class and training schedules, adopt productive study habits, and learn effective communication skills. The **Student Handbook** covers topics such as student-related policies and procedures, academic and personal student support services, students' roles and responsibilities, and strategies for success. We have attempted to make the **Student Handbook** as comprehensive as possible; however, we recognize that from time to time unique issues or circumstances may arise that are not addressed in this Handbook. If you find yourself in that situation, or if you need additional clarification, your instructors, Program Directors, and the Deans are all available to provide assistance.

Beginnings can be intimidating, as we well know. However, as you begin your career training, please realize and be assured that **SJVC** had its own modest start more than thirty four years ago. **SJVC** first began with three Medical Assisting students in 1977 and has grown to include more than 6,000 students on our eight campuses, one extension center, and online division. Throughout this time, our premise remains the same: *our success is still measured by your success.*

We realize that you are not just our student; you are someone's son or daughter and, probably, someone's husband, wife, father or mother. We understand that you are here to make a better life for yourself and for those you support. Please be assured that we are here to support you in any way we can, every step of the way.

You have already discovered the power in yourself, now let it propel you toward diligence, capability, and self-confidence. It will serve you for all of your life.

Welcome, future graduate of **SJVC**!



Mark A. Perry  
President



Michael D. Perry  
Chief Executive Officer

## PURPOSE OF THE STUDENT HANDBOOK

The **Student Handbook** provides you with vital information about policies and procedures pertaining to your rights and responsibilities as a student of **SJVC**, the resources available to you, and campus life including student activities and clubs and safety information. You are encouraged to thoroughly read through the entire Handbook and become familiar with its contents. The Handbook should be used as a guide during the course of your education at **SJVC**. You will find that many of the policies and procedures in the Handbook serve as a method of communication among students, faculty, and staff. You will discover, as your educational career at **SJVC** moves forward, that there are many other ways in which this communication process occurs. You will also discover that attending to the content of these various communication forms is significant to your success as a student.

In addition, you are encouraged to read the **College Catalog** and use it as a supplement to the **Student Handbook**.

If there is anything in the **Student Handbook** that is unclear to you, please contact the Office of the Dean of Student Services for clarification.

## CONSUMER INFORMATION

**SJVC** annually publishes and distributes information about its policies on the use of illegal drugs and alcohol on campus, crime statistics on campus, and school policies regarding sexual and other forms of harassment. The information may also be distributed by means of special notices or policy memorandum. Individuals interested in receiving copies of any of these policies or statistics should either refer to the **College Catalog, InfoZone**, or contact the Office of the Dean of Student Services.

**SJVC** reserves the right to change procedures as deemed necessary to bring forward programs of study in a way that protects the priorities of the institution and is consistent with emerging legal issues. All students are subject to the policies and procedures as they are published in the most current edition of the **College Catalog, Student Handbook**, or addenda.

Users of this publication should contact **SJVC** representatives to learn the current status of matters covered herein, and **SJVC** assumes no responsibility for any damages that may be claimed to have resulted from such changes.

## SECTION 1

# STUDENT SERVICES

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As a student of **SJVC**, you are offered a wide range of academic, professional, and personal opportunities designed to support you in your educational programs and learning needs. Services vary by campus according to the needs of each student population. You are encouraged to contact the Office of the Dean of Student Services for a full description of available services.



## NEW STUDENT ORIENTATION

### On-Ground Campuses

All new students are to participate in a mandatory group orientation prior to their first day of class. Orientation for most programs is generally conducted on the Friday prior to a Monday start date. Campuses or programs with a different start schedule will conduct orientation at some point in the week preceding the program start date. The specific date, time, and location of the orientation will be communicated to you during the admissions process. If you know in advance that you will be unable to attend or are unexpectedly absent

from orientation, please contact your Admissions Advisor to be scheduled for a later start date.

Orientation provides you with a valuable opportunity to meet the campus staff and faculty who will be providing support and instruction to you during your education at **SJVC**. You will also be given the opportunity to meet other students and receive valuable tips on carpool information and available community resources. Orientation gives you the chance to ask any additional questions prior to the first day of classes.

### Online Division

Prior to beginning your program, you are required to complete the New Student Orientation. This orientation covers a wide range of topics designed to prepare students for success in the online environment. In addition, students are enrolled in a College "Kick-Off" seminar prior to the start of classes to assist them with learning how to navigate through an online course.

## COMPUTER LOCATIONS

Every campus provides students with access to computers, which are connected to printers and have internet access. The computers are located in specific classrooms (referred to as "computer labs") and professional rooms, at the discretion of the Campus Director. The main locations for you to access computers outside of the classroom are in computer labs, the Student Center, and the Library and Learning Resource Center (LLRC). The hours of operation for the computer labs, Student Center, and the LLRC's are posted at each campus.

### Computer Labs

The computer labs are available to all **SJVC** students, faculty, and staff. College staff supervises the labs to ensure that users abide by the rules of use. Computer Technicians are also on duty to assist with any technical and/or hardware issues.

Certain labs have restricted access but, in general, you may utilize the labs on a walk-in basis. If a class is being conducted in a computer lab, the lab is closed for general use until the class is over. If you would like to work quietly in the lab while the class is in session or to attend a class presentation in a lab, you must request permission from the



instructor of the class before the class begins.

You may be limited to a certain number of consecutive hours in the lab or you may be asked to relinquish the equipment per the priorities specified above.

In addition to the terms of use outlined in the **Computer, Internet, and Email Use policies** (published in Section 4 of the **College Catalog**), you are responsible for understanding and abiding by the following rules:



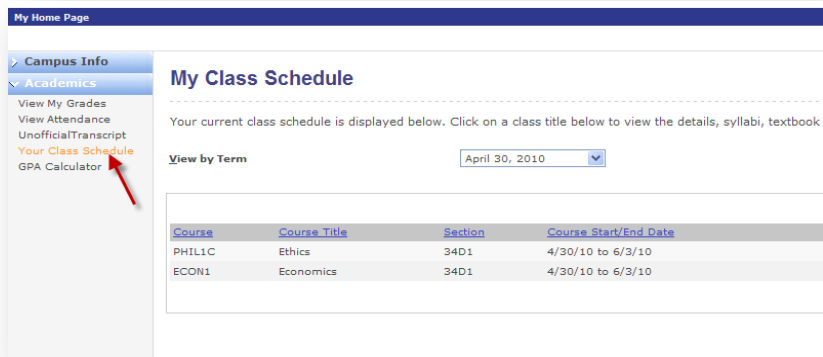
- The labs will have a professional atmosphere at all times.
- Student users are expected to conduct themselves in a quiet and respectful manner. Loud conversations and disruptive behavior will not be tolerated.
- Do not connect or disconnect lab equipment. If equipment needs to be connected, contact the Computer Technician.
- Personal files should not be stored on lab computers. **SJVC** provides storage as outlined in the section "**File Storage System.**" Data present on lab computers will be periodically erased, potentially without warning.



If you use the College's computer labs, be aware that violation of the **Computer, Internet, or Email Use policies** may result in disciplinary action contained in the **Student Code of Conduct**. Any violation(s) which constitutes a criminal offense as defined by local, state, or federal laws may be referred to the appropriate agency for prosecution.

### File Storage System

You will be assigned a personal folder on the designated file server for the purpose of storing and accessing your files. Please be advised that the folder is to be primarily used to store and access documents related to your coursework. Your data is protected using access



control that is tied to your unique username and password; however, you are responsible for the long term retention of your data.

### Privacy

There is no guarantee of privacy associated with your use of the College network and computer system. Some network traffic by nature is unsecured. SJVC takes the necessary measures to secure traffic that is deemed sensitive in nature. It is possible that others may inadvertently view your messages or data.

In addition, College employees may find it necessary to view electronic data while troubleshooting problems in the system. We may also be required by law to provide computer files to third parties, e.g., in the case where electronically stored data is subpoenaed as evidence.

SJVC reserves the right to review or monitor network traffic, e-mail messages, files, or other data for legitimate purposes, including, but not limited to: an emergency, investigation of suspected abuse or misconduct, or to remove material that may be illegal or that which violates College policies, rules, or regulations. We will suspend a user's account if it is believed necessary to protect the integrity of the system, to curtail abuse, or during an investigation.

## INFOZONE

Our network, known as **InfoZone**, provides access to essential student information. **InfoZone** may be accessed at <https://infozone.sjvc.edu>.

**InfoZone** makes it possible for you to view your campus calendar, College publications and handbooks, access discussion boards and current event stories, and download your unofficial transcripts. **InfoZone** also gives you access to your course schedule, current courses and assignments, learning resources, grades, attendance, account statements, financial aid information, and more.

In the **Training & Help** tab, under the **Academic Info/CampusVue Library** and **General Support** document libraries, there are several step-by-step tutorials/guides to assist you with accessing specific information and/or troubleshooting.

**InfoZone** also provides easy access to various educational resources including libraries, web sites, databases, museums, and repositories of research.

You may access and utilize the College's email system through **InfoZone**. An email account will be created for all new students for the primary purpose of increasing communication with instructors and other **SJVC** staff and students.

In addition to the terms of use outlined in the **SJVC Computer, Internet, and Email Use policies** published in the

**College Catalog**, all users are expected to abide by the generally accepted rules of online etiquette when utilizing the College's email system. These include, but are not limited to, the following:

- Be polite and professional at all times. Do not use profanity or vulgar language. Abusive messages will not be tolerated.
- Do not reveal personal identification information such as a social security number, phone number, address, or personal information of others.
- Note that electronic e-mail is not considered private communication. System administrators have access to all electronic messages.
- Do not use the network in such a way as to disrupt the use of the network by others.

### eCourses

eCourses is SJVC's virtual learning environment which allows you to access the same classes you take on-ground in an online setting. This gives you the ability to stay connected to your instructors and course materials beyond the classroom setting.

At a minimum and for every class, you can access your course syllabus, grades, and a report that shows you how well you are performing against the course student learning outcomes. In addition, many instructors provide students with class updates, online exams and forums, a place to submit work electronically, and supplementary course material. Instructors may also include TurnItIn drop boxes through eCourses which is a tool that may be used to assist students write original work with proper citation. Instructors may also use eCourses to hold live online meetings that serve to extend the classroom time. Lastly, eCourses is a resource you may use to voice your opinion on your course experience through an online course survey.

An online tutorial is available to help you navigate through eCourses. The tutorial may be accessed through: InfoZone>eCourses>Student e-Courses Tutorial.

### Technical Support Information

If you experience technical difficulties, you may request assistance from Technical Support Services. Technicians may be reached as indicated below:

**Phone:** (800) 530-7244  
**Email:** [TechSupport@sjvc.edu](mailto:TechSupport@sjvc.edu)  
**Remote Control Support:**  
<https://remote.sjvc.edu>

### Hours of Availability

**Mon. – Thurs.**

7:00 AM to 10:00 PM PDT/PST

**Fri.**

7:00 AM to 5:00 PM PDT/PST

**Sat. – Sun.**

8:00 AM to 5:00 PM PDT/PST

**Closed Holidays**

## FINANCIAL AID

You may access your financial aid information through **InfoZone** as follows:

1. Login to <https://infozone.sjvc.edu>. **Remember to type ed\ before your username.**
2. Click on the **Academic Info** tab.
3. Login to **Academic Info**. **Do not type in ed\ before your username.**
4. Click on the **My Financial Aid** tab, then click on the item you would like to review, i.e. Award Letter.

## TUITION, FEES, AND BILLING

If you need to pay tuition, fees, or have a question about your student billing account, please see the Student Services Secretary or Bookkeeper.

You may also access information pertaining to your student billing account at any time through **InfoZone** as follows:

1. Login to <https://infozone.sjvc.edu> **Remember to type in ed\ before your username.**
2. Click on the **Academic Info** tab.
3. Login to Academic Info. **Do not type in ed\ before your username.**
4. Click on the **My Account** tab, and then click on the item you would like to review, i.e. Account Information, Make Payment Online, Payment Information, etc.

## LOAN MANAGEMENT

Loan Management Coordinators are available to assist you with loan repayment options, deferments, debt management, and financial planning. This service is provided to all student loan borrowers.

## 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 who are available to assist you with developing a course of action designed to address your particular issue. Remember, we are committed to your educational and personal success. The following is a list of the primary contacts for student advising needs:

- Instructors
- Student Center Coordinators
- Deans of Student Services
- Evening Deans
- Admissions Advisors
- Financial Assistance Office

You may contact these individuals by phone, e-mail, or in-person. These individuals may refer you to other individuals within the College or to outside agencies.

## TUTORING

We recognize tutoring as an important key to student success. As such, we offer a variety of tutoring services to our students, free of charge. You are strongly encouraged to take advantage of the various tutoring opportunities available through **SJVC** as discussed below.

### Instructors

Instructors are your first contact with regard to tutoring needs. Instructors may be able to offer suggestions on how to improve study techniques for the course or may refer you for tutoring. You are encouraged to monitor your coursework closely and to speak with your instructors as early as possible if you begin to experience difficulty in your coursework. Early intervention is essential to limiting serious academic complications in coursework.

In order to receive tutoring from an instructor, please refer to the instructor's tutoring availability as published on the course syllabus.

### Classmates

Fellow classmates may also be a helpful resource to you. It is important 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.

If you feel the need for additional guidance in developing study habits, you may attend student success activities specific to your campus location. Through participation in these activities, you will learn how to manage time more effectively, study efficiently for tests,



develop stronger note taking skills, and become more proficient at reading.

### Student Center

Student Centers have been developed for the purpose of assisting students in general education courses, primarily preparation for success in math and English courses. Centers are based in computer labs or in the Learning Resource Center and are staffed by qualified personnel. The Student Centers are available Monday through Friday, and, on some campuses, are also open on Saturday.

Student Center Coordinators may provide tutoring for general education courses and assistance in the administration of the *MyLab* assessment

tests and tutoring plans (discussed below).

### MyLabs

Additional resources available for students are the free online tutoring programs, *MyMathLab* ([www.mymathlab.com](http://www.mymathlab.com)) and *MyWritingLab* ([www.mywritinglab.com](http://www.mywritinglab.com)).

(The *MyLabs* may also be accessed through **InfoZone** by clicking on the **Links** tab.)

The *MyLab* programs create personalized tutoring plans for students based upon the scores they receive on math and English assessment tests taken through the programs' website. The tutoring plans consist of a series of progressive exercises that will help students to master the skills and concepts needed for success in these subjects.

The *MyLab* programs provide web, fax, and telephone tutoring services. Students have full access to these online tutoring programs through the Student Center. Students may also access these programs on any off-campus computer with internet access.





## LIBRARY AND LEARNING RESOURCES CENTER (LLRC)

The Library and Learning Resource Centers provide materials which support the curriculum, aid in independent study, and enrich the overall College experience.

Students have access to reference materials, fiction and non-fiction books, internet resources, periodicals, videos, newspapers, copy machines, and additional in-class learning resources which support the curricular requirements of programs.

### Services provided include:

- Computers with word processing and internet access;
- Access to and/or assistance with conducting research on the **Library and Information Resources Network** (A description of this service will follow.);
- Journals specific to individual programs; and

The Library Coordinators provide research instruction and assistance in all areas of library collections, on databases, and internet research. The library has on-and off-campus access to many research databases.

Most paper journal holdings are located in or near the journals section of the library. Journals are available for library use only. Also located in this area are materials placed on reserve by instructors.

A valid **SJVC** identification badge is required when checking out all circulating library materials. For information on loan policies, hours of operation, and overdue fine charges, please contact your Library Coordinator.

## LIRN



### Library and Information Resources Network (LIRN)

LIRN is an online library collection of a number of informational resources. LIRN provides access to over 60 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:

1. Clicking on **LIRN** from the **Links** tab on the **InfoZone** homepage, or
2. Entering <http://www.lirn.net/services.shtml>

Each campus has a specific identification code that must be entered after accessing the LIRN website. After you have entered the identification code, a list of the LIRN resource sources will appear and you will be ready to begin your research.

For more information on conducting research through LIRN, or to obtain your LIRN identification code, please contact

your instructor or the Library Coordinator.

## PERSONAL RESOURCES

The College provides services to students with needs in the areas of transportation, childcare, counseling, food and utilities assistance, and prevention programs. The Office of the Dean of Student Services will help connect students with the appropriate outside agencies that may be able to assist them with their needs. The following is a list of services available to you:

- 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 various agencies that may be able to assist in locating and securing childcare and 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;

- Crisis intervention agencies that support students with private issues, such as personal or family counseling, drug or domestic abuse, and rape counseling;
- Workshops and special events to assist in the development of new skills that will foster personal growth.

## CAREER SERVICES

The Career Services Department provides a wide array of employment-related services to **SJVC** students and alumni, which include:

- Interviewing techniques
- Resume preparation and development
- Job search assistance and techniques
- Job leads

The Career Services staff also hosts career information panels, workshops, and programs throughout the year. Recruitment opportunities, career fairs, and special events are also available for students and alumni.

## ALUMNI ASSOCIATION

The Alumni Association is a web-based organization that complements the services offered through the Career Services Department. You may access the website through **InfoZone** under the **Community** tab.

The Alumni Association will allow you to search the **SJVC** student directory, submit testimonials, create a student profile, network with classmates, download unofficial transcripts, browse through career services resources and much more.

## TRANSCRIPT REQUESTS

Only information regarding the completion of degree requirements and the awarding of degrees is reflected on a transcript, such as courses completed, grades and credit units earned, degree

awarded, area of concentration or major, and date of completion. You will receive two copies of your official transcript after graduation. Additional copies may be obtained from the Registrar's Office for a nominal fee.

### Unofficial Transcripts

You may download your unofficial transcripts through **InfoZone** as follows:

1. Login to <https://infozone.sjvc.edu>. **Remember to type ed\ before your username.**
2. Click **Academic Info** tab.
3. Login to **Academic Info**. **Do not type ed\ before your username.**
4. Click the **Academics** tab then click **Unofficial Transcript**.
5. Click the **Unofficial Transcript** link. Note: This is a PDF file, you will need to have Adobe Reader installed in order to open and read the file.
6. A pop-up box will prompt you to either open or save the file.

## ENROLLMENT VERIFICATION

Verification of enrollment at **SJVC** to be used for student discounts, insurance, loan deferments, or other purposes may be obtained from the Student Services Secretary. The request is to be made in writing and must include your name, address, phone number, and student identification number, as well as the information to be released, the reason for the release, and the location to which the letter should be sent.



## SECTION 2

# POLICIES & PROCEDURES

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### STATEMENT OF STUDENT RIGHTS

Your rights as a student are protected by State and Federal laws and by the policies, procedures, and regulations established by **SJVC**.

Specifically, we recognize the following rights of our students:

- Freedom of access to higher education.
- Freedom of classroom expression.
- Confidentiality of educational records.
- Participation in student affairs.
- Procedural standards in disciplinary actions as outlined in the **Student Code of Conduct** (see below) and the **Academic Honesty Policy**, which is published in its entirety in the **College Catalog**.

Likewise, all students are held accountable to all local, State, and Federal laws and to the policies, procedures, and regulations established by the College.

### STUDENT CODE OF CONDUCT

**SJVC** is dedicated to the advancement of knowledge and learning, as well as to the development of responsible personal and social conduct. As a student of **SJVC**, you are responsible to conduct yourself in an ethical, professional, and civil manner at all times while on campus and/or when representing the College. Each student assumes the responsibility for being familiar with, and abiding by, the general standards of conduct expected of our students. Specifically, each student is expected to refrain from the following:



- **Academic Dishonesty:** Cheating or plagiarism or engaging in any other act of academic dishonesty as defined in the College's **Academic Honesty Policy**.
- **Fraudulent Behavior:** Dishonesty, forgery, alteration, or misuse of any official College document, or knowingly furnishing false information to the College. Misrepresentation of oneself or an organization as an agent of the College.
- **Obscene conduct:** Engaging in lewd, indecent, or obscene conduct or expression on College property or at any College-sponsored activity.
- **Harassment:** Engaging in discriminatory behavior on the basis of any characteristic protected by law as set forth in the **Non-Discrimination** and **Harassment policies**.
- **Disruptive Behavior:** Obstruction, disruption or interference with any educational, administrative, or other College process.
- **Trespass:** Unauthorized entry upon or use of College facilities.
- **Theft:** Theft of College property or the personal property belonging to any member of the College community.
- **Robbery:** Causing or attempting to cause robbery, extortion, or gambling.
- **Substance Abuse:** Unlawful possession, use, or sale of illegal drugs or alcohol as set forth in the **Illegal Drug** and **Alcohol Use policies**.
- **Physical Assault:** Causing, attempting to cause, or threatening to cause physical assault to any member of the College community in violation of the **Violence Prevention Policy**.
- **Willful Misconduct:** Engaging in any act of willful misconduct that results in an injury or death to a member of the College community or the destruction of College property or the private property on campus.
- **Dangerous Activities:** Possession or use of weapons or explosives in violation of the College's **Violence Prevention Policy**.
- **Violation of law or college policies:** Any violation of Federal, State, or local law and all published College policies, rules and regulations.

The College reserves the right to take any necessary action(s) to protect the safety and well being of the campus community. The College may impose disciplinary action(s) against any student found in violation of this code. Additionally, students who violate Federal, State, or local laws may also be referred to the criminal justice system for prosecution.

### Disciplinary Action

The following disciplinary actions may be imposed, as warranted by the situation, for violation of the **Student Code of Conduct**.<sup>1</sup> One or more penalties may be imposed per violation, up to and including termination from the College.

#### 1. Verbal and/or Written

**Warning:** A verbal and/or written warning will be imposed when a student's conduct merits an official reprimand. The student will be warned that further misconduct may result in more severe disciplinary action.

2. **Restitution and Fines:** Students may be required to make payment to the College or to another specific person(s) or group(s) for damages incurred as a result of a violation of any provision of the **Student Code of Conduct**. Restitution fines may be demanded by the College in addition to any other penalty applied.

**Suspension:** The Campus Director or the Student/Evening Deans may immediately impose the suspension penalty upon a student when required to protect the student body and to ensure the maintenance of order. A student may also be

suspended during an investigation. Suspension will not exceed twelve (12) consecutive class days.

Suspension indicates to the student that further violations of any College regulation or policy will result in more stringent disciplinary action, including termination from the College.

During suspension, the student will be barred from College activities and premises. **SJVC** will undertake an assessment of the circumstances and severity of the charge, including consultation with the concerned individuals (i.e., students, faculty, administrators, other staff members, and/or site supervisors) as well as the student charged with the violation. While the student is on suspension, the College will render a decision as to his/her future with **SJVC**.

3. **Termination:** The termination penalty is one of involuntary separation from the College. Notice of termination will appear on the student's academic history and transcript. The student will also be barred from College activities and premises.

### Appeal

A student may contest the College's decision to take disciplinary action(s) against him/her by submitting a written appeal to the Campus Director within five (5) week days (Monday thru Friday, excluding holidays) of the effective decision date.

To appeal the decision of the Campus Director, a written letter must be submitted within five (5) week days of receipt of the Campus Director's decision to:

Christina Ynclan  
Director of Graduate Services  
**San Joaquin Valley College**

801 S. Akers St., Ste. 150  
Visalia, CA 93277  
[christinay@sjvc.edu](mailto:christinay@sjvc.edu)

## STUDENT COMPLAINTS & GRIEVANCES

We have designed and implemented specific policies and procedures as a way for you to resolve conflicts that may arise during the course of your education at **SJVC**. Our conflict resolution procedures and guidelines, as they pertain to students, are described below. For additional information or clarification, please see the Office of the Dean of Student Services.

### Complaints

You may submit a complaint, verbal or written, if you feel that you or another student have been subjected to discriminatory actions and/or have been the subject of unlawful harassment as defined in the **College Catalog**. The following Complaint Procedures explain how to report situations involving allegations of unlawful discrimination and/or harassment to the appropriate individuals and how to submit a complaint based on discrimination and/or unlawful harassment.

### Complaint Procedure – Discriminatory Actions:

1. You must report any alleged discriminatory actions to your Campus Director. The report should include the date(s) of the alleged discriminatory action(s), the parties involved, a description(s) of the incident, and whether any attempt(s) were made to resolve the issue.
2. If your Campus Director does not appropriately address your concern, or if you are not comfortable in making a report to your Campus Director, you may notify the Director of Graduate Services of the alleged discriminatory action(s). (Contact

<sup>1</sup> This list does not represent every possible disciplinary action that may be imposed upon a student for violation of the Student Code of Conduct.



information located in Section 4 of the **College Catalog** under "Notice of Non-Discrimination.")

We will take the appropriate steps to conduct an investigation into the matter and provide a prompt resolution.

### **Complaint Procedure – Unlawful Harassment:**

1. You are encouraged to identify the offensive behavior to the harasser and request that it stop immediately.
2. If you do not feel comfortable with addressing the matter directly with the harasser, or if the behavior does not stop after you have addressed it with the harasser, you should discuss the matter with an instructor.
3. If you do not feel comfortable discussing the matter with an instructor, you should discuss the matter with your Dean of Student Services. When discussing the matter with your instructor or Dean of Student Services, you should give as much information as possible concerning the situation, such as the date of the incident(s), the parties involved, a description of the harassing behavior, and any attempts at resolution.
4. You may file a formal complaint on the basis of unlawful harassment. The complaint may be verbal or written. If the complaint is written, it must be legible, dated, signed by the individual submitting the complaint, and submitted to your Campus Director. If you do not feel comfortable reporting the incident(s) to your Campus Director, or, if you feel that the Campus Director has not appropriately addressed your complaint, you may notify the Director of Graduate Services, whose contact information was previously listed.

All complaints will be investigated promptly, impartially, and discreetly. Upon completion of the investigation, the appropriate parties will be notified of the findings.

### **General Student Grievance Policy**

We have developed and adopted the **General Student Grievance Policy** to provide redress for student complaints or concerns that are not governed by a specific grievance or complaint procedure. Before you employ this procedure, you must make every reasonable effort to resolve issues with faculty, staff, and administrators. If your attempts at resolution are not successful, the following process must be used in order to submit a grievance under this policy:

1. Present your grievance for resolution within 30 days of the incident prompting the grievance.
2. Grievances against faculty members must be submitted to the Academic Dean. The Academic Dean will hear both sides of the dispute and present a recommendation to the Campus Director.
3. Grievances against campus staff must be submitted to your Campus Director. The Campus Director will hear both sides of the dispute and present a recommendation to the Director of Graduate Services.

You will be informed of the outcome of your grievance.

### **Appeals**

**SJVC** has established the following appeal processes in order to provide a way for students to contest certain actions taken against them by the College.

### **Disciplinary Action Appeal Procedure**

In the event that the College decides to take disciplinary action against you for violation of the **Student Code of Conduct**, you may contest the decision

by following the sequential steps outlined in the **Code**, which is found in this handbook.

### **Grade Appeal Process**

**SJVC** has developed and implemented the **Grade Appeal Process** in order to provide a way for its students to contest a final grade received in a course. The **Grade Appeal Process** is limited to situations in which you believe there has been a mistake in the calculation of your grade, demonstrable bias, gross negligence or misapplication of stated criteria. The following chronological steps must be followed in order to appeal a final course grade:

1. Contact your instructor within two (2) school days after the last scheduled day of the class. Your instructor will respond to your appeal within two (2) days.
2. If your appeal is not resolved to your satisfaction, you may submit a written appeal to the Office of the Dean of Student Services within two (2) days of the response from your instructor.
3. If the Dean of Student Services is unable to resolve the issue, you may submit your written appeal to the Campus Director for a final decision. You will receive a letter from the Campus Director advising you of his/her decision.

### **Appeal Process for Termination Due to Unsatisfactory Academic Progress**

If you are dismissed from **SJVC** due to unsatisfactory academic progress, you may appeal the termination based upon extenuating circumstances such as the death of a relative, an injury, serious illness of the student or other special circumstances. (The standards required to maintain Satisfactory Academic Progress are discussed in Section 6 of the **College Catalog**.) To appeal a termination based on unsatisfactory academic progress, the following process must be utilized in the order in which it appears below:

1. Submit a written appeal to the Office of the Dean of Student Services within two (2) regularly scheduled class days after receipt of notification of your termination from **SJVC**. The Dean of Student Services will respond to your appeal within two (2) class days.
2. If your appeal is not resolved to your satisfaction, you may submit your appeal to your Campus Director within two (2) regularly scheduled class days after the Dean's response. The Campus Director will respond to your appeal within two (2) days of receipt of your appeal. The Campus Director's decision is final.

No appeal is possible if you are terminated a second time for failure to meet or maintain the minimum standards required for satisfactory academic progress. (Discussed in greater detail in the **College Catalog**.)

## ACADEMIC HONESTY

We require our students to uphold the highest standard of academic honesty. As explained in the **College Catalog**, academic dishonesty includes, but is not limited to, the following behaviors:

- Copying another person's original work.
- Allowing another person to copy your original work.
- Copying or allowing another person to copy your answers on a quiz or exam.
- Collaborating with another individual when independent work is required.
- Plagiarism in any form.
- Submitting a purchased paper or an assignment prepared by another individual or individual(s).
- Offering to buy or sell unauthorized assistance on exams, papers, and grades.

The College does not tolerate academic dishonesty. If it is determined that a student has engaged in an intentional act of academic dishonesty, the student will be subject to formal disciplinary action, which may include the assignment of a failing grade, or in some cases, termination from **SJVC**.

The full version of this policy is located in the **College Catalog**.

### TurnItIn

Instructors may require you to submit course paperwork through eCourses utilizing the web-based product, TurnItIn. TurnItIn checks paperwork for originality and generates a report of its findings which identifies any instance of improper citation or potential plagiarism. We utilize TurnItIn as both an instructor teaching tool and a student learning tool for the purpose of identifying and correcting the cause of plagiarism. Instructors will teach you how to properly cite sources within your documents and to develop your own personal writing style and skills.

While we use TurnItIn as a teaching/learning tool, we do not tolerate purposeful and continued plagiarism. In the event that a student is found to have engaged in repeated and deliberate acts of plagiarism, **SJVC** will take disciplinary action against the student as outlined in the College's **Academic Honesty Policy**.

## DRESS CODE AND GROOMING REQUIREMENTS

### Standards of Professional Dress

We believe that it is important for our students to appear well groomed and professionally dressed while on campus or when they are representing the

College. You are required to dress for class in the professional work-related uniform established for your program.



The following is a list of prohibited items and dress styles:

- Hats, caps, or any other form of headwear unless on the list of approved uniform requirements;
- Exposure of a bare midriff; and
- Visible piercing (including tongue rings) on the skin, other than ears.

The above list does not encompass all possibly prohibited dress-related items and styles. You are encouraged to exercise professional judgment and use common sense when making attire and grooming choices that will affect your appearance while on campus or an at externship site.

### Tattoos

If you have a tattoo(s), you are to keep it covered all times while on campus or anytime you are representing the College. Tattoos may be covered with appropriate clothing such as long sleeved shirts, turtlenecks, pants, etc. If you have a particular concern about your ability to cover a tattoo, please see the Office of the Dean of Student Services.

### Uniforms

An important and unique aspect of your education at **SJVC** is the preparation you receive for entry into the workforce which includes exhibiting the appearance of a professional. Our dress code requires you to wear the **SJVC** uniform while on campus and at any time you are representing the College, including externships or clinical rotations; however, you are not permitted to wear your uniform to any activity or function that is not sponsored by the College.

In addition to this policy, many of our programs have additional dress code requirements that students are expected to adhere to while on campus and at externship and clinical sites. For information concerning a specific programmatic dress code, please contact the Office of the Dean of Student Services or the respective Program Director.

If you need a dress or grooming accommodation in order to comply with religious requirements, please notify the Dean of Student Services. Unless your request would pose an undue hardship or compromise safety concerns, the College will reasonably accommodate your religious beliefs or practices.

### **Identification Badges**

In order to preserve and maintain security and service, a student photo identification badge is a required part of the **SJVC** student uniform.

You will be issued a photo identification badge that is to be worn at all times while on campus or at an externship or clinical site.

To replace a lost or stolen ID badge, contact the Student Services Secretary.

## **STUDENT COMPUTER AND NETWORK USE**

We provide our students with access to computers on campus as well as a

comprehensive computer network which is known as **InfoZone**. Student computer and network use is primarily intended for the purpose of enhancing and facilitating the educational process.

We have established necessary policies and guidelines regarding the acceptable and prohibited use of computers, computer equipment, and computer network. As a condition of use, you are expected to comply with the **Computer, Internet, and Email Use Policies**, which are published in the



**College Catalog**. We are the sole determiner of the interpretation and application of these policies.

We may suspend a student's computer and/or network use privileges upon discovery of a possible violation of either of the above-referenced policies. Suspected violations will be reported to Campus Management. If a student has been found in violation of either of these policies, the College will take appropriate disciplinary action(s) pursuant to the **Student Code of Conduct**. Violation of the **Computer, Internet, or Email Use policies** could possibly constitute a criminal offense, which, if discovered, may be reported to

the criminal justice system for prosecution.

Any questions concerning computer and/or network use or any of the above-referenced policies should be directed to the Office of the Dean of Student Services.

## **EATING AND DRINKING**

Our campuses offer limited food and drink services. Most campuses have vending machines in the Student Lounge or designated break area. You are welcome to use the Student Lounge or break area for eating and/or drinking before, in-between, or after classes.

In an effort to maintain a clean and safe learning environment, **only** bottled water is allowed in the classrooms and labs.

## **SMOKING**

Smoking is not permitted in classrooms, halls, labs, near buildings, or in public areas. Smoking is only permitted in designated smoking areas. You may contact the Office of the Dean of Student Services to find out where the designated smoking areas are located.

## **CELL PHONE USAGE**

You are expected to show respect for fellow students and instructors by silencing mobile devices such as cell phones and pagers and refraining from text messaging while in class.

## **ATTENDANCE**

Regular class attendance is an important part of being a successful student at **SJVC** which is an accelerated educational environment. Missing one class is equivalent to missing one week of classes in a traditional academic setting. A schedule of class meeting days and times will be listed on the syllabus for each course. For specific programmatic attendance requirements, please see the appropriate Program

Director or Division Manager. If possible, you should call or e-mail your instructors to notify them of any absence as well as the reason for the absence.

### **On-ground programs**

If you are absent for fourteen (14) consecutive calendar days, you will be terminated from your program of study.

### **Online programs**

If you are absent for fourteen (14) consecutive calendar days, you will be terminated from your program of study.

## **ACADEMIC POLICIES**

Please see Section 6 the **College Catalog** for information pertaining to academic policies, i.e., **Requesting a Leave of Absence, Independent Study, Course Failure**, etc.

## **CHANGE OF STUDENT INFORMATION**

Students must immediately report any change in their personal information (i.e., name, address, telephone number, etc.) to the Registrar's Office. **SJVC** will

not be held responsible for any mail sent to the wrong address due to an incorrect address on file with the College.

Please be advised that the name on your official College records and transcripts will reflect your name as it appears on official documents, such as driver's license, social security card, passport, etc. In order for you to change your name on **SJVC** records, a marriage certificate, divorce decree, or court document must be presented in order to substantiate the change.





## SECTION 3 CAMPUS LIFE

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### CAMPUS ACTIVITIES

In order to enhance our students' College experience, we offer a variety of co-curricular and extra-curricular programs such as clubs, student government, community service projects, and social activities. Examples of some of the activities and function of the various clubs and organizations include potlucks, charitable fundraisers, and participation in academic competitions. Participation in campus activities is strictly voluntary and the activities vary from campus to campus. Please contact the Office of the Dean of Student Services for further information on the activities available at your campus location.

### STUDENT PARTICIPATION IN COLLEGE GOVERNANCE

It is the policy of SJVC to involve its students in college governance. Participation in the governance process is achieved through the following mechanisms:

- Participation in various campus and institutional surveys
- Involvement in campus clubs and organizations
- Participation in focus groups
- Attending campus-wide meetings with Campus Management and/or members of the Executive Council
- Submitting ideas or recommendations for improvement to your Instructor, Campus Dean or Campus Director
- Participation as a student representative on program-specific Advisory Boards
- Participation in the Institutional Self Study process



These mechanisms are available to assure that your interests are submitted to the appropriate college authorities. Any input you provide through these mechanisms will be given reasonable consideration in the College's decision-making and planning processes.

As a valued member of the college community, please avail yourself to every opportunity for participation in the governance process and partner with us to affect positive change and fulfill the College mission.

### ASSOCIATED STUDENT BODY

The Associated Student Body (ASB) is the student governing body of **SJVC**. All students are members of the ASB and are eligible to participate in all ASB functions and activities.

The ASB provides a way for students to become involved in the affairs of the College, where appropriate, by working in partnership with faculty and Campus Administration. The mission of the ASB is, "To develop an effective and efficient student government body that is alert to

the responsibility of citizenship and to develop an organization which promotes high standards in scholarship, student activities, and academic ideology."

The ASB is responsible for communicating the ideas, interests, and concerns of the student body at large to faculty and Campus Administration. The ASB works with students, faculty, and Campus Administration concerning policies that affect the College and its programs. They are also involved with campus-wide activities, fund-raisers, social events, and community projects.

Elections for student leadership positions in the ASB are held at each campus. In order to qualify for office, candidates must meet the following requirements:

- Possess and maintain a minimum cumulative grade point average of 2.5 or higher; and
- Possess and maintain satisfactory citizenship.

If you are interested in running for office, please see the Assistant to the Office of the Dean of Student Services or

any of your instructors for further information.

## STUDENT CLUBS AND ORGANIZATIONS

**SJVC's** recognized student clubs and organizations provide you with the opportunity to participate in diverse new experiences which extend beyond the classroom. Joining a club or organization is also a great way to get involved in campus activities, meet and connect with other students, pursue areas of interest, and have fun. Membership in all recognized clubs is open to all current students at no cost.

Student organizations can be creative, social, recreational, educational, cultural, religious, or political in nature. You may participate in a club or organization to expand an existing interest or to experiment with a new interest or enhance a classroom experience. If you are interested in joining or starting a club, please see the Office of the Dean of Student Services for additional information.

The following is a list of active clubs and organizations<sup>2</sup>:

- American Criminal Justice Association
- American Medical Technologists Club
- American Society of Respiratory Therapist
- Arts and Student Entertainment Society Club
- Associated Student Body
- Book Club
- Business Club
- Clinical and Administrative Medical Assisting/Clinical Medical Assisting Club

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<sup>2</sup> The listed clubs and organizations are not offered at every campus location. Please contact the Office of the Dean of Student Services to find out about the clubs and organizations on your particular campus.

- Computer Club
- Criminal Justice Club
- Debate Club
- Dental Assisting Club
- Dental Hygiene Association
- Diversity Club
- Health Care Administration Club
- Honors Society
- Lambda Beta Society
- Licensed Vocational Nursing Club
- National Technical Honor Society Club
- National Technical Honor Society
- Partnering for Education Club
- Pharmacy Club
- Pharmacy Technology Association
- Physician's Assistant Club
- Registered Nursing Club
- Respiratory Club
- SIFE Club
- Student Community Outreach Movement
- Students in Free Enterprise
- Student Society Club

## GRADUATION CEREMONY

Graduation is an exciting time for your friends and loved ones to gather in honor and celebration of your educational and personal accomplishments. You will not want to miss out on being a part of the

graduation ceremony. Both the Certificate and Associate of Science degree programs have specific graduation requirements, which are listed in Section 7 of the **College Catalog**. When you meet the graduation requirements, the Student Services Secretary will notify you, via U.S. mail, that you are eligible for graduation. Included in the notification is information on the cost for your cap and gown, invitations, and the ceremony in general.

Any specific questions regarding the graduation ceremony may be directed to the Student Services Secretary.

### Awards and Special Recognition

In addition to honoring all graduates, special recognition will be given to students who achieve high grades, maintain good attendance, and participate in school and community activities. Graduates will receive recognition for meeting the following criteria:

- Valedictorian – Highest cumulative GPA
- Student Representative Award – Member of Student Council or Advisory Board
- Perfect Attendance Award – 100% Attendance (except jury duty and



- military service)
- Academic Excellence Award – 4.0 GPA
- Dean’s List – 3.25 or higher per term

The **Founder’s Award** has been instituted to honor one graduate who most exemplifies the standards set forth by the College’s founders, Robert and Shirley Perry. One student per division of study may be nominated by faculty for consideration of the award one month prior to each graduation ceremony. The nominated students must meet the following criteria:

- Cumulative grade point average of no less than 3.6;
- Cumulative attendance of no less than 90%;
- Nomination by faculty member within the division of student study; and
- Outstanding community involvement from any type of college, civic, community or religious activities.\*

*\*Students nominated for this award will be asked to write a short essay describing their community involvement and the impact it has had in their lives.*

## CAMPUS SAFETY

In order to ensure the safety of the entire College community, we have developed and implemented specific procedures to be used in the case of natural disasters, bomb threats, medical emergencies, and/or civil disturbances. In the event of an emergency, you are responsible to:

- Follow the direction of your instructor to the nearest exit;
- If not under the supervision of an instructor, you are to locate the nearest exit and proceed to the designated gathering area;
- Remain quiet and with your class for an accurate head count; and

- Do NOT leave until authorized by College staff to do so.

A full description of the emergency procedures are published in the Campus Safety Procedures Manual which may be accessed at <https://infozone.sjvc.edu> by clicking on **Document Center** then clicking on **Campus Safety Procedures Manual**, which is listed under **SJVC Publications**.

## ANIMALS ON CAMPUS

Animals are not allowed on campus with the exception of certified Seeing Eye dogs, certified assistant animals, or animals in the Veterinary Technician labs.

## GUESTS ON CAMPUS

You are welcome to invite guests to visit our campuses. If you intend on inviting or bringing a guest onto campus, you must adhere to the following protocol:

- You must inform the front office staff of any anticipated guests.
- As a general rule, guests must be over the age of 18.
- Guests should be instructed to report to the main office, sign-in, and obtain a visitor’s pass or temporary name badge which is to be worn for the duration of their visit.

You are responsible for communicating this protocol to your guests.

### Children on Campus

Children must be supervised by a responsible adult at all times while on campus. Children shall not be left unattended in College buildings, outdoor areas, or in private automobiles. Children are not allowed in the classroom during instruction.

## SKATEBOARDS AND ROLLERBLADES

Skateboarding and rollerblading is strictly prohibited on campus. Students

who violate this policy will be referred to the Student or Evening Dean for disciplinary action.

## PARKING

You may park in any of the campus parking lot spaces except those designated for:

- Handicapped individuals;
- Instructors;
- Guests;
- Campus Personnel; and
- Other companies that may share the campus parking lot.

A parking permit is required at the Rancho Cucamonga Campus.

## POSTING OF DISPLAYS

Students, faculty, staff, and members of the **SJVC** community may advertise on campus by posting signs, posters, and announcements on College bulletin boards according to the guidelines set forth below.

1. The Student or Evening Dean must approve all posters, flyers, advertisements, notices, etc.
2. If the document to be posted is in a language other than English, an English translation must be provided.
3. Postings may not advertise alcohol, illegal drugs, smoking, or events that feature these activities.
4. The document must be dated.
5. The document will be posted on campus by designated **SJVC** staff only.
6. Postings will be removed weekly or as determined by the Student or Evening Dean.
7. Any document that is not in compliance with these guidelines will be removed and discarded.

Additional information regarding the policies and procedures for posting is available through the Office of the Dean of Student Services.



## FACILITIES

If you wish to use **SJVC** facilities outside of the normal daily operation, you may request permission to do so from the Campus Director. The request must be in writing, addressed to the Campus Director with a courtesy copy sent to the Campus Registrar, and contain the following information:

- Date of event;
- Amount of time needed; and
- Reason for reservation (i.e., club meeting).

The Campus Director has final authority to approve or deny any facilities reservation request.

## STUDENT SURVEYS

We are extremely interested in your experience as a student. As such, you will be asked to participate in various surveys throughout the course of your education. We value your input and participation in these surveys. Student input gleaned from the surveys has been used to create College policies and serves as a mechanism for providing valuable feedback to instructors on their

performance, from a student perspective.

You will be asked to evaluate your instructors, generally during the last week of the module. The survey results are not available to faculty until after grades are posted. Other types of surveys you may participate in are surveys on the enrollment process, curriculum, technology, interpersonal climate, career placement services, student services, and your overall satisfaction of your academic experience at **SJVC**.





## SECTION 4

### STUDENT CONTACTS

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## Who Do I See For....?

<b>Financial aid questions</b>	Financial Aid Officer
<b>Scholarship information</b>	Financial Aid Officer or Office of the Dean of Student Services
<b>Change of enrollment status</b>	Office of the Dean of Student Services
<b>Petitioning for an incomplete</b>	Your instructor
<b>Student Advising</b>	Your instructor, Program Director, or the Office of the Dean of Student Services
<b>Making copies</b>	Your instructor
<b>Career opportunities after I graduate</b>	Career Services Department
<b>A ride to school</b>	Office of the Dean of Student Services
<b>Childcare</b>	Office of the Dean of Student Services
<b>Professional attire for a job interview</b>	Office of the Dean of Student Services
<b>A grievance</b>	Dean of Student Services or Campus Director ( <i>Please refer to the <b>General Student Grievance Policy</b></i> )
<b>Grades, class schedule, or attendance</b>	<b>InfoZone</b> or Registrar
<b>Re-scheduling a class</b>	Registrar
<b>Assistance with research for a paper</b>	Librarian or your instructor
<b>Locating the security guard</b>	Front desk receptionist
<b>Externship</b>	Externship Coordinator
<b>An ID Badge</b>	Student Services Secretary
<b>Making a tuition payment</b>	Student Services Secretary
<b>My Degree/Certificate</b>	Student Services Secretary
<b>Information about the graduation ceremony</b>	Student Services Secretary
<b>Notification of an absence or tardy</b>	Your instructor or the Front Desk Receptionist