

Student Services

The following describes the student services that will be available to the students on SJVC's San Diego Campus.

- Library and Learning Resource Center: The San Diego campus will feature a Library and Learning Resource Center (LLRC) that provides students with educational materials and services that support the Medical Assisting curriculum, aid in independent study, and enrich their college experience. Materials and services available through the LLRC include reference materials, book and periodical collection, videos, computers with internet access and word processing capabilities, specific internet educational databases and collections, copy machines, and additional in-class learning resources that support the requirements of the Medical Assisting program. The LLRC will be staffed with a professional who will provide research instruction and assistance to students and faculty. (See [Tab 7](#) for a list of the library resources that will be available to students and faculty of the San Diego MA program.)
- Student Advising: The San Diego Campus Director/Program Director, Learning Resource Coordinator, Registrar, Financial Aid Officer, Career Services Representative, Admissions Advisor, Information Services Manager, and faculty will be available to help students with the academic or personal problems they encounter during the course of their education. Students can contact these individuals by phone, e-mail, or in person. Staff may refer students to others within the College or to outside agencies.
- Tutoring: SJVC offers a variety of tutoring services to students free of charge. The tutoring services include one-on-one work with an SJVC instructor or Student Center Coordinator, the development of personal training plans based on assessment examinations, and assistance in the development of study habits and techniques.
 - Student Center: Like SJVC's other campuses, the San Diego Campus will have a Student Center for the purpose of assisting students in general education (GE) courses and primarily for help in math and English. The Center will be based in the library and staffed by a Student Center Coordinator, who is a qualified GE tutor. Tutoring for math and English is generally available in the Center on a walk-in basis.
 - MyLab: Upon enrollment all SJVC students take mandatory math and English assessment tests online through Pearson Education's [MyMathLab](#) and [MyWritingLab](#). For those whose scores indicate that they require remedial education, the MyLab programs generate personalized tutoring plans designed to address the particular academic deficiencies identified by the assessments. The internet-based tutorials consist of a series of progressively difficult exercises that develop students' skills through practice and corrective feedback.
- Career Services: The Career Services department will provide all students with regularly scheduled and required one-on-one meetings with the career services advisor. The Career Services Representative will provide training in how to craft a resume, interview effectively for a job, and network with professionals in the dental industry.

- Information Technology
 - Computer Access: All students will receive laptops as part of their tuition. Wi-Fi and printers will be available throughout the campus
 - Computer Assistance: At orientation, students will be taught how to navigate SJVC’s online resources (i.e., Infozone, eCourses, and help desk access). Toll-free phone- and internet-based technical support will be available to students seven days a week.
 - Intranet-based Resources: SJVC has a number of electronic resources that support students:
 - Library and Information Resource Network (LIRN): LIRN, an online library service to which the College subscribes, allows students to obtain “millions of articles, television and radio transcripts, photographs, video and audio clips, encyclopedias, books and reference titles” according to [LIRN's website](#). (See [Tab 7](#) for a list of the LIRN resources that support the Medical Assisting program.)
 - InfoZone: InfoZone, SJVC’s intranet, houses the school’s publications and handbooks. In addition, the San Diego Campus, like the other campuses, will have its own homepage where students can read current information and news about the campus community.
 - Academic Info: This site, which is located on InfoZone, allows students to obtain their course schedules, account statements, and financial aid information.
 - eCourses: eCourses, the school’s learning management software, enables students to access their syllabi, grades, and attendance records. Students can also view a report on their performance on each SLO in the courses they are taking.
- Disability Services: Students with special needs related to a permanent or temporary disability may request an accommodation at any time during their educational experience. SJVC’s [Student Disability Policy](#) provides procedures for determining disabilities and accommodations. Accommodations for those deemed to have a disability may include one or more of the following:
 - Proctoring the admissions assessment in a test site that is accessible to an individual with mobility issues; providing extra or unlimited time to complete the admissions assessment; providing rest breaks for test-takers; and reading items and recording responses for the test-taker.
 - Academic adjustments to the length of time permitted for the completion of degree requirements, substitution or waiver of specific courses required for program completion, and adaptation of the manner in which courses are conducted.
 - Alternative methods for evaluating disabled students’ achievement of course outcomes.
 - Providing educational auxiliary support services and devices such as taped texts, interpreters, note takers, or other effective methods for making orally delivered materials available to students with hearing or other learning disabilities; readers for students with

visual impairments; classroom equipment adapted for use by students with manual impairments; and other aids for disabled students.

- Accessible, barrier-free facilities.
- Buildings equipped with restroom and telephone services for the disabled.
- Assistance in locating appropriate library resources to support and enhance the disabled student's educational experience.
- Personal Resources: SJVC helps students who need assistance with access to food, transportation, childcare, utilities assistance, and counseling. The following are services the College makes available to its students:
 - Campus food bank or pantry
 - Outside agency contacts that may help with food needs and costs
 - Gas vouchers
 - A list of students who reside within the same city and are willing to carpool with peers
 - A directory of licensed childcare providers and agencies that locate childcare and help with related expenses
 - Outside agency contacts that may assist students with payment of rent and/or utilities
 - Crisis intervention agencies that support students with mental health issues
 - Workshops and special events to assist in the development of new skills to foster personal growth